



AGENDA
EXECUTIVE COMMITTEE MEETING
FRIDAY, JULY 10, 2020 – 9:00 A.M.

GUIDANCE FOR PUBLIC ACCESS TO THE EXECUTIVE COMMITTEE MEETING

MEETING ACCESSIBLE VIA ZOOM AT: <https://omnitrans.zoom.us/j/89820514796>

TELECONFERENCE

Dial: 1 669 900 6833

Meeting ID: 898 2051 4796

***This meeting is being conducted in accordance with Governor Newsom's
Executive Orders N-25-20, N-29-20 and N-35-20***

There will be no physical location for this meeting. Members of the public wishing to participate via teleconference, can do so by dialing the following number: **1 669-900-6833, Meeting ID: 898 2051 4796**. Interested persons who wish to make a public comment, may submit comments in writing to [**BoardSecretary@omnitrans.org**](mailto:BoardSecretary@omnitrans.org). Comments must be submitted by Thursday, July 9, 2020 at 5:00 p.m. Comments received will be read into the record.

Any member of the public requiring a reasonable accommodation to participate in this meeting in light of this announcement shall contact the Board's Secretary prior to July 9, 2020 at 5:00 p.m. The Board Secretary's telephone number is 909-379-7110 (voice) or 909-384-9351 (TTY).

A. CALL TO ORDER

1. Pledge of Allegiance
2. Roll Call

B. ANNOUNCEMENTS/PRESENTATIONS

1. Next Committee Meeting: August 7, 2020 – 9:00 a.m.

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. Interested persons who wish to make a public comment, may submit comments in writing to [**BoardSecretary@omnitrans.org**](mailto:BoardSecretary@omnitrans.org). Comments must be submitted by Thursday, July 9, 2020 at 5:00 p.m. Comments received will be read into the record for up to 3 minutes per individual.

D. POSSIBLE CONFLICT OF INTEREST ISSUES

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.



AGENDA
EXECUTIVE COMMITTEE MEETING
FRIDAY, JULY 10, 2020 – 9:00 A.M.

E. DISCUSSION ITEMS

- | | |
|---|----|
| 1. Approve Executive Committee Minutes – June 5, 2020 | 3 |
| 2. Receive and Forward to the Board of Directors, COVID-19 Response Customer Survey Report – <i>Jose Hernandez</i> | 7 |
| 3. Receive and Forward to the Board of Directors, Update on the Transition of the Purchased Transportation Service Contract – <i>Shawn Brophy</i> | 26 |
| 4. Receive and Forward to the Board of Directors, Boardroom Technology, Agenda Management System and Future Meetings – <i>Erin Rogers</i> | 38 |
| 5. CEO/General Manager's Report – <i>Erin Rogers</i> | |

F. REMARKS AND ANNOUNCEMENTS

G. ADJOURNMENT

ITEM # E1

**EXECUTIVE COMMITTEE MEETING
MINUTES
JUNE 5, 2020**

A. CALL TO ORDER

In accordance with Governor Newsom's Executive Orders N-25-20, N-29-20, and N-35-20, the June 5, 2020, Executive Committee Meeting was held via teleconference. Chair David Avila called the meeting to order at 9:00 a.m.

COMMITTEE MEMBERS ATTENDING

Mayor David Avila, City of Yucaipa – Chairman
Mayor John Dutrey, City of Montclair – Vice Chairman
Council Member Ron Dailey, City of Loma Linda
Mayor Pro Tem Penny Lilburn, City of Highland
Council Member Sam Spagnolo, City of Rancho Cucamonga
Council Member John Roberts, City of Fontana

OMNITRANS STAFF ATTENDING

Erin Rogers, Interim CEO/General Manager
Shawn Brophy, Director of Operations
Jeremiah Bryant, Director of Strategic Development
Alex Chen, Director of Information Technology
Suzanne Pfeiffer, Director of Human Resources
Nicole Ramos, Director of Marketing & Communications
Connie Raya, Director of Maintenance
Jerome Rogers, Director of Safety & Regulatory Compliance
Art Torres, Director of Procurement
Kevin Bleich, Rail Analyst
Victor Cuate, Service Planning Manager
Liz Gutierrez, Executive Staff Assistant
Jose Hernandez, Marketing Specialist
Janice Kuhn, Marketing Specialist
Doua Yang, Systems Engineer

OTHERS ATTENDING

Andy Pendoley, MIG Consulting

LEGAL COUNSEL

Steve DeBaun, Legal Counsel

B. ANNOUNCEMENTS/PRESENTATIONS

Next Committee Meeting: Friday, July 10, 2020, 9:00 a.m.
Omnitrans Metro Facility

C. COMMUNICATIONS FROM THE PUBLIC

There were no communications from the public.

D. POSSIBLE CONFLICT OF INTEREST ISSUES

There were no Conflict of Interest Issues.

E. DISCUSSION ITEMS

1. Approve Executive Committee Minutes – April 3, 2020

M/S (Spagnolo/Dutrey) that approved the Executive Committee Minutes of April 3, 2020. Roll call vote was taken and the motion was passed unanimously by Members present.

2. Recommend the Board of Directors Adopt Omnitrans Fiscal Year 2020-2021 Annual Marketing Plan

Director of Marketing and Communications, Nicole Ramos provided a brief background on this item as detailed in the staff report.

Member Lilburn had questions regarding how the Agency is advertising safety measures so that customers feel safe riding the bus during the pandemic. Ms. Ramos responded that the information is being advertised via various communication channels such as social media and on board the buses. Member Lilburn also asked if customers are being required to wear masks on the buses. Ms. Ramos explained that the County lifted the order requiring people to wear masks, therefore Omnitrans is “strongly recommending” the use of masks on the buses but not requiring them. Additionally, she noted that masks are available on the buses for customers who do not have one.

Chair Avila referred to the 85% customer satisfaction rate and asked if any follow-up was conducted to identify potential issues and/or possible solutions. Ms. Rogers responded that Ms. Ramos and the Marketing team are working with large employers and researching travel patterns to better understand the customer needs.

Member Dailey had questions regarding the measures or predictors used in the marketing strategies and expressed interest in receiving additional information regarding the type of data being collected and how it is being used. He offered to meet with Ms. Ramos to discuss further. Member Dailey also commended staff on the Spanish marketing campaign and looks forward to seeing the results.

M/S (Dutrey/Dailey) that recommended the Board of Directors adopt the Omnitrans Fiscal Year 2020-2021 Annual Marketing Plan. Roll call vote was taken and the motion was passed unanimously by Members present.

3. Receive and Forward to the Board of Directors, FY2021 Strategic Plan Update

Director of Strategic Development, Jeremiah Bryant provided a brief background on this item and introduced Andy Pendoley, Director of Planning and Community Engagement with MIG Consulting to provide a status update on the FY2021 Strategic Plan.

Mr. Pendoley provided a status update on the development of the Strategic Plan and informed that as part of the process, the Board Members would be asked to participate in one-on-one meetings to provide their perspective and input regarding the Agency's vision, mission and goals moving forward. He explained that following these meetings, two workshops would be scheduled. The first workshop would be to discuss the information gathered and the second would be to wrap up the discussion.

The Committee engaged in a brief discussion regarding the proposed timeline for the one-on-one meetings and workshops. Member Dutrey suggested that the individual meetings be scheduled after the July Board Meeting and the workshops be scheduled in August; and the second one in either late September or early October. There was also some discussion regarding whether the meetings would be held in person or virtually. Ms. Rogers stated that staff would poll the Board to determine their preference.

Vice Chair Dutrey referred to the state of civil unrest in the country and stated that the City of Montclair would be developing a resolution to address race and policies; and reaffirming what their City is doing. He suggested that Omnitrans develop something similar and look at its policies, to ensure diversified transit users, training and marketing materials geared toward non-discrimination based on race. Ms. Rogers noted his request and stated that a resolution would be brought to the Board for consideration in July.

The Committee received and forwarded this item to the Board.

4. Receive and Forward to the Board of Directors, Consolidation Study Monthly Update

Director of Strategic Development, Jeremiah Bryant provided a brief background on this item as detailed in the staff report.

The Committee engaged in a robust discussion regarding the study and had several questions for Ms. Rogers. They voiced their concerns regarding the various aspects of the study including the cost, the potential impact to staff morale, and political issues. Ms. Rogers provided additional information regarding the status of the study and stated that the two Agencies have been working together and the project is progressing well. She mentioned that there are some complex matters involved and stated that staff is continuing to work with SBCTA and the consultants to gather information, which will be provided to the Board in the coming months.

The Committee asked Legal Counsel for his legal perspective on a potential consolidation of the two agencies.

Legal Counsel, Steve DeBaun gave a brief overview of the legal aspects of a potential consolidation and briefly discussed some scenarios. He stated that in either case, there are multiple factors and complexities involved.

The Committee received and forwarded this item to the Board.

5. CEO/General Manager's Report

Interim CEO/General Manager, Erin Rogers reported on the following items:

- Revealed the new OmniRide microtransit bus design and branding for the pilot project scheduled to begin in September in the City of Chino Hills.
- To reduce the risk of spreading COVID-19 in the workplace and to protect the health of our employees and guests, Omnitrans has installed temperature scanners at both East Valley and West Valley facilities. These scanners will be monitored by security personnel 24 hours a day, seven days a week.
- Shared a short video of the driver barriers. The video will be posted on the Omnitrans website and social media.

F. REMARKS AND ANNOUNCEMENTS

There were no remarks or announcements.

G. ADJOURNMENT

The Committee adjourned at 10:27 a.m. The next Executive Committee Meeting is scheduled Friday July 10, 2020, at 9:00 a.m., with location posted on the Omnitrans website and at the Omnitrans San Bernardino Metro Facility.

Prepared by:

Araceli Barajas, Sr. Executive Asst. to the CEO
Clerk of the Board

ITEM # E2

DATE: July 10, 2020

TO: Board Chair David Avila and Members of the Executive Committee

THROUGH: Erin Rogers, CEO/General Manager

FROM: Nicole Ramos, Director of Marketing & Communications

SUBJECT: COVID-19 RESPONSE CUSTOMER SURVEY REPORT

FORM MOTION

Receive and forward to the Board of Directors this staff report on the findings from the COVID-19 Response Customer Survey conducted in May 2020.

BACKGROUND

As our community continues to navigate the COVID-19 public health crisis and its unprecedented challenges, Omnitrans solicited customer feedback and opinion related to its emergency response and the outlook ahead.

The online survey was provided in English and Spanish from May 5-31, 2020. Questions explored Omnitrans customers' riding patterns during the pandemic, impact on employment status, evaluation of communications and safety measures, and level of comfort resuming public transit use. The survey also asked customers what additional safety measures they would like to see implemented.

Omnitrans promoted the survey via:

- website and social media channels,
- e-newsletter, with a listserve of over 4,700 subscribers,
- a text message link to 4,125 Token Transit mobile fare users,
- onboard audio ads.

A total of 409 survey responses were received. All responses were anonymous, and optional demographic questions were asked for data analysis purposes. Survey results are utilized to measure ridership patterns, perception, and level of satisfaction with Omnitrans' response to the COVID-19 pandemic. This detailed report is provided to inform the Executive Committee of survey findings.

Key findings from COVID-19 Response Customer Survey:

- 55% of Omnitrans customers were essential workers, maintaining employment status during the COVID-19 health crisis.
- 1 in 10 customers was laid off as a direct impact of COVID-19.
- During the stay-at-home order, customers indicated a 30% decrease in frequency of Omnitrans use (5+ days per week).
- 25% of riders stopped riding altogether during the stay-at-home order.
- Customers' biggest concern when riding Omnitrans is *other* customers aboard the bus not following health and safety measures in place.
- Customers expressed the most satisfaction with Omnitrans' efforts to keep the public informed of adjustments in a timely manner at a 62% positive rating.
- Omnitrans' website and social media remained the most reliable methods of communication during the emergency service plan.
- 90% of customers indicated they are likely to return to Omnitrans once the stay-at-home order is lifted.
- More than half of customers, 54%, indicated they would feel comfortable riding Omnitrans *as soon as* the stay-at-home order is lifted.

In addition to what is already in effect, customers indicated they would feel safer riding Omnitrans if the following measures were implemented: onboard hand sanitizer dispensers (installed on vehicles in June); additional disinfecting of high-touch areas in the buses throughout the day; enforcing mandatory face coverings for all customers (Required as of June 20); and continuing to limit capacity to 20 passengers per vehicle to allow social distancing.

CONCLUSION

Findings from the COVID-19 Response Customer Survey conducted in May 2020 provide valuable customer insight and reassurance to Omnitrans as we rebuild ridership and work to restore trust in public transit. Feedback will be incorporated into our communications strategy and emergency response efforts.

ER:NR:JH

Attachment A: PowerPoint Presentation



COVID-19 RESPONSE SURVEY

Executive Committee
July 10, 2020



BACKGROUND

Online survey provided in English and Spanish

- Website & social media – *boosted on Facebook to people who like Omnitrans*
- Onboard audio messages
- Sent to 4,708 e-newsletter subscribers
- Text message to 4,125 Token Transit mobile fare customers on May 19, 2020.

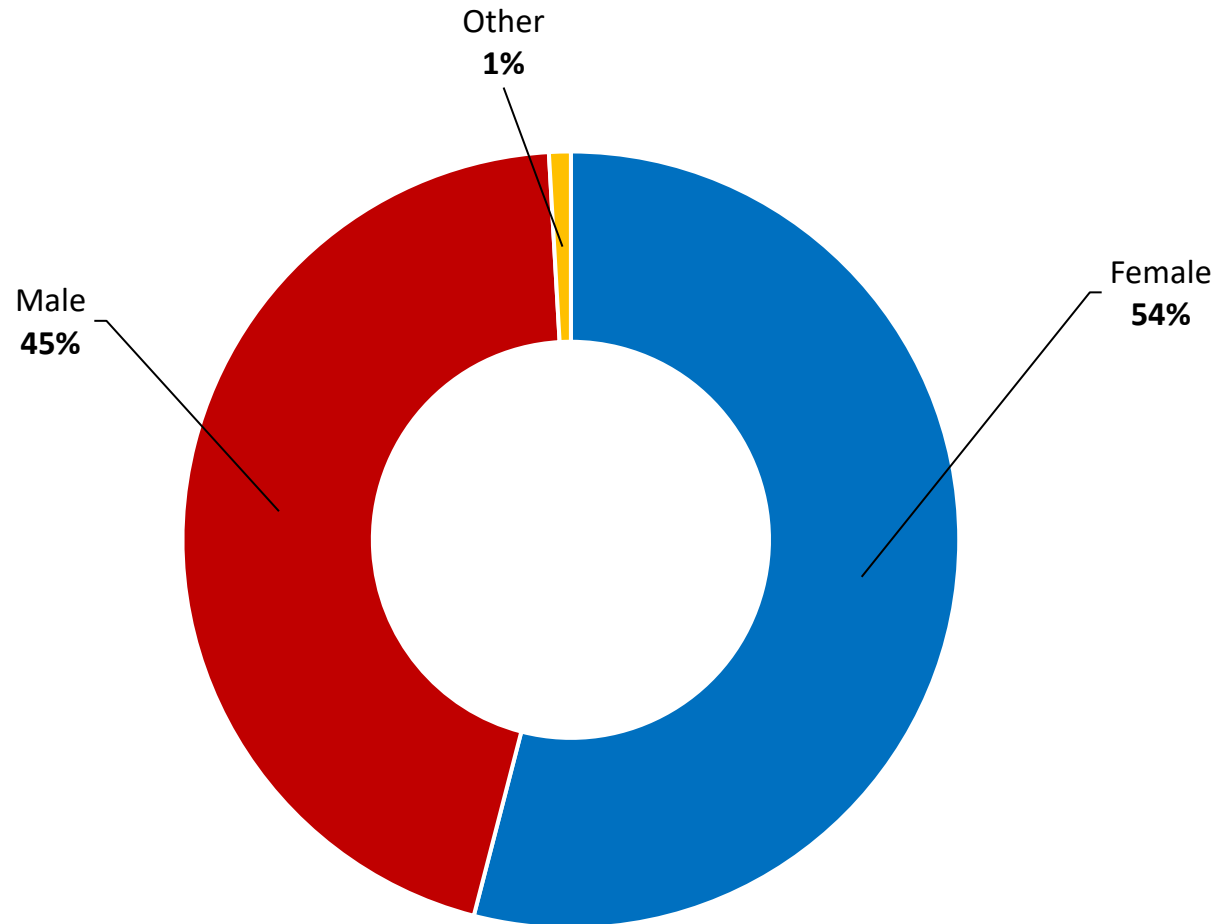
A total of 409 responses were received between May 5-31, 2020.

All survey responses were anonymous, and demographic questions were optional. Omnitrans values the privacy of our customers' personal data and at no point will it be shared with additional parties.

WHAT WE SET OUT TO LEARN:

- **What are the reasons people are riding Omnitrans for during the health crisis?**
- **What are the biggest concerns for our customers?**
- **What are the most effective communication tools to reach our customers?**
- **Which strategies have been the most effective in ensuring safety of our customers?**
- **How likely are customers to return to Omnitrans, and when?**

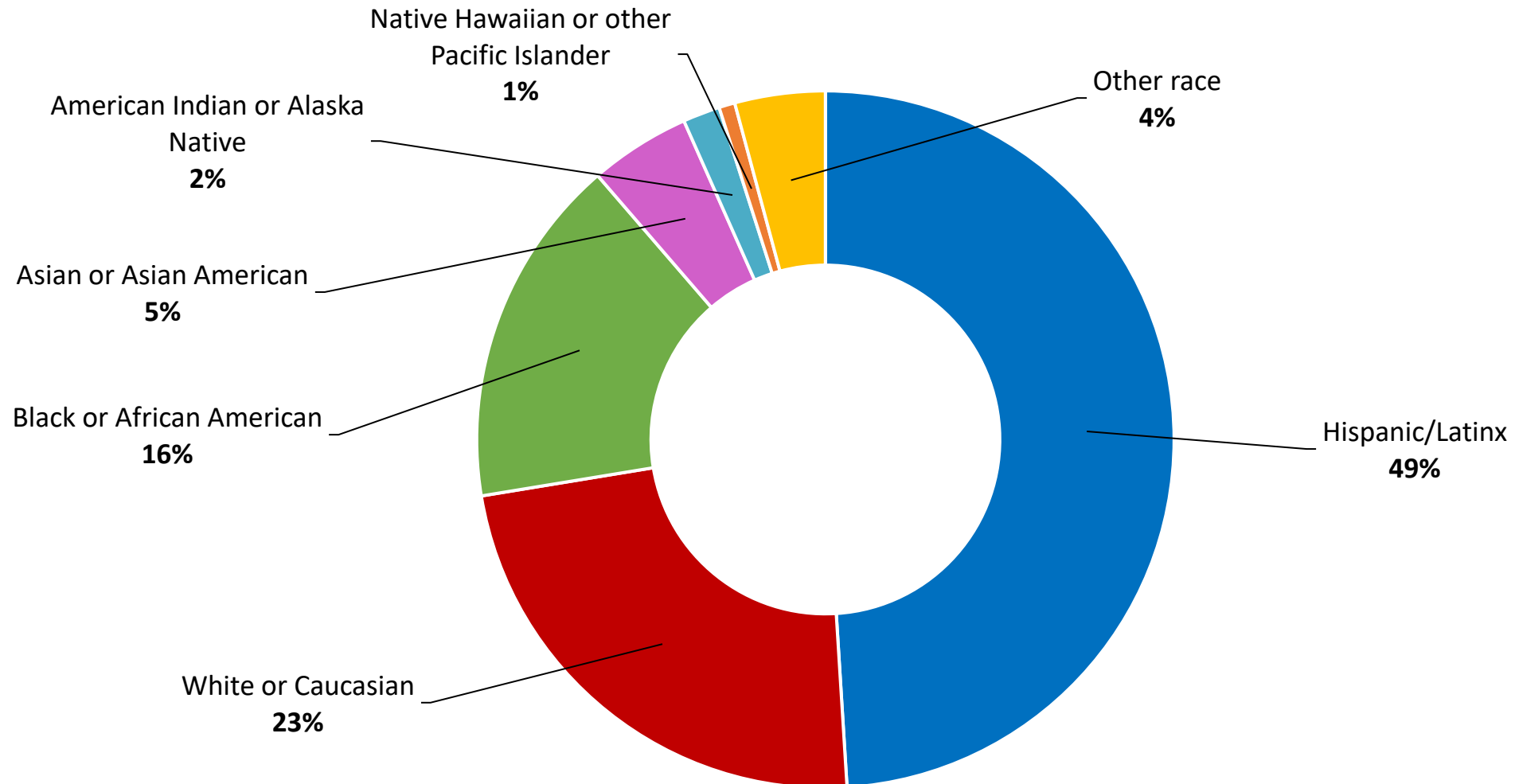
GENDER & LOCATION



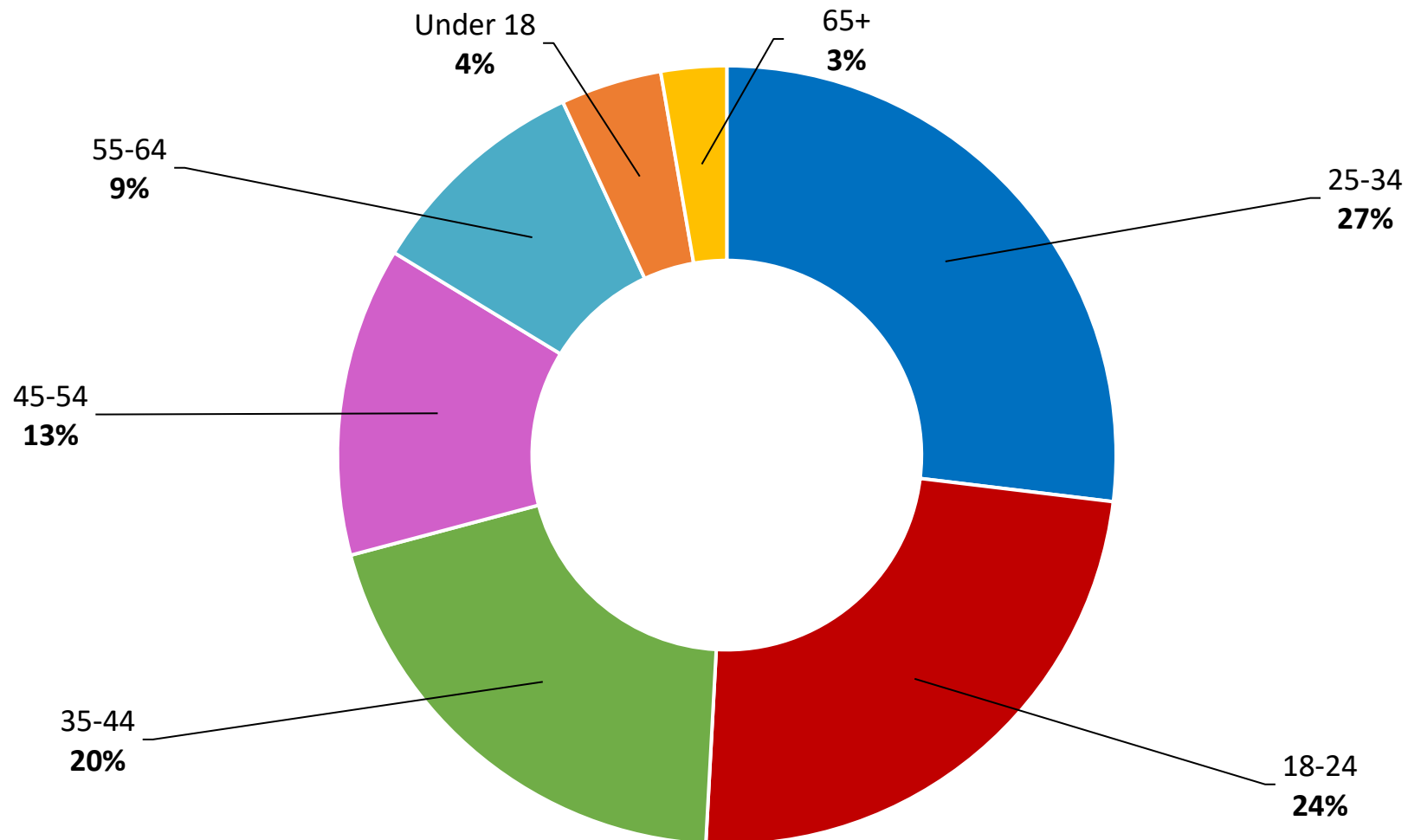
Home City	Percent of Responses
San Bernardino	29%
Fontana	14%
Ontario	9%
Redlands	5%
Rancho Cucamonga	5%
Rialto	5%
Colton	5%
Highland	4%
Montclair	3%
Pomona*	3%
Chino	3%
Upland	3%
Riverside*	2%
Loma Linda	2%
Chino Hills	1%
SB County Unincorporated	1%
Yucaipa	1%
Grand Terrace	0.3%

* - City not in OmniTrans service area. 12

ETHNICITY/RACE

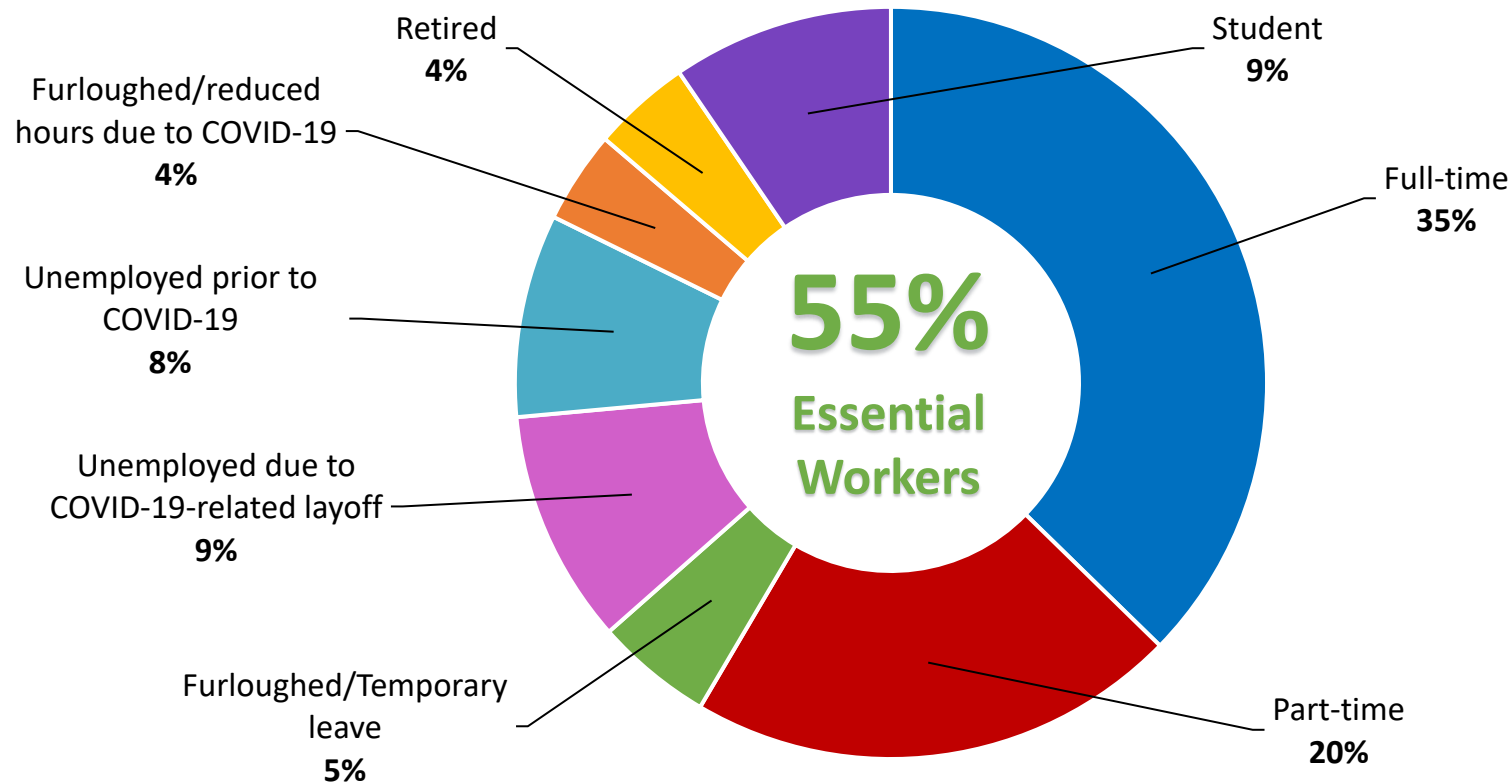


AGE

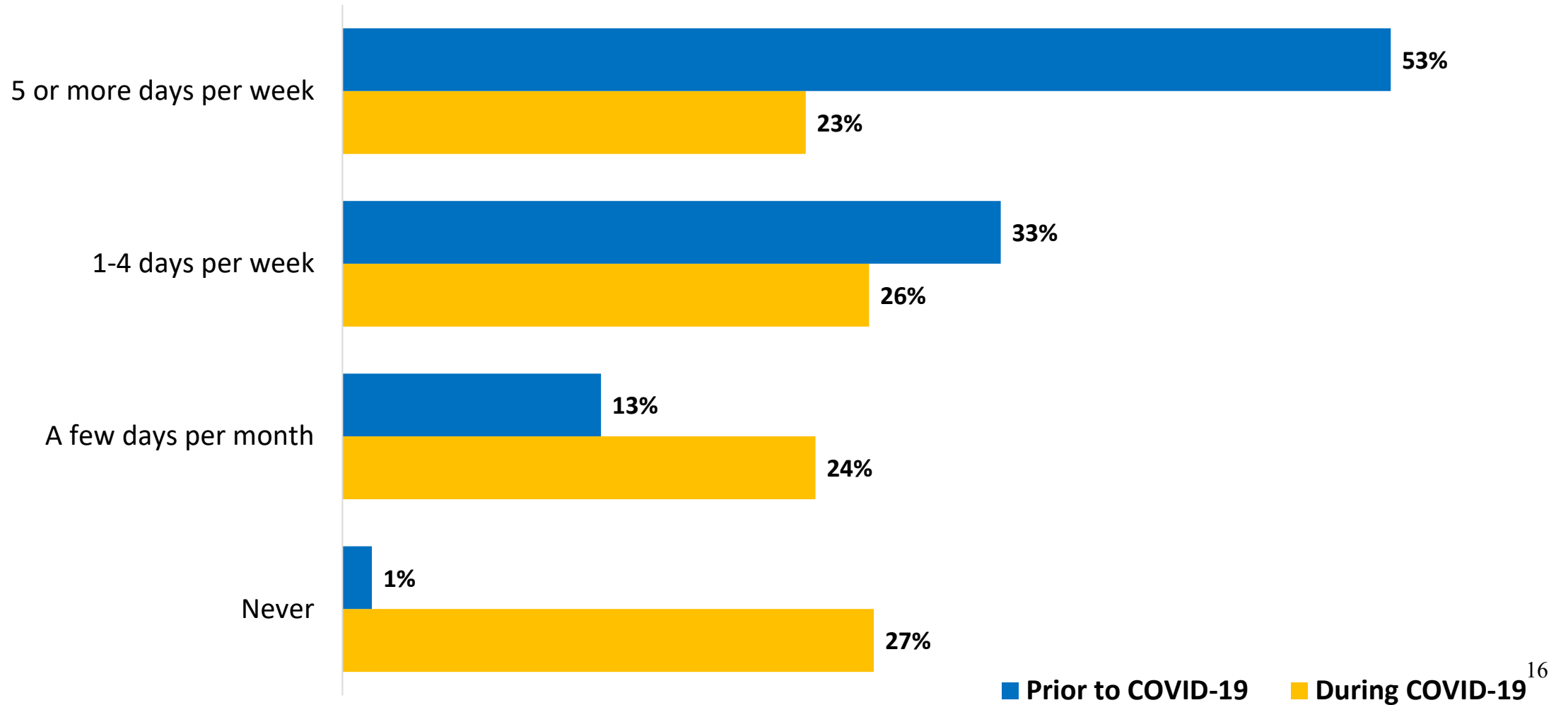


COVID-19 IMPACT ON CUSTOMERS' EMPLOYMENT

- More than half remained employed (FT and PT) during COVID-19.
- 1 in 10 was unemployed as a direct result of COVID-19 layoffs.



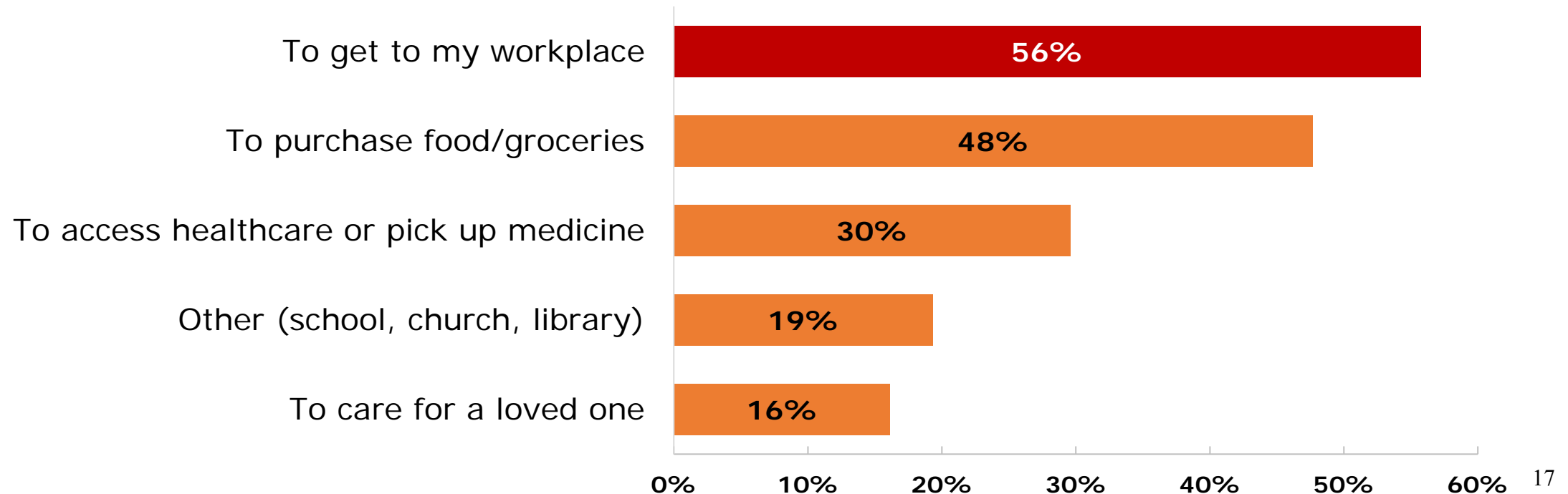
COVID-19 IMPACT ON RIDERSHIP



REASON FOR RIDING DURING COVID-19

More than half of customers described themselves as “essential workers,” riding OmniTrans to their job.

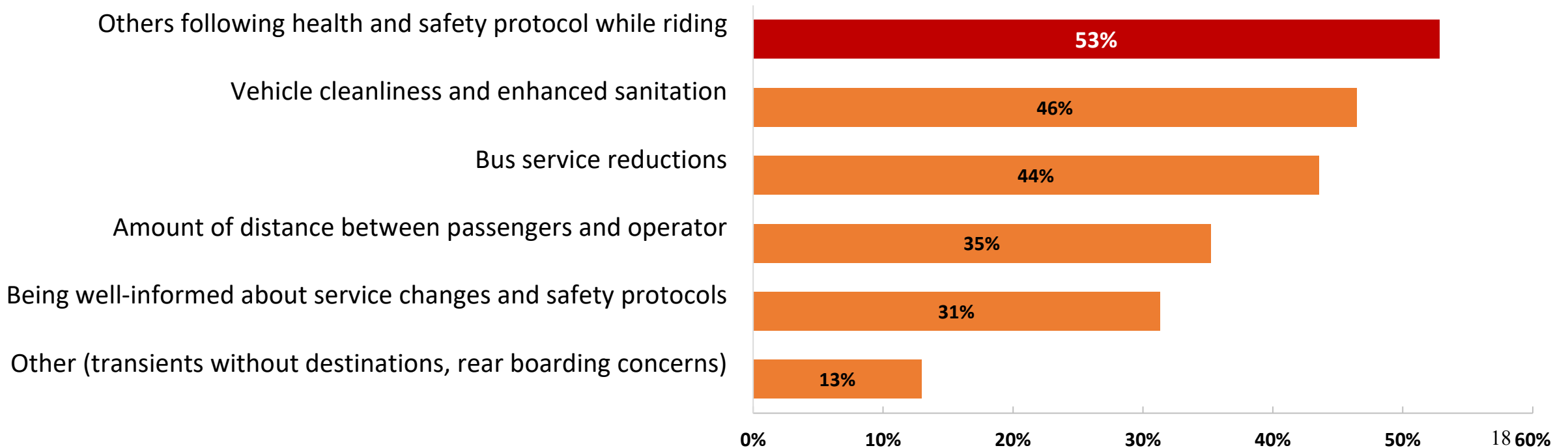
Q3. Currently, what is your primary reason for riding Omnitrans? Select all that apply.



PUBLIC TRANSIT CONCERNS DURING COVID-19

More than half of customers stated that their top concern is fellow passengers abiding by health and safety measures to protect themselves and others.

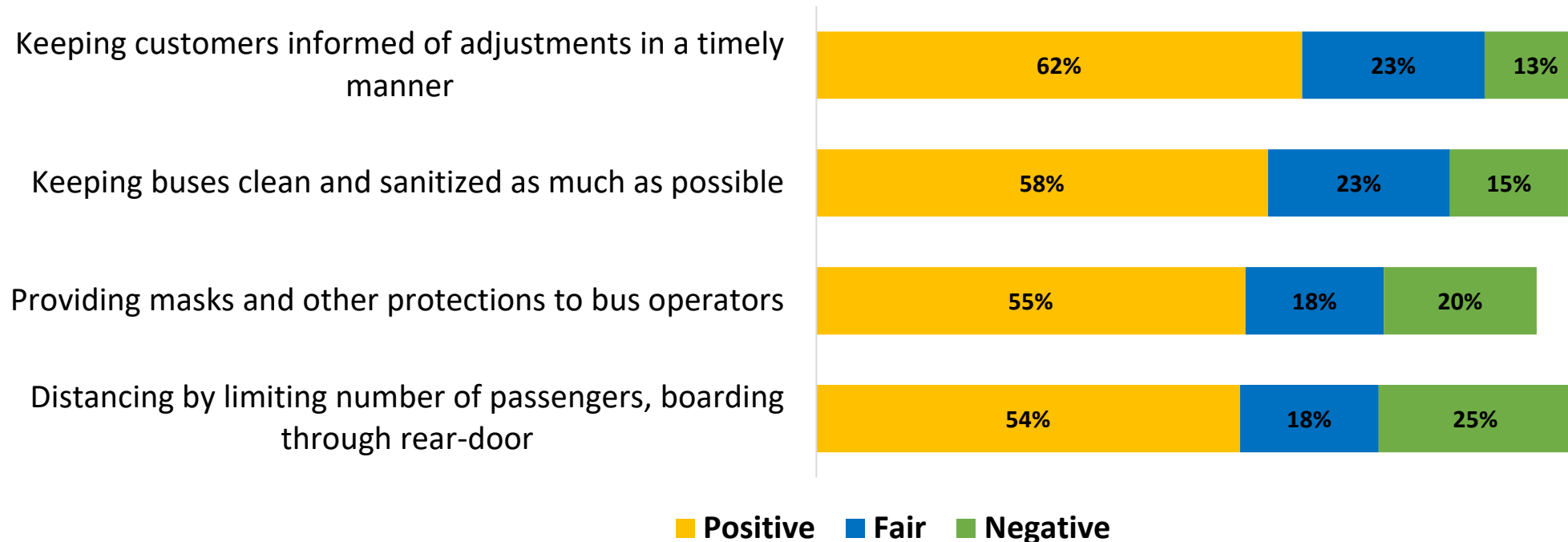
Q4. Do you have any concerns about riding Omnitrans during COVID-19? If so, select all that apply:



RATING OMNITRANS' RESPONSE TO COVID-19

Customers expressed mostly *positive* satisfaction with four procedures implemented to help prevent spread of COVID-19.

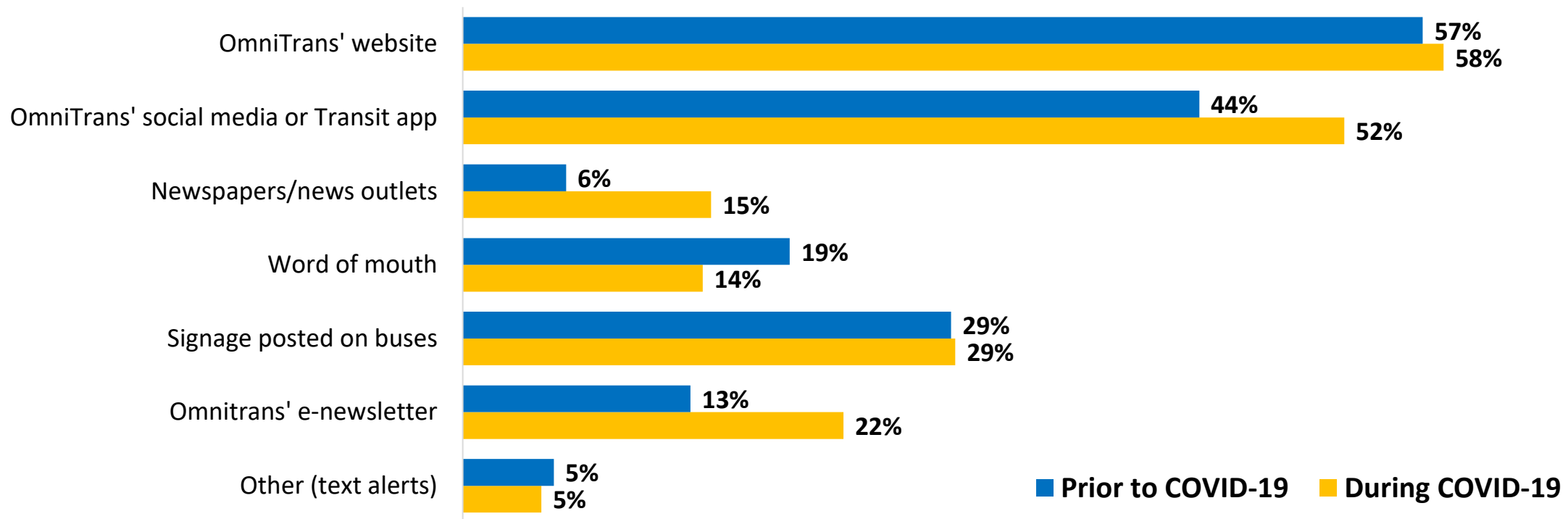
Q8. In March, Omnitrans started implementing COVID-19 protocols and procedures to protect our customers and employees. How would you rate Omnitrans' response to the coronavirus outbreak?



ACCESS TO EMERGENCY INFORMATION & UPDATES

Local community newspapers/news outlets and Omnitrans' e-newsletter each increased by 9% during COVID-19. Word of mouth decreased nearly 5%.

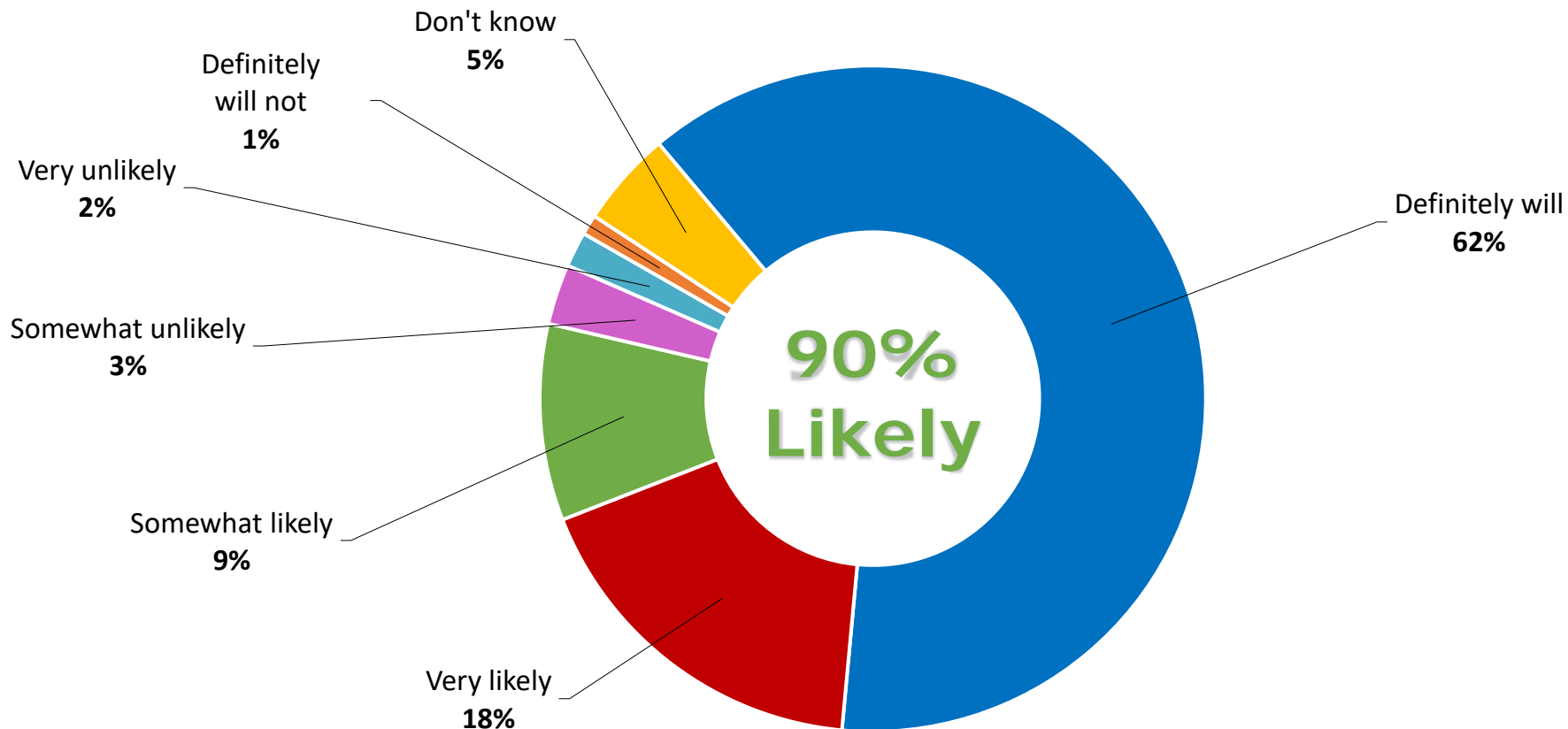
Q9 & Q10. Before (Q9)/During (Q10) COVID-19, how did you receive information and updates about Omnitrans service? Select all that apply.



HOW LIKELY ARE CUSTOMERS TO RETURN TO OMNITRANS?

90% indicate they are likely to ride after stay-at-home orders are lifted.

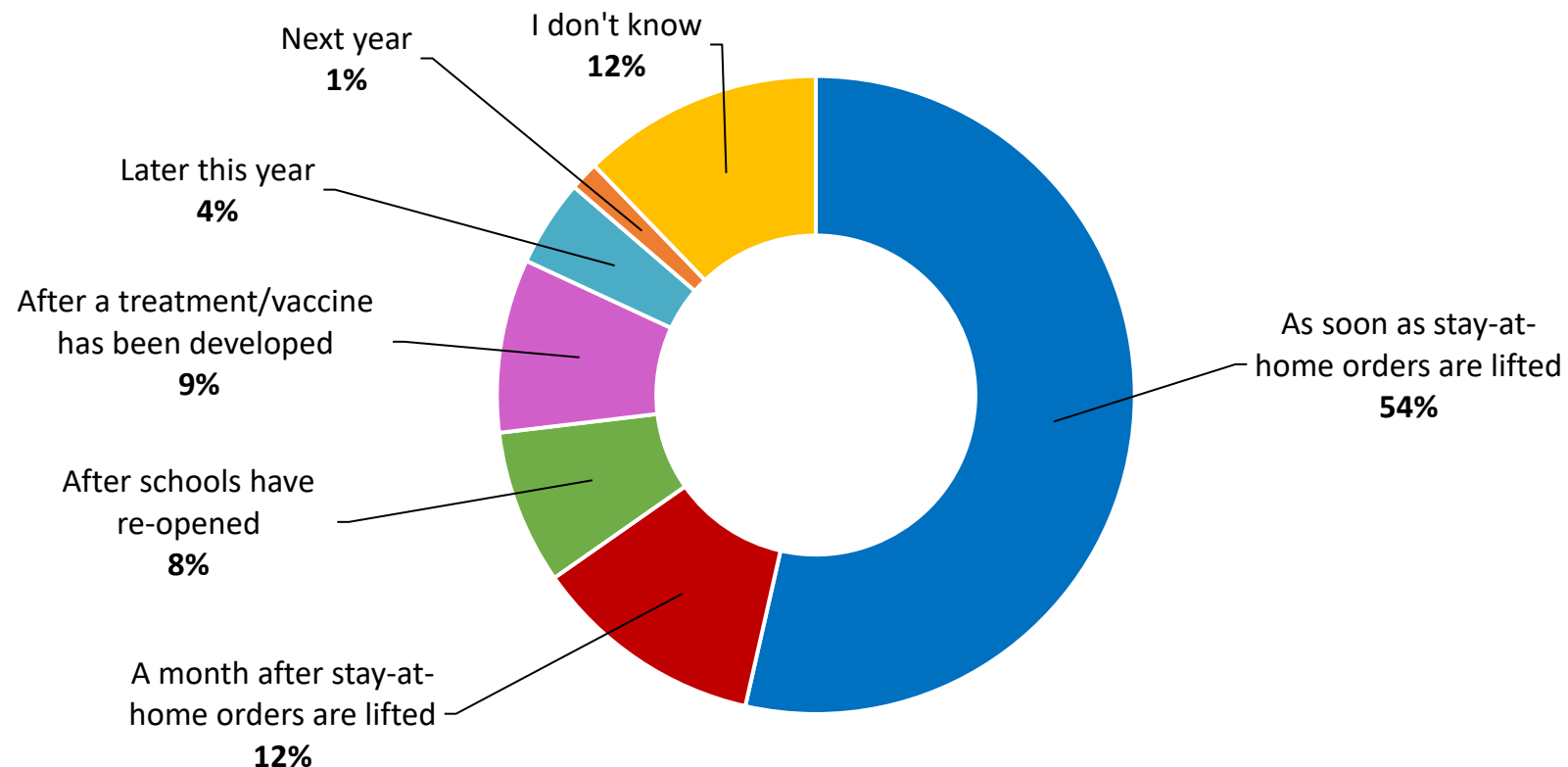
Q6. Once stay-at-home orders are lifted, how likely are you to keep riding Omnitrans?



WHEN ARE CUSTOMERS LIKELY TO FEEL COMFORTABLE RIDING AGAIN?

54% indicated they would resume riding as soon as stay-at-home orders are lifted.

Q7. How soon would you feel comfortable riding an Omnitrans vehicle again?



ADDITIONAL MEASURES CUSTOMERS WOULD LIKE

Customers would feel safer riding OmniTrans if the following measures were implemented in addition to what is currently in place:

Q5. What additional precautionary measures would make you feel safer while using Omnitrans?

- 1. Hand sanitizer dispensers aboard buses.**
- 2. Disinfecting of high-touch areas throughout the day.**
- 3. Enforcing mandatory face coverings for all passengers.**
- 4. Continuing 20 passenger max. per bus to encourage social distancing.**

KEY TAKEAWAYS

- Most OmniTrans customers remained employed during COVID-19 and rode the bus to their essential jobs.
- 1 in 10 customers was laid off due to COVID-19; 1 in 10 customers was a student.
- 30% decrease in frequent riders (5+ days per week).
- 25% of riders stopped riding altogether during COVID-19.
- Customers' biggest concern is *other* customers not following health and safety protocols.
- Website & social media remain most reliable methods of communication with our customers.
- 90% customers are likely to return to OmniTrans after stay-at-home orders are lifted.
- More than half of customers (54%) feel comfortable riding OmniTrans as soon as stay-at-home orders are lifted.



ITEM # E3

DATE: July 10, 2020

TO: Board Chair David Avila and Members of the Executive Committee

THROUGH: Erin Rogers, CEO/General Manager

FROM: Shawn Brophy, Director of Operations

**SUBJECT: UPDATE ON THE TRANSITION OF THE PURCHASED
TRANSPORTATION SERVICE CONTRACT**

FORM MOTION

Receive and forward to the Board of Directors an informational update on the transition of the contract for Purchased Transportation from MV Transportation to First Transit, Inc.

BACKGROUND

OmniTrans utilizes the services of a contractor to operate OmniAccess, OmniTrans' complementary paratransit service as required by the Americans with Disabilities Act (ADA) and OmniGo, a small bus fixed route service. The current contract for these services expires June 30, 2020.

On March 4, 2020, OmniTrans' Board of Directors awarded contract RFP-ST20-03 to First Transit, Inc. The contract term extends from April 1, 2020 through to June 30, 2023 with the authority to exercise two (2) two-year options ending no later than June 30, 2027, for a total not-to-exceed amount of \$115,721,097, if all option years are exercised.

The contract includes additional small bus fixed route service on weekends and a new Microtransit service, a shared-use, on-demand service similar to services provided by Transportation Network Companies (TNCs) such as Uber and Lyft. The Microtransit service is scheduled to begin September 8, 2020.

Beginning in April, OmniTrans staff began working with the corporate and local management teams of both MV Transportation and First Transit, Inc. to develop a detailed contract transition plan. The transition plan was used to provide guidance and focus the efforts of the project team. The transition plan included items such as transition of staff, coordination with the union regarding the staff transition, installation of IT hardware and software, inspections of fleet and facilities, and the planning and development of the Microtransit service. Staff were on site overseeing the transition and also participated in weekly update calls with both contractors to ensure that all activities identified in the transition plan were being completed in a timely manner.

These services were significantly impacted by the COVID-19 pandemic as OmniAccess customers generally fall within the demographic categories deemed at risk in relation to COVID-19. Overall, OmniAccess ridership fell by eighty-six percent (86%) and fixed route ridership fell by sixty-two (62%).

In addition, Omnitrans staff have been collaborating with First Transit, Inc, and subcontractor RideCo, to develop the Microtransit service, which is being branded as OmniRide. The OmniRide service is being designed to improve the passenger experience by reducing travel time, decreasing walking distance and increasing service frequency. OmniRide is scheduled to start on September 8, 2020. The service will operate throughout the City of Chino Hills Monday through Friday, from 6am to 8pm. Initial deployment is a two-year pilot program in the Chino Hills area with five single option years.

CONCLUSION

Receive and forward to the Board of Directors an informational update on the transition of the contract for Purchased Transportation from MV Transportation to First Transit, Inc.

ER:SB:AM

Attachment A: PowerPoint Presentation



UPDATE ON THE TRANSITION OF THE PURCHASED TRANSPORTATION SERVICE CONTRACT

Executive Committee
July 10, 2020





BACKGROUND

- **Americans with Disabilities (ADA) Act 49 CFR 37.43(a) mandates complementary paratransit service**
- **Omnitrans operates its complementary paratransit service (Access) and OmniGo service under contract**
- **Omnitrans requires qualified firm(s) to operate its Access and OmniGo services**
- **The current contract for Purchased Transportation Services expires June 30, 2020**

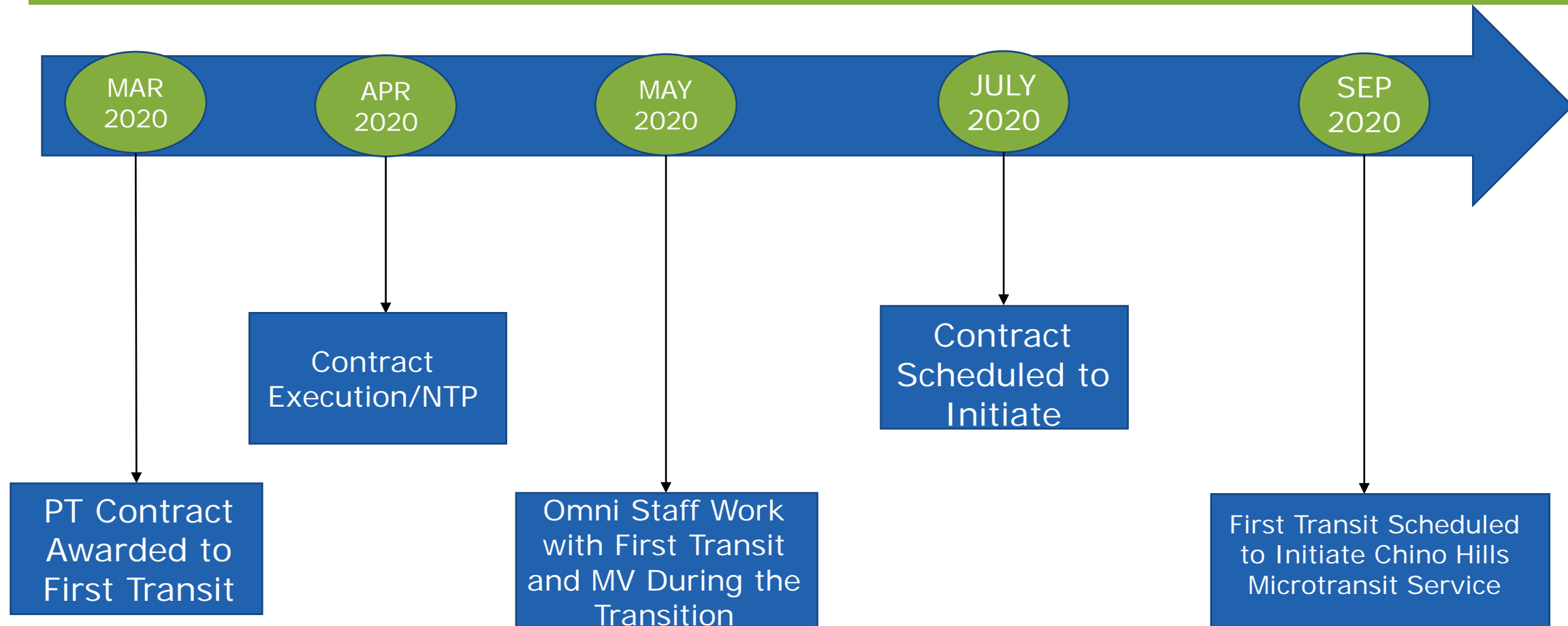


CONTRACT TRANSITION

- **PT contract awarded to First Transit at the March Board of Directors Meeting.**
- **Contract term beginning April 1, 2020 through June 30, 2023, with authority to exercise two (2) two-year options through June 30, 2027.**
- **Amount awarded is \$115,721,097 if all option years are exercised.**
- **First Transit will operate the ADA paratransit service (Access), the contracted fixed routes (OmniGo) and a new Microtransit pilot service (OmniRide) in Chino Hills.**



PT CONTRACT TIMELINE



CONTRACT TRANSITION ACTIVITIES



- **Development of Transition Plans by both Contractors**
- **Transition of staff from MV to First Transit**
- **Inspection of Omnitrans owned fleet and facilities**
- **Installation of camera systems on new Omnitrans fleet vehicles**
- **IT hardware/software transition between contractors**
- **Transition of responsibility of Omnitrans fleet and facilities to First Transit**
- **Identified vehicles for the Microtransit service**
- **Worked with third party software firm to develop the app for the Microtransit service**

COVID-19 SERVICE IMPACTS



- **Negatively impacted Access service ridership**
- **Access passengers are the at-risk demographic**
- **Closed major trip generators for Access service (workshops, senior centers, adult day programs, etc.)**
- **Reduced demand for Access by 86%**

INCREASED CONTRACTED FIXED ROUTE



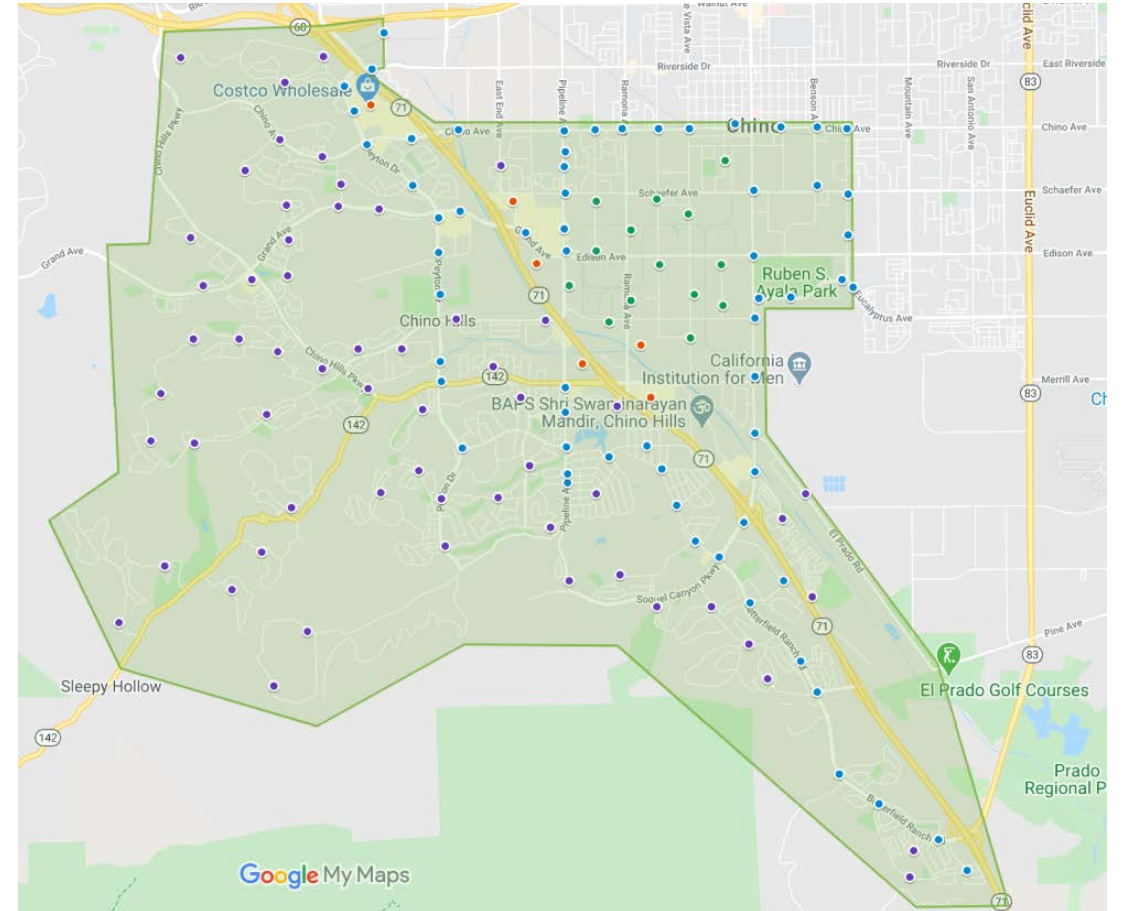
- Fixed route ridership decreased by 62%
- Increased fixed route hours assigned to purchased transportation contract to match demand during service reduction
- Contracted fixed routes more cost efficient for low ridership routes
- Assigned additional 15,363 hours to contract fixed route services



- **MicroTransit is a reservation-based, on-demand shared transit service, similar to Uber and Lyft.**
- **Operated by Omnitrans contractor First Transit using contractor employees not independent contractors**
- **Safety, Insurance, FTA Drug & Alcohol requirements are stricter than Uber/Lyft.**
- **Pilot is named OmniRide**

SERVICE HOURS & CHARACTERISTICS

Service Days	Monday-Friday
Service Hours	6:00am-8:00pm
Expected Average Wait Time	<15 minutes
Expected Average Travel Time	<15 minutes
Expected share of shared rides	>75%





THANK YOU

ITEM # E4

DATE: July 10, 2020

TO: Board Chair David Avila and Members of the Executive Committee

FROM: Erin Rogers, CEO/General Manager

**SUBJECT: BOARDROOM TECHNOLOGY, AGENDA MANAGEMENT SYSTEM
AND FUTURE MEETINGS**

FORM MOTION

Receive and forward to the Board of Directors an update on Boardroom technology, agenda management system, and potential transition back to in-person meetings.

BACKGROUND

Prior to the COVID-19 pandemic, Omnitrans staff began the process of updating the technology that supports Board and Committee Meetings. These updates include: 1) the technology in the Boardroom such as displays, presentation control, sound, and telephonic equipment; and 2) implementation of an agenda management software, which adds efficiency to developing Board and Committee agendas, allows for more efficient paperless functionality for agendas, and in voting technology/capability. This staff report provides an update on these initiatives.

Both projects are approaching completion and will ultimately aide in the transition back to in person meetings. Staff has been reviewing multiple options for a return to in-person meetings or hybrid in-person meetings. Staff seeks guidance on the Board's desire and concerns as alternatives are considered to transition back to in-person meetings.

Boardroom Upgrades

The primary display, sound, presentation, and telephonic technology in the Boardroom was last updated in approximately 2006. This equipment has reached the end of its useful life and components are difficult to replace. In an effort to upgrade the legacy technology in the Boardroom the following upgrades are underway:

- Replacing all displays in the Boardroom to improve readability and visibility of presentations.
- Adding additional technology at the speaker podium to better facilitate presentations.
- Upgrading the PA system to resolve sound system issues with the Boardroom audio and to ensure reliable connectivity for members to participate via teleconference.

- Installing technology including cameras that will make the Boardroom a “Zoom Room” allowing for web conferencing materials in the Boardroom which may allow for hybrid meetings, to allow Board Members and members of the public to participate in-person or remotely.

Omnitrans IT Department has led this effort and upgrades are being managed in house to minimize costs.

Agenda Management Software Project

To maximize efficiency and streamline the agenda creation, review and distribution process, staff has worked to implement PrimeGov’s automated committee, agenda and meeting management. PrimeGov was selected after receiving input from colleagues at peer agencies and after considering offerings from Granicus, Provox Systems Inc., Board Docs., and PrimeGov. PrimeGov was selected as the most cost-effective option and Omnitrans entered in to a 5-year contract for a total cost of \$35,000. A project team was developed that includes staff from various departments and weekly meetings are held with PrimeGov to review the project status.

PrimeGov is a cloud-based product, and therefore the system can be accessed from any device or smartphone. Once fully implemented members will be able to view their agendas, make annotations and vote directly from their device. PrimeGov helps create greater capabilities for the Members to access the agendas electronically and supports the Agency goal of transitioning to a paperless process. Additionally, PrimeGov automates the creation of the agenda, streamlines meeting management including minute creation and enhances meeting voting.

Staff is currently completing the backend elements of automating agenda creation and meeting management. Committee meetings starting with the July 2020 Executive Committee will be run in dual mode to test PrimeGov while also continuing current practices to ensure the transition to PrimeGov is seamless.

A full transition to PrimeGov for meeting management including voting is tentatively scheduled for the October 2020 Board Meeting. Prior to going live, the Board will be offered training on the software with a focus on the voting module.

Transition to In-Person Meetings

The Governor of California’s Executive Orders N-25-20, N-29-20, and N-35-20 allowed public meetings to be held virtually and remain in compliance with the Brown Act. These executive orders are still in place, however, many of our JPA members and similar local agencies have begun to meet in-person, or at least explore meeting in-person. Initially, staff seeks Board input on the desire to resume in-person meetings.

Should the Board desire moving towards in person meeting, staff has evaluated options to maintain social distancing in an in-person Board or Committee meeting.

The initial approach would be to offer hybrid meetings. This will allow Board Members that desired to come in to participate in the Boardroom to do so, while still offering the Zoom meeting format to Members to provide a virtual alternative. This approach could work for all Committee meetings and up to the point where approximately 12 Board Members desired to participate in-person.

Once more than 12 Board Members desire to participate in person, Omnitrans would open both the Boardroom and the Library Conference Room to Board Members. An Audio and Video link will connect the Library Conference Room to the main conference room. The public will be provided the same access to participate from the public conference room.

Since many Board Members serve on both Omnitrans and SBCTA Boards, and since many of these meetings are back-to-back, Omnitrans will work to coordinate any transition back to in-person meeting with SBCTA.

CONCLUSION

Receive and forward this report on technology upgrades to support Board and Committee meetings.

ER:AB:ME