

July 2015 - June 2018 M2 Performance Assessment Recommendations and Action Plan

Consultant Recommendation		OCTA Response
Chapter 1: Program Goals Have Been Met Thus Far		
1.	Consider identifying measures to capture progress towards each of the six key M2 Ordinance goals and on a periodic basis report on how results achieved correlate to those goals - relieving congestion, fixing potholes and resurfacing streets, reducing air and water pollution, synchronizing traffic lights, expanding Metrolink and providing transit at reduced rates to seniors/persons with disabilities.	The M2 Ordinance specifies projects and programs to be implemented and as such, OCTA reports on progress towards completion and delivery of projects and programs. Staff sees added value in reporting on the goals as suggested and will investigate the best approach for reporting using one of OCTA's existing communication pieces such as possibly the M2/OC Go Annual Report.
Chapter 2: OCTA Demonstrated Strong Program Management		
2.	Implement in-progress plans to update cyber security training policy and require annual training as well as establish a timeline for implementation.	OCTA is in progress updating the security training policy. The policy will include an established timeline and annual training requirements.
3.	Regularly monitor the training status of all employees to ensure cybersecurity training is complete within the required timeframe including defining specific roles and responsibilities, timelines and frequency of monitoring, verification methods, and documentation of status.	A training program that allows for the tracking and targeting of employee training would be beneficial as a best practice for OCTA. Staff will update our current training program/policy and make recommendations for approval and implementation.
Chapter 3: While Still Early in the M2 Life Cycle, Substantial Progress was Made Across All Program Areas		
4	Create a methodology to gather quantitative accomplishment data and track project outputs and accomplishments against Transportation Investment Plan anticipated goals.	Staff will research options for addressing this recommendation and see what modifications can reasonably be made to achieve this utilizing the existing systems in place.
5.	Demonstrate a stronger link between capital project selection guiding principles and the actual implementation order for capital projects by formally memorializing discussions and decisions made.	Staff reports and follows guiding principles on capital program delivery. These decisions are incorporated into board adopted delivery plans. Staff will more formally reference decisions to ensure they are more appropriately memorialized.
Chapter 4: OCTA Approaches Ensured Compliance with M2 Ordinance		
6.	Include additional links, where appropriate, to underlying support documentation to validate compliance efforts and activities tracked and evaluated in the Program Management Office's Compliance Matrix.	Staff began incorporation of additional links as the annual review of the Ordinance Matrix was in progress during this review.
Chapter 5: OCTA's Sound Fiscal Practices Helped Mitigate Risks Associated with Rising Costs and Decreased Sales Tax Revenue – No Recommendation		
Chapter 6: OCTA was Transparent and Accountable to The Public		
7.	Enhance awareness of the M2/OC Go Program, M2 funded projects, and related M2 accomplishments on social media through posts on currently existing OCTA social media pages or through using separate social media dedicated to M2.	Staff will ensure incorporation as appropriate.
8.	Add a short biography on the OCTA website highlighting TOC members' experience and expertise to enhance transparency of those providing oversight.	Staff will incorporate this recommendation on OCTA's website.

Acronyms

M2 – Measure M2 / OCTA – Orange County Transportation Authority / TOC – Taxpayers Oversight Committee