



**BOARD OF DIRECTORS MEETING**  
**WEDNESDAY, JUNE 4, 2014 – 8:00 A.M.**  
**OMNITRANS METRO FACILITY**  
**1700 WEST 5<sup>TH</sup> STREET**  
**SAN BERNARDINO, CA 92411**

The Board of Directors meeting facility is accessible to persons with disabilities. If assistive listening devices or other auxiliary aids or services are needed in order to participate in the public meeting, requests should be made through the Board Secretary at least three (3) business days prior to the Board Meeting. The Board Secretary's telephone number is 909-379-7110 (voice) or 909-384-9351 (TTY). 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).

**A. CALL TO ORDER**

1. Invocation
2. Pledge of Allegiance
3. Roll Call

**B. ANNOUNCEMENTS/PRESENTATIONS**

1. Next Board Meeting: Wednesday, July 2, 2014, at 8:00 a.m.  
Omnitrans Metro Facility Board Room

**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 Board of Directors, 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**

1. Note agenda item 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 on the appropriate item.

N/A

**E. CONSENT CALENDAR**

The following items are expected to be routine and non-controversial. The Board will act upon them at one time without discussion, unless the Board directs that an item be held for further discussion under Agenda Item F, Discussion Items. Any person wishing to address consent items should address the Board under Agenda Item #E9 Action on Consent Calendar.

- |  |    |
|--|----|
| 1. Approve Board Minutes – May 7, 2014   | 3  |
| 2. Receive and File Administrative and Finance Committee Minutes – April 17, 2014                                  | 11 |
| 3. Receive and File Agency Management Report – April 2014  | 18 |
| 4. Receive and File Construction Progress Report No. 28 through April 25, 2014 – sbX E Street Corridor BRT Project | 27 |



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5. Receive and File Report, Key Performance Indicator – Labor, Operations Absenteeism, Represented Employees	42
6. Approve Membership Dues for American Public Transportation Association	51
7. Approve Sole Source Contract ISD-13015, Safety and Security Radio and Pager Communication System Access	53
8. Press Articles and Letters of Interest to the Board	65
9. Action on Consent Calendar	
<b>F. DISCUSSION ITEMS</b>	
The following items do not legally require any public testimony, although the Chair may open the meeting for public input.	
1. CEO/General Manager’s Report	89
2. Adopt Fiscal Year 2014 Marketing Plan	93
<b>G. PUBLIC HEARINGS</b>	
1. Call for Public Hearing – Federal Transit Administration Section 5307 and Section 5339 Funds, Fiscal Year 2015	131
<b>H. BOARD BUSINESS</b>	
1. Conference with Legal Counsel, Significant Exposure to Litigation, pursuant to Government Code Section 54956.9(d)(2) – Milo Victoria	
<b>I. REMARKS AND ANNOUNCEMENTS</b>	
<b>J. ADJOURNMENT</b>	

ITEM # E1

**BOARD OF DIRECTORS' MEETING  
MINUTES OF MAY 7, 2014**

**A. CALL TO ORDER**

Chair Alan Wapner called the regular meeting of the Omnitrans Board of Directors to order at 8:01 a.m., Wednesday, May 7, 2014, at the Omnitrans Facility located at 1700 West 5th Street, San Bernardino, California.

1. Invocation
2. Pledge of Allegiance

**BOARD MEMBERS PRESENT**

Mayor Pro Tem Alan Wapner, City of Ontario – Chair  
Mayor Pro Tem Sam Spagnolo, City of Rancho Cucamonga  
Council Member Ron Dailey, City of Loma Linda  
Mayor Carey Davis, City of San Bernardino  
Mayor Paul Eaton, City of Montclair  
Council Member Frank Gonzales, City of Colton  
Supervisor Josie Gonzales, County of San Bernardino  
Mayor Ed Graham, City of Chino Hills  
Council Member Penny Lilburn, City of Highland  
Mayor Ray Musser, City of Upland  
Supervisor Gary Ovitt, County of San Bernardino  
Mayor Pro Tem Ed Palmer, City of Rialto  
Supervisor James Ramos, County of San Bernardino  
Council Member Dick Riddell, City of Yucaipa  
Mayor Pro Tem John Roberts, City of Fontana  
Supervisor Janice Rutherford, County of San Bernardino  
Mayor Walt Stanckiewicz, City of Grand Terrace  
Mayor Dennis Yates, City of Chino

**BOARD MEMBERS NOT PRESENT**

Mayor Pro Tem Paul Foster, City of Redlands  
Supervisor Robert Lovingood, County of San Bernardino

**OMNITRANS' ADMINISTRATIVE STAFF PRESENT**

Diane Caldera, Interim Director of Operations  
Marge Ewing, Director of Human Resources  
Sam Gibbs, Director of Internal Audit Services  
Jacob Harms, Director of Information Technology  
Don Walker, Director of Finance  
Wendy Williams, Director of Marketing  
Anna Rahtz, Acting Director of Planning  
Alesia Atkinson, Contract Administrator  
Jeremiah Bryant, Service Planning & Scheduling Manager  
Joanne Cook, Contract Administrator  
Mark Crosby, Loss Prevention Supervisor  
Vicki Dennett, Assistant to CEO/General Manager  
James Deskus, IPMO Project Analyst  
Ross Hrinko, Safety & Regulatory Compliance Specialist  
Seung Lee, Safety & Regulatory Compliance Specialist  
Ray Maldonado, Employee Relations Manager  
Maurice Mansion, Treasury Manager  
Eugenia Pinheiro, Contracts Manager  
Oscar Tostado, Maintenance Manager  
Christine VanMatre, Contract Administrator

**OTHER**

Carol Greene, Legal Counsel

**B. ANNOUNCEMENTS/PRESENTATIONS**

Chair Wapner announced that CEO/General Manager Graham was out ill and that Director of Human Resources Marjorie Ewing was attending in his place.

Chair Wapner announced the next regular meeting is scheduled Wednesday, June 4, 2014, at 8:00 a.m.

Chair Wapner introduced Mr. Scott Rutherford, member of the BRT Standard Technical Committee, who presented Omnitrans with the sbX Bronze Award from the Institute for Transportation Policy and Development.

Board Member Rutherford arrived at 8:03 a.m.

Chair Wapner also presented the Employee of the Quarter award to Fleet Safety & Training Supervisor Don Frazier.

Board Member J. Gonzales arrived 8:05 a.m.



### **C. COMMUNICATIONS FROM THE PUBLIC**

John Anaya, Sr., representing Rolling Start, Inc., announced that he just received confirmation from Omnitrans that he can be a part of the ADA training for new Coach Operators and also encouraged the Board of Directors to work with the Coach Operators in negotiations to avoid a strike as the impact to the ADA community would be immense.

Board Member Ramos arrived at 8:10 a.m.

Keith White addressed the Board and submitted a letter for the record regarding an incident that occurred May 3 wherein he was at Marley and Mulberry, but was told he had to walk two blocks to Banana and Cherry. He requested that Omnitrans look into maintaining the stop at Marley and Mulberry.

Member Ovitt arrived at 8:15 a.m.

Crystal Chavira, Rolling Start Advocate, reported that her experience, along with three wheelchair passengers, was not good, stating the bridge plate on the bus did not work, they had to wait for three different buses, and it took two hours, including wait time, to get to the VA Hospital. She also reported that they almost got into a bad accident, although not at the fault of Omnitrans' driver, it was scary. While the driver was apologetic, she suggested that Omnitrans show their sympathy by not raising fares for the seniors and disabled.

Paul Belinski said that he rode the sbX line last week and his experience was horrible, stating it took him two hours to get the VA Hospital and that he would not ride sbX again and would continue using Route 2.

Osvaldo Maysonet, representing 211 Vetlink Veterans Employee Committee, presented Omnitrans with a Certificate of Appreciation for providing bus passes for Vets to attend the Honor A Hero Hire A Vet job fair.

### **D. POSSIBLE CONFLICT OF INTEREST ISSUES**

There were no Conflicts of Interest identified.

### **E. CONSENT CALENDAR**

1. Approve Board Minutes – April 9, 2014
2. Receive and File Executive Committee Minutes – March 7, 2014
3. Receive and File Administrative and Finance Committee Minutes – March 13, 2014
4. Receive and File Plans and Programs Committee Minutes – February 26, 2014
5. Receive and File Agency Management Report – March 2014
6. Receive and File Affirmative Action Status Report as of April 16, 2014
7. Receive and File Construction Progress Report No. 27 through March 19, 2014 – sbX E Street Corridor BRT Project

8. Receive and File sbX E Street Corridor BRT Project Quarterly Report through March 2014.
9. Receive and File Director of Finance Quarterly Report – Forward Fuel Purchases through April 2014
10. Receive and File Key Performance Indicators – Fiscal Year 2014, 3<sup>rd</sup> Quarter Report
11. Authorize CEO/General Manager to Execute Funding Agreement between Valley Transportation Services (VTrans) and Omnitrans – Taxi Voucher Program
12. Authorize CEO/General Manager to Execute Funding Agreement between Valley Transportation Services (VTrans) and Omnitrans – Travel Reimbursement Escort Program (TREP)
13. Authorize CEO/General Manager to Execute Funding Agreement between Pomona Valley Workshop and Omnitrans – Transportation Program
14. Approve Recommendation, Forward Fuel Purchase Program for Fiscal Year 2015
15. Adopt Resolution No. 273-14, Authorizing the Filing of Transportation Development Act, Article 4, Reimbursement Claim to San Bernardino Associated Governments
16. Adopt Resolution No. 274-14, Authorizing the Fiscal Year 2015 Applications with Federal State and Local Funding Sources for Federal Transportation Assistance
17. Press Articles and Letters of Interest to the Board

Item #10 – Receive and File Key Performance Indicators – Fiscal Year 2014, 3<sup>rd</sup> Quarter Report pulled by Member Dailey for discussion.

M/S (Eaton/Spagnolo) that approved Consent Calendar Items #E1-#E9 and #E11-#E17. Motion was unanimous by Members present.

Member F. Gonzales arrived at 8:25 a.m.

M/S (Yates/Musser) that approved Consent Calendar Item #E10. Motion unanimous by remaining Members present. As a result of the discussion on this item, staff will present detailed information regarding industrial and non-industrial absences for represented employees in June.

## **F. DISCUSSION ITEMS**

### **1) CEO/General Manager's Report**

Director of Human Resources Ewing reviewed the CEO/General Manager's Report, including the CEO/GM's intent to issue two different Request for Proposals (RFP) in response to comments received by the community on the Liquefied Natural Gas (LNG) tanks. One RFP will be issued to address the risk assessment, including seismic safety of the tanks, and one will be issued to do a cost analysis to remotely locate the East Valley fueling facility. Chair Wapner stated that, once the reports are completed, a special meeting of the Board of Directors will be scheduled to review the results.

- 2) Adopt OmniConnects Fiscal Year 2015-2020 Short Range Transit Plan, Fiscal Year 2015 Service Element and the American Public Transportation Association's Sustainability Commitment

M/S (Spagnolo/Dailey) that adopted the OmniConnects FY2015-2020 Short Range Transit Plan. Motion unanimous by Members present.

M/S (Stanckiewicz/Spagnolo) that adopted the OmniConnects FY2015 Constrained Plan as the FY2015 Service Element. Motion unanimous by Members present.

M/S (Palmer/Riddell) that authorized the CEO/General Manager to sign the American Public Transportation Association's (APTA's) Sustainability Committee. Motion unanimous by Members present.

- 3) Adopt Revisions to Personnel Policy #402 – Salary Ranges, Management Confidential Classifications for Non-Represented Employees

M/S (Riddell/Ovitt) that adopted revisions to Personnel Policy 402 – Salary Ranges, Management Confidential Classifications for non-represented employees:

1. The revisions under Classifications - Two (2) new positions, three (3) re-evaluated positions to be effective July 1, 2014. Elimination of seven (7) staff positions.
2. Under Salary Ranges - adjust the compa ratio of levels VI (6) thru IX (9) to 2014 market with a financial impact of \$85,048.00 for Fiscal Year 2015.

Member Ramos opposed the motion. Motion unanimous by remaining Members present.

Members J. Gonzales and D. Yates stepped out of the room at 9:35 a.m. and returned at 9:45 a.m.

- 4) Adopt Fiscal Year 2014-2015 Annual Budget

M/S (Eaton/Ovitt) that adopted Omnitrans' Fiscal Year 2014-15 Annual Budget. Motion unanimous by remaining Members present.

Members Riddell and Lilburn stepped out of the room at 9:47 a.m. and returned at 9:50 a.m.

- 5) Authorize Award (Bench), Contract MNT14-69 (A-H), Bus Parts/Rebuild Services

M/S (Musser/Eaton) that authorized the CEO/General Manager to award Contracts MNT14-69(A-H) as listed below for the provision of Bus Parts/Rebuild Services for an initial two (2) year period beginning May 7, 2014 and ending no later than May 6, 2016, with the authority to exercise three (3) single option years to extend the contracts to no later than May 6, 2019, in an aggregate amount of \$1,140,580 for the initial base period, and \$570,290 for each of the three option years, totaling \$1,710,870 for a total aggregate

amount of \$2,851,450, plus a 10% contingency of \$285,145, for a total not-to-exceed amount of \$3,136,595, should all option years be exercised.

MNT14-69A Hydraulic Electronic Component Supply, Inc. of Santee, CA,  
MNT14-69B American Moving Parts of Los Angeles, CA,  
MNT14-69C Janek Corporation of Tuckerton, NJ,  
MNT14-69D Neopart, LLC of Honey Brook, PA,  
MNT14-69E Fleetpride Corporation of Mira Loma, CA,  
MNT14-69F Complete Coach Works of Riverside, CA,  
MNT14-69G Kirk's Automotive, Inc. of Detroit, MI  
MNT14-69H Harbor Diesel and Equipment Inc. of Long Beach, CA

Motion unanimous by remaining Members present.

6) Authorize Award, Contract MNT14-87, Parking Lot Sweeping

M/S (Musser/Eaton) that authorized the CEO/General Manager to award Contract MNT14-87 to Super Sweepers, Inc. of Rancho Cucamonga, CA, for the provision of Parking Lot Sweeping, in the amount of \$231,900, for a three (3) year base period beginning June 13, 2014, and ending no later than June 12, 2017, with the authority to exercise two (2) single option years of \$43,380 for the first option year and \$46,380 for the second and final option year, plus a ten percent contingency of \$32,166, for a total not-to-exceed amount of \$353,826. Motion was unanimous by remaining Members present.

7) Authorize Award, Contract OPS14-178, Diesel and Unleaded Fuels

M/S (Musser/Eaton) that authorized the CEO/General Manager to award Contract OPS14-178 to Pinnacle Petroleum, Inc., of Huntington Beach, CA, for the provision of Diesel and Unleaded Fuels for a two year base period beginning July 1, 2014 and ending no later than June 30, 2016, in the amount of \$3,320,639, and the authority to exercise three separate one-year periods in the amount of \$1,660,319 each, to extend the contract to no later than June 30, 2019, in the not-to-exceed amount of \$8,301,596, plus a ten percent contingency of \$830,160, for a total not-to exceed of \$9,131,756. Motion was unanimous by remaining Members present.

8) Authorize Award, Contract MKT14-120, Advertising and Design Services

M/S (Eaton/Stanckiewicz) that authorized the CEO/General Manager to award Contract MKT14-120 to Industrial Strength Advertising & Design of Calabasas, CA, for the provision of Advertising and Design Services for a three-year base period, beginning July 1, 2014 and ending June 30, 2017, in the amount of \$1,950,000, and the authority to exercise two single option years in the amount of \$688,000 and \$708,000 respectively, extending the contract to no longer than June 30, 2019, for a not-to-exceed contract amount of \$3,346,000, plus a ten percent contingency of \$334,600, for a total not-to-exceed amount of \$3,680,600. Motion was unanimous by remaining Members present.

Member J. Gonzales stepped out the room at 9:50 a.m. during discussion of Item #F8 – and returned at 9:50 a.m.

9) Authorize Award, Contract MKT14-164, Fare Media Printing

M/S (Musser/Eaton) that authorized the CEO/General Manager to award Contract MKT14-164 to Magnadata USA, Inc., of Toms River, NJ, for the provision of Fare Media Printing for a base period beginning June 1, 2014 and ending no later than May 31, 2016, in the amount of \$113,829, and the authority to exercise three separate one-year periods to extend the contract ending no later than May 31, 2019, in the not to exceed amount of \$282,683, plus a ten percent contingency of \$28,268, for a total not-to-exceed amount of \$310,951. Motion was unanimous by remaining Members present.

10) Authorize Release, Request for Proposals RFP-HR14-156, Employee Recognition Awards

M/S (Musser/Eaton) that authorized the CEO/General Manager to release Request for Proposals RFP-HR14-156, for the provision of Employee Recognition Awards for a three (3) year period beginning August 1, 2014, and ending no later than July 31, 2017. Motion was unanimous by remaining Members present.

11) Authorize Release, Invitation for Bids IFB-MNT14-232, Facilities Maintenance Bucket Truck

M/S (Musser/Eaton) that authorized the CEO/General Manager to release Invitation for Bids IFB-MNT14-232, for the provision of a Facilities Maintenance Bucket Truck. Motion was unanimous by remaining Members present.

**G. PUBLIC HEARINGS**

There were no Public Hearings scheduled.

**H. BOARD BUSINESS**

There was no Closed Session.

**I. REMARKS AND ANNOUNCEMENTS**

There were no announcements.

**J. ADJOURNMENT**

The Board adjourned at 9:53 a.m. The next regular meeting is scheduled June 4, 2014, at 8:00 a.m., with location posted on the Omnitrans website and at Omnitrans' San Bernardino Metro Facility.

Prepared by:

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Lourdes Sandoval, Administrative Secretary

ITEM #           E2          

**ADMINISTRATIVE & FINANCE COMMITTEE  
MINUTES OF APRIL 17, 2014**

**A. CALL TO ORDER**

The Administrative & Finance Committee meeting was called to order by Committee Chair Ed Graham at 8:00 a.m., Thursday, April 17, 2014.

**Committee Members Present**

Mayor Ed Graham, City of Chino Hills – Committee Chair  
Mayor Carey Davis, City of San Bernardino  
Mayor Paul Eaton, City of Montclair  
Council Member Frank Gonzales, City of Colton  
Mayor Pro Tem John Roberts, City of Fontana  
Mayor Walt Stanckiewicz, City of Grand Terrace  
Mayor Pro Tem Alan Wapner, City of Ontario

**Committee Members Not Present**

Mayor Ray Musser, City of Upland

**OmniTrans Administrative Staff Present**

Scott Graham, CEO/General Manager  
Diane Caldera, Interim Director of Operations  
Jack Dooley, Director of Maintenance  
Marge Ewing, Director of Human Resources  
Sam Gibbs, Director of Internal Audit Services  
Jacob Harms, Director of Information Technology  
Anna Rahtz, Acting Director of Planning & Development Services  
Jennifer Sims, Director of Procurement  
Don Walker, Director of Finance  
Wendy Williams, Director of Marketing  
Jeremiah Bryant, Service Planning and Scheduling Manager  
Mark Crosby, Loss Prevention and Security Supervisor  
Jim Deskus, sbX Project Analyst  
Maurice Mansion, Treasury Manager  
Andres Ramirez, sbX Construction Manager  
Oscar Tostado, Maintenance Manager

**B. ANNOUNCEMENTS/PRESENTATIONS**

The next Committee Meeting is scheduled Thursday, May 15, 2014, at 8:00 a.m.

**C. COMMUNICATIONS FROM THE PUBLIC**

There were no comments from the public.

**D. POSSIBLE CONFLICT OF INTEREST ISSUES**

There were no conflict of interest issues identified.

**E. DISCUSSION ITEMS**

1. Approve Administrative & Finance Committee Minutes – March 13, 2014

M/S (Roberts/Stankiewicz) that approved the Committee Minutes of March 13, 2014. Member Eaton abstained. Motion was unanimous by remaining Members present.

2. Receive & File Forward Fuel Purchase Program Update for April 2014

Director of Finance Donald Walker presented the Forward Fuel Purchase Update for April 2014. For April, the contract closed above the hedge price by nearly 10 cents, thereby recognizing a gain of \$15,438 for the month. Since implementation in February 2012 through April 2014, Omnitrans has recognized a gain of \$42,243, and has an unrecognized gain of \$25,963 for the months of May and June, 2014. At the end of this contract, which is June 2014, Omnitrans is expected to realize a net gain of about \$66,000.

This item was received and filed.

At direction of Committee Chair, Item #4, presented next.

4. Recommend to Board of Directors, Forward Fuel Purchase Program, Fiscal Year 2015

Director of Finance Donald Walker explained that the current Forward Fuel Purchase Program through Morgan Stanley is scheduled to end June 2014. Throughout the program, the cost of fuel ranged from a low of \$0.80 per gallon in February 2012 to a high of \$0.98 per gallon in March 2014. Morgan Stanley has quoted a price of approximately \$0.38 to continue the Forward Fuel Program for Fiscal Year 2015. This cost, plus the other six components that comprise the total price of the fuel, bring the total cost per gallon to \$0.98. Omnitrans' fuel is budgeted at \$.92 per gallon in the current fiscal year and is budgeted at \$.92 per gallon in the proposed Fiscal Year 2015 budget. If Omnitrans were to hedge at the current quoted price of \$0.98 per gallon, (includes all cost components), the cost of the hedged fuel would cost \$35,800 per month more than the budgeted price of fuel.



Therefore, Omnitrans recommends that the Forward Fuel Purchase Program be continued once the spot market and the hedge price is at \$0.92 cents per gallon.

Committee Chair Graham asked if there is a reason that Omnitrans does not want to increase the number of gallons hedged. CEO/General Manager Graham said that hedging the 150,000 gallons of fuel has worked to balance the budget and it is the amount approved by the Board of Directors.

M/S (Stanckiewicz/Roberts) to recommend to Board of Directors, approval to continue the Forward Fuel Purchase Program in Fiscal Year 2015 for twelve (12) months when the price per gallon is equal to or less than the \$0.92 budgeted per gallon for Fiscal Year 2015. Motion was unanimous by Members present.

3. Receive & Forward to Board of Directors, Construction Progress Report No. 27 through March 19, 2014 – sbX E Street Corridor BRT Project

sbX Construction Manager Ramirez provided the update on the progress of the sbX Corridor, stating the corridor is 99.9% complete and will be ready for revenue service scheduled for April 28, 2014. The budget remains at \$191.7M, \$153.6M spent to date, with the estimated total at completion is \$189.9M. Over 400,000 man hours have been completed with zero lost time injuries on the combined sbX and Vehicle Maintenance Facility project. Punch list repairs for the stations and the roadwork/striping is close to complete and testing of the Transit Signal Priority (TSP) System continues. Staff is also working to finalize the Emergency Preparedness and Safety Certification for the project.

The Vehicle Maintenance Facility (VMF) is approximately 44% complete with projected completion scheduled in October 2014. Concrete demolition in Building A for the tire equipment and plaster outside the Battery Room is complete, and the embedded angles at the bus lifts are in progress. Grating efforts have resumed at Buildings B, C, and E, and the Booster Pump enclosure has been completed. The next steps include pouring the foundations for Buildings B and C, concrete placement for Bus Lifts in Building A and installation of the new compressors.

This item was received by the Committee and will be forwarded to the Board of Directors for receipt and file.

Board Chair Alan Wapner arrived at 8:12 a.m. Member Frank Gonzales arrived at 8:15 a.m.

5. Recommend to Board of Directors, Revisions to Personnel Policy #402, Management Confidential Classifications

Director of Human Resources Marjorie Ewing explained the recommended changes to Personnel Policy #402.

The first recommendation relates to revisions to Classifications of the policy and includes the addition of two new positions, three re-evaluated positions, and the elimination of seven staff positions effective July 1, 2014.

In December 2013, a structural assessment was conducted that compared Omnitrans' senior management organization structure to other like-sized agencies in the western United States and across the nation. Due to Omnitrans' constrained financial position, Omnitrans was not able to implement many of the recommendations from the assessment, but has identified some of the best practices and is recommending changes to the Agency's organization structure. These changes include the elimination of the Chief Financial Officer, elimination of the Director of Planning position and combining Planning with Marketing, elimination of the Director of Safety and placing Safety under Human Resources, and the elimination of the Application Developer, Material Supervisor, Customer Service Representative and one Dispatcher.

With the elimination of the Director positions and the combining of departments, it was determined that new positions would be required to provide expertise and support to the directors, and, by policy, new positions must be approved by the Board of Directors. In addition to the two new positions, three positions have been re-evaluated and are recommended for changes in Classification Level.

The second recommendation relates to the adjustment of the compa ratio (mid-range) of levels VI through IX. As per policy, Omnitrans is required to review the market and make adjustments accordingly every two years. The recent survey shows that Omnitrans is below market in all classification levels, but severely below market for classification levels VI through IX. Therefore, due to the current financial constraints, Omnitrans recommends adjusting the compa ratio by three percent for only those levels severely below market, levels VI through IX. By doing this, all levels will be equal and below market by four percent.

The combined net savings of the eliminated staff positions and the added or re-evaluated positions is \$508,770. This savings, less the adjustment of the compa ratio of \$85,048, results in an overall savings to the Fiscal Year 2015 budget of \$423,722.

With the combining of Planning and Marketing, Board Chair Wapner asked whether the Director of Marketing had Planning expertise or whether hers would be more of an administrative role, with technical expertise provided at the manager level.

CEO/General Manager Graham explained that either the Director of Planning or the Director of Marketing could be the lead for the combined department, and although the Director of Marketing does not have expertise in the area of Planning, the managers in Planning have in-depth planning experience and with good counsel, there should be no problem with the Director of Marketing taking the lead.

Committee Chair Graham asked whether any employee was being moved to a lower classification and whether their current salary is impacted.

Ms. Ewing explained that the employee's salary would be retained (red-circled) if moved to a lower classification; however with the reclassification of the Director of Safety and

Regulatory Compliance to a Manager, as the position is currently vacant there would be no need to red circle the salary.

In response to Committee Member Stanckiewicz' question on Omnitrans' philosophy as to where we pay employees within the range, Ms. Ewing explained that Omnitrans brings employees in at mid-point or below, unless a higher pay within the range is approved by the CEO/General Manager.

M/S (Gonzales/Stanckiewicz) to recommend to the Board of Directors, the adoption of revisions to Personnel Policy 402 – Salary Ranges, Management Confidential Classifications for non-represented employees.

1. The revisions under Classifications - Two (2) new positions, three (3) re-evaluated positions to be effective July 1, 2014. Elimination of seven (7) staff positions.
2. Under Salary Ranges - adjust the compa ratio of levels VI (6) thru IX (9) to 2014 market with a financial impact of \$85,048.00 for Fiscal Year 2015.

Motion was unanimous by Members present.

6. Recommend to Board of Directors, Adoption of Fiscal Year 2014-15 Annual Budget

Treasury Manager Maurice Mansion presented the highlights of the proposed budget for Fiscal Year 2015 and began first by announcing that Omnitrans has addressed the \$12.8M deficit in Fiscal Years 2015-2020 that resulted from the Comprehensive Operational Analysis approved by the Board of Directors in December 2013.

Omnitrans proposed budget is \$92,538,515, which consists of an Operating Budget of \$75,465,190 and a Capital Budget of \$17,073,325, exclusive of depreciation. The proposed budget is \$4M over the Fiscal Year 2014 budget, primarily due to the full year's operation of the sbX line, which will cost \$4.3M to operate.

Major cost categories in the budget remain frozen for Fiscal Year 2015. Based on the monies available, a 2.5% wage increase for the Amalgamated Transit Union Local #1704 and Teamsters Local #166, is included in the budget, as is an increase for Management/Confidential employees, which are based on the Personnel Policy Manual. Service levels will remain the same, with minor adjustments to unproductive service.

Employee Impact for FY15 includes: reduction of 8 Omnitrans positions (4 Management/Confidential and four represented positions), four departments combined into two (Planning joined with Marketing and Safety and Regulatory Compliance joined with Human Resources); reclassification of four positions (Director of Safety & Security to Manager, Materials Supervisor to Materials Manager, Customer Service Supervisor to Customer Service Manager and Community Outreach Specialist to Marketing Manager); and the addition of three additional positions (Paratransit Eligibility Technician moves from part-time to full-time, Systems Engineer, and Network Administrator. The two IT positions do not increase the budget as they are offset by cost savings within the IT

Department.) In addition, there will also be a reduction in staff of the sbX Integrated Project Management Office (IPMO) as the project winds down, although there is no impact to the operating budget as those positions are charged to the project.

Revenue Operating Budget: Projected to increase by \$3.9M, with \$1.2M projected from the sbX service, \$800,000 from the proposed fare increase in September 2015 and a \$1M increase of Local Transportation Funds from San Bernardino Associated Governments (SANBAG).

Operating Budget Expenses: The major variances in proposed expenditures include: an increase of \$2.7M in salary/benefits, an increase in Materials and Supplies of \$582,778 and an increase in Occupancy costs of \$452,324, both driven by the full year operation of the sbX line. There is also a decrease of \$698,082 in Casualty and Liability, which is related to better management of risk and reduction of the Incurred But Not Reported (IBNR) funding levels.

Capital Revenue Budget: Capital revenue is projected to increase \$4.2M year over year, with a \$1.7M in FTA Section 5339 Bus & Bus Facility Funding that can only be used to purchase buses or for stops and stations, and a \$2.75M increase in Prop 1B funding that will be used as the local match in Fiscal Year 2015.

Capital Budget Expenses: There is a reduction of nearly \$1M budgeted for Facilities as Omnitrans' will be spending old capital dollars throughout Fiscal Year 2015. The \$4.1M increase in Revenue Vehicles is due to Omnitrans' capital replacement schedule for the next six years that includes the purchase of 15 forty-foot and 15 cut-away vehicles each year.

Omnitrans addressed the \$12.8M deficit that was presented to the Board of Directors at the conclusion of the Comprehensive Operational Analysis in December 2013, by:

- Organizational Restructure – Elimination of eight positions and Management/Confidential employees paying portion of healthcare cost;
- Reduction of Incurred But Not Reported Funding Levels resulting in potential \$2M savings per year – This is the biggest driver in reducing the Agency's deficit; and
- Proposed Fare Increase – Although the COA proposed two fare increases, in Fiscal Years 2015 and 2019, Omnitrans is proposing an additional fare increase in Fiscal Year 2017. Amortized over six years, this will result in a projected revenue increase of \$3.3M.

To summarize, the budget is balanced, the operating deficit for 2015 has been addressed, and the majority of the increase in the budget is a result of bringing the sbX service on line for the entire year. In addition, the farebox recovery ratio has been met, with the Fixed Route farebox recovery ratio projected at 25.02% and the Access farebox recovery ratio projected at 13.51%.

Board Chair Wapner commented that the prior administration threw up their hands when Omnitrans was going through the COA with SANBAG and said it couldn't be done and expressed appreciation that, although not easy, the CEO/General Manager and staff came together to make the necessary adjustments to get it done.

M/S (Gonzales/Roberts) to recommend to the Board of Directors adoption of Omnitrans' Fiscal Year 2014-15 Annual Budget. Motion was unanimous by Members present.

**F. REMARKS AND ANNOUNCEMENTS**

There were no remarks or announcements.

**G. ADJOURNMENT**

The Administrative & Finance Committee meeting adjourned at 8:50 a.m. The next Administrative & Finance Committee Meeting is scheduled Thursday, May 15, 2014, at 8:00 a.m., with location posted on the Omnitrans website and at Omnitrans' San Bernardino Metro Facility.

Prepared by:

---

Vicki Dennett, Assistant to CEO/General Manager

ITEM # E3

## **AGENCY MANAGEMENT REPORT**

**April 2014**  
**FISCAL YEAR 2014**

### **Agency Results**

#### **Operating Revenue**

April total Operating Revenue of \$5,341,897 is \$621,944 under budget. Year-to-Date (YTD) Operating Revenue of \$59,806,576 is \$168,166 over budget. The negative current month variance is driven by the write-off of the bus wash and fuel island structures during the demolition phase of the VMF remodel. The positive YTD variance is driven by the recognition of the CNG fuel tax credit.

#### **Operating Expense**

April Operating Expense of \$5,543,556 is \$420,285 or 7% under budget. YTD Operating Expense of \$55,430,952 is \$4,207,458 or 7% under budget. The positive current month and YTD variances are driven by labor, fringe benefits, material and supplies, and occupancy all coming in under budget. We anticipate that year-end expenditures and accruals will reduce this variance.

#### **Ridership**

During the month of April, Omnitrans carried a total of 1,349,445 passengers. This consisted of 1,306,596 on Fixed Route service and 42,849 on Demand Response routes. YTD Ridership is 13,198,518 which reflects a total system decrease of 2.95% when compared to the same period last year.

#### **Revenue Hours/Revenue Miles**

During the month of April, Omnitrans provided a total of 68,544 revenue hours reflecting an increase of 1.38% versus the same period last year. Omnitrans logged a total of 952,962 revenue miles during the month, reflecting an increase of 3.65% when compared to same period last year. YTD Omnitrans provided a total of 662,866 revenue hours reflecting a decrease of .57% versus the same period last year. Also, YTD Omnitrans logged a total of 8,990,485 revenue miles reflecting a decrease of .81% when compared to same period last year.

### **Farebox Recovery Ratio**

April farebox revenue for Fixed Route/Omnalink is \$1,142,016 versus \$1,145,595 for the same period last year. This is a decrease of .31%. The farebox recovery ratio for the month is 26.37%. YTD farebox revenue for Fixed Route/Omnalink is \$11,037,470 versus \$11,161,729 for the same period last year. This is a decrease of 1.11%. YTD farebox recovery ratio is 24.51%.

April farebox revenue for Access is \$127,313 versus \$135,309 for the same period last year. This is a decrease of 5.91%. Farebox recovery ratio for the month is 10.52%. YTD farebox revenue for Access is \$1,298,658 versus \$1,290,267 for the same period last year. This is an increase of 0.65%. YTD farebox recovery ratio is 12.85%.

### **Financials**

Total Salaries and Benefits of \$2,991,574 are \$466,343 under budget for the month of April. YTD Salaries and Benefits of \$32,171,422 are \$2,407,750 or 7% under budget. The positive current month and YTD variance is primarily driven by headcount being less than planned. We anticipate this variance to flatten as we build up headcount for the sbX service and book year-end accruals.

Total Services are \$177,163 or \$97,928 under budget in April. YTD Total Services are \$1,666,535 or \$1,009,372 under budget. The positive current month and YTD variances are driven by professional services less than planned.

Materials and Supplies are \$786,791 or \$17,138 over budget in April. YTD Materials and Supplies are \$7,077,547 or \$618,980 under budget. The negative monthly variance is driven by the timing of payments for unleaded fuel. The YTD variance is driven by CNG fuel and gasoline being less than planned.

Purchased Transportation is \$833,373 or \$73,061 over budget in April. YTD Purchased Transportation is \$7,488,210 or \$114,911 under budget. The negative current month variance is driven by the number of revenue hours needed to deliver service for the month. The YTD variance is driven by favorable pricing in the current contract based on early milestones being met.

Other Expenses are \$751,995 or \$86,025 over budget in April. YTD Other Expenses are \$6,737,309 or \$2,611 over budget. The negative current month and YTD variances are principally driven by allocated cost being less than planned.



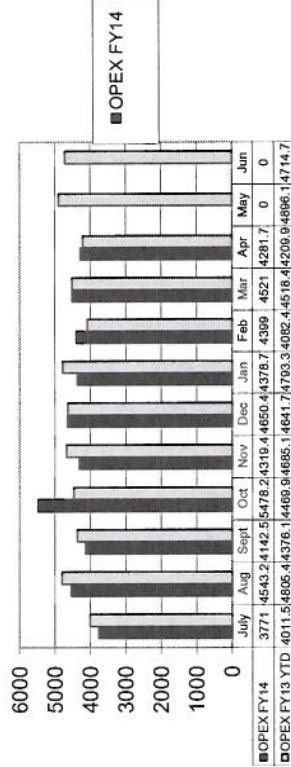
**PERFORMANCE STATISTICS  
FISCAL YEAR 2014  
April 2014**

	<u>Current Month</u>		<u>YR/YR</u>	<u>Year-To-Date</u>		<u>YR/YR</u>
	<u>April 2014</u>	<u>April 2013</u>	<u>inc/(dec)</u> <u>CURRENT</u>	<u>April 2014</u>	<u>April 2013</u>	<u>inc/(dec)</u> <u>YTD</u>
<b>Total Passenger Revenue &amp; Subsidy</b>						
Fixed Route	\$1,139,087	\$1,142,571	-0.3%	\$11,010,687	\$11,133,682	-1.1%
Demand Response	\$130,243	\$138,333	-5.8%	\$1,325,352	\$1,318,314	0.5%
<b>Total Passengers</b>						
Fixed Route	1,304,942	1,361,070	-4.1%	12,785,907	13,190,991	-3.1%
Demand Response	44,503	42,739	4.1%	412,611	408,798	0.9%
<b>Farebox Recovery Ratio</b>						
Fixed Route/OmniLink	26.37%	26.97%		24.51%	24.82%	
Access	10.52%	13.71%		12.85%	12.79%	
<b>Total Passengers per Revenue Hour</b>						
Fixed Route	24.8	26.1	-4.9%	24.8	25.7	-3.6%
Demand Response	2.8	2.8	0.8%	2.8	2.7	5.4%
<b>Revenue per Passenger</b>						
Fixed Route	0.87	0.84	4.0%	0.86	0.84	2.0%
Demand Response	2.93	3.24	-9.6%	3.21	3.22	-0.4%
<b>Cost per Passenger</b>						
Fixed Route	3.28	3.09	6.1%	3.48	3.38	2.9%
Demand Response	28.29	23.97	18.0%	25.71	25.59	0.5%
<b>Cost per Revenue Hour</b>						
Fixed Route	81.33	80.61	0.9%	86.16	86.86	-0.8%
Demand Response	79.21	66.57	19.0%	72.26	68.24	5.9%

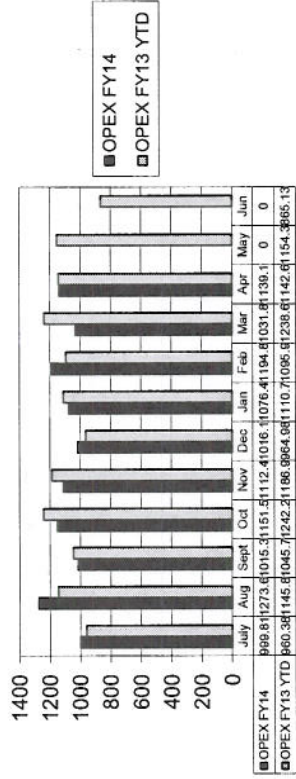
	<u>Actual</u>	<u>Target</u>
<b>On Time Performance</b>		
Fixed Route	85.71%	90%
Demand Response	91.64%	90%
<b>Headcount</b>	633	669
(includes PT Operators, excludes IPMO)		



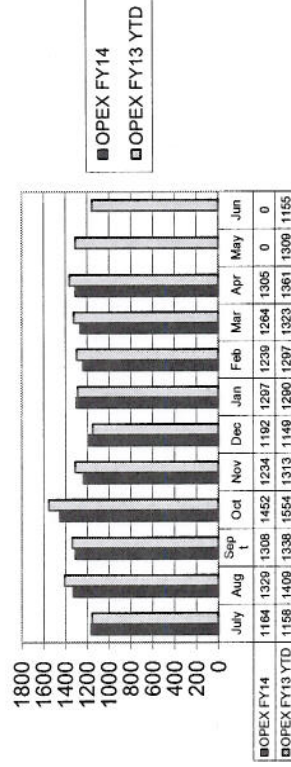
## Fixed Route Operating Expense Thousands



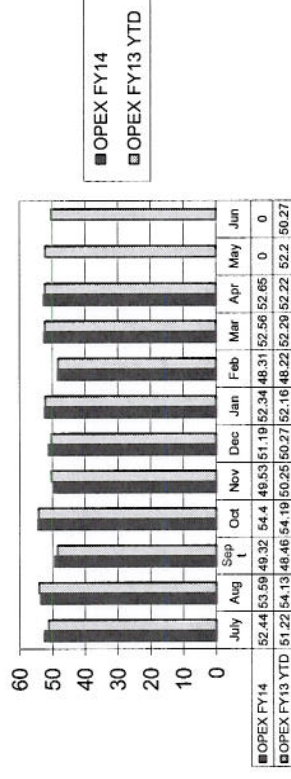
## Fixed Route Passenger Revenue Thousands



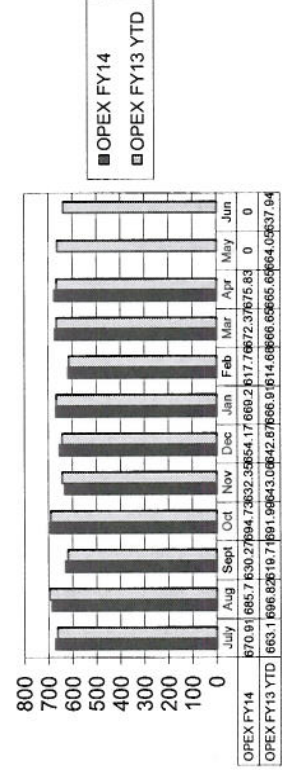
## Fixed Route Ridership Thousands



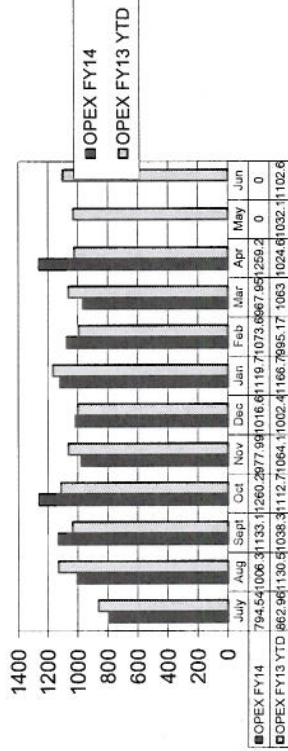
## Fixed Route Revenue Hours Thousands



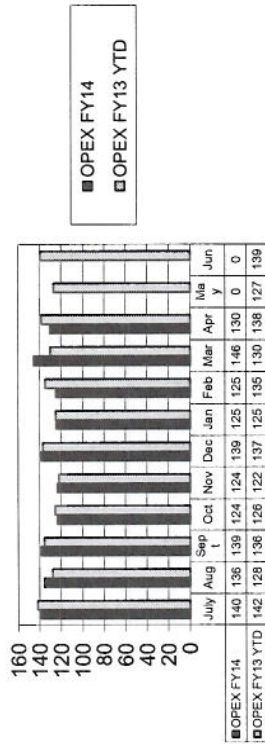
## Fixed Route Revenue Miles Thousands



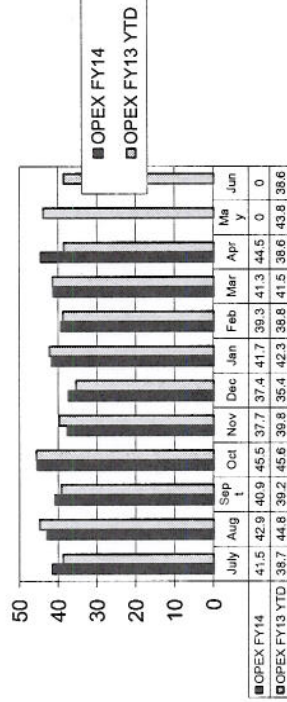
### Demand Response Operating Expense Thousands



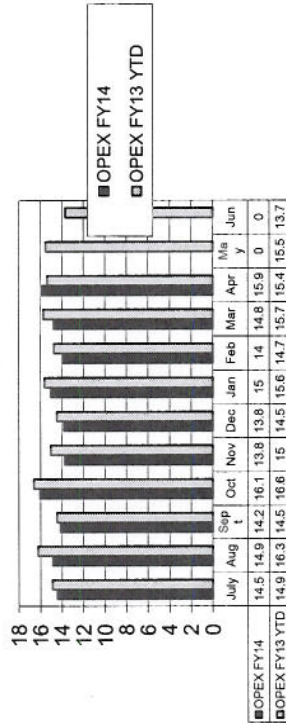
### Demand Response Passenger Revenue Thousands



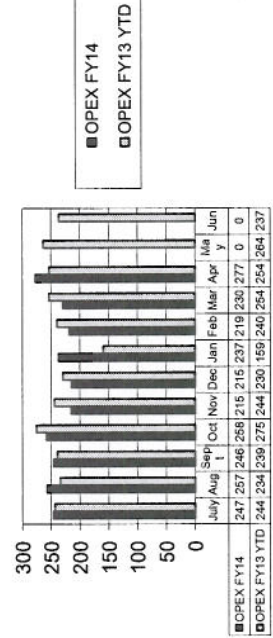
### Demand Response Ridership Thousands



### Demand Response Revenue Hours Thousands



### Demand Response Revenue Miles Thousands



# Statement of Operations Fiscal Year: 2014

CURRENT MONTH: April 2014				YEAR-TO-DATE: April 2014					
	<u>Actual</u>	<u>Budget</u>	<u>Fav/(Unf)</u>	<u>% of Budget</u>	<u>Operating Revenues</u>	<u>Actual</u>	<u>Budget</u>	<u>Fav/(Unf)</u>	<u>% of Budget</u>
<u>Operating Revenues</u>									
	1,238,965	1,229,823	9,143	101%	Passenger Fares	12,046,442	12,298,226	(251,784)	98%
	30,365	27,477	2,887	111%	Measure I Subsidy - Fares	289,686	274,773	14,913	105%
	397,523	397,523	0	100%	Measure I Subsidy - Operating	3,975,230	3,975,228	2	100%
	24,167	25,000	(833)	97%	Auxiliary Transportation Revenue	438,387	250,000	188,387	175%
	(576,969)	7,083	(584,053)	-8145%	Non-Transportation Revenue	408,587	70,833	337,754	577%
	3,029,143	3,029,143	(0)	100%	LTF Operating	30,291,430	30,291,434	(4)	100%
	145,337	145,337	0	100%	STAF Operating	1,453,370	1,453,370	0	100%
	0	0	0	0%	JARC - Operating Assistance	0	0	0	0%
	1,053,367	1,102,455	(49,088)	96%	Capital Funds for Operations	10,903,444	11,024,546	(121,102)	99%
	5,341,897	5,963,841	(621,944)	90%	Total Revenues	59,806,576	59,638,410	168,165	100%
<u>Operating Expenses</u>									
	2,044,390	2,126,187	81,797	96%	Labor	20,552,127	21,261,868	709,742	97%
	947,184	1,331,730	384,546	71%	Fringe Benefits	11,619,295	13,317,303	1,698,009	87%
	177,163	275,091	97,928	64%	Services	1,666,535	2,675,907	1,009,372	62%
	786,791	769,653	(17,138)	102%	Materials and Supplies	7,077,547	7,696,527	618,980	92%
	296,719	268,350	(28,369)	111%	Occupany	2,403,294	2,683,500	280,206	90%
	471,182	416,658	(54,525)	113%	Casualty and Liability	4,676,008	4,166,578	(509,430)	112%
	1,345	4,107	2,762	33%	Taxes and Fees	44,755	41,068	(3,687)	109%
	833,373	760,312	(73,061)	110%	Purchased Transportation	7,488,210	7,603,121	114,911	98%
	5,753	74,947	69,194	8%	Printing and Advertising	350,847	749,465	398,619	47%
	(23,004)	(98,091)	(75,087)	23%	Miscellaneous Expense	(737,595)	(905,913)	(168,319)	81%
	2,660	34,899	32,238	8%	Lease and Rental	289,929	348,985	59,056	83%
	5,543,556	5,963,841	420,285	93%	Total Operating Expense	55,430,952	59,638,410	4,207,458	93%
	(201,659)	0	(201,659)		Net Gain (Net Loss)	4,375,624	(0)	4,375,624	
	2,991,574	3,457,917	466,343	87%	Sal & Ben	32,171,422	34,579,172	2,407,750	93%
	751,995	665,970	(86,025)	113%	Other	6,737,309	6,734,697	(2,611)	100%



**DATE:** June 4, 2014

**TO:** Board Chair Alan Wapner and Members of the Omnitrans Board of Directors

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

**FROM:** Mae Sung, Accounting Manager

**SUBJECT: INVESTMENT STATUS**

**FORM MOTION**

Receive and file this report on the status of the Agency's investments.

**BACKGROUND**

California Government Code requires the monthly reporting of investments of public agency funds to its governing body.

**SUMMARY**

All of the Agency's investments are invested with the Local Agency Investment Fund (LAIF) and Union Bank. Please refer to the attachment for the investment activity of the Agency for the month of April 2014. Sufficient funds are available to meet the obligations of the Agency for the next thirty-one days.

PSG:MS

OMNITRANS  
Treasurer's Report  
Month ending April 2014

Institution - Investment Type	Description	Starting Balance	Deposits	Disbursements	Interest Yield	Ending Balance
-------------------------------	-------------	------------------	----------	---------------	----------------	----------------

Cash and Investments Under the Direction of the Treasurer

Local Agency Investment Fund		\$ 27,000,298.40			0.23%	
				\$ (400,000.00)	0.23%	
				\$ (900,000.00)	0.24%	
	QTR Interest	\$ 9,619.10			0.23%	
				\$ (300,000.00)	0.23%	
				\$ (1,200,000.00)	0.23%	
Net LAIF Funds		\$ 27,009,917.50		\$ (2,800,000.00)		\$ 24,209,917.50
Fair Marketing Value	Fair Value Factor			\$ 24,209,917.50		\$ 24,217,594.90
					1.000317118	
Union Bank Money Market GMRA	Interest	\$ 12.55			0.01%	
				\$ (157,037.26)		
		\$ 1,629,188.25		\$ (157,037.26)		
				\$ 1,472,150.99		\$ 1,472,150.99
Citybank Morgan Stanley Futures Account	Gain/Loss for month	\$10,309.70				
		\$ 316,755.71		\$ -		
				\$ 316,755.71		\$ 316,755.71
		\$ 1,614,488.12				
	Passenger	\$ 1,429,506.53				
	Grants' Revenue	\$ 2,302,494.14				
	Miscellaneous Revenue	\$ 114,948.82				
	Transfers From (To) LAIF	\$ 2,800,000.00				
	Transfers From (To) Money Market	\$ 157,037.26				
	Transfers From (To) Imprest Account	\$ -				
	Accounts Payable			\$ (4,255,755.32)		
	Payroll and Payroll Taxes			\$ (3,042,283.00)		
	Employee Benefits			\$ (371,803.96)		
	Bank Service Charge			\$ (7,540.39)		
Net Union Bank Operating Funds		\$ 8,418,474.87		\$ (7,677,382.67)		\$ 741,092.20
				\$ 741,092.20		
Petty Cash		\$ 3,700.00		\$ 3,700.00		\$ 3,700.00

Cash and Investments Under the Direction of Fiscal Agents

Union Bank	\$ 75,000.00					
Workmens' Comp. Adjuster						
Pacific Claims Management						\$ 75,000.00
Total Cash & Investments						\$ 26,826,293.80

I hereby certify that the investment portfolio of OMNITRANS complies with its investment policy and the California Government Code Sections pertaining to the investment of local agency funds and Union Bank of California. Pending any future actions by the Omnitrans Board or any unforeseen catastrophe, OMNITRANS has an adequate cash flow to meet its expenditure requirements for the next six months.

Prepared by: \_\_\_\_\_  
Mae Sung, Accounting Manager

Approved by: \_\_\_\_\_  
P. Scott Graham, CEO/General Manager, Treasurer

@ Source of Market Value: California State Pooled Money Investment Board Report.

(1) Union: "Summary of Market Value" posted on monthly fiscal agent statements.

(2) LAIF: "Pooled Money Investment Account Market Valuation".

# Master Control Account is the controlling account for all the zero balance accounts with Union including: Accounts Payable Account (General Account) and Payroll Account.  
Interest earned by the Master Control account is used as a partial offset to the monthly bank service charges.

**DATE:** June 4, 2014

**TO:** Board Chair Alan Wapner and Members of the Omnitrans Board of Directors

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

**SUBJECT: PAYROLLS AND WARRANTS FOR APRIL 2014**

Approve the Agency's gross payroll for Management/Confidential Employees as follows:

Payroll Period	Amount	Register #
03/19/14-04/01/14	\$300,636.75	07
04/02/14-04/15/14	\$299,009.35	08
04/16/14-04/29/14	\$304,013.59	09

Approve the Agency's gross payroll for Represented Employees as follows:

Payroll Period	Amount	Register #
03/10/14-03/23/14	\$840,069.50	07
03/24/14-04/06/14	\$849,602.32	08
04/07/14-04/20/14	\$834,950.03	09

Approve the Register of Demands, dated as follows, and authorize the issuance of warrants:

Register Date	Amount	Register #
04/03/2014	\$2,229,664.50	679-680
04/10/2014	\$ 617,380.47	681
04/17/2014	\$ 919,908.11	682
04/24/2014	\$ 488,802.24	683

I, P. Scott Graham, CEO/General Manager of Omnitrans, declare that the above Register of Demands has been audited as required by Section 37202 and 37208 of the Government Code, and said documents are accurate and correct.

PSG:MS

ITEM # E4

**DATE:** June 4, 2014

**TO:** Board Chair Alan Wapner and Members of the Omnitrans Board of Directors

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

**FROM:** Andres Ramirez, sbX Construction Manager

**SUBJECT: CONSTRUCTION PROGRESS REPORT NO. 28 THROUGH  
APRIL 25, 2014 - sbX E STREET CORRIDOR BRT PROJECT**

**FORM MOTION**

Receive and file Construction Progress Report No. 28 for the sbX E Street Corridor BRT Project through April 25, 2014.

*This item was reviewed by the Administrative and Finance Committee at its May 15, 2014, meeting, and recommended to the Board of Directors for receipt and file.*

**BACKGROUND**

This is Construction Progress Report No. 28 for the sbX E Street Corridor Project.

**CONCLUSION**

Receive and file Construction Progress Report No.28 for the sbX E Street Corridor BRT Project through April 25, 2014.

PSG:AR

Attachment



## **sbX E Street Corridor Bus Rapid Transit (BRT) Project**

### **Construction Progress Report No. 28**

**As of April 25, 2014**

**Submitted By:**

**JACOBS**

Contractor: SBX Corridor - Griffith/Comet  
VMF – USS Cal Builders

Contractor Contract No.: IPMO11-5

Project Manager: Roger Hatton, P.E.

Resident Engineer Karim Varshochi, P.E.  
(Corridor)  
Anni Larkins, P.E.  
(VMF)

Omnitrans Construction  
Manager: Andres Ramirez  
Construction Manager



**TABLE OF CONTENTS**

- I. Project Status Summary
  - A. Project Description – sbX Corridor
  - B. Summary Status Update – sbX Corridor
  - C. Upcoming Work – sbX Corridor
  - D. Concerns - sbX Corridor
  - E. Project Description - Vehicle Maintenance Facility (VMF)
  - F. Summary Status Update – Vehicle Maintenance Facility (VMF)
  - G. Upcoming Work – Vehicle Maintenance Facility (VMF)
  - H. Concerns - Vehicle Maintenance Facility (VMF)
- II. Project Schedule
  - A. Summary of Project Schedule - sbX Corridor
  - B. Summary of Project Schedule – Vehicle Maintenance Facility (VMF)
- III. RFIs, Submittals, and Non-Conformance Reports
  - A. sbX Corridor
  - B. Vehicle Maintenance Facility (VMF)
- IV. Safety
- V. Project Budget and Cost
- VI. Change Orders and Claims
  - A. VMF Change Orders
  - B. sbX Corridor Change Orders
- VII. Project Photographs
  - A. sbX Corridor Photos
  - B. Vehicle Maintenance Facility (VMF) Photos

## **I. PROJECT STATUS SUMMARY**

### **A. Project Description – sbX Corridor**

The sbX E Street Corridor BRT Project is a 15.7-mile-long transit improvement project that will connect the northern portion of the City of San Bernardino with the City of Loma Linda. Over the past four years, the sbX E Street Corridor Bus Rapid Transit (BRT) Project has evolved as the highest priority corridor identified in the System-Wide Transit Corridor Plan for the San Bernardino Valley.

The Refined LPA includes:

- 15.7 mile corridor
- 5.4 miles of exclusive center-running BRT lanes
- 10.3 miles of mixed flow BRT operation
- 16 BRT station locations, 6 center stations and 10 curb stations
- 23 station boarding structures
- 4 park-and-ride facilities with a total of 610 parking spaces
- Transit signal priority (TSP) applications at select key intersections

### **B. Summary Status Update (Accomplishments) – sbX Corridor**

- SBX Corridor Completion Celebration held on April 22, 2014.
- Punch List items 95% completed.
- Continued completion of remaining change order work.
- Completed Level 1 testing/Certification.
- Continued Level 2-4 testing/certification.

### **C. May Work – sbX Corridor**

- Complete remaining 5% of Punch List corrections.
- Complete the remaining Level 2-4 testing/certification.
- Complete final Punch List walk.
- Complete the As-Built turnover.
- Complete turnover of stations and corridor.
- Complete project document turnover.

### **D. Project Description – Vehicle Maintenance Facility (VMF)**

The Omnitrans' Vehicle Maintenance Facility is a 4.4-acre facility maintaining and servicing the Omnitrans' bus fleet, comprised of over 160 buses. Modifications to Omnitrans' facility include the demolition of a bus washing station, removal of abandoned underground fuel tanks and new construction of a bus washing system, a new Genset building, a three-lane CNG fueling station, and re-

configuring the bus parking area. Modifications to the maintenance building made in order to accommodate Omnitrans' 60-foot articulated bus fleet.

#### **E. Summary Status Update (Accomplishments) – Vehicle Maintenance Facility (VMF)**

- Completed installation of the booster pump enclosure; the new booster pump system has been successfully testing and will be operational by April 25, 2014.
- Completed concrete installation for the stem walls and slab-on-grade inside Maintenance Building A on April 10, 2014.
- Received deliveries of bus lift equipment and started installation in Maintenance Building A starting April 21, 2014.
- Completed over-excavation and backfill work of the demolished Building B by April 4, 2014.
- Completed the over-excavation of new Building B, and the excavated footings and inspection pit. Formwork and reinforcing steel placement to start during the week of April 28, 2014.
- Completed stucco at the exterior of the new battery room and started shaft installation.

#### **F. May Work – Vehicle Maintenance Facility (VMF)**

- Complete installation of the new bus lifts in Maintenance Building A and start cutting the roof penetrations.
- Lace concrete for the footings and inspection pits at the new Bus Wash Facility and start underground utility work for the new building.
- Excavation for the new reclamation pits and sand/oil separator.
- Construction on the new buffer tank pad, relocation of the buffer tanks, and start of the grading and excavation for the new Fuel Facility (Building C).
- Complete the water point of connection at the compressor room and install the second compressor.
- Continue work at the new battery room for completion by end of May/early June 2014.

## **II. PROJECT SCHEDULE**

The CM team and Contractors are using the latest scheduling tools (Primavera V. P6), available to manage the project schedule.

Due to the actual field conditions (the VMF), many construction activities needed re-sequencing, resulting in several revisions in the baseline schedules submitted. As a proactive approach, the CM team has created an internal schedule as a guiding tool used to monitor and manage the construction progress.

### **Summary of Project Schedule – Vehicle Maintenance Facility (VMF)**

The Contractor submitted its December 2013 Monthly Schedule Update (UP05), with a data date of December 15, 2013, on March 20, 2014. The schedule update shows the project behind schedule, with approximately (+/-) 257-calendar days of negative float projecting a Substantial and Final Completion dates of August 23, 2014 and October 22, 2014, respectively. The resubmittal was accepted “For Record Purposes Only” on April 3, 2014.

The December 2013 monthly schedule update does not include the contaminated soil shutdown that occurred from January 31, 2014 through March 19, 2014. This will impact the project and, based on internal assessments, the project is currently forecast to be completed December 2014. The Agency and Contractor met at the upper management level on April 16, 2014 and have agreed to collectively actualize the project schedule through May 2014 by end of May 2014, including having all schedule updates submitted, reviewed and approved. This will allow the Agency and Contractor to assess impacts to date and manage the remaining work as a partnering and collective effort.

The Contractor has not yet submitted its response to the Agency findings on Time Impact Evaluation (TIE No. 1) submitted on October 28, 2013. The Agency issued a letter on January 29, 2014 granting an extension of 108-calendar days: 55-CD deemed concurrent (Excusable & Non-Compensable) and 53-CD deemed (Excusable & Compensable), resulting in revised Substantial and Final Completion dates of 3/27/2013 and 5/26/14, respectively. A change order to be issued for this assessment.

It should be noted that, subsequent to the Agency’s issuance of the TIE No. 1 findings, the Contractor submitted its notification of suspension of work on January 31, 2014, and did not work much in February 2014. Although the contaminated soil issue was discovered on January 31, 2014, this only affected the earthwork activities, but had no impact to the work that remained outstanding at the compressor room, the new battery room and in maintenance Building A. The two change orders affecting work in Building A (COR 86 Utility Trenches and COR 87 Changes to the Tire Equipment) were resolved and work started on March 6, 2014, in advance of an executed change order. However, any impacts (if any) have yet to be submitted, or substantiated, by the Contractor by submission of a TIE. Work is progressing and unresolved items are continuing to be elevated for resolution through the Dispute Resolution Ladder.

### **III. REQUESTS FOR INFORMATION (RFIs), SUBMITTALS, AND NON-CONFORMANCE REPORTS (NCRs)**

#### **A. sbX Corridor**

To date, the CM team has met the required timelines and no delay has come about as a result of submittal and RFI responses.

Total RFIs – 1011  
Total Open – 9

Total Submittals – 883  
Total Open – 5

Total NCRs - 26  
Total Open - 2

**B. Vehicle Maintenance Facility (VMF)**

To date, the CM team has met the required timelines and no delay has come about as a result of submittal and RFI responses.

Total RFIs – 189  
Total Open – 5

Total Submittals – 332  
Total Open – 6

Total NCRs – 13  
Total Open – 2

**IV. SAFETY**

The project team considers safety to be the utmost priority. As such, the entire project team works towards a “no-lost time” goal on a daily basis.

SbX Corridor - As of April 25, 2013 there are 421,008 “no-lost time” hours.

VMF - As of April 11, 2014 there are 19,970 “no-lost time” hours.

**V. PROJECT BUDGET AND COST**

**TOTAL PROGRAM BUDGET  
BUDGET AS OF MARCH 31, 2014**

Approved Budget	\$191,706,000
Cost to Date	\$155,170,380
Estimate to Complete	\$ 32,877,085
Estimate at Completion	\$188,047,465

**SBX CORRIDOR PROJECT COSTS - AS OF MARCH 31, 2014**

	CURRENT AUTHORIZED	CURRENT INVOICES PAID	REMAINING CONTRACT BALANCE
<b>JACOBS</b>	\$11,852,647	\$9,822,796	\$2,029,851
<b>PARSONS</b>	\$18,097,876	\$16,842,576	\$1,255,300
<b>GRIFFITH/COMET</b>	\$83,782,780	\$74,738,415	\$9,044,365
<b>TOTAL</b>	\$113,733,303	\$101,403,787	\$12,329,516

**VMF CORRIDOR PROJECT COSTS - AS OF MARCH 31, 2014**

	<b>CURRENT AUTHORIZED</b>	<b>CURRENT INVOICES PAID</b>	<b>REMAINING CONTRACT BALANCE</b>
<b>STV Inc.</b>	\$1,418,132	\$1,274,272	\$143,860
<b>USS Cal Builders</b>	\$11,685,598	\$5,399,712	\$6,285,886
<b>Total</b>	\$13,103,730	\$6,673,984	\$6,429,746

**SBX CORRIDOR CONTRACT TIME**

<b>Activity</b>	<b>Days</b>	<b>Date</b>
Notice to Proceed		11/21/11
Calendar Days per Original Contract	730	
Original Completion Date		12/21/13
Calendar Days Completed as of April 25, 2014	855	
CCO Time Extension to Date	0	
Required Completion Days/Date as of April 25, 2014	-125	12/21/13
Forecasted Completion Date as of April 25, 2014		04/28/14
Percent Time Elapsed	117%	

**VMF CONTRACT TIME**

<b>Activity</b>	<b>Days</b>	<b>Date</b>
Notice to Proceed		12/10/12
Calendar Days per Original Contract	425	
Original Completion Date		02/08/14
Calendar Days Completed as of April 25, 2014	501	
CCO Time Extension to Date	0	
Required Completion Days/Date as of April 25, 2014	-76	02/08/14
Forecasted Revenue Start Date as April 25, 2014		04/28/14
Percent Time Elapsed	118%	

**\* CONSTRUCTION COMPLETION DATE WILL BE AVAILABLE UPON COMPLETION OF THE SCHEDULE UPDATE.**

**CHANGE ORDERS****SBX CORRIDOR CONTRACT CHANGE ORDERS - As of April 25, 2014**

<b>Change Order Status</b>	<b>Amount Approved</b>
Approved Change Orders	\$18,962,326.34
Pending Change Orders	\$1,958,845.20
Potential Change Orders	\$666,358.36
<b>Total</b>	<b>\$21,587,529.90</b>

**VMF CONTRACT CHANGE ORDERS - As of April 25, 2014**

<b>Change Order Status</b>	<b>Amount</b>
Approved Change Orders	\$1,436,548.60
Pending Change Orders	\$90,620.22
Potential Change Orders	\$1,480,478.50
<b>Total</b>	<b>\$3,007,647.32</b>

**Note:** Currently, pricing for Potential Change Orders are estimated based on Rough Order of Magnitude pending designer plans or final submittal of pricing by the Contractor.

Upon the approval of the final to date schedule, an analysis will be completed to determine the effect of the change orders on the scheduled completion date.

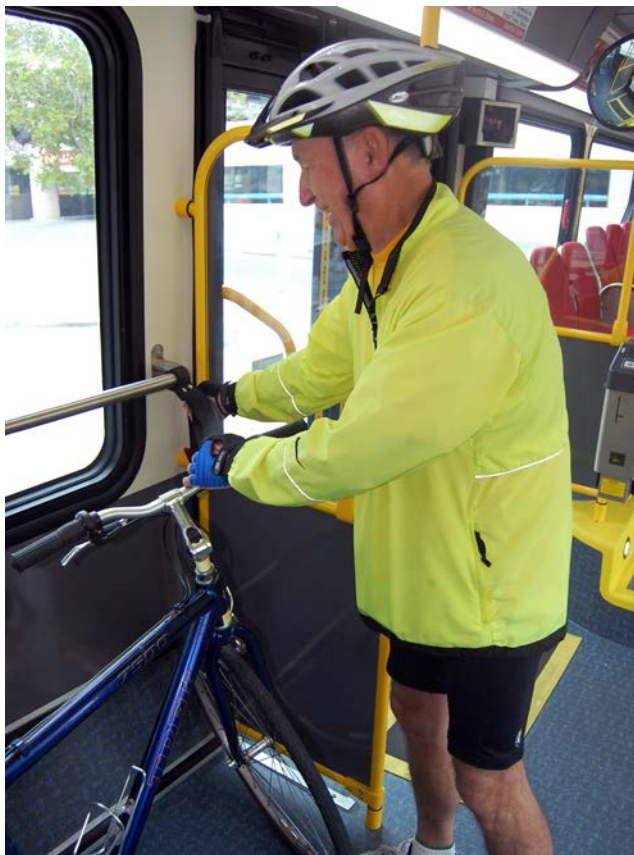


## VI. Project Photographs

### SBX CORRIDOR PROGRESS PHOTOS



1. Construction Completion Celebration at E/Court Street Station.



2. Former COSB Mayor Pat Morris secures his bicycle on first sbX ride.



3. Using WiFi on sbX coach.



4. Enjoying the Construction Completion Celebration at Court Street Square.



**VMF PROGRESS PHOTOS**

1. Installing Embed Angles for the New Bus Lifts in Building A (Maintenance Facility).



2. Excavating for Building Footings at New Bus Wash Facility (Building B).

**IPMO/sbX Project Cost Report**  
**Period Ended 3/31/14**

Description	Current Budget	Expenditures \$	%	Remaining Budget	Estimate to Complete	Estimate at Completion	Budget Forecast Variance
BRT Construction	84,637,000	74,854,816	88.4%	9,782,184	12,559,653	87,414,469	(2,777,469)
Vehicle Maintenance Facility (VMF) Construction	8,131,000	5,399,712		2,731,288	10,456,960	15,856,672	(7,725,672)
Vehicles - Design & Manufacturing	16,628,000	14,890,755	89.6%	1,737,245	1,274,960	16,165,715	462,285
ROW Acquisition Services	10,357,000	10,936,973	105.6%	(579,973)	952,997	11,889,970	(1,532,970)
3rd Party Utilities Design & Relocation	1,003,000	1,067,153	106.4%	(64,153)	38,964	1,106,117	(103,117)
BRT Design	17,849,400	16,842,576	94.4%	1,006,824	8,506	16,851,082	998,318
VMF Design	1,007,600	1,288,672	127.9%	(281,072)	407,260	1,695,932	(688,332)
Other Professional, Technical & Management Services	34,020,000	29,889,723	87.9%	4,130,277	7,177,785	37,067,508	(3,047,508)
<b>SUB-TOTAL</b>	173,633,000	155,170,380		18,462,620	32,877,085	188,047,465	(14,414,465)
Unallocated Contingency	18,073,000	-		18,073,000	3,658,535	3,658,535	14,414,465
<b>TOTAL</b>	<b>191,706,000</b>	<b>155,170,380</b>	<b>80.9%</b>	<b>36,535,620</b>	<b>36,535,620</b>	<b>191,706,000</b>	<b>-</b>

**IPMO/sbX Project  
Through 3/31/14**

Standard Cost Category (SCC)	Description	Approved Current Budget	Expenditures \$ %	Remaining Budget	Estimate to Complete	Estimate at Completion	Budget Forecast Variance
<b>10</b>	<b>GUIDEWAY &amp; TRACK ELEMENTS</b>	<b>19,725,000</b>	<b>16,981,370 86.1%</b>	<b>\$ 2,743,630</b>	<b>\$ 2,811,054</b>	<b>\$ 19,792,424</b>	<b>\$ (67,424)</b>
10.02	Guideway: At-grade semi-exclusive (allows cross-traffic)	\$ 18,353,000	15,054,490 82.0%	\$ 3,298,510	\$ 2,474,461	\$ 17,528,951	\$ 824,049
10.03	Guideway: At-grade in mixed traffic	\$ 1,372,000	1,926,880 140.4%	\$ (554,880)	\$ 336,593	\$ 2,263,473	\$ (891,473)
<b>20</b>	<b>STATIONS, STOPS, TERMINALS, INTERMODAL</b>	<b>14,917,000</b>	<b>13,235,653 88.7%</b>	<b>\$ 1,681,347</b>	<b>\$ 1,140,484</b>	<b>\$ 14,376,137</b>	<b>\$ 540,863</b>
20.01	At-grade station, stop, shelter, mall, terminal, platform	14,917,000	13,235,653 88.7%	\$ 1,681,347	\$ 1,140,484	\$ 14,376,137	\$ -
<b>30</b>	<b>SUPPORT FACILITIES: YARDS, SHOPS, ADMIN. BLDGS</b>	<b>\$ 8,131,000</b>	<b>5,399,712 66.4%</b>	<b>\$ 2,731,288</b>	<b>\$ 10,456,960</b>	<b>\$ 15,856,672</b>	<b>\$ (7,725,672)</b>
30.02	Light Maintenance Facility	\$ 4,265,000	4,195,576 98.4%	\$ 69,424	\$ 8,014,061	\$ 12,209,637	\$ (7,944,637)
30.05	Yard and Yard Track	\$ 3,866,000	1,204,136 0.0%	\$ 2,661,864	\$ 2,442,899	\$ 3,647,035	\$ 218,965
<b>40</b>	<b>SITEWORK &amp; SPECIAL CONDITIONS</b>	<b>34,271,000</b>	<b>25,837,576 75.4%</b>	<b>\$ 8,433,424</b>	<b>\$ 4,699,946</b>	<b>\$ 30,537,522</b>	<b>\$ 3,733,478</b>
40.01	Demolition, Clearing, Earthwork	\$ 4,741,000	338,921 7.1%	\$ 4,402,079	\$ (248,911)	\$ 90,010	\$ 4,650,990
40.02	Site Utilities, Utility Relocation	\$ 4,993,000	9,449,305 189.3%	\$ (4,456,305)	\$ 1,682,868	\$ 11,132,173	\$ (6,139,173)
40.05	Site structures including retaining walls, sound walls	\$ 90,000	386,621 429.6%	\$ (296,621)	\$ 257,245	\$ 643,866	\$ (553,866)
40.06	Pedestrian / bike access and accommodation, landscaping	\$ 6,925,000	3,436,770 49.6%	\$ 3,488,230	\$ 1,861,643	\$ 5,298,413	\$ 1,626,587
40.07	Automobile, bus, van accessways including roads, parking lots	\$ 3,601,000	4,117,695 114.3%	\$ (516,695)	\$ 148,012	\$ 4,265,707	\$ (664,707)
40.08	Temporary Facilities and other indirect costs during construction	\$ 13,921,000	8,108,264 58.2%	\$ 5,812,736	\$ 999,089	\$ 9,107,353	\$ 4,813,647
<b>50</b>	<b>SYSTEMS</b>	<b>\$ 16,727,000</b>	<b>19,867,370 118.8%</b>	<b>\$ (3,140,370)</b>	<b>\$ 618,994</b>	<b>\$ 20,486,364</b>	<b>\$ (3,759,364)</b>
50.02	Traffic signals and crossing protection	\$ 10,810,000	6,574,649 60.8%	\$ 4,235,351	\$ (116,552)	\$ 6,458,097	\$ 4,351,903
50.05	Communications	\$ 4,210,000	8,318,796 197.6%	\$ (4,108,796)	\$ 109,471	\$ 8,428,267	\$ (4,218,267)
50.06	Fare collection system and equipment	\$ 1,707,000	4,973,925 291.4%	\$ (3,266,925)	\$ 626,075	\$ 5,600,000	\$ (3,893,000)
	Pending Change Orders				\$ 3,916,283	\$ 3,916,283	\$ (3,916,283)
	Risk				\$ (588,144)	\$ (588,144)	\$ 588,144
	<b>Construction Subtotal (10-50)</b>	<b>93,771,000</b>	<b>81,321,681 86.7%</b>	<b>\$ 12,449,319</b>	<b>\$ 23,055,577</b>	<b>\$ 104,377,258</b>	<b>\$ (10,606,258)</b>
<b>60</b>	<b>ROW, LAND, EXISTING IMPROVEMENTS</b>	<b>\$ 6,532,000</b>	<b>\$ 6,006,388 92.0%</b>	<b>\$ 525,612</b>	<b>\$ 944,447</b>	<b>\$ 6,950,835</b>	<b>\$ (418,835)</b>
60.01	Purchase or lease of real estate	\$ 6,327,000	5,841,458 92.3%	\$ 485,542	\$ 904,377	\$ 6,745,835	\$ (418,835)
60.02	Relocation of existing households and businesses	\$ 205,000	164,930 80.5%	\$ 40,070	\$ 40,070	\$ 205,000	\$ -
<b>70</b>	<b>VEHICLES</b>	<b>\$ 16,628,000</b>	<b>\$ 14,890,755 89.6%</b>	<b>\$ 1,737,245</b>	<b>\$ 1,274,960</b>	<b>\$ 16,165,715</b>	<b>\$ 462,285</b>
70.04	Bus	\$ 15,448,000	14,858,641 96.2%	\$ 589,359	\$ 400,026	\$ 15,258,667	\$ 189,333
70.06	Non-revenue vehicles	\$ 250,000	- 0.0%	\$ 250,000	\$ -	\$ -	\$ 250,000
70.07	Spare parts	\$ 930,000	32,114 3.5%	\$ 897,886	\$ 874,934	\$ 907,048	\$ 22,952
<b>80</b>	<b>PROFESSIONAL SERVICES</b>	<b>56,702,000</b>	<b>52,951,556 93.4%</b>	<b>\$ 3,750,444</b>	<b>\$ 7,602,101</b>	<b>\$ 60,553,657</b>	<b>\$ (3,851,657)</b>
80.01	Preliminary Engineering	\$ 12,921,000	12,876,525 99.7%	\$ 44,475	\$ 17,502	\$ 12,894,027	\$ 26,973
80.02	Final Design	\$ 7,261,000	7,036,248 96.9%	\$ 224,752	\$ 405,874	\$ 7,442,122	\$ (181,122)
80.03	Project Management for Design and Construction	\$ 15,997,000	11,701,267 73.1%	\$ 4,295,733	\$ 2,750,036	\$ 14,451,303	\$ 1,545,697
80.04	Construction Administration & Management	\$ 6,632,000	9,822,796 148.1%	\$ (3,190,796)	\$ 3,029,851	\$ 12,852,647	\$ (6,220,647)
80.05	Professional Liability and other Non-Construction Insurance	\$ 1,112,000	- 0.0%	\$ 1,112,000	\$ -	\$ -	\$ 1,112,000
80.06	Legal; Permits; Review Fees by other agencies, cities, etc.	\$ 10,596,000	11,514,720 108.7%	\$ (918,720)	\$ 673,838	\$ 12,188,558	\$ (1,592,558)
80.07	Surveys, Testing, Investigation, Inspection	\$ 1,463,000	- 0.0%	\$ 1,463,000	\$ 25,000	\$ 25,000	\$ 1,438,000
80.08	Start up	\$ 720,000	- 0.0%	\$ 720,000	\$ 700,000	\$ 700,000	\$ 20,000
	<b>Subtotal (10-80)</b>	<b>\$ 173,633,000</b>	<b>\$ 155,170,380 89.4%</b>	<b>\$ 18,462,620</b>	<b>\$ 32,877,085</b>	<b>\$ 188,047,465</b>	<b>\$ (14,414,465)</b>
<b>90</b>	<b>UNALLOCATED CONTINGENCY</b>	<b>18,073,000</b>	<b>- 0.0%</b>	<b>\$ 18,073,000</b>	<b>\$ 3,658,535</b>	<b>\$ 3,658,535</b>	<b>\$ 14,414,465</b>
	<b>Subtotal (10-90)</b>	<b>191,706,000</b>	<b>155,170,380 80.9%</b>	<b>\$ 36,535,620</b>	<b>\$ 36,535,620</b>	<b>\$ 191,706,000</b>	<b>\$ -</b>
<b>100</b>	<b>FINANCE CHARGES</b>	<b>-</b>	<b>-</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
	<b>TOTAL PROJECT COST (10-100)</b>	<b>191,706,000</b>	<b>155,170,380 80.9%</b>	<b>\$ 36,535,620</b>	<b>\$ 36,535,620</b>	<b>\$ 191,706,000</b>	<b>\$ -</b>

ITEM # E5

**DATE:** June 4, 2014

**TO:** Board Chair Alan Wapner and Members of the Omnitrans Board of Directors

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

**FROM:** Diane Caldera, Director of Operations

**SUBJECT: KEY PERFORMANCE INDICATOR – LABOR  
OPERATIONS ABSENTEEISM – REPRESENTED EMPLOYEES**

### **FORM MOTION**

Receive and file report on absenteeism for represented employees in the Operations Department.

### **BACKGROUND**

The 3<sup>rd</sup> Quarter Report of the Key Performance Indicators (KPI) for Fiscal Year 2014 was presented to the Board of Directors at its May 7, 2014, meeting for receive and file.

At the meeting, questions were raised on KPI #6, Labor, Operations Absenteeism, for Represented Employees, and the Board of Directors requested staff to provide additional information on the absences, to include the number of industrial vs FMLA (Family Medical Leave Act) absences, how Omnitrans compares to other agencies in the industry, and what Omnitrans is doing to mitigate the absences.

The attached PowerPoint identifies the different categories of Controlled and Uncontrolled absences used by Omnitrans and provides graphs depicting the total number of Uncontrolled Absences for Fiscal Years 2011 through 2014 (FY14 through Quarter ending April 2014), as well as the number of FMLA and Industrial Absences (both uncontrolled), for the same period. Please note that the report presented at the May Board Meeting incorrectly reported the year-to-date total absences at 120,166 against a goal of <101,200. The correct number of uncontrolled absences through April 2014 is 77,248. With only two months to complete the fiscal year, it is anticipated that the goal of <101,200 uncontrolled absences will be met.

Also provided in the document is how Omnitrans compares to 16 peer agencies within the American Bus Benchmarking Group in the Uncontrolled Driver absence category for 2012. Omnitrans ranks mid-range amongst these peers in the total number of Unplanned Absences for Drivers, but ties for second in terms of total absences related to FMLA and Industrial.

Lastly, the attachment provides a list of preventive measures implemented to mitigate the uncontrolled absences, including two new initiatives, the rear-facing wheelchairs/Q’Pods (sbX line with plans to install in all buses) and new student coach operator training that includes stretching exercises to follow prior to and throughout their shift.

PSG:VD

# ABSENTEEISM

## Controlled

- Vacations
- Casual Vacations
- Floating Holidays
- Jury Duty
- Military Leave

## Uncontrolled

- FMLA
- Industrial
- Sick Self
- Sick Family
- LWOP/LOA



# FMLA & INDUSTRIAL

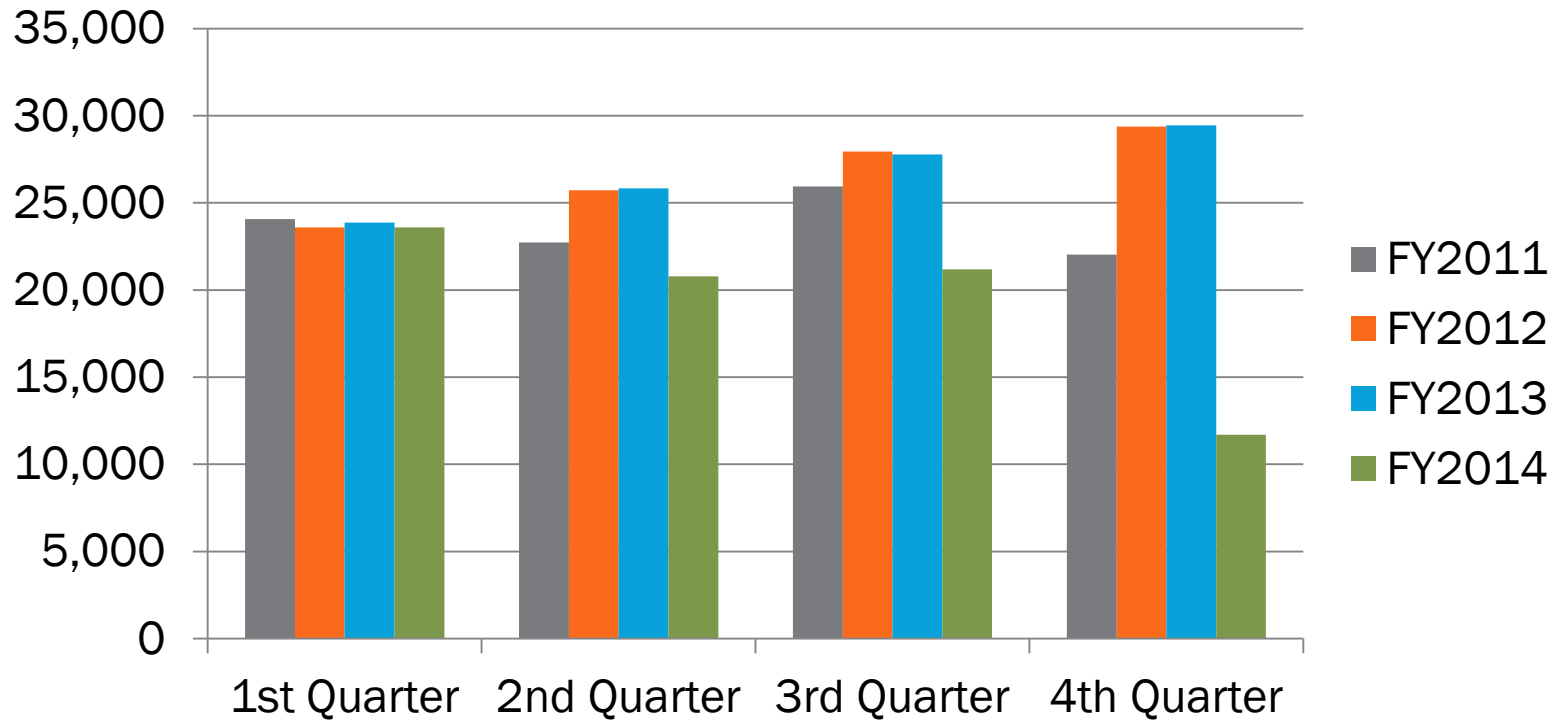
## FMLA

- 82% of Agency certified are Coach Operators

## INDUSTRIAL

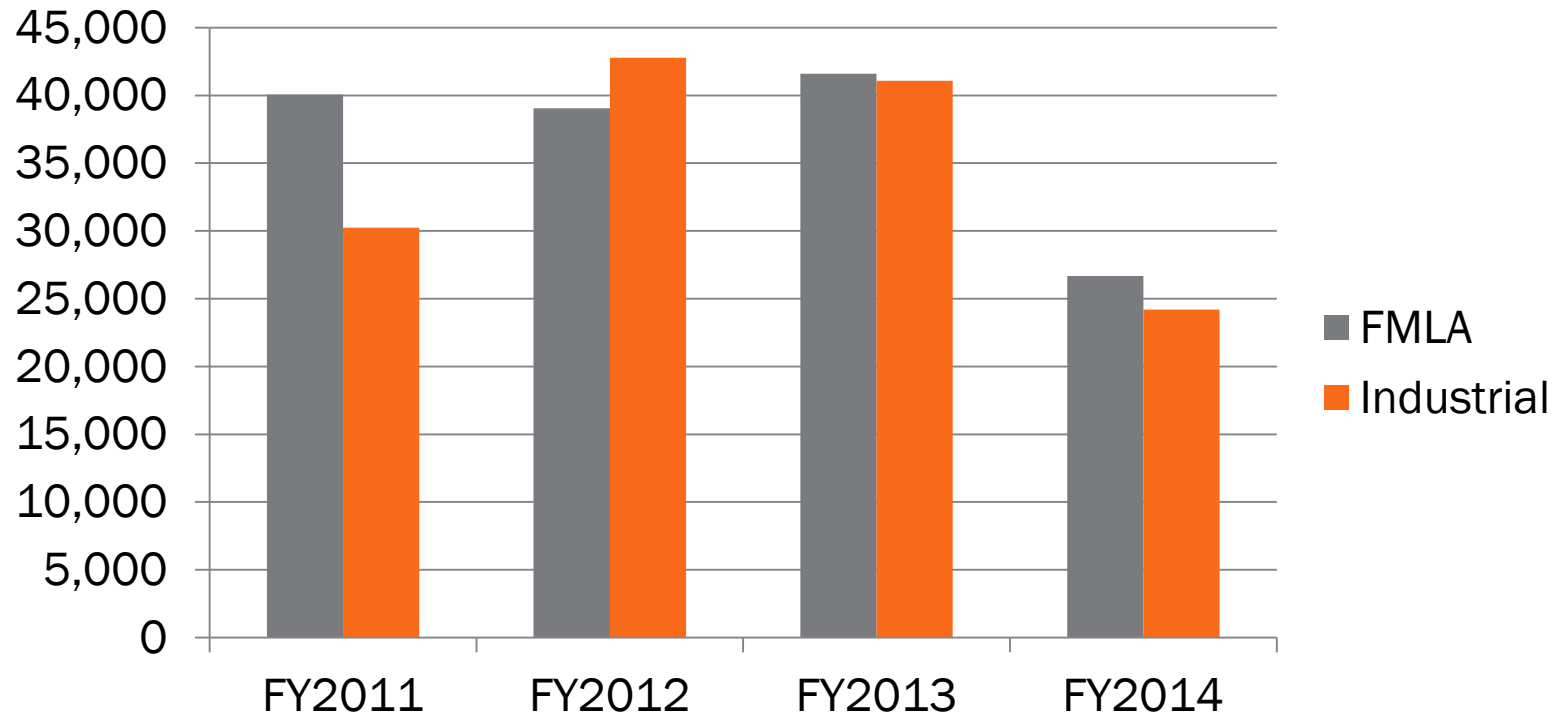
- 74% of Agency claims are Coach Operators

# TOTAL UNCONTROLLED ABSENCE HOURS



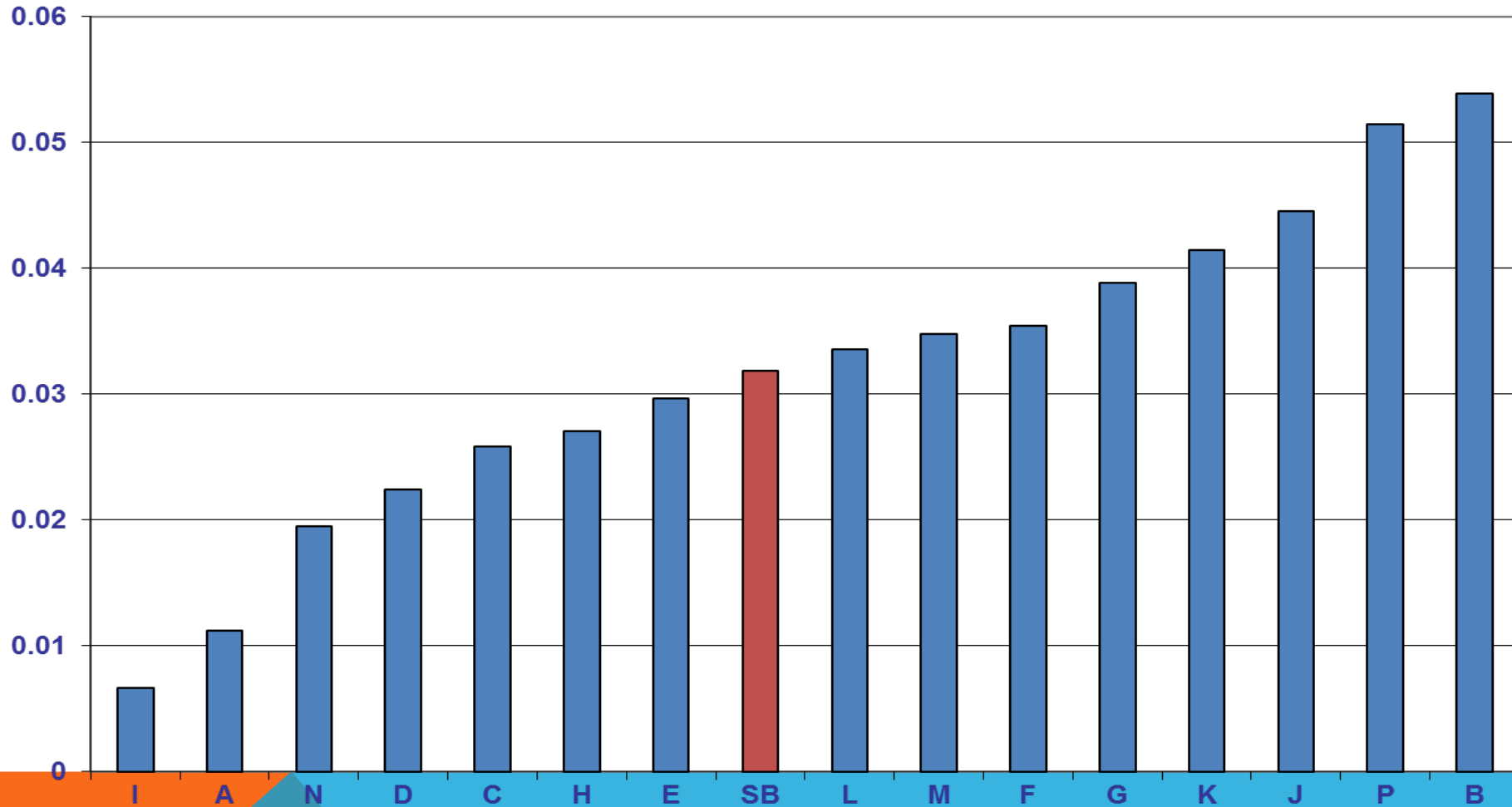
77,248 Hours YTD

# FMLA/INDUSTRIAL ABSENCE HOURS



55,816 Total Hours YTD

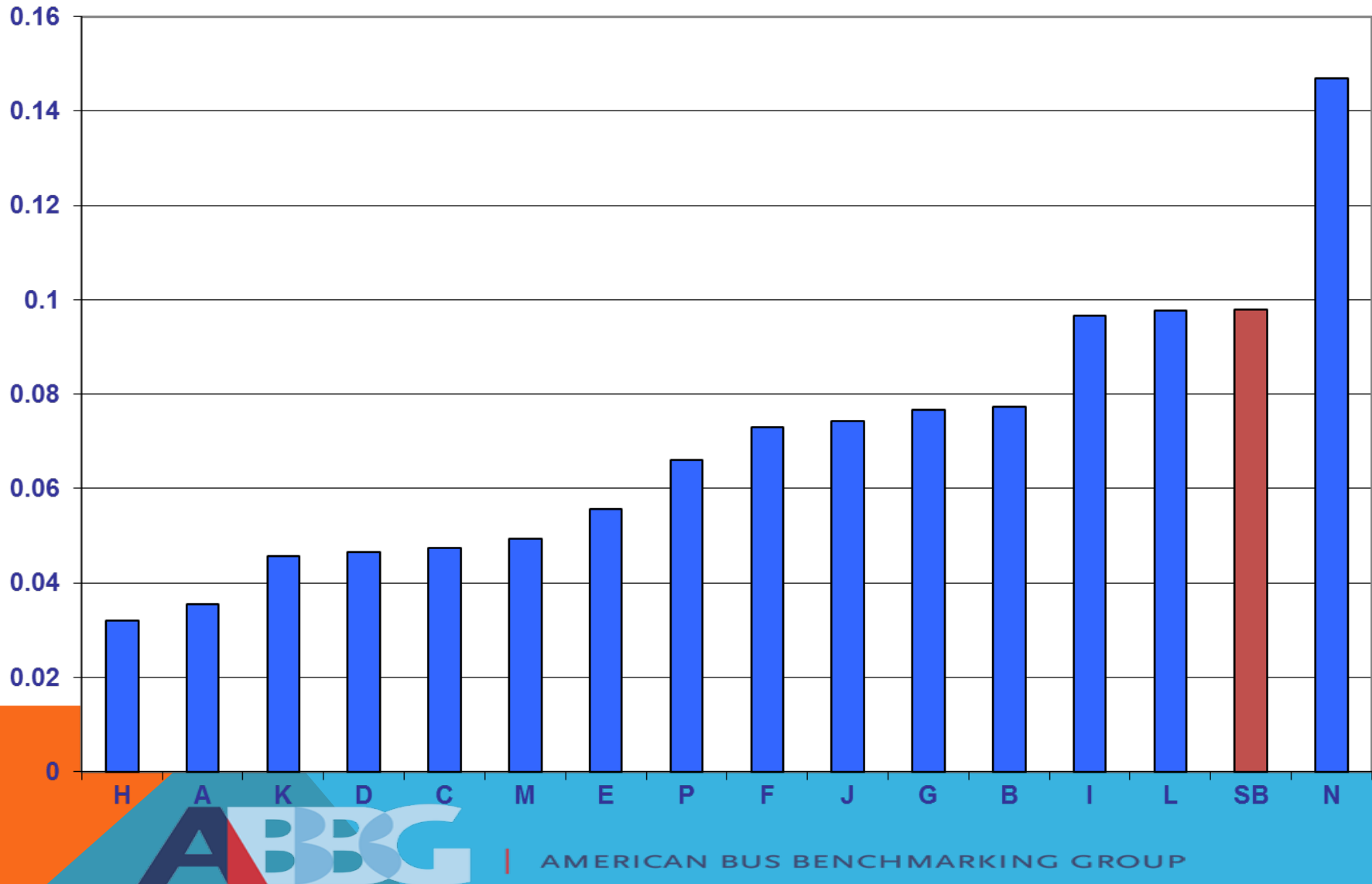
## Total paid & unplanned absenteeism hours by drivers per Total All Driver Hours - 2012 data



AMERICAN BUS BENCHMARKING GROUP

Reflects comparison of uncontrolled absences from 16 peers agencies.

## Total all unplanned absenteeism hours by drivers per Total All Driver Hours - 2012 data



Reflects comparison of FMLA/Industrial only absences from 16 peers agencies<sup>49</sup>

# PREVENTIVE MEASURES

- Annual Training Certification Requirement (ATCR) Training
- Ergonomic/Back Safe Training
- Rear Facing Wheel Chairs/Q'Pods\*
- New Student Coach Operator Training – stretching, exercises\*
- Plasma Postings
- Lumbar Supports available
- Recaro Seats (ergonomic w/multiple positions)
- Presentation to US HealthWorks provided – to doctors what agency is doing
- Work Out Room/Gym
- Health Fairs
- Industrial claims investigated using on-board video
- FMLA absence patterns monitored
- Operator Sick Leave Buy-Back implemented in ATU MOU 2010-2013

\*Reflects new initiatives implemented<sup>50</sup>

ITEM # E6

**DATE:** June 4, 2014

**TO:** Board Chair Alan Wapner and Members of the Omnitrans Board of Directors

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

**FROM:** Jennifer M. Sims, Director of Procurement

**SUBJECT: APPROVE MEMBERSHIP DUES FOR AMERICAN PUBLIC  
TRANSPORTATION ASSOCIATION**

### **FORM MOTION**

Authorize the CEO/General Manager to issue a purchase order to the American Public Transportation Association (APTA), Washington, DC, for a not-to-exceed amount of \$39,120 as payment for membership dues for the period of July 1, 2014 through June 30, 2015.

### **BACKGROUND**

APTA is an international non-profit public and private member organization that has represented the transit industry since 1882. Omnitrans has been a member of APTA for more than 20 years and has benefited from membership by taking advantage of the vast educational opportunities provided by APTA for all levels of the organization. APTA promotes issues vital to the public transportation industry and focuses efforts to develop standards that can be used by members to become stronger operationally. APTA has been a major player in developing standards in the areas of bus, rail transit and commuter rail operations, maintenance, and procurement, and intelligent transportation systems.

In Fiscal Year 2014, APTA's advocacy efforts were successful in facilitating the extension of transit taxes related to commuter benefits and alternatives fuel use. Omnitrans directly benefited from this and was able to receive reimbursement of approximately \$645,262 in fuel tax credit for continuing operations.

APTA invoices in June of each year, staff anticipates dues for Fiscal Year 2015 to remain at the Fiscal Year 2014 level. The authorization request not-to-exceed amount includes an additional \$1,000 to ensure sufficient funding.

### **FUNDING SOURCE**

The cost of membership is budgeted in the Administration Department's Operating Budget for Fiscal Year 2015.

Department	1300
Expenditure Code	509010

\_\_\_\_\_ Verification of Funding Sources and Availability of Funds.  
(Verified and initialed by Finance)

### **CONCLUSION**

By renewing for Fiscal Year 2015, Omnitrans will continue to acquire the many benefits provided by being a member of APTA.

PSG:JMS:kt



ITEM # E7

**DATE:** June 4, 2014

**TO:** Board Chair Alan Wapner & Members of the Omnitrans Board of Directors

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

**FROM:** Jennifer M. Sims, Director of Procurement

**SUBJECT: APPROVE SOLE SOURCE CONTRACT ISD-13015 FOR SAFETY AND SECURITY RADIO AND PAGER COMMUNICATION SYSTEM ACCESS**

### **FORM MOTION**

Authorize the CEO/General Manager to execute Contract ISD-13015 with the County of San Bernardino, CA, for the provision of Safety and Security Radio and Pager Communication System Access for a five-year period beginning July 1, 2014 through June 30, 2019, in an amount of \$40,468.20, plus a ten percent contingency of \$4,046.82 for a total not-to-exceed amount of \$44,515.02.

### **BACKGROUND**

Omnitrans currently accesses the County of San Bernardino's radio communication system for its 800 MHz radio and pagers. The County has offered a five-year subscription for this service.

The County of San Bernardino currently provides 800 MHz radio for law enforcement and fire personnel throughout Omnitrans' service area. The radio and pager access allows Omnitrans' safety and security personnel and contracted security staff to communicate throughout the service area and directly with the San Bernardino County Fire Department Communication Center. In the event of an emergency, it allows safety and security personnel to receive alerts from the San Bernardino County Fire Department on weather conditions, road closures, large scale fires in the region, and emergency operations center activations. Access to this public safety communication system is only available through the County of San Bernardino.

Fees are mandated by Section 40 of the San Bernardino County Code and are updated on an annual basis. The fees effective July 1, 2014 are an increase of 3% over current rates. If rate changes are adopted as part of the County Budget for the County fiscal year (July 1 through June 30), the County may revise the Exhibit A with such rate changes.

In accordance with FTA Circular 4220.1F, Section 3.i.(1)(b), procurement by noncompetitive proposals may be used when the recipient requires supplies or services available from only one

responsible source, and no other supplies or services will satisfy its requirements, the recipient may make a sole source award.

This procurement meets the requirements of Omnitrans' Procurement Policies and Procedures.

### **FUNDING SOURCE**

The cost associated with this procurement is budgeted in Human Resources/Safety & Security Department's Operating Funds as follows:

Department	1630
Expenditure Code	505030

\_\_\_\_\_ Verification of Funding Source and Availability of Funds.  
(Verified and initialed by Finance.)

### **CONCLUSION**

Approval of this contract will provide Omnitrans the ability to communicate with the County of San Bernardino public safety personnel and receive emergency notices.

PSG:JMS:CV



County of San Bernardino

F A S

STANDARD CONTRACT

FOR COUNTY USE ONLY

<input type="checkbox"/> New <input type="checkbox"/> Change <input type="checkbox"/> Cancel	Vendor Code	<b>SC</b>	Dept. ISD	<b>A</b>	Contract Number	
County Department Information Services Department			Dept. ISD	Orgn.	Contractor's License No.	
County Department Contract Representative			Telephone		Total Contract Amount	
Contract Type <input checked="" type="checkbox"/> Revenue <input type="checkbox"/> Encumbered <input type="checkbox"/> Unencumbered <input type="checkbox"/> Other:						
If not encumbered or revenue contract type, provide reason:						
Commodity Code		Contract Start Date		Contract End Date		Original Amount
Fund	Dept.	Organization	Appr.	Obj/Rev Source	GRC/PROJ/JOB No.	Amount
Fund	Dept.	Organization	Appr.	Obj/Rev Source	GRC/PROJ/JOB No.	Amount
Fund	Dept.	Organization	Appr.	Obj/Rev Source	GRC/PROJ/JOB No.	Amount
Project Name			Estimated Payment Total by Fiscal Year			
			FY	Amount	I/D	

THIS CONTRACT is entered into in the State of California by and between the County of San Bernardino, hereinafter called the County, and

Name

Address

hereinafter called

Telephone

Federal ID No. or Social Security No.

IT IS HEREBY AGREED AS FOLLOWS:

(Use space below and additional bond sheets. Set forth service to be rendered, amount to be paid, manner of payment, time for performance or completion, determination of satisfactory performance and cause for termination, other terms and conditions, and attach plans, specifications, and addenda, if any.)

I. SAN BERNARDINO COUNTY 800 MHz RADIO COMMUNICATION SYSTEM ACCESS

The 800 MHz Radio Communications System, hereinafter called System, is composed of two components known as the Backbone and Field Equipment. The Backbone is defined as that portion of the System that provides the means by which dispatch centers, public safety locations, mobile radios, and portable radios communicate with each other via voice transmission. It is composed primarily of fixed relay equipment and associated centralized dispatch and control equipment. Field Equipment is defined as that portion of the System that uses the Backbone for communications and consists primarily of local dispatch equipment, mobile radios, and portable radios. Under this agreement, data communications, i.e. Mobile Digital Terminals and required support equipment, is excluded. Specific charges for such service(s) are set forth and attached hereto as Exhibit A, "800 MHz Radio Communications System Access/Paging Services and Payment Terms."

Auditor/Controller-Recorder Use Only

<input type="checkbox"/> Contract Database	<input type="checkbox"/> FAS
Input Date	Keyed By

## **A) System Purpose and Objective**

The primary purpose of the System is to serve the County and accommodate participation by public safety and local governmental agencies in the county of San Bernardino. Secondly, other governmental and safety related non-governmental Customers may be allowed access to the System as conditions warrant and as provided for by this agreement. During a disaster, public safety will receive priority in all areas, based entirely on emergency response responsibilities. Non-public safety Customers' access to System may be controlled or withheld.

## **B) Backbone Operational Policies**

- 1) Public safety and local governmental Customers shall have operational priority over all other Customers.
- 2) County has the final authority, at all times, to exercise discretionary control over the Backbone to insure the ability of immediate-need public safety agencies to communicate, and/or to otherwise manage Backbone traffic to the overall benefit of all Backbone Customers.

## **C) Backbone Modification (Post Backbone Implementation)**

- 1) County may determine that Backbone modification is needed from time to time to meet the changing needs of County and/or Customers.
- 2) Costs for Backbone modifications made after the execution of this agreement shall be shared by Customers receiving benefits related to such modifications based on the benefit derived by each. Derived benefit shall be determined based on the number of units that are in service by each end user in relationship to the total units being serviced by the system Backbone infrastructure at the time the modification is made, unless the modification is specific to an end user or a group of users. In this case, the affected end user or group of users that caused the modification would bear the entire cost of the modification.
- 3) Costs for the implementation, operation, and maintenance of any modification requested by, and benefiting only Customer, shall be borne solely by that Customer.
- 4) If modification improves service only in/for a definable local area, any Customers in such definable local area, and participating in and receiving direct benefit from the modification, shall share the costs for its implementation, operation, and maintenance.
- 5) If the modification benefits all Backbone Customers, costs for the implementation, operation, and maintenance shall be borne by all Customers.

## **D) Field Equipment**

- 1) Customer shall, at Customer expense and future financial liability, purchase and maintain its own Field Equipment.
- 2) Customer shall, at Customer expense, expand or modify existing Customer structures, facilities, or dispatch centers as required to support the installation of Customer's Field Equipment.

## **E) Related Non-Governmental Customers**

- 1) At times, non-governmental Customers may have a need to communicate with public safety/local government services during emergencies, or in their daily support of public safety/local government services. Where it is not in conflict with Federal Communications Commission (FCC) Regulations or other laws, and subject to approval by County, such Customers may be allowed Backbone access. However, non-governmental use of the Backbone for day-to-day operations shall be on a non-interfering, prioritized basis, and subject to channel loading limits, as determined by County.
- 2) The County shall be responsible for coordinating Backbone access and implementing terms and conditions of such use, including one-time and recurring costs to be paid by such new Customers.

- 3) County shall monitor non-governmental Customers of the Backbone. If the future needs of public safety/local government expand to the point of competition with non-governmental use of the Backbone, said non-governmental Customers may be required by the County to vacate their use of the Backbone.
- 4) Non-governmental Customers shall generally be removed in reverse order of their entry into the System, i.e., the last Customer to enter the System will customarily be the first to be removed unless any other Customer(s) voluntarily relinquishes access.
- 5) Non-governmental Customers being removed from the System shall have ninety (90) days to remove their equipment or transfer their operations to another communications system.

#### **F) Backbone Ownership**

It is understood that County has ownership of the Backbone, and upon any termination of this agreement by County or by Customer, any and all rights, title, and interest in the Backbone shall remain with the County. Customer shall retain all rights, title, and interest in its own Field Equipment.

## **II. MHZ RADIO AND EQUIPMENT MAINTENANCE SERVICES**

The County of San Bernardino Information Services Department (ISD) provides a number of 800 MHz radio and equipment maintenance services that are available to public safety and local governmental agencies in the county of San Bernardino, as well as other governmental and safety related non-governmental customers. Maintenance services provided for under this agreement consist of 800MHz Backbone Radio Equipment, 800 MHz Mobile/Portable Radio Equipment, 800 MHz Vehicular Radio Modems (VRMs), 800 MHz Radio Dispatch Equipment, and 800 MHz Radio Battery Replacement. Specific charges for such service(s) are set forth and attached hereto as Exhibit A, "800 MHz Radio Communications System Access/Paging Services and Payment Terms".

#### **A) County Responsibilities in Providing Maintenance Services**

- 1) Maintain sufficient "loaner equipment" or "spare" mobile radios to temporarily replace equipment that is removed from service for maintenance reasons.
- 2) Remove, reinstall and maintain Customer owned radios or other covered equipment that has become defective from normal wear and usage. ISD shall determine if defects are normal wear and usage; said determination will be final. Repair work will be performed at ISD or elsewhere as prescribed by ISD.
- 3) Maintenance for Customer owned Radio Dispatch Equipment and Backbone Radio Equipment will be provided 24 hours per day, seven days per week with a two-hour response time. Maintenance for VRMs, and Mobile/Portable Radios to be provided during normal County work hours on normal County business days. After hours service will be available on a premium rate basis.
- 4) ISD reserves the right to subcontract for all or part of services from authorized Motorola repair facilities.
- 5) ISD assumes no liability for equipment failure in the field, or for any adverse consequences caused by such failed equipment.
- 6) ISD assumes no liability for failure to provide or delay in providing services, under this agreement.

#### **B) County Services Provided on a Time and Materials Basis**

- 1) Service required due to Customer abuse or abnormal wear.
- 2) Service to correct attempts by Customer or unauthorized third parties to repair or modify equipment.
- 3) Facility electrical problems at Customer location(s) or vehicle electrical problems.
- 4) Services not covered in Paragraph II, to the extent feasible/cost-effective as determined by ISD.

- 5) Program or re-program radios at Customer's request or in response to abnormal wear and usage, except for County originated systems reconfigurations.
- 6) Replacement of consumable items including portable radio batteries, mobile and portable antennas, and microphone cords.

### **C) Customer Responsibilities**

- 1) Customer shall own its own equipment.
  - a. Customer shall provide ISD with model and serial numbers of all equipment to be covered under this agreement.
  - b. Customer shall designate an individual as the single point of contact for maintenance coordination.
  - c. Customer shall coordinate and schedule service requirements with ISD in advance whenever possible.
  - d. Customer shall advise ISD of all radio relocations or reassignments within their fleet, within 24 hours of relocation or reassignment.

### **III. EFFECTIVE DATE AND TERMINATION**

This agreement shall commence on the first day of the month following the date the Chief Executive Officer (CEO) or Chief Information Officer (CIO) approves this agreement. This agreement shall remain in effect for five (5) years, unless the County or the Customer, at the sole discretion of either, terminates the agreement by giving sixty (60) days written notice to the other. County may, at its sole discretion, opt not to terminate its services until replacement services are identified and in place; however, in no event shall County's services be continued beyond 120 days of the original written notice. Any such termination date shall coincide with the end of a calendar month. Neither party shall incur any liability to the other by reason of such termination.

### **IV. RATES AND PAYMENT TERMS**

Payment rates and conditions are set forth on Exhibit A., "800 MHz Radio Communications System Access/Paging Services and Payment Terms" attached hereto. Payment shall be due upon receipt of invoice and payable within sixty (60) days of invoice date. In order to amend this agreement for a change in service levels, County will provide to Customer a revised Exhibit A incorporating such change(s) which shall be signed by Customer and returned to County. Customer's subsequent invoice shall be adjusted in accordance with the change(s), on a prorated basis, as necessary.

Exhibit A reflects the rates in effect at the execution of this agreement. Any subsequent rate change(s) shall become effective on July 1 of the County fiscal year (July 1 through June 30) in which such rate change(s) is adopted as part of the County Budget. County shall provide notice to Customer of pending rate change(s) by providing Customer with a revised Exhibit A reflecting such rate change(s). Customer's subsequent invoice shall be adjusted in accordance with the rate change(s). Checks shall be made payable to the County of San Bernardino.

Payment address is: County of San Bernardino  
Information Services Department  
670 E. Gilbert Street, First Floor  
San Bernardino, CA 92415-0915  
Attn: Administration Services

### **V. AGREEMENT AUTHORIZATION**

The Customer warrants and represents that the individual signing this agreement is a properly authorized representative of the Customer and has the full power and authority to enter into this agreement on the Customer's behalf.

### **VI. ASSIGNMENT**

This agreement, or any interest therein, including any claims for monies due with respect thereto, shall not be assigned, and any such assignment shall be void and without effect.

## VII. DEFAULT

If the Customer does not make timely payment of amounts due under this agreement or breaches any term or condition of this agreement, County may declare immediately due and payable the entire unpaid amount, plus all other amounts due hereunder, less any unearned charges. County may also exercise all rights and remedies of a secured party under the Uniform Commercial Code (or other similar law) of the State of California and pursue any other remedies existing in law or in equity.

## VIII. INDEMNIFICATION AND INSURANCE

### A) Basic Requirements

- 1) Indemnification – The Contractor agrees to indemnify, defend (with counsel reasonably approved by County) and hold harmless the County and its authorized officers, employees, agents and volunteers from any and all claims, actions, losses, damages, and/or liability arising out of this contract from any cause whatsoever, including the acts, errors or omissions of any person and for any costs or expenses incurred by the County on account of any claim except where such indemnification is prohibited by law. This indemnification provision shall apply regardless of the existence or degree of fault of indemnities. The Contractor's indemnification obligation applies to the County's "active" as well as "passive" negligence but does not apply to the County's "sole negligence" or "willful misconduct" within the meaning of Civil Code Section 2782.
- 2) Additional Insured – All policies, except for the Workers' Compensation, Errors and Omissions and Professional Liability policies, shall contain endorsements naming the County and its officers, employees, agents and volunteers as additional insured with respect to liabilities arising out of the performance of services hereunder. The additional insured endorsements shall not limit the scope of coverage for the County to vicarious liability but shall allow coverage for the County to the full extent provided by the policy. Such additional insured coverage shall be at least as broad as Additional Insured (Form B) endorsement form ISO, CG 2010.11 85.
- 3) Waiver of Subrogation Rights – The Contractor shall require the carriers of required coverages to waive all rights of subrogation against the County, its officers, employees, agents, volunteers, contractors and subcontractors. All general or auto liability insurance coverage provided shall not prohibit the Contractor and Contractor's employees or agents from waiving the right of subrogation prior to a loss or claim. The Contractor hereby waives all rights of subrogation against the County.
- 4) Policies Primary and Non-Contributory – All policies required herein are to be primary and non-contributory with any insurance or self-insurance programs carried or administered by the County.
- 5) Severability of Interests – The Contractor agrees to ensure that coverage provided to meet these requirements is applicable separately to each insured and there will be no cross liability exclusions that preclude coverage for suits between the Contractor and the County or between the County and any other insured or additional insured under the policy.
- 6) Proof of Coverage – The Contractor shall furnish Certificates of Insurance to the County Department administering the contract evidencing the insurance coverage, including endorsements, as required, prior to the commencement of performance of services hereunder, which certificates shall provide that such insurance shall not be terminated or expire without thirty (30) days written notice to the Department, and Contractor shall maintain such insurance from the time Contractor commences performance of services hereunder until the completion of such services. Within fifteen (15) days of the commencement of this contract, the Contractor shall furnish a copy of the Declaration page for all applicable policies and will provide complete certified copies of the policies and endorsements immediately upon request.
- 7) Acceptability of Insurance Carrier – Unless otherwise approved by Risk Management, insurance shall be written by insurers authorized to do business in the State of California and with a minimum "Best" Insurance Guide rating of "A- VII".
- 8) Deductibles and Self-Insured Retention - Any and all deductibles or self-insured retentions in excess of \$10,000 shall be declared to and approved by Risk Management.
- 9) Failure to Procure Coverage – In the event that any policy of insurance required under this contract

does not comply with the requirements, is not procured, or is canceled and not replaced, the County has the right but not the obligation or duty to cancel the contract or obtain insurance if it deems necessary and any premiums paid by the County will be promptly reimbursed by the Contractor or County payments to the Contractor will be reduced to pay for County purchased insurance.

- 10) Insurance Review – Insurance requirements are subject to periodic review by the County. The Director of Risk Management or designee is authorized, but not required, to reduce, waive or suspend any insurance requirements whenever Risk Management determines that any of the required insurance is not available, is unreasonably priced, or is not needed to protect the interests of the County. In addition, if the Department of Risk Management determines that heretofore unreasonably priced or unavailable types of insurance coverage or coverage limits become reasonably priced or available, the Director of Risk Management or designee is authorized, but not required, to change the above insurance requirements to require additional types of insurance coverage or higher coverage limits, provided that any such change is reasonable in light of past claims against the County, inflation, or any other item reasonably related to the County's risk.

Any change requiring additional types of insurance coverage or higher coverage limits must be made by amendment to this contract. Contractor agrees to execute any such amendment within thirty (30) days of receipt.

Any failure, actual or alleged, on the part of the County to monitor or enforce compliance with any of the insurance and indemnification requirements will not be deemed as a waiver of any rights on the part of the County.

## **B) Insurance Specifications**

The Contractor agrees to provide insurance set forth in accordance with the requirements herein. If the Contractor uses existing coverage to comply with these requirements and that coverage does not meet the specified requirements, the Contractor agrees to amend, supplement or endorse the existing coverage to do so. The type(s) of insurance required is determined by the scope of the contract services.

Without in anyway affecting the indemnity herein provided and in addition thereto, the Contractor shall secure and maintain throughout the contract term the following types of insurance with limits as shown:

- 1) Workers' Compensation/Employers Liability – A program of Workers' Compensation insurance or a state-approved, self-insurance program in an amount and form to meet all applicable requirements of the Labor Code of the State of California, including Employer's Liability with \$250,000 limits covering all persons including volunteers providing services on behalf of the Contractor and all risks to such persons under this contract.

If Contractor has no employees, it may certify or warrant to the County that it does not currently have any employees or individuals who are defined as "employees" under the Labor Code and the requirement for Workers' Compensation coverage will be waived by the County's Director of Risk Management.

With respect to Contractors that are non-profit corporations organized under California or Federal law, volunteers for such entities are required to be covered by Workers' Compensation insurance.

- 2) Commercial/General Liability Insurance – The Contractor shall carry General Liability Insurance covering all operations performed by or on behalf of the Contractor providing coverage for bodily injury and property damage with a combined single limit of not less than one million dollars (\$1,000,000), per occurrence. The policy coverage shall include:
- a. Premises operations and mobile equipment
  - b. Products and completed operations
  - c. Broad form property damage (including completed operations)
  - e. Explosion, collapse and underground hazards
  - f. Personal injury
  - g. Contractual liability
  - h. \$2,000,000 general aggregate limit



- 3) Automobile Liability Insurance – Primary insurance coverage shall be written on ISO Business Auto coverage form for all owned, hired and non-owned automobiles or symbol 1 (any auto). The policy shall have a combined single limit of not less than one million dollars (\$1,000,000) for bodily injury and property damage, per occurrence.

If the Contractor is transporting one or more non-employee passengers in performance of contract services, the automobile liability policy shall have a combined single limit of two million dollars (\$2,000,000) for bodily injury and property damage per occurrence.

If the Contractor owns no autos, a non-owned auto endorsement to the General Liability policy described above is acceptable.

- 4) Umbrella Liability Insurance – An umbrella (over primary) or excess policy may be used to comply with limits or other primary coverage requirements. When used, the umbrella policy shall apply to bodily injury/property damage, personal injury/advertising injury and shall include a “dropdown” provision providing primary coverage for any liability not covered by the primary policy. The coverage shall also apply to automobile liability.
- 5) Professional Liability – Professional Liability Insurance with limits of not less than one million (\$1,000,000) per claim or occurrence and two million (\$2,000,000) aggregate limits

or

Errors and Omissions Liability Insurance with limits of not less than one million (\$1,000,000) and two million (\$2,000,000) aggregate limits.

## IX. GENERAL TERMS AND CONDITIONS

- A) **Permits** - Customer is responsible for obtaining and paying any costs of all permits, licenses or approvals by any regulatory bodies having jurisdiction over the uses authorized herein, as appropriate.
- B) **Waiver** - No waiver of a breach of any provision of this agreement shall constitute a waiver of any other breach, or of such provision. Failure of County to enforce at any time, or from time to time, any provision of this agreement shall not be construed as a waiver thereof. The remedies herein reserved shall be cumulative and additional to any other remedies in law or equity.
- C) **Validity** - The invalidity in whole or in part of any provision of this agreement shall not void or affect the validity of any other provision.
- D) **Caption and Paragraph Headings** - Captions and paragraph headings used herein are for convenience only and are not a part of this agreement and shall not be used in construing it.
- E) **Exhibits** - All Exhibits attached hereto, if any, are an integral part of this agreement and are incorporated herein by reference.
- F) **Entire Agreement** - This agreement shall be governed by the laws of the State of California and constitutes the entire agreement between the parties and supersedes all prior negotiations, discussions, and preliminary understanding. This agreement may be amended as County and the Customer mutually agree in writing. Any such amendment must be signed/approved by authorized representatives of the County and Customer.
- G) **Notifications** - All notices or demands required or permitted to be given or made hereunder shall be in writing and shall be deemed duly given: Upon actual delivery, if delivery is by hand; or Upon receipt by the transmitting party of confirmation or answer back if delivery is by telex, telegram or facsimile; or Three days following delivery into the First Class United States mail. Each such notice is to be sent to the respective party at the address indicated below or to any other address or person that the respective party may designate by written notice delivered pursuant hereto:

Customer:      insert customer name here  
                     insert customer address here  
                     insert customer city, state, zip here  
                     Attention: insert customer contact name here

County:          County of San Bernardino

Information Services Department  
670 E. Gilbert Street, First Floor  
San Bernardino, CA 92415-0915  
Attn: Administration Services

## **X. ARRA Funds**

This Contract may be funded in whole or in part with funds provided by the American Recovery and Reinvestment Act of 2009 ("ARRA"), signed into law on February 17, 2009. Section 1605 of ARRA prohibits the use of recovery funds for a project for the construction, alteration, maintenance or repair of a public building or public work (both as defined in 2 CFR 176.140) unless all of the iron, steel and manufactured goods (as defined in 2 CFR 176.140) used in the project are produced in the United States. A waiver is available under three limited circumstances: (i) Iron, steel or relevant manufactured goods are not produced in the United States in sufficient and reasonable quantities and of a satisfactory quality; (ii) Inclusion of iron, steel or manufactured goods produced in the United States will increase the cost of the overall project by more than 25 percent; or (iii) Applying the domestic preference would be inconsistent with the public interest. This is referred to as the "Buy American" requirement. Request for a waiver must be made to the County for an appropriate determination.

Section 1606 of ARRA requires that laborers and mechanics employed by contractors and subcontractors on projects funded directly by or assisted in whole or in part by and through the Federal Government pursuant to ARRA shall be paid wages at rates not less than those prevailing on projects of a character similar in the locality as determined by the Secretary of Labor in accordance with the Davis-Bacon Act (40 U.S.C. 31). This is referred to as the "wage rate" requirement.

The above described provisions constitute notice under ARRA of the Buy American and wage rate requirements. Contractor must contact the County contact if it has any questions regarding the applicability or implementation of the ARRA Buy American and wage rate requirements. Contractor will also be required to provide detailed information regarding compliance with the Buy American requirements, expenditure of funds and wages paid to employees so that the County may fulfill any reporting requirements it has under ARRA. The information may be required as frequently as monthly or quarterly. Contractor agrees to fully cooperate in providing information or documents as requested by the County pursuant to this provision. Failure to do so will be deemed a default and may result in the withholding of payments and termination of this Contract.

Contractor may also be required to register in the Central Contractor Registration (CCR) database at <http://www.ccr.gov> and may be required to have its subcontractors also register in the same database. Contractor must contact the County with any questions regarding registration requirements.

### **Schedule of Expenditure of Federal Awards**

In addition to the requirements described in "Use of ARRA Funds and Requirements," proper accounting and reporting of ARRA expenditures in single audits is required. Contractor agrees to separately identify the expenditures for each grant award funded under ARRA on the Schedule of Expenditures of Federal Awards (SEFA) and the Data Collection Form (SF-SAC) required by the Office of Management and Budget Circular A-133, "Audits of States, Local Governments, and Nonprofit Organizations." This identification on the SEFA and SF-SAC shall include the Federal award number, the Catalog of Federal Domestic Assistance (CFDA) number, and amount such that separate accountability and disclosure is provided for ARRA funds by Federal award number consistent with the recipient reports required by ARRA Section 1512 (c).

In addition, Contractor agrees to separately identify to each subcontractor and document at the time of sub-contract and at the time of disbursement of funds, the Federal award number, any special CFDA number assigned for ARRA purposes, and amount of ARRA funds.

Contractor may be required to provide detailed information regarding expenditures so that the County may fulfill any reporting requirements under ARRA described in this section. The information may be required as frequently as monthly or quarterly. Contractor agrees to fully cooperate in providing information or documents as requested by the County pursuant to this provision. Failure to do so will be deemed a default and may result in the withholding of payments and termination of this Contract.

### **Whistleblower Protection**

Contractor agrees that both it and its subcontractors shall comply with Section 1553 of the ARRA, which prohibits all non-Federal contractors, including the State, and all contractors of the State, from discharging, demoting or otherwise discriminating against an employee for disclosures by the employee that the employee reasonably believes are evidence of: (1) gross mismanagement of a contract relating to ARRA funds; (2) a gross waste of ARRA funds; (3) a substantial and specific danger to public health or safety related to the implementation or use of ARRA funds; (4) an abuse of authority related to the implementation or use of recovery funds; or (5) a violation of law, rule, or regulation related to an agency contract (including the competition for or negotiation of a contract) awarded or issued relating to ARRA funds.

Contractor agrees that it and its subcontractors shall post notice of the rights and remedies available to employees under Section 1553 of Division A, Title XV of the ARRA.

**XI. INFORMATION SERVICES DEPARTMENT AUTHORIZATION**

The County's Information Services Department, through the Chief Executive Officer or its Chief Information Officer or designee, is authorized to discharge all functions ascribed to County in this agreement, except those specifically reserved by law to the Board of Supervisors.

**XII. FORCE MAJEURE**

County shall not be held liable for any delay or failure in performance of any part of this agreement from any cause beyond its control and without its fault or negligence, such as acts of God, acts of civil or military authority, government regulations, strikes, labor disputes, embargoes, epidemics, war, terrorist acts, riots, insurrections, fire, explosions, earthquakes, nuclear accidents, floods, power blackouts, brownouts, or surges, volcanic action, other major environmental disturbances, unusually severe weather conditions, inability to secure product or services of other persons or transportation facilities, or acts or omissions of transportation common carriers.

IN WITNESS WHEREOF, the parties have hereto executed this agreement on the date set forth below their respective signatures.

COUNTY OF SAN BERNARDINO

►
 \_\_\_\_\_
 Chief Executive Officer or Chief Information Officer
 (Insert title of applicable signatory)

\_\_\_\_\_
 (State if corporation, company, etc.)

Dated \_\_\_\_\_

By ►
 \_\_\_\_\_
 (Authorized Signature)

Dated \_\_\_\_\_

Title \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Approved as to Legal Form
 ►
 Deputy County Counsel
 Date

Reviewed by Contract Compliance
 ►
 Date

## EXHIBIT A

### SAN BERNARDINO COUNTY INFORMATION SERVICES DEPARTMENT 800 MHz RADIO COMMUNICATIONS SYSTEM ACCESS/PAGING SERVICES AND PAYMENT TERMS

#### SERVICES TO BE PROVIDED

The following access/paging service(s) selected by check mark shall be rendered to Customer under this agreement:

- ☐ BASIC SERVICES PER RADIO: System Access Charge, including Entire Segment, Mutual Aid. Basic System Services, including Operator Training, Fixed System Maintenance, Basic System Admin (including FCC Licensing Violations Review, Improper System Use Analysis, Financial, Accounting), Basic System Management (Dynamic Regrouping, Selective Unit, Inhibit, Unique Unit ID Tracking Mutual Aid Access Crosspatch)

#### *ENHANCED SERVICES:*

- ☐ A. EACH ADDITIONAL TALK GROUP: (Talk Groups defined by County for each customer from available Talk Groups)
- ☐ B. TELEPHONE INTERCONNECT: Air Time (first 15 minutes free) Plus applicable Telco-Net and Toll Charges  
*Use of this option is restricted-Constraints as established by the County.*
- ☐ C. PAGING SERVICES
- ☐ D. DISPATCH CONSOLE

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#### PAYMENT SCHEDULE

**Monthly Invoicing:** County will invoice customer in advance for services.

Payments are due upon receipt of invoice and payable within sixty (60) days of invoice date.

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#### CHARGES FOR SERVICES

Service Type	No of Units	Monthly Unit Charge	Monthly Charge

# Passenger Transport

## Friday, March 21, 2014

ITEM #E8

# PASSENGER TRANSPORT

## NEWS HEADLINES

### Metrolink Breaks Ground for Two Extensions

Local governmental agencies in the Inland Empire region of California recently broke ground for two extensions of Metrolink commuter rail service.

#### San Bernardino

In downtown San Bernardino, CA, Metrolink and partners broke ground for two projects: a one-mile extension of commuter rail service beginning at the historic Santa Fe Depot, and an intermodal facility where the line will terminate. Other partners in the Downtown San Bernardino Passenger Rail Project include FTA, San Bernardino Associated Governments (SANBAG), Omnitrans, and the city of San Bernardino.

The Santa Fe Depot, currently the end of the line for Metrolink, will undergo renovations including a new rail boarding area, with a pedestrian bridge providing safe access over the tracks. The extension will operate with double tracks.

The multimodal San Bernardino Transit Center will connect Metrolink trains with Omnitrans local bus routes and sbX Bus Rapid Transit service scheduled to begin in April. Other agencies in the region will also provide bus service to the facility, equipped with 22 bus bays and a 7,500-square-foot building.

"The San Bernardino Transit Center is a true partnership between SANBAG and Omnitrans," said Omnitrans Chairman Alan Wapner. "For more than a decade, Omnitrans has envisioned a full-service transit center in downtown San Bernardino that would offer greater convenience for commuters, enhanced connectivity for the entire region, improved efficiencies for transit operations, and opportunities for economic development."

Completion of the transit center is expected by early 2015, while the Metrolink extension and Santa Fe Depot modifications should be finished by summer 2016.



An artist's rendering of the San Bernardino Transit Center, a multimodal facility that will provide connections for Metrolink commuter rail and several bus systems.

## Passenger Transport Friday, March 21, 2014

# PASSENGER TRANSPORT

### NEWS HEADLINES

#### New Chief Executives Named

##### Lambert, Houston METRO



Houston's Metropolitan Transit Authority of Harris County (METRO) has named longtime agency employee Tom Lambert its president and chief executive officer on a permanent basis. He had been serving as interim president and CEO since January 2013.

"I'm very happy to report we have a new and permanent CEO and his name is Tom Lambert," said METRO Board Chairman Gilbert Garcia. "Sometimes the right person for the job is right in front of you, and that is what we found."

Lambert began his transportation career when he joined METRO in 1979. During his tenure, he served as police chief and the agency's chief administrative officer before being asked to temporarily take charge of the agency.

"This is an honor. I'm excited to work with the METRO board and staff to provide transit options for this community," Lambert said.

##### Graham, Omnitrans



The Omnitrans Board of Directors, San Bernardino, CA, has appointed Scott Graham permanent chief executive officer/general manager. He has held the position on an interim basis since June 2013, when Milo Victoria stepped down.

Graham joined Omnitrans in 2006 as director of operations after 12 years with the Orange County Transportation Authority, Orange, CA. Before entering the public transportation field, he spent 26 years in the U.S. Marine Corps, serving in progressively responsible positions in Southeast Asia, the Middle East, and the U.S.



##### Stephens, SFRTA

Jack Stephens, interim executive director, South Florida Regional Transportation Authority (SFRTA) in Pompano Beach, has been named to the position on a permanent basis.

Stephens served the agency as its deputy executive director since 2003. He succeeds Joseph Giulietti, who stepped down to become president of MTA Metro-North Railroad in New York City.

"The organization and staff need the stability provided by a leader they have been working with for more than a decade as we face the myriad challenges ahead of us. The right candidate was already in-house and well-known to us," said Governing Board Chair Steven L. Abrams, also a Palm Beach County commissioner. "The seamless transition to Jack's leadership has already begun."

Stephens worked in a series of managerial positions for the Metropolitan Atlanta Rapid Transit Authority before joining SFRTA. Before entering the public transit industry, he was associated with the Orleans Parish Public Schools and the Georgia Department of Offender Rehabilitation.



## Other

### Thursday, April 17, 2014



Thursday, April 17, 2014

#### **sbX Launch Date Set**

It's finally happening! San Bernardino's sbX BRT system has finished construction and is in the testing phase.

Service [opens to the public](#) on April 28th, and rides will be free for the first week! I'm excited. Are you? The Omnitrans Blog has a lot of details about the service, including geeky things like the capabilities of TVMs and photos of bus interiors. If you are driving in the area of E Street in San Bernardino, first, stop it! Second, do keep an eye out for sbX buses, which are currently in testing phase, and remember to stay clear of the bus-only lanes.

# Metro

## Thursday, April 24, 2014



April 24, 2014

### Calif. agency set for BRT line launch



San Bernardino, Calif.-based [Omnitrans](#) celebrated the completion of the sbX [bus rapid transit](#) (BRT) line at a pep rally ceremony adjacent to the line's civic center station. The new 16-mile BRT line begins passenger service on Monday, offering free rides through May 2.

The sbX Green Line includes over five miles of dedicated lanes, 16 station locations, and four park-and-ride lots. It serves major activity centers, including two hospitals, two universities, numerous trade schools, city and county government centers, and employment centers, along with major shopping, hospitality and entertainment venues.

The 14 articulated vehicles manufactured by [New Flyer](#) for the sbX line are the first five-door, compressed natural gas powered, 60-footers ever built.

"The sbX coaches feature our first rear-facing, self-securement wheelchair positions, our first interior bike racks, and our first on board Wi-Fi and power outlets," explained Omnitrans CEO/GM Scott Graham.





*sbX vehicle delivers riders to a pep rally celebrating the completion of the Omnitrans new bus rapid transit line.*

The BRT line utilizes traffic signal prioritization so sbX vehicles can advance through busy intersections. Dedicated station platforms offer real-time arrival displays, ticket vending machines, emergency telephones, customer call boxes and public art. To enhance security, the multiple video cameras at each station are monitored 24/7.

The Omnitrans sbX launch is the culmination of more than 10 years of planning, design, construction and system testing. Parsons Transportation Group helped initiate the project in 2004, taking it from alternatives analysis through final design. Jacobs Engineering handled construction management and related activities.

Project partners included Omnitrans, U.S. Department of Transportation Federal Transit Administration (FTA), San Bernardino Associated Governments, the City of San Bernardino and the City of Loma Linda.

Of the total \$191.7 million project budget, 96% came from federal, state and county funds designated for transit projects, including \$75 million from the FTA Small Starts Program. The project includes three elements: vehicle purchase, corridor construction and vehicle maintenance facility upgrades.

# Highland Community News

## Sunday, April 27, 2014

## Highland Community News

### Welcome aboard the new sbX rapid transit

You're invited to RIDE FREE April 28 - May 2



#### Omnitrans free ride

Posted: Sunday, April 27, 2014 9:31 am | Updated: 3:57 pm, Thu May 1, 2014.

Here's your chance to make history as one of the first riders to climb aboard sbX rapid transit, the first-ever express passenger service in Inland Southern California!

During the first 10 days of service, Ambassadors will be available at every station to answer questions and guide you on your trip.

Riding sbX is a fast, fun, first class experience.

- \* Operating hours are Monday through Friday from 6:00 a.m. to 8:45 p.m.
- \* Express service runs every 10 minutes during peak hours, 15 minutes off peak.
- \* Spacious interiors and enhanced seating provide a relaxing and comfortable ride.
- \* FREE on-board Wi-Fi and power outlets make it easy to surf the web or charge your smart device.
- \* Bikes roll directly on board to easily secure in one of our 4 convenient interior bike racks.
- \* Visual and audible stop announcements inform passengers of upcoming stops.
- \* Room for two wheelchairs/mobility devices including 1 rear-facing, self-securement position.
- \* Platform-level boarding for easy entry and exit.

## Other

### Monday, April 28, 2014

THE LEFTY PHOTOBLOG

APR 28

#### Free 'til Friday...

There are five images in this post. I guess these buses are off and running. You can ride one of the \$1.5 million buses for free until this Friday according to The Sun newspaper (see link below). The operating hours are from 6:00 AM to 8:45 PM and the length of the route is 15.7 miles and is known as the "Green Line."

It looks like an SUV was in the "bus only" lane and was hit earlier today. That is one reason to watch out for these things. The other reason is the \$341 fine for turning into the lane.

Well, if you have time this week and would like to get a free ride, this is a fantastic option. Take the kids too!







Sun  
Monday, April 28, 2014

## THE SUN

### sbX bus involved in crash on first day of service in San Bernardino



San Bernardino Police investigate the scene where the sbX Bus hit a small SUV just south of Mill Dr. on E Street in San Bernardino on Monday. John Valenzuela — Staff Photographer



San Bernardino Police investigate the scene where the sbX Bus hit a small SUV just south of Mill Dr. on E Street in San Bernardino on Monday. John Valenzuela — Staff Photographer

By **Ryan Hagen**, The Sun POSTED: 04/28/14, 5:54 PM PDT

SAN BERNARDINO >> Two people were injured when an SUV driving in a bus-only lane was hit Monday by an sbX bus, on the first day of passenger service.

The crash occurred at about 4 p.m. on E Street just south of Mill Street, when the bus had about 10 people onboard, said Omnitrans spokeswoman Wendy Williams.

A girl of elementary school-age was taken to the hospital with injuries that are not considered life-threatening, and a woman drove herself to get treatment, Williams said.

"Even though we've been doing awareness training since basically January, they were making an illegal turn in front of the bus," she said. "We really want to get the word out not to do that."

The fine for entering the bus-only lane is \$341.

The first day of passenger service — after testing since February — also saw several jaywalkers use the reserved bus lane, she said, but no other injuries.

The SUV was able to drive away after police investigated, and the uninjured bus passengers continued their journeys on another sbX bus, according to Williams.

## THE PRESS ENTERPRISE

### **SAN BERNARDINO: Protestors disrupt bus line kickoff**

APRIL 29, 2014 BY [CASSIE MACDUFF](#)



*Protestors who want Omnitrans to move natural gas tanks from their neighborhood marched on the sbX bus launch party April 22, 2014.—CASSIE MACDUFF/STAFF PHOTO*

Noisy protesters crashed the launch party for San Bernardino's new bus rapid transit line, sbX.

The group marched in a circle on the sidewalk beside the outdoor plaza where about 100 people gathered to celebrate completion of the \$192 million bus line between Loma Linda and Cal State San Bernardino.

The protesters started chanting, drumming and using noisemakers before the Pledge of Allegiance, and continued through the national anthem, speeches and inaugural run of a bus filled with public officials and project designers.

"Can everybody hear?" emcee Alan Wapner asked after competing with the noise for a few minutes. "Because I'll go take the megaphone right out of their hand."

The jeers, cheers and chants of "Si Se Puede" continued as Wapner hailed sbX as a step toward transportation connectivity between bus, rail and pedestrians and acknowledged contributors to the project's completion, funded in part by a voter-approved half-cent sales tax.

Wapner said sbX is a pilot project for bus rapid transit expected to be replicated throughout the region.

At one point, he commented through clenched teeth, "My patience is wearing very thin."

But as disabled Army veteran Raymond Heath told the crowd, this is what we fought for: freedom of speech. (Hats off to you, Mr. Heath. Officials may have expected a celebration free of irritations. But this is America, the land of the free.)

Fun fact: Morris rode his bike from north San Bernardino, down busy Waterman Avenue (brave man) to board the bus two blocks from the celebration.

Federal Transit Administration regional chief Leslie Rogers commented on Morris' bright yellow jacket and silver helmet.

Actual sbX service begins Monday, April 28, on center-running, bus-only lanes. Steep fines for violations.

To Omnitrans' credit, reflective "candlestick" markers were added to center medians. Too many motorists were running into the mid-road curbs. Now they're more visible. Who said public agencies don't learn from their mistakes?



## ITDP | Institute for Transportation & Development Policy

### San Bernardino's New sbX Green Line is Latest Example of True BRT in the US

April 28, 2014



For residents of San Bernardino, California, the future is here. Monday marks the opening of the eagerly anticipated sbX Green Line- bringing bus rapid transit through some of the city's highest demand areas. With state of the art technology and corridor design, the new system offers area residents many financial, social, and environmental benefits. The bronze sbX Green Line will become the United States' sixth award winning BRT corridor, showing once again that the internationally renowned bus-based rapid transit system can be successfully brought to a US context.

Monday, April 28th marks the official opening to the public of the sbX Green Line, run by the regional transit agency, Omnitrans. For the first week, trips will be free, and stations will have 'ambassadors' to answer new riders' questions.

The corridor's use of center aligned, BRT-only lanes through key sections of downtown San Bernardo allows for quicker and more efficient travel through the city than traditional bus or personal vehicles. Further increasing convenience and speed, sbX Green Line buses have traffic signal priority (which coordinates bus times and traffic lights) and cameras that enforce the bus lane.



*San Bernardino residents use the system on its opening day.*

*Source: Omnitrans.org*

All stations offer pre-paid, off-board fare purchases, and platform-level boarding so that riders can step from the station platform directly onto the bus, with no need for steps. This significantly improves the system's accessibility for people with baby strollers, wheelchairs, and the elderly. There are also bike racks at every station to promote accessibility and intermodal connections.

The sbX Green Line is expected to bring many benefits to the local community. For riders, it will reduce travel times and increase access to many of the region's most popular destinations, including several universities, medical centers, the Hospitality Lane commercial area, and a stadium and events center. Reduced traffic, congestion and emissions will be good for everyone in the city and the region.

With all these features, the San Bernardino sbX Green Line has earned a Bronze BRT ranking on the BRT Standard, a sign that the city's leadership is courageous and that San Bernardino will remain a modern, competitive city. Only four other corridors in the United States have achieved bronze-standard and one – Cleveland's HealthLine BRT – has achieved silver. As cities in the United States continue to invest in high-quality BRT, San Bernardino is leading the way with an impressive new system that is sure to help move the city into a new era.



April 29, 2014

TRANSPORTATION

# SBX BUSES OPEN FOR THE MASSES

**Transit:** Line opens to good attendance, packed buses; two injured in afternoon accident



PHOTOS BY JOHN VALENZUELA — STAFF PHOTOGRAPHER

Passengers board the new sbx bus rapid transit line during the first day of service in Loma Linda on Monday. The bus rapid transit spans 15.7 miles between northern San Bernardino and Loma Linda, with 16 art-inspired stations and four park-and-ride facilities.

**By Ryan Hagen**  
[ryan.hagen@lannews.com](mailto:ryan.hagen@lannews.com)  
[@sbcitynow](https://twitter.com/sbcitynow) on Twitter

**SAN BERNARDINO »** They were going to court, going to lunch, going to work, going to the VA hospital or just going out of curiosity.

On the first day San Bernardino's bus rapid transit line was open to the public, passengers answered the question of many skeptics — "who's going to ride a bus from Cal State to Loma Linda?" — with enthusiasm.

"I can see us using it pretty frequently," said Nancy Presser, a north San Bernardino resident riding the length of the route with her husband Larry to see what it was like. "It only took us about 10 minutes lon-

ger to get lunch than it would have by car, and we didn't have to pay for gas or deal with the hassle. I really hope this is a sign of progressive improvements in the city."

Several peak-hour buses were close to packed, while later buses also generally saw 10 or more passengers each along the 15.7-mile bus rapid transit route also called the Green Line, which is free until Friday.

"We're still counting, but overall we had a good number of people and very positive reactions," said Omnitrans spokeswoman Wendy Williams.

But the day had its mishaps as well.

Two people were injured when an SUV driving in a bus-only lane was hit Monday by an

**SBX » PAGE 5**



Passengers wait to board the new sbx bus rapid transit line. The first day of service was marred by an accident Monday afternoon when two people in an SUV driving in a bus-only lane were hit by an sbx bus.



# THE SAN BERNARDINO SUN

April 29, 2014

sbX

FROM PAGE 1

sbX bus, on the first day of passenger service.

The crash occurred at about 4 p.m. on E Street just south of Mill Street, when the bus had about 10 people onboard, Williams said.

A girl of elementary school-age was taken to the hospital with injuries that are not considered life-threatening, and a woman drove herself to get treatment, Williams said.

The SUV was able to drive away after police investigated, and the uninjured bus passengers continued their journeys on an-

other sbX bus.

"Even though we've been doing awareness training since basically January, they were making an illegal turn in front of the bus," Williams said. "We really want to get the word out not to do that."

The fine for entering the bus-only lane is \$341.

The first day of passenger service — after testing since February — also saw several jaywalkers use the reserved bus lane, she said, but no other injuries.

Williams said she'd have to check with project designers to see why the central bus lanes — which extend from E Street just north of 10th Street to the intersection of Tippecanoe Avenue and Hospitality Lane, and

is marked with double yellow lines and signs reading "sbX bus only" — are in the center of the street rather than along one side.

The placement of the dedicated lane has also been criticized by businesses and residents saying it's impeded their ability to turn left and patronize businesses on the other side of the street.

"For the past few months I've avoided south E Street like the plague, and I'm sure that's had an effect on business," said passenger Roy Griffin, 62. "Now I might be more likely to go there on the bus, so hopefully it ends up being a positive."

Griffin, like many others riding Monday, said he's doesn't typically ride the

bus around San Bernardino. They take too long to be convenient and aren't as pleasant to ride in as the new sbX buses, several said.

When he has business along the line — the VA hospital or a desire to eat lunch downtown, for instance — he'll now be more likely to ride the Green Line than drive, Griffin said.

Buses are scheduled to arrive at each of the 16 stations every 10 minutes during peak hours and every 15 minutes during off-peak hours, although there was some bunching — several buses arriving in a row, followed by a longer period without service — on Monday.

Operating hours are 6 a.m. to 8:45 p.m.

## Other

### Thursday, May 01, 2014

## STREETSBLOG LA

### Ride the New sbX BRT with So.CA.TA. Tomorrow

by [Dana Gabbard](#)



Tomorrow, Friday May 2nd, [Southern California Transit Advocates](#) (SoCATA) is touring of [Omnitrans' sbX](#) Bus Rapid Transit (BRT) express service. Omnitrans sbX started operating Monday. Our hope is by highlighting its key attribute, dedicated stations along an exclusive bus lane, that sbX will inspire aspirations in Los Angeles County as Metro studies corridors for a [proposed BRT network](#) for possible implementation in the next few years.

Just a glance at trade journal Metro Magazine's [survey of Bus Rapid Transit](#) confirms [BRT](#) is the object of burgeoning interest, especially in California.

We will be taking the [Metrolink San Bernardino line train](#) departing Los Angeles Union Station at 9:02 a.m. and scheduled to arrive in San Bernardino at 10:40 a.m. Our guide is to meet us at the San Bernardino station and from there we'll take local bus service to nearby E Street where we will begin riding sbX.

Cost of a [Metrolink ticket](#) from L.A. to San Bernardino is \$13.25 (one way), \$26.50 (round trip) — senior/disabled rate is \$6.75 (one way), \$13.50 (round trip).

I have been monitoring the progress of this project for years and am jazzed at having a chance to finally ride it. And of course anyone who wishes to join us is welcome to do so. The only cost is out of pocket for fares and perhaps a late lunch after the tour is finished.



Omnitrans sbX bus at BRT station. Image via [Omnitrans](#)

A big thanks to Omnitrans for their cooperation in arranging this tour.



EMPLOYEE HEALTH

# Strip Budget Bulge in More Ways Than One

Joe Petrie

*An unhealthy workforce can drive up costs and put passenger safety at risk, so partnering with healthcare providers can change the health culture of your system.*

Lorina Le'Roy, has been one of the most well-regarded operators within the San Bernardino, Calif., agency Omnitrans, having won accolades for her work and dedication to providing service.

When Le'Roy went in for a wellness screening provided by the agency, she found out her blood pressure and blood sugar were out of control and the screener was concerned about diabetes, so she was sent to the doctor for further testing. When she went in to get a thorough exam, the doctor discovered Le'Roy had another major issue — a brain tumor.

It was a wakeup call for her. And for the rest of the employees of the agency it showed the power of what a health screening can uncover and how it can change someone's habits.

In an era where agencies are looking at all ways to reduce costs, one area gaining in popularity is reducing costs on health care, which means keeping an eye on employee wellness.

People from all walks of life are susceptible to gaining weight and contracting conditions like diabetes and heart disease due to their weight, but with the very sedentary



An employee wellness program is something that needs to be run with all employees involved, not just management in order to get as many people to participate as possible.

lifestyle of many transit employees, obesity is an epidemic agencies are grappling with all over the nation and their bottom lines are shrinking while waistlines are growing.

"We have a sleep apnea program and people come in and they haven't had a physical in 25 years," said Jacob Aufschauer, senior director of human resources for employee services at the Southeastern Pennsylvania Transportation Authority (SEPTA). "When they were hired they weighed 120 pounds and now they're 300 pounds with high blood pressure and they can't sleep at night."

## BATTLE OF THE BULGE

DeeDee Hanc, vice president of benefits and compensation for Veolia Transportation, said the company began a wellness initiative a few years ago using campaigns and the creation

of its own Biggest Loser challenge where employees were challenged to lose weight and they could win prizes for their efforts. By pushing these initiatives it would start building a culture of wellness and make employees aware of what they were eating and how to make healthy choices.

"The Biggest Loser contest went over very well and it really cultivated that change with the employees," she said. "About a year later, we partnered with one of our vendors ... and did a walking program that was very well received with the employees."

Hanc said although the Biggest Loser challenge was a great tool in getting employees into wellness efforts, it's just one part of a continuous, larger campaign the company is pushing with its employees and will keep working with a third-party vendor to continue its success.



The incentives for weight loss have ranged from a Nintendo Wii Fit to a bicycle or gift card to help them purchase new wardrobes due to their weight loss. Hanc said the employees were encouraged to share stories and photos on weight loss so others could see the changes made in lifestyles so they too can lose weight.

The weight loss efforts were spread around the company every week, Hanc said, and then compared to something the employees could relate to, such as the weight of a fixed route bus or train car.

"It really resonated with them and again, they were really very excited about the program," Hanc said about the campaign. "We made it voluntary and a lot of them were very excited to share their before and after profile pictures, so it was really exciting to see the changes that happened."



Employee wellness fairs can educate employees about ways to take care of their health and even provide healthy recipes to aid in weight loss and nutrition.

Aufschauser said SEPTA has about three dozen different wellness programs to get employees interested in their health. Each program may only resonate with a few employees and impact their lifestyles, so it's important to find different ways to attract people.

"The other thing that has been going on at the organization is we've asked our executive team and leadership team to really walk the walk and to be good role models," said Anita Skotnicki, senior vice president of human resources for Veolia Transportation. "There has been some dramatic and very visible changes in some of those people."

Meredith Tshilona, human resources analyst and chair of the wellness committee for Omnitrans, said the agency always had a wellness program but it needed "more life," so in 2012 it was revamped in collaboration with the agency's two health care providers to jumpstart the efforts.

Employees were given cash as incentives for taking part in health assessments, competitions were started and support groups formed to help answer questions from employees.

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## EMPLOYEE HEALTH

Weekly emails were also sent out to remind employees about eating choices.

"We're keeping on everyone's mind that what you put in your mouth goes to your waist," said Marjorie Ewing, director of human resources for Omnitrans. "Getting the emails every week, it just keeps it on your mind all the time to think about what you eat and to not be so quick to snack."

### IT TAKES A COMMUNITY TO BUILD BETTER HEALTH

Promoting wellness within a transit system can also come from other resources outside of the agency with local businesses and organizations willing to lend a hand.

Shelly Hall, vice president of safety and security for Veolia Transportation, said the New Orleans Regional Transportation Authority recently partnered with Smoothie King to come out and make smoothies for employees and give them a nutritional guide on the drink options.

Getting an employee to take charge for their own health depends on their willingness to take action for their health, so there's still a challenge of getting more involved.

"We're trying to make it a campaign," she said. "We're trying to hit it from a bunch of different angles."

Aufschauer said SEPTA has fresh produce brought in so employees have access to it, Weight Watchers comes to consult with employees, nutritionists come on site, wellness fairs take place and competitions will take place between depots.

Omnitrans is changing the culture of its staff by having gyms at both its locations along with an outdoor walking area employees can use on break.

Ewing said agency leaders are also working to set an example.

"There's only so much we can do, but we're really making an effort," she said about the efforts. "We don't even bring donuts to the meetings anymore. That was tough because everyone likes a donut."





Some transit agencies have incorporated farmers markets into their wellness plans in order to promote healthy eating to drivers.

Ewing said they discovered obesity, asthma and diabetes are all big issues within the Omnitrans workforce and operators are really starting to take notice not just for their own health, but for their careers.

"If you take insulin, you lose your Class B license, so once you take an injectable, you can't drive anymore," Ewing explained. "So our coach operators do everything possible to keep it under control."

Aufschauer said a lot of employees will stay with the agency their entire careers, so it's important to try and make them healthier in order to save their lives and stave off illnesses brought on by obesity or smoking.

SEPTA didn't have extra money to budget for wellness, so Aufschauer said employees from within the agency are wellness coordinators.

"You definitely need boots on the ground," he said "You really need to be out there and trying many different things. We have to try very different programs to try and hook people into taking care of themselves."

Marcie Meyer, manager for benefits for Veolia, said the company is looking at vending machines to make sure they offer healthy food options and to see if they have workout facilities available to them.

Meyer said many agencies have older employees, so they're trying to find creative ways to think about making small changes and how these small changes can lead to bigger changes.

"We're attempting to make it easy for the employees," she said. **MT**

For more, visit [MassTransitmag.com/11361327](http://MassTransitmag.com/11361327)

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# MASS TRANSIT

## Thursday, May 01, 2014

### PEOPLE IN THE NEWS



Mike Pancoast was named safety, security and training manager for the South Bend Public Transportation Corp. (Transpo). He will be responsible for safety education, accident prevention, loss control and security along with environmental and regulatory compliance.

Daniel Hollenbach joined Voith Turbo Inc. as regional manager for the Commercial Vehicle group. He will be responsible for managing sales and service for the Midwest and Western regions. Prior to joining Voith Hollenbach was with Navistar's Engine and Parts group.



Foothill Transit hired Michelle Lopes Caldwell as its director of Finance. She was most recently chief administrative officer at the Los Angeles County Metropolitan Transportation Authority.



The Centre Area Transportation Authority named Ryan Harshbarger director of transportation. He joined CATA in 2008 as the authority's transportation analyst and since that time has advanced to increasingly responsible positions.



Transit Safety & Security Solutions Inc. announced Alex Z. Wiggins as the company's chief security officer. He will be responsible for overseeing TSSS' Security Services division, as well as assisting with system safety and security management on Denver's Eagle P3 project.



Richard J. Palmieri joined Veolia Transportation as vice president of business development for rail. He previously worked with Siemens Infrastructure & Cities.



Cincinnati Metro named Mike Restle chief financial officer. He will be responsible for Metro's \$92.9 million annual operating budget, capital program, grants administration, financial reporting and treasury management activities and investments.



Capital Metro in Austin, Texas, announced Leslie Browder joined the agency as its new executive vice president and chief financial officer. She will report directly to President/CEO Linda S. Watson.



Marco Fumagalli assumed the role of president and CEO of Ansaldo STS USA. He will also retain his previous role as global senior vice president of strategy, quality and improvement.



Roberto Passalacqua was appointed as the vice president of railways & mass transit business unit in North America. He graduated with a degree in electrical engineering from the University of Genoa and a master's degree from the University of Birmingham. Jason White will take the role of vice president of the freight business unit. He maintains his current commercial activities as well as assuming responsibility for the delivery of projects within the freight business unit.



Michael J. Weidger joined Veolia Transportation as general manager of "TheBus" fixed-route transit system of Prince George's County, Md. He will be the GM for Veolia's contract with the Prince George's County Department of Public Works and Transportation.

Omnitrans named Diane Caldera director of operations after serving eight months as interim director. She joined Omnitrans in 2005 as a coach operator and within six months she took a position in human resources then later returned to operations to work as a field supervisor.



CH2M Hill appointed Thomas Donahue as the Americas Transit and Rail director. Donahue joined CH2M Hill in July 2011 as part of the Booz Allen Hamilton State & Local Transportation acquisition.



Trey Hertel joined Prevost as the regional sales manager for the South Central U.S. He has 19 years of sales experience in the manufacturing industry and a background in corporate financial planning. Eloy Torres will assume responsibility as pre-owned coach regional sales manager for the Central U.S. He has been with the company since 2000 and brings more than 20 years of bus industry experience and 27 years of transportation industry experience to his new position.





## SunRail Enters Service In Central Florida

**S**unRail, the new commuter rail system operated by Florida DOT, marked its grand opening April 30

with an inaugural ride for dignitaries and individual events at each of the 12 stations on the 31-mile route between DeBary and Orlando, culminating in a public celebration at the Sand Lake Road Station.

Speakers at the event included Orlando Mayor Buddy Dyer and FTA Region 4 Administrator Yvette Taylor.

Passenger service began May 1. SunRail will continue to offer free rates until May 16.



Passengers on board the April 30 inaugural run of SunRail disembark at the Sand Lake Road Station.

## Omnitrans Launches sbX, BRT Line Agency Celebrates with a Pep Rally

**WITH A BAND PLAYING**, cheerleaders chanting, banners waving, and more 200 people cheering, Omnitrans in San Bernardino, CA, celebrated the completion of its new sbX BRT line, pep-rally style, at the end of April. The agency started providing service on the line on April 28 and offered free rides through May 2.

The 16-mile line—featuring more than five miles of dedicated lanes, 16 station locations, and four park-and-ride lots—uses traffic signal prioritization to move through busy intersections. It serves major centers in San Bernardino and nearby Loma Linda, including two hospitals, two universities, trade schools, city and county government centers, and employment hubs, along with major shopping, hospitality, and entertainment venues. (See a related story on page 14.)

"Transit is about more than just getting around. It maps a community's priorities," said Leslie Rogers, FTA regional administrator, who attended the opening event. "It's also a ladder of opportunity that connects people to jobs. In fact, just building this project put hundreds of local residents to work in the throes of the recession, and we're

especially proud of that fact."

As Omnitrans CEO and General Manager Scott Graham noted, "The sbX coaches feature our first rear-facing, self-securement wheelchair positions, our first interior bike racks, and our first on-board Wi-Fi and power outlets." New Flyer manufactured the 14 articulated buses, which the agency says are the first five-door, CNG-powered, 60-foot buses the company has ever built.

The sbX stations offer real-time arrival displays, ticket vending machines, emergency telephones, customer call boxes, public art, and multiple security cameras, which are continuously monitored.

The launch is the culmination of more than 10 years of planning, design, construction, and system testing. Parsons Transportation Group helped initiate the project in 2004 and Jacobs Engineering handled construction management and related activities. Other project partners include FTA, San Bernardino Associated Governments, and the cities of San Bernardino and Loma Linda.

Of the total \$191.7 million project budget, 96 percent came from federal, state, and county funds, including \$75 million from Small Starts.



Omnitrans' new sbX, ready to welcome riders aboard.

## Foxx Sends 'GROW AMERICA Act' to Congress \$302 Billion Authorized Over Four Years

**DOT SECRETARY** Anthony Foxx sent to Congress the Obama Administration's four-year, \$302 billion surface transportation proposal, the GROW AMERICA Act, on April 29. It proposes substantial growth for surface transportation programs above the current legislation, MAP-21.

"This proposed legislation calls for much-needed growth in federal surface transportation investment after years of flat funding," said APTA President & CEO Michael Melaniphy. "Like APTA's authorization recommendations, the administration calls for substantial increases in federal transportation investment. We also applaud the proposal for including substantial investment in intercity passenger rail, a recommendation also made by APTA." He continued, "The proposed legislation also recognizes the need to fix the impending shortfall in the Highway Trust Fund, including the Mass Transit Account, in a timely manner so critical transportation projects can continue."

Citing the record-breaking public transit ridership levels in 2013, Melaniphy said, "People want better transportation options and it should be a national priority to expand public transit services, including intercity passenger rail." APTA is committed to working with the administration and Congress to pass a long-term, well-funded, multimodal surface transportation bill and to establish a dedicated Trust Fund mechanism that ensures the long-term

sustainability of federal surface transportation programs." (See a related story on page 5 that reports on an APTA-ARTBA poll that says likely voters have a very favorable view of funding for public transportation.)

Elements of the GROW AMERICA Act include:

- More than \$72 billion over four years to invest in critical public transit projects in urban, suburban, and rural communities—an increase of almost 70 percent in authorized funding compared with MAP-21.
  - A \$5.1 billion increase in "Fix-it-First" investments to address public transit's maintenance backlog.
  - The Rapid Growth Area Transit Program, investing \$2 billion over four years to help fast-growing communities invest in BRT and other multimodal solutions to get ahead of the challenges caused by rapid growth, and
  - \$150 billion in one-time transitional revenue from corporate tax reform to pay for surface transportation investments—an amount sufficient not only to fill the current funding gap in the Highway Trust Fund, but to increase surface transportation investments over current projected levels by \$87 billion for the next four years.
- More information on the legislation is available at [www.dot.gov/grow-america](http://www.dot.gov/grow-america).



## APTA's Bus & Paratransit Conference Opens



Everything's up-to-date in Kansas City, including the Kansas City Conference Center, which has more than 58,400 square feet of meeting space on three levels. It's the site of many sessions for APTA's 2014 Bus & Paratransit Conference, which features General Sessions, the International Bus Roadshow and awards banquet, dozens of concurrent sessions, the Bus Display, the Bus Products and Services Showcase, and many opportunities to share and network with public transportation agency and business colleagues. See inside this issue for the latest innovations for bus and paratransit operations from public transit agencies and businesses across the country, starting on page 6. Find the Exhibitor Directory on pages 16-17.



## 2014 BUS & PARATRANSIT CONFERENCE

### DART Operators Extend Marketing Force

BY GARY C. THOMAS  
President/Executive Director  
Dallas Area Rapid Transit  
Dallas, TX

Bus operators, supervisors, and station concierges are the most visible face of any public transit agency. At Dallas Area Rapid Transit (DART), they also serve as a 1,500-person street team that has contributed to the successful rollout of two of the agency's newest high-profile products.

GoPass<sup>SM</sup> is a mobile ticketing application that allows transit riders to purchase and store passes on their smartphone. DART turned to its frontline employees to help drive downloads of the app and educate customers on its use.

Bus operators learned how to download the app, buy and activate tickets, and navigate the tools so they could explain GoPass to others. Other employees were encouraged to download the app to their personal phones during the beta-test period so they could practice, give feedback, and do live demos for customers. A quick-start user guide reinforced basic features.

Since September 2013, more than 131,000 people have downloaded

the app, and DART has sold nearly 360,000 tickets through it, far exceeding goals. GoPass users continue to praise the app.

#### Local Experts

The free D-Link bus route—recently launched in partnership with the city of Dallas and Downtown Dallas Inc.—connects attractions in downtown Dallas and adjacent neighborhoods. Serving many tourists and visitors, D-Link operators double as friendly tour guides who demonstrate good ol' Texas hospitality. Operators requesting the route during markup were informed of the high expectations.



Gary C. Thomas

Downtown Dallas Inc., a nonprofit organization that advocates for downtown, gave a short course on the arts, dining, shopping, and cultural destinations in close walking distance to D-Link operators can become familiar with the attractions the route serves.

More than 500 riders board D-Link daily, a number that will grow as Dallas enters its convention, conference, and tournament season. D-Link bus operators receive consistent praise for their helpfulness and for creating a positive impression of DART and Big D.

### Omnitrans Launches Innovative BRT Line

BY SCOTT GRAHAM  
Chief Executive Officer/General Manager  
San Bernardino, CA

With the April launch of Omnitrans' new BRT line, sbX, we introduced a new generation of public transit for the San Bernardino Valley. Along the way, we are implementing many "firsts" for our agency and our community. (See related story on page 3.)

This is the first rapid transit line to operate in inland Southern California since the Pacific Electric "red car" system was dismantled in the 1940s. The articulated buses, manufactured by New Flyer, are the first five-door, CNG-powered 60-footers ever built. Coaches have Omnitrans' first rear-facing, self-securable wheelchair positions and our first interior bike racks, with space

for four bicycles.

The BRT service operates along a 16-mile route, including more than five miles of dedicated bus lanes. New technology includes TSP (traffic signal prioritization), so the vehicles can advance through busy intersections. We also use solar lighting at sbX park-and-ride lots, and riders can enjoy free Wi-Fi and 110-volt power outlets while on board.

Dedicated station platforms feature many Omnitrans firsts: real-time arrival displays, ticket vending machines, emergency telephones, and public art. To enhance security, we have installed multiple video cameras at each station, monitored around the clock, along with a security service patrolling the corridor. We'll soon implement a "talk-back" public address system to communicate directly with customers on station platforms, if necessary.



Passengers board the sbX, the just-launched BRT at Omnitrans.

The Omnitrans sbX Bus Rapid Transit line is the culmination of more than 10 years of planning, design, construction, and system testing. We are proud to deliver this premium transit service for our customers and our community.

### San Diego's First BRT Routes to Launch in 2014

BY PAUL JABLONSKI  
Chief Executive Officer  
San Diego Metropolitan Transit System  
San Diego, CA

The San Diego Metropolitan Transit System (MTS) and San Diego Association of Governments (SANDAG) will launch the first of three new BRT routes in June with innovations—some technical, some functional, some new, some tried-and-true—that elevate bus travel to a new level and standard of service for city riders. The BRT—called Rapid—will feature the following:

- Signal priority to allow buses to extend and trigger new green lights;
- Automatic vehicle locators and next time departure signs at each station;
- Dedicated stations, including advanced designs, electronic displays and information kiosks, parking, lockers, and electronic charging stations;

- Exclusive guideways for some routes;
- Direct access ramps to and from dedicated HOV lanes;
- Branding to set apart Rapid from MTS' other routes;
- Limited stops for quicker service; and
- New articulated buses made by New Flyer with upgraded seating and suspension packages.

As Bill Spraul, chief operating officer of MTS bus services, said, this package of features represents a giant step forward for bus service in the city.

The first route to launch is 20 miles long and connects downtown San Diego and the suburban areas of inland North San Diego County. Later this year, MTS will add two more BRT routes. One will provide faster connections between San Diego State University and San Diego's Mid-City communities to the downtown area, and the other will connect some residents to the job centers and the University of California San Diego.

Rapid is made possible by TransNet, a half-cent sales tax for transportation improvements approved by San Diego County voters and administered by SANDAG, which planned and developed the BRT projects.



San Diego's new BRT, Rapid, is ready to launch in June.

### TARC: Creating Community Assets

BY J. BARRY BARKER  
Executive Director  
Transit Authority of River City  
Louisville, KY



J. Barry Barker

Throughout the Louisville metropolitan area, crumbling sidewalks and troublesome bus stops are being transformed into accessible and attractive community assets. These upgrades, which make using public transportation both easier and safer, are the result of an innovative partnership initiated by the Transit Authority of River City (TARC) with local government representatives and agencies.

In the five years since this program began, more than 400 bus stops and 30 shelters have been upgraded with new structures and trash receptacles and four miles of sidewalks have been constructed for safe access to stops and in compliance with ADA. The total investment so far is \$2.1 million.

TARC coordinates the program, with the majority of funding com-

ing from FTA grants. Local agencies and elected officials allocate the matching funds required under the grants, totaling \$600,000 so far. Of that amount, Louisville Metro Council members have provided \$500,000. The remainder of local funding has come from small suburban city governments in our service area.

"This has provided a huge return on investment and is a great example of partnerships at the federal and local levels achieving results," said Metro Councilwoman Vicki Welch. "We've made our community safer, more accessible, and more attractive with this program."

And as District 9 Metro Councilwoman Tina-Wend Pugh, whose district includes the Kentucky School for the Blind, said, "Improving the appearance and aesthetics is certainly useful and hopefully will attract more riders. But the network of complete sidewalks getting to the stops provides the greatest benefit for visually impaired riders. I'm proud to partner with TARC."

ITEM # F1

**DATE:** June 4, 2014

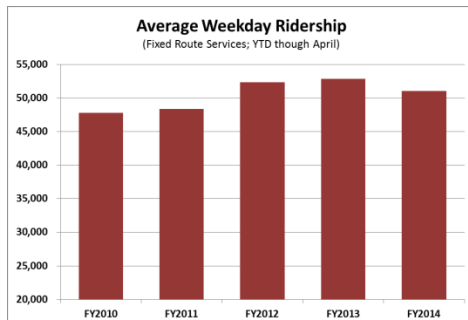
**TO:** Board Chair Alan Wapner and Members of the Omnitrans Board of Directors

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

**SUBJECT: CEO/GENERAL MANAGER'S REPORT**

Ridership on the sbX Green Line for the first week of service averaged approximately 3,000 passengers per day, reducing to an average of 1,327 passengers per day in Week 2 and 1,358 in Week 3. In comparison, weekday ridership on Route 2 averaged 2,901 passengers in Week 1, 3,403 passengers in Week 2 and 2,688 in Week 3. The 5,607 daily ridership forecast for the first year of the sbX Green Line was developed at a time when Omnitrans believed the San Bernardino Transit Center would also be operational. With the current Transit Center downtown at 4<sup>th</sup> & G, it is out of sight of the sbX line and passengers have not chosen to make the walk around the corner to ride sbX. Director of Marketing Wendy Williams will present an update on Marketing's efforts to increase ridership on the route.

In response to discussion at the May Board Meeting on ridership, the graph below provides the Average Weekday Ridership for FY 2010 through FY 2014 (April). While ridership has seen a decline this year, Omnitrans saw the highest ridership numbers in FY 2012 and FY2013 since 2004.



Fiscal Year 2014 Projection  
Systemwide Ridership of 15,669,000 down 3.0% compared to 16,146,278 from Fiscal Year 2013 (Excludes sbX)

### MONTHLY STATISTICS

Ridership for April 2014 was 1,349,445 compared to 1,403,809 in April 2013. This is a 3.9 percent decrease from April of last year.

Year-to-date ridership through April 2014 was 13,198,518, which is a decrease of 3.0 percent from last year-to-date. Fixed route ridership decreased by 405,084 passengers year-to-date. Ridership on Access increased by 4,535 passengers, and OmniLink decreased by 722 passengers. OmniGo ridership was 125,934 year-to-date, which is up 12.6 percent.

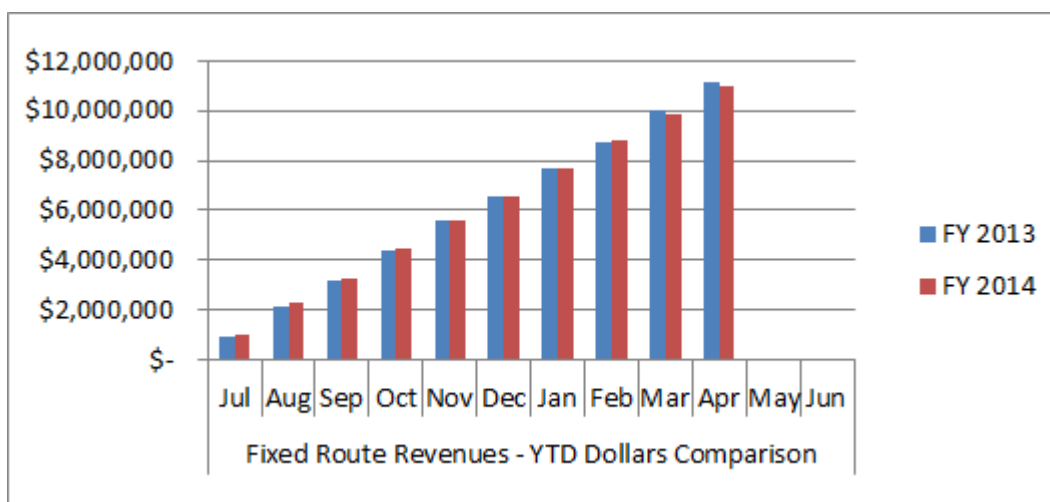
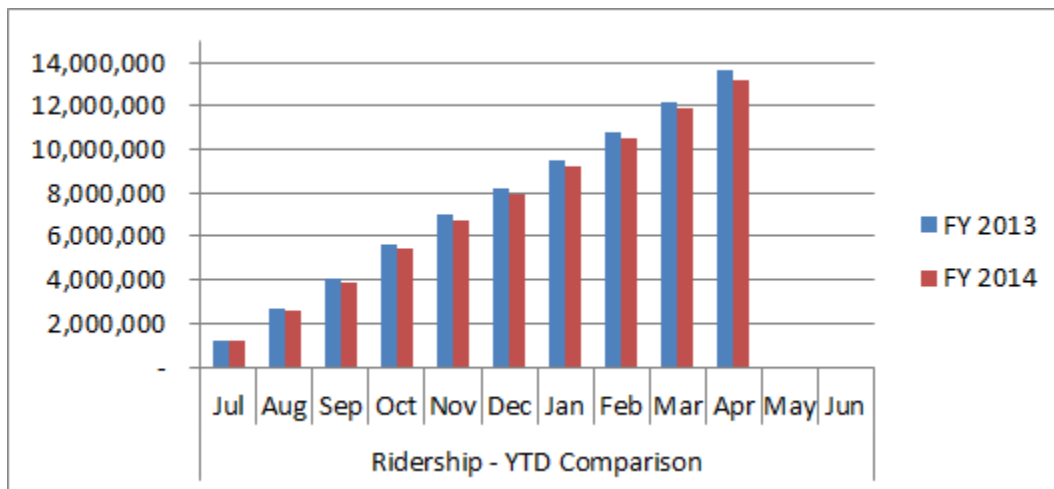
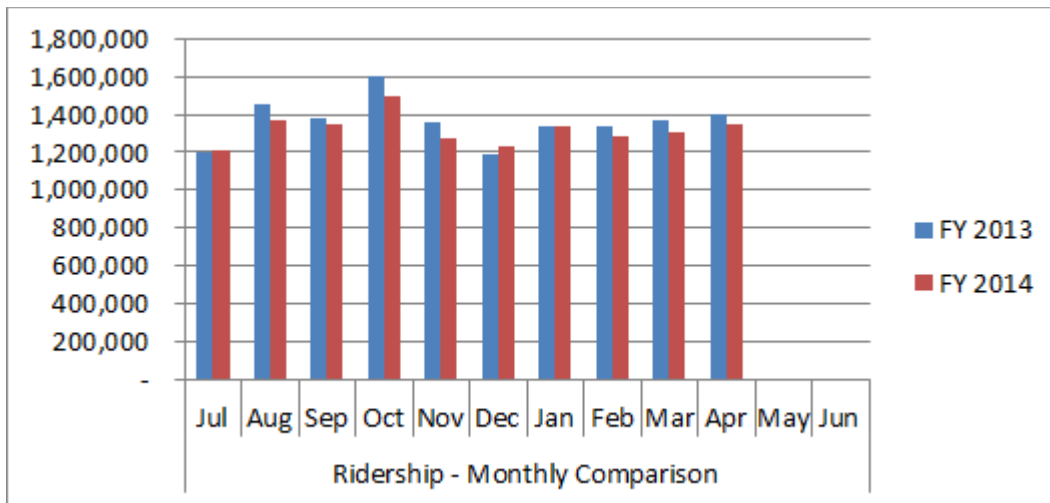
Year-to-date fixed route revenue through April 2014 was \$11,037,470 compared to \$11,161,729 last year. This is a decrease of 1.11 percent.

On-time performance for April 2014 was 85.71 percent.

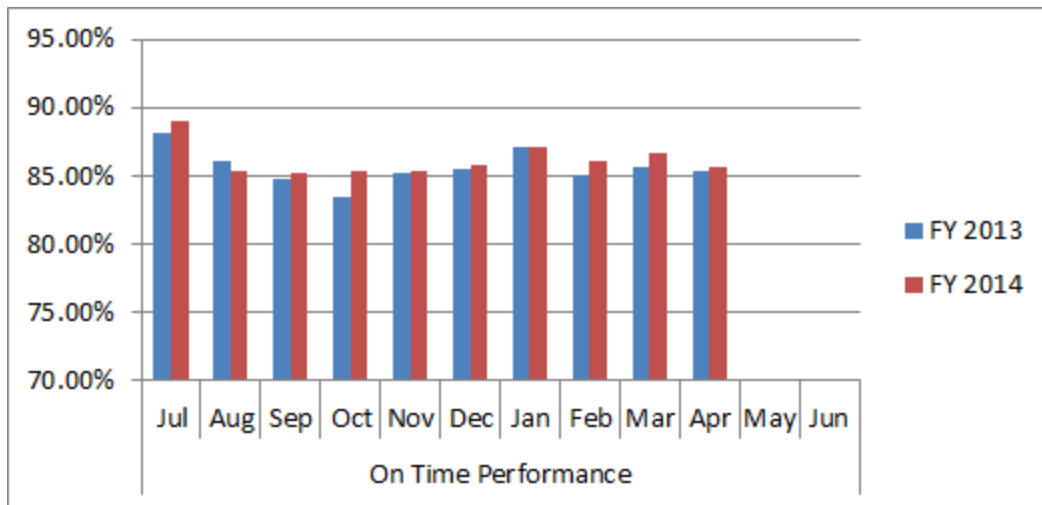
Outreach events in April included: Chaffey College Disabled Student Outreach, Frontier Project Earth Day Celebration, Rancho Cucamonga Quakes and IE 66ers games, City of Rancho Cucamonga Healthy Earth Day Celebration, San Bernardino Community Hospital Employee Earth Day Fair, and the West End SELPA (Special Education Local Plan Area) Interagency Workshop Presentation. Outreach related to sbX included an sbX Employer Tour, Completion Ceremony, Rolling Start Tour and sbX Ambassadors at the sbX stations along the corridor.

PSG:VD

## CEO/General Manager Report – April 2014



## CEO/General Manager Report – April 2014





ITEM # F2

**DATE:** June 4, 2014

**TO:** Board Chair Alan Wapner & Members of the Omnitrans Board of Directors

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

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

**SUBJECT:** **FISCAL YEAR 2014-2015 MARKETING PLAN**

**FORM MOTION**

Adopt the Omnitrans Fiscal Year 2014-15 Marketing Plan.

**BACKGROUND**

Each year, the annual Marketing Plan includes a look at existing conditions and trends of key performance indicators plus a review of Omnitrans' strengths, weaknesses, opportunities, and threats in the marketplace. Strategies and tactics are defined to effectively generate a high level of public support and awareness of Omnitrans services and to promote increased use of those services. In Fiscal Year 2015, Omnitrans Marketing will focus on efforts to reverse the ridership decline seen in 2013-14.

Comparing calendar year 2013 to 2012, Omnitrans system ridership declined by 2.3 percent year over year. Through April of the current fiscal year, Omnitrans system-wide ridership was 3.0 percent below the prior year. While overall system ridership is down, two segments have shown growth during the same period. The Interstate 215 freeway express route grew 4.4 percent and OmniGo community shuttle routes posted a combined 12.1 percent gain. Other positive trends include the growth of the Go Smart student fare program and use of the NexTrip real-time arrival information system.

The top goal of Omnitrans Marketing for 2014-15 is to help the agency exceed a projected 2.9 percent increase in system-wide ridership. We will also strive to increase customer satisfaction and increase public awareness and positive opinion. To achieve these goals several strategies will be employed: ongoing marketing of the sbX line and local fixed route bus service to core and niche markets, promoting OmniGo service, continuing the Go Smart student fare program, ongoing community outreach and travel training, increasing Hispanic outreach, promoting pre-paid fares, improving customer communications, enhancing passenger amenities, and proactive media relations.

Omnitrans utilizes an advertising and design services firm, under contract, to assist the Marketing Department in meeting its marketing goals. This includes professional creative and graphic design services; website design and maintenance; media analysis, production, buying services; and advertising services.

In an effort to reduce administrative costs for the agency, the Marketing and Planning Departments will be combined in Fiscal Year 2014-15. Expenses for public relations, advertising, promotion, outreach, and printing are budgeted at prior year levels.

PSG:WW



# **FISCAL YEAR 2015 MARKETING ELEMENT**

**June 4, 2014**

**Omnitrans  
1700 W. Fifth Street  
San Bernardino, CA 92411**

# EXECUTIVE SUMMARY

The Annual Marketing Element begins with a look at existing conditions and a review of Omnitrans' strengths, weaknesses, opportunities, and threats in the marketplace. Target markets are defined and marketing strategies are outlined to achieve marketing goals and objectives. In Fiscal Year 2015, Omnitrans Marketing will focus on efforts to build ridership and enhance community awareness through targeted marketing and outreach efforts.

Comparing calendar year 2013 to 2012, Omnitrans system ridership declined by 2.3 percent year over year. Through April of the current fiscal year, Omnitrans system-wide ridership was 3.0 percent below the prior year. While overall system ridership is down, two segments have shown growth during the same period. The Interstate 215 freeway express route grew 4.4 percent and OmniGo community shuttle routes posted a combined 12.1 percent gain. Other positive trends include the growth of the Go Smart student fare program and use of the NexTrip real-time arrival information system.

The typical Omnitrans passenger is a young, working, English-speaking Hispanic woman with a high school education. Over 60 percent of rider households earn less than \$20,000 annually. About 16 percent of riders are students and 9 percent are senior citizens. Omnitrans passengers are heavily reliant on transit; nearly half do not have a driver's license and only 18 percent have a car readily available to them. The primary reason for riding Omnitrans is to get to work, followed by school, shopping, and medical trips.

The goal of Omnitrans Marketing is to generate a high level of public support and awareness of Omnitrans services and to promote increased use of those services. To achieve these goals several strategies will be employed: ongoing marketing of the sbX line and local fixed route service to core and niche markets, promoting OmniGo service, continuing the Go Smart student fare program, ongoing community outreach and travel training, increasing Hispanic outreach, promoting pre-paid fares, improving customer communications, enhancing passenger amenities, and proactive media relations.

In an effort to reduce administrative costs for the agency, the Marketing and Planning Departments will be combined in Fiscal Year 2014-15. Budgeted expenses for public relations, advertising, promotion, outreach, and printing are being maintained at prior year levels.

# INTRODUCTION

The Marketing function is responsible for developing, coordinating and enhancing the flow of information about Omnitrans services, programs, projects and activities to:

- Current and potential customers
- The community at large and key community stakeholders
- The news media

This includes efforts to increase passenger trips and fare revenue to achieve agency goals, maintain high levels of customer satisfaction, and enhance the agency's image in the community.

## **Marketing Mix**

The marketing mix is defined as the combination of product/service, price, place and promotion which Omnitrans employs to attract customers. The goal is to develop Omnitrans marketing efforts around the needs of the customer. Effectiveness of the mix is measured by its impact on ridership and revenue as well as results of marketing research.

**Product/Service:** Our product/service is public transportation in the form of a fixed route bus system and demand response vehicles and programs. Services are identified by distinctive logos on vehicles, at bus stops, and in printed and electronic materials.

**Price:** Prices are governed by a Board approved fare policy. Changes to fares cannot be made without going through a public hearing process. Fares for fixed route and demand response services are broken down by passenger category: regular fare, senior/disability/Medicare fare, and student fare. Passengers may choose to pay with cash, tickets, or passes. Free or reduced fares for promotional efforts may be authorized by the CEO/General Manager or Director of Marketing on a limited basis.

**Place:** Our place in the market includes the entire 456 square mile service area but more specifically, our routes, bus stops, transit centers, pass outlets, and schedule outlets. Omnitrans facilities in San Bernardino and Montclair are also included.

**Promotion:** Promotion includes publicity, advertising, public relations, sales promotions, outreach and special events, plus printed and electronic promotional and informational materials.

This document outlines a plan of action which will guide Omnitrans' marketing, outreach, communication and customer relations efforts in Fiscal Year 2014-2015. The plan has been developed in line with the following strategic marketing model:



# SITUATION ANALYSIS

## Service Overview

Omnitrans was established in 1976 to provide a unified and comprehensive public transit system for the San Bernardino Valley. Provisions of the Joint Powers Authority agreement called for:

- Establishment of a uniform fare policy within the service area
- Development of a coordinated marketing program
- Consolidation of operating and administrative functions to achieve economies of scale

Current Omnitrans services include fixed route and demand response transportation. All services combined will be supported by approximately 176 buses, 111 cutaway buses and vans, 650 direct employees and 220 contracted employees.

**Fixed Route:** As of May 2014, Omnitrans provides transit service on 33 routes, including the new sbX BRT line, one freeway express route and five community circulator routes. Combined, these services provide over 51,000 passenger trips on weekdays. Together, these routes cover the San Bernardino Valley and provide connecting service to other regional transit providers.



**sbX Bus Rapid Transit:** Omnitrans launched this new mode of transportation on April 28, 2014 after 10 years of planning, design and construction. The 15.7-mile corridor features 16 station locations with enhanced amenities and advanced technology such as traffic signal priority, real-time arrival displays and onboard Wi-Fi. The 60-foot articulated buses run on compressed natural gas. Service is every 10 to 15 minutes on weekdays.



**Local and Express Fixed Routes** operate seven days a week on most routes with service frequencies ranging from every 15 minutes to hourly. Omnitrans maintains approximately 2,500 bus stops spaced approximately every two-tenths mile for local routes. Our one freeway express route connects downtown San Bernardino and Riverside via Interstate 215.



**OmniGo** hometown shuttle routes serve the cities of Chino Hills, Grand Terrace, and Yucaipa. These community circulator routes operate using smaller vehicles than traditional fixed route service. OmniGo routes serve key destinations within each community and connect at transit centers for travel throughout the Omnitrans system.

**Demand Response:** Omnitrans also provides demand response transportation service throughout the San Bernardino Valley. Demand response vehicles do not run on regular routes, but respond to requests from residents on a day-to-day basis.

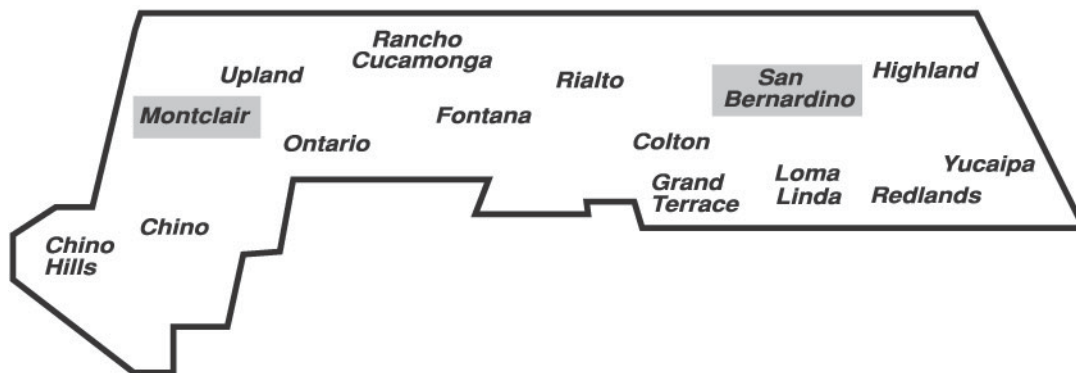


**Access** is a lift-equipped, curb-to-curb van service mandated by the Americans with Disabilities Act (ADA). It is available for pre-qualified persons with disabilities throughout the Omnitrans service area. Service is offered seven days a week by advance reservation. Access provides approximately 1,750 weekday passengers trips throughout the Omnitrans service area.

**OmniLink** is a lift-equipped, demand-response service available to the general public in the communities of Chino Hills and Yucaipa. With the success of OmniGo service in these cities, OmniLink service will be discontinued in September 2014.

## Service Area

Omnitrans operates in a 456 square mile area known as the San Bernardino Valley, providing service to 15 cities and many unincorporated county areas. Omnitrans also travels beyond the service area to Pomona and Riverside, to provide links to neighboring transit services. The service area is bordered by Los Angeles County to the west, the San Gabriel and San Bernardino Mountains to the north and east and the Riverside County line to the south. The map below shows the Omnitrans service area. Since Omnitrans has facilities in San Bernardino and Montclair, both cities are highlighted.

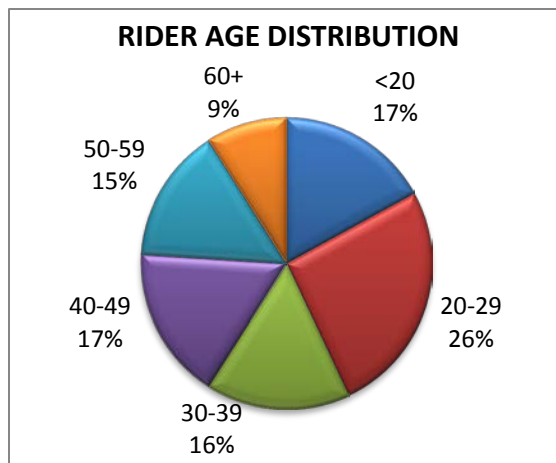


**Population:** The Inland Empire is gaining population, but at a slower pace than a decade ago, reflecting an economy that continues to struggle, recent state population estimates show. According to 2013 census estimates, the resident population of San Bernardino County was 2,088,371, up 2.6 percent from 2010. This was slightly below the statewide population growth rate of 2.9 percent during the same period. The Omnitrans service area population, in comparison, is approximately 1.5 million. The area is projected see continued growth over the next 10 to 15 years, particularly in Chino and Ontario.

**Employment:** While unemployment levels in both the nation and California continue to steadily improve with time, rates remain well above pre-recession levels. For the first time in over five years, the local unemployment rate dropped below double digits. According to the California State Employment Development Department, unemployment for San Bernardino County was 9.3 percent in March 2014, down from 10.5 percent the previous year. Local unemployment is higher than both the national average of 6.8 percent and the state average of 8.4 percent. While job growth in the Inland Empire is expected to outpace Los Angeles and Orange Counties in the long term, the local job growth lags behind coastal counties. Currently the San Bernardino Valley is housing-rich and job-poor, with many residents commuting out of the area. This is expected to shift in future decades; SCAG forecasts that Ontario and San Bernardino will be among the top ten job markets in the region by 2025.

## Rider Profile

A survey of Omnitrans local fixed route riders conducted in 2011 indicates that the majority of Omnitrans riders are young adults. The chart at left shows the distribution by age group. More than half are 39 years old and younger. The largest segment is the 20 to 29 age category, at 26 percent. Persons 60 plus make up about 9 percent of riders. Just 55 percent of riders surveyed indicated they had at least one auto in their household, down from 61 percent in a 2006 survey.



While less than half of those surveyed (45%) report having a driver's license, this is up from 36 percent reported in 2006. Only 18 percent said they had an option of driving alone if the bus was not available. This indicates a highly transit dependent customer base.

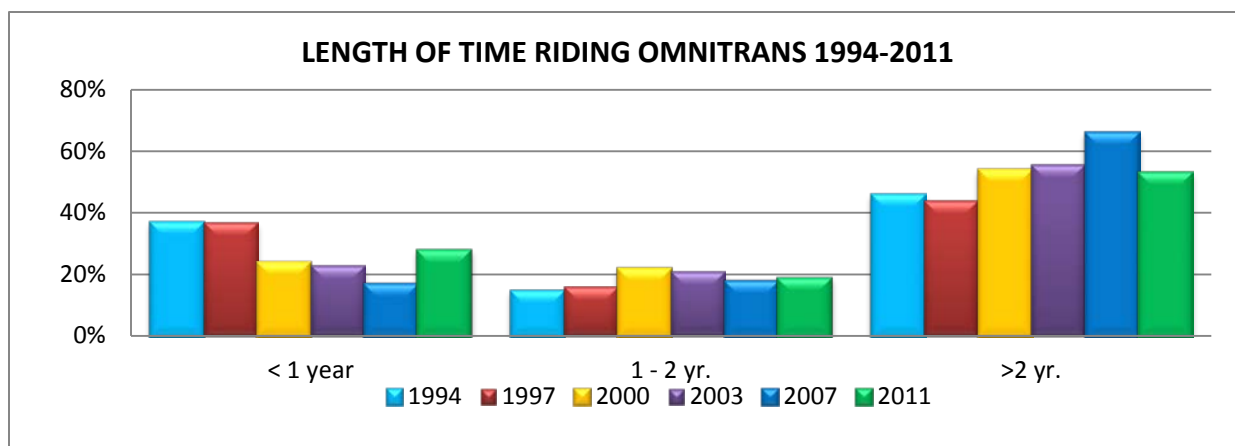
Over 70 percent of customers use Omnitrans each weekday, while 41 percent ride on Saturday and 30 percent ride Sunday, according to a 2011 survey. Primary reasons for riding were going from home to work (34%) and school (16%). Approximately one quarter of riders age 30-70 stated they were going to or coming from work. About a quarter of

persons 16-29 reported travelling to or from school. Medical trips are the most likely reason for travel by persons 70 and older. The majority of riders report being in the work force with 27 percent employed full-time, 20 percent working part time and 5 percent self-employed. Students made up 16 percent of passengers. A quarter of riders reported that they were unemployed or not employed. In comparison only 18 percent of non-riders surveyed in 2011 fell into this category. Nearly two-thirds of riders live in a household which earns less than \$35,000 annually. Most riders (61%) reported earning less than \$20,000 per household. In contrast, over half of non-riders surveyed reported income levels of at least \$50,000 per year.

A review of rider surveys dating back to 1994 helps to understand the need for continual promotion of the service. Assuming that the average trips per person each year remains relatively constant, our annual turnover rate has averaged about 23 percent in the past 20 years. For example, a 2011 survey showed that 28 percent of bus riders had been riding a year or less. In



that year, ridership increased 6.7 percent. This translates to a 21.3 percent turnover rate. In 2007, 17 percent of bus riders had ridden a year or less and while we attracted new riders they did not offset those who left the system. Ridership decreased 3.1 percent, reflecting a 20 percent turnover. In 2003, we had a 24 percent turnover rate and in 2000 it was 22.5 percent. During the high growth years of 1994 and 1997, 37 percent of riders were new to the system. In 1994, ridership grew by 12 percent, and in 1997 ridership grew by 14 percent. However the turnover rate remained consistent at 25 and 23 percent, respectively. This demonstrates that we must attract about one fourth of our customer base each year from new users to replace those leaving the system in order to keep ridership levels constant. To generate growth, we need to attract higher levels of new riders. This information is graphically displayed in the chart below.

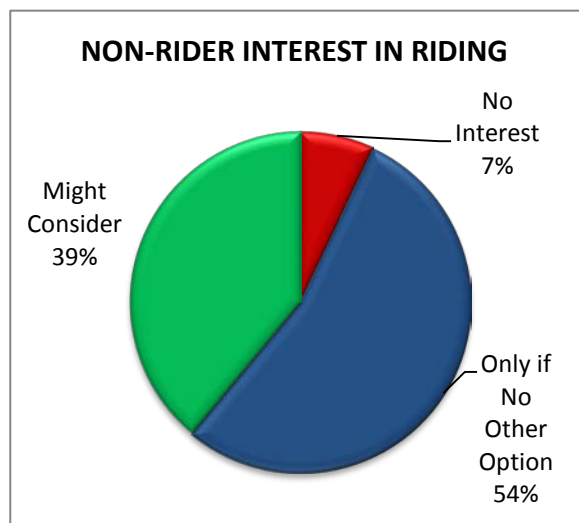


Users of Access are more transit dependent than fixed route riders. In 2011, just 7 percent of Access riders surveyed had a driver's license compared to almost half (45%) of fixed route riders. They also tend to be long-term users of the service; 90 percent of Access riders had ridden for more than two years.

### Non-Rider Analysis

In a 2011 survey, non-riders viewed the primary benefits of using transit as helping reduce air pollution (81%) and traffic congestion (80%). Also, 70 percent agreed transit helps the economy.

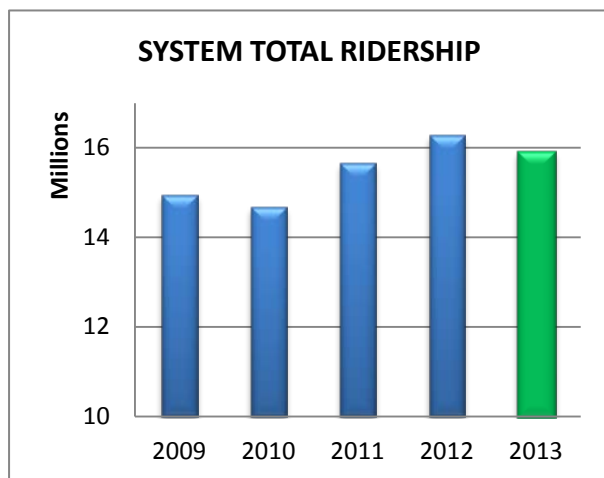
In 2011, 39 percent of non-riders surveyed said they might consider riding the bus in the future, as shown in the chart at right. The top barriers to using transit are preference for the comfort and privacy of a personal car and needing a car during the day. Of lesser significance were the travel time compared to driving and inconvenient schedules. The travel time issue was probed further. While 71 percent would use the bus if travel times were the same as driving and 54



percent would tolerate up to 9 additional travel minutes, only 27 percent would ride up to 15 minutes longer. Very few would consider extending their travel time beyond 15 minutes.

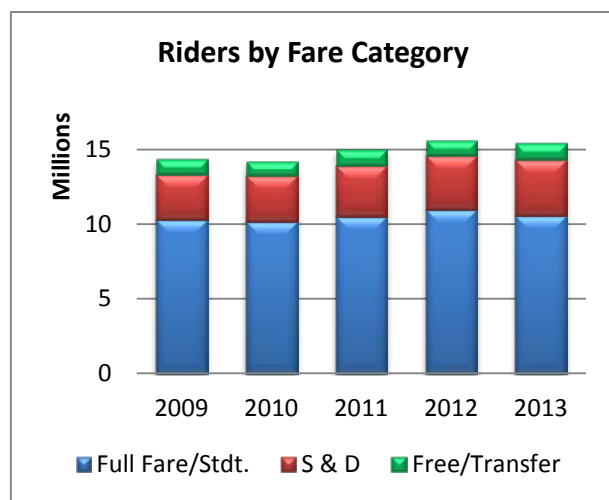
## Ridership Trends

In calendar year 2013, ridership on all of Omnitrans' services totaled 15,908,748 trips, which is a 2.3 percent decrease from 2012. On the national level, public transit ridership was up 1.1 percent overall but transit bus ridership was down 0.1 percent and for transit systems serving populations



similar to Omnitrans, ridership decreased by 1.1 percent compared to 2012. The chart at left displays the system-wide ridership trend from 2009-2013.

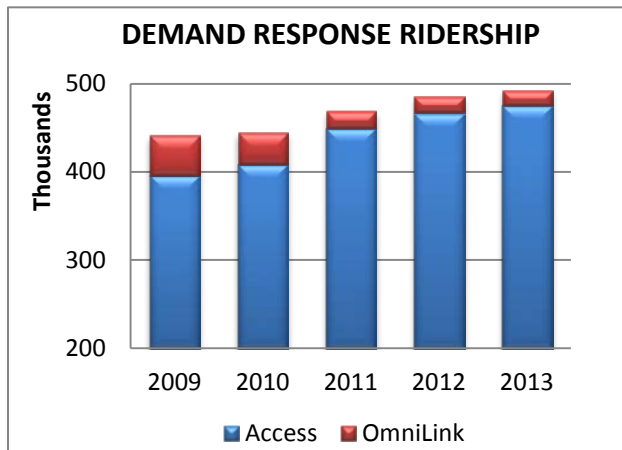
compared to the previous year. This was impacted by the reclassification of the "student" fare to a "youth" fare, limited to persons 18 and under, effective in September 2013. Older students who were not in the "Go Smart" program no longer received a discount and had to pay full fare.



**Fixed Route:** Omnitrans fixed route service provided 15.4 million passenger trips in 2013, a decline of 2.4 percent compared to 2012. Looking at fixed route rider categories we find that full fare customers and students/youth accounted for the majority (68.9%) of total ridership. Overall, the full fare category decreased by 1.4 percent, while the student/youth category declined by 9.2 percent

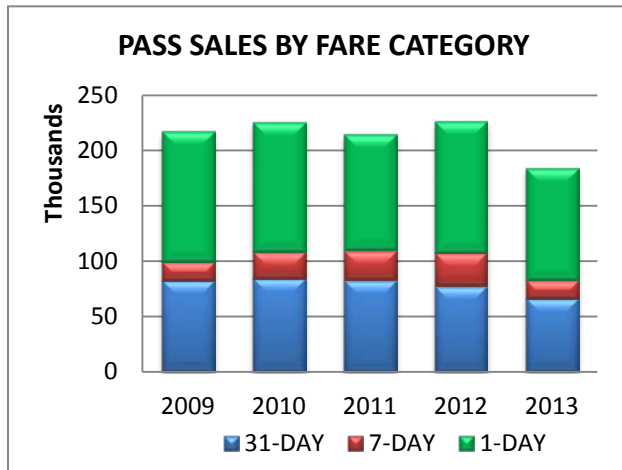
The senior/disability/Medicare discounted fare category accounted nearly one-fourth of trips. The category increased by 3.7 percent. Free rides and transfers represented 7.0 percent of all trips. Free rides are primarily attributed to children under 46 inches tall who are traveling with a fare-paying passenger. Free rides also are generated by Omnitrans employees, transfers from other transit providers and promotional coupons. The chart at left shows fixed route passenger trips broken down by fare categories for the past five years.

**Demand Response:** The chart at right shows demand response service ridership for the past five years. Overall, demand response ridership totaled 493,562 in calendar year 2013, up 1.5 percent versus 2012. Ridership on Access service totaled 475,521, an increase of 1.8 percent. Ridership on OmniLink, dial-a-ride service offered in Chino Hills and Yucaipa, declined 5.5 percent to 18,041. As previously mentioned, OmniLink service will be discontinued in September 2014 since OmniGo routes can serve customers more efficiently in these communities.

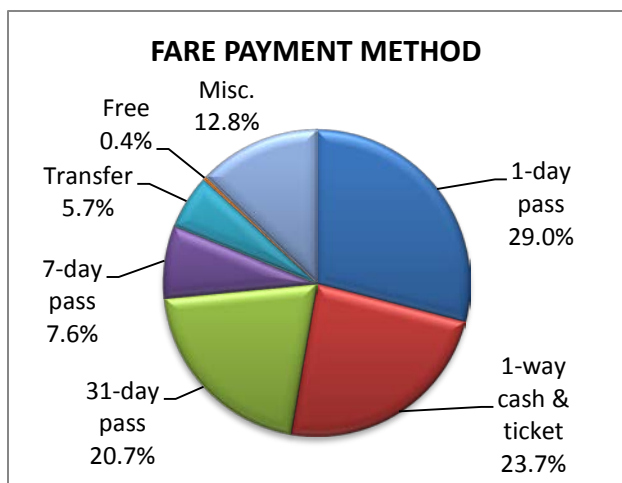


### Pass Sales Trends

In calendar year 2013 prepaid bus pass unit sales decreased 18.7 percent versus 2012. The reclassification of the “student” fare category to a “youth” category (age 18 and under) had a negative impact on unit sales. In contrast, revenue from pass sales was up 9.1 percent to \$5,175,471. This discrepancy relates primarily to revenue from California State University San Bernardino, which rejoined the Go Smart student pass program in 2013-14 and four small charter schools joining the Go Smart program. Within pass categories, sales of 31-day bus passes decreased 14.7 percent, 7-day pass sales dropped 44.4 percent and 1-day pass sales fell 14.8 percent. The chart above shows pass sales by category for the past five years.



In May 2013, Omnitrans had 63 bus pass sales outlets plus an online store. A total of 35,229 units were sold online in 2013, up 22.7 percent over 2012. Online revenue grew 10.3 percent. Omnitrans now sells passes at ticket vending machines at sbX stations. The chart at right shows fare payment by category in FY2013-14 through March. The 1-day pass was the most popular at 29.0 percent, followed by one-way fare (23.7%) and 31-day pass (20.7%). Prepaid fares—purchased prior to boarding—make up 70.5 percent of trips. Omnitrans prefers to minimize cash fares because they increase the boarding time per rider as well as fees related to cash handling.



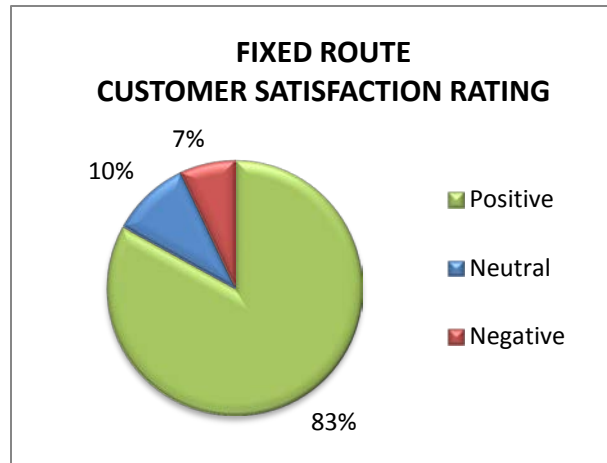
# SWOT ANALYSIS

In preparing a marketing plan, we evaluate our current position in the market place in terms of our strengths, weaknesses, opportunities and threats (SWOT).

## STRENGTHS

### Satisfied Customers

Omnitrans earns high marks from the people who use the service. In a 2013 rider survey, 83 percent of fixed route customers gave Omnitrans a positive rating as the chart below illustrates. While the agency goal strives to achieve a 90 percent approval, this rating was the second highest rating among 17 similar-sized agencies that make up the American Bus Benchmarking



Group (ABBG). Among Access customers surveyed in 2010, 90 percent gave the service an overall satisfaction rating of Excellent or Good, and 80 percent of OmniLink riders provided a positive rating.

### Safety

Omnitrans has achieved an excellent safety record over the years. For 2013 the Omnitrans preventable accident rate was just 0.8 accidents per 100,000 miles of service, an improvement over 1.0 in 2012. According to the Federal Transit Administration, traveling by bus is 28

times safer than traveling by automobile. All Omnitrans buses are equipped with video surveillance systems which help deter unsafe onboard behavior. Security was ranked by riders surveyed in 2013 as the third highest priority. Customers gave Omnitrans a 78 percent positive rating for on board security and a 62 percent positive rating for security at bus stops.

### On-Time Performance

Omnitrans works to achieve a 90 percent overall on-time goal for fixed route service, even though that rate is higher than most transit agencies achieve. For FY2013-14 through March, fixed route services averaged 86.3 percent on time while demand response services achieved an 89.2 percent on time average. Reliability is key to maintaining customers. In the 2013 ABBG customer survey, riders ranked “time” as the second highest priority. Their perception of our on-time performance was 65 percent positive and perception of reasonable travel time was 68 percent positive.

### **Courteous Coach Operators**

Coach operators are a key asset for Omnitrans. Along with skillfully operating buses, they are influential representatives of the Agency. It is vital that the onboard experience be positive to ensure an atmosphere of goodwill that will generate continued use of Omnitrans services. The 2013 ABBG rider survey showed that current riders are highly satisfied with the courtesy, appearance and responsiveness of Omnitrans drivers, giving them a 77 percent positive rating.

### **Comfort/Cleanliness**

Also key to the customer experience is cleanliness and comfort of the buses. A proactive maintenance program is required to ensure a clean and comfortable ride. The 2013 ABBG survey indicated that riders are satisfied with buses comfort (75% positive) and cleanliness (73%).

### **Mobility for Persons with Disabilities**

Omnitrans provides Access service to persons with disabilities who are unable to utilize fixed route services. Access provided 475,521 trips in 2013. All fixed route coaches are equipped to accommodate passengers with wheelchairs and other mobility devices. In 2013, Omnitrans fixed route services recorded 121,206 wheelchair boardings, or 0.8 percent of trips. This was 5.6 percent less than 2012. Audio announcements of major stops and transfer points, as required by the ADA, are now automated for the convenience of passengers who are visually impaired.

### **Bike Racks**

Bike racks on Omnitrans fixed route buses offer people additional travel options and intermodal connectivity. In 2013, Omnitrans buses carried 355,809 bicycles on local fixed route buses, a 6.8 percent increase from 2012. This accounted for 2.3 percent of passenger trips. Local route buses have bike racks on the front of buses that hold either 2 or 3 bicycles and use is tallied by the driver. The new sbX vehicles accommodate up to four bikes inside the bus, but because the bike racks are not in close view of the driver, tracking usage on the sbX line will be more difficult.

### **Transit Centers**

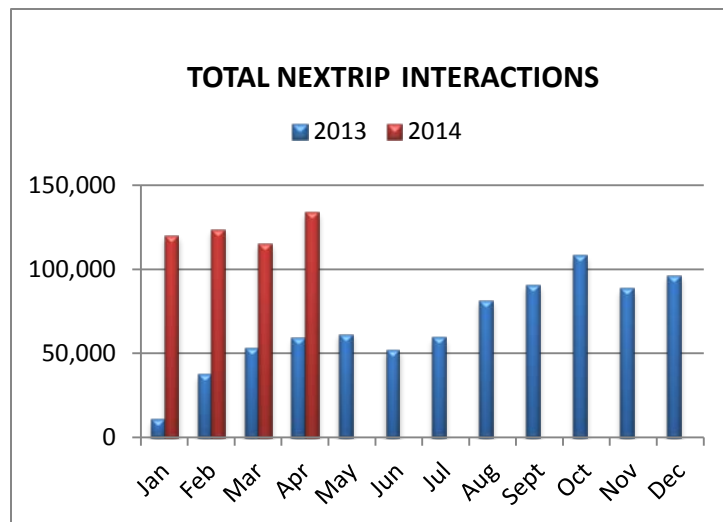
Transit Centers offer timed-transfer connections throughout the Omnitrans service area, with convenient connections to other Omnitrans routes, and in some cases to rail and bus service operated by other transit agencies. Upgraded passenger amenities such as bus shelters, seating, lighting and special signage, including route and schedule information at these locations, make it easier for existing and new passengers to use transit. Omnitrans partners with cities in most cases to provide these facilities to meet the needs of the community and transit users. Current Omnitrans Transit Centers include Chino Transit Center, Chaffey College Transit Center, Montclair TransCenter, Fontana Metrolink TransCenter, Ontario Civic Center Station, Redlands Mall, and Yucaipa Transit Center.

Construction on the new San Bernardino Transit Center began in early 2014 and is scheduled to be completed in mid-2015. This multimodal facility will provide connections between Omnitrans local routes and the sbX Green Line along with neighboring bus transit agencies, Metrolink commuter rail and the future rail service to Redlands. The LEED certified facility will include a customer service and pass sales office, on site security, public restrooms, bike racks, and ticket vending machines. A temporary transfer facility is in place in downtown San Bernardino until the SBTC is completed.

## Website and Social Media

The Omnitrans website, [www.omnitrans.org](http://www.omnitrans.org), was updated as part of the agency rebranding effort in 2012. This included efforts to make the site more mobile-device friendly. As a result, mobile users now account for 77 percent of visitors compared to 36 percent prior to the upgrades. In September 2013, we introduced the Omnitrans mobile app which provides smart device users instant access to vital Omnitrans information such as schedules, rider alerts, and the online store. Through March 2014, the app had been downloaded 9,275 times.

In 2013 we continued to grow our social media activity via our Blog, Facebook, Twitter, YouTube, Pinterest, and Flickr accounts. We had 3,275 Facebook fans in March 2013, a 27 percent increase year over year. Likewise, Twitter followers increased 43 percent to 1,126. Photos on our Flickr site have tallied nearly 200,000 lifetime views. The Omnitrans Blog, utilized to share Omnitrans news including profiles of employees, customers and stakeholders, typically generates over 9,000 views each month. We also have a presence on YouTube, and Pinterest. In the digital information age, these channels provide a way to positively interact with customers, vendors, employees and the community at large.



## NexTrip

In January 2013, Omnitrans launched the “NexTrip” real time arrival system which allows customers to get bus arrival time information for their exact bus stop location via voice phone, sms/text, or online with a mobile device or computer. Through April 2014, our NexTrip information was accessed nearly 1.3 million times. The chart at left shows the growing use of this new technology.

## Improved Outreach

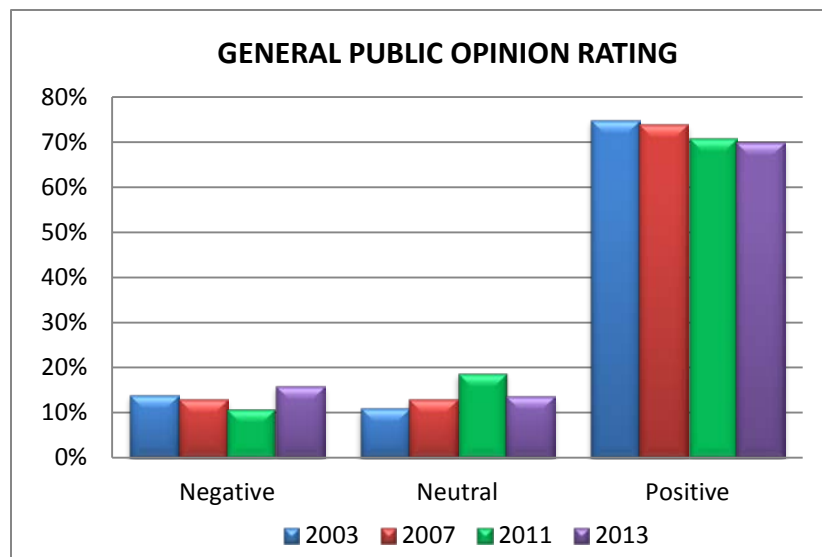
Omnitrans continues to maintain a busy outreach schedule. We participated in 97 events in calendar year 2013, up slightly from 94 in 2012. Marketing expanded the use of our grant-funded Travel Training Bus. The 40-foot coach scheduled for retirement was outfitted with video screens and a public address system to make it a mobile classroom. Target audiences include senior citizens, students, and the disabled community. Over 500 people were trained in 2013. Other general public outreach events included appearances at local minor league sporting events, parades, college and high school events, large community events such as Route 66 Rendezvous and the annual “stuff-a-bus” Spark of Love toy drive.



## Public Opinion

The general public views Omnitrans in a positive light. The 2013 Inland Empire Annual survey showed that 70 percent of non-riders rated the agency favorably even though they did not use our

services. The graph at left shows results of the same survey since 2003. Younger people tended to give higher overall rating to Omnitrans. For example, people in the 18-24 age group scored Omnitrans at 5.73 on the 7 point scale versus 4.88 in the 65-74 age group. We also asked survey participants if their opinion of Omnitrans had changed in the past six months. While the majority said their perception of Omnitrans “stayed the same”



at 79.5 percent, 16.9 percent said their perception improved and only 4.0 percent said their perception declined. Looking more closely at the opinions of persons age 18-34, which is Omnitrans core market, 40.0 percent said their perception of Omnitrans had improved.

## **WEAKNESSES**

### **Fare Increase**

In September 2014, Omnitrans will implement its first fare increase in five years. The full fare rates will increase from \$1.50 to \$1.75 for one-way, the day pass will increase from \$4 to \$5, a 7-day pass will go from \$15 to \$18 and the 31-day pass rises from \$47 to \$55. Senior/Disability/Medicare fares are approximately half of the full fare rate and Youth fares are about 25 percent less than full fares. Access fares are also increased. Though necessary to boost agency revenue, raising fares typically has a negative impact on ridership for the short term. We expect a 6.0 percent decline in ridership due to the fare increase, however some of this will be offset by the increase in ridership expected from a full year of sbX service.

### **Constrained Budget**

Other than offering a full year of sbX Green Line service, a constrained budget means Omnitrans cannot expand service levels in FY2014-15. In September 2014, service changes will be implemented to streamline existing routes in the East Valley by shifting resources. Additionally, marketing dollars remain constrained even as costs of advertising and printed materials are on the rise after several recessionary years.

### **Travel Time**

Other than the sbX line, Omnitrans buses have no advantage over other vehicular traffic in terms of traffic flow. In fact buses move slower than other modes since they make frequent stops to load and unload passengers. The average speed for Omnitrans buses is below 13 m.p.h. Congestion on surface streets and freeways leave buses stuck in traffic. There is little tolerance for extended travel time compared to driving among non-riders. A 2011 survey indicated that while 71 percent would consider using the bus if travel time was the same as driving and 27 percent would tolerate up to 15 minutes longer, very few would ride if travel time exceeded that 15 minute threshold.

### **Low Market Share**

In the Omnitrans service area, only about two to three percent of the population uses public transit regularly, according to SCAG. In comparison, about 12 percent of Los Angeles residents use public transit. Among non-riders surveyed in 2011, only 28 percent had ever used public transportation service on a regular basis (more than once a week). Also 83 percent said no one in their household had used Omnitrans in the past six months. More than half said they were not at all familiar with bus services in the area. The general lack of transit experience means that Omnitrans must ask people to try something new and unfamiliar.

## OPPORTUNITIES

### sbX

The Omnitrans sbX BRT Green Line serving San Bernardino and Loma Linda launched on April 28, 2014. This new mode of transportation includes enhanced features such as station platforms, ticket vending machines, signal prioritization, 5-door natural gas vehicles, 10 to 15-minute frequencies, and travel times comparable to autos. Omnitrans is already planning its next BRT line, dubbed the West Valley Connector. This line would operate on the Foothill-West and Holt Corridors, in the cities of Fontana, Rancho Cucamonga, Ontario, Montclair and Pomona. Up to 10 corridors were identified for development over the next 20 years. High quality transit lines help enhance the quality of life in the region and improve the image of public transit. According to the American Public Transportation Association, cities that invest in high frequency public transportation and transit-oriented development policies have seen significant ridership growth.

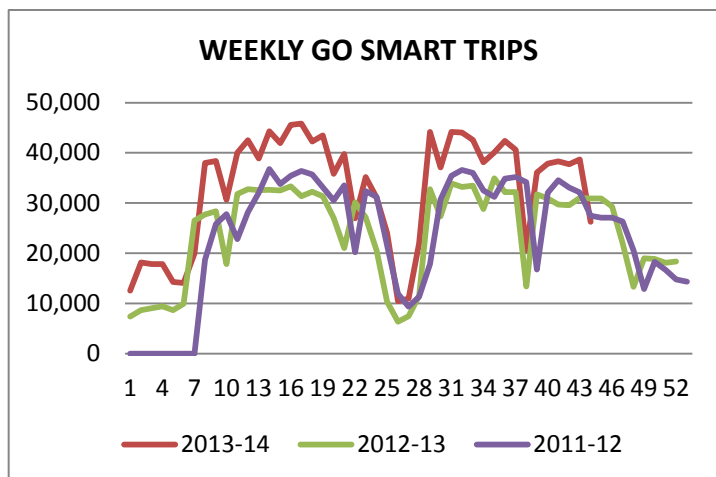
### NexTrip Expansion

In 2013, Omnitrans launched NexTrip real time bus arrival information for customers via mobile device, phone or personal computer. In the first year, the service was accessed over one million times. Signs, like the sample shown, are being installed at each local bus stops to help waiting customers learn how to access the system. Providing this information at customers' fingertips helps to increase customer satisfaction and attract new users. Additionally, electronic message signs with NexTrip information are installed at all sbX stations. Omnitrans plans to add electronic message signs to all major transit centers in future years.



### Go Smart Program

The Go Smart program allows all students enrolled at partnering schools to ride Omnitrans using their student ID card as fare payment. Go Smart is funded through student registration fees and/or administrative funds at partner schools. As of April 2013, Go Smart partner schools include: Chaffey College; Crafton Hills College; San Bernardino Valley College; California State University, San Bernardino; the Art Institute of California-Inland Empire; and four charter high schools. From July 2013 through April 2014, over 1.45 million trips were taken by about 13,500 students, or 23 percent of enrollment. The chart at right shows the Go Smart weekly ridership trend since it was launched with a pilot program in 2011-12. Omnitrans will invite other schools to join the program. Also, the Go Smart model will be evaluated for expansion to other types of organizations such as large employers.

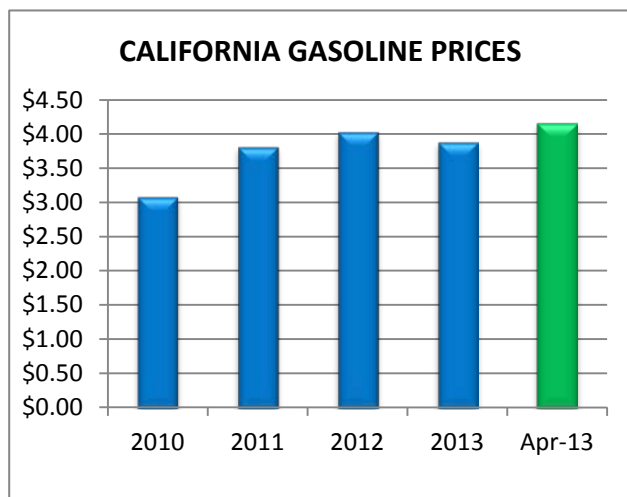


## Regional Universal Fare System Development

Over the past decade, the Los Angeles Metropolitan Transit Authority has led the way to develop and implement a “smart card” fare payment system which allows for interoperability with multiple transit agencies. Metro’s “TAP” program has advanced to the point that Omnitrans can explore migrating to this state-of-the-art program within the next two years. A reusable universal fare card with mobile ticketing options will promote seamless transfers between transit systems and offers many marketing opportunities to help build ridership.

## High School Student Transportation

Omnitrans currently provides direct service to most high schools in the area. Reductions in school bus service to high schools along with parking limitations on campuses have encouraged school districts to partner with Omnitrans to promote increased transit use. Student riders generate daily trips, contributing to increased ridership and revenue. Free ride offers and promoting 31-day and 7-day youth passes through schools will encourage more student trips.



## High Fuel Prices

The price of regular unleaded gasoline in California reached \$4.16 per gallon in late April 2014 according to the Energy Information Administration. This is up from an average of \$3.89 during 2013. When prices hovered near \$5 per gallon in October 2012, Omnitrans saw ridership spike to generate our highest day, week and month on record. High fuel prices are likely continue to factor in Omnitrans ridership gains as people turn to Omnitrans to reduce their commuting costs. Gas price history is shown at left.

## Improved Amenities

Passengers are more tolerant of waiting for connections when bus stops are more comfortable, clean, and secure. Omnitrans began rehabilitating approximately 350 bus shelters and 275 benches during 2013-14. This will be completed in 2014-15 and includes repainting shelters and benches, replacing roof panels and trashcans, and adding solar lighting. The sbX line offers enhanced amenities including benches, map cases, lighting, ticket vending machines, customer call boxes and emergency phones. Omnitrans also has over 2,500 local bus stops. About one-third of these have a bench, 18.6 percent have a shelter. All shelters are illuminated at night and 95 individual bus stops are equipped with a solar-powered light. We also have installed 70 solar-powered curb markers to help coach operators identify stop locations and waiting passengers at night. Illumination provides a sense of security and deters vandalism.

## Public Awareness

Overall awareness of Omnitrans among non-riders surveyed in 2013 was 85 percent, which is up from 79 percent in 2011. 44 percent could name Omnitrans as their local bus service unaided. When prompted, 41 percent more said they had heard of Omnitrans, even though they could not

name it outright. High awareness levels are desirable because it indicates people will seek out Omnitrans services when the need arises.

### **Air Quality Awareness**

The Los Angeles basin continues to be home to the worst air quality in the nation according to the American Lung Association's 2013 State of the Air Report. The San Bernardino Valley registers the highest ozone pollution levels in the region. As a result, air quality awareness is high and efforts to reduce emissions are significant. Numerous laws and regulations to improve air quality and reduce greenhouse gas emissions affect California businesses and citizens. The media gives regular reports on air quality. Increased use of public transit reduces carbon emissions and combats air pollution. By utilizing clean fuel vehicles, Omnitrans is seen as a major contributor to better air quality and in turn, creating a better quality of life in the region.

## **THREATS**

### **Unemployment**

Since the primary reason cited for using Omnitrans is getting to work, high unemployment (9.3% in March 2014), as well as underemployment caused by furloughs and reduced hours, has a negative impact on ridership. In a 2011 rider survey over half were employed and 34 percent of all trips were to employment destinations, down slightly from 39 percent in 2007.

### **High Auto Ownership**

Virtually all non-riders surveyed in 2011 (98%) had one or more licensed drivers in the household and 89 percent indicated they “always” had a car available to them. It is difficult to compete with the comfort and convenience of a personal automobile, especially when bus travel is not time-competitive with auto travel.

### **Free Parking**

Free parking is considered the biggest deterrent to transit use today. With few exceptions, ample free parking is available in the Omnitrans service area. Availability of low or no cost parking is an important inducement to commuting by automobile. Conversely, higher priced parking would encourage the use of transit. U. S. Department of Transportation research indicates that 20 percent fewer commuters would drive alone to work if they had to pay the full cost of parking.

### **Traffic Congestion**

As traffic congestion increases and passenger demand grows, operating speeds of Omnitrans buses decline. The result is increased operating costs and requirements for more vehicles. Growing freeway and surface street congestion impact on-time performance. If buses run late, riders will lose confidence in Omnitrans and look for other transportation options.

### **Low Density**

Public transit operates most effectively in densely populated areas with centralized, compact activity centers. In contrast, the Omnitrans service area consists mostly of medium to low density areas with many widely scattered activity centers. In an effort to provide coverage to all areas, productivity is sacrificed. This leads to service that, while serving the transit dependent, is not convenient enough to attract choice riders. However, as our area implements more transit oriented development, and as Omnitrans shifts more resources to serve high density corridors, transit will become a more viable option compared to driving.



# TARGET MARKETS

Identification of target markets is key to the success of any marketing plan. Only after target markets are clearly defined, can marketing messages be developed and implemented in accordance with the wants and needs of the target markets.

## FIXED ROUTE

### Core Market

According to a 2011 Omnitrans rider survey, the typical Omnitrans fixed route rider has the following demographic characteristics:

- Young: 16 to 29 years of age (43%)
- Female: (52%)
- Ethnically Diverse: Hispanic (46%); White (21%); Black (25%)
- Low Household Income: Under \$20K (61%); \$20K to \$35K (19%)
- Employed: (54%)

Since the most likely converts to our service are those individuals who most closely resemble current satisfied users of the service, these characteristics also identify our core target market.

### Niche Markets

In addition to the core market, several niche markets can be identified which provide an opportunity for ridership growth. These include:

**Students:** 16 percent of riders surveyed in 2011 identified themselves as students, and school was the destination for 13 percent of all trips. As this group is economically less likely to be able to afford a car, and in fact may not be old enough to obtain a driver's license, this segment presents tremendous ridership potential. Omnitrans focuses on students attending high schools, colleges and trade schools.

**Spanish Speaking:** Over one-third (39%) of non-riders surveyed in 2011 said Spanish is spoken in their home, up from 20 percent in 2007, and 15 percent indicated this was their primary language. Since this group represents a growing segment of the marketplace, specialized materials and messages must be created to attract Spanish speakers to the system.

**Seniors:** In the 2011 rider survey, 9 percent of passengers indicated they were 60 years of age and older, compared to 18 percent of County residents, according to the 2010 Census. This is one of the fastest growing segments of our population. Thus, we have the opportunity to attract more senior riders to the Omnitrans bus system.

**Commuters:** Commuters represent the potential for daily transit trips. Omnitrans can work to attract more commuters by reaching out to large employers and employment centers. Most commuters in our service area are "choice" transit riders, persons with another means of transportation readily available. In a 2011 survey, 39 percent of non-riders indicated they might consider taking the bus in the future. Non-riders indicated that the primary reasons to using the bus would be: routes closer to destination and higher gas prices (both at 71%); faster travel time (70%); no transferring (69%); and, routes closer to home (68%). Primary reasons for not riding are preferring comfort and privacy of own car and need for car throughout the day. Lengthy travel time and inconvenient schedules are also key factors.

## ACCESS

Omnitrans Access Service is an Americans with Disabilities Act (ADA) mandated public transportation service for people unable to independently use the fixed route bus service in South Western San Bernardino County for all or some of their trips. Access provides curb-to-curb service to complement the Omnitrans fixed-route bus system, and is available during the same periods that fixed-route service operates. The Access service area is up to 3/4 mile on either side of an existing bus route. Service is available outside the standard area for an additional fee. Access riders make reservations for their trips one to seven days in advance, or can arrange for subscription service for ongoing daily trips.

### **Target Market**

**Persons with Disabilities:** This group represents persons with a broad range of disabilities, both physical and mental in nature. These groups are reached primarily through direct contact or through local social service organizations. Omnitrans maintains extensive databases of persons with disabilities who have used our services in the past. This enables the Marketing team to effectively reach these target markets in order to alert them of service and policy changes.

# GOALS & OBJECTIVES

The role of Marketing is to communicate Omnitrans' messages to target audiences in a manner that contributes to the overall Omnitrans mission. Resources are focused on generating a high level of public awareness of Omnitrans in order to increase ridership and positive public opinion. Below are goals and key performance indicators for Fiscal Year 2014-2015 as well as targeted and actual results from the previous year.

## GOAL 1: INCREASE RIDERSHIP

### System Ridership

<b>FY 2015 TARGET</b>	FY 2014 Target	FY 2014 Actual (July–April)
<b>&gt;2.9%</b>	+5.3%	-3.0%

### Bus Pass Sales Revenue

<b>FY 2015 TARGET</b>	FY 2014 Target	FY 2014 Actual (July–April)
<b>+5%</b>	+5%	-5.1%

## GOAL 2: INCREASE CUSTOMER SATISFACTION

### Customer Satisfaction Rating

<b>FY 2015 TARGET</b>	FY 2014 Target	FY 2014 Actual*
<b>90%</b>	90%	83%

### Call Center Efficiency (Abandoned Calls)

<b>FY 2015 TARGET</b>	FY 2014 Target	FY 2014 Actual (July–April)
<b>&lt;15%</b>	<15%	12.3%

## GOAL 3: INCREASE PUBLIC AWARENESS AND POSITIVE OPINION

### Public Awareness

<b>FY 2015 TARGET</b>	FY 2014 Target	FY 2014 Actual**
<b>90%</b>	90%	85%

### Public Opinion

<b>FY 2015 TARGET</b>	FY 2014 Target	FY 2014 Actual**
<b>75% Positive</b>	75% Positive	70% Positive

### Outreach Activities

<b>FY 2015 TARGET</b>	FY 2014 Target	FY 2014 Actual (July–April)
<b>5% Increase</b>	10% Increase	6% Decrease

### Positive Media Coverage

<b>FY 2015 TARGET</b>	FY 2014 Target	FY 2014 Actual (July–April)
<b>10% Increase</b>	10% Increase	40% Decrease

\*Customer satisfaction data from American Bus Benchmarking Group survey, conducted in 2013.

\*\*Public awareness and public opinion data from Inland Empire Annual Survey 2013.

# MARKETING STRATEGIES

Marketing strategies and the tactics planned to implement them are the heart of the marketing plan. Below are the key strategies Omnitrans will employ in the 2014-2015 Fiscal Year. Each strategy is grouped with the strategic goal it is designed to achieve.

## **GOAL 1: INCREASE RIDERSHIP**

### **Strategy: Promote sbX Green Line service**

- Utilize recurring advertising to increase awareness and attract new riders
- Reach potential users through targeted community and stakeholder outreach

### **Strategy: Promote local fixed route service to core market**

- Target areas impacted by September 2014 service changes
- Utilize recurring advertising schedule to maintain/improve overall awareness
- Deliver advertising messages via local radio, cable television, direct mail, online, print and outdoor media to reach core market.

### **Strategy: Promote OmniGo services in communities served**

- Advertise to maintain awareness and attract new riders
- Partner with senior facilities and schools to increase awareness and use
- Participate in community events to increase awareness of service
- Educate current OmniLink riders on OmniGo services so that they may transition seamlessly to OmniGo once OmniLink service is eliminated in September.

### **Strategy: Promote prepaid fare media**

- Promote online pass sales
- Promote use of ticket vending machines on sbX line
- Target potential retail partners to become pass outlets to increase sales
- Promote fare media values in marketing materials

### **Strategy: Market to high school and college students**

- Promote Go Smart program at partner schools and seek to enroll additional schools
- Market to high school students through free trial and travel training programs
- Promote youth bus pass options

### **Strategy: Market to Hispanic and Spanish-speaking market segment**

- Develop Hispanic-focused and Spanish-language campaigns
- Provide Spanish translation in printed schedules, brochures and website
- Increase participation in Hispanic-focused community events

### **Strategy: Market to senior citizens**

- Conduct outreach through senior centers and organizations
- Develop promotions specifically for senior market
- Provide travel training for seniors

**Strategy: Market to commuters through corporate outreach programs**

- Utilize e-marketing and events to reach large employers
- Develop specialized promotions directed at commuter market including travel training
- Create incentives for employers to promote transit use

**Strategy: Utilize data from rider and non-rider surveys**

- Use prior rider/non-rider survey data to define core and niche markets
- Identify appropriate media choices and communication methods to reach target markets
- Participate in annual ABBG customer service survey
- Conduct online customer surveys on selected topics

**Strategy: Analyze ridership and pass sales data**

- Evaluate ridership trends overall and by customer segment
- Track sales and usage of bus passes to determine trends and opportunities

**GOAL 2: INCREASE CUSTOMER SATISFACTION**

**Strategy: Improve customer communications**

- Expand and enhance social media (Facebook, Twitter, YouTube, Flickr, Pinterest and Blog) and e-marketing communications to connect with customers and stakeholders
- Implement enhancements to agency website, [www.omnitrans.org](http://www.omnitrans.org)
- Maintain call center efficiency to maximize calls answered
- Provide communications for limited English proficiency (LEP) populations
- Utilize bus book, brochures, newsletters, posters and bus cards to inform customers
- Promote NexTrip bus arrival information system to increase use

**Strategy: Enhance passenger amenities at stops and stations**

- Maintain cleanliness and safety of local bus stop amenities and sbX station platforms
- Complete capital improvement plan to refurbish bus shelters and benches
- Provide updated passenger information at stops, shelters and transit centers
- Implement NexTrip electronic message signs at Transit Centers
- Prepare for opening of the San Bernardino Transit Center

**Strategy: Promote a customer service culture at Omnitrans**

- Continue employee recognition programs for positive customer service behavior
- Promote employee bus ride program to increase understanding of customer experience
- Provide internal customer service training through videos, articles, and presentations
- Implement customer appreciation activities

### **GOAL 3: INCREASE PUBLIC AWARENESS AND POSITIVE OPINION**

#### **Strategy: Expand community outreach efforts**

- Expand participation in and sponsorship of community events
- Utilize travel training bus in outreach to target groups
- Utilize agency mascot at events
- Utilize vintage bus in parades and displays
- Update community outreach materials

#### **Strategy: Implement public relations communication plan**

- Deliver key messages to target groups including stakeholders and general public
- Produce positive news releases and related coverage each month
- Respond to media inquiries in a timely manner
- Hold semiannual briefings for local media
- Provide media communication training for key staff
- Update agency crisis communication plan

#### **Strategy: Maintain positive communications with community stakeholders**

- Continue e-newsletters to inform community leaders and decision makers
- Maintain awareness of progress on agency projects such as West Valley Connector and San Bernardino Transit Center
- Provide agency updates at city councils of member cities
- Present Omnitrans information at local service and business organization meetings
- Promote transit benefits through participation in national or regional events such as Dump the Pump Day, Earth Day, Bike to Work Week, Rideshare Week, etc.



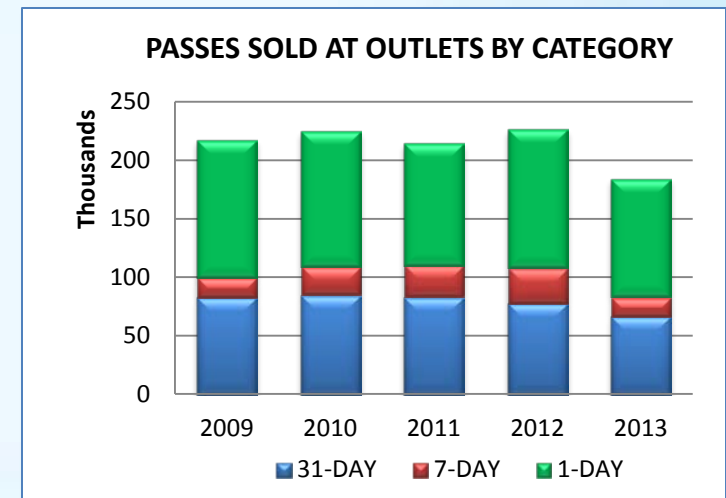
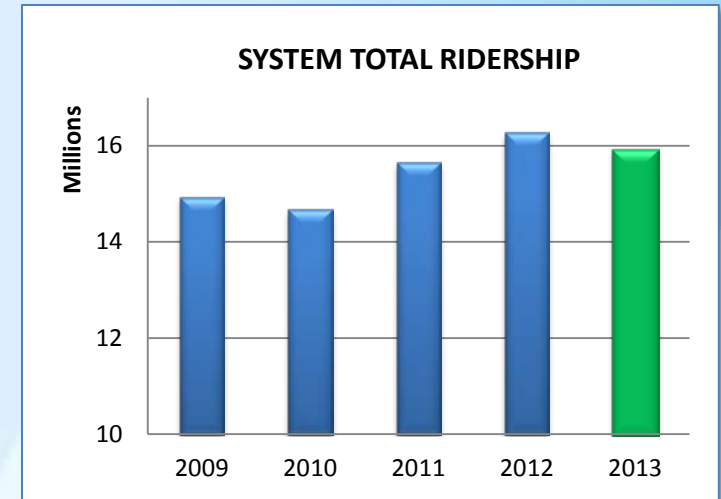
# Omnitrans 2014-15 Marketing Plan



**Director of Marketing Wendy Williams  
Presented June 4, 2014**

# Situation Analysis

- **Omnitrans Services**
- **Service Area**
- **Rider Profile**
- **Non-Rider Analysis**
- **Trends:**
  - **Ridership**
  - **Pass Sales**

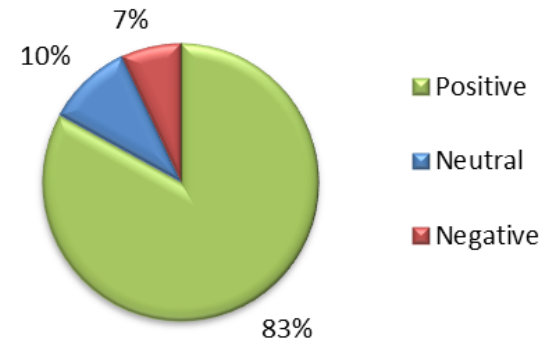


# SWOT Analysis

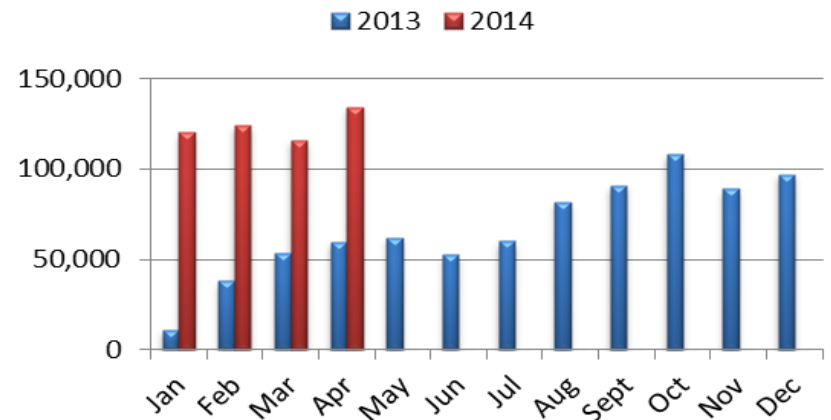
## STRENGTHS

- Satisfied Customers
- Safety
- On-Time
- Coach Operators
- Clean/Comfort
- Mobility
- Bike Racks
- Transit Centers
- Web/social media
- NexTrip
- Outreach
- Public Opinion

FIXED ROUTE  
CUSTOMER SATISFACTION RATING



TOTAL NEXTRIP INTERACTIONS



# SWOT Analysis

## WEAKNESSES

- Fare Increase
- Constrained Budget
- Travel Time
- Low Market Share



## Non Rider 2011 Survey

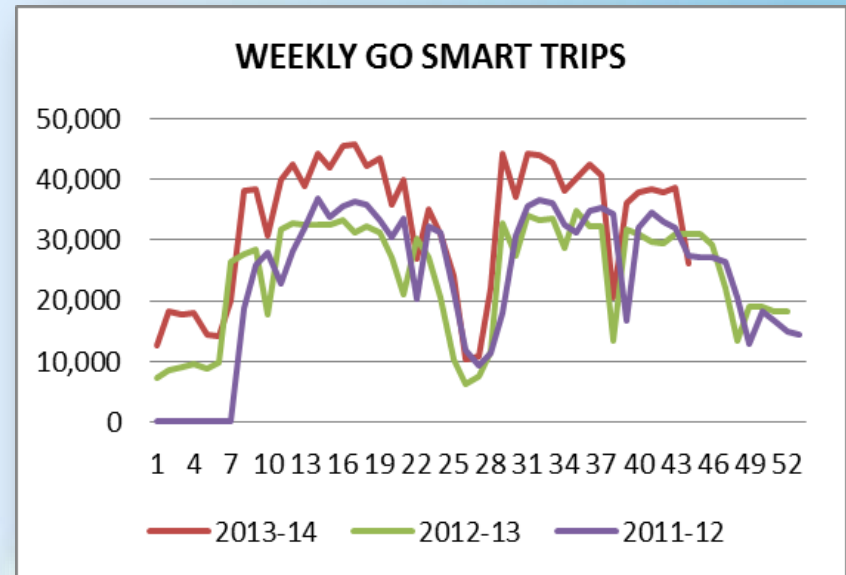
### Would switch to transit if travel time was:

- Same as Driving: 71%
- 15 minutes more: 27%

# SWOT Analysis

## OPPORTUNITIES

- sbX
- NexTrip
- Go Smart Program
- Regional Fare System
- High School Students
- High Fuel Prices
- Improved Amenities
- Public Awareness
- Air Quality/Environment



85%  
Awareness  
Up from  
79%

# SWOT Analysis

## THREATS

- Unemployment (9.3%)
- High Auto Ownership
  - *89% always have a car available*
- Free Parking
- Traffic Congestion
- Low Density





# Target Markets

## Fixed Route

- **Core**

- Young: 16-29 (43%)
- Ethnically Diverse
- Low Income
- Employed (55%)

- **Niche**

- Students (16%)
- Spanish Lang. (15%)
- Seniors, 62+ (9%)
- Commuters/Choice



## Demand Response

- **Access**

- Persons with Disabilities



# Goals & Objectives

## **Increase Ridership**

- >2.9% projected increase
- +5% pass sales revenue

## **Increase Customer Satisfaction**

- 90% customer satisfaction rating
- <15% lost calls in call center

## **Increase Awareness/Public Opinion**

- 90% awareness
- 75% positive public opinion
- +5% in outreach; +10% media coverage

# Strategies

## Increase Ridership

- Promote sbX
- Market to core and niche markets
  - Students, seniors, commuters, Spanish lang.
  - Radio, TV, Print, Digital, Outdoor, Direct Mail
- Promote OmniGo
- Pre-paid fares
- Research/data



# Strategies

## Increase Customer Satisfaction

- **Improve customer communications**
  - Social media/online tools
  - Limited English Proficiency (LEP) Plan
- **Enhance passenger amenities**
  - Complete Shelter Rehab Project
  - NexTrip Expansion
- **Customer service culture**



# Strategies

## Increase Awareness/Public Opinion

- **Community outreach**
  - Travel Training Video
- **Public relations**
  - Update crisis communications plan
- **Positive communications with stakeholders**



**Thank You!**

**Questions?**



ITEM # G1

**DATE:** June 4, 2014

**TO:** Board Chair Alan Wapner & Members of the Omnitrans Board of Directors

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

**FROM:** Maurice A. Mansion, Treasury Manager

**SUBJECT: CALL FOR PUBLIC HEARING - FEDERAL TRANSIT  
ADMINISTRATION SECTION 5307 AND SECTION 5339 FUNDS**

### **FORM MOTION**

Call for a public hearing concerning the Federal Transit Administration (FTA) §5307 and §5339 Funding for Fiscal Year 2015, to be held at 8:00 a.m., Wednesday, July 2, 2014, at the Omnitrans Metro Facility, 1700 West Fifth Street, San Bernardino, CA 92411.

### **SUMMARY**

The date and time for the federally required public hearing to receive comments on projects involving Federal assistance will be set for July 2, 2014, at 8:00 a.m., at the Omnitrans Metro Facility.

A public hearing affords the opportunity to obtain views of officials and citizens regarding the proposed use of Federal assistance and community support for the amended program of projects.

### **BACKGROUND**

To qualify for Federal assistance through the FTA, Omnitrans is required to hold a public hearing on the proposed use of Federal funds. FTA also requires that Omnitrans give the public sufficient notice, that any comments be incorporated into the grant application and that the notice include language which indicates that in the absence of substantive comments, Federal assistance will be sought.

The projects shown in the Public Hearing Notice are included in the Fiscal Year 2015 budget and were approved at the May 7, 2014 Board of Director's meeting.

**FINANCIAL IMPACT**

All projects described are fiscally constrained and are contained in past-approved Omnitrans' budgets.

PSG:mm

## NOTICE OF PUBLIC HEARING

**OMNITRANS**, the regional mass transportation carrier in San Bernardino County, will hold a public hearing to obtain comments regarding the proposed Federal Transportation Administration grant applications for capital assistance for Fiscal Year 2015, which has been programmed for the following projects:

### **CAPITAL PROJECTS – FY 2015**

Project Description	Total Cost	Federal Share FTA 5307
Management Information Systems	\$ 3,586,000	\$ 2,868,800
Replacement of Revenue Vehicles - ACCESS	\$ 1,150,000	\$ 880,000
Replacement/Lease of Service Vehicles	\$ 634,000	\$ 504,000
1% Transit Enhancements	\$ 250,000	\$ 200,000
Stops & Zones	\$ 209,752	\$ 153,288
Capitalization of Tires	\$ 499,015	\$ 399,212
Capitalization of Security	\$ 192,440	\$ 153,952
Capitalization of Leases	\$ 138,000	\$ 104,395
Capitalization of ACCESS Service Costs	\$ 3,200,000	\$ 1,600,000
Capitalization of Preventive Maintenance	\$ 10,800,000	\$ 8,640,000
Other	\$ 1,439,792	\$ 1,439,792
<b>Total</b>	<b>\$ 22,098,999</b>	<b>\$ 16,943,439</b>
<b>FTA CMAQ</b>		
Replacement of Revenue Vehicles	\$ 7,972,215	\$ 5,152,215
<b>Total</b>	<b>\$ 7,972,215</b>	<b>\$ 5,152,215</b>
<b>FTA 5339</b>		
Replacement of Heavy Duty Coaches	\$ 1,703,000	\$ 1,703,000
<b>Total</b>	<b>\$ 1,703,000</b>	<b>\$ 1,703,000</b>

**TOTAL FEDERAL SHARE** **\$ 23,798,654**

Said public hearing will be held in conjunction with the Omnitrans Board of Directors' Meeting, as follows:

Wednesday, July 2, 2014  
Omnitrans Metro Facility Board Room  
1700 West Fifth Street  
San Bernardino, California 92411

At this meeting, all interested persons or agencies will be afforded an opportunity to be heard. Any persons or agency may mail comments to Omnitrans at the address listed above. Detailed information will be available at the Finance Department of Omnitrans. In the absence of any substantive comments, the proposed grant applications for capital assistance for Fiscal Year 2015 will become the final grant applications.

ENVIRONMENT

No adverse environmental impact is anticipated as a result of these projects.

P. Scott Graham, CEO/General Manager