



**PLANS AND PROGRAMS COMMITTEE**  
**TUESDAY, NOVEMBER 29, 2016, 9:00 A.M.**  
**OMNITRANS METRO FACILITY**  
**1700 WEST 5TH STREET**  
**SAN BERNARDINO, CA 92411**

The meeting facility is accessible to persons with disabilities. If assistive listening devices or other auxiliary aids or Limited English Proficiency Services are needed in order to participate in the public meeting, requests should be made through the Recording Secretary at least three (3) business days prior to the Committee Meeting. The Recording Secretary's telephone number is 909-379-7110 (voice) or 909-384-9351 (TTY), located at 1700 West Fifth Street, San Bernardino, California. If you have comments about items on the agenda or other general concerns and are not able to attend the meeting, please mail them to Omnitrans at 1700 West Fifth Street, San Bernardino, California, Attention Board Secretary. Comments may also be submitted by email to [BoardSecretary@omnitrans.org](mailto:BoardSecretary@omnitrans.org).

**THIS MEETING IS AVAILABLE BY TELECONFERENCE AT THE FOLLOWING LOCATION AND WILL BE CONDUCTED IN ACCORDANCE WITH GOVERNMENT CODE SECTION 54953(B).**

**CITY OF ONTARIO, 303 EAST B STREET, ONTARIO, CA 91764**

**THIS LOCATION IS ACCESSIBLE TO THE PUBLIC AND MEMBERS OF THE PUBLIC MAY ADDRESS THE COMMITTEE FROM THESE TELECONFERENCE LOCATIONS.**

**A. CALL TO ORDER**

1. Pledge of Allegiance
2. Roll Call

**B. ANNOUNCEMENTS/PRESENTATIONS**

1. Next Committee Meeting: Not scheduled at the time.

**C. COMMUNICATIONS FROM THE PUBLIC**

This is the time and place for the general public to address the Board for items that are not on the agenda. In accordance with rules applicable to meetings of the Plans & Programs Committee, comments on items not on the agenda and on items on the agenda are to be limited to a total of three (3) minutes per individual.

**D. POSSIBLE CONFLICT OF INTEREST ISSUES**

Disclosure – Note agenda items contractors, subcontractors and agents, which may require member abstentions due to conflict of interest and financial interests. Board Member abstentions shall be stated under this item for recordation in the appropriate item.

N/A

**E. DISCUSSION ITEMS**

1. Approve Plans & Programs Committee Minutes – August 22, 2016
2. Receive and File Results – American Bus Benchmarking Group (ABBG) Customer Satisfaction Survey of Omnitrans

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**F. DISCUSSION ITEMS CONTINUED**

- 3. Receive and File Special Transit Services Department Update – Consolidated Transportation Service Agency (CTSA)

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**G. REMARKS AND ANNOUNCEMENTS**

**H. ADJOURNMENT**

ITEM #           E1          

**PLANS AND PROGRAMS COMMITTEE  
MINUTES  
AUGUST 22, 2016**

**A. CALL TO ORDER**

The Plans & Programs Committee Meeting was called to order by Committee Chair Penny Lilburn at 3:03 p.m., August 22, 2016.

**Committee Members Present**

Council Member Penny Lilburn, City of Highland – Committee Chair  
Council Member Ron Dailey, City of Loma Linda  
Mayor Deborah Robertson, City of Rialto  
Mayor Pro Tem Sylvia Robles, City of Grand Terrace  
Mayor Pro Tem Sam Spagnolo, City of Rancho Cucamonga  
Council Member Alan Wapner, City of Ontario

**Committee Members Not Present**

Council Member Dick Riddell, City of Yucaipa  
Supervisor Janice Rutherford, County of San Bernardino  
Mayor Dennis Yates, City of Chino

**Omnitrans Administrative Staff Present**

P. Scott Graham, CEO/General Manager  
Diane Caldera, Director of Operations  
Nathan Churan, Director of Special Transit Services  
Jack Dooley, Director of Maintenance  
Marge Ewing, Director of Human Resources/Safety & Security  
Samuel Gibbs, Director of Internal Audit  
Jacob Harms, Director of Information Technology  
Andres Ramirez, Program Manager, IPMO  
Jennifer Sims, Director of Procurement  
Don Walker, Director of Finance  
Wendy Williams, Director of Marketing and Planning  
Jeremiah Bryant, Service Planning Manager  
Omar Bryant, East Valley Maintenance Manager  
Anna Jaiswal, Development Planning Manager  
Maurice Mansion, Treasury Manager  
Kathy McClure, Sr. Contracts Administrator  
Christine Van Matre, Contracts Administrator  
Mark Crosby, Safety & Regulatory Compliance Specialist

Bethany Fernley, IPMO Administrative Secretary  
Vicki Dennett, Executive Assistant to the CEO/General Manager

**B. ANNOUNCEMENTS/PRESENTATIONS**

There were no announcements.

**C. COMMUNICATION FROM THE PUBLIC**

John Gillison, representing the City of Rancho Cucamonga, spoke on Item E-7.

**D. POSSIBLE CONFLICT OF INTEREST ISSUES**

There were no conflicts of interest issues identified.

**E. DISCUSSION ITEMS**

1. Approve Plans & Programs Committee Minutes – March 24, 2016 and December 8, 2015.

M/S (Wapner/Spagnolo) that approved the Committee Minutes of March 24, 2016, and December 8, 2015. Motion was unanimous by Members present.

2. Recommend to Board of Directors, Authorize Cooperative Service Agreement with Pass Transit

Service Planning Manager Jeremiah Bryant presented this item, providing a brief background. This agreement eases transferability of passengers between Pass Transit, serving the cities of Beaumont and Calimesa, and Omnitrans, connecting at the San Bernardino Transit Center. There is no fiscal impact to Omnitrans.

M/S (Wapner/Spagnolo) that recommended the Board of Directors authorize the CEO/General Manager to sign the Interagency Service Agreement between Omnitrans and Pass Transit. Motion was unanimous by Members present.

3. Recommend to Board of Directors, Authorize CEO/General Manager to Sign Joint Procurement Memorandums of Understanding with Victor Valley Transit Authority, Mountain Transit and Morongo Basin Transit Authority

Service Planning Manager Jeremiah Bryant presented this item, providing a brief background of the three MOU's. In response to SANBAG's recommendations resulting from their Transit Efficiency Study in 2016, Omnitrans is codifying its current practice of offering joint procurement opportunities to other San Bernardino County transit operators. The ultimate goal is to maximize the potential to gain economies of scale in large procurements. Member Wapner suggested formulating similar MOU's with Metrolink and other rail carriers, in light of Omnitrans moving into rail services; Mr. Bryant agreed this would be a wise first step in that joint procurement process.

M/S (Dailey/Spagnolo) that recommended the Board of Directors authorize the CEO/General Manager to sign the joint procurement MOU between Omnitrans and VVTA; and recommended the Board of Directors authorize the CEO/General Manager to sign the joint procurement MOU between Omnitrans and Mountain Transit; and recommended the Board of Directors authorize the CEO/General Manager to sign the joint procurement MOU between Omnitrans and Morongo Basin Transit Authority. Motion was unanimous by Members present.

4. Recommend to Board of Directors, Adopt Title VI Disparate Impact and Disproportionate Burden Policy

Service Planning Manager Jeremiah Bryant presented this item, providing a brief background for the recommendation. As an addition to routinely demonstrating compliance in its required triennial Title VI reports, Omnitrans must perform equity analyses as part of its planning process before implementing any fare change or any major service change. Omnitrans' proposed Title VI Disparate Impact and Disproportionate Burden Policy defines how data are collected, maintained, analyzed and reported, and quantitatively defines a disparate impact and disproportionate burden as a change that causes more than a ten-percent change to the proportion of low-income and minority population.

M/S (Spagnolo/Dailey) that recommended the Board of Directors adopt Omnitrans' proposed Title VI Disparate Impact and Disproportionate Burden Policy. Motion was unanimous by Members present.

5. Recommend to Board of Directors, Issue Call for Public Hearing for Major Service Change Proposal for Route 215

Riverside Transit Agency is closing its Transit Center, which will cause Omnitrans to shift its bus stop to the new on-street transfer mall. As 40% of boardings on Route 215 occur at the Riverside Transit Center, Omnitrans is required to hold a public hearing. This is favorable to Omnitrans, saving about 6/10 mile in downtown Riverside travel, which allows Omnitrans to extend service to the Downtown Metrolink Station.

M/S (Wapner/Dailey) that recommended the Board of Directors issue a Call for Public Hearing for a proposed change to Route 215 service to the Riverside Transit Center. Motion was unanimous by Members present.

6. Recommend Transfer Agreement with Riverside County Transportation Commission be presented directly to Board of Directors and Authorize CEO/General Manager to Sign Cooperative Service/Transfer Agreement with Riverside County Transportation Commission

Service Planning Manager Jeremiah Bryant presented this item, explaining the recommended Transfer Agreement with Riverside County Transportation Commission (RCTC). Due to the impending closure of the Riverside Transit Center in January 2017,

and the resultant reduction of travel time, Omnitrans wishes to add service to the Downtown Riverside Metrolink Station. The transfer agreement with the RCTC allows for Omnitrans to be compensated for adding service to this station, and improved connections will benefit San Bernardino County residents.

M/S (Wapner/Spagnolo) to allow staff to take the transfer agreement with Riverside County Transportation Commission directly to the Omnitrans Board of Directors with a recommendation that the Board of Directors authorize the CEO/General Manager to sign the Cooperative Service/Transfer Agreement between Omnitrans and Riverside County Transportation Commission. Motion was unanimous by Members present.

7. Receive and Forward to Board of Directors, Progress Update – West Valley Connector (WVC) Bus Rapid Transit (BRT) Project, and Forward to Board of Directors Recommendation to Proceed with Project Development (Environmental and Engineering) for Newly Proposed Branch Alignment

Service Planning Manager Jeremiah Bryant presented this item. The WVC BRT project is part of a system of ten planned bus rapid transit corridors proposed in the System-wide Transit Corridors Plan for the San Bernardino Valley, adopted by the Board in 2004 and 2011. Omnitrans looks to develop all ten corridors to improve network connections throughout its service area in order to improve the transit network within our communities. The FTA Small Starts grant application is due by August 2017, and requires approval of the proposed routing alignment by the end of August 2016 in order to meet the grant application deadline and our overall goal of achieving service by 2020. Timing is crucial to incorporate the recommended routing alignment and project footprint into the environmental document by the end of August 2016 in order to stay on schedule with the environmental process. The environmental certification needs to be completed before August 2017 in order to submit the Small Starts grant application by the end of August 2017. Otherwise the project will be delayed one year. Jeremiah discussed the New Proposed Branch Alignment, detailing how the regional objectives of the WVC project are met. He further discussed project status, including the schedule, design, and cost and funding. In addition, Jeremiah talked about challenges of the New Proposed Branch Alignment, and compared numbers from the original Milliken Alignment, the Branch Alignment, and the Zig-Zag Alignment. Overall, the Branch Alignment is the best of the three options.

Member Robertson arrived at 3:48 p.m.

John Gillison spoke on behalf of the City of Rancho Cucamonga. Their concerns relate to potential benefits to the city's transit-oriented development. They don't feel the New Proposed Branch Alignment would benefit their residents. However, they are supportive of BRT and propose a slight alternative: Instead of the Haven Branch traveling north to Chaffey College, the branch should turn east on Foothill and terminate at Victoria Gardens. This would provide direct east-west connectivity. The Milliken alignment would still be the same, and the city supports that. Rancho Cucamonga would support the overall project, with the proposed change in the branch line. Mr. Gillison doesn't have cost information; however, Jeremiah estimated that the two branch alternatives

would be within \$300,000 of each other, but the ridership potential is better at Chaffey College than at Victoria Gardens. Member Spagnolo commented that the proposed alignment couldn't be supported unless and until the alternative proposed by the City of Rancho Cucamonga is approved. Member Wapner said the City of Ontario also supports Rancho Cucamonga's requested alternative, even though this will mean a transfer for students attending Chaffey College. Member Robertson expressed her views on behalf of the City of Rialto, stating that originally the next BRT line was to run from San Bernardino through Rialto, and she questioned why it was redirected to the WVC. She pointed out that Rialto is a blue-collar, transit-dependent community, and they're unable to gain access to Express Bus services or more convenient bus routes. In light of these observations, Member Robertson said she cannot support moving forward with this motion. Jeremiah explained that the reason the WVC is the next of the ten BRT's to be developed is that it showed the highest ridership potential and based on our studies, the Foothill Corridor may be the next BRT to be developed. The next round of the systemwide plan will be presented to and discussed with the Board in approximately one year. Member Robles said she would like to see additional information regarding social cost and hard dollar cost data. Chair Lilburn directed that Jeremiah Bryant bring to the September 30 Board meeting a report providing clear information on how we've arrived at this point, how long we've been working on this project, and data supporting project goals and objectives.

Member Dailey requested that in future, printed detailed maps be provided to members for meetings of this type.

M/S (Wapner/Spagnolo) to receive and forward to the Board of Directors a progress update for the West Valley Connector Bus Rapid Transit project, and forward to the Board of Directors a recommendation to proceed with project development (environmental and engineering) for the newly modified branch alignment including two branches: 1) Original Milliken West Valley Connector Alignment and 2) Modified Haven Branch starting at Haven and Inland Empire and terminating at Victoria Gardens. Motion was unanimous by Members present, with the exception of Member Robertson, who opposed.

## **F. REMARKS AND ANNOUNCEMENTS**

There were no remarks or announcements.

## **G. ADJOURNMENT**

The Plans & Programs Committee meeting adjourned at 4:19 p.m. The next Committee Meeting will be posted at Omnitrans and on the Omnitrans website.

Prepared by:

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Christine Vega, Administrative Secretary



ITEM #           E2          

**DATE:** November 29, 2016

**TO:** Committee Chair Penny Lilburn and  
Members of the Plans and Programs Committee

**THROUGH:** P. Scott Graham, CEO/General Manager

**FROM:** Wendy Williams, Director of Marketing & Planning

**SUBJECT: ABBG CUSTOMER SATISFACTION SURVEY OF OMNITRANS**

### **FORM MOTION**

Receive and file a presentation highlighting the results of the American Bus Benchmarking Group (ABBG) Customer Satisfaction Survey of Omnitrans.

### **BACKGROUND**

Omnitrans belongs to the American Bus Benchmarking Group (ABBG), which is a data- and best practices sharing benchmarking network of twenty mid-sized bus operators in the U.S. ABBG is facilitated by the Railway and Transport Strategy Centre at Imperial College London.

A key component of the annual work plan for the group is a joint Customer Satisfaction Survey, which has been completed during 2013, 2014, 2015 and 2016. During 2016, eighteen agencies participated in the survey, which was conducted online via SurveyMonkey® during April and May of 2016.

Omnitrans riders contributed 567 responses to the survey out of 14,374 responses for the ABBG members in total. Since this survey was completed online and not truly from a random sample and hence subject to a sampling bias a true error margin and confidence level cannot be established. For comparison purposes, if we assume away the potential of a self-selecting sampling bias, the 567 responses provide a margin of error of 4.4% at a 95% confidence level.

Key findings include:

- 81.9% overall satisfaction rating for Omnitrans. This is the second highest in ABBG and within the margin of error of the previous three surveys, which scored 83.2%, 82.6% and 80.4, respectively.
- Omnitrans saw satisfaction increase on each of the 19 specific satisfaction areas compared to the previous year. With the largest increases in: “days/hours of service;” “ease of getting information;” and, “the transit agency is responsive to customer complaints/problems”.

- The satisfaction rating of “The bus gets me to my destination in a reasonable amount of time” has increased on each of the four successive surveys growing from 68.3% to 72.6%.
- Omnitrans’ respondents indicated that 56.6% of people agreed with “I feel safe and secure waiting for my bus” a slight increase compared to 54.5% in the survey a year ago. For the remaining respondents, 26.3% were neutral on this question.

The ABBG-facilitated Customer Satisfaction Survey is one tool that Omnitrans utilizes to gather customer feedback. Additional surveying has occurred and had been presented to the Plans and Programs Committee related to the San Bernardino Transit Center Survey and the sbX Survey. Additionally, Omnitrans plans to conduct a significant rider intercept and business survey, which will be presented to the Board of Directors for consideration of contract approval in December with an ultimate report back to the Plans and Programs Committee in the second quarter of 2017.

### **CONCLUSION**

Receive and file this staff report and presentation on the ABBG Customer Satisfaction Survey of Omnitrans.

PSG:WW:JB

ITEM #           E3          

**DATE:** November 29, 2016

**TO:** Committee Chair Penny Lilburn and  
Members of the Plans and Programs Committee

**THROUGH:** P. Scott Graham, CEO/General Manager

**FROM:** Nathan Churan, Director of Special Transit Services

**SUBJECT: SPECIAL TRANSIT SERVICES DEPARTMENT UPDATE**

**FORM MOTION**

Receive and file Special Transit Services (STS) Department Update regarding the Consolidated Transportation Service Agency (CTSA).

**BACKGROUND**

Omnitrans began providing CTSA services in May 2016. Omnitrans has continued the programs and community partnerships that the former CTSA was actively providing and serving. These programs include:

- Lyft Ride Program
- Taxi Ride Program
- Valley TREP
- Rural TREP
- One-on-One Travel Training Program
- Bus Orientation

Omnitrans has successfully transferred all funding agreements with community partners from VTrans. The CTSA currently has nine active contracts with community partners, these include:

- Community Senior Services
- Central City Lutheran Mission
- City of Grand Terrace
- City of Redlands
- OPARC
- Pomona Valley Workshop
- Ontario YMCA

- Industrial Support Services
- United Way 211

The CTSA is diligently working with current community partners to expand and increase current programs. The CTSA has also met with the majority of Senior Centers within the San Bernardino Valley to assess and analyze the needs of the community.

The STS Department has reduced its administrative costs significantly. The services to admin cost ratio currently sits at 65% (services) to 35% (admin) in contrast to the 70% (admin) to 30% (services) the former CTSA was operating under.

Since bringing the CTSA to Omnitrans, a thorough analysis of staffing needs has determined that there is an immediate need for an Office Manager. Therefore, a request that the vacant position of Office Administrator be reclassified to Office Manager will be presented to the Administrative and Finance Committee in December and if recommended to move forward, will be presented to the Board of Directors for approval in January 2017. There will be no financial impact to the CTSA budget for the current fiscal year as this position has been vacant since May 2016.

The STS staff continues to grow and mature professionally. Over the past four months, staff has attended numerous conferences and continuing education courses. These courses have played a direct and critical role in the growth of services and number of people served. These conferences and classes have included topics of:

- Community Mobility Management
- Travel Training Management and Certification
- Paratransit Management
- Demand Response

Looking to the future, the STS Department plans on continuing to expand transportation options for Seniors and Persons with Disabilities, and is currently in the process of considering the following new premium service programs:

- Dialysis Transportation Pilot
- Uber Central Pilot
- Lyft Concierge Pilot
- Senior Center Transportation Pilots
- Expanding Community Workshop Partnerships

## **CONCLUSION**

Receive and file Special Transit Services (STS) Department Update regarding the Consolidated Transportation Service Agency (CTSA).

PSG:NC