



November 13, 2023

To: Members of the Board of Directors

From: Darrell E. Johnson, Chief Executive Officer

A handwritten signature in blue ink, appearing to read "Darrell E. Johnson", is written over the "From:" line.

Subject: 2023 Board of Directors and Chief Executive Officer Initiatives and Action Plan – Third Quarter Progress Report

On January 23, 2023, the Orange County Transportation Authority (OCTA) Board of Directors (Board) approved the 2023 Board and Chief Executive Officer (CEO) Initiatives (Attachment A) and Action Plan (Attachment B). The Action Plan consists of three Board initiatives and nine CEO initiatives to be monitored through 98 milestones throughout the calendar year. Reports detailing the progress on these milestones are provided on a quarterly basis for Board review. This report provides a summary of progress on third quarter (Q3) milestones from July 1, 2023, through September 30, 2023. At the conclusion of Q3, 43 of the 98 milestones have been completed. Highlights of these accomplishments are provided below.

Q3 Progress Report

By the end of Q3, OCTA completed 44 percent of the total milestones scheduled for completion. There are 48 milestones remaining that OCTA anticipates achieving before the end of calendar year 2023, for an approximate 93 percent completion rate overall. Some of the highlights accomplished in Q3 include:

- Substantially completed and fully opened the last of the remaining bridge replacements for the Interstate 405 Project;
- Completed construction and installation of equipment and received all inspection approvals for the 405 Express Lanes customer service center;
- Retained a consultant to implement a modernized enterprise human resources and payroll management system;
- Awarded a contract for the management and operation of the Same-Day Taxi service, which helps supplement OC ACCESS;
- Developed and entered into a new five-year agreement with Santiago Canyon College extending the school's participation in the College Pass Program;
- Created and implemented a plan for the Safety Education and Public Awareness Campaign to educate the general public on the upcoming OC Streetcar operations;

- Completed a call for projects with Board-approved Measure M2 funding awards, totaling \$3,374,083, in Tier 1 Environmental Cleanup Program funding for ten projects to mitigate transportation-generated pollution;
- Addressed all four findings from the M2 Triennial Performance Assessment, covering the period July 1, 2018, through June 30, 2021, with action items to enhance the agency's delivery of Measure M2.

While 17 total milestones were accomplished during the quarter, some of which are noted above, delivery timeframes for seven milestones were extended and are now anticipated to occur in the fourth quarter. Additionally, the following six other milestones originally planned for completion in 2023 will be carried over beyond the year-end: completion of the operations and maintenance agreements for the OC Streetcar project, receipt of the first OC Streetcar vehicles, initiating procurement of ten zero-emission paratransit vehicles to replace ten existing gasoline OC ACCESS buses, installation of the tolling equipment on the 91 Express Lanes entrance readers, presentation of progress on the zero-emission bus (ZEB) pilots, and evaluation of the charging infrastructure needs for the ZEB rollout plan. Schedule adjustments were largely attributed to manufacturer production delays, increased focus on the 405 Express Lanes completion, and delay by utilities to provide the service needed to power the ZEB charging infrastructure. OCTA will continue these milestones in 2024. For more details, please refer to Attachment B.

The Q3 progress report is complete and included for your review. As we enter the last quarter of the year, OCTA remains committed to accomplishing our goals and advancing the 2023 Board and CEO Initiatives, while addressing the immediate needs of the public, customers, and agency employees to keep Orange County moving. Please contact me at (714) 560-5343 with any questions or suggestions.

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Attachments