

Meeting of Jan. 24, 2022

Board Recognizes January Employees of the Month

The Orange County Transportation Authority's board of directors recognized three employees of the month for January.

The honors went to:

- Jose Olmedo, a coach operator at the Santa Ana base who started at OCTA in 2004. In addition to his excellent attendance record, Jose recorded an impressive 17 years of safe driving in April.
- Aaron Cardenas, an equipment parts clerk at the Santa Ana base who joined OCTA in 2018. Aaron is responsible for supporting OCTA's mechanics and is always willing to take the time to do additional research to identify the parts required for each job.
- Melissa Mungia, a section manager in the Paratransit Services Department who joined OCTA in 2020. Melissa is responsible for overseeing OCTA's ACCESS paratransit service, OC Flex and Same-Day Taxi contracts. Most recently, she led the effort to transition the OC ACCESS and OC Flex services to a new contractor.

OCTA Launches Making Better Connections Study

OCTA is conducting its Making Better Connections Study to reimagine a transit system that better meets the needs of Orange County.

The transit landscape has recently undergone major changes, including a decline in ridership due to the impacts of the coronavirus (COVID-19) pandemic. The Making Better Connections Study will recommend improvements to the OC Bus schedule and its routes, as well as OC Flex, to better serve transit users.

The study aims to increase ridership and improve the passenger experience by matching services to specific markets, preserving and improving service in core areas and leveraging innovation and technology to reduce customer wait and travel times.

Members of the public are invited to provide input on their transit preferences through an online survey, virtual community meeting or pop-up event. Feedback can also be provided by phone or mail. More information is available at octa.net/connections.

That feedback – along with recent ridership and travel trends – will be used to develop recommendations for improvements to Orange County's transit services. Members of the public will be able to provide input on those draft recommendations this summer.

Initiatives for 2022 Focus on Equity, Transparency, Fiscal and Environmental Responsibility

OCTA Chairman Mark A. Murphy, also the Mayor of Orange, and OCTA CEO Darrell E. Johnson unveiled the 2022 Board and CEO Strategic Initiatives and Action Plan, which focus on continuing to build a transportation network that is equitable and balanced, is fiscally conservative with taxpayer dollars, and protects the environment that makes Orange County such a special place to live.

For 2022, there are three Board Initiatives supported by nine CEO Initiatives:

- **Balanced and Equitable Transportation**
 - Maximize effectiveness of mobility operations
 - Deliver Measure M infrastructure improvements
 - Connect with stakeholders in diverse and disadvantaged communities

- **Fiscal and Environmental Responsibility and Adaptability**
 - Demonstrate financial stewardship and responsibly administer public funds
 - Anticipate and adapt to changing conditions
 - Advocate sustainability and environmental stewardship

- **Organizational Excellence, Partnership, and Transparency**
 - Collaborate with regional stakeholders and provide outstanding customer service
 - Embrace inclusive work culture and enhance diversity
 - Modernize workplace and promote employee growth and safety

The action plan includes 96 milestones that will provide the agency with strategic direction for implementation throughout the year. Progress reports on the milestones will be provided to the OCTA Board on a quarterly basis.