



Item #: F2

DATE: May 15, 2025
TO: Committee Chair Alan D. Wapner and Members of the Administrative and Finance Committee
From: Erin Rogers, CEO/General Manager
SUBJECT: **Fiscal Year 2026 Management Plan**

Form Motion

Recommend the Board of Directors adopt the Fiscal Year 2026 (FY2026) Management Plan.

Strategic Plan Alignment

The Management Plan supports the advancement of all Omnitrans' Strategic Goals and Initiatives by defining the tactical actions that Omnitrans proposes to undertake during FY2026.

Background

Along with the Annual Service Plan, Marketing Plan and Budget, the Annual Management Plan sets the key goals and priority actions each fiscal year.

The FY2026 Management Plan (Attachment A) is based on the FY2021-2025 Strategic Plan approved by the Board in April 2021. Specifically, the FY2026 Management Plan describes actions the Agency proposes to advance the six Strategic Plan Goals in the areas of Safe & Secure Operations, Customer Experience, Organizational and Workforce Development, Finance, Long-Range Planning, and Community Engagement.

The FY2026 Management Plan was also influenced by the Board Workshop held on March 21, 2025. This workshop will also support the development of the scope for Omnitrans' next Strategic Plan, which will be developed during the year.

The FY2026 Management Plan strives to advance the Strategic Plan goals by focusing on the themes of:

- **Innovation:** With major technology projects on the horizon and innovations in automation and artificial intelligence being evaluated, Omnitrans will continue to focus on Innovation, which is also an agency value. Innovation in the back-office software that supports the organization, along with customer-facing technology is planned to be evaluated, procured and implemented in the coming years.

- **Collaboration:** Both internal and external collaboration efforts will be critical to deliver projects in the upcoming year. The largest agency collaborative effort continues with multiple partners working to deliver the West Valley Connector/sbX Purple Line within the next 18 months. Additionally, collaboration with industry partners advocating to maintain funding and for regulatory relief in the next surface transportation reauthorization.
- **Efficiency:** Ensuring that Omnitrans is a good steward of public funds continues and is further emphasized this year given policy fluctuations and economic uncertainty. Ensuring that Omnitrans operates as efficiently as possible and optimizes the resources available to maximize performance.
- **Excellence:** Focusing on the intersection of innovation, collaboration and efficiency will push Omnitrans towards excellence. Omnitrans will continue to focus on delivering excellence in customer and employee experience. Additionally, after years of working towards service resumption, the focus has shifted to ensuring excellence in service delivery.

The interplay between the Strategic Plan Goals and Management Plan themes is shown in the “Wheel of Omnitrans” infographic on page 4 of the Management Plan. Additionally, the infographic illustrates the lead and supporting departments responsible for each goal.

For each goal area, the Management Plan describes the specific actions, connects the actions to the strategic initiatives supported, provides a timeline, describes outcome measures and reports recent accomplishments.

Omnitrans’ vision, mission and values cascade to drive the six primary goal areas. These goals are achieved through cross departmental collaboration that ultimately cascades to individual employee goals and annual work plans. These efforts and linkages are reinforced through Omnitrans performance management process. The infographic illustrating how the Strategic Plan cascades to the management plan, to departments and to individuals is shown on page 5 of the Management Plan.

Conclusion

Adopting the FY2026 Management Plan establishes the key actions the Agency will focus on during the year to advance the established Strategic Plan goals.

ER:JB

Attachments

- A. Fiscal Year 2026 Management Plan
- B. PowerPoint Presentation