



BOARD OF DIRECTORS MEETING
WEDNESDAY, MAY 1, 2019 – 7:30 A.M. (NOTE TIME CHANGE)
OMNITRANS METRO FACILITY
1700 WEST 5TH 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 Limited English Proficiency 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.

A. CALL TO ORDER

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

B. ANNOUNCEMENTS/PRESENTATIONS

1. Next Board Meeting: Wednesday, June 5, 2019 – 8:00 a.m.
Omnitrans Metro Facility Board Room
2. Employee of the Quarter Award

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.

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 #E14, Action on Consent Calendar.

- | | |
|--|----|
| 1. Approve Board Minutes – April 3, 2019 | 7 |
| 2. Receive and File Executive Committee Minutes – February 1, 2019 (EXE 4/5/19) | 13 |
| 3. Receive and File Administrative & Finance Committee Minutes – February 14, 2019 (A&F 4/11/19) | 16 |
| 4. Receive and File Plans & Programs Committee Minutes – January 23, 2019 (PPC 4/24/19) | 20 |
| 5. Receive and File Equal Employment Opportunity Quarterly Report – <i>Misty Tshilonda</i> | 24 |
| 6. Receive and File Development Projects Update – Anna Jaiswal (PPC 4/24/19) | 27 |



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E. CONSENT CALENDAR CONTINUED

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|---|----|
| 7. Approve Updates to Policy 402 for Years 2012-2019 – <i>Suzanne Pfeiffer</i> (A&F 4/11/19) | 37 |
| 8. Adopt Resolution No. 311-19, Authorizing the CEO/General Manager or Designee to Execute all Required Documents and any Amendments Required to File Funding Claims for State and Local Funding Sources with the San Bernardino County Transportation Authority – <i>Maurice Mansion</i> | 59 |
| 9. Adopt Resolution No. 312-19, Authorizing the CEO/General Manager to Execute All Required Documents and Any Amendments Required to File Funding Applications with Caltrans for the LCTOP Funds – <i>Maurice Mansion</i> | 61 |
| 10. Authorize Release – Request for Proposals – RFP-ITS19-82, Information Technology Hardware – <i>Eugenia Pinheiro</i> | 64 |
| 11. Authorize Release – Request for Proposals – RFP-MNT20-07, Hazardous Waste Treatment, Transportation and Disposal – <i>Eugenia Pinheiro</i> | 66 |
| 12. Authorize Award – Sole Source Contract SSR19-87 / ISD-19008, Radio and Pager Communication System Access – <i>Eugenia Pinheiro</i> | 68 |
| 13. Authorize Award – Invitation for Bids – IFB-MNT19-17, Concrete Bus Pad Cal State University San Bernardino (CSUSB) – <i>Eugenia Pinheiro</i> | 70 |
| 14. Action on Consent Calendar | |

F. DISCUSSION ITEMS

The following items do not legally require any public testimony, although the Chair may open the meeting for public input.

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| 1. CEO/General Manager's Report - <i>P. Scott Graham</i> | 72 |
| 2. Adopt Fiscal Year 2019-2020 Management Plan – <i>Scott Graham</i> (A&F 4/11/19) | 74 |
| 3. Receive and File Agency Management Report – Fiscal Year 2019 Third Quarter Report – <i>Maurice Mansion</i> | 100 |
| 4. Adopt Fiscal Year 2019-2020 Budget – <i>Maurice Mansion</i> (A&F 4/11/19) | 110 |
| 5. Adopt Fiscal Year 2019-2020 Service Plan – <i>Jeremiah Bryant</i> (PPC 4/24/19) | 141 |
| 6. Adopt Fiscal Year 2019-2020 Marketing Plan – <i>Wendy Williams</i> (PPC 4/24/19) | 199 |
| 7. Authorize Award – Contract MKP19-19, Advertising and Design Services – <i>Wendy Williams</i> (A&F 4/11/19) | 223 |
| 8. Authorize Award – Invitation for Bids IFB-ST19-61, Diesel and Unleaded Fuels – <i>Eugenia Pinheiro</i> | 226 |
| 9. Authorize Award – Amendment 4, Contract MNT15-52, Maintenance, Repair, and Operations (MRO) Supplies – <i>Eugenia Pinheiro</i> | 229 |

G. BOARD BUSINESS

Closed Session

- | | |
|--|--|
| 1. Conference with Labor Negotiator, P. Scott Graham, concerning labor negotiations with Amalgamated Transit Union Local No. 1704 regarding the Coach Operator Unit, pursuant to Government Code Section 54957.6 – <i>Suzanne Pfeiffer</i> | |
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G. BOARD BUSINESS CONTINUED

2. Review the Amended and Restated Employment Agreement for P. Scott Graham, Chief Executive Office/General Manager, effective February 5, 2019 – *Haviva Shane*

H. REMARKS AND ANNOUNCEMENTS

I. ADJOURNMENT

ITEM # D1

DATE: May 1, 2019

TO: Board Chair Ron Dailey and Members of the Omnitrans Board of Directors

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Eugenia F. Pinheiro, Contracts Manager

**SUBJECT: DISCLOSURE(S) REGARDING RECOMMENDATIONS FOR
ACTION BY THE OMNITRANS BOARD OF DIRECTORS**

FORM MOTION

Staff hereby provides a listing of principals and subcontractors associated with action items on the agenda for the Board of Director's Meeting scheduled May 1, 2019.

Item	Contract	Principals & Agents	Subcontractors
#E12	Authorize Award - Sole Source Contract SSR19-87 / ISD-19008 Radio and Pager Communication System Access	<i>County of San Bernardino San Bernardino, CA Jennifer Hilber Chief Information Officer</i>	<i>None</i>
#E13	Authorize Award Contract MNT19-17 Concrete Bus Pad Cal State University San Bernardino (CSUSB)	<i>Access Pacific, Inc. Pasadena, CA Tomas Torres President</i>	<i>Superior Pavement Markings, Inc. Interstate Concrete Cutting Traffic Management Inc.</i>
#F7	Authorize Award Contract MKP19-19 Advertising and Design Services	<i>Celtis Ventures, Inc. Redondo Beach, CA Matt Raymond President</i>	<i>None</i>
#F8	Authorize Award Contract STS19-61 Diesel and Unleaded Fuels	<i>Merrimac Petroleum, Inc. dba Merrimac Energy Group Long Beach, CA Mary Hazelrigg President</i>	<i>The Soco Group, Inc. Mike Roche, Inc. Elite Fuels Transportation</i>

Item	Contract	Principals & Agents	Subcontractors
			<i>Challenger Petroleum</i> <i>American Oil Transportation</i> <i>Infinity Tank Lines</i> <i>Mohsen Transportation</i> <i>Dion & Sons</i> <i>Impact Energy Transport</i> <i>Vista Energy Transport</i> <i>The Kenan Group, Inc.</i>
#F9	Authorize Award Amendment 4 Contract MNT15-52 Maintenance, Repair and Operations (MRO) Supplies	<i>Fastenal Company</i> <i>Winona, MN</i> <i>John Soderberg</i> <i>Executive VP of Sales</i>	<i>None</i>

PSG:EFPP

CONFLICT OF INTEREST FORM

PURPOSE: This form is provided to assist members of the Omnitrans Board of Directors in meeting requirements of Government Code Section 84308 and 87100 in documenting conflict of interest as related to Omnitrans Board/Committee agenda items.

INSTRUCTIONS: Under certain circumstances, Omnitrans Board Members may be required to disclose and disqualify themselves from participating in, influencing, or voting on an agenda item due to personal income, real property interests, investments, business positions, or receipt of campaign contributions. If applicable, Board Members must personally state the following information, for entry into the public record, prior to consideration of the involved agenda item(s) and turn in the completing form to the Recording Secretary prior to leaving the meeting.

BOARD MEMBER INFORMATION

BOARD MEMBER NAME	CITY/COUNTY NAME	MEETING DATE

CAMPAIGN CONTRIBUTIONS

1. I have a disqualifying campaign contribution of over \$250 from _____
(Name of Company and/or Individual)
and therefore I am abstaining from participation on Agenda Item _____, Subject: _____
2. I have a disqualifying campaign contribution of over \$250 from _____
(Name of Company and/or Individual)
and therefore I am abstaining from participation on Agenda Item _____, Subject: _____
3. I have a disqualifying campaign contribution of over \$250 from _____
(Name of Company and/or Individual)
and therefore I am abstaining from participation on Agenda Item _____, Subject: _____

FINANCIAL INTEREST

1. I have a financial interest of _____
State income, real property interest or business position

Identify company or property location
2. I have a financial interest of _____
State income, real property interest or business position

SIGNATURE

Board Member Signature	Date
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ITEM # _____ E1 _____

**BOARD OF DIRECTORS' MEETING
MINUTES OF APRIL 3, 2019**

A. CALL TO ORDER

Chairman Ron Dailey called the regular meeting of the Omnitrans Board of Directors to order at 8:03 a.m., Wednesday, April 3, 2019, at the Omnitrans Facility located at 1700 West 5th Street, San Bernardino, California.

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

BOARD MEMBERS PRESENT

Council Member Ron Dailey, City of Loma Linda – Chairman
Mayor Pro Tem David Avila, City of Yucaipa – Vice Chairman
Mayor John Dutrey, City of Montclair
Mayor Pro Tem Denise Davis, City of Redlands – Alternate
Supervisor Curt Hagman, County of San Bernardino
Council Member Penny Lilburn, City of Highland
Mayor Darcy McNaboe, City of Grand Terrace
Mayor Frank Navarro, City of Colton
Council Member John Roberts, City of Fontana
Supervisor Dawn Rowe, County of San Bernardino
Supervisor Janice Rutherford, County of San Bernardino
Council Member Sam Spagnolo, City of Rancho Cucamonga
Mayor Eunice Ulloa, City of Chino
Mayor John Valdivia, City of San Bernardino
Council Member Alan Wapner, City of Ontario

BOARD MEMBERS NOT PRESENT

Supervisor Josie Gonzales, County of San Bernardino
Mayor Cynthia Moran, City of Chino Hills
Mayor Deborah Robertson, City of Rialto
Mayor Debbie Stone, City of Upland

OMNITRANS' ADMINISTRATIVE STAFF PRESENT

Erin Rogers, Deputy General Manager
Trischelle Baysden, Director of Rail
Shawn Brophy, Director of Operations

Jacob Harms, Director of Information Technology
Suzanne Pfeiffer, Director of Human Resources
Eugenia Pinheiro, Contracts Manager
Doug Stanley, Director of Special Transportation Services
Don Walker, Director of Finance
Wendy Williams, Director of Marketing-Planning
Jeremiah Bryant, Service Planning Manager
Melissa Castillo, Customer Service Manager
Thomas Dahlin, Capital Projects Services Manager
Barbara Erwin, Safety & Regulatory Compliance Manager
Adrienne Fernandez, Executive Staff Assistant
Janice Kuhn, Marketing Specialist
Ray Maldonado, Employee Relations Manager
Maurice Mansion, Treasury Manager
Kathy McClure, Sr. Contract Administrator
Mark Montgomery, Facility Manager
Melissa Saenz, Human Resources Assistant
Oscar Tostado, Maintenance Manager
Misty Tshilonda, Human Resource Analyst
Krystal Turner, Contracts Administrator
Christine Van Matre, Contracts Administrator
Doua Yang, Systems Engineer

LEGAL COUNSEL

Haviva Shane, Legal Counsel

B. ANNOUNCEMENTS/PRESENTATIONS

1. Next Board Meeting: Wednesday, May 1, 2019, 7:30 a.m.
Omnitrans Metro Facility Board Room

C. COMMUNICATIONS FROM THE PUBLIC

Supervisor Hagman arrived at 8:08 a.m.

Paul Belinski, resident of Fontana, had two comments. The first one was on behalf of a friend who has not received his Access card renewal in over a year and is asking for assistance with this matter. His second comment was regarding a recent trip he took where a passenger got ill on the bus and everyone had to continue their ride in unsanitary conditions until they arrived at the exchange point.

Pilar Cole, Systems Change Advocate at Rolling Start, Inc. stated she received several complaints regarding the Access program. She stressed the importance of accessible service for the disabled community and asked that the drivers express some sensitivity towards the customers. Lastly, Ms. Cole pointed out that the brochures and publications do not display customers in wheelchairs.

Eric Reese encouraged Omnitrans to partner with other agencies such as Metrolink and Foothill Transit to provide bus bridges when service interruptions arise and suggested that an incentive program be looked into to further increase collaboration. He mentioned that Foothill Transit is in the process of acquiring double-decker buses that can accommodate up to 80 people and suggested that Omnitrans explore this option.

Mesha Washington, an Access customer and resident of the City of Redlands mentioned that a bus stop on Route #8 located on Rhonda Street and Redlands Boulevard is unusable and the customers are exiting the bus in an unsafe location. She also mentioned that security at the San Bernardino Transit Center do not allow Access vans to enter the station for drop-offs. Lastly, Ms. Washington stated that some Access drivers are having issues picking her up from home since she lives at an apartment complex with over 200 units.

Dewey Kelleygray, stated that this was her third time attending a Board Meeting regarding Access and the service has not improved. She continues to experience excessively late rides and has not received adequate communication from management in response to her complaints.

Chairman Dailey responded that staff would follow up with her.

D. POSSIBLE CONFLICT OF INTEREST ISSUES

There were no Conflict of Interest Issues.

E. CONSENT CALENDAR

1. Approve Board Minutes – March 6, 2019
2. Authorize Assignment – Contract HRS16-31, Occupational Health Services

M/S (Dutrey/Valdivia) that approved Consent Calendar. Motion was passed unanimously by Members present.

F. DISCUSSION ITEMS

1. CEO/General Manager's Report

Deputy General Manager, Erin Rogers, reviewed the CEO/General Manager's Report.

Supervisor Hagman previously mentioned a regional plan for smart card transit usage and asked if any further discussion had occurred. Director of Marketing-Planning, Wendy Williams responded that an agreement with Inland Empire Health Plan (IEHP) was recently approved and Omnitrans is working with IEHP to develop an ID card that is compatible with the current fare collection equipment.

Supervisor Rutherford asked if a follow up presentation from the Board Workshop will be provided and asked how the information discussed will be utilized for future planning. Ms. Rogers responded that an item will be presented to the Board and mentioned that the

information would help with the development of the Management and Strategic Plans.

Chairman Dailey informed the Board that a joint San Bernardino County Transportation Authority (SBCTA) and Omnitrans Ad Hoc Committee was formed. The Omnitrans members include Members Dailey, Spagnolo and Lilburn. The SBCTA members include Members McNaboe, Rigsby and Marquez.

Ms. Rogers stated that the process of changing Omnitrans from a Joint Powers Authority to a Special Transit District is still underway and mentioned that some proposed amendments would be brought before the Executive Committee at their next meeting.

The Board received and filed this report.

2. Authorize Award – Approve the New Positions of Director of Strategic Development and Business Intelligence Analyst and to Update Policy 402 to include these positions

Director of Human Resources, Suzanne Pfeiffer, provided a brief background on this item as detailed in the staff report.

Member Wapner stated that the elimination of two positions was not noted in the form motion and asked that the motion be amended to include that information.

M/S (Hagman/Dutrey) that approved the new positions of Director of Strategic Development and Business Intelligence Analyst and to Update Policy 402 to include these positions *and the elimination of two positions; Director of Internal Audit and one Financial Senior Financial Analyst*. The Motion was unanimously approved as amended by Members present.

Member McNaboe left the room at 8:42 a.m. and returned at 8:47 a.m.

3. Authorize Award – Contract HRS18-68, Generator Project – San Bernardino Transit Center

Contracts Manager, Eugenia Pinheiro, provided a brief background on this item as detailed in the staff report.

Supervisor Hagman expressed some concern regarding diesel as the fuel source for the generator and asked that staff stay abreast of any potential California Air Resources Board (CARB) or Air Quality Management District (AQMD) requirements and changes in the future.¹

The Board directed staff to conduct further research on alternative fuel options.

¹ Following the meeting, staff provided Supervisor Hagman factors taken into consideration for selecting the generator.

M/S (Hagman/Valdivia) that authorized the CEO/General Manager to award Contract HRS18-68 to BWB & Company, Inc. of Redlands, CA, for the provision of the Generator Project – San Bernardino Transit Center in the amount of \$492,558, plus a ten percent contingency of \$49,256, and a 3.27% CAP in the amount of \$17,717, for a total not-to-exceed amount of \$559,531. The Motion was unanimously approved as amended by Members present.

4. Authorize Award – Contract MNT19-74, Parking Lot Sweeping

Contracts Manager, Eugenia Pinheiro, provided a brief background on this item as detailed in the staff report.

M/S (Wapner/Avila) that authorized the CEO/General Manager to award Contract MNT19-74 to Super Sweepers, Inc. of San Bernardino, CA, for the provision of Parking Lot Sweeping for a three (3) year base period beginning June 13, 2019, and ending June 12, 2022, with the authority to exercise two (2) single option years ending no later than, June 12, 2024, in the amount of \$237,600, plus a ten percent contingency of \$23,760, for a total not-to-exceed amount of \$261,360, should all options be exercised. Motion was passed unanimously by Members present.

G. PUBLIC HEARING

There was no Public Hearing Scheduled.

H. BOARD BUSINESS

Closed Session

1. Conference with Labor Negotiator Ron Dailey concerning labor negotiations with Chief Executive Officer/General Manager pursuant to Government Code Section 54957.6

The Board adjourned into Closed Session at 8:47 a.m.

The Board reconvened at 9:28 a.m. with no reportable action.

Open Session

1. Approve the Amended and Restated Employment Agreement for P. Scott Graham, Chief Executive Officer/General Manager, effective February 5, 2019

M/S (Wapner/Hagman) to continue the Amended and Restated Employment Agreement for P. Scott Graham, Chief Executive Officer/General Manager, effective February 5, 2019.

I. REMARKS AND ANNOUNCEMENTS

There were no announcements.

J. ADJOURNMENT

The Board adjourned 9:28 a.m. The next regular meeting is scheduled Wednesday, May 1, 2019, at 7:30 a.m., with location posted on the Omnitrans website and at Omnitrans' San Bernardino Metro Facility.

Prepared by:

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

ITEM # E2

**EXECUTIVE COMMITTEE MEETING
MINUTES
FEBRUARY 1, 2019**

A. CALL TO ORDER

The Executive Committee Meeting was called to order by Chair Ron Dailey at 9:00 a.m., Friday, February 1, 2019, at the Omnitrans Administrative Offices.

COMMITTEE MEMBERS ATTENDING

Council Member Ron Dailey, City of Loma Linda – Board Chairman
Mayor Pro Tem David Avila, City of Yucaipa – Vice Chairman
Mayor Penny Lilburn, City of Highland
Council Member Sam Spagnolo, City of Rancho Cucamonga
Mayor Pro Tem John Roberts, City of Fontana
Council Member Alan Wapner, City of Ontario – Via Teleconference

OMNITRANS STAFF ATTENDING

P. Scott Graham, CEO/General Manager
Erin Rogers, Deputy General Manager
Jeremiah Bryant, Service Planning Manager

B. ANNOUNCEMENTS/PRESENTATIONS

Next Committee Meeting: Friday, March 1, 2019, 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 – January 11, 2019

M/S (Spagnolo/Lilburn) that approved the Executive Committee Minutes of January 11, 2019. Roll call vote was taken and the motion was passed unanimously by Members present.

2. Receive and Forward Report to the Board of Directors and Recommend Formation of a Joint SBCTA and Omnitrans Ad Hoc Committee to Discuss Funding Alternatives

Member Wapner joined the meeting via teleconference during Item #E2.

Chairman Dailey stated that the purpose of this item was to provide an update on the current financial situation as detailed in the staff report and to discuss the formation of a joint Ad Hoc Committee to address some of the key issues.

CEO/General Manager, P. Scott Graham stated that he and SBCTA, Executive Director, Ray Wolfe met and discussed the financial information being presented today. During their meeting, they also briefly discussed the West Valley Connector Project and agreed that the decisions related to that project should be determined by the Boards.

The Committee had questions regarding the West Valley Connector Project and SBCTA Director of Fund Administration, Andrea Zureick, provided a brief update on the project and explained that recent studies were conducted on the viability of the project and on current ridership data. She noted that the numbers did not look positive. Member Wapner added that the SBCTA Board had not made any decisions on the direction of the project.

Mr. Graham stated that the purpose of the Ad Hoc would be for members of both Boards and executive staff from Omnitrans and SBCTA to discuss the issues and provide policy guidance related to funding allocation and to address the funding deficit Omnitrans is facing.

The Committee discussed if whether the formation of the Ad Hoc Committee required Board approval and determined that it was under the Chairman's authority to create an Ad Hoc Committee. The Committee approved that the Chair contact SBCTA Board President, Darcy McNaboe to begin the dialogue. The Committee also agreed that the Ad Hoc should be comprised of three Members of each Board, plus key staff from both agencies.

M/S (Spagnolo/Roberts) that adopted the creation of a joint SBCTA and Omnitrans Board Ad Hoc Committee to provide policy guidance related to funding allocations and project delivery. Motion was passed unanimously by Members present.

Member Lilburn left the room at 9:24 a.m. and returned at 9:26 a.m.

F. BOARD BUSINESS

There were no closed session items.

G. REMARKS AND ANNOUNCEMENTS

Chairman Dailey reminded the Committee about the upcoming Board of Directors Workshop and encouraged the Members to attend.

H. ADJOURNMENT

The Committee adjourned at 9:26 a.m. The next Executive Committee Meeting is scheduled Friday, March 1, 2019, 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 # E3

**ADMINISTRATIVE & FINANCE COMMITTEE
MINUTES
FEBRUARY 14, 2019**

A. CALL TO ORDER

Committee Chair Sam Spagnolo called the regular meeting of the Administrative and Finance Committee to order at 8:03 a.m., Thursday, February 14, 2019.

1. Pledge of Allegiance
2. Roll Call

Committee Members Present

Council Member Sam Spagnolo, City of Rancho Cucamonga – Committee Chair
Mayor Pro Tem David Avila, City of Yucaipa
Council Member Ron Dailey, City of Loma Linda
Supervisor Curt Hagman, County of San Bernardino
Council Member John Roberts, City of Fontana
Council Member Alan Wapner, City of Ontario

Omnitrans Administrative Staff Present

Erin Rogers, Deputy General Manager
Trischelle Baysden, Director of Rail
Shawn Brophy, Director of Operations
Suzanne Pfeiffer, Director of Human Resources
Samuel Gibbs, Director of Internal Audit Services
Jacob Harms, Director of Information Technology
Eugenia Pinheiro, Contracts Manager
Connie Raya, Director of Maintenance
Doug Stanley, Director Special Transportation Services
Don Walker, Director of Finance
Wendy Williams, Director of Marketing-Planning
Jeremiah Bryant, Service Planning Manager
Maurice Mansion, Treasury Manager
Doua Yang, Systems Engineer

B. ANNOUNCEMENTS/PRESENTATIONS

There were no announcements or presentations.

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 Administrative & Finance Committee Minutes November 15, 2018

M/S (Wapner/Dailey) that approved the Committee Minutes of November 15, 2018. Motion was passed unanimously by Members present.

2. Receive and Forward to the Board of Directors, Omnitrans' Fiscal Year Ended June 30, 2018 Audit Reports

Director of Finance, Don Walker, provided a brief background on this item as detailed in the staff report.

Member Wapner had some questions regarding the status of the Agency's CalPERS unfunded liability. Mr. Walker responded that the Agency recently received a bill for approximately one million dollars, which represents the unfunded balance for this year¹.

There were some questions regarding how often the auditors are changed and if the same auditing firm will be used going forward. Mr. Walker responded that the auditor was selected by SBCTA for a 5-year contract and this is their second year.

The Committee received and forwarded this item to the Board of Directors to receive and file.

3. Receive and Forward to the Board of Directors, Management Plan Strategic Initiatives and Key Performance Indicators Fiscal Year 2019 Second Quarter Reports

Deputy General Manager, Erin Rogers, reviewed the Strategic Initiatives and Key Performance Indicators FY19 Second Quarter Reports.

Supervisor Hagman arrived at 8:26 a.m. during the discussion on Item #E3.

¹ Following the meeting, Mr. Walker provided additional information regarding the CalPERS unfunded balance and premiums.

The Committee received and forwarded this item to the Board of Directors to receive and file.

4. Recommend the Board of Directors Authorize the CEO/General Manager to Announce a Call for Projects – Measure I Specialized Transportation Programs for Fiscal Years 2020 and 2021

Director of Special Transportation Services, Doug Stanley, presented a brief background on this item as detailed in the staff report.

M/S (Dailey/Avila) that authorized the CEO/General Manager to announce a Call for Projects - Measure I Specialized Transportation Programs for Fiscal Years 2020 and 2021. Motion was passed unanimously by Members present.

5. Recommend the Board of Directors Approve the New Positions of Director of Strategic Development and Business Intelligence Analyst and Update to Policy 402 to Include these Positions

Director of Human Resources, Suzanne Pfeiffer, presented a brief background on this item as detailed in the staff report.

Member Wapner questioned how the costs for both positions would be cost neutral. Ms. Pfeiffer responded that the costs for this fiscal year would be covered through vacant positions and explained that there would be some upcoming vacancies that will cover future funding. Member Wapner expressed concern regarding the vacant positions still being included in the budget. Deputy General Manager, Erin Rogers responded that some positions would be eliminated from the next fiscal year budget. She further stated that all vacant positions will be evaluated prior to being filled. Member Wapner also questioned why new positions were being created rather than utilizing any cost savings towards future deficits.

Chairman Dailey referred to the Business Intelligence (BI) Analyst position and asked how the job functions of this position would be assessed. Ms. Pfeiffer responded that the plan was to hire the Director of Strategic Development first who will have the expertise in the job functions related to the BI Analyst and mentioned that various other methods are used to analyze the job functions.

Member Wapner asked the total compensation costs to Omnitrans for these positions. The Committee had additional questions and asked that information regarding the cost breakdown be provided.²

M/S (Dailey/Avila) that recommended the Board of Directors Approve the New Positions of Director of Strategic Development and Business Systems Analyst and to Update Policy 402 to include these positions. Motion was approved by Members present, with the exception of Member Wapner who opposed.

² Following the meeting, the cost breakdown was provided to the Board for their information.

6. Recommend the Board of Directors Approve Fiscal Year 2020 Budget Assumptions

Treasury Manager, Maurice Mansion, presented a brief background on this item as detailed in the staff report.

Member Wapner asked why the projected revenues were listed in dollar amounts and the expenditures were listed as percentages. Mr. Mansion responded that the draft budget would be presented at next month's meeting with the detailed information.

Chairman Dailey commented, as we proceed the dollar amounts will begin to emerge.

Member Spagnolo suggested that the word "projections" be used instead of "assumptions."

Supervisor Hagman expressed some concern regarding the long-term projections in terms of service efficiencies and funding. Ms. Rogers responded that Omnitrans and SBCTA are in the process of developing the Short-Range Transit Plan, which will align with the long-term planning and funding allocations.

M/S (Hagman/Roberts) that recommended the Board of Directors approve the budget assumptions listed below to develop the Operating and Capital Budgets for Fiscal Year 2020. Motion was approved by Members present, with the exception of Member Wapner who opposed.

F. ADJOURNMENT

The Administrative and Finance Committee meeting adjourned at 9:17 a.m.

The next Administrative and Finance Committee Meeting is scheduled Thursday, March 14, 2019, at 8:00 a.m., with location posted on the Omnitrans website and at Omnitrans' San Bernardino Metro Facility.

Prepared by:

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

ITEM # E4

**PLANS AND PROGRAMS COMMITTEE
MINUTES
JANUARY 23, 2019**

A. CALL TO ORDER

The Plans & Programs Committee Meeting was called to order by Committee Chair Penny Lilburn at 9:05 a.m., January 23, 2019.

Committee Members Present

Council Member Penny Lilburn, City of Highland – Committee Chair
Council Member Ron Dailey, City of Loma Linda
Mayor Cynthia Moran, City of Chino Hills – Via Teleconference
Mayor Deborah Robertson, City of Rialto
Supervisor Janice Rutherford, County of San Bernardino
Council Member Sam Spagnolo, City of Rancho Cucamonga
Council Member Alan Wapner, City of Ontario - Via Teleconference

Others Present

Victor Lopez, Program Manager, Transit & Rail Programs, SBCTA

OmniTrans Administrative Staff Present

P. Scott Graham, CEO/General Manager
Erin Rogers, Deputy General Manager
Trischelle Baysden, Director of Rail
Shawn Brophy, Director of Operations
Sam Gibbs, Director of Internal Audit
Jacob Harms, Director of Information Technology
Suzanne Pfeiffer, Director Human Resources
Eugenia Pinheiro, Contracts Manager
Connie Raya, Director of Maintenance
Doug Stanley, Director of Special Transportation Services
Don Walker, Director of Finance
Wendy Williams, Director of Marketing - Planning
Jeremiah Bryant, Service Planning Manager
Thomas Dahlin, Capital Projects Services Manager
Anna Jaiswal, Development Planning Manager
Kathy McClure, Sr. Contract Administrator

B. ANNOUNCEMENTS/PRESENTATIONS

There were no announcements.

C. COMMUNICATION FROM THE PUBLIC

There were no communications from the public.

D. POSSIBLE CONFLICT OF INTEREST ISSUES

There were no Conflicts of Interest Issues.

E. DISCUSSION ITEMS

1. Approve Plans & Programs Committee Minutes – October 31, 2018

M/S (Dailey/Spagnolo) that approved the Committee Minutes of October 31, 2018. Roll call vote was taken and the motion was passed unanimously by Members present.

2. Receive and Forward to the Board of Directors, OmniConnects Short-Range Transit Plan Status Update

Service Planning Manager, Jeremiah Bryant, provided a brief background on this item as detailed in the staff report.

Supervisor Rutherford referred to the West Valley Project (WVC) and had some additional questions regarding the ridership projections. She also asked how Omnitrans would compare to its' peer agencies with the proposed fare increase. Mr. Bryant responded that Omnitrans would be on par with Orange County Transportation Authority and stated that the last increase of .25 cents occurred in 2014. He stated that more information about the proposed fare increase would be presented at upcoming meetings.

San Bernardino County Transportation Authority, Program Manager Transit & Rail Programs, Victor Lopez stated that the ridership reports estimate approximately 5,000 riders on the WVC corridor.

Member Spagnolo expressed some concern regarding the progress of the WVC Project and noted a lack of communication between the interested parties. Mr. Lopez stated that additional studies would be conducted related to funding and updated ridership. A project update would be presented to the respective Committees and Boards in the coming months.

Member Lilburn asked if the project data matched the projections. Mr. Bryant responded that the numbers were close, however he did not have that information with him.

Member Robertson arrived at 9:22 a.m. during the discussion on Item #E2.

Member Dailey had additional questions regarding the gap between the revenue projections for both capital and operating funds and the projected expenses. Mr. Bryant responded that as is the case with many organizations, revenues are growing at a slower rate than costs. He stated that an updated financial paper would be presented to the Executive Committee in the coming weeks.

Member Rutherford stated that at a previous meeting there was some discussion regarding forming an ad hoc committee to discuss topics such as electrification and asked if there was any movement on that. Mr. Graham responded that various topics would be discussed at the upcoming Board Workshop and noted that a joint SBCTA and Omnitrans Ad Hoc Committee would be formed to discuss finances and other projects.

M/S (Spagnolo/Robertson) authorized staff to go directly to the Board of Directors to release a Call for Public Hearing in March 2019, without coming back to the Plans & Programs Committee for an initial recommendation on the Public Hearings. Roll call vote was taken and the motion was passed unanimously by Members present.

3. Receive and Forward to the Board of Directors, Micro Transit Strategy

Service Planning Manager, Jeremiah Bryant, provided a brief background on this item as detailed in the staff report.

The Committee engaged in a robust discussion regarding MicroTransit. They also discussed how it would relate to fixed-route service and the Access Program.

Mr. Bryant stated that the idea is to have a consultant look at the potential benefits of implementing a MicroTransit strategy as a way to more effectively provide service in certain areas. The consultant would look at the following areas:

- 1) Determine the primary MicroTransit goals, including defining key performance indicators and corresponding measures of success
- 2) Develop service policies for MicroTransit to be successful
- 3) Service delivery recommendations
- 4) Vehicle types
- 5) Required technology or technology options including tradeoff
- 6) Developing a draft scope of work to procure MicroTransit service provider(s)

Member Dailey expressed some concern regarding potentially competing with private companies such as Uber and Lyft and recommended that opportunities be explored unique to Omnitrans.

Member Lilburn had some questions regarding the Access “pick-up window” and accountability measures utilized to monitor the quality of service. Director of Special Transportation Services, Doug Stanley, provided some information regarding the accountability measures and some clarification regarding the pick-up window.

Member Dailey expressed some concern regarding with the potential cost of the feasibility study and reiterated his concern regarding competing with existing private companies.

Supervisor Rutherford expressed her support for exploring the MicroTransit option. Member Robertson also expressed her support and mentioned potentially looking at engaging with local providers in the future.

Member Wapner left the meeting prior to the vote on Item #E3.

M/S (Robertson/Spagnolo) recommend that the Board of Directors support Omnitrans moving forward and developing a MicroTransit strategy. Roll call vote was taken and the motion was passed unanimously by Members present.

4. Receive and Forward to the Board of Directors, Development Projects Update

Developmental Planning Manager, Anna Jaiswal provided a brief background on this item as detailed in the staff report.

M/S (Lilburn/Spagnolo) that received and forwarded to the Board of Directors, Development Projects Update

5. Recommend the Board of Directors Approve, IEHP Go Smart Program Agreement

Marketing and Planning Director, Wendy Williams provided a brief background on this item as detailed in the staff report.

M/S (Spagnolo/Rutherford) that recommended the Board of Directors authorize the CEO/General Manager to execute a revenue agreement with Inland Empire Health Plan (IEHP) to allow its members with valid phot ID cards unlimited rides on Omnitrans fixed route bus and future rail services. Roll call vote was taken and the motion was passed unanimously by Members present.

F. REMARKS AND ANNOUNCEMENTS

There were no announcements.

G. ADJOURNMENT

The Plans & Programs Committee meeting adjourned at 10:23 a.m. The next Committee Meeting is scheduled Wednesday, April 24, 2019, at 9:00 a.m., with location posted on the Omnitrans website and at Omnitrans' San Bernardino Metro Facility.

Prepared by:

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

ITEM # E5

DATE: May 1, 2019

TO: Board Chair Ron Dailey and Members of the Omnitrans Board of Directors

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Suzanne Pfeiffer, Director of HR, Safety & Regulatory Compliance

SUBJECT: OMNITRANS' QUARTERLY EEO STATUS REPORT

FORM MOTION

Receive and file Omnitrans Quarterly Equal Employment Opportunity (EEO) Status Report for January 2019 through April 15, 2019. The report includes the following:

- The breakdown of our current workforce by Equal Employment Opportunity (EEO) categories (gender, race, veteran status, disability status) by department.
- The breakdown of candidates for employment who were interviewed this quarter by EEO categories (gender, race, veteran status, disability status) by department.
- The breakdown of candidates for employment who were hired this quarter by EEO categories (gender, race, veteran status, disability status) by department.

BACKGROUND

As a recipient of federal, state, and local funding, and by law, Omnitrans is required to have an EEO Plan and submit the plan to the FTA every four years. The FTA Triennial Audit includes a review of Omnitrans' EEO Program.

- Title VII of the Civil Rights Act of 1964 (Title VII), as amended by the Equal Employment Opportunity Act of 1972 and the Civil Rights Act of 1991, prohibits discrimination on the basis of race, color, religion, national origin, or sex in all institutions with 15 or more employees—including state and local governments and labor organizations. (42 U.S.C. §§ 2000e et seq.) Section 503 of the Rehabilitation Act of 1973, as amended by the Rehabilitation Act of 1993, requires firms holding Federal contracts or subcontracts in excess of \$10,000 to “take affirmative action to employ and advance in employment qualified individuals with disabilities.” (29 U.S.C. § 793) Section 504 of the Rehabilitation Act of 1973 states, “No otherwise qualified individual with a disability in the United States . . . shall, solely by reason of her or his disability, be excluded from the participation in, be denied the benefits of, or be subjected to

discrimination under any program or activity receiving Federal financial assistance.” (29 U.S.C. § 794).

- FTA requires each applicant, recipient, subrecipient, or contractor that meets the EEO Program threshold requirements to submit an updated EEO Program every four years or as major changes occur in the workforce or employment conditions, whichever comes first.

As part of Omnitrans’ Equal Employment Opportunity Program, the Director of Human Resources has committed to audit personnel activity and report to the Board on a quarterly basis.

CONCLUSION

Receive and file Omnitrans’ Quarterly EEO Status Report for the quarter covering January 2019 through April 15, 2019.

Attachment A: Quarterly EEO Status Report

Submitted for the
Board Meeting of:
May 1, 2019

**OMNITRANS
EEO STATUS REPORT
WITH PERSONNEL APPOINTMENTS BY DEPARTMENT
As of April 15, 2019**

DEPARTMENT	Total Positions*	MALE ETHNIC COMPOSITION										FEMALE ETHNIC COMPOSITION										Existing Vacancies	INTERVIEWED										APPOINTED									
		C	B	H	AS	AI	NH	2+	IWD	VET	C	B	H	AS	AI	NH	2+	IWD	VET	*	C	B	H	AS	AI	NH	2+	IWD	VET	C	B	H	AS	AI	NH	2+	IWD	VET				
OPERATIONS	524	43	119	112	10	0	0	10	8	33	25	122	59	1	3	1	19	3	2	0	3	22	14	1	0	0	9	2	0	1	10	5	1	0	0	2	1	0				
MAINTENANCE	110	27	10	50	6	2	0	2	5	14	4	0	0	0	0	0	0	0	0	9	1	4	8	1	0	0	3	1	1	0	1	2	0	0	0	0	0	0				
EXECUTIVE OFFICE	4	1	0	0	0	0	0	0	0	1	1	0	2	0	0	0	0	0	0	0	3	0	3	0	0	0	2	1	0	0	0	1	0	0	0	0	0	0				
INFORMATION TECH. SERVICES	10	3	1	1	4	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
MARKETING/ PLANNING	32	4	1	8	1	0	0	2	0	1	4	0	12	0	0	0	0	2	0	0	1	1	2	0	0	0	1	0	0	0	1	0	0	0	0	1	0	0				
HUMAN RESOURCES/ SAFETY/SECURITY	16	2	0	1	0	0	0	1	1	2	5	0	4	0	1	0	0	2	0	2	3	1	2	1	0	0	1	0	2	1	0	0	0	0	0	0	0	0				
PROCUREMENT	20	4	1	8	0	0	0	0	0	1	1	2	3	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
FINANCE	12	1	3	0	1	0	0	0	0	1	2	0	2	2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
SPECIAL TRANSPORTATION SERVICES	15	3	0	5	0	0	0	1	0	1	1	0	4	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
RAIL	2	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
AGENCY TOTALS	745	88	135	185	22	2	0	17	14	55	45	124	86	3	4	1	20	7	2	13	11	28	29	3	0	0	16	4	3	2	12	8	1	0	0	3	1	0				

449

283

*Reflects numbers from the FY19 budget

*Includes positions budgeted but not filled

PERCENTAGES

C = Caucasian
B = Black
H = Hispanic
AS = Asian
AI = American Indian
2+ = Two or More Races
NH = Native Hawaiian or Other Pacific Islander

IWD = Individuals With Disabilities
VET = Protected Veterans

COMPLETED BY:

Meredith Tshilonda

(HR Analyst)

C	B	H	AS	AI	NH	2+	IWD	VET
133	259	271	25	6	1	37	21	57
18%	35%	37%	3%	1%	0.1%	5%	3%	8%

ITEM # E6

DATE: May 1, 2019

TO: Board Chair Ron Dailey and Members of the Omnitrans Board of Directors

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Wendy Williams, Director of Marketing and Planning

SUBJECT: DEVELOPMENT PROJECTS UPDATE

FORM MOTION

Receive and file an update on development projects.

This item was reviewed by the Plans & Programs Committee at its April 24, 2019 meeting.

BACKGROUND

The following projects are underway to make improvements for passengers.

Adopt-a-Stop Pilot Program

Omnitrans completed an outreach campaign in February 2019, to solicit participants for Omnitrans' Adopt-a-Stop pilot program for volunteer litter pickup. Ten organizations have signed up for volunteer litter pickup and three have started. One organization has committed to purchase a bench and trash receptacle. The organizations include private businesses, a faith-based organization, non-profit organizations, and academic institutions.

Transit Stop Access Improvement Program

Omnitrans has applied for and been awarded funds biannually through San Bernardino County Transportation Authority's (SBCTA) Call for Projects for TDA Article 3 Transit Stop Access Improvement Program. The program covers improvements such as ADA-compliant sidewalk boarding areas at bus stops, sidewalk connecting from the bus stop to the intersection, and curb ramps at intersections.

Improvements at all locations for which Omnitrans received funds in 2013 are now completed. The 2016 grant-funded improvements are currently in plan review at the respective jurisdictions, and the 2017 grant-funded improvements will be starting design in June 2019.

Staff is currently coordinating with JPA member jurisdictions to apply for funds in the current 2019 Call for Projects. Omnitrans plans to apply for funds for shelters and benches; for the first time, the 2019 Call for Projects allows Article 3 funds to be used for that purpose. Member jurisdictions are being encouraged to apply for funds for accessibility improvement projects at locations where they are needed. Information on locations that need improvements has been provided by Omnitrans staff.

Active Transportation Program Safe Routes to Transit Project

In 2014, Omnitrans was awarded a \$3.5 million Active Transportation Program grant (federal funds) by the State of California, to construct accessibility improvements such as sidewalk, curb ramps, crosswalks, and bike racks within a half-mile of future West Valley Connector bus rapid transit stations in the cities of Fontana, Montclair, Ontario, Pomona, and Rancho Cucamonga. The construction of the project is completed.

Premium Shelters

In keeping with the premium shelter prioritization plan approved by the Board of Directors in November 2018, Omnitrans has ordered two more premium shelters, which are currently being manufactured and will be delivered by July 2019. The two intended locations for installation are the Crafton Hills College campus, and Foothill Boulevard at the southeast corner of Riverside Avenue in the City of Rialto. (The highest-listed location on the premium shelter prioritization plan.)

Five premium shelters will be installed in the City of Ontario in 2020 with the Transformative Climate Communities grant funds secured by the City. The City of Grand Terrace has also secured match funding for a premium shelter, which is expected to be installed by December 2019. Several private property owners throughout Omnitrans' service area are also in the process of ordering premium shelters for the bus stops in front of their properties.

West Valley Connector Bus Rapid Transit Project

As reported to the SBCTA Board in April, SBCTA is finalizing the Draft Environmental Impact Report/Environmental Assessment for the West Valley Connector project. Following the Federal Transit Administration's review, the environmental document will be circulated for 45 days beginning in May 2019, with public hearings to be held during the public comment period, and final environmental approval to be proposed for consideration in December 2019.

Working toward the goal of compiling a more competitive future funding application for an FTA Small Starts grant, SBCTA, in cooperation with Parsons and Omnitrans staff, is evaluating an alternative design proposal with a single bidirectional bus lane on Holt Boulevard in Ontario. This proposal would save costs compared with the original proposal of double bus lanes, which required substantial right-of-way acquisition.

Strategic Initiative Supported – FY2017-2020 Strategic Plan Service and Operations Goal, Strategy 1.1 Adjust service to address needs of non-riders, and 2.1, Improve connectivity to attract non-riders; and Marketing Goal, Strategy 3.1 Improve passenger amenities.

CONCLUSION

Staff recommends that the Board of Directors receive and file an update on development projects.

PSG:WW:AMJ

Attachment A: Power Point Presentation



DEVELOPMENT PROJECTS UPDATE

Board of Directors
May 1, 2019

Adopt-a-Stop Program



LOMA LINDA
UNIVERSITY
HEALTH

Institute for Health
Policy and Leadership



OmniTrans



BUSINESS NAME HERE



Transit Stop Access Improvement Program

- 2013 TDA Article-3 funded improvements in cities of Colton and Rialto, and County of San Bernardino
- COMPLETED

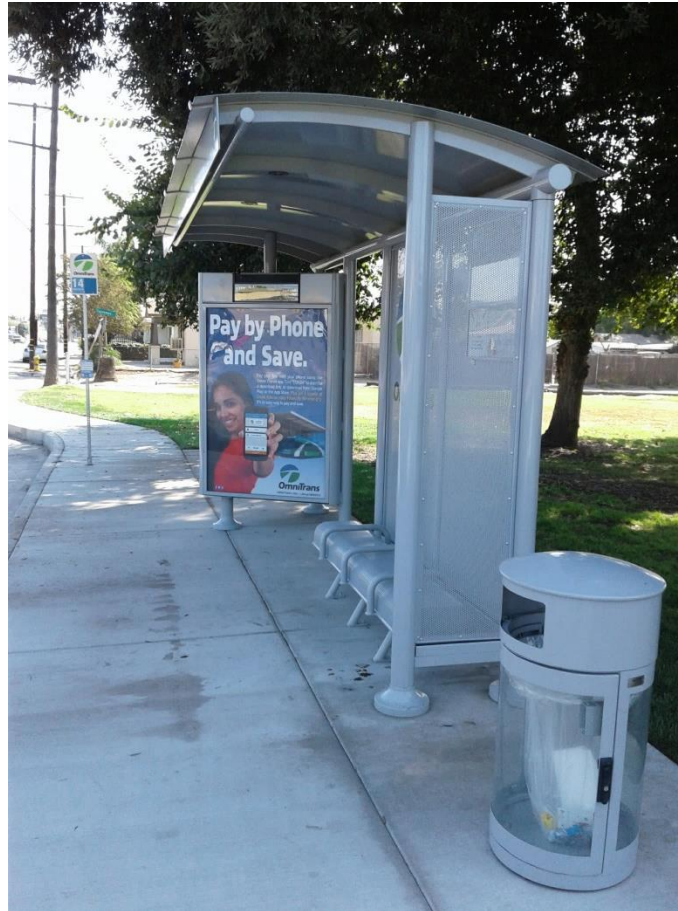


Active Transportation Program Safe Routes to Transit Project

- Cities of Fontana, Montclair, Ontario, Pomona, and Rancho Cucamonga
- COMPLETED



Premium Shelter Program



West Valley Connector Project

West Valley Connector Pomona | Montclair | Ontario | Rancho Cucamonga | Fontana



THANK YOU

ITEM # E7

DATE: May 1, 2019

TO: Board Chair Ron Dailey and Members of the Omnitrans Board of Directors

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Suzanne Pfeiffer, Director of Human Resources

**SUBJECT: POLICY 402: SALARY RANGES MANAGEMENT CONFIDENTIAL
CLASSIFICATIONS UPDATES REQUIRED BY CALPERS**

FORM MOTION

Approve updates to Policy 402 for years 2012-2019.

This item was reviewed by the Administrative & Finance Committee at its April 11, 2019 meeting.

BACKGROUND

In August 2018, a CalPERS audit was completed. At that time, CalPERS noted that Policy 402 did not list a “time period” for the pay ranges. The policy was updated in September 2018 to add the word “monthly.” However, in January 2019, Omnitrans was notified that CalPERS requires pay schedules to include annual, monthly, weekly, and hourly rates of pay to accommodate all types of pay categories. Staff has prepared pay schedules, under Policy 402, dated back to 2012 in order to comply with the audit findings. CalPERS requires Board approval for all pay schedules.

CONCLUSION

To ensure compliance with CalPERS requirements, staff recommends the Board of Directors approve updates to Policy 402 for years 2012-2019.

PSG:SP

Attachments: Policy 402 dated from 2012-2019



PERSONNEL POLICY MANUAL

POLICY 402 PAGE 1 OF 3

SUBJECT

Salary Ranges Management Confidential Classifications

APPROVED BY OMNITRANS
BOARD OF DIRECTORS

ORIGINAL APPROVED DATE: March 7, 2012

ORIGINAL EFFECTIVE DATE: March 7, 2012

REVISED APPROVED DATE: May 1, 2019

I. Purpose

To state Omnitrans' policy on salary ranges for Management and Confidential classifications.

II. Scope

All Departments

III. Procedure

- A. The Director of Human Resources is responsible for compensation administration and will modify and issue, from time to time, pay ranges and guidelines for salary adjustments as approved by the Board of Directors.
- B. The CEO may increase the range to accommodate salary in lieu of providing an agency vehicle when necessary.

Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
1	Chief Financial Officer	Exempt	Bi-weekly Monthly Annual	\$ 3,921.69 \$ 8,497.00 \$ 101,964.00	\$ 4,868.77 \$ 10,549.00 \$ 126,588.00	\$ 5,815.38 \$ 12,600.00 \$ 151,200.00
2	Department Director	Exempt	Bi-weekly Monthly Annual	\$ 3,415.38 \$ 7,400.00 \$ 88,800.00	\$ 4,240.62 \$ 9,188.00 \$ 110,256.00	\$ 5,066.31 \$ 10,977.00 \$ 131,724.00
3	Accounting Manager Employee Relations Manager Facility Manager Maintenance Manager Planning & Scheduling Manager Transportation Manager Treasury Manager	Exempt	Bi-weekly Monthly Annual	\$ 2,844.00 \$ 6,162.00 \$ 73,944.00	\$ 3,523.85 \$ 7,635.00 \$ 91,620.00	\$ 4,203.69 \$ 9,108.00 \$ 109,296.00
4	Contracts Manager Database Administrator Technical Services Manager	Exempt	Bi-weekly Monthly Annual	\$ 2,615.54 \$ 5,667.00 \$ 68,004.00	\$ 3,082.15 \$ 6,678.00 \$ 80,136.00	\$ 3,549.23 \$ 7,690.00 \$ 92,280.00



PERSONNEL POLICY MANUAL

POLICY 402 PAGE 2 OF 3

SUBJECT

Salary Ranges Management Confidential Classifications

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Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
5	Application Developer	Exempt	Bi-weekly	\$ 2,226.46	\$ 2,688.46	\$ 3,097.38
	Assistant to the CEO/GM		Monthly	\$ 4,824.00	\$ 5,825.00	\$ 6,711.00
	Assistant Transportation Manager		Annual	\$ 57,888.00	\$ 69,900.00	\$ 80,532.00
	Community Outreach Specialist					
	Dispatch Supervisor					
	Facility Supervisor					
	Fleet Safety & Training Supervisor					
	HR Leave Administrator					
	Planner II					
	Planning Project Manager					
	Safety & Regulatory Compliance Specialist					
	Senior Buyer					
	Senior Financial Analyst					
	Shift Supervisor					
	Web Designer					
6	Accountant	Exempt	Bi-weekly	\$ 1,903.85	\$ 2,281.38	\$ 2,658.46
	Applications Specialist		Monthly	\$ 4,125.00	\$ 4,943.00	\$ 5,760.00
	Contracts Specialist		Annual	\$ 49,500.00	\$ 59,316.00	\$ 69,120.00
	Customer Service Supervisor					
	Field Supervisor					
	Fleet Safety & Training Instructor					
	Human Resources Analyst					
	Human Resources Specialist					
	Loss Prevention & Security Supervisor					
	Materials Supervisor					
	Operations Analyst					
	Operations Services Supervisor					
	Sales Supervisor					
	Stops and Stations Supervisor					
7	Dispatcher	Non-Exempt	Hourly	\$ 22.14	\$ 26.54	\$ 30.93
			Bi-weekly	\$ 1,771.38	\$ 2,123.08	\$ 2,474.77
			Monthly	\$ 3,838.00	\$ 4,600.00	\$ 5,362.00
	Marketing Specialist	Exempt	Annual	\$ 46,056.00	\$ 55,200.00	\$ 64,344.00
	Planner I					
8	Purchasing Specialist					
	Administrative Secretary	Non-Exempt	Hourly	\$ 18.95	\$ 22.07	\$ 25.19
	Department Senior Secretary		Bi-weekly	\$ 1,515.69	\$ 1,765.38	\$ 2,015.54
	Fleet Analyst		Monthly	\$ 3,284.00	\$ 3,825.00	\$ 4,367.00
	Human Resources Assistant		Annual	\$ 39,408.00	\$ 45,900.00	\$ 52,404.00
	Payroll Technician					
9	Warranty Coordinator					
	Human Resources Clerk	Non-Exempt	Hourly	\$ 15.91	\$ 18.58	\$ 21.26
			Bi-weekly	\$ 1,272.92	\$ 1,486.62	\$ 1,700.77
			Monthly	\$ 2,758.00	\$ 3,221.00	\$ 3,685.00
			Annual	\$ 33,096.00	\$ 38,652.00	\$ 44,220.00



PERSONNEL POLICY MANUAL

POLICY 402 PAGE 3 OF 3

SUBJECT

Salary Ranges Management Confidential Classifications

APPROVED BY OMNITRANS
BOARD OF DIRECTORS

ORIGINAL APPROVED DATE: March 7, 2012

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REVISED APPROVED DATE: May 1, 2019

When range changes occur every two years, Management & Confidential employees will maintain the same placement (compa ratio) in the new range.

The following classifications are for Capital Projects and are mandated by the FTA:

Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
1	Program Manager	Exempt	Bi-weekly Monthly Annual	\$ 3,921.69 \$ 8,497.00 \$ 101,964.00	\$ 4,868.77 \$ 10,549.00 \$ 126,588.00	\$ 5,815.38 \$ 12,600.00 \$ 151,200.00
2	Construction Manager	Exempt	Bi-weekly Monthly Annual	\$ 3,415.38 \$ 7,400.00 \$ 88,800.00	\$ 4,240.62 \$ 9,188.00 \$ 110,256.00	\$ 5,066.31 \$ 10,977.00 \$ 131,724.00
3	Design Manager Planning Manager-Capital Projects Project Control Manager Public Relations Manager Quality Assurance Manager	Exempt	Bi-weekly Monthly Annual	\$ 2,844.00 \$ 6,162.00 \$ 73,944.00	\$ 3,523.85 \$ 7,635.00 \$ 91,620.00	\$ 4,203.69 \$ 9,108.00 \$ 109,296.00
4	Construction Safety Manager Public Relations Specialist Right-of-Way & Utilities Manager Senior Contracts Specialist	Exempt	Bi-weekly Monthly Annual	\$ 2,615.54 \$ 5,667.00 \$ 68,004.00	\$ 3,082.15 \$ 6,678.00 \$ 80,136.00	\$ 3,549.23 \$ 7,690.00 \$ 92,280.00
6	Project Analyst	Exempt	Bi-weekly Monthly Annual	\$ 1,903.85 \$ 4,125.00 \$ 49,500.00	\$ 2,281.38 \$ 4,943.00 \$ 59,316.00	\$ 2,658.46 \$ 5,760.00 \$ 69,120.00
7	Document Control Analyst	Exempt	Bi-weekly Monthly Annual	\$ 1,771.38 \$ 3,838.00 \$ 46,056.00	\$ 2,123.08 \$ 4,600.00 \$ 55,200.00	\$ 2,474.77 \$ 5,362.00 \$ 64,344.00
8	Administrative Secretary - Capital Projects	Non-Exempt	Hourly Bi-weekly Monthly Annual	\$ 18.95 \$ 1,515.69 \$ 3,284.00 \$ 39,408.00	\$ 22.07 \$ 1,765.38 \$ 3,825.00 \$ 45,900.00	\$ 25.19 \$ 2,015.54 \$ 4,367.00 \$ 52,404.00



PERSONNEL POLICY MANUAL

POLICY 402 PAGE 1 OF 3

SUBJECT

Salary Ranges Management Confidential Classifications

APPROVED BY OMNITRANS
BOARD OF DIRECTORS

ORIGINAL APPROVED DATE: July 10, 2013

ORIGINAL EFFECTIVE DATE: July 10, 2013

REVISED APPROVED DATE: May 1, 2019

I. Purpose

To state Omnitrans' policy on salary ranges for Management and Confidential classifications.

II. Scope

All Departments

III. Procedure

- A. The Director of Human Resources is responsible for compensation administration and will modify and issue, from time to time, pay ranges and guidelines for salary adjustments as approved by the Board of Directors.
- B. The CEO may increase the range to accommodate salary in lieu of providing an agency vehicle when necessary.

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				Minimum	Mid-Point	Maximum
1		Exempt	Bi-weekly Monthly Annual	\$ 3,921.69 \$ 8,497.00 \$ 101,964.00	\$ 4,868.77 \$ 10,549.00 \$ 126,588.00	\$ 5,815.38 \$ 12,600.00 \$ 151,200.00
2	Department Director	Exempt	Bi-weekly Monthly Annual	\$ 3,415.38 \$ 7,400.00 \$ 88,800.00	\$ 4,240.62 \$ 9,188.00 \$ 110,256.00	\$ 5,066.31 \$ 10,977.00 \$ 131,724.00
3	Accounting Manager Contracts Manager Employee Relations Manager Facility Manager Maintenance Manager Planning & Scheduling Manager Transportation Manager Treasury Manager	Exempt	Bi-weekly Monthly Annual	\$ 2,844.00 \$ 6,162.00 \$ 73,944.00	\$ 3,523.85 \$ 7,635.00 \$ 91,620.00	\$ 4,203.69 \$ 9,108.00 \$ 109,296.00
4	Database Administrator Technical Services Manager System Coordinator	Exempt	Bi-weekly Monthly Annual	\$ 2,615.54 \$ 5,667.00 \$ 68,004.00	\$ 3,082.15 \$ 6,678.00 \$ 80,136.00	\$ 3,549.23 \$ 7,690.00 \$ 92,280.00



PERSONNEL POLICY MANUAL

POLICY 402 PAGE 2 OF 3

SUBJECT

Salary Ranges Management Confidential Classifications

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Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
5	Application Developer	Exempt	Bi-weekly	\$ 2,226.46	\$ 2,688.46	\$ 3,097.38
	Application Specialist		Monthly	\$ 4,824.00	\$ 5,825.00	\$ 6,711.00
	Assistant to the CEO/GM		Annual	\$ 57,888.00	\$ 69,900.00	\$ 80,532.00
	Assistant Transportation Manager					
	Community Outreach Specialist					
	Contract Administrator					
	Dispatch Supervisor					
	Facility Supervisor					
	Fleet Safety & Training Supervisor					
	HR Leave Administrator					
	Planner II					
	Planning Project Manager					
	Safety & Regulatory Compliance Specialist					
	Senior Financial Analyst					
	Shift Supervisor					
	Web Designer					
6	Accountant	Exempt	Bi-weekly	\$ 1,903.85	\$ 2,281.38	\$ 2,658.46
	Customer Service Supervisor		Monthly	\$ 4,125.00	\$ 4,943.00	\$ 5,760.00
	Field Supervisor		Annual	\$ 49,500.00	\$ 59,316.00	\$ 69,120.00
	Fleet Safety & Training Instructor					
	Human Resources Analyst					
	Human Resources Specialist					
	Loss Prevention & Security Supervisor					
	Materials Supervisor					
	Operations Analyst					
	Operations Services Supervisor					
	Sales Supervisor					
	Stops and Stations Supervisor					
7	Dispatcher	Non-Exempt	Hourly	\$ 22.14	\$ 26.54	\$ 30.93
			Bi-weekly	\$ 1,771.38	\$ 2,123.08	\$ 2,474.77
			Monthly	\$ 3,838.00	\$ 4,600.00	\$ 5,362.00
	Contract Review Analyst	Exempt	Annual	\$ 46,056.00	\$ 55,200.00	\$ 64,344.00
	Marketing Specialist					
	Planner I					
8	Administrative Secretary	Non-Exempt	Hourly	\$ 18.95	\$ 22.07	\$ 25.19
	Department Senior Secretary		Bi-weekly	\$ 1,515.69	\$ 1,765.38	\$ 2,015.54
	Fleet Analyst		Monthly	\$ 3,284.00	\$ 3,825.00	\$ 4,367.00
	Human Resources Assistant		Annual	\$ 39,408.00	\$ 45,900.00	\$ 52,404.00
	Payroll Technician					
	Warranty Coordinator					
9	Human Resources Clerk	Non-Exempt	Hourly	\$ 15.91	\$ 18.58	\$ 21.26
			Bi-weekly	\$ 1,272.92	\$ 1,486.62	\$ 1,700.77
			Monthly	\$ 2,758.00	\$ 3,221.00	\$ 3,685.00
			Annual	\$ 33,096.00	\$ 38,652.00	\$ 44,220.00



PERSONNEL POLICY MANUAL

POLICY 402 PAGE 3 OF 3

SUBJECT

Salary Ranges Management Confidential Classifications

APPROVED BY OMNITRANS
BOARD OF DIRECTORS

ORIGINAL APPROVED DATE: July 10, 2013

ORIGINAL EFFECTIVE DATE: July 10, 2013

REVISED APPROVED DATE: May 1, 2019

When range changes occur every two years, Management & Confidential employees will maintain the same placement (compa ratio) in the new range.

The following classifications are for Capital Projects and are mandated by the FTA:

Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
1	Program Manager	Exempt	Bi-weekly Monthly Annual	\$ 3,921.69 \$ 8,497.00 \$ 101,964.00	\$ 4,868.77 \$ 10,549.00 \$ 126,588.00	\$ 5,815.38 \$ 12,600.00 \$ 151,200.00
2	Construction Manager	Exempt	Bi-weekly Monthly Annual	\$ 3,415.38 \$ 7,400.00 \$ 88,800.00	\$ 4,240.62 \$ 9,188.00 \$ 110,256.00	\$ 5,066.31 \$ 10,977.00 \$ 131,724.00
3	Design Manager Engineering Services Manager Project Control Manager Public Relations Manager Quality Assurance Manager	Exempt	Bi-weekly Monthly Annual	\$ 2,844.00 \$ 6,162.00 \$ 73,944.00	\$ 3,523.85 \$ 7,635.00 \$ 91,620.00	\$ 4,203.69 \$ 9,108.00 \$ 109,296.00
4	Construction Safety Manager Construction Safety & QA Specialist Public Relations Specialist Right-of-Way & Utilities Manager Senior Contract Administrator	Exempt	Bi-weekly Monthly Annual	\$ 2,615.54 \$ 5,667.00 \$ 68,004.00	\$ 3,082.15 \$ 6,678.00 \$ 80,136.00	\$ 3,549.23 \$ 7,690.00 \$ 92,280.00
6	Project Analyst	Exempt	Bi-weekly Monthly Annual	\$ 1,903.85 \$ 4,125.00 \$ 49,500.00	\$ 2,281.38 \$ 4,943.00 \$ 59,316.00	\$ 2,658.46 \$ 5,760.00 \$ 69,120.00
7	Document Control Analyst	Exempt	Bi-weekly Monthly Annual	\$ 1,771.38 \$ 3,838.00 \$ 46,056.00	\$ 2,123.08 \$ 4,600.00 \$ 55,200.00	\$ 2,474.77 \$ 5,362.00 \$ 64,344.00
8	Administrative Secretary - Capital Projects	Non-Exempt	Hourly Bi-weekly Monthly Annual	\$ 18.95 \$ 1,515.69 \$ 3,284.00 \$ 39,408.00	\$ 22.07 \$ 1,765.38 \$ 3,825.00 \$ 45,900.00	\$ 25.19 \$ 2,015.54 \$ 4,367.00 \$ 52,404.00



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SUBJECT

Salary Ranges Management Confidential Classifications

APPROVED BY OMNITRANS
BOARD OF DIRECTORS

ORIGINAL APPROVED DATE: July 1, 2014

ORIGINAL EFFECTIVE DATE: July 1, 2014

REVISED APPROVED DATE: May 1, 2019

I. Purpose

To state Omnitrans' policy on salary ranges for Management and Confidential classifications.

II. Scope

All Departments

III. Procedure

A. The Director of Human Resources is responsible for compensation administration and will modify and issue, from time to time, pay ranges and guidelines for salary adjustments as approved by the Board of Directors.

B. The CEO may increase the range to accommodate salary in lieu of providing an agency vehicle when necessary.

Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
1		Exempt	Bi-weekly Monthly Annual	\$ 3,921.69 \$ 8,497.00 \$ 101,964.00	\$ 4,868.77 \$ 10,549.00 \$ 126,588.00	\$ 5,815.38 \$ 12,600.00 \$ 151,200.00
2	Director of Finance Director of HR and Safety & Regulatory Compliance Director of Information Technology Director of Internal Audit Director of Maintenance Director of Marketing & Planning Director of Operations Director of Procurement	Exempt	Bi-weekly Monthly Annual	\$ 3,415.38 \$ 7,400.00 \$ 88,800.00	\$ 4,240.62 \$ 9,188.00 \$ 110,256.00	\$ 5,066.31 \$ 10,977.00 \$ 131,724.00
3	Accounting Manager Contracts Manager Development Planning Manager Employee Relations Manager Facility Manager Maintenance Manager Service Planning Manager Transportation Manager Treasury Manager	Exempt	Bi-weekly Monthly Annual	\$ 2,844.00 \$ 6,162.00 \$ 73,944.00	\$ 3,523.85 \$ 7,635.00 \$ 91,620.00	\$ 4,203.69 \$ 9,108.00 \$ 109,296.00
4	Database Administrator Materials Manager Network Administrator Safety & Regulatory Compliance Manager Technical Services Manager System Coordinator	Exempt	Bi-weekly Monthly Annual	\$ 2,615.54 \$ 5,667.00 \$ 68,004.00	\$ 3,082.15 \$ 6,678.00 \$ 80,136.00	\$ 3,549.23 \$ 7,690.00 \$ 92,280.00



PERSONNEL POLICY MANUAL

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SUBJECT

Salary Ranges Management Confidential Classifications

APPROVED BY OMNITRANS
BOARD OF DIRECTORS

ORIGINAL APPROVED DATE: July 1, 2014

ORIGINAL EFFECTIVE DATE: July 1, 2014

REVISED APPROVED DATE: May 1, 2019

Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
5	Application Developer	Exempt	Bi-weekly	\$ 2,226.46	\$ 2,688.46	\$ 3,097.38
	Application Specialist		Monthly	\$ 4,824.00	\$ 5,825.00	\$ 6,711.00
	Assistant to the CEO/GM		Annual	\$ 57,888.00	\$ 69,900.00	\$ 80,532.00
	Assistant Transportation Manager					
	Contract Administrator					
	Customer Service Manager					
	Dispatch Supervisor					
	Facility Supervisor					
	Fleet Safety & Training Supervisor					
	HR Leave Administrator					
	Marketing Manager					
	Planner II					
	Safety & Regulatory Compliance Specialist					
	Senior Financial Analyst					
	Shift Supervisor					
	Systems Engineer					
	Web Designer					
6	Accountant	Exempt	Bi-weekly	\$ 1,961.08	\$ 2,349.69	\$ 2,738.31
	Field Supervisor		Monthly	\$ 4,249.00	\$ 5,091.00	\$ 5,933.00
	Fleet Safety & Training Instructor		Annual	\$ 50,988.00	\$ 61,092.00	\$ 71,196.00
	Human Resources Analyst					
	Human Resources Specialist					
	Loss Prevention & Security Supervisor					
	Operations Analyst					
	Operations Services Supervisor					
	Sales Supervisor					
	Stops and Stations Supervisor					
7	Dispatcher	Non-Exempt	Hourly	\$ 22.81	\$ 27.33	\$ 31.86
	Department Senior Secretary		Bi-weekly	\$ 1,824.46	\$ 2,186.77	\$ 2,549.08
	Contract Review Analyst	Exempt	Monthly	\$ 3,953.00	\$ 4,738.00	\$ 5,523.00
			Annual	\$ 47,436.00	\$ 56,856.00	\$ 66,276.00
8	Administrative Secretary	Non-Exempt	Hourly	\$ 19.52	\$ 22.73	\$ 25.95
	Fleet Analyst		Bi-weekly	\$ 1,561.38	\$ 1,818.46	\$ 2,076.00
	Human Resources Assistant		Monthly	\$ 3,383.00	\$ 3,940.00	\$ 4,498.00
	Payroll Technician		Annual	\$ 40,596.00	\$ 47,280.00	\$ 53,976.00
	Warranty Coordinator					
9	Human Resources Clerk	Non-Exempt	Hourly	\$ 16.39	\$ 19.14	\$ 21.90
			Bi-weekly	\$ 1,311.23	\$ 1,531.38	\$ 1,752.00
			Monthly	\$ 2,841.00	\$ 3,318.00	\$ 3,796.00
			Annual	\$ 34,092.00	\$ 39,816.00	\$ 45,552.00



PERSONNEL POLICY MANUAL

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SUBJECT

Salary Ranges Management Confidential Classifications

APPROVED BY OMNITRANS
BOARD OF DIRECTORS

ORIGINAL APPROVED DATE: July 1, 2014

ORIGINAL EFFECTIVE DATE: July 1, 2014

REVISED APPROVED DATE: May 1, 2019

When range changes occur every two years, Management & Confidential employees will maintain the same placement (compa ratio) in the new range.

The following classifications are for Capital Projects and are mandated by the FTA:

Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
1	Program Manager	Exempt	Bi-weekly Monthly Annual	\$ 3,921.69 \$ 8,497.00 \$ 101,964.00	\$ 4,868.77 \$ 10,549.00 \$ 126,588.00	\$ 5,815.38 \$ 12,600.00 \$ 151,200.00
2	Construction Manager	Exempt	Bi-weekly Monthly Annual	\$ 3,415.38 \$ 7,400.00 \$ 88,800.00	\$ 4,240.62 \$ 9,188.00 \$ 110,256.00	\$ 5,066.31 \$ 10,977.00 \$ 131,724.00
3	Quality Assurance Manager	Exempt	Bi-weekly Monthly Annual	\$ 2,844.00 \$ 6,162.00 \$ 73,944.00	\$ 3,523.85 \$ 7,635.00 \$ 91,620.00	\$ 4,203.69 \$ 9,108.00 \$ 109,296.00
4	Construction Safety Manager Senior Contract Administrator	Exempt	Bi-weekly Monthly Annual	\$ 2,615.54 \$ 5,667.00 \$ 68,004.00	\$ 3,082.15 \$ 6,678.00 \$ 80,136.00	\$ 3,549.23 \$ 7,690.00 \$ 92,280.00
6	Project Analyst	Exempt	Bi-weekly Monthly Annual	\$ 1,961.08 \$ 4,249.00 \$ 50,988.00	\$ 2,349.69 \$ 5,091.00 \$ 61,092.00	\$ 2,738.31 \$ 5,933.00 \$ 71,196.00
8	Administrative Secretary - Capital Projects	Non-Exempt	Hourly Bi-weekly Monthly Annual	\$ 19.52 \$ 1,561.38 \$ 3,383.00 \$ 40,596.00	\$ 22.73 \$ 1,818.46 \$ 3,940.00 \$ 47,280.00	\$ 25.95 \$ 2,076.00 \$ 4,498.00 \$ 53,976.00



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SUBJECT

Salary Ranges Management Confidential Classifications

APPROVED BY OMNITRANS
BOARD OF DIRECTORS

ORIGINAL APPROVED DATE: July 1, 2015

ORIGINAL EFFECTIVE DATE: July 1, 2015

REVISED EFFECTIVE DATE: May 1, 2019

I. Purpose

To state Omnitrans' policy on salary ranges for Management and Confidential classifications.

II. Scope

All Departments

III. Procedure

- A. The Director of Human Resources Safety & Regulatory Compliance is responsible for compensation administration and will modify and issue, from time to time, pay ranges and guidelines for salary adjustments as approved by the Board of Directors.
- B. The CEO may increase the range to accommodate salary in lieu of providing an agency vehicle when necessary.

Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
1	Deputy General Manager	Exempt	Bi-weekly Monthly Annual	\$ 3,921.69 \$ 8,497.00 \$ 101,964.00	\$ 4,868.77 \$ 10,549.00 \$ 126,588.00	\$ 5,815.38 \$ 12,600.00 \$ 151,200.00
2	Director of Finance Director of HR and Safety & Regulatory Compliance Director of Information Technology Director of Internal Audit Director of Maintenance Director of Marketing & Planning Director of Operations Director of Procurement	Exempt	Bi-weekly Monthly Annual	\$ 3,415.38 \$ 7,400.00 \$ 88,800.00	\$ 4,240.62 \$ 9,188.00 \$ 110,256.00	\$ 5,066.31 \$ 10,977.00 \$ 131,724.00
3	Accounting Manager Contracts Manager Development Planning Manager Employee Relations Manager Facility Manager Maintenance Manager Service Planning Manager Transportation Manager Treasury Manager	Exempt	Bi-weekly Monthly Annual	\$ 2,844.00 \$ 6,162.00 \$ 73,944.00	\$ 3,523.85 \$ 7,635.00 \$ 91,620.00	\$ 4,203.69 \$ 9,108.00 \$ 109,296.00
4	Database Administrator Materials Manager Network Administrator Safety & Regulatory Compliance Manager Technical Services Manager System Coordinator	Exempt	Bi-weekly Monthly Annual	\$ 2,615.54 \$ 5,667.00 \$ 68,004.00	\$ 3,082.15 \$ 6,678.00 \$ 80,136.00	\$ 3,549.23 \$ 7,690.00 \$ 92,280.00



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SUBJECT

Salary Ranges Management Confidential Classifications

APPROVED BY OMNITRANS
BOARD OF DIRECTORS

ORIGINAL APPROVED DATE: July 1, 2015

ORIGINAL EFFECTIVE DATE: July 1, 2015

REVISED EFFECTIVE DATE: May 1, 2019

Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
5	Application Developer	Exempt	Bi-weekly	\$ 2,226.46	\$ 2,688.46	\$ 3,097.38
	Application Specialist		Monthly	\$ 4,824.00	\$ 5,825.00	\$ 6,711.00
	Executive Assistant to the CEO/GM		Annual	\$ 57,888.00	\$ 69,900.00	\$ 80,532.00
	Assistant Transportation Manager					
	Contract Administrator					
	Customer Service Manager					
	Dispatch Supervisor					
	Facility Supervisor					
	Fleet Safety & Training Supervisor					
	HR Leave Administrator					
	Security & Emergency Preparedness Coordinator					
	Marketing Manager					
	Planner II					
	Safety & Regulatory Compliance Specialist					
	Senior Financial Analyst					
	Shift Supervisor					
	Systems Engineer					
	Web Designer					
6	Accountant	Exempt	Bi-weekly	\$ 1,961.08	\$ 2,349.69	\$ 2,738.31
	Field Supervisor		Monthly	\$ 4,249.00	\$ 5,091.00	\$ 5,933.00
	Fleet Safety & Training Instructor		Annual	\$ 50,988.00	\$ 61,092.00	\$ 71,196.00
	Human Resources Analyst					
	Human Resources Specialist					
	Network Technician					
	Scheduling Analyst					
	Operations Services Supervisor					
7	Sales Supervisor	Non-Exempt	Hourly	\$ 22.81	\$ 27.33	\$ 31.86
	Stops and Stations Supervisor		Bi-weekly	\$ 1,824.46	\$ 2,186.77	\$ 2,549.08
	Dispatcher		Monthly	\$ 3,953.00	\$ 4,738.00	\$ 5,523.00
	Department Senior Secretary		Annual	\$ 47,436.00	\$ 56,856.00	\$ 66,276.00
	Contract Review Analyst					
8	Marketing Specialist	Non-Exempt	Hourly	\$ 19.52	\$ 22.73	\$ 25.95
	Planner I		Bi-weekly	\$ 1,561.38	\$ 1,818.46	\$ 2,076.00
	Administrative Secretary		Monthly	\$ 3,383.00	\$ 3,940.00	\$ 4,498.00
	Fleet Analyst		Annual	\$ 40,596.00	\$ 47,280.00	\$ 53,976.00
	Human Resources Assistant					
9	Payroll Technician	Non-Exempt	Hourly	\$ 16.39	\$ 19.14	\$ 21.90
	Warranty Coordinator		Bi-weekly	\$ 1,311.23	\$ 1,531.38	\$ 1,752.00
			Monthly	\$ 2,841.00	\$ 3,318.00	\$ 3,796.00
			Annual	\$ 34,092.00	\$ 39,816.00	\$ 45,552.00



PERSONNEL POLICY MANUAL

POLICY 402 PAGE 3 OF 3

SUBJECT

Salary Ranges Management Confidential Classifications

APPROVED BY OMNITRANS
BOARD OF DIRECTORS

ORIGINAL APPROVED DATE: July 1, 2015

ORIGINAL EFFECTIVE DATE: July 1, 2015

REVISED EFFECTIVE DATE: May 1, 2019

When range changes occur every two years, Management & Confidential employees will maintain the same placement (compa ratio) in the new range.

The following classifications are for Capital Projects and are mandated by the FTA:

Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
1	Program Manager	Exempt	Bi-weekly Monthly Annual	\$ 3,921.69 \$ 8,497.00 \$ 101,964.00	\$ 4,868.77 \$ 10,549.00 \$ 126,588.00	\$ 5,815.38 \$ 12,600.00 \$ 151,200.00
2	Construction Manager	Exempt	Bi-weekly Monthly Annual	\$ 3,415.38 \$ 7,400.00 \$ 88,800.00	\$ 4,240.62 \$ 9,188.00 \$ 110,256.00	\$ 5,066.31 \$ 10,977.00 \$ 131,724.00
3	Quality Assurance Manager	Exempt	Bi-weekly Monthly Annual	\$ 2,844.00 \$ 6,162.00 \$ 73,944.00	\$ 3,523.85 \$ 7,635.00 \$ 91,620.00	\$ 4,203.69 \$ 9,108.00 \$ 109,296.00
4	Construction Safety Manager Senior Contract Administrator	Exempt	Bi-weekly Monthly Annual	\$ 2,615.54 \$ 5,667.00 \$ 68,004.00	\$ 3,082.15 \$ 6,678.00 \$ 80,136.00	\$ 3,549.23 \$ 7,690.00 \$ 92,280.00
6	Project Analyst	Exempt	Bi-weekly Monthly Annual	\$ 1,961.08 \$ 4,249.00 \$ 50,988.00	\$ 2,349.69 \$ 5,091.00 \$ 61,092.00	\$ 2,738.31 \$ 5,933.00 \$ 71,196.00
8	Administrative Secretary - Capital Projects	Non-Exempt	Hourly Bi-weekly Monthly Annual	\$ 19.52 \$ 1,561.38 \$ 3,383.00 \$ 40,596.00	\$ 22.73 \$ 1,818.46 \$ 3,940.00 \$ 47,280.00	\$ 25.95 \$ 2,076.00 \$ 4,498.00 \$ 53,976.00



PERSONNEL POLICY MANUAL

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SUBJECT

Salary Ranges Management Confidential Classifications

APPROVED BY OMNITRANS
BOARD OF DIRECTORS

ORIGINAL APPROVED DATE: May 4, 2016

ORIGINAL EFFECTIVE DATE: July 6, 2016

REVISED APPROVED DATE: May 1, 2019

I. Purpose

To state Omnitrans' policy on salary ranges for Management and Confidential classifications.

II. Scope

All Departments

III. Procedure

A. The Director of Human Resources Safety & Regulatory Compliance is responsible for compensation administration and will modify and issue, from time to time, pay ranges and guidelines for salary adjustments as approved by the Board of Directors.

B. The CEO may increase the range to accommodate salary in lieu of providing an agency vehicle when necessary.

Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
1	Deputy General Manager Legal Counsel	Exempt	Bi-weekly Monthly Annual	\$ 4,195.85 \$ 9,091.00 \$ 109,092.00	\$ 5,209.38 \$ 11,287.00 \$ 135,444.00	\$ 6,222.46 \$ 13,482.00 \$ 161,784.00
2	Director of Finance Director of HR and Safety & Regulatory Compliance Director of Information Technology Director of Internal Audit Director of Maintenance Director of Marketing & Planning Director of Operations Director of Procurement Director of Special Transportation Services Director of Rail Operations	Exempt	Bi-weekly Monthly Annual	\$ 3,654.46 \$ 7,918.00 \$ 95,016.00	\$ 4,537.38 \$ 9,831.00 \$ 117,972.00	\$ 5,420.77 \$ 11,745.00 \$ 140,940.00
3	Accounting Manager Contracts Manager Development Planning Manager Employee Relations Manager Facility Manager Maintenance Manager Safety & Regulatory Compliance Manager Service Planning Manager Transportation Manager Treasury Manager Rail Compliance Officer	Exempt	Bi-weekly Monthly Annual	\$ 3,042.92 \$ 6,593.00 \$ 79,116.00	\$ 3,770.31 \$ 8,169.00 \$ 98,028.00	\$ 4,497.69 \$ 9,745.00 \$ 116,940.00



PERSONNEL POLICY MANUAL

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SUBJECT

Salary Ranges Management Confidential Classifications

APPROVED BY OMNITRANS
BOARD OF DIRECTORS

ORIGINAL APPROVED DATE: May 4, 2016

ORIGINAL EFFECTIVE DATE: July 6, 2016

REVISED APPROVED DATE: May 1, 2019

Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
4	Database Administrator	Exempt	Bi-weekly	\$ 2,798.31	\$ 3,297.69	\$ 3,797.54
	Materials Manager		Monthly	\$ 6,063.00	\$ 7,145.00	\$ 8,228.00
	Network Administrator		Annual	\$ 72,756.00	\$ 85,740.00	\$ 98,736.00
	Technical Services Manager					
5	System Coordinator	Exempt				
	Application Developer		Bi-weekly	\$ 2,382.00	\$ 2,876.31	\$ 3,313.85
	Application Specialist		Monthly	\$ 5,161.00	\$ 6,232.00	\$ 7,180.00
	Executive Assistant to the CEO/GM		Annual	\$ 61,932.00	\$ 74,784.00	\$ 86,160.00
	Assistant Transportation Manager					
	Contract Administrator					
	Customer Service Manager					
	Dispatch Supervisor					
	Facility Supervisor					
	Fleet Safety & Training Supervisor					
	HR Leave Administrator					
	Security & Emergency					
	Preparedness Coordinator					
	Maintenance Supervisor-STS					
	Marketing Manager					
	Office Administrator-STS					
	Programs Administrator-STS					
	Safety & Regulatory Compliance Specialist					
	Senior Financial Analyst					
	Shift Supervisor					
	Systems Engineer					
	Web Designer					
6	Accountant	Exempt	Bi-weekly	\$ 2,098.15	\$ 2,514.00	\$ 2,929.85
	Field Supervisor		Monthly	\$ 4,546.00	\$ 5,447.00	\$ 6,348.00
	Fleet Safety & Training Instructor		Annual	\$ 54,552.00	\$ 65,364.00	\$ 76,176.00
	Human Resources Analyst					
	Human Resources Specialist					
	Network Technician					
	Scheduling Analyst					
	Operations Services Supervisor					
	Sales Supervisor					
	Stops and Stations Supervisor					
7	Dispatcher	Non-Exempt	Hourly	\$ 24.40	\$ 29.24	\$ 34.09
	Department Senior Secretary		Bi-weekly	\$ 1,951.85	\$ 2,339.54	\$ 2,727.23
			Monthly	\$ 4,229.00	\$ 5,069.00	\$ 5,909.00
	Contract Review Analyst	Exempt	Annual	\$ 50,748.00	\$ 60,828.00	\$ 70,908.00
	Marketing Specialist					
	Planner I					



PERSONNEL POLICY MANUAL

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SUBJECT

Salary Ranges Management Confidential Classifications

APPROVED BY OMNITRANS
BOARD OF DIRECTORS

ORIGINAL APPROVED DATE: May 4, 2016

ORIGINAL EFFECTIVE DATE: July 6, 2016

REVISED APPROVED DATE: May 1, 2019

Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
8	Administrative Secretary	Non-Exempt	Hourly	\$ 20.88	\$ 24.32	\$ 27.76
	Fleet Analyst		Bi-weekly	\$ 1,670.31	\$ 1,945.38	\$ 2,220.92
	Human Resources Assistant		Monthly	\$ 3,619.00	\$ 4,215.00	\$ 4,812.00
	Payroll Technician		Annual	\$ 43,428.00	\$ 50,580.00	\$ 57,744.00
	Warranty Coordinator					
9	Human Resources Clerk	Non-Exempt	Hourly	\$ 17.53	\$ 20.48	\$ 23.43
	Administrative Assistant-STS		Bi-weekly	\$ 1,402.62	\$ 1,638.46	\$ 1,874.31
	Class B Technician-STS		Monthly	\$ 3,039.00	\$ 3,550.00	\$ 4,061.00
	Client Relations Coordinator-STS		Annual	\$ 36,468.00	\$ 42,600.00	\$ 48,732.00
	Travel Trainer-STS					

When range changes occur every two years, Management & Confidential employees will maintain the same placement (compa ratio) in the new range.

The following classifications are for Capital Projects and are mandated by the FTA:

Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
1	Program Manager	Exempt	Bi-weekly	\$ 4,195.85	\$ 5,209.38	\$ 6,222.46
			Monthly	\$ 9,091.00	\$ 11,287.00	\$ 13,482.00
			Annual	\$ 109,092.00	\$ 135,444.00	\$ 161,784.00
2	Construction Manager	Exempt	Bi-weekly	\$ 3,654.46	\$ 4,537.38	\$ 5,420.77
			Monthly	\$ 7,918.00	\$ 9,831.00	\$ 11,745.00
			Annual	\$ 95,016.00	\$ 117,972.00	\$ 140,940.00
3	Quality Assurance Manager	Exempt	Bi-weekly	\$ 3,042.92	\$ 3,770.31	\$ 4,497.69
			Monthly	\$ 6,593.00	\$ 8,169.00	\$ 9,745.00
			Annual	\$ 79,116.00	\$ 98,028.00	\$ 116,940.00
4	Construction Safety Manager Senior Contract Administrator	Exempt	Bi-weekly	\$ 2,798.31	\$ 3,297.69	\$ 3,797.54
			Monthly	\$ 6,063.00	\$ 7,145.00	\$ 8,228.00
			Annual	\$ 72,756.00	\$ 85,740.00	\$ 98,736.00
6	Project Analyst	Exempt	Bi-weekly	\$ 2,098.15	\$ 2,514.00	\$ 2,929.85
			Monthly	\$ 4,546.00	\$ 5,447.00	\$ 6,348.00
			Annual	\$ 54,552.00	\$ 65,364.00	\$ 76,176.00
8	Administrative Secretary - Capital Projects	Non-Exempt	Hourly	\$ 20.88	\$ 24.32	\$ 27.76
			Bi-weekly	\$ 1,670.31	\$ 1,945.38	\$ 2,220.92
			Monthly	\$ 3,619.00	\$ 4,215.00	\$ 4,812.00
			Annual	\$ 43,428.00	\$ 50,580.00	\$ 57,744.00



PERSONNEL POLICY MANUAL

POLICY 402 PAGE 1 OF 3

SUBJECT

Salary Ranges Management Confidential Classifications

APPROVED BY OMNITRANS
BOARD OF DIRECTORS

ORIGINAL APPROVED DATE: March 1, 2017

ORIGINAL EFFECTIVE DATE: March 1, 2017

REVISED APPROVED DATE: May 1, 2019

I. Purpose

To state Omnitrans' policy on salary ranges for Management and Confidential classifications.

II. Scope

All Departments

III. Procedure

- A. The Director of Human Resources Safety & Regulatory Compliance is responsible for compensation administration and will modify and issue, from time to time, pay ranges and guidelines for salary adjustments as approved by the Board of Directors.
- B. The CEO may increase the range to accommodate salary in lieu of providing an agency vehicle when necessary.

Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
1	(reserved for future consideration)					
2	Director of Finance Director of HR SRC Director of Information Technology Director of Internal Audit Director of Maintenance Director of Marketing & Planning Director of Operations Director of Procurement Director of Special Transportation Services Director of Rail Operations	Exempt	Bi-weekly Monthly Annual	\$ 3,837.23 \$ 8,314.00 \$ 99,768.00	\$ 4,764.46 \$ 10,323.00 \$ 123,876.00	\$ 5,691.69 \$ 12,332.00 \$ 147,984.00
3	Accounting Manager Contracts Manager Development Planning Manager Employee Relations Manager Facility Manager Maintenance Manager Safety & Regulatory Compliance Manager Service Planning Manager Transportation Manager Treasury Manager Rail Compliance Officer	Exempt	Bi-weekly Monthly Annual	\$ 3,134.31 \$ 6,791.00 \$ 81,492.00	\$ 3,883.38 \$ 8,414.00 \$ 100,968.00	\$ 4,632.46 \$ 10,037.00 \$ 120,444.00



PERSONNEL POLICY MANUAL

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SUBJECT

Salary Ranges Management Confidential Classifications

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BOARD OF DIRECTORS

ORIGINAL APPROVED DATE: March 1, 2017

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Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
4	Database Administrator	Exempt	Bi-weekly	\$ 2,882.31	\$ 3,396.46	\$ 3,911.54
	Materials Manager		Monthly	\$ 6,245.00	\$ 7,359.00	\$ 8,475.00
	Network Administrator		Annual	\$ 74,940.00	\$ 88,308.00	\$ 101,700.00
	Senior Contract Administrator					
5	Special Transportation Services Manager	Exempt				
	System Coordinator					
	Technical Services Manager					
	Application Developer		Bi-weekly	\$ 2,501.08	\$ 3,020.31	\$ 3,479.54
	Application Specialist		Monthly	\$ 5,419.00	\$ 6,544.00	\$ 7,539.00
	Sr. Executive Assistant to the CEO/GM		Annual	\$ 65,028.00	\$ 78,528.00	\$ 90,468.00
	Assistant Transportation Manager					
	Contract Administrator					
	Customer Service Manager					
	Dispatch Supervisor					
	Environmental/Occupational Health & Safety Specialist					
	Facility Supervisor					
	Fleet Safety & Training Supervisor					
	HR Leave Administrator					
	Security & Emergency Preparedness Coordinator					
	Maintenance Supervisor-STS					
	Marketing Manager					
	Programs Administrator-STS					
	Purchased Transportation Administrator					
	Safety & Regulatory Compliance Specialist					
	Senior Financial Analyst					
	Shift Supervisor					
	Systems Engineer					
	Web Designer					
6	Accountant	Exempt	Bi-weekly	\$ 2,202.92	\$ 2,639.54	\$ 3,076.15
	Executive Staff Assistant		Monthly	\$ 4,773.00	\$ 5,719.00	\$ 6,665.00
	Field Supervisor		Annual	\$ 57,276.00	\$ 68,628.00	\$ 79,980.00
	Fleet Safety & Training Instructor					
	Human Resources Analyst					
	Human Resources Specialist					
	Network Technician					
	Scheduling Analyst					
	Sales Supervisor					
	Stops and Stations Supervisor					
	Transit Technical Trainer					



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SUBJECT

Salary Ranges Management Confidential Classifications

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BOARD OF DIRECTORS

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Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
7	Dispatcher	Non-Exempt	Hourly	\$ 25.13	\$ 30.12	\$ 35.11
	Department Senior Secretary		Bi-weekly	\$ 2,010.46	\$ 2,409.69	\$ 2,808.92
	Contract Review Analyst	Exempt	Monthly	\$ 4,356.00	\$ 5,221.00	\$ 6,086.00
	Marketing Specialist Planner I		Annual	\$ 52,272.00	\$ 62,652.00	\$ 73,032.00
8	Administrative Secretary	Non-Exempt	Hourly	\$ 21.92	\$ 25.53	\$ 29.15
	Fleet Analyst		Bi-weekly	\$ 1,753.85	\$ 2,042.77	\$ 2,332.15
	Human Resources Assistant		Monthly	\$ 3,800.00	\$ 4,426.00	\$ 5,053.00
	Paratransit Eligibility Technician Payroll Technician Warranty Coordinator		Annual	\$ 45,600.00	\$ 53,112.00	\$ 60,636.00
9	Human Resources Clerk	Non-Exempt	Hourly	\$ 18.06	\$ 21.10	\$ 24.13
	Administrative Assistant-STS		Bi-weekly	\$ 1,444.62	\$ 1,687.85	\$ 1,930.62
	Class B Technician-STS		Monthly	\$ 3,130.00	\$ 3,657.00	\$ 4,183.00
	Client Relations Coordinator-STS Travel Trainer-STS		Annual	\$ 37,560.00	\$ 43,884.00	\$ 50,196.00

When range changes occur every two years, Management & Confidential employees will maintain the same placement (compa ratio) in the new range.

The following classifications are for Capital Projects and are mandated by the FTA:

Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
1						
2	Construction Manager	Exempt	Bi-weekly	\$ 3,837.23	\$ 4,764.46	\$ 5,691.69
			Monthly	\$ 8,314.00	\$ 10,323.00	\$ 12,332.00
			Annual	\$ 99,768.00	\$ 123,876.00	\$ 147,984.00
3	Quality Assurance Manager	Exempt	Bi-weekly	\$ 3,134.31	\$ 3,883.38	\$ 4,632.46
			Monthly	\$ 6,791.00	\$ 8,414.00	\$ 10,037.00
			Annual	\$ 81,492.00	\$ 100,968.00	\$ 120,444.00
4	Construction Safety Manager	Exempt	Bi-weekly	\$ 2,882.31	\$ 3,396.46	\$ 3,911.54
			Monthly	\$ 6,245.00	\$ 7,359.00	\$ 8,475.00
			Annual	\$ 74,940.00	\$ 88,308.00	\$ 101,700.00
6	Project Analyst	Exempt	Bi-weekly	\$ 2,202.92	\$ 2,639.54	\$ 3,076.15
			Monthly	\$ 4,773.00	\$ 5,719.00	\$ 6,665.00
			Annual	\$ 57,276.00	\$ 68,628.00	\$ 79,980.00
8	Administrative Secretary - Capital Projects	Non-Exempt	Hourly	\$ 21.92	\$ 25.53	\$ 29.15
			Bi-weekly	\$ 1,753.85	\$ 2,042.77	\$ 2,332.15
			Monthly	\$ 3,800.00	\$ 4,426.00	\$ 5,053.00
			Annual	\$ 45,600.00	\$ 53,112.00	\$ 60,636.00



PERSONNEL POLICY MANUAL

POLICY 402 PAGE 1 OF 3

SUBJECT

Salary Ranges Management Confidential Classifications

APPROVED BY OMNITRANS
BOARD OF DIRECTORS

ORIGINAL APPROVED DATE: September 5, 2018

ORIGINAL EFFECTIVE DATE: September 5, 2018

REVISED APPROVED DATE: May 1, 2019

I. Purpose

To state Omnitrans' policy on salary ranges for Management and Confidential classifications.

II. Scope

All Departments

III. Procedure

- A. The Director of Human Resources is responsible for compensation administration and will modify and issue, from time to time, pay ranges and guidelines for salary adjustments as approved by the Board of Directors.

Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
1	(reserved for future consideration)					
2	Director of Finance Director of Human Resources Director of Information Technology Director of Internal Audit Director of Maintenance Director of Marketing & Planning Director of Operations Director of Procurement Director of Rail Operations Director of Safety & Regulatory Compliance Director of Special Transportation Services (STS)	Exempt	Bi-weekly Monthly Annual	\$ 3,952.15 \$ 8,563.00 \$102,756.00	\$ 4,907.08 \$ 10,632.00 \$127,584.00	\$ 5,862.46 \$ 12,702.00 \$152,424.00
3	Accounting Manager Contracts Manager Database Manager Development Planning Manager Employee Relations Manager Facility Manager Maintenance Manager Safety & Regulatory Compliance Manager Service Planning Manager Transportation Manager Treasury Manager Rail Compliance Officer	Exempt	Bi-weekly Monthly Annual	\$ 3,228.46 \$ 6,995.00 \$ 83,940.00	\$ 3,999.69 \$ 8,666.00 \$ 103,992.00	\$ 4,771.38 \$ 10,338.00 \$ 124,056.00
4	Capital Projects Services Manager Materials Manager Network Administrator Senior Contract Administrator Special Transportation Services Manager System Coordinator Technical Services Manager	Exempt	Bi-weekly Monthly Annual	\$ 2,968.62 \$ 6,432.00 \$ 77,184.00	\$ 3,498.46 \$ 7,580.00 \$ 90,960.00	\$ 4,028.77 \$ 8,729.00 \$ 104,748.00



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Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
5	Application Developer	Exempt	Bi-weekly	\$ 2,575.85	\$ 3,110.77	\$ 3,583.85
	Application Specialist		Monthly	\$ 5,581.00	\$ 6,740.00	\$ 7,765.00
	Sr. Executive Assistant to the CEO/GM		Annual	\$ 66,972.00	\$ 80,880.00	\$ 93,180.00
	Assistant Transportation Manager					
	Contract Administrator					
	Customer Service Manager					
	Dispatch Supervisor					
	Environmental/Occupational Health & Safety Specialist					
	Facility Supervisor					
	Fleet Safety & Training Supervisor					
	HR Leave Administrator					
	Security & Emergency Preparedness Coordinator					
	Maintenance Supervisor-STS					
	Marketing Manager					
	Network Technician					
	Programs Administrator-STS					
	Purchased Transportation Administrator					
	Safety & Regulatory Compliance Specialist					
	Senior Financial Analyst					
	Shift Supervisor					
	Systems Engineer					
	Systems Specialist					
	Web Designer					
6	Accountant	Exempt	Bi-weekly	\$ 2,268.92	\$ 2,718.46	\$ 3,168.46
	Executive Staff Assistant		Monthly	\$ 4,916.00	\$ 5,890.00	\$ 6,865.00
	Field Supervisor		Annual	\$ 58,992.00	\$ 70,680.00	\$ 82,380.00
	Fleet Safety & Training Instructor					
	Human Resources Analyst					
	Human Resources Specialist					
	Scheduling Analyst					
	Sales Supervisor					
	Stops and Stations Supervisor					
	Transit Technical Trainer					
7	Dispatcher	Non-Exempt	Hourly	\$ 25.89	\$ 31.03	\$ 36.16
	Department Senior Secretary		Bi-weekly	\$ 2,070.92	\$ 2,482.15	\$ 2,892.92
			Monthly	\$ 4,487.00	\$ 5,378.00	\$ 6,268.00
	Contract Review Analyst	Exempt	Annual	\$ 53,844.00	\$ 64,536.00	\$ 75,216.00
	Marketing Specialist					
	Planner I					
	Senior Fleet Analyst					



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Job Level	Job Title	FLSA	Salary Breakdown	Pay Range		
				Minimum	Mid-Point	Maximum
8	Administrative Secretary	Non-Exempt	Hourly	\$ 22.58	\$ 26.30	\$ 30.02
	Client Relations Coordinator-STS		Bi-weekly	\$ 1,806.46	\$ 2,104.15	\$ 2,401.85
	Fleet Analyst		Monthly	\$ 3,914.00	\$ 4,559.00	\$ 5,204.00
	Human Resources Assistant		Annual	\$ 46,968.00	\$ 54,708.00	\$ 62,448.00
	Paratransit Eligibility Technician					
	Payroll Technician					
	Travel Trainer-STS					
9	Warranty Coordinator	Non-Exempt				
	Human Resources Clerk		Hourly	\$ 18.60	\$ 21.73	\$ 24.85
	Administrative Assistant-STS		Bi-weekly	\$ 1,488.00	\$ 1,738.62	\$ 1,988.31
	Class B Technician-STS		Monthly	\$ 3,224.00	\$ 3,767.00	\$ 4,308.00
			Annual	\$ 38,688.00	\$ 45,204.00	\$ 51,696.00

Range changes occur every two years.

Performance merit increases for employees who reach the maximum of their pay range will be treated as follows:

- The employee's base pay will be brought to the maximum of their pay range;
- Any amount in excess pay, over the maximum pay range, will not be included in the employee's base pay;
- The excess amount of the merit award will be paid in a one-time lump sum.

The CEO/GM has the authority for a special merit award up to 3% of an employee's salary for work outside routine responsibilities.

ITEM # E8

DATE: May 1, 2019

TO: Board Chair Ron Dailey and Members of the Omnitrans Board of Directors

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Maurice A. Mansion, Director of Finance

SUBJECT: BOARD RESOLUTION – AUTHORIZING THE FILING OF FUNDING CLAIMS FOR STATE AND LOCAL FUNDING SOURCES WITH THE SAN BERNARDINO COUNTY TRANSPORTATION AUTHORITY

FORM MOTION

Authorize the CEO/General Manager or designee to execute all required documents and any amendments required to file funding claims for state and local funding sources with the San Bernardino County Transportation Authority (SBCTA).

BACKGROUND

As part of the claim process SBCTA requires applicants who are governed by councils or boards to submit a resolution. The resolution authorizes a delegated representative to apply for and accept state and local funds.

Omnitrans annually receives state and local funds from SBCTA. In order process a claim and receive these funds Omnitrans must have an approved resolution on file. This motion allows the CEO/General Manager or designee to process all claims with SBCTA to receive funding.

CONCLUSION

Approval of this agenda item allows Omnitrans to file the FY2020 Transit Claim with SBCTA to receive state and local funding.

PSG: MM

Attachment A: Resolution No. 311-19

RESOLUTION NO. 311-19

A RESOLUTION OF THE OMNITRANS BOARD OF DIRECTORS, SAN BERNARDINO COUNTY, CALIFORNIA AUTHORIZING THE FILING OF TRANSPORTATION DEVELOPMENT ACT, ARTICLE 4, REIMBURSEMENT CLAIM TO THE SAN BERNARDINO COUNTY TRANSPORTATION AUTHORITY.

WHEREAS, Omnitrans is providing public transit services within San Bernardino County; and

WHEREAS, a portion of these services are funded through the Transportation Development Act, Article 4, which are subsequently administered and distributed by the San Bernardino County Transportation Authority, not to exceed the amount approved by the Omnitrans Board of Directors, in the adopted budget for Fiscal Year 2020.

NOW, THEREFORE BE IT RESOLVED BY THE OMNITRANS BOARD OF DIRECTORS, that: the Omnitrans CEO/General Manager is hereby authorized to file an Article 4, Transportation Development Act claim with the San Bernardino County Transportation Authority not to exceed the amount approved by the Omnitrans Board of Directors, in the adopted budget for Fiscal Year 2020.

I HEREBY CERTIFY that the foregoing resolution was duly adopted by the Omnitrans Board of Directors, at their regular meeting held on the 1st day of May, 2019, by the following vote, to wit:

AYES:

NOES:

ABSENT:

P. Scott Graham, CEO/General Manager
Secretary, Omnitrans Board of Directors

The foregoing resolution is hereby approved this 1st day of May 2019.

Ron Dailey
Board Chair, Omnitrans Board of Directors

Approved as to form:

Haviva Shane
Counsel for Omnitrans

ITEM # E9

DATE: May 1, 2019

TO: Board Chair Ron Dailey and Members of the Omnitrans Board of Directors

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Maurice A. Mansion, Treasury Manager

SUBJECT: BOARD RESOLUTION – AUTHORIZING THE FILING OF FUNDING APPLICATIONS AND CERTIFICATIONS AND ASSURANCES WITH CALTRANS FOR THE LOW CARBON TRANSIT OPERATIONS PROGRAM (LCTOP)

FORM MOTION

Authorize the CEO/General Manager to execute all required documents and any amendments required to file funding applications with Caltrans for the LCTOP funds.

BACKGROUND

As part of the application process to receive LCTOP funds, Caltrans requires applicants who are governed by councils or boards to submit a resolution. The resolution authorizes a delegated representative to apply for and accept LCTOP Funds.

Omnitrans is scheduled to receive \$294,270 in Fiscal Year 2018-2019 funds. In order to receive the funds Omnitrans must have an approved resolution filed with Caltrans. This motion allows the CEO/General Manager to execute all required documents for the LCTOP program with Caltrans.

CONCLUSION

Approval of this agenda item allows Omnitrans to file the FY2018-2019 application with Caltrans to receive LCTOP funding.

PSG: MM

Attachment A: Resolution No. 312-19

RESOLUTION NO. 312-19

A RESOLUTION OF THE OMNITRANS BOARD OF DIRECTORS, SAN BERNARDINO COUNTY, CALIFORNIA AUTHORIZING FOR THE EXECUTION OF THE CERTIFICATIONS AND ASSURANCES AND AUTHORIZED AGENTS FORMS FOR THE LOW CARBON TRANSIT OPERATIONS PROGRAM (LCTOP) FOR THE FOLLOWING PROJECT: ROUTE 12 \$294,270

WHEREAS, OMNITRANS is an eligible project sponsor and may receive state funding from the Low Carbon Transit Operations Program (LCTOP) for transit projects; and

WHEREAS, the statutes related to state-funded transit projects require a local or regional implementing agency to abide by various regulations; and

WHEREAS, Senate Bill 862 (2014) named the Department of Transportation (Department) as the administrative agency for the LCTOP; and

WHEREAS, the Department has developed guidelines for the purpose of administering and distributing LCTOP funds to eligible project sponsors (local agencies); and

WHEREAS, OMNITRANS wishes to delegate authorization to execute these documents and any amendments thereto to P. Scott Graham, CEO/General Manager.

WHEREAS, OMNITRANS wishes to implement the following LCTOP project(s) listed above,

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of OMNITRANS that the fund recipient agrees to comply with all conditions and requirements set forth in the Certification and Assurances and the Authorized Agent documents and applicable statutes, regulations and guidelines for all LCTOP funded transit projects.

NOW THEREFORE, BE IT FURTHER RESOLVED that P. Scott Graham, CEO/General Manager be authorized to execute all required documents of the LCTOP program and any Amendments thereto with the California Department of Transportation.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of OMNITRANS that it hereby authorizes the submittal of the following project nomination(s) and allocation request(s) to the Department in FY 2018-19 LCTOP funds:

List project(s), including the following information:

Project Name: Route 12

Amount of LCTOP funds requested: \$294,270

Short description of project: Route connecting Fontana, Rialto, Muscoy and San Bernardino

Benefit to a Priority Populations: Creates a one seat ride from Cal State San Bernardino to a recently developed logistics and retail center

Contributing Sponsors (if applicable): N/A

I HEREBY CERTIFY that the foregoing resolution was duly adopted by the Omnitrans Board of Directors, at their regular meeting held on the 1st day of May 2019, by the following vote, to wit:

AYES:

NOES:

ABSENT:

P. Scott Graham, CEO/General Manager
Secretary, Omnitrans Board of Directors

The foregoing resolution is hereby approved this 1st day of May 2019.

Ron Dailey
Board Chair, Omnitrans Board of Directors

Approved as to form:

Haviva Shane
Counsel for Omnitrans

ITEM # E10

DATE: May 1, 2019

TO: Board Chair Ron Dailey and Members of the Omnitrans Board of Directors

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Eugenia F. Pinheiro, Contracts Manager

**SUBJECT: AUTHORIZE RELEASE – RFP-ITS19-82
INFORMATION TECHNOLOGY HARDWARE**

FORM MOTION

Authorize the CEO/General Manager to release Request for Proposals RFP-ITS19-82 for the provision of Information Technology (IT) Hardware equipment for a three (3) year period.

BACKGROUND

Omnitrans requires a contractor to provide IT Hardware equipment on an as-needed basis. Services include the provision of microprocessor products to include tablets, workstations, laptops, data center and network equipment.

In accordance with the Procurement Policy 2000, Section 2.3.5.1.3 and FTA Circular 4220.1F, Board authorization and use of a formal procurement procedure is required to release Request for Proposals for procurements of goods/services exceeding \$150,000. The Independent Cost Estimate for this project is \$275,000, if all options are exercised.

FUNDING SOURCE

The cost associated with this procurement is budgeted in Omnitrans' Capital Budget as follows:

FUNDING	GRANT #	YEAR	PROJECT NAME	INTERNAL ORDER	AMOUNT
FTA	CA-90-Z280	2015	Laptop/Desktop Computer Hardware	D1522013F	\$220,000
Prop1B	10/11-7-34(002)	2015	Laptop/Desktop Computer Hardware	D1522013B	\$55,000
Total					\$275,000

_____ Verification of Funding Sources and Availability of Funds
(Verified and initialed by Finance)

Short Range Transit Plan/Strategic Initiative Supported – This procurement supports Omnitrans’ Short Range Transit Plan goal to enhance Omnitrans’ network design to increase ridership and minimize costs by reducing redundancy.

CONCLUSION

By proceeding with this solicitation, Omnitrans will be able to provide IT Hardware equipment.

PSG:EFP:KAM

ITEM # E11

DATE: May 1, 2019

TO: Board Chair Ron Dailey and Members of the Omnitrans Board of Directors

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Eugenia F. Pinheiro, Contracts Manager

**SUBJECT: AUTHORIZE RELEASE – RFP-MNT20-07
HAZARDOUS WASTE TREATMENT, TRANSPORTATION AND
DISPOSAL**

FORM MOTION

Authorize the CEO/General Manager to release Request for Proposals RFP-MNT20-07 for the provision of Hazardous Waste Treatment, Transportation and Disposal for a three (3) year base period with two (2) single option years.

BACKGROUND

Omnitrans requires a contractor to provide hazardous waste services on an as-needed basis for the East Valley and West Valley locations. Services include the hauling and disposal of motor oil, waste coolant, paint booth filters, oily rags, aerosol cans and other hazardous materials collected by Omnitrans. In addition, the contractor shall provide 24-hour emergency response service in the event of a hazardous material spill on-site or off-site involving motor vehicle related traffic accidents. The current contract MNT14-222 expires September 30, 2019.

In accordance with the Procurement Policy 2000, Section 2.3.5.1.3 and FTA Circular 4220.1F, Board authorization and use of a formal procurement procedure is required to release Request for Proposals for procurements of good/services exceeding \$150,000. The Independent Cost Estimate for this project is \$235,000, if all options are exercised.

FUNDING SOURCE

The cost associated with this procurement is budgeted in the Maintenance Department's Operating budget as follows:

Department Number	1200
Expenditure Code	505060

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

Short Range Transit Plan/Strategic Initiative Supported – This procurement supports Omnitrans’ Short Range Transit Plan goal to support initiatives that are financially and environmentally sustainable in the short and long term.

CONCLUSION

By proceeding with this solicitation, Omnitrans will remain compliant regarding hazardous waste services.

PSG:EFP:KNT

ITEM # E12

DATE: May 1, 2019

TO: Board Chair Ron Dailey and Members of the Omnitrans Board of Directors

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Eugenia F. Pinheiro, Contracts Manager

SUBJECT: **AUTHORIZE AWARD - SOLE SOURCE**
CONTRACT SSR19-87 / ISD-19008
RADIO AND PAGER COMMUNICATION SYSTEM ACCESS

FORM MOTION

Authorize the CEO/General Manager to execute Contract ISD-19008 with the County of San Bernardino for the provision of Radio and Pager Communication System Access for five (5) years beginning July 1, 2019 and ending June 30, 2024, in the amount of \$61,547.40, plus a ten percent contingency of \$6,154.74, for a total not-to-exceed amount of \$67,702.14.

BACKGROUND

Omnitrans currently accesses the County of San Bernardino (County) radio communication system. The County has offered to renew its current five-year subscription for this service.

The County currently provides 800 MHz radio for law enforcement and fire personnel throughout Omnitrans' service area. Radio and pager access to this system allows Omnitrans' safety and security personnel to communicate throughout the service area and directly with the San Bernardino County Fire Department Communication Center. In the event of an emergency, the communication system allows safety and security personnel to receive alerts 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.

Fees are mandated by Section 16.0228A of the San Bernardino County Code and are updated on an annual basis. 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 contract with such rate changes.

In accordance with FTA Circular 4220.1F, Section VI-3.i, and Procurement Procedure 2010, Section 2.2, procurements 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.

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 Sources and Availability of Funds.
(Verified and initialed by Finance)

Short Range Transit Plan/Strategic Initiative Supported – This procurement supports Omnitrans' 2018 Management Plan – Develop and enhance an integrated, responsive safety and security system to protect customers, employees and assets.

CONCLUSION

By proceeding with this contract, Omnitrans will have the ability to communicate with the County of San Bernardino public safety personnel and receive emergency notices.

PSG:EFP:CVM

ITEM # E13

DATE: May 1, 2019

TO: Board Chair Ron Dailey and Members of the Omnitrans Board of Directors

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Eugenia F. Pinheiro, Contracts Manager

**SUBJECT: AUTHORIZE AWARD – CONTRACT MNT19-17, CONCRETE BUS PAD
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO (CSUSB)**

FORM MOTION

Authorize the CEO/General Manager to award Contract MNT19-17 to Pacific Access, Inc. of Pasadena, CA, for the construction of the Concrete Bus Pad at California State University, San Bernardino (CSUSB) in the amount of \$139,411.50, plus a ten percent contingency of \$13,941, and a 3.27% Cost Allocation Plan (CAP) in the amount of \$5,015, for a total not-to-exceed amount of \$158,368.

BACKGROUND

The bus stop at CSUSB was installed as part of the sbX E-Street Corridor BRT project. The pavement in front of the bus stop and opposite the dedicated bus lane has degraded. The construction includes replacement of the pavement with a concrete bus pad at the bus stop.

On March 6, 2019, Omnitrans' Board of Directors authorized the release of Invitation for Bids IFB-MNT19-17. Notices were published in two (2) local newspapers of general circulation, two minority publications, and posted on Omnitrans' online bidding system. Ten (10) bids were received by the April 1, 2019 deadline and nine (9) were deemed responsive.

Listed below are the bids from lowest to highest:

Company Name	Total
Access Pacific, Inc. of Pasadena, CA	\$ 139,411.50
DM Contracting, Inc. of Colton, CA	\$ 167,240.00
Three Peaks Corp, of Calimesa, CA	\$ 184,366.62
Wright Construction Engineering Corp. of San Marcos, CA	\$ 185,725.00
Hunter General Engineering, Inc. of Oceanside, CA	\$ 187,400.00

L.C. Paving & Sealing, Inc. of San Marcos, CA	\$ 189,942.00
EBS General Engineering, Inc. of Corona, CA	\$ 206,030.00
AEC Moreno Corp. of Colton, CA	\$ 229,200.00
BWW & Company, Inc. of Redlands, CA	\$ 244,610.00

*Lump Sum pricing is inclusive of all direct and indirect costs

Award is recommended to the lowest, responsive and responsible bidder, Pacific Access, Inc. a Disadvantaged Business Enterprise (DBE). Pricing is deemed fair and reasonable based on competition.

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

FUNDING SOURCE

The cost associated with this procurement is budgeted in Omnitrans' Capital Budget as follows:

FUNDING	GRANT #	YEAR	PROJECT NAME	INTERNAL ORDER	AMOUNT
FTA	CA-90-Y939	2012	BUS PAD CSUSB	X11G70060F	\$ 126,694
Prop1B	Prop1B	2008	BUS PAD CSUSB	X08F00003P	\$ 10,018
LTF	S-1407-28	2014	BUS PAD CSUSB	X1401022L	\$ 21,656
Total					\$ 158,368

_____ Verification of Funding Sources and Availability of Funds
(Verified and initialed by Finance)

Short Range Transit Plan/Strategic Initiative Supported – This procurement supports Omnitrans' Short Range Transit Plan FY2015–2020 goal to expand, maintain and improve existing vehicles, facilities and passenger amenities.

CONCLUSION

By proceeding with this award, Omnitrans will provide safe access to the bus stops at CSUSB.

PSG:EFP:CVM

ITEM # F1

DATE: May 1, 2019

TO: Board Chair Ron Dailey and Members of the Omnitrans Board of Directors

FROM: P. Scott Graham, CEO/General Manager

SUBJECT: CEO/GENERAL MANAGER'S REPORT

Omnitrans wins Safety and Security Award from American Public Transportation Association (APTA) - Omnitrans has been named the 2019 winner of APTA's Bus Safety and Security Gold Award for Safety and the Bus Safety and Security Gold Award for Security for mid-size public transportation systems (public transportation systems providing greater than 4 million but less than 20 million annual passenger trips). Director of Operations, Shawn Brohpy and Director of Maintenance, Connie Raya will accept the award on behalf of Omnitrans at the 2019 APTA Mobility Conference in Louisville, KY in May.

Call for Projects – Measure I Specialized Transportation Programs Pre-Application Workshop - On March 6, 2019, the Omnitrans Board of Directors authorized a Call for Projects - Measure I Specialized Transportation Programs for Fiscal Years 2020 and 2021. Omnitrans Special Transportation Services staff conducted a Pre-Application Workshop for organizations interested in the Call and gave instructions on how to complete the application packet. Attending the workshop were 18 individuals representing 13 organizations. Applications are due no-later-than 4:00 p.m. on May 21, 2019.

Safety and Security Outreach - As part of our on-going efforts to ensure the safety and security of our transit system, staff continued to meet with the law enforcement agencies in our service area. Recent meetings include: the cities of Colton, Upland, Chino Hills and Yucaipa Police Departments, and the San Bernardino City Unified School District Police.

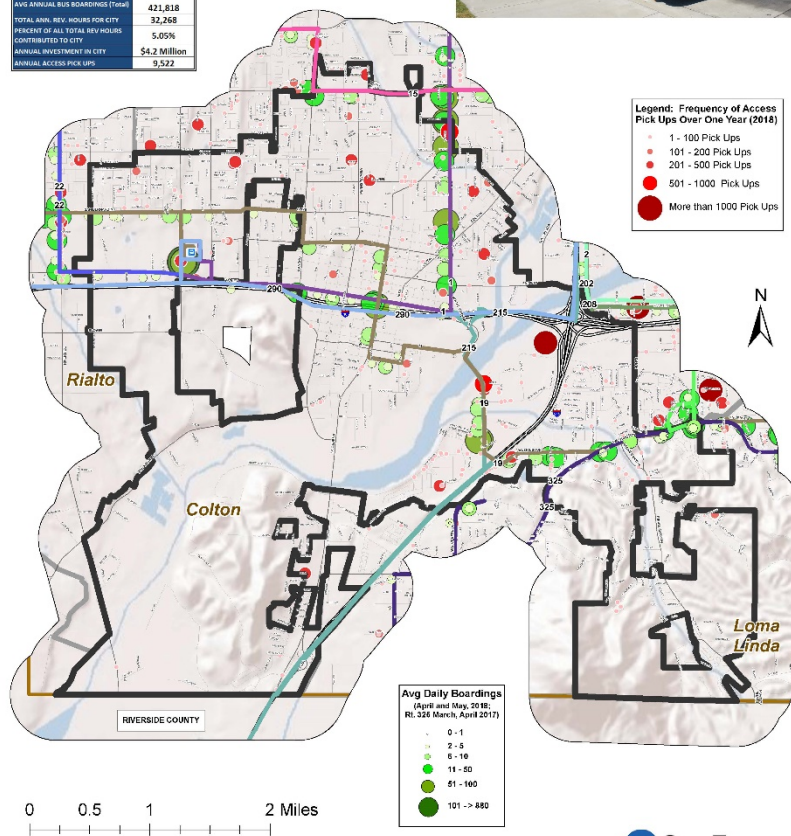
Omnitrans Supports Care Harbor Event - The Care Harbor organization supports the underserved and underinsured populations with free medical, dental, and optometric clinics. On April 27-28 Care Harbor hosted an event for residents of the San Gabriel and San Bernardino Valleys at Fairplex in Pomona. Along with partners including the Pomona Valley Transit Authority and Foothill Transit, Omnitrans supported this event by providing site ambassadors, free ride coupons, and select shuttle service to the event from Ontario and Bloomington.

Staff has developed maps for each of the cities in our service area. These maps illustrate the bus routes in the city and the ridership on both the fixed route bus system (green dots) and the Access system (red dots). Our city of the week is City of Colton.

City of Colton

420,000 Annual Boardings
9,500 Annual Access Pick Ups

CITY	COLTON
TOTAL POPULATION	53,566
ROUTE MILES	25.69
STOPS	93
AVG WEEKDAY BUS BOARDINGS (Trans)	1,414
AVG ANNUAL BUS BOARDINGS (Trans)	421,818
TOTAL ANNUAL REV. HOURS FOR CITY	32,265
PERCENT OF ALL TOTAL REV HOURS CONTRIBUTED TO CITY	5.65%
ANNUAL INVESTMENT IN CITY	\$4.2 Million
ANNUAL ACCESS PICK UPS	9,522



PSG



ITEM # _____ F2 _____

DATE: May 1, 2019

TO: Board Chair Ron Dailey and Members of the Omnitrans Board of Directors

FROM: P. Scott Graham, CEO/General Manager

SUBJECT: PROPOSED FISCAL YEAR 2020 MANAGEMENT PLAN

FORM MOTION

Adopt the proposed Fiscal Year 2020 Management Plan, which outlines the CEO/General Manager's annual operational plan.

This item was reviewed by the Administrative & Finance Committee at its April 11, 2019 meeting.

BACKGROUND

Omnitrans contracted with Insight Strategies, Inc. to develop the Fiscal Year 2020 Management Plan. (Attachment A) In development of the plan, Ms. Teri Fisher, CEO and Managing Partner guided the Senior Leadership Team through a structured collaborative process to define the initiatives for Omnitrans in Fiscal Year 2020. The 12-month Management Plan was derived from the Fiscal Year 2017-2020 Strategic Plan adopted by the Board of Directors in April 2016. The Management Plan aligns with Omnitrans' Short Range Transit Plan for Fiscal Year 2015-2020 – *OmniConnects*, as well as the San Bernardino County Transportation Authority Fiscal Year 2015-2019 Short Range Transit Plan. In addition, a recent Board of Directors Workshop, which was held as a kick-off to the upcoming strategic planning process, further informed the focus of the FY2020 Management Plan.

The Management Plan for Fiscal Year 2020 contains five Strategic Initiatives:

1. Customer Focused Service and Development
2. Safety and Security
3. Employee Engagement and Development
4. Innovation and Technology
5. Financial Stability and Funding Growth

Each initiative consists of five sections:

1. Strategic Initiative Objective – Statement of need and purpose.
2. Actions – Key activities for FY20 necessary to complete the Initiative.

3. Accountability Measures – Milestones and/or indicators used to articulate quarterly progress and achievements.
4. Support for the Omnitrans Strategic Plan FY17-FY20 – Identifies the Strategic Goals, Outcomes, Performance Indicators and Strategies. Each Strategic Initiative supports to ensure continuing alignment with the 3-year Strategic Plan.
5. Leadership Team Members – responsible for coordinating implementation for the Strategic Initiative and documenting/reporting on its progress.

A cross-cutting team of Senior Leadership Members is assigned to each initiative and will meet monthly to evaluate progress of each initiative to address any challenges that arise and implement corrective action where tasks are not achieved. The plan will be communicated to all staff to ensure there is sufficient understanding and quarterly reports tracking the progress of the performance indicators will be provided to the Board of Directors.

CONCLUSION

Recommend the Board of Directors approve the Proposed Fiscal Year 2020 Management Plan. The Management Plan is intended to provide clear objectives that align with the Strategic Plan and the Short Range Transit Plan.

PSG: ER

Attachments: A: FY2020 Management Plan
B: Power Point Presentation



MANAGEMENT PLAN

FY2020

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Acronyms

CMAQ	Congestion Mitigation and Air Quality
CTP	Countywide Transportation Plan
DCEO	Deputy Chief Executive Officer
FRA	Federal Railroad Administration
FTA	Federal Transit Administration
FTIP	Federal Transportation Improvement Plan
LCTOP	Low Carbon Transit Operations Program
LTF	Local Transportation Funds
RTP	Regional Transportation Plan
SGR	State of Good Repair
SBCTA	San Bernardino County Transportation Authority
SCAG	Southern California Association of Governments (6 Counties: Imperial, Los Angeles, Orange, Riverside, San Bernardino, and Ventura)
SCS	Sustainable Communities Strategy
SLT	Senior Leadership Team
S RTP	Short-Range Transit Plan
SSERPP	System Security Emergency Response Preparedness Plan
STA	State Transit Assistance
TAM	Transit Asset Management
TNC	Transportation Network Companies
TSA	Transportation Security Administration
TOD	Transit Oriented Development
WVC	West Valley Connector

Letter from the CEO/General Manager

It is a pleasure to introduce the FY 2020 Management Plan and thank the Board of Directors for their support throughout the last fiscal year. FY 2019 was a year of new beginnings, changes, and challenges. Our Senior Leadership Team and the Leadership Development Academy have infused the Agency with many new ideas and energy to meet the expanding challenges and opportunities that are facing us in FY2020. Ensuring compliance with the Innovative Clean Transit Regulation is already in motion. Staff has been working with SBCTA on providing information for the Electrification Study in order to deliver an all-electric transit fleet by 2040; Arrow Rail is scheduled to start revenue service in late 2021. Omnitrans is scheduled to release a Request for Proposals for a rail operations and maintenance contract in the Fall of 2019. Most importantly, staff is working on the development of a Strategic Plan that will come before the Board in Fall 2019. This plan will address adjustments to the changing transit environment as discussed in the Strategic Planning Workshop. It will offer our customers choices and seamless connections with a public transit system that is both financially sustainable and responsive to the transit needs of the communities we serve.

An area of particular note in the Annual Management Plan is the long-term financial sustainability of the Agency. In May 2018, the Financial White Paper was presented to the Board of Directors forecasting a potential long-term operating deficit as SBCTA indicated that the 3 percent growth in LTF is anticipated to continue through 2027. The White Paper forecasted a balanced budget only through Fiscal Year 2020 (FY2020) with operating deficits beginning in FY2021 as estimated cost growth (3.7%) would exceed projected revenue growth. One short-term strategy to close this gap for the next three years is to use the \$5.6 million in Omnitrans' LTF carryover that Omnitrans has saved during the last few years. The carryover was possible through Omnitrans' cost cutting strategies implemented since FY 2014, that included: transitioning to pipeline gas, organizational restructuring, increase in employee health cost contributions, and alternative fuel credits. Collectively, these independent actions approved by the Board in prior years can sustain operations; enabling the Agency to deliver a balanced budget through 2023. Fiscal Stability and Funding Growth is again at the core of Omnitrans' Management Plan.

I am extremely proud of the staff's efforts and their ability to look at the future with anticipation and excitement. This will be readily apparent when the Strategic Plan is brought before the Board later this year.

Very Respectfully,



P. Scott Graham
CEO/General Manager

Executive Summary

Omnitrans is responsible for developing and operating an integrated public transportation system in the San Bernardino Valley. The public transportation system plays a vital role in the valley-wide multi-modal transportation network. There are emerging challenges with meeting the changing needs of residents of the communities we serve within a tightly constrained fiscal environment. We have met these challenges through focusing on effective and innovative utilization of partnerships, programs and resources, which could not have been realized without the support of our Board of Directors, the San Bernardino County Transportation Authority, and the Federal Transit Administration.

Last year's Management Plan focused on continued efforts to improve service to our customers, identify operating efficiencies, reduce costs and develop our employees. Operationally, the emphasis was on ensuring reliable and safe service to our customers. We accomplished this by accelerating the Coach Operator hiring process to ensure service reliability. We remained focused on meeting daily operational challenges while implementing initiatives to position the Agency to respond to future opportunities and challenges.

The long-term financial sustainability of the Agency remains at the forefront. In May 2018, Omnitrans staff alerted the Board of Directors of the potential for a long-term operating deficit in the Financial White Paper. The White Paper showed that Omnitrans can maintain a balanced operating budget through Fiscal Year 2020 (FY2020) with operating deficits beginning in FY2021 as estimated cost growth exceeds projected revenue growth. This has been further compounded by a capital deficit due to newly enacted electric bus regulations. The White Paper also identified approximately \$4.5 million in annual savings initiatives and revenue generating measures that Omnitrans had utilized to maintain a balanced budget over the previous five years.

While Omnitrans will deliver a balanced operating budget for FY2020, policy level decisions are needed to inform the development of the Short-Range Transit Plan (SRTP) and the development of a new multi-year Strategic Plan. A Board of Directors Workshop was held as a kick-off to this process. In addition, the Omnitrans Executive Committee acted to recommend an ad-hoc committee of members of the Omnitrans and San Bernardino County Transportation Authority Boards be formed to work collaboratively to address these issues.

Further direction and policy decisions related to these issues will create the strategic framework for the Agency as it plans the services to be delivered during the next 5-7 years. A key goal ahead is to adapt to the changing needs of our customers and the communities we serve in this constrained fiscal environment. In doing this, we must be cautious in our approach to avoid impacting the viability of the transit system and ultimately causing further ridership decline.

The Management Plan for FY2020 focuses on assertively and proactively pursuing additional funding opportunities, evaluating existing service levels and developing strategies to address these challenges. As such, the Strategic Initiatives for the FY 2020 Management Plan and central themes of the actions associated are:

- 1. Customer Focused Service and Development**
- 2. Safety and Security**
- 3. Employee Engagement and Development**
- 4. Innovation and Technology**
- 5. Financial Stability and Funding Growth**

Cost Efficiencies Implemented

Over the past five years, Omnitrans has implemented a wide variety of cost-cutting strategies. Collectively, these initiatives have saved approximately \$4.5 million per year. In an environment with decreasing ridership and declining fare revenue, this has allowed existing service levels to be maintained.

Management Plan Themes:

ENERGY COSTS AND SAVINGS: We have continued to increase our return on investment in the CNG fueling infrastructure by fueling the Access buses at the East and West Valley facilities. In addition, we have made significant progress in evaluating and planning the use of solar energy and stored energy solutions to offset future energy costs. This will become increasingly important as we continue to position the Agency to meet the California Air Resource Board (CARB) Innovative Clean Transit Regulation (ICT).

PLANNING AND SERVICE: The completion of the 2019-2025 Short-Range Transit Plan (SRTP) was deferred by the Board of Directors due to several uncertain factors including future funding allocations, the final disposition of the CARB's ICT, and the schedule for the West Valley Connector (WVC) Project. Pending policy direction will inform the development of the recast 2021-2025 SRTP and a new multi-year Strategic Plan. This Management Plan contains activities which will focus on evaluating current service levels and evaluating new service concepts such as micro-transit.

TECHNOLOGY: Significant progress was made towards compliance with the Federal Transit Administration (FTA) Transit Asset Management System (TAM). In the coming year, a vendor will be selected to provide the software solution and implementation of the various elements of this regulation. In addition, several technology optimization projects are in process to modernize processes and increase efficiency. Another technology advancement will be to implement paratransit on-line booking software to improve efficiency and Access customer service.

The Strategic Initiatives of *Customer Focused Service and Development, Innovation & Technology, and Financial Stability & Funding Growth* target the challenges that come with anticipated revenue uncertainties.

Rising Operational Costs and Upcoming Challenges

Other factors that have impacted operating costs since the White Paper include escalation in Safety and Security costs which increased from approximately \$400,000 in 2013 to \$1.2 million in 2018, an annual growth of approximately 25%. Casualty and Liability costs have increased by 7.7% per year and now total \$7.8M annually. In addition, the cost of employee benefits continues to rise. In the coming year, strategies will be identified to mitigate these cost increases. Other on-going challenges include attracting and retaining high quality Managers and Directors, compliance with regulatory mandates such as the Innovative Clean Transit Regulation (Zero Emission Bus Rule) and the Public Transportation Agency Safety Plan (PTASP).

Management Plan Themes:

OPERATIONAL COSTS AND STAFFING: Succession planning and employee development continue with the Leadership Development Academy (LDA) which will expand to include a Supervisor track in the coming year. The intern program will continue to provide workplace experiences for young professionals at Omnitrans. For the first time in over a decade, Coach Operator positions are fully staffed. We will continue to review staffing levels and utilization for operational efficiencies and effectiveness. In addition, we are currently in contract negotiations and have identified provisions in the Coach Operator Collective Bargaining Agreement that can improve cost efficiencies and improve the Coach Operator work environment.

FUNDING CHALLENGES: To mitigate future projected shortfalls in operational funding, we plan to partner with SBCTA to develop a consistent outreach plan designed to inform political and private stakeholders about Omnitrans projects and initiatives, as well as legislative and/or administrative challenges. To advance the Arrow Rail services, we will be implementing the three-party agreement with SBCTA and Metrolink, contracting for Operations and Maintenance of Equipment, and working to identify solutions for rail feeder service. Omnitrans will also be exploring innovative partnerships with city, county, and other stakeholders for opportunities to implement transit-oriented development (TOD).

Strategic Initiatives of *Customer Focused Service Development, Employee Engagement & Development and Financial Stability & Funding Growth*, all contain actions that address rising operational costs with a variety of methods and strategies.

Future Service Demand

Management Plan Themes:

PLANNED DEVELOPMENT AND POPULATION GROWTH: With the completion of the 2021-2025 Short-Range Transit Plan (SRTTP), Omnitrans will have detailed service implementation plans for both financially constrained and unconstrained environments. Important to the future of Omnitrans is an outreach plan designed to inform and expand political and private support for projects and initiatives in order to obtain sufficient funding to sustain quality service to our customers. In addition, we will continue to develop our partnerships with city, county, and other stakeholders on opportunities to implement transit-oriented development (TOD).

SAFETY AND SECURITY: Both safety and security remain a top priority as Omnitrans develops and grows. To create a safety culture that protects our customers, employees and assets, we will create a Public Transportation Agency Safety Plan (PTASP) which incorporates a Safety Management System (SMS) and complies with the new FTA regulations. We will continue to evaluate and guarantee Agency readiness according to the System Security Emergency Response Preparedness Plan. To prepare for any incident involving loss of data or critical infrastructure, we are creating a detailed failover/recovery operational plan. In addition, we will continue to explore new safety technology and equipment to enhance the safety features of our fleet and the safety of our Coach Operators.

Strategic Initiatives of *Customer Focused Service & Development, Safety & Security, Financial Stability & Funding Growth, and Innovation & Technology* feature actions intended to anticipate and meet future service demands.

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Introduction

Introduction

The Vision and Mission Statement remain at the core of all Omnitrans' plans, including this one.

Omnitrans' Vision

Omnitrans' vision for Transit in the San Bernardino Valley is a values and customer based vision where:

- *The San Bernardino Valley's multimodal transit system supports the local economy.*
- *Omnitrans' service is reliable, not just in the narrow sense of on-time performance, but in a broader manner: Omnitrans' service is worthy of the customer's trust.*
- *Customers have a high-quality experience using Omnitrans.*
- *Omnitrans maximizes value to the community with every transit dollar available.*

Omnitrans' Mission Statement

Omnitrans' mission is: *To provide the San Bernardino Valley with comprehensive public mass transportation services which maximize customer use, comfort, safety, and satisfaction, while efficiently using financial and other resources in an environmentally sensitive manner.*

This Plan

The Management Plan for FY 2020 centers on five Strategic Initiatives:

1. Customer Focused Service and Development
2. Safety and Security
3. Employee Engagement and Development
4. Innovation and Technology
5. Financial Stability and Funding Growth

The Senior Leadership Team (SLT) used a specific set of criteria in selecting the Strategic Initiatives for FY2020. The guideposts for decision making are as follows:

- a. Regulatory Mandates and Compliance
- b. Return on Investment (Qualitative and Quantitative)
- c. Community and Customer Impact
- d. Long Term Viability of Omnitrans

Each Strategic Initiative includes five elements:

1. **Strategic Initiative Objective**—Statement of need and purpose focused on FY 2020.
2. **Actions**—Key activities for FY2020 necessary to complete the Initiative.
3. **Accountability Measures**—Milestones and/or indicators used to articulate quarterly progress and achievements. All completion target dates are in fiscal year 2020.
4. **Support for the Omnitrans Strategic Plan FY2017-2020**—Identifies the Strategic Goals and Outcomes therein, that each Strategic Initiative supports to ensure continuing alignment with the Strategic Plan.

5. Ownership of SLT members:

- **Lead Department**—SLT member responsible for executing and coordinating implementation across functions of the Strategic Initiative and documenting/reporting on its progress.
- **Cross-functional Action Teams**—Support required by other departments in delivering on the actions.

Furthermore, the Strategic Initiatives for Management Plan FY2020 remain in alignment with the goals of the Omnitrans' Strategic Plan FY2017-2020.

1. Safety and Security—Develop and enhance an integrated, responsive safety and security system to protect customers, employees and assets.
2. Service and Operations—Improve and expand public transportation service to our customers and community.
3. Technology—Increase capacity to provide new, innovative technology solutions and enhance existing ones.
4. Finance—Optimize funding opportunities while maintaining fiscal stewardship.
5. Marketing—Increase the awareness and use of Omnitrans within the community we serve.
6. Organizational and Workforce Excellence—Improve organizational systems to cultivate Omnitrans as an employer of choice.

Lastly, this Management Plan for FY2020 also demonstrates support for San Bernardino County Transportation Authority's (SBCTA) Mission of developing an accessible, efficient and multi-modal transportation system and performance targets of congestion reduction, economic vitality and environmental sustainability. It further reaffirms the vital role of Omnitrans in a valley-wide multi-modal transportation network that offers multiple transportation options to residents to resolve transportation and traffic congestion issues.

Implementation

Elements that are essential for successful implementation of the Management Plan for FY2020:

1. Monthly meetings of the SLT dedicated to discussion and evaluation of progress on the Management Plan and addressing questions or challenges that may arise in execution.
2. Each Strategic Initiative in the Management Plan is assigned to a cross-functional team that will take responsibility for the initiative.
3. Accountability Measures that facilitate meaningful quarterly reporting to the Board of Directors on progress for each Strategic Initiative.
4. Directors will communicate the plan to staff to ensure there is understanding of the Management Plan's Strategic Initiatives and how each employee understands their expected contribution to its execution.

Finally, as a mechanism for reporting progress to the Board, oversight by the CEO/DCEO and Directors of the Management Plan will involve:

- Monthly review by SLT;
- Quarterly progress report to the Board of Directors;
- Implement corrective action where tasks are not achieved, or achieved on time;
- Ensure that resources will be available when needed;
- Adjust Strategic Actions if needed to achieve Strategic Initiatives.

The Management Plan for FY2020 demonstrates Omnitrans' commitment to ongoing collaboration with our Board of Directors and our partners—in particular, the San Bernardino County Transportation Authority (SBCTA).

Strategic Initiatives for FY 2020

OmniTrans Management Plan FY20

Working Document

A. Strategic Initiative: Customer Focused Service & Development

Objective Statement: Attract and retain customers by delivering high-quality service, while planning for and implementing new or enhanced service.

Actions	Accountability Measures	Completed by:			
		Q1	Q2	Q3	Q4
1. Partner with San Bernardino County Transportation Authority to advance Arrow Rail Project	a. Finalize Independent Cost Estimates & Scope for Operations & Maintenance Contractor with San Bernardino County Transportation Authority				X
	b. Model & Develop Arrow Timetable/Schedule with San Bernardino County Transportation Authority & Mott McDonald				X
2. Complete Fiscal Year 21-25 Short-Range Transit Plan	a. Present Board with Framework of Service alternatives to inform policy decisions.		X		
	b. Draft Short-Range Transit Plan, Constrained Service Plan, and Financial Plan			X	
	c. Complete Short-Range Transit Plan Public Hearings			X	
	c. Board approval of FY 2021-2025 Short-Range Transit Plan				X
3. Expand Health and Human Services Transportation Projects	a. Contact City-operated senior centers for Health and Human Services transportation opportunities or interest to and from centers	X			
	b. Select two senior centers and develop capital and operating budgets necessary to provide cost-effective Health and Human Services		X		

	transportation to and from center(s)				
	c. Award Measure I funds for transportation projects			X	
4. Develop/Launch Agency-wide Customer Service Excellence Program	a. Define elements of Customer Service Excellence Program		X		
	b. Launch messaging, employee training and recognition programs		X		
	c. Evaluate results (employees trained and recognized; American Bus Benchmarking Group customer satisfaction survey results)				X
5. Cultivate Ridership Building Partnerships	a. Partner with warehouse and logistics employers to increase ridership		X		
	b. Partner with GoSmart program participants to increase ridership		X		
	c. Partner with Developers and Cities on infill developments to encourage transit supportive development to increase ridership			X	
6. Plan/Implement Micro Transit Pilot Project	a. Draft recommendations and implementation plan completed		X		
	b. If found feasible and recommended, begin implementation of MicroTransit				X
7. Plan/Implement Improved Bus service	a. Support San Bernardino County Transportation Authority's efforts to complete environmental clearance for West Valley Connector project		X		
	b. Identify funding and timeline to implement the West Valley Connector rapid transit line				X
	c. Implement increased frequency on Route 83 (serving Chino, Ontario, Upland)				X
	d. Modify Service on Routes 11 and 22 to attract ridership	X			

Supports Strategic Plan Goals:

- **Service & Operations:** Improve and expand public transportation service to our customers and community.
- **Marketing:** Increase the awareness and use of Omnitrans within the community we serve.

Outcomes:

- Position agency to implement future rail service
- Provide the Board of Directors with the information needed to make policy level decisions regarding future service levels
- Identify future service needs and develop constrained and unconstrained plans to address those needs
- Increased customer satisfaction
- Improved service in west valley portion of service area
- Increased ridership

Leads:

Wendy Williams, Director of Marketing, Trischelle Baysden, Director of Rail, Jeremiah Bryant, Service Planning Manager

Cross-functional Goal Team: All Departments

B. Strategic Initiative: Safety & Security

Objective Statement: Create a safety culture to protect customers, employees, and assets by developing an agency safety plan that aligns with Federal Transit Administration requirements.

Actions	Accountability Measures	Completed by:			
		Q1	Q2	Q3	Q4
1. Planning and Development of Public Transportation Agency Safety Plan	a. Assess Risk Management by implementing the following actions: <ul style="list-style-type: none"> Hazard Identification and analysis Safety Risk Evaluation and Mitigation Establishment of committee 		X		
	b. Develop protocols for monitoring and measuring plan effectiveness			X	
	c. Develop an Employee Reporting System (Mandatory and Voluntary) and Accountability Measures				X

Supports Strategic Plan Goals:

- **Safety and Security:** Develop and enhance an integrated, responsive safety and security system to protect customers, employees and assets.

Outcomes:

- Create a more robust Safety Culture
- Provide trend data (Key Performance Indicators) leading vs. lagging indicators
- Expectation of decreased incidents and accidents
- Expectation of increased employee awareness and reporting
- Provide a structured safety decision making and resources allocation process

Leads:

Suzanne Pfeiffer, Director of Human Resources and Shawn Brophy, Director of Operations

Cross-functional Goal Team: All Departments

C. Strategic Initiative: Employee Engagement & Development

Objective Statement: Align and develop employees with organizational goals and leadership competencies.

Actions	Accountability Measures	Completed by:			
		Q1	Q2	Q3	Q4
1. Develop a compensation policy & performance management tool that aligns performance and behaviors to organizational mission and goals	a. Develop a compensation philosophy and update policy	X			
	b. Develop Performance Management tool to assess and ensure that employees are carrying out their duties in an effective manner		X		
	c. Procure a Performance Management Software for efficiencies			X	
	d. Implement New Performance Management tool and compensation plan				X
2. Implement Learning Management System	a. Perform a Needs Assessment	X			
	b. Procure Learning Management System software			X	
	c. Implement Learning Management System				X
3. Expand Leadership Development Academy to include supervisors	a. Perform a Training Needs Assessment	X			
	b. Establish a Training Plan and develop Specific Measurable Achievable Relevant Timebound Goals for plan	X			
	c. Roll out Training Plan		X		
	d. Evaluate and redirect as necessary			X	
4. Develop a formal internship program	a. Assess current status and needs	X			
	b. Develop formal plan		X		
	c. Implement plan			X	

5. Develop a formal Onboarding process	a. Work with Leadership Development Academy Team Unum to review project	X			
	b. Establish project implementation plan		X		
	c. Implement new onboarding process			X	
	d. Evaluate process				X

Supports Strategic Plan Goals:

- **Organizational and Workforce Excellence:** Improve organizational systems to cultivate Omnitrans as an employer of choice.

Outcomes:

- Increased accountability
- Re-establish performance expectations
- Alignment of goals across agency
- Increased employee engagement
- Align rewards and compensation to strategic goals
- Encourage and reward a growth mindset

Lead:

Suzanne Pfeiffer, Director of Human Resources

Cross-functional Goal Team: All Departments

D. Strategic Initiative: Innovation & Technology

Objective Statement: Introduce new technologies to optimize current processes and comply with new regulatory requirements.

Actions	Accountability Measures	Completed by:			
		Q1	Q2	Q3	Q4
1. Participate in the county-wide Zero Emissions Bus Study	a. Meet with representatives at Zero Emissions Bus facilities in the region for lessons learned	X			
	b. Provide agency requirements to San Bernardino County Transportation Authority's Consultant		X		
2. Develop strategy for meeting California Air Resources Board requirements for Zero Emissions Bus technology	a. Identify funding opportunities for infrastructure requirements			X	
	b. Complete Zero Emissions Bus Rollout Plan by California Air Resources Board deadline				X
3. Transit Asset Management/Enterprise Asset Management Technology adoption	a. Award Transit Asset Management / Enterprise Asset Management Implementation Project	X			
	b. Complete Phase I (Process Review)		X		
	c. Complete Phase II (Best Practices / Recommended Tech Implementation)			X	
	d. Complete Phase III (Implementation)				X
4. Process improvement/process automations	a. Ariba / OpenText Implementation			X	
	b. TransTrack Reporting Project			X	
	c. Family and Medical Leave Act / Timekeeping Project				X
	d. Paratransit Online Booking			X	

Supports Strategic Plan Goals:

- **Technology-** Increase capacity to provide new, innovative technology solutions and enhance existing ones.
- **Finance-** Optimize funding opportunities while maintaining fiscal stewardship.

Outcomes:

- Meet the California Air Resources Board Innovative Clean Transit Regulation
- Reduce fuel cost/greenhouse gas emissions
- Improved processes and automations of keys Omnitrans systems and data input / transfers

Lead:

Connie Raya, Director of Maintenance

Cross-functional Goal Team: Strategic Development, Finance, IT

E. Strategic Initiative: Financial Stability and Funding Growth

Objective Statement: Increase revenue and control operating costs to position Omnitrans for the future.

Actions	Accountability Measures	Completed by:			
		Q1	Q2	Q3	Q4
1. Maximize return on investments	a. Implement a short-term investment strategy utilizing the Board approved Investment Policy to maximize the return on investment for the short term	X			
2. Increase grant funding	a. Continually research available grants and apply for relevant grants measured by number or grants applied for and grants received	X	X	X	X
	b. Board approved Strategic Capital Plan to better position agency for grant success				X
	c. Seek opportunities to leverage existing funding sources for competitive state and federal sources measured by competitive grant funding received				X
3. Implement Fare Increase	a. Implement fare increase effective Sept. 3, 2019	X			
4. Manage operating costs to not exceed prior year level	a. Manage “controllable” maintenance and administrative costs at or below previous fiscal year levels	X	X	X	X
5. Advocate for future funding and more strategic partnerships (local, regional, federal)	a. Actively and continually network and seek partnership with local, state, regional and federal agencies	X	X	X	X

Supports Strategic Plan Goals:

- **Finance Goal:** Optimize funding opportunities while maintaining fiscal stewardship.
- **Service and Operations Goal:** Improve and expand public transportation service to our customers and community.

Outcomes:

- Minimize operating and capital costs while striving to achieve cost efficiencies
- Increase funding for the agency with a focus on competitive grants
- Improved financial and operational efficiency
- Long term financial sustainability of Omnitrans

Lead:

Donald Walker, Director of Finance

Cross-functional Goal Team: All Departments

ITEM # F3

DATE: May 1, 2019

TO: Board Chair Ron Dailey and Members of the Omnitrans Board of Directors

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Maurice Mansion, Treasury Manager

**SUBJECT: AGENCY MANAGEMENT REPORT – FISCAL YEAR 2019 THIRD
QUARTER REPORT**

AGENCY RESULTS

The third quarter operational results in this report represents the period covering 1/01/2019 – 3/31/2019.

OPERATING REVENUE

Third quarter Operating Revenues of \$21.6M are \$.8M under budget. Year-to-Date (YTD) Operating Revenues are \$65.1M, under budget by \$1.9M or 3%. The third quarter negative variance is driven by the write-off of the Medi-Cal reimbursement. Omnitrans is no longer able to bill the state for Medi-Cal related trips on the Access service. The YTD budget variance is due to the write-off of the Medi-Cal reimbursement and the replacement of the liquefied compressed natural gas (LCNG) fueling equipment prior to the 20-year useful life.

OPERATING EXPENSE

Third quarter Operating Expenses of \$22.6M are \$.2M over budget. YTD Operating Expenses are \$66.0M, under budget by \$1.0M or 2%. The third quarter negative variance is principally driven by CNG fuel expenses being higher than planned, insurance premiums being higher than planned and the timing of advertising revenue payments. The YTD positive variance was driven by expenditures in Labor & Benefits, Services, Occupancy, Printing & Advertising and Purchased Transportation being less than planned.

RIDERSHIP

During the third quarter, Omnitrans carried a total 2,584,035 passengers. This consisted of 2,496,214 on Fixed Route service and 87,821 on Access routes. This reflects a total system decrease of 6.2% when compared to the third quarter of last year. YTD Omnitrans has carried a total of 8,082,706. This represents a YTD decrease of 4.8%. Fixed Route ridership for the third quarter decreased 165,778 or 6.2% and Access ridership decreased 5,531 or 5.9% compared to the same period last year.

REVENUE HOURS/REVENUE MILES

Omnitrans provided a total of 206,561 revenue hours for the third quarter, reflecting a decrease of 376 hours or .2% compared to the same quarter last year. YTD Omnitrans provided 623,980 revenue hours or an increase of .57% compared to last year. Omnitrans logged a total of 2,831,258 revenue miles during the quarter, reflecting a decrease of 16,238 revenue miles or .57% when compared to same quarter last year. YTD Omnitrans provided 8,547,433 revenue miles or an increase of .13% compared to last year.

FAREBOX RECOVERY RATIO

Third quarter Passenger Revenue for Fixed Route is \$4,750,851 compared to \$4,036,388 for the same period last year. The increase in Passenger Revenue is attributed to the increase in the GoSmart program. The farebox recovery ratio for Fixed Route is 25.8% for the third quarter. YTD Passenger Revenue is \$14,216,383 or \$14.4% greater than last year. YTD farebox recovery ratio is 26.4%.

Passenger Revenue for Access is (\$477,996) versus \$1,142,115 for the same quarter last year. This is a decrease of 142%. The farebox recovery ratio for Access is (11.6%) for the third quarter. The quarterly revenue for Access was impacted by the write-off of the Medi-Cal reimbursement. YTD Passenger Revenue is \$1,759,767 or \$46.31% less than last year. YTD farebox recovery ratio is 14.5%. These numbers are also impacted by the write-off of the MediCal reimbursement.

FINANCIALS

Total Salaries and Benefits of \$12,790,284 are \$427,916 under budget for the third quarter. YTD expenditures are \$38,664,811 or \$989,792 under budget. Both variances are driven by headcount being lower than planned and the timing of sick and vacation accruals.

Total Services is \$1,082,852 or \$220,743 under budget in third quarter. YTD expenditures are \$2,926,958 or \$1,014,878 under budget. Both variances are primarily driven by other services being significantly less than planned.

Materials and Supplies is \$1,940,208 or \$331,812 over budget for the third quarter. YTD expenditures are \$5,771,646 or \$985,461 over budget. Both variances are driven by the price increase in natural gas.

Occupancy consists of Utilities, Data Communication Lines, Repairs and Maintenance to Buildings, Equipment and Software. Third quarter expenses are \$1,428,239 or \$165,484 over budget. YTD expenses are \$3,447,316 or \$331,649 under budget. Both variances are mainly attributed to the timing difference in billing and payment for utilities, building repair and maintenance, and computer software maintenance.

Casualty & Liability is \$2,114,440 or \$419,555 over budget for the third quarter. YTD Casualty & Liability expenses are \$6,220,415 or \$1,135,762 over budget. Both of these variances are driven by insurance premiums being higher than planned.

Printing and Advertising is \$458,045 or \$199,066 over budget for the third quarter. YTD Printing and Advertising is \$532,808 or \$244,130 under budget. Both variances are due to the timing difference in printing and advertising cost related to a “service change.” Omnitrans’ service changes occur in September, January, and May. Thus, these costs occur later in the fiscal year.

PSG:DW:MM

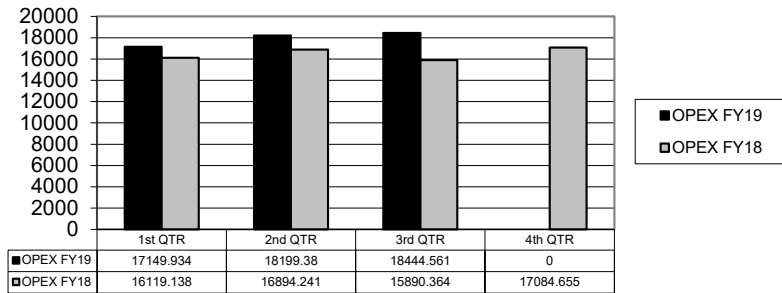
Attachment A: Agency Management Report FY19 Third Quarter Report

**PERFORMANCE STATISTICS
FISCAL YEAR 2019
Third Quarter**

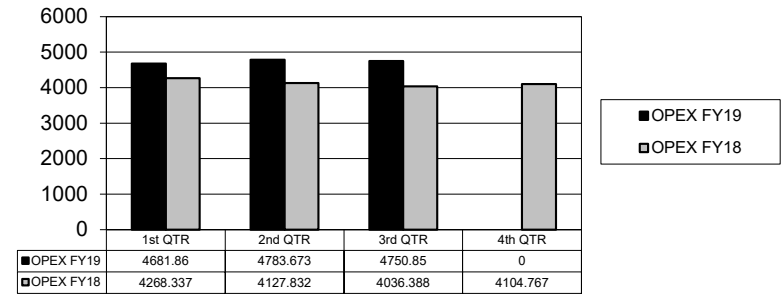
	<u>Current Quarter</u>		<u>YR/YR</u> <u>inc/(dec)</u>	<u>Year-To-Date</u>		<u>YR/YR</u> <u>inc/(dec)</u>
	<u>Third Quarter 2019</u>	<u>Third Quarter 2018</u>	<u>CURRENT</u>	<u>Third Quarter 2019</u>	<u>Third Quarter 2018</u>	<u>YTD</u>
Total Passenger Revenue & Subsidy						
Fixed Route	\$4,750,850	\$4,036,388	17.7%	\$14,216,383	12,432,557	14.3%
Demand Response	-\$477,996	\$1,142,115	-141.9%	\$1,759,767	3,267,114	-46.1%
Total Passengers						
Fixed Route	2,496,214	2,661,992	-6.2%	7,812,690	8,204,939	-4.8%
Demand Response	87,821	93,562	-6.1%	270,016	283,912	-4.9%
Farebox Recovery Ratio						
Fixed Route/OmniLink	25.76%	25.40%		26.43%	25.42%	
Access	-11.57%	30.61%		14.45%	32.84%	
Total Passengers per Revenue Hour						
Fixed Route	14.8	15.8	-6.1%	15.4	16.3	-5.4%
Demand Response	2.3	2.4	-4.2%	2.3	2.4	-4.2%
Revenue per Passenger						
Fixed Route	\$ 1.90	\$ 1.52	25.5%	\$ 1.82	\$ 1.52	20.0%
Demand Response	\$ (5.44)	\$ 12.23	-144.5%	\$ 6.52	\$ 11.51	-43.4%
Cost per Passenger						
Fixed Route	\$ 7.39	\$ 5.97	23.8%	\$ 6.89	\$ 5.96	15.5%
Demand Response	\$ 47.04	\$ 39.97	17.7%	\$ 45.11	\$ 35.04	28.7%
Cost per Revenue Hour						
Fixed Route	\$ 109.61	\$ 94.35	16.2%	\$ 106.23	\$ 97.17	9.3%
Demand Response	\$ 107.75	\$ 96.88	11.2%	\$ 103.59	\$ 84.87	22.1%

	<u>Actual</u>	<u>Target</u>
On Time Performance		
Fixed Route	86.33%	90%
Demand Response	86.53%	90%
Headcount	668	668
(includes PT Operators, excludes Rail,STS)		

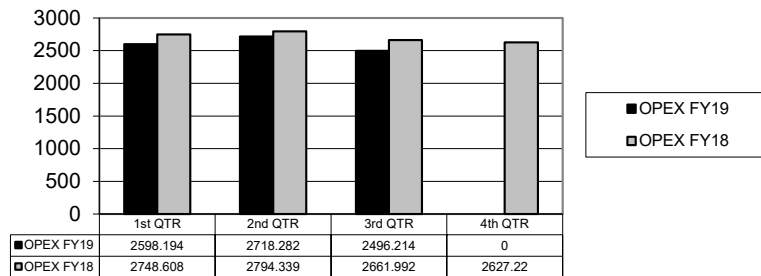
Fixed Route Operating Expense
Thousands



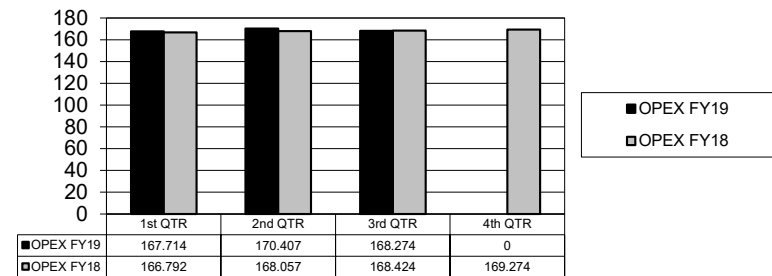
Fixed Route Passenger Revenue
Thousands



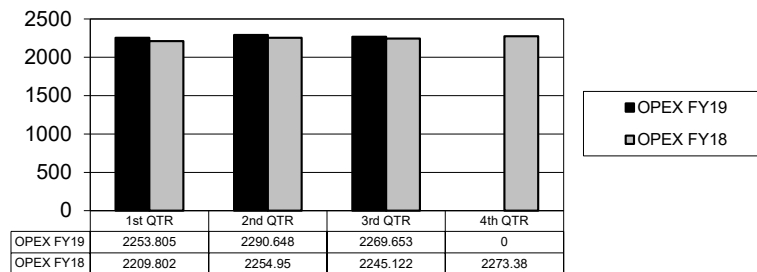
Fixed Route Ridership
Thousands



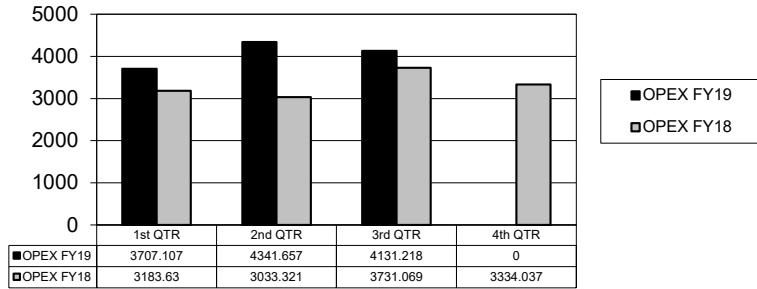
Fixed Route Revenue Hours
Thousands



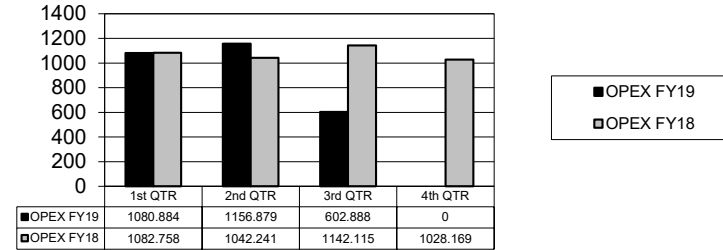
Fixed Route Revenue Miles
Thousands



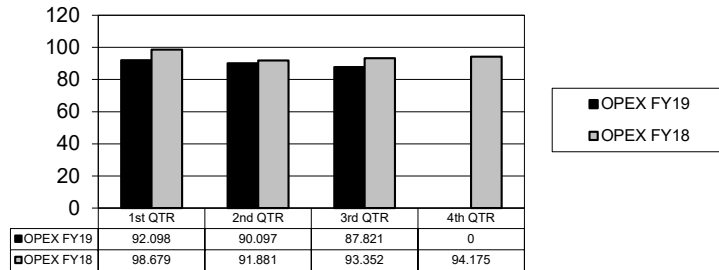
Demand Response Operating Expense
Thousands



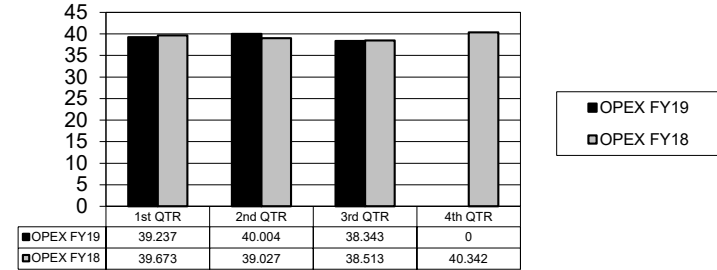
Demand Response Passenger Revenue
Thousands



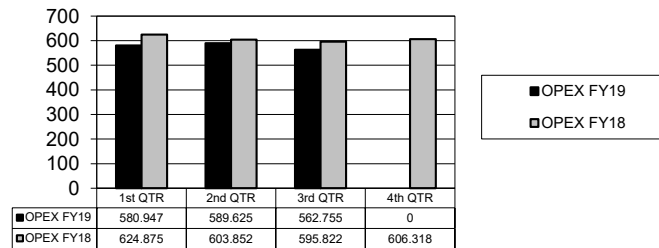
Demand Response Ridership
Thousands



Demand Response Revenue Hours
Thousands



Demand Response Revenue Miles
Thousands



Statement of Operations

Fiscal Year: 2019

CURRENT QUARTER: Third Quarter (January, February, March)

<u>Actual</u>	<u>Budget</u>	<u>Fav/(Unf)</u>	<u>% of Budget</u>	<u>Operating Revenues</u>
3,371,393	3,250,649	120,744	104%	Passenger Fares
(986,465)	455,515	(1,441,980)	-217%	Measure I Subsidy - Fares
1,887,927	1,887,928	(1)	100%	Measure I - Operating
567,700	567,700	0	100%	Measure I CTSA - Operating
155,616	155,616	0	100%	Measure I Rail - Operating
574,927	375,000	199,927	153%	LCFS - Credits
115,276	112,500	2,776	102%	LCTOP Operating
379,967	163,750	216,217	232%	Auxillary Transportation Revenue
(109,606)	7,500	(117,106)	0%	Non-Transportation Revenue
10,705,205	10,705,205	(0)	100%	LTF Operating
227,032	227,032	(0)	100%	STAF Operating
166,490	52,282	114,208	0%	JARC - Operating Assistance
4,524,132	4,381,395	142,737	103%	Capital Funds for Operations
21,579,593	22,342,070	(762,477)	97%	Total Revenues

Operating Expenses

8,543,538	8,767,503	223,965	97%	Labor
4,246,747	4,450,698	203,951	95%	Fringe Benefits
1,082,852	1,303,595	220,743	83%	Services
1,940,208	1,608,395	(331,812)	121%	Materials and Supplies
1,428,239	1,262,755	(165,484)	113%	Occupany
2,114,440	1,694,884	(419,555)	125%	Casualty and Liability
11,153	13,750	2,597	81%	Taxes and Fees
2,641,943	2,832,820	190,878	93%	Purchased Transportation
458,045	258,979	(199,066)	177%	Printing and Advertising
108,615	36,488	(72,127)	298%	Miscellaneous Expense
0	112,201	112,201	0%	Lease and Rental
22,575,778	22,342,069	(233,709)	101%	Total Operating Expense
(996,184)	2	(996,186)		Net Gain (Net Loss)

YEAR-TO-DATE: March 2018

<u>Actual</u>	<u>Budget</u>	<u>Fav/(Unf)</u>	<u>% of Budget</u>
10,102,898	9,751,948	350,949	104%
209,472	1,366,546	(1,157,074)	15%
5,663,781	5,663,783	(2)	100%
1,703,099	1,703,099	0	100%
466,847	466,847	0	100%
1,325,142	1,125,000	200,142	118%
326,640	337,500	(10,860)	97%
643,764	491,250	152,514	131%
(1,710,694)	22,500	(1,733,194)	-7603%
32,115,614	32,115,614	(0)	100%
681,096	681,096	(0)	100%
271,052	156,844	114,208	0%
13,278,237	13,144,187	134,050	101%
65,076,947	67,026,213	(1,949,266)	97%
26,256,589	26,302,509	45,920	100%
12,408,222	13,352,094	943,872	93%
2,926,958	3,941,835	1,014,878	74%
5,771,646	4,786,186	(985,461)	121%
3,447,316	3,778,965	331,649	91%
6,220,415	5,084,653	(1,135,762)	122%
12,484	41,250	28,766	30%
8,092,081	8,498,461	406,380	95%
532,808	776,938	244,130	69%
305,337	126,713	(178,623)	241%
0	313,500	313,500	0%
65,973,856	67,003,104	1,029,248	98%
(896,909)	23,109	(920,018)	

DATE: May 1, 2019

TO: Board Chair Ron Dailey 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 quarterly 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 period of January – March, 2019. Sufficient funds are available to meet the obligations of the Agency for the next thirty-one days.

PSG:MS

OMNITRANS
Treasurer's Report
Quarter ending March 2019

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		\$ 21,669,159.12			2.32%	
	Interest for QTR	\$ 42,570.02	\$ (6,350,000.00)		2.38%	
			\$ (3,950,000.00)		2.39%	
			\$ (2,600,000.00)		2.44%	
		\$ 21,711,729.14	\$ (12,900,000.00)			
Net LAIF Funds			\$ 8,811,729.14			\$ 8,811,729.14
Fair Marketing Value	Fair Value Factor				1.000146954	\$ 8,813,024.06
Union Bank Money Market GMRA		\$ 251,334.59				
	Interest	\$ 301.35			0.05%	
		\$ 2,436,609.71				
		\$ 2,688,245.65	\$ -			
			\$ 2,688,245.65			\$ 2,688,245.65
Union Bank Money Market Caltrans Capital Project Funds		\$ 11,257,530.45				
	Interest	\$ 4,725.57	\$ (1,623,174.65)		0.05%	
		\$ 11,262,256.02	\$ (1,623,174.65)			
			\$ 9,639,081.37			\$ 9,639,081.37
Union Bank CDs		\$ 2,706,654.10				
		\$ 5,447.80				
		\$ 2,712,101.90	\$ 2,712,101.90			\$ 2,712,101.90
Union Bank Money Market West Valley Corridor Project		\$ 25,091,188.85				
	Interest	\$ 3,066.71			0.05%	
		\$ 25,094,255.56				
			\$ 25,094,255.56			\$ 25,094,255.56
Union Bank Money Market CTSA		\$ -	\$ 12,387,525.38			
	Interest		\$ 175.82	\$ (856,344.10)		
			\$ 12,387,701.20	\$ (856,344.10)		
			\$ 11,531,357.10			\$ 11,531,357.10
Chase Bank -CTSA ACH Debit		\$ -				
		\$ 37,440.51	\$ -			
		\$ 37,440.51	\$ -			
			\$ 37,440.51			\$ 37,440.51
		\$ 3,233,772.04				
	Passenger	\$ 3,242,081.98				
	Grants' Revenue	\$ 7,546,548.10				
	Miscellaneous Revenue	\$ 2,323,424.78				
	Transfers From (To) LAIF	\$ 12,900,000.00				
	Transfers From (To) GMRA	\$ 1,623,174.65	\$ (1,956,357.06)			
	Transfers From (To) CTSA	\$ 10,791,608.93	\$ (12,867,777.71)			
	Accounts Payable		\$ (14,811,374.16)			
	Payroll and Payroll Taxes		\$ (9,204,370.11)			
	Employee Benefits		\$ (1,938,560.39)			
	Bank Service Charge		\$ (13,018.46)			
Net Union Bank Operating Funds		\$ 41,660,610.48	\$ (40,791,457.89)			\$ 869,152.59
		\$ 9,200.00				
Petty Cash						\$ 9,200.00

Cash and Investments Under the Direction of Fiscal Agents

Union Bank	\$ 75,000.00					
Pacific Claims Management						\$ 75,000.00
Total Cash & Investments						\$ 61,468,858.74

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: May 1, 2019

TO: Board Chair Ron Dailey and Members of the Omnitrans Board of Directors

FROM: P. Scott Graham, CEO/General Manager

SUBJECT: PAYROLLS AND WARRANTS FOR JANUARY - MARCH 2019

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

Payroll Period	Amount	Register #
01/01/19-01/31/19	\$1,280,254.49	01-03
02/01/19-02/28/19	\$ 871,702.73	04-05
03/01/19-03/31/19	\$ 863,544.11	06-07

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

Payroll Period	Amount	Register #
01/01/19-01/31/19	\$3,438,865.89	01-03
02/01/19-02/28/19	\$2,256,232.14	04-05
03/01/19-03/31/19	\$2,162,518.32	06-07

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

Register Date	Amount	Register #
01/01/19-01/31/19	\$ 7,457,209.93	994-999
02/01/19-02/28/19	\$ 3,037,640.65	1000-1004
03/01/19-03/31/19	\$ 4,313,873.58	1005-1009

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 # F4

DATE: May 1, 2019

TO: Board Chair Ron Dailey and Member of the Omnitrans Board of Directors

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Maurice Mansion, Treasury Manager

SUBJECT: FISCAL YEAR 2019-2020 ANNUAL BUDGET – EXECUTIVE SUMMARY

FORM MOTION

Adopt the Omnitrans Fiscal Year 2019-2020 Annual Budget.

This item was reviewed by the Administrative and Finance Committee at its April 11, 2019 meeting, and recommended to the Board of Directors for adoption. Since that time, additional information has become available regarding the insurance costs, therefore the budget was updated.

BACKGROUND

The Agency proposes for Fiscal Year 2019-2020 an increase in the Operating Budget of \$2,088,684 or 2.3%, and a decrease in the Capital Budget of \$25,426,267 or 52.5%. The total budget is as follows:

Budget	FY 2018-19	FY 2019-20	\$ Change	% Change
Operating Budget	\$ 89,368,283	\$ 91,456,968	\$ 2,088,684	2.3%
Capital Budget	\$ 48,395,802	\$ 22,969,535	\$(25,426,267)	-52.5%
Less Capital Used For Operating	<u>\$ (17,525,582)</u>	<u>\$ (17,566,874)</u>	<u>\$ 41,292</u>	<u>.2%</u>
TOTAL BUDGET *	\$ 120,238,503	\$ 96,859,629	\$(23,596,124)	-19.4%

**Numbers may be slightly off due to rounding*

The proposed budget for FY 2019-20 includes an operating budget of approximately \$91.5 million (excluding depreciation) and a capital budget of approximately \$23.0 million. The capital budget includes \$17.6 million used to pay for operating expenditures. Thus, the total proposed expenditures for Omnitrans are budgeted at \$96,859,629.

OPERATING BUDGET:

The proposed FY 2019-20 operating budget of \$91,456,968 is up \$2,195,961 or 2.5% compared to FY 2019YE estimate. The increase in the FY2019-20 budget is largely contributed to an increase in ongoing expenses for the agency.

OPERATING	FY 2018-19 Year End Estimate	FY 2019-20 Proposed	Change	% Change
Salaries and Benefits	\$ 52,270,489	\$ 54,461,826	\$ 2,191,338	4.2%
Services	\$ 3,823,956	\$ 3,961,842	\$ 137,886	3.6%
Materials and Supplies	\$ 7,689,765	\$ 6,633,175	\$ (1,056,590)	-13.7%
Occupancy	\$ 4,947,558	\$ 5,683,023	\$ 735,465	14.9%
Casualty and Liability	\$ 8,211,950	\$ 8,024,836	\$ (187,114)	-2.3%
Taxes	\$ 55,000	\$ 55,000	\$ 0	0 %
Purchased Transportation	\$ 10,911,888	\$ 11,831,424	\$ 919,536	8.4%
Printing and Advertising	\$ 924,614	\$ 1,015,683	\$ (74,581)	-8.7%
Miscellaneous	\$ 425,789	\$ 11,853	\$ (469,979)	-110.4%
Leases and Rentals	\$ 0	\$ 0	\$ 0	0 %
TOTAL OPERATING *	\$ 89,261,008	\$ 91,456,968	\$ 2,195,961	2.5%

* Numbers may be slightly off due to rounding

CAPITAL BUDGET:

The proposed FY 2019-20 Capital Budget includes funding for revenue vehicles, preventative maintenance, pass-through funding and facility infrastructure improvements.

CAPITAL	FY 2018-19 Adopted	FY 2019-20 Proposed	Change	% Change
Facilities	\$ 2,600,734	\$ 1,482,905	\$ (1,117,829)	-42.3%
Revenue Vehicles	\$28,269,486	\$ 2,697,000	\$ (25,572,486)	-90.5%
Service Vehicles	\$ 0	\$ 0	\$ 0	
Computer Equip. /Software	\$ 0	\$ 0	\$ 0	
Pass-Through	\$ 0	\$ 1,222,757	\$ 1,222,757	100%
Operating / Other	\$17,525,582	\$ 17,566,874	\$ 41,292	.2%
TOTAL CAPITAL EXPENSES*	\$48,395,802	\$ 22,969,535	\$ (25,426,267)	-52.5%

* Numbers may be slightly off due to rounding

Overall, Omnitrans' management continues a fiscally sound approach to Omnitrans' finances ensuring that expenditures do not exceed the resources available. Our goal is to enhance financial stability with an emphasis on cost reduction and operational efficiency.

PSG:DW:MM

Attachments: A: Summary of Programs
B: Power Point Presentation

DEPARTMENT
SUMMARY OF PROGRAMS

REVENUE BUDGET

The revenue budgets are developed to provide the foundation for determining the activities of the organization. Operating revenues are derived from various sources such as: Farebox - fare revenue collected from passengers that utilize our Fixed Route, Omni link and Access services; Advertising - revenue for advertisement on our shelters and in and on the sides of our coaches; Interest - revenue from the investment with Local Agency Investment Fund (LAIF). Federal, state and local programs are additional sources of operating revenue. Capital revenue are funds collected from federal, state, local and special incentive programs which the Agency utilizes to purchase capital assets such as buses, equipment, and other depreciable assets. The Marketing/Planning, Operations and Finance departments work together to develop the Agency's annual service plan. This service plan in turn is used to project the revenue needed for the upcoming fiscal year.

FISCAL SUMMARY BY PROGRAM

	2017-18 ACTUAL	2018-19 ADOPTED	2018-19 YE EST	2019-20 PROPOSED	\$ / % Change FY19YE to FY 20		Notes
Farebox Revenue/Other Revenue:							
Passenger Fares - Fixed Routes	10,944,276	11,466,849	12,042,000	12,577,000	535,000	4.67%	Anticipated fare increase to start in September FY20
Passenger Fares - Access	1,511,451	1,535,748	1,406,000	1,581,000	175,000	11.40%	Anticipated fare increase to start in September FY20
Advertising and Other Aux Rev	604,433	655,000	657,075	655,000	(2,075)	-0.32%	
Interest and Other Non-Trans	-98,528	1,530,000	1,698,243	1,580,000	(118,243)		
SUB-TOTAL	12,961,633	15,187,597	15,803,318	16,393,000	589,682	3.88%	
Operating Revenue Source-Cap							
LTF	41,573,611	42,820,819	42,820,819	44,105,444	1,284,625	3.00%	3% Increase of LTF through SBCTA
LTF- Carryover	-	-	-	-	-		
FTA Section 5307 Maint/Leases	9,183,730	12,740,465	12,070,050	16,043,011	3,972,961	31.18%	Increase of FTA 5307 Funds to fund Preventive Maintenance
FTA Section 5307 ACCESS	1,600,000	1,600,000	1,600,000	698,188	(901,812)	-56.36%	Reduction of 5307 funds to cover ACCESS costs
FTA - CTSA - JARC/NF/5310		209,125	209,125	139,246	(69,879)		JARC/NF funds used for operating costs
STAF - Operating Costs	1,392,654	908,128	908,128	2,537,483	1,629,355	179.42%	STAF funds used for operating costs
Carl Moyer/JARC/STIP/LCTOP	698,084	450,000	422,727	294,270	(128,457)		Allocation of FY19 LCTOP funds
STA Maint./Repeater/Tire	2,299,913	3,185,116	3,185,116	825,674	(2,359,442)	-74.08%	STAF funds used for operating costs
Measure I & Subsidy	6,100,000	7,873,772	7,839,439	8,236,918	397,479	5.05%	Increased allocation of Measure I
Measure I - CTSA	-	2,270,798	2,270,798	1,331,243	(939,555)	-41.38%	Removed pass-through items from Operating Costs
Measure I - Rail	-	622,463	622,463	783,490	161,027	25.87%	Additional FTE
Other Funds - MediCAL Billing/TCC Funds	2,011,128	1,500,000	-	69,000	69,000		
SUB-TOTAL	64,859,120	74,180,686	71,948,666	75,063,967	3,115,301	4.20%	
Capital Revenue:							
FTA Section 5307	10,260,366	16,941,200	16,941,200	16,941,200	-	0.00%	
FTA Section 5339	-	1,723,500	1,260,509	2,347,000	1,086,491		Anticipated increase in FTA 5339 Funds
FTA Section 5310	-	-	-	350,000	350,000		Anticipated FTA 5310 Funds
Prop 1B	4,969,595	8,787,314	4,110,195	-	(4,110,195)	-46.77%	Spending down prior years' funding
STAF (SB 620)	-	3,185,116	3,185,116	2,108,579	(1,076,537)	-33.80%	Used Toll credits to offset Preventive Maintenance
LTF	196,972	-	-	-	-		
CMAQ	13,377,217	16,358,672	5,560,000	-	(5,560,000)	-33.99%	Funding received in prior year
TCC - Sub Recipient	-	1,400,000	-	-	-		
Prop 1B - Security	-	-	-	-	-		
Measure I Capital	-	-	-	1,222,757	1,222,757		CTSA pass through funds
CAPITAL TOTAL	28,804,151	48,395,802	31,057,020	22,969,536	(8,087,484)	-16.71%	
Less capital used for Operating	(15,524,504)	(17,525,582)	(17,508,150)	(17,566,874)	(58,724)	0.34%	
TOTAL CAPITAL	13,279,648	30,870,220	13,548,870	5,402,662	(8,146,208)	-26.39%	
OPERATIONS TOTAL	77,820,753	89,368,283	87,751,984	91,456,967	3,704,983	4.15%	
GRAND TOTAL	91,100,401	120,238,503	101,300,854	96,859,629	(23,378,874)	-19.44%	

DEPARTMENT

SUMMARY OF PROGRAMS

CAPITAL BUDGET

Each year Omnitrans develops a multi-year capital budget program. The development of the service plan numbers directly relate to new equipment purchases, spares, and vehicle and equipment replacement cycles managed by the Maintenance department. The capital budget reflects the work of all departments during the capital budget creation. There are eight (8) prime areas of capital purchase Omnitrans makes in a year. These are: Facilities, Revenue Vehicles, Service Vehicles, Revenue Equipment, Computer Equipment, Office Equipment, Shop and Service Equipment and Other. The Other category maintains those capital funds which are committed to Preventative Maintenance and Leases under FTA guidelines.

FISCAL SUMMARY BY PROGRAM

	2017-18 ACTUAL	2018-19 ADOPTED	2019-20 PROPOSED	\$ / % Change FY 19 to FY 20		Notes
Annual Fiscal Year Programs						
Facilities	4,626,870	2,600,734	1,482,905	(1,117,829)	-42.98%	Capital Funds used for Preventive Maintenance
Revenue Vehicles	20,826,724	28,269,486	2,697,000	(25,572,486)	-90.46%	Funding advanced in FY19 Budget
Service Vehicles	744,360	-	-	-		
Revenue Equipment	0	-	-	-		
Computer Equipment	1,131,298	-	-	-		
Office Equipment		-	-	-		
Shops-Service Equipment	210,020			-		
Pass-Through	1,690,894	-	1,222,757	1,222,757		CTSA pass through
Operating / Other - Capital	156,176	-	-	-		
SUBTOTAL	29,386,342	30,870,220	5,402,662	(25,467,558)	-82.50%	
Capital Used for Operating	16,959,139	17,525,582	17,566,873	41,291	0.24%	
GRAND TOTAL	46,345,481	48,395,802	22,969,535	(25,426,267)	-52.54%	

DEPARTMENT

SUMMARY OF PROGRAMS

OMNITRANS CONSOLIDATED

The Agency's consolidated report is the summary look at all department costs from actuals charges for FY 2017-2018, adopted budget for FY 2018-19, Year-End Estimate FY 2018-19 and proposed budget costs for FY 2019-20.

FISCAL SUMMARY BY PROGRAM

	2017-2018 ACTUAL	2018-2019 ADOPTED	2018-2019 YE EST	2019-2020 PROPOSED	\$ / % Change FY 2019YE-2020	
Salaries and Benefits	53,154,387	52,872,804	52,270,489	54,461,826	2,191,338	4.19%
Services	2,831,695	5,214,559	3,823,956	3,961,842	137,886	3.61%
Material and Supplies	5,584,044	6,458,329	7,689,765	6,633,175	(1,056,590)	-13.74%
Occupancy	4,219,833	4,991,144	4,947,558	5,683,023	735,465	14.87%
Casualty and Liability	7,869,167	6,779,537	8,211,950	8,024,836	(187,114)	-2.28%
Taxes	34,106	55,000	55,000	55,000	-	0.00%
Purchased Transport	8,947,264	11,331,281	10,911,888	11,831,424	919,536	8.43%
Printing and Advertising	861,669	1,039,158	924,614	850,033	(74,581)	-8.07%
Miscellaneous Expenses	(287,944)	177,660	425,789	(44,191)	(469,979)	-110.38%
Leases and Rentals	-	448,812	-	-	-	
SUBTOTAL	83,214,220	89,368,284	89,261,008	91,456,968	2,195,961	2.46%
Depreciation	16,540,760	19,548,314	18,480,919	18,844,776	363,857	1.97%
Capital Purchase	3,905,320	-	662,502	-	(662,502)	
SUBTOTAL	103,660,300	108,916,598	108,404,428	110,301,744	1,897,316	1.75%
GRAND TOTAL **	87,119,540	89,368,284	89,261,008	91,456,968	2,195,961	2.46%

** Less Depreciation and Capital Purchase

DEPARTMENT

SUMMARY OF PROGRAMS

OPERATIONS: 1100

The Operations Department is responsible for organizing, implementing, coordinating and directing service delivery for all of the Agency's fixed routes and all fleet safety and training programs. Our State and Federal DOT certified Instructors provide initial and periodic training for our operating personnel in all aspects of agency policy and procedure, legal requirements, vehicles and related equipment as well as administer our National Safety Council fleet safety program.

FISCAL SUMMARY BY PROGRAM

	2017-2018 ACTUAL	2018-2019 ADOPTED	2018-2019 YE EST	2019-2020 PROPOSED	\$ / % Change FY 2019YE-2020	
Salaries and Benefits	29,826,858	32,429,968	30,738,465	33,883,384	3,144,919	10.23%
Services	14,554	39,000	17,000	12,000	(5,000)	-29.41%
Material and Supplies	74,731	109,248	113,904	109,048	(4,856)	-4.26%
Occupancy	-	-	-	-	-	
Casualty and Liability	-	-	-	-	-	
Taxes	-	-	-	-	-	
Purchased Transport	-	-	-	-	-	
Printing and Advertising	5,424	8,133	-	8,133	8,133	
Miscellaneous Expenses	76,247	79,710	75,683	74,710	(973)	-1.29%
Leases and Rentals	-	-	-	-	-	
SUBTOTAL	29,997,813	32,666,059	30,945,053	34,087,275	3,142,223	10.15%
Depreciation	-	-	-	-	-	
SUBTOTAL	29,997,813	32,666,059	30,945,053	34,087,275	3,142,223	10.15%
GRAND TOTAL **	29,997,813	32,666,059	30,945,053	34,087,275	3,142,223	10.15%

** Less Depreciation

DEPARTMENT

SUMMARY OF PROGRAMS

MAINTENANCE: **1200**

The Maintenance Department administers three areas of responsibility: Administration, Maintenance and Building/Engineering. The major program is the maintenance of the revenue vehicles to meet operating schedules, the repair and body work for the revenue fleet, passenger vehicles and vans, as well as light and heavy duty trucks. The program in addition maintains and repairs Omnitrans generators, compressors, and power equipment as well as performing specific tasks relating to general welding and fabrication for the department. The Building/Engineering/Construction program assists with and ensures Omnitrans facilities meet City, State, and Federal regulations and standards. All major remodels, repairs and maintenance of all facilities and buildings are managed through the Maintenance Department. Omnitrans Maintenance Department Mission Statement: To provide clean, safe, and reliable vehicles, equipment, and facilities to Omnitrans internal and external customers.

	<u>FISCAL SUMMARY BY PROGRAM</u>					
	2017-2018	2018-2019	2018-2019	2019-2020	\$ / % Change	
	ACTUAL	ADOPTED	YE EST	PROPOSED	FY 2019	YE-2020
Salaries and Benefits	8,046,214	8,733,468	8,365,727	9,117,134	751,407	8.98%
Services	506,854	588,000	497,852	472,000	(25,852)	-5.19%
Material and Supplies	3,536,192	4,431,650	5,788,941	5,182,159	(606,782)	-10.48%
Occupancy	1,759,756	2,344,398	2,339,396	2,824,500	485,104	20.74%
Casualty and Liability	-	-	-	-	-	
Taxes	-	-	-	-	-	
Purchased Transport	-	-	-	-	-	
Printing and Advertising	-	-	-	-	-	
Miscellaneous Expenses	(60,264)	(54,827)	(76,946)	(59,445)	17,501	-22.74%
Leases and Rentals	-	418,000	-	-	-	
SUBTOTAL	13,788,752	16,460,689	16,914,971	17,536,348	621,377	3.67%
Depreciation	-	-	-	-	-	
SUBTOTAL	13,788,752	16,460,689	16,914,971	17,536,348	621,377	3.67%
GRAND TOTAL **	13,788,752	16,460,689	16,914,971	17,536,348	621,377	3.67%

** Less Depreciation

DEPARTMENT

SUMMARY OF PROGRAMS

ADMINISTRATION: 1300

The Administration department budget currently includes budgets for the CEO/General Manager, Deputy CEO/General Manager and their administrative support staff. The CEO/General Manager serves as the Chief Executive Officer for Omnitrans. Appointed by the Board, the CEO/General Manager is responsible for the overall administration of all Omnitrans departments and oversees the enforcement of all pertinent State/Federal laws. This office is responsible on a day-to-day basis for the efficient performance of all operations, responsible for implementing Board policy and formulating staff recommendations for Board review on policy matters. Included in this program are legislative relations/policy analysis, administrative analysis, and general oversight of operations. The CEO/General Manager oversees the preparation of the budget and is responsible for the administration of the budget once adopted by the Board. Administration carries out the duties assisting in preparation of Board agendas, minutes, maintaining all official documents of the Omnitrans records of proceedings, deeds, agreements, contracts, filing annual disclosure statements, and coordination of board committees.

FISCAL SUMMARY BY PROGRAM

	2017-2018 ACTUAL	2018-2019 ADOPTED	2018-2019 YE EST	2019-2020 PROPOSED	\$ / % Change FY 2019YE-2020	
Salaries and Benefits	935,175	892,883	1,092,781	891,591	(201,190)	-18.41%
Services	169,934	625,000	405,000	620,225	215,225	53.14%
Material and Supplies	10,743	14,501	10,660	14,500	3,840	36.02%
Occupancy	-	2,500	2,500	2,500	-	
Casualty and Liability	-	-	-	-	-	
Taxes	-	-	-	-	-	
Purchased Transport	-	-	-	-	-	
Printing and Advertising	6,588	28,300	28,000	15,300	(12,700)	
Miscellaneous Expenses	151,640	173,500	187,741	167,000	(20,741)	-11.05%
Leases and Rentals	-	-	-	-	-	
SUBTOTAL	1,274,079	1,736,684	1,726,681	1,711,116	(15,565)	-0.90%
Depreciation	-	-	-	-		
SUBTOTAL	1,274,079	1,736,684	1,726,681	1,711,116	(15,565)	-0.90%
GRAND TOTAL **	1,274,079	1,736,684	1,726,681	1,711,116	(15,565)	-0.90%

** Less Depreciation

DEPARTMENT

SUMMARY OF PROGRAMS

INFORMATION TECHNOLOGY SERVICES 1320

The Information Technology Services department is charged with managing all technology deployed at Omnitrans to include onboard bus systems, surveillance systems, data storage systems, regional network infrastructure, 70+ key business applications, datacenter and company computer hardware as well as functional support for all technology related systems. Additionally, the ITS Department supports Omnitrans with custom development of reports and programs in support of company functions.

FISCAL SUMMARY BY PROGRAM

	2017-2018 ACTUAL	2018-2019 ADOPTED	2018-2019 YE EST	2019-2020 PROPOSED	\$ / % Change FY 2019YE-2020	
Salaries and Benefits	1,026,721	1,169,473	1,166,306	1,322,637	156,331	13.40%
Services	-	-	-	-	-	
Material and Supplies	37,298	29,500	32,825	41,500	8,675	26.43%
Occupancy	1,917,931	1,855,658	2,034,855	2,056,670	21,815	1.07%
Casualty and Liability	-	-	-	-	-	
Taxes	-	-	-	-	-	
Purchased Transport	-	-	-	-	-	
Printing and Advertising	-	-	-	-	-	
Miscellaneous Expenses	10,924	32,387	1,071	27,853	26,782	2499.71%
Leases and Rentals	-	30,812	-	-	-	
SUBTOTAL	2,992,873	3,117,830	3,235,057	3,448,660	213,603	6.60%
Depreciation	-	-	-	-	-	
SUBTOTAL	2,992,873	3,117,830	3,235,057	3,448,660	213,603	6.60%
GRAND TOTAL **	2,992,873	3,117,830	3,235,057	3,448,660	213,603	6.60%

** Less Depreciation

DEPARTMENT

SUMMARY OF PROGRAMS

MARKETING

1400

At Omnitrans, the marketing, public relations, and customer service functions fall within the Marketing Department. The marketing/public relations section is responsible for all community outreach efforts and customer communications, both printed and electronic, paid advertising, publicity and media relations. Omnitrans utilizes an advertising agency to provide advertising and design services including creative development, graphic design, media buying and webmaster responsibilities. The customer service section provides customer assistance in the Agency's call center and San Bernardino Transit Center seven days a week. This section also manages fare media sales, reduced fare ID cards, lost and found and reception. The department director oversees advertising revenue contracts, the advertising agency and serves as the Agency's public information officer.

FISCAL SUMMARY BY PROGRAM

	2017-2018 ACTUAL	2018-2019 ADOPTED	2018-2019 YE EST	2019-2020 PROPOSED	\$ / % Change FY 2019YE-2020	
Salaries and Benefits	2,288,586	2,402,064	2,249,947	1,232,526	(1,017,421)	-45.22%
Services	82,552	68,000	45,498	65,000	19,502	42.86%
Material and Supplies	12,563	10,525	8,965	4,700	(4,265)	-47.57%
Occupancy	60,822	69,100	61,674	9,500	(52,174)	-84.60%
Casualty and Liability	-	-	-	-	-	
Taxes	-	-	-	-	-	
Purchased Transport	-	-	-	-	-	
Printing and Advertising	788,108	853,825	853,000	679,600	(173,400)	-20.33%
Miscellaneous Expenses	128,246	129,850	163,512	136,275	(27,237)	-16.66%
Leases and Rentals	-	-	-	-	-	
SUBTOTAL	3,360,877	3,533,364	3,382,596	2,127,601	(1,254,995)	-37.10%
Depreciation	-	-	-	-	-	
SUBTOTAL	3,360,877	3,533,364	3,382,596	2,127,601	(1,254,995)	-37.10%
GRAND TOTAL **	3,360,877	3,533,364	3,382,596	2,127,601	(1,254,995)	-37.10%

** Less Depreciation

DEPARTMENT

SUMMARY OF PROGRAMS

STRATEGIC DEVELOPMENT

1500

The Strategic Development Department prepares the Agency's short range transit plan, annual service plan, development of new service, and monitors existing service to recommend changes. They also handle public outreach related to service and fare changes and system development. The department will centralize performance measurement and monitoring for continuous improvement, seek funding sources to support strategic advancement, and develop enhanced service offerings while continuing to improve upon and effectively manage existing services. The Department will be the primary liaison with regional partners such as San Bernardino County Transportation Authority, Southern California Association of Governments, neighboring transit agencies as well as industry groups such as American Bus Benchmarking Group.

FISCAL SUMMARY BY PROGRAM

	2017-2018 ACTUAL	2018-2019 ADOPTED	2018-2019 YE EST	2019-2020 PROPOSED	\$ / % Change FY 2019YE-2020
Salaries and Benefits	-	-	-	1,310,242	1,310,242
Services	-	-	-	10,000	10,000
Material and Supplies	-	-	-	5,575	5,575
Occupancy	-	-	-	59,500	59,500
Casualty and Liability	-	-	-	-	-
Taxes	-	-	-	-	-
Purchased Transport	-	-	-	-	-
Printing and Advertising	-	-	-	13,000	13,000
Miscellaneous Expenses	-	-	-	12,675	12,675
Leases and Rentals	-	-	-	-	-
SUBTOTAL	-	-	-	1,410,992	1,410,992
Depreciation	-	-	-	-	-
SUBTOTAL	-	-	-	1,410,992	1,410,992
GRAND TOTAL **	-	-	-	1,410,992	1,410,992

** Less Depreciation

DEPARTMENT

SUMMARY OF PROGRAMS

HUMAN RESOURCES: 1600

The Human Resources Department plans, coordinates and administers a comprehensive human resources management program which subscribes to merit principles of personnel administration, fosters an organizational climate of trust and diversity, and promotes a proactive approach to manpower planning and resources administration. The Director and staff administer Omnitrans' claims for Workers' Compensation benefits, working with outside counsel to monitor, control and resolve litigated claims, and provide training for various departments in order to minimize the potential risk of future losses. Human Resources is responsible for staff development to provide an opportunity for employees to have a direct impact on the workplace through participation in joint problem-solving activities with management and support continuing education for professional growth.

FISCAL SUMMARY BY PROGRAM

	2017-2018 ACTUAL	2018-2019 ADOPTED	2018-2019 YE EST	2019-2020 PROPOSED	\$ / % Change FY 2019YE-2020	
Salaries and Benefits	4,470,478	1,522,236	1,705,619	1,768,509	62,890	3.69%
Services	538,068	500,500	531,692	527,500	(4,192)	-0.79%
Material and Supplies	4,214	5,500	10,064	10,500	436	4.33%
Occupancy	-	-	-	-	-	
Casualty and Liability	3,453,384	2,428,423	2,785,891	2,864,836	78,945	2.83%
Taxes	-	-	-	-	-	
Purchased Transport	-	-	-	-	-	
Printing and Advertising	13,280	30,000	28,800	30,000	1,200	4.17%
Miscellaneous Expenses	77,663	142,539	89,092	150,589	61,497	69.03%
Leases and Rentals	-	-	-	-	-	
					-	
SUBTOTAL	8,557,086	4,629,198	5,151,158	5,351,934	200,776	3.90%
					-	
Depreciation	-	-	-	-	-	
SUBTOTAL	8,557,086	4,629,198	5,151,158	5,351,934	200,776	3.90%
					-	
GRAND TOTAL **	8,557,086	4,629,198	5,151,158	5,351,934	200,776	3.90%

** Less Depreciation

DEPARTMENT

SUMMARY OF PROGRAMS

SAFETY AND SECURITY

1630

Under the general administration of the CEO/General Manager, and reporting to the Director of Human Resources and Safety and Regulatory Compliance, the Safety and Security Section is responsible for all physical plant/transit system safety compliance and Security/Public Safety Programs. Many of these programs are under the oversight of the Federal Transit Administration, Transportation Safety Administration/Department of Homeland Security as well as State, County, and Local Public Safety and Safety & Environmental Compliance agencies. Omnitrans has an ongoing internal process of reviewing operations, procedures, and processes, as well as interfacing with local public Law, Fire, and Emergency Service first response agencies for external coordination, support and feedback. The staff of this section meet routinely with San Bernardino County Public Safety and Emergency Services Organizations as well as regional and state public safety and transportation safety officials. The staff is responsible for the generation of various regulatory reports and records as well as monthly reporting of transit system and security events/incidents to the FTA - National Transit Database Reporting System.

FISCAL SUMMARY BY PROGRAM

	2017-2018 ACTUAL	2018-2019 ADOPTED	2018-2019 YE EST	2019-2020 PROPOSED	\$ / % Change FY 2019YE-2020	
Salaries and Benefits	439,107	1,368,620	383,669	527,133	143,464	37.39%
Services	857,797	978,373	980,267	1,099,831	119,564	12.20%
Material and Supplies	4,160	9,000	1,812	9,000	7,188	396.81%
Occupancy	10,795	15,000	11,545	15,000	3,455	29.92%
Casualty and Liability	-	-	-	-	-	
Taxes	-	-	-	-	-	
Purchased Transport	-	-	-	-	-	
Printing and Advertising	1,534	3,000	1,616	3,000	1,384	-
Miscellaneous Expenses	7,772	73,500	11,115	42,250	31,135	280.12%
Leases and Rentals	-	-	-	-	-	
SUBTOTAL	1,321,166	2,447,494	1,390,024	1,696,213	306,190	22.03%
Depreciation	-	-	-	-	-	
SUBTOTAL	1,321,166	2,447,494	1,390,024	1,696,213	306,190	22.03%
GRAND TOTAL **	1,321,166	2,447,494	1,390,024	1,696,213	306,190	22.03%

** Less Depreciation

DEPARTMENT

SUMMARY OF PROGRAMS

PROCUREMENT

1700

The Procurement Department's mission is to serve, support and collaborate with internal and external customers to procure goods and services in a timely and accurate manner in compliance with regulatory requirements. The Procurement Department ensures compliance with Omnitrans' Procurement Policies and Procedures, Federal Transit Administration (FTA) Circular 4220.1F, and best practices. This includes the development of solicitations, contracts, standard terms and conditions, and the implementation of practices to ensure fair and open competition and the equitable treatment of all prospective contractors and consultants. Procurement assists departments in the development of technical specifications and scopes of work. Procurement is responsible for contract administration. The Director of Procurement monitors the integrity of the procurement system, measures procurements against contractual requirements, and identifies cost saving & avoidance opportunities such as consolidating procurements to benefit from economies of scale.

FISCAL SUMMARY BY PROGRAM

	2017-2018 ACTUAL	2018-2019 ADOPTED	2018-2019 YE EST	2019-2020 PROPOSED	\$ / % Change FY 2019YE-2020	
Salaries and Benefits	1,512,142	1,681,804	1,601,873	1,526,228	(75,645)	-4.72%
Services	8,870	17,500	9,224	17,500	8,276	89.72%
Material and Supplies	9,696	7,700	8,212	7,700	(512)	-6.23%
Occupancy	-	-	-	-	-	
Casualty and Liability	-	-	-	-	-	
Taxes	-	-	-	-	-	
Purchased Transport	-	-	-	-	-	
Printing and Advertising	6,041	9,200	9,000	9,200	200	2.22%
Miscellaneous Expenses	6,275	9,400	8,618	8,375	(243)	-2.82%
Leases and Rentals	-	-	-	-	-	
SUBTOTAL	1,543,024	1,725,604	1,636,928	1,569,003	(67,924)	-4.15%
Depreciation	-	-	-	-	-	
SUBTOTAL	1,543,024	1,725,604	1,636,928	1,569,003	(67,924)	-4.15%
GRAND TOTAL **	1,543,024	1,725,604	1,636,928	1,569,003	(67,924)	-4.15%

** Less Depreciation

DEPARTMENT

SUMMARY OF PROGRAMS

FINANCE: **1800**

The Finance Department is responsible for the control of all financial activities for Omnitrans, including the collection and disbursement of funds and ensuring that adequate resources are available. The department has three programs: Finance Administration, Accounting and Accounting Services.

Finance Administration: provides administrative support and direction to all finance programs as well as other Omnitrans Departments. Administrative functions include setting financial goals and objectives, planning financial policy, budget development, agency payroll, and budget training, administers self-insurance portions of Omnitrans risk programs.

Accounting Section: Is charged with all the accounting functions in Omnitrans:
Accounts Payable/Receivables - Responsible for the payment of outstanding obligations owed by Omnitrans, tracking end of period adjustments, fixed assets and project/grant management.

Accounting Services: Is responsible for payroll services, daily cash collections, and assists the Director in tracking of funds in LAIF.

FISCAL SUMMARY BY PROGRAM

	2017-2018 ACTUAL	2018-2019 ADOPTED	2018-2019 YE EST	2019-2020 PROPOSED	\$ / % Change FY 2019YE-2020	
Salaries and Benefits	1,134,544	1,202,340	977,196	1,122,940	145,744	14.91%
Services	197,622	185,600	140,558	185,600	45,042	32.05%
Material and Supplies	7,545	10,000	7,599	10,000	2,401	31.59%
Occupancy	-	-	-	-	-	
Casualty and Liability	3,708,882	3,734,765	4,801,183	4,988,500	187,317	3.90%
Taxes	34,106	55,000	55,000	55,000	-	0.00%
Purchased Transport	-	-	-	-	-	
Printing and Advertising	-	-	-	-	-	
Miscellaneous Expenses	(692,018)	(485,699)	(62,150)	(682,473)	(620,323)	998.10%
Leases and Rentals	-	-	-	-	-	
Other - CAP Credit					-	
SUBTOTAL	4,390,681	4,702,006	5,919,386	5,679,567	(239,820)	-4.05%
Depreciation	15,189,104	17,569,897	16,802,567	17,434,951	632,384	3.76%
Capital Purch Exp	3,905,320	-	662,502	-	(662,502)	
SUBTOTAL	23,485,105	22,271,903	23,384,455	23,114,518	(269,937)	-1.15%
GRAND TOTAL **	4,390,681	4,702,006	5,919,386	5,679,567	(239,820)	-4.05%

** Less Depreciation

DEPARTMENT

SUMMARY OF PROGRAMS

ACCESS: 2110

Access is part of the Special Transportation Services Department. Access Service is contracted out to a private transportation company to provide Americans with Disabilities Act (ADA) mandated public transportation service for those unable to independently use the fixed route bus service in southwestern San Bernardino County for all or some of their trips. Access operates with commercial cutaway minibuses.

FISCAL SUMMARY BY PROGRAM

	2017-2018 ACTUAL	2018-2019 ADOPTED	2018-2019 YE EST	2019-2020 PROPOSED	\$ / % Change FY 2019YE-2020	
Salaries and Benefits	342,396	353,991	364,523	368,275	3,752	1.03%
Services	87,153	100,486	100,486	108,214	7,728	7.69%
Material and Supplies	1,264,707	1,207,050	1,106,760	571,179	(535,581)	-48.39%
Occupancy	140,743	129,000	127,893	131,000	3,107	2.43%
Casualty and Liability	299,107	420,263	202,710	-	(202,710)	-100.00%
Taxes	-	-	-	-	-	
Purchased Transport	7,644,173	10,197,966	9,401,458	10,207,078	805,620	8.57%
Printing and Advertising	-	-	-	2,000	2,000	
Miscellaneous Expenses	5,205	15,000	-	7,500	7,500	
Leases and Rentals	-	-	-	-	-	
					-	
SUBTOTAL	9,783,484	12,423,757	11,303,831	11,395,246	91,416	0.81%
Depreciation	1,351,656	1,978,417	1,678,352	1,409,825	(268,527)	-16.00%
SUBTOTAL	11,135,140	14,402,174	12,982,183	12,805,071	(177,112)	-1.36%
GRAND TOTAL **	9,783,484	12,423,757	11,303,831	11,395,246	91,416	0.81%

** Less Depreciation

DEPARTMENT

SUMMARY OF PROGRAMS

CTSA: 3000

The Consolidated Transportation Service Agency (CTSA) is part of the Special Transportation Services Department (STS). Its mission is to promote the mobility of seniors and individuals with disabilities through increasing mobility options available to them. In addition to operating several in-house mobility programs: Travel Training; Volunteer Driver Mileage Reimbursement; RIDE-Taxi and RIDE-Lyft, CTSA develops funding partnerships with local government authorities, human and social services agencies, and private non-profit organizations to provide capital and operating assistance for programs that transport seniors and individuals with disabilities in the Omnitrans service area.

FISCAL SUMMARY BY PROGRAM

	2017-2018 ACTUAL	2018-2019 ADOPTED	2018-2019 YE EST	2019-2020 PROPOSED	\$ / % Change FY 2019YE-2020	
Salaries and Benefits	680,567	754,008	625,936	867,913	241,977	38.66%
Services	-	1,510,950	647,524	212,600	(434,924)	-67.17%
Material and Supplies	-	78,050	(21,221)	81,750	102,971	-485.23%
Occupancy	159	93,015	89,876	101,880	12,005	13.36%
Casualty and Liability	-	4,500	-	4,500	4,500	
Taxes	-	-	-	-	-	
Purchased Transport	-	-	-	-	-	
Printing and Advertising	-	21,100	4,198	21,100	16,902	-
Miscellaneous Expenses	366	18,300	13,983	41,500	27,517	196.80%
Leases and Rentals	-	-	-	-	-	
					-	
SUBTOTAL	681,092	2,479,923	1,360,295	1,331,243	(29,052)	-2.14%
Depreciation	-	-	-	-	-	
SUBTOTAL	681,092	2,479,923	1,360,295	1,331,243	(29,052)	-2.14%
GRAND TOTAL **	681,092	2,479,923	1,360,295	1,331,243	(29,052)	-2.14%

** Less Depreciation

DEPARTMENT

SUMMARY OF PROGRAMS

OMNIGO/PURCHASED TRANSPORTATION:

2500

OmniGo service is contracted out to a private transportation company to provide two types of fixed route service: 1) weekend service on routes that consistently have low weekend loads; and, 2) OmniGo local circulator service. Weekend OmniGo service matches a smaller commercial cutaway vehicle with a 16-18 passenger capacity to routes with low productivity. OmniGo local circulator service is a neighborhood shuttle service in fixed route mode, connecting with regular fixed route service using the same smaller vehicles to match capacity with lower demand areas.

FISCAL SUMMARY BY PROGRAM

	2017-2018 ACTUAL	2018-2019 ADOPTED	2018-2019 YE EST	2019-2020 PROPOSED	\$ / % Change FY 2019YE-2020	
Salaries and Benefits	3,910	-	3,049	-	(3,049)	
Services	-	-	-	-	-	
Material and Supplies	149,986	111,150	96,272	53,944	(42,328)	-43.97%
Occupancy	5,484	5,473	4,677	5,473	797	17.03%
Casualty and Liability	21,793	24,586	22,561	-	(22,561)	-100.00%
Taxes	-	-	-	-	-	
Purchased Transport	1,303,091	1,133,315	1,510,430	1,624,346	113,916	7.54%
Printing and Advertising	-	-	-	-	-	
Miscellaneous Expenses	-	-	-	-	-	
Leases and Rentals	-	-	-	-	-	
					-	
SUBTOTAL	1,484,263	1,274,524	1,636,989	1,683,763	46,775	2.86%
					-	
Depreciation	-	-	-	-	-	
SUBTOTAL	1,484,263	1,274,524	1,636,989	1,683,763	46,775	2.86%
					-	
GRAND TOTAL **	1,484,263	1,274,524	1,636,989	1,683,763	46,775	2.86%

** Less Depreciation

DEPARTMENT

SUMMARY OF PROGRAMS

sbX Bus Rapid Transit -BRT

2600

BRT service mirrors light-rail service with dedicated amenities, stations and significantly reduced travel times utilizing dedicated BRT Buses. sbX utilizes standalone stations with level boarding, pre-paid fares, dedicated lanes, signal prioritization, and limited stop spacing to achieve faster service.

FISCAL SUMMARY BY PROGRAM

	2017-2018 ACTUAL	2018-2019 ADOPTED	2018-2019 YE EST	2019-2020 PROPOSED	\$ / % Change FY 2019YE-2020	
Salaries and Benefits	2,580,655	-	2,678,633	-	(2,678,633)	
Services	368,291	392,974	392,973	423,196	30,223	7.69%
Material and Supplies	472,210	434,455	519,950	508,620	(11,330)	
Occupancy	308,888	477,000	275,143	477,000	201,857	73.36%
Casualty and Liability	386,001	167,000	399,605	167,000	(232,605)	
Taxes	-	-	-	-	-	
Purchased Transport	-	-	-	-	-	
Printing and Advertising	40,695	85,600	-	68,700	68,700	
Miscellaneous Expenses	-	-	-	-	-	
Leases and Rentals	-	-	-	-	-	
					-	
SUBTOTAL	4,156,739	1,557,029	4,266,304	1,644,516	(2,621,788)	-61.45%
					-	
Depreciation	-	-	-	-	-	
SUBTOTAL	4,156,739	1,557,029	4,266,304	1,644,516	(2,621,788)	-61.45%
					-	
GRAND TOTAL **	4,156,739	1,557,029	4,266,304	1,644,516	(2,621,788)	-61.45%

** Less Depreciation

DEPARTMENT

SUMMARY OF PROGRAMS

Rail - Arrow

4000

The Rail Department primary responsibility is to manage and operate the new rail service name the ARROW. The ARROW is commuter rail service that will originate at the San bernardino Transit Center and run to the City of Redlands

FISCAL SUMMARY BY PROGRAM

	2017-2018 ACTUAL	2018-2019 ADOPTED	2018-2019 YE EST	2019-2020 PROPOSED	\$ / % Change FY 2019YE-2020	
Salaries and Benefits	-	361,948	316,766	523,314	206,549	65.21%
Services	-	208,176	53,519	208,176	154,657	288.97%
Material and Supplies	-	-	5,021	23,000	17,979	
Occupancy	-	-	-	-	-	
Casualty and Liability	-	-	-	-	-	
Taxes	-	-	-	-	-	
Purchased Transport	-	-	-	-	-	
Printing and Advertising	-	-	-	-	-	
Miscellaneous Expenses	-	44,000	14,068	29,000	14,932	106.14%
Leases and Rentals	-	-	-	-	-	
					-	
SUBTOTAL	-	614,124	389,374	783,490	394,116	101.22%
					-	
Depreciation	-	-	-	-	-	
SUBTOTAL	-	614,124	389,374	783,490	394,116	101.22%
					-	
GRAND TOTAL **	-	614,124	389,374	783,490	394,116	101.22%

** Less Depreciation



BUDGET

**Board of Directors
May 1, 2019**

FY2020 Budget Highlights

- **FY 20 \$91.5M vs. FY19YE \$89.3M**
 - **Operating Budget Increased by 2.5%**
- **Service Maintained At Current Levels**
- **Continue to Evaluate Staffing Needs**
- **1 Proposed FTE Increase in Rail Budget**
 - **No Impact On Core Omnitrans**
 - **Rail Budget Covered By Rail Measure I**

FY2020 Revenue Assumptions

- Fare Increase Effective September
 - Medi-Cal Removed From Budget -
\$1.5M
 - FTA 5307 Funds Utilized to Offset
Impact of Medi-Cal revenue

Total Budget: Core/ STS/ Rail

	OMNI Core	STS	Rail	TOTAL
Salary and Benefits	53,070,599	867,913	523,314	\$54,461,826
Services	3,541,066	212,600	208,176	\$3,961,842
Materials and Supplies	6,528,425	81,750	23,000	\$6,633,175
Occupancy	5,581,143	101,880	0	\$5,683,023
Casualty & Liability	8,020,336	4,500	0	\$8,024,836
Taxes	55,000	0	0	\$55,000
Purchased Transportation	11,831,424	0	0	\$11,831,424
Printing & Advertising	828,933	21,100	0	\$850,033
Miscellaneous	(114,691)	41,500	29,000	(\$44,191)
Leases and Rentals	0	0	0	\$0
Total Budget	\$89,342,235	\$1,331,243	\$783,490	\$91,456,968

Operating Budget: Revenue

	FY 18-19 Budget	FY 19-20 Proposed	Variance
Fixed Route/OmniGo Fares	11,466,849	12,577,000	1,110,151
ACCESS Fares	1,535,748	1,581,000	45,252
Advertising and Auxillary Rev.	655,000	655,000	0
Interest and Non-Transp. Rev.	1,530,000	1,580,000	50,000
LTF Funds for Operations	42,820,819	44,105,444	1,284,625
LTF Carryover	0	0	0
FTA Section 5307 Maint. /Leases	14,340,465	16,741,200	2,400,735
STA	908,128	2,537,483	1,629,355
STA Maint. /Leases	3,185,116	825,674	(2,359,442)
Measure I & Subsidy	7,873,772	8,236,918	363,146
Measure I Rail	622,463	783,490	161,027
Measure I - CTSA	2,270,798	1,331,243	(939,555)
JARC/New Freedom	209,125	139,246	(69,879)
MediCAL Reimbursement	1,500,000	0	(1,500,000)
TCC Funds	0	69,000	69,000
LCTOP	450,000	294,270	(155,730)
Total Operating Revenues	89,368,283	91,456,968	2,088,685

Operating Budget: Expense

	FY 18-19 (YE Est)	FY 19-20 (Proposed)	Variance
Salary and Benefits	52,270,489	54,461,826	\$2,191,337
Services	3,823,956	3,961,842	\$137,886
Materials and Supplies	7,689,765	6,633,175	(\$1,056,590)
Occupancy	4,947,558	5,683,023	\$735,465
Casualty & Liability	8,211,950	8,024,836	(\$187,114)
Taxes	55,000	55,000	\$0
Purchased Transportation	10,911,888	11,831,424	\$919,536
Printing & Advertising	924,614	850,033	(\$74,581)
Miscellaneous	425,789	(44,191)	(\$469,980)
Total Operating Budgets	\$89,261,009	\$91,456,968	\$2,195,959
Percentage Change			2.5%

** Depreciation is not included*

Budget Comparisons

Operating Budget Comparison

FY 18-19 YE EST

\$ 89,261,008

FY 19-20 Budget

\$ 91,456,967

Variances

Salaries & Benefits

\$ 2,191,338

Purchased Transportation

\$ 919,536

Occupancy

\$ 735,465

Casualty & Liability

\$ (187,114)

Materials & Supplies

\$ (1,056,590)

Budget Comparisons

Variances

Salaries & Benefits	\$ 2,191,338
Normal S&B wage impact	
Purchased Transport	\$ 919,536
Impact of Contract Increase	
Contractor Assumes Insurance Liability	
Occupancy	\$ 735,465
Increased Energy and Maintenance Costs	
Casualty & Liability	\$ (187,114)
Actuarial Analysis	
Materials & Supplies	\$ (1,056,590)
Reduction in Fuel Costs	

Capital Budget: Revenue

	FY 18-19 (Adopted)	FY 19-20 (Proposed)	Variance
FTA 5307	\$16,941,200	\$16,941,200	\$0
CMAQ	\$16,358,672	\$0	(\$16,358,672)
FTA 5339	\$1,723,500	\$2,347,000	\$623,500
STAF	\$3,185,116	\$2,108,579	(\$1,076,537)
Prop 1B	\$8,787,314	\$0	(\$8,787,314)
TCC - Subrecipient	\$1,400,000	\$0	(\$1,400,000)
FTA 5310	\$0	\$350,000	\$350,000
Measure I Cap- Pass Through	\$0	\$1,222,757	\$1,222,757
Total Capital Revenues	\$48,395,802	\$22,969,536	-\$25,426,266
Percentage Change			-52.5%
Capital Used for Operating	\$17,525,582	\$17,566,874	\$41,292

Capital Budget: Expense

	FY 18-19 (Adopted)	FY 19-20 (Proposed)	Variance
Facilities	\$2,600,734	\$1,482,905	(\$1,117,829)
Revenue Vehicles (FR/PT)	\$28,269,486	\$2,697,000	(\$25,572,486)
Service/Support Vehicles	\$0	\$0	\$0
Pass-Through	\$0	\$1,222,757	\$1,222,757
Computer Equip/Software	\$0	\$0	\$0
Total Capital Expense	\$30,870,220	\$5,402,662	-\$25,467,558
Percentage Change			-82.5%
Capital Used for Operating	\$17,525,582	\$17,566,873	\$41,291

THANK YOU

ITEM # _____ F5 _____

DATE: May 1, 2019

TO: Board Chair Ron Dailey and Members of the Omnitrans Board of Directors

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Wendy Williams, Director of Marketing & Planning

SUBJECT: **FISCAL YEAR 2019-2020 SERVICE PLAN**

FORM MOTION

Adopt the Omnitrans Fiscal Year 2019-2020 Annual Service Plan.

This item was reviewed by the Plans and Programs Committee at its April 24, 2019 meeting, and recommended to the Board of Directors for adoption.

BACKGROUND

Each year, the Annual Service Plan is brought to the Board of Directors as part of the Agency's guiding documents for the upcoming fiscal year.

The Service Plan provides an overview of Omnitrans' service offerings and fare policy for Fiscal Year 2020 (FY2020). Key elements of the Service Plan are the service and fare changes that are described in Section 3 and the service level and ridership projections that are provided in Section 4. The Service Plan also includes recent ridership trends, a summary of public input, and the federally mandated service and fare equity analyses for the proposed changes. New in the FY2020 Service Plan is Section 7 which documents service evaluations and related policy topics that will need to be revisited during the year.

The FY2020 Service Plan represents the final year of Omnitrans' OmniConnects FY2015-2020 Short Range Transit Plan (SRTP). OmniConnects was approved by the Omnitrans Board of Directors in May 2014. As shown in the Management Plan, Omnitrans is updating both the Strategic Plan and the SRTP during FY2020.

Omnitrans proposes four service changes for FY2020:

1. Eliminate Freeway Express Route 208 serving Yucaipa, Redlands and San Bernardino due to low ridership and the exhaustion of grant funding.

2. Modify Route 11 service and rename it Route 12, using the same number of peak vehicles. Route 12 will connect California State University, San Bernardino (CSUSB) to Fontana Metrolink Station with stops at Renaissance Marketplace in Rialto.
3. Modify Route 22 service within the city of Rialto to add a deviation to serve Renaissance Marketplace.
4. Improve peak-hour frequency to every 30 minutes on Route 83 service in Chino, Ontario and Upland based on grant funding received in partnership with the City of Ontario.

These service changes can be accomplished within the constraints of the proposed FY2020 Budget.

Omnitrans proposes a systemwide fare increase and distribution changes for 7-day passes:

1. Single-ride base fare increase of 14% with the base fare increasing from \$1.75 to \$2.00. Other fares are increasing by a similar amount based on existing fare multiples, discounts, etc. The full proposed fare tables can be seen below in Exhibits 1 and 2.
2. Eliminate the sale of 7-day passes onboard buses to expedite onboard transactions and reduce cash handling expense.

Exhibit 1: Comparison of Omnitrans' Current and Proposed Fares (Fixed Route)

Pass		Regular / Full Fare	Senior Disabled Medicare	Veteran	Youth
Single-Ride Cash / Ticket	Current	\$1.75	\$0.75	\$0.75	--
	Proposed	\$2.00	\$0.90	\$0.90	--
Day Pass	Current	\$5.00	\$2.25	\$2.25	--
	Proposed	\$6.00	\$2.75	\$2.75	--
7-Day Pass	Current	\$18.00	\$8.00	\$8.00	\$14.00
	Proposed	\$20.00	\$9.00	\$9.00	\$15.00
31-Day Pass	Current	\$55.00	\$27.50	\$27.50	\$41.00
	Proposed	\$60.00	\$30.00	\$30.00	\$45.00
10 Single Rides	Current	\$16.00	\$7.00	\$7.00	--
	Proposed	\$18.00	\$8.50	\$8.50	--
10 Pack of Day Passes	Current	\$45.00	\$20.00	\$20.00	--
	Proposed	\$54.00	\$25.00	\$25.00	--

Exhibit 2: Comparison of Omnitrans' Current and Proposed Fares (Access)

		1-3 Zone Cash/Ticket Single Ride	Each Additional Zone	Beyond the Boundary Fee
Access	Current	\$3.25	\$1.00	\$5.00
	Proposed	\$3.75	\$1.00	\$5.00

An evaluation and rational for each of these proposed service changes and the proposed fare increase can be found in the attached FY2020 Service Plan.

Primarily driven by the proposed fare increase, systemwide ridership is projected to decline 4.6% from 10.7 million boardings in FY2019 to 10.2 million boardings in FY2020, while fare revenue is projected to increase 5.3% to from \$13.5 million to \$14.2 million. These projections are based on industry standard fare elasticities.

CONCLUSION

By implementing the Service Plan, Omnitrans will position itself to be able to deliver transit service for FY2020. The plan can be implemented within the constraints of the Fiscal Year 2019-20 Omnitrans budget.

PSG:WW:JB

Attachments: A: FY2019-2020 Service Plan
B: Power Point Presentation



Service Plan 2019-2020



May 1, 2019

Omnitrans

1700 W. Fifth St.

San Bernardino, CA 92411

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1. INTRODUCTION

This report provides an overview of Omnitrans' service offerings and fare policy for Fiscal Year 2019-2020 (FY2020). Section 1 is this Introduction. Section 2 examines recent ridership trends. Section 3 provides a detailed description of proposed fare and service changes for FY2020. Section 4 forecasts service levels for each service in Omnitrans' family of services. Section 5 provides the proposed fare structure. Section 6 summarizes the public input and service equity analysis completed as part of the planning process. Section 7 is a new section in this year's annual service plan. It describes key service evaluations that will occur during FY2020.

The FY2020 Service Plan represents the final year of Omnitrans' OmniConnects FY2015-2020 Short Range Transit Plan (SRTP). OmniConnects was approved by the Omnitrans Board of Directors in May 2014. The update of the OmniConnects SRTP is currently underway and the completion schedule is described in the FY2020 Management Plan. Key guiding elements to the SRTP which will be delivered during the upcoming year include financial policy recommendations stemming from a joint Omnitrans and San Bernardino County Transportation Authority (SBCTA) Board Ad Hoc Committee, strategies from the FY2021-2025 Strategic Plan, recommendations from the Bus Electrification Study, updated time lines for the West Valley Connector and further operating plans for Arrow rail. These guiding documents will inform the creation of the OmniConnects FY2021-2025 SRTP matching the timeline of the FY2021-2025 Strategic Plan.

The most significant change proposed in the FY2020 Service Plan is a fare increase. This proposal will increase Omnitrans' base single-ride regular fare from \$1.75 to \$2.00, an increase of 14%. Other fare categories see similar increases. Omnitrans' last fare increase was five years ago in September 2014 (FY2015). Omnitrans' current base fare of \$1.75 is below the average single-ride regular bus fare within the American Bus Benchmarking Group (ABBG), which is currently \$1.85. Omnitrans also proposes to stop selling 7-day passes onboard buses in order to speed up transaction times. 7-Day passes will still be available at outlets, the San Bernardino Transit Center and through Omnitrans' mobile digital sales outlet, Token Transit.

Since Omnitrans proposes a fare increase and since key guiding documents for the FY2021-2025 SRTP are being completed, there are not proposals for significant service changes during the upcoming year. Implementing a fare increase and a system-level service reduction at the same time could cause further reductions in ridership. Riders have typically indicated that fare increases are preferable to service reductions, as it is still possible to reach key destinations with a fare increase while that is not necessarily the case with service reduction.

The FY2020 Service Plan maintains Omnitrans' existing family of services, which can be seen in Exhibit 1. Additionally, these services are mapped in Exhibit 2. While Omnitrans often uses the same type of vehicle for service delivery, the map illustrates that the type and frequency of service varies by community.

Exhibit 1: Omnitrans Family of Service Offerings







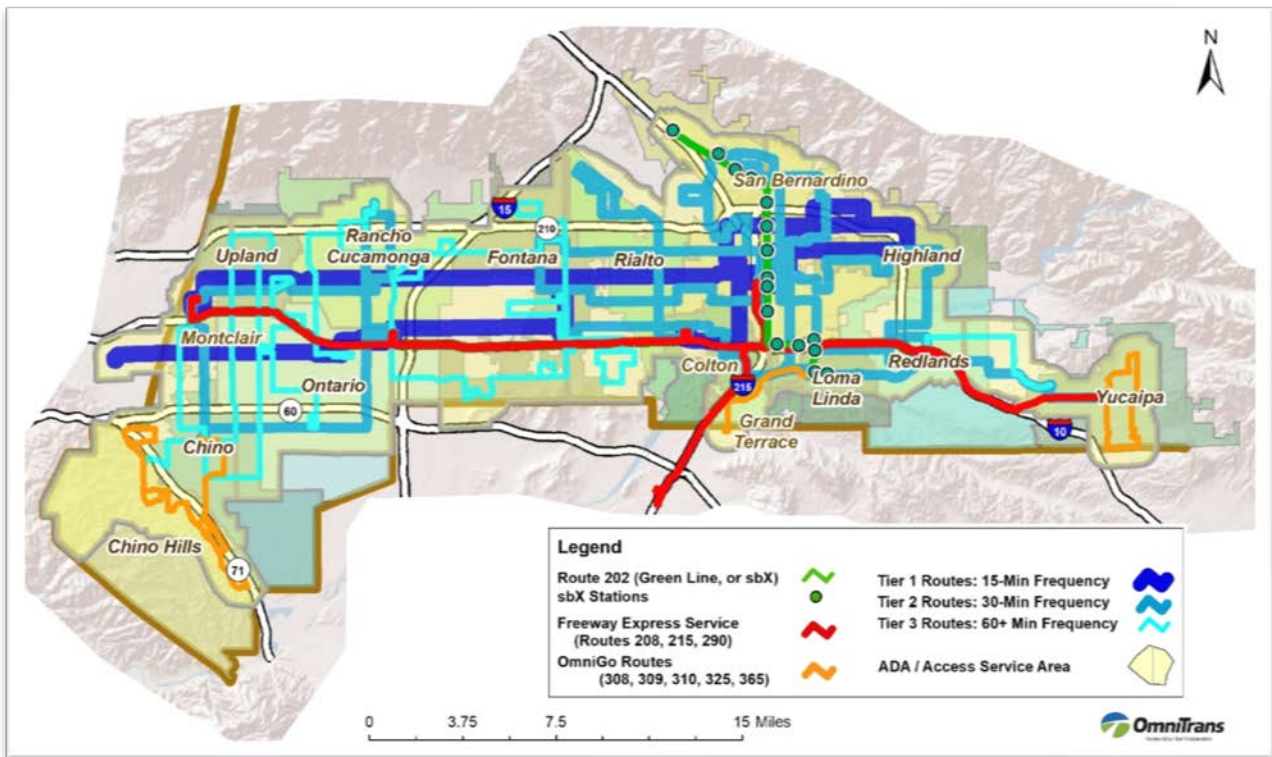
Service	Type	Brand	Image	Description
Fixed Route	Bus Rapid Transit (BRT)	sbX		BRT service mirrors light-rail service with dedicated amenities, stations and vehicles. sbX utilizes stations with level boarding, ticket vending machines, security cameras, emergency phones and enhanced lighting. The route uses dedicated lanes and mixed flow, signal prioritization, all-door boarding and limited stop spacing to achieve faster service.
	Express	Omnitrans		Freeway bus service using a traditional large bus on a set route with a set schedule and frequency that is designed to connect two or more areas of highly concentrated activity. Routes typically travel mostly by freeway and stops are placed several miles apart.
	Local	Omnitrans		Traditional large bus service operating on a set route with a set schedule at defined frequencies. Routes travel in mixed flow traffic with stops placed approximately every 0.2 miles.
	Community Circulator	OmniGo		Smaller bus service designed to offer lifeline mobility for areas with relatively low population and employment density. OmniGo provides service to key locations within Grand Terrace, Chino Hills and Yucaipa. The service operates in mixed flow traffic with frequent stop placement.
Demand Response	ADA Paratransit	Access		Curb-to-curb service provided to comply with the Americans with Disabilities Act (ADA) that is complementary to fixed-route service, and is provided within 3/4-mile of a fixed route. Beyond-the-boundary Access service extends Access past the 3/4-mile fixed route boundary to the edge of each JPA member city, for a nominal fee.
Special Transit Services				Omnitrans offers a variety of mobility services including Travel Training, Volunteer Driver programs, a Lyft & Taxi program, and many community-based partnerships.

Exhibit 2: Map of Omnitrans Family of Service Offerings



Omnitrans proposes four service changes within the existing family of services during FY2020:

1. Eliminate Freeway Express Route 208 serving Yucaipa, Redlands and San Bernardino due to low ridership and the exhaustion of grant funding.
2. Modify Route 11 service and rename it Route 12, using the same number of peak vehicles. Route 12 will connect California State University, San Bernardino (CSUSB) to Fontana Metrolink Station with stops at Renaissance Marketplace in Rialto.
3. Modify Route 22 service within the City of Rialto to add a deviation to serve Renaissance Marketplace. This is possible through more efficient scheduling on Route 22.
4. Improve peak-hour frequency to every 30 minutes on Route 83 service in Chino, Ontario and Upland based on grant funding received in partnership with the City of Ontario.

Collectively these changes would reduce overall service by 0.2% of revenue service hours during the year and reduce the number of peak vehicles by two from September 2019 through May 2020. Overall, revenue service hours see a modest increase primarily driven by calendar changes including two additional weekdays of service during FY2020 (leap year) compared to FY2019. Additionally, planned service for FY2020 includes all planned hours, while it is compared to FY2019, which includes dropped service currently equivalent to approximately 0.4% of revenue hours.

2. RIDERSHIP TRENDS

Omnitrans' systemwide ridership is estimated to finish FY2019 at 10.6 million boardings, down 4.7% compared to FY2019. Exhibit 3 shows the ten-year systemwide ridership trend with details by service mode. While ridership declines have lessened over the last two years, the declines are still present.

Detailed explanations for the declines have been discussed in previous service plans and in the Southern California Associated Governments (SCAG) commissioned "Falling Transit Ridership: California and Southern California" report completed by UCLA. This Service Plan does not attempt to provide further details into the national, statewide and regional trends.

Ridership trends by rider type and pass type are included in the FY2020 Marketing Plan.

Ridership shifts continue to occur within Omnitran's Family of Services. Ridership on high-quality service offerings such as sbX and freeway express routes continue to gain ridership share compared to other services Omnitran offers. From 2014 through 2019, ridership on services designed to provide faster service such as freeway express and sbX have grown from 3% of systemwide ridership to 10.3% of systemwide ridership, as depicted in Exhibit 4.

Exhibit 3: Omnitran's Annual Systemwide Ridership

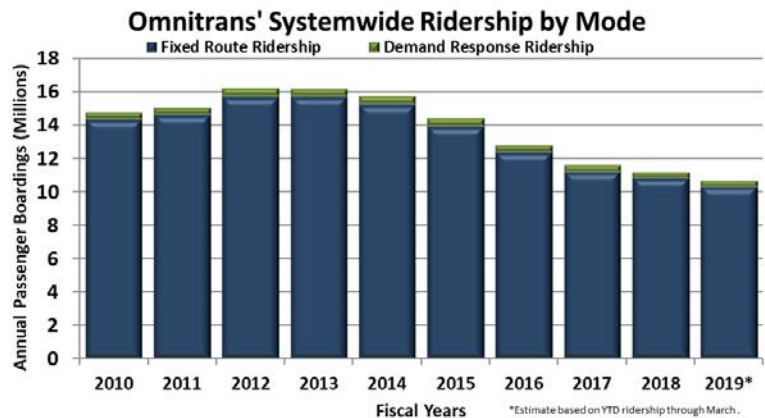
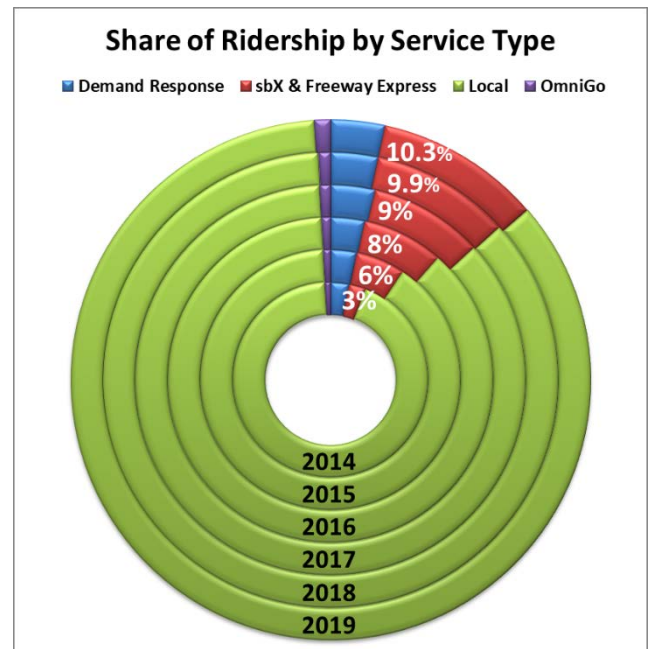


Exhibit 4: Share of Ridership by Service Type



Specifically, ridership on sbX is set to reach its highest annual level in FY2019. Based on year-to-date figures through March 2019, sbX ridership will end the year at approximately 763,000 riders annually, up 2.9% compared to 741,000 in FY2018. Annual ridership on sbX can be seen in Exhibit 5. Since the first full year of operations (FY2015), sbX ridership has increased from 545,000 riders to 763,000 riders, an increase of 218,000 or 40%. At the same time, non-sbX fixed route service has declined from 13.3 million riders to 9.6 million riders, a decline of 28% or 3.8 million riders. As such, express services are key

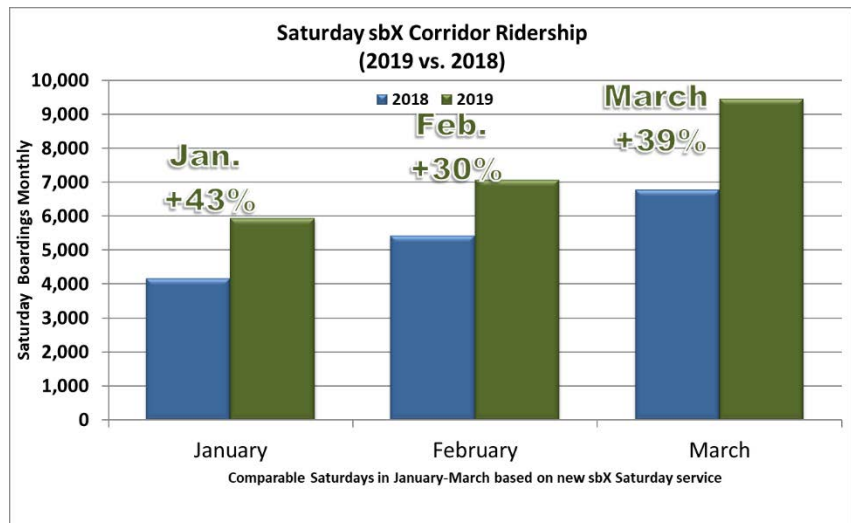
Exhibit 5: sbX Ridership by Year



to Omnitrans' future as the agency works to complete the Strategic Plan and Short-Range Transit Plan during the upcoming year.

In January 2019, Omnitrans shifted weekend resources from Route 2, the underlying local route on the sbX corridor, to sbX. This was a cost-neutral shift with resources literally transferred from one service to the other. The result has been a 37.3% improvement in Saturday ridership on the corridor with Saturday ridership for the first three months of this service equal to 22,429 boardings compared to 16,337 during the same period a year ago. The monthly ridership details can be seen in Exhibit 6. In January, Saturday ridership jumped 43% supported by a marketing campaign that provided free fares for the three operating Saturdays. Growth has remained nearly as high in the following two months with February growth of 30% and March growth of 39%.

Exhibit 6: sbX Corridor Saturday Ridership

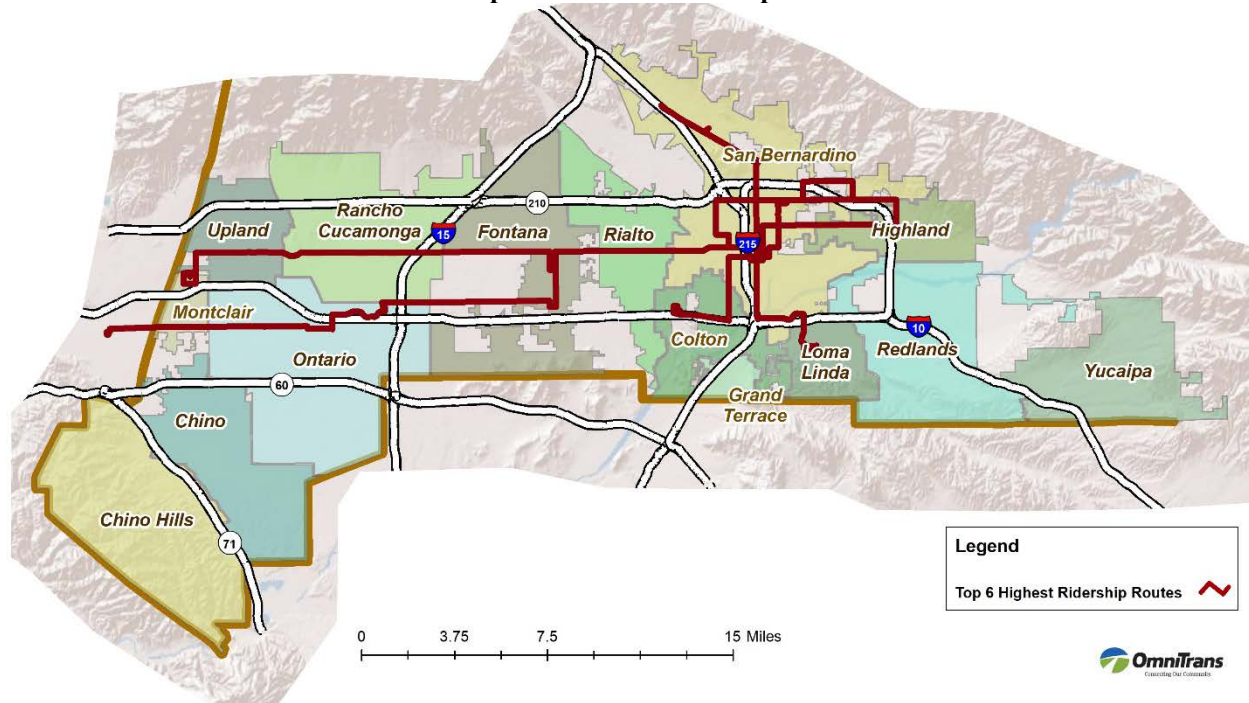
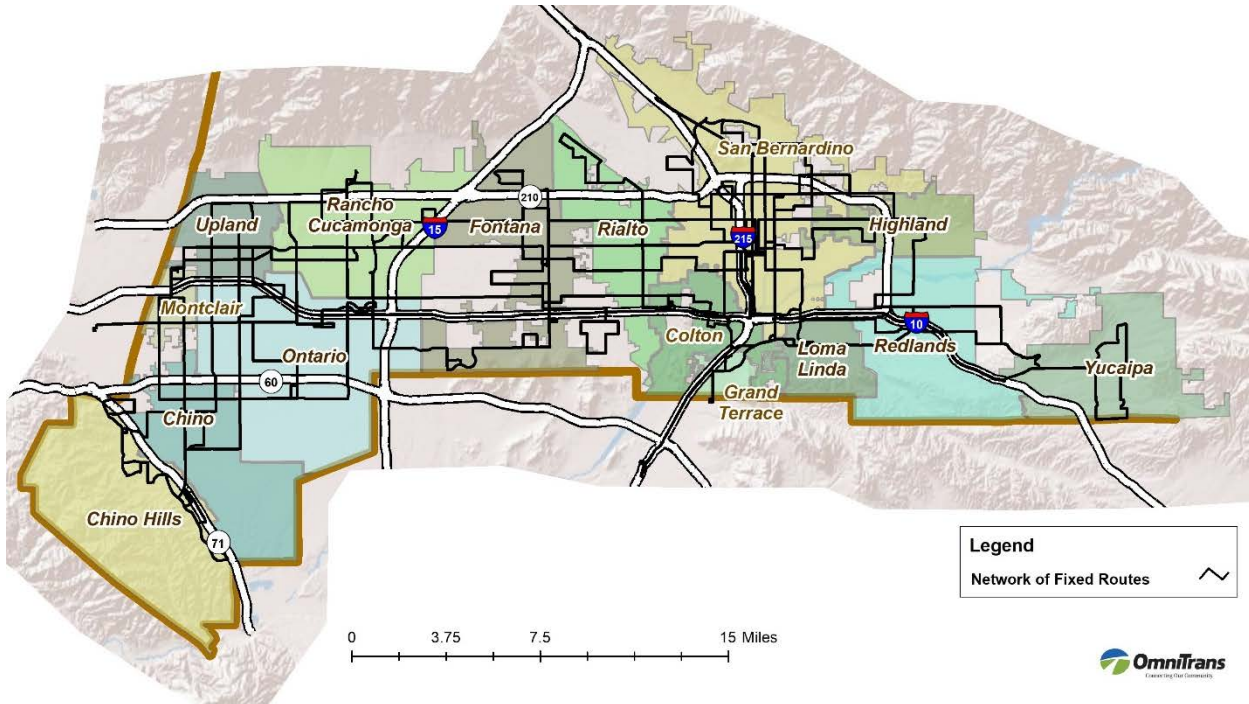


As Omnitrans develops the FY2021-2025 Strategic Plan and the FY2021-2025 Short-Range Transit Plan, the Agency will need to address a projected operating deficit forecasted in the May 2018 White Paper and February 2019 Financial Update. With this financial backdrop in mind, it is important to determine which routes and services generate the greatest share of Omnitrans' ridership. Omnitrans offers a total of 35 Routes, and the top 6 routes account for 54% of Omnitrans ridership while utilizing 36% of the Agency's revenue hours.

The top six routes in terms of ridership are Routes 61, 3/4, 1, 14, sbX and 66. Ridership, cities served, and primary streets can be seen in Exhibit 7. These high-performing routes are mapped in Exhibit 8 and can be compared to all Omnitrans routes in Exhibit 9.

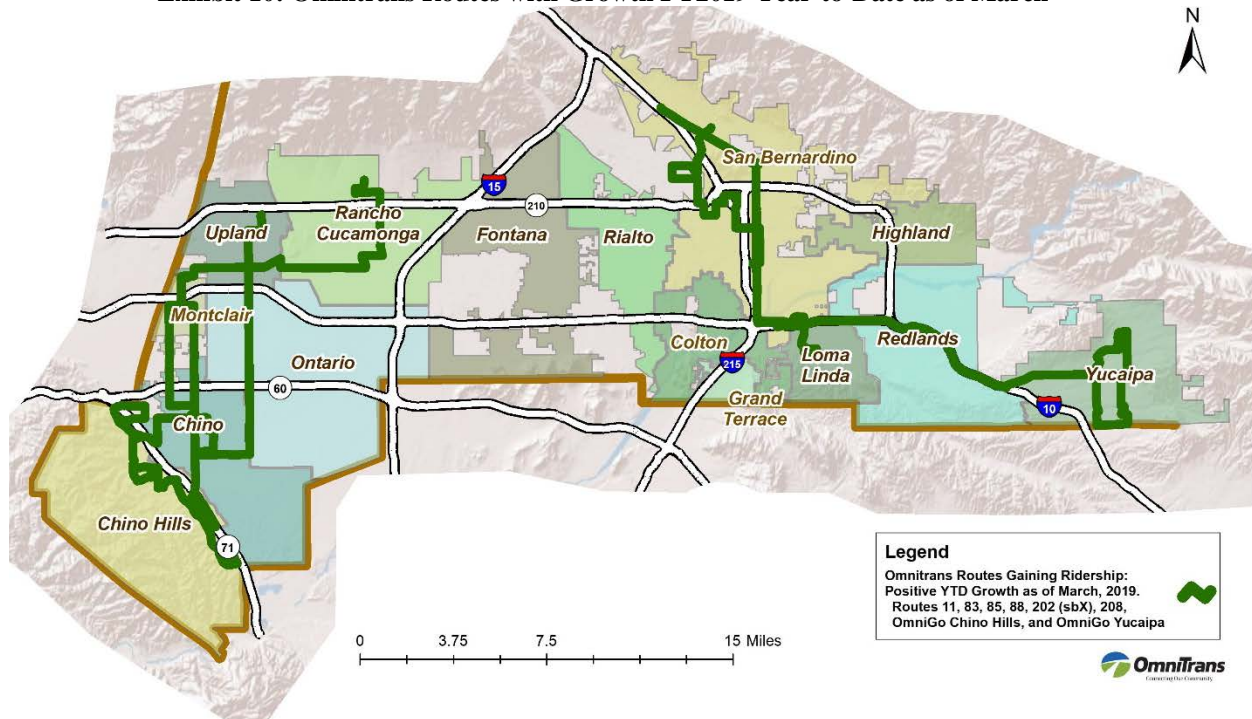
Exhibit 7: Ridership on Omnitrans Top 6 Routes vs. System

Route	Cities Served	Primary Streets	Ridership	Share
61	Fontana, Ontario, Rancho Cucamonga, Montclair, Pomona	Sierra, San Bernardino, Holt	1,223,386	11.7%
3/4	San Bernardino, Highland	Baseline Highland	1,209,431	11.6%
1	San Bernardino, Colton	Lynwood, Waterman, Mt. Vernon and Valley	895,237	8.6%
14	San Bernardino, Rialto, Fontana	5th, Foothill	826,611	7.9%
sbX	San Bernardino, Loma Linda	E, Hospitality, Anderson	745,144	7.1%
66	Fontana, Rancho Cucamonga, Upland, Montclair	Foothill	739,840	7.1%
Top 6 Routes			5,639,649	54.0%
Other 29 Routes			4,800,261	46.0%
Total			10,439,910	

Exhibit 8: Top 6 Omnitrans Ridership Routes

Exhibit 9: All Omnitrans Routes


During FY2019 year-to-date, Omnitrans has eight routes experiencing ridership growth. Half of these routes in in West Valley and half are in East Valley. The map in Exhibit 10 illustrates that West Valley north-south routes are more likely to show growth than other local services. Omnitrans operates a total of eight West Valley routes that primarily operate north south and 50% of those are growing.

Exhibit 10: Omnitrans Routes with Growth FY2019 Year-to-Date as of March



3. SUMMARY OF PROPOSED SERVICE & FARE CHANGES

Omnitrans proposes four service changes, a systemwide fare increase and a minor fare policy change in this annual service plan. The proposed fare increase is designed to address the funding gap identified in the May 2018 Financial White Paper and the February 2019 Financial Update that were both submitted to the Omnitrans Board of Directors. The fare increase is projected to increase revenue by \$700,000 compared to year-end estimates for FY2019 and is necessary to maintain overall service levels for the year.

Increasing fares and reducing service levels at the same time significantly impacts Omnitrans riders and the community Omnitrans serves. As such, Omnitrans proposes minor service adjustments during the year rather than more systemic changes.

During FY2020, the Agency is developing the FY2021-2025 Strategic Plan and the FY2021-2025 Short-Range Transit Plan, which will address overall service levels. Based on Board direction, service levels may be further adjusted in future years.

The proposed service changes in FY2020 are:

- **Route 208 San Bernardino-Redlands-Yucaipa:** Eliminate this freeway express route due to low ridership and the exhaustion of pilot grant funding (September 2019).
- **Route 11 San Bernardino-Muscoy-Cal State:** Rename to Route 12 and modify the service so that it connects California State University, San Bernardino (CSUSB) to Fontana Metrolink Station with stops at Renaissance Marketplace in Rialto instead of service from Downtown San Bernardino to CSUSB (September 2019).
- **Route 22 North Rialto-Riverside Ave-ARMC:** Modify service within the city of Rialto to add a deviation to serve Renaissance Marketplace (September 2019).
- **Route 83: Chino-Ontario-Euclid Ave-Upland:** Improve peak-hour headway to 30 minutes from 60 minutes based on grant funding received in partnership with the City of Ontario (May 2020).

The proposed fare and fare structure changes are:

- Single-ride base fare increase of 14% with the base fare increasing from \$1.75 to \$2.00. Other fares are increasing by a similar amount based on existing fare multiples, discounts, etc. (September 2019).
- Eliminate the sale of 7-day passes onboard buses to expedite onboard transactions and reduce cash handling expense (September 2019).

These service and fare changes are detailed in the subsections below.

3.1 ELIMINATE ROUTE 208

Omnitrans received Low-Carbon Transit Operations Program (LCTOP) funds to operate Route 208 as a pilot freeway express route that connects Yucaipa, Redlands and San Bernardino utilizing Interstate 10 with stops in Yucaipa, Downtown Redlands, Hospitality Lane and the San Bernardino Transit Center as can be seen in Exhibit 11.

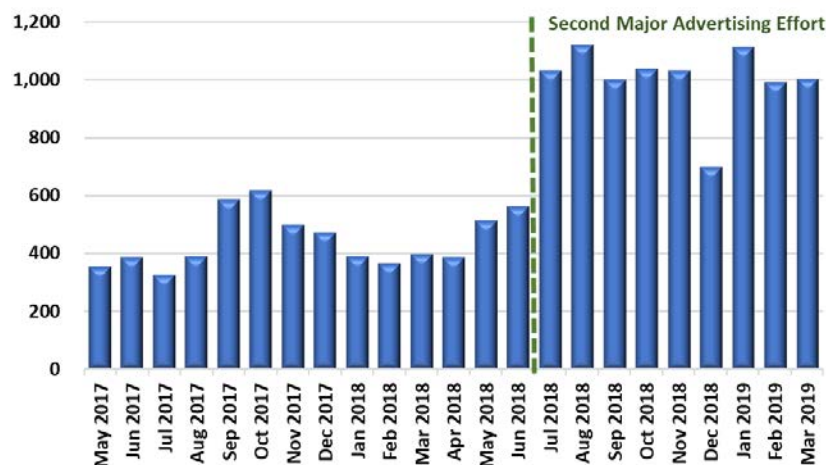
Exhibit 11: Route 208 Map



Route 208 began service in May 2017 and grant funding was sufficient to operate and cover all operating expenses through the June 2019. Omnitrans has evaluated ridership and farebox recovery on this route after it was given an opportunity to mature. The route currently serves 3.8 passengers per hour and achieves a 10.1% farebox recovery rate (Fiscal Year 2019 year-to-date through March). This farebox recovery rate is effectively half of the fixed route target needed to maintain the service and the lowest of Omnitrans' bus service. Productivity measured in passengers per hour on this route is the lowest rate of all Omnitrans' directly operated bus services at 3.8 passengers per hour, which is more than 75% lower than the average Omnitrans route.

Route 208's monthly ridership is shown in Exhibit 20. Omnitrans' Marketing team completed multiple efforts to support the route. Initial marketing efforts occurred at startup and when Metrolink service began at the San Bernardino Transit Center. A second marketing campaign was initiated in the summer of 2018. Ridership before the campaign averaged 448 riders per month and after the campaign ridership increased by 124% to 1,001 average monthly riders. Despite this successful marketing effort, Route 208's productivity and efficiency measures remain the lowest traditional fixed route service at Omnitrans. As such, the service is proposed for elimination in September 2019 (FY2020). This will reduce revenue hours by approximately 3,000 per year (approximately 0.5%) and reduce costs by approximately \$280,000.

Exhibit 12: Route 208 Monthly Ridership



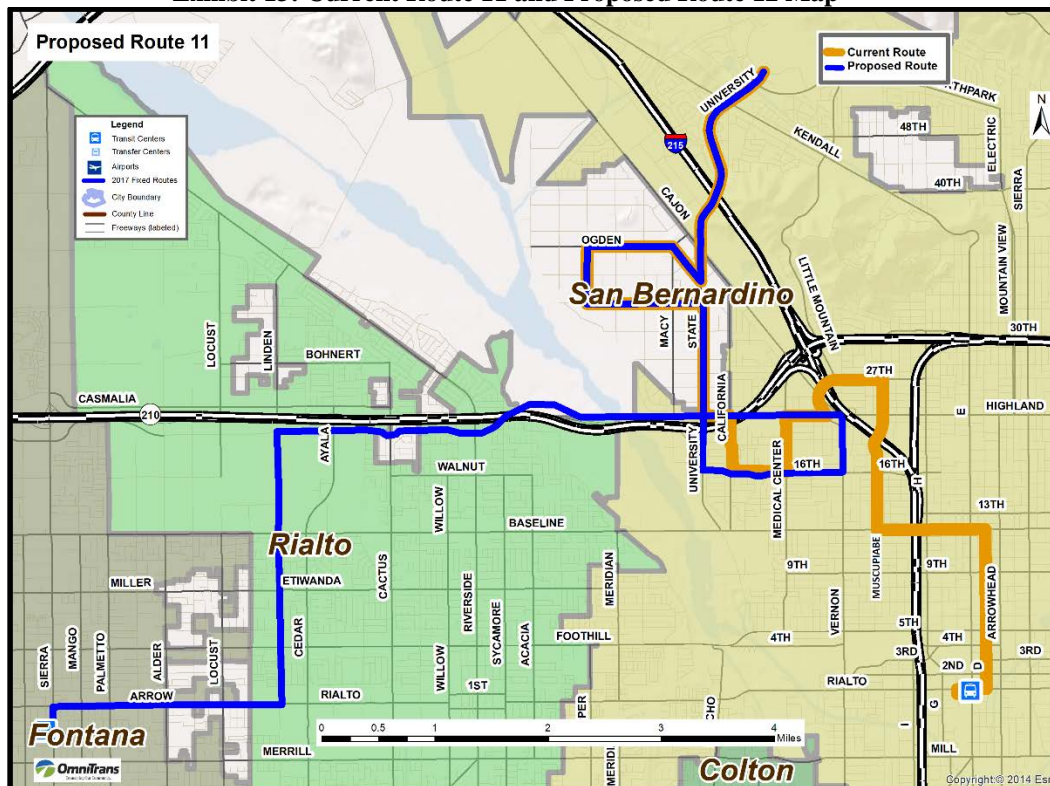
3.2 RECONFIGURE ROUTE 11

OmniTrans currently has four routes that connect the San Bernardino Transit Center to California State University, San Bernardino (CSUSB) and one additional route that connects CSUSB to southern San Bernardino/Loma Linda/Colton that travels through Downtown San Bernardino. Once transfer options are considered, these routes duplicate service offerings.

OmniTrans proposes to shift one of these routes to create a new connection between the Fontana Transit Center and CSUSB. This allows for improved transit access from the West Valley, Fontana and Rialto to CSUSB. For example, today someone from Rancho Cucamonga or Ontario traveling by bus to CSUSB would need to take a total of three buses with all of those trips including a transfer in Downtown San Bernardino. This proposed routing will reduce the number of buses by one. For some residents in Fontana and Rialto, this will turn a two-bus trip to CSUSB into a single-seat ride.

The proposed routing can be seen in Exhibit 13. In addition to the new transit option to CSUSB, the route will also provide service to Renaissance Marketplace in Rialto and to new distribution/fulfillment centers on Linden Ave. in Rialto. OmniTrans' Marketing Department has been working with the two new Amazon locations on this route to develop ridership-generating partnerships similar to existing partnerships with Amazon on Route 8 in San Bernardino.

Exhibit 13: Current Route 11 and Proposed Route 12 Map



In order to achieve this new routing, the existing Route 11 service in western San Bernardino along 27th St., Muscupiabe Dr., Massachusetts Ave., Baseline St. and D Street will be discontinued. The segment on Baseline is duplicated by Route 10. The remainder of the discontinued area is served

typically within quarter-mile but not more than a half-mile from another route. Omnitrans walking standard allows for this half-mile spacing.

Current Route 11 alignment in the community of Muscoy is maintained, as is the existing connection to Arroyo Valley High School from its draw area.

Currently, Route 11 operates primarily hourly service on weekdays; however, it has a three-hour evening peak window where it operates 30-minute service. This 30-minute service is being discontinued and the service will operate hourly throughout the day.

The marginal cost of this service change is \$265,000 based on 3,500 revenue hours per year. This can be funded based on grant funding that provides access for disadvantaged communities to jobs and educational facilities. Additionally, the grant covers fully allocated operating cost above and beyond the marginal cost to the agency. The grant funding will allow for the operation of the route for at least the next two fiscal years at which time the routing will be evaluated and success determined.

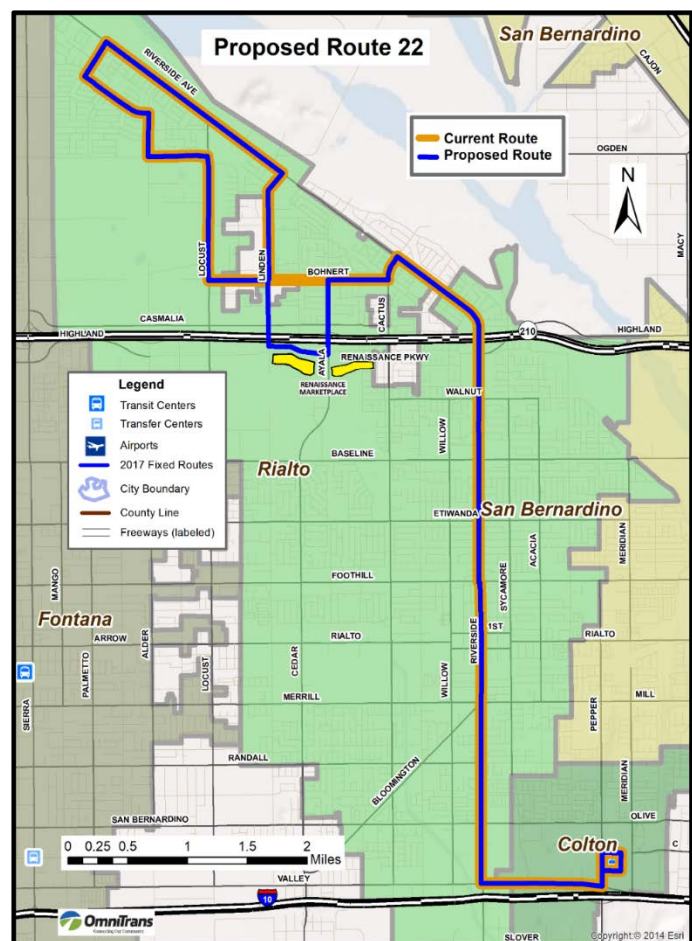
3.3 RECONFIGURE ROUTE 22

Omnitrans proposes a minor route deviation on Route 22 that travels from its existing alignment on Bohnert Ave. in Rialto to Renaissance Parkway by using Ayala Dr. and Linden Ave. This change is designed to connect Rialto's main north-south corridor (Riverside Ave.) to the city's new retail and employment center.

Over the last quarter, Omnitrans has tightened running times on the existing Route 22 to ensure that the route could support the deviation without the need for additional resources. As this tightening has been successful, Omnitrans can operate this deviation without additional revenue hours of service. Operating costs are generally derived from revenue hours of service, and as such this change can be made with no additional operating cost.

A small section of Bohnert Ave. between Ayala and Linden will be discontinued. There is one stop in this segment and it remains within a short walking distance from the remaining stops on Bohnert.

Exhibit 14: Route 22 Map



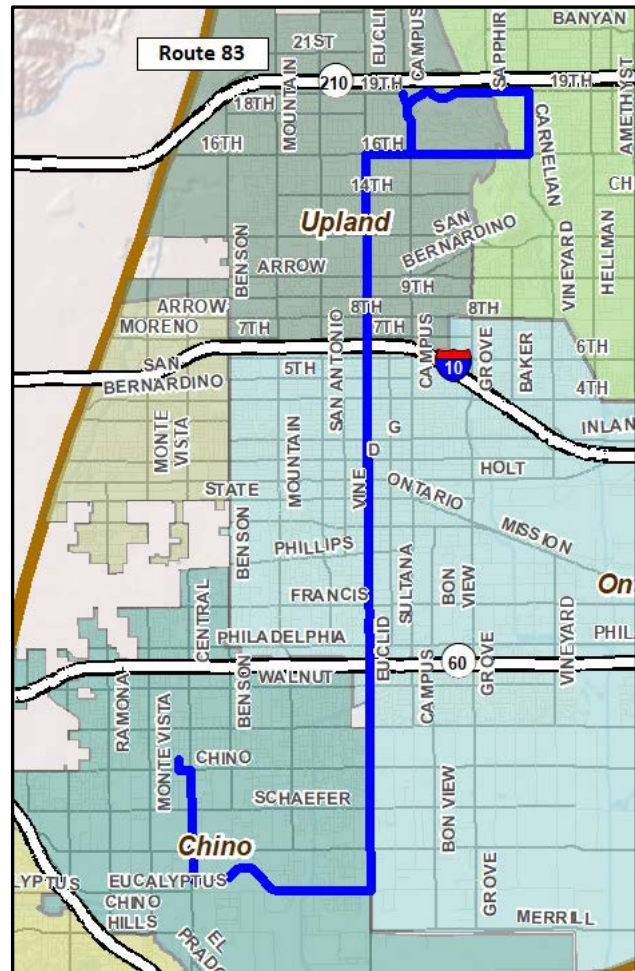
3.4 INCREASE PEAK FREQUENCY ON ROUTE 83

Route 83 provides service primarily on Euclid Ave., which is Highway 83, in the cities of Upland, Ontario and Chino. The route map can be seen in Exhibit 15.

Route 83 is Omnitrans' most productive hourly service providing 15 passengers per hour, 32% higher than the average of Omnitrans other hourly routes and in line with the 15 passengers per hour that Omnitrans' 30-minute routes offer.

Omnitrans was a partner agency on the City of Ontario's Transformative Climate Communities (TCC) Grant. This grant award to the city of Ontario was for approximately \$35 million, with nearly \$5 million in funding set aside to improve bus service, purchase buses to accommodate the improved service, provide bus passes to residents at existing and upcoming affordable housing facilities, install bus shelters, and related projects. This funding is sufficient to support three years of Route 83 improvements. Based on timing of other elements of the TCC grant-funded projects, Omnitrans proposed implementing changes to Route 83 in May 2020 towards the end of FY2020. The incremental cost for FY2020 is \$69,000.

Exhibit 15: Route 83 Map



As part of the grant, Omnitrans is required to monitor and report on several success factors for the route. This performance reporting is done in conjunction with the City of Ontario, and the University of California, Los Angeles. As such, Omnitrans will evaluate the success of the route near the end of the three-year grant term.

The specific changes to Route 83 are to increase the peak hour service (6am-10am & 3pm-6pm) from 60 minutes to 30 minutes. There is no proposed routing change.

3.5 FARE INCREASE

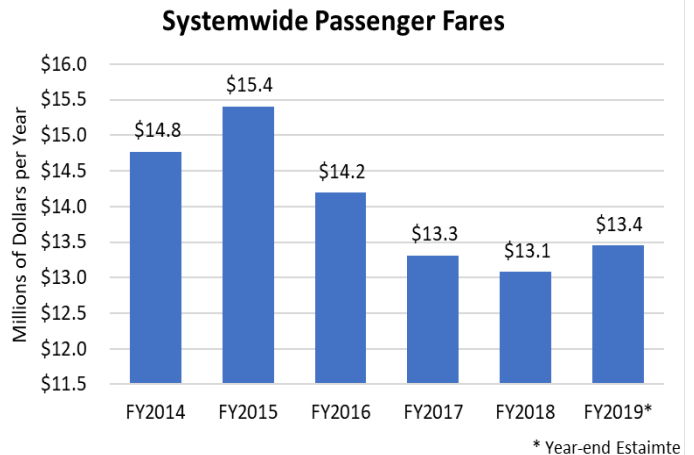
Omnitrans' fares were last raised in September 2014 (FY2015). OmniConnects FY2015-2020 Short-Range Transit Plan (SRTP) proposed fare increases in FY2017 and FY2019. Omnitrans chose to forgo those fare increases due to declining ridership and because the agency had implemented cost savings measures that allowed the agency to maintain farebox recovery requirements.

As the May 2018 Financial White Paper demonstrated, Omnitrans has a projected deficit starting in FY2021. The proposed fare increase is necessary for Omnitrans to deliver a balanced budget in FY2020. This fare increase is necessary even though the agency proposes a FY2020 budget with a 2.5% cost increase compared to a 3.7% cost increase that was forecasted in the White Paper.

As seen in Exhibit 16, Omnitrans' systemwide revenue has declined to \$13.4 million since peaking following the last fare increase at \$15.4 million in FY2015. In order to keep up with the inflationary pressures on cost, Omnitrans proposes a fare increase in September 2019 that is projected to bring FY2020 systemwide fares to \$14.2 million.

In order to achieve this fare revenue target, Omnitrans proposes raising single-ride regular fare to \$2.00 from the current \$1.75. This is a 14.3% increase. The \$2.00 fare is proposed as the next easily transactable fare increment and the fare that was needed to address the financial requirements for the Agency in FY2020. Without other impacts, this fare increase would reduce ridership by 5.1% based on industry standard fare elasticities.

Exhibit 16: Systemwide Passenger Fares



As mentioned above, Omnitrans chose to forgo fare increases originally planned for 2017 and 2019. Had those increases been implemented, Omnitrans' fare would be \$2.25 today. Therefore, even with this proposed increase, Omnitrans fares will remain below what was initially planned.

Exhibit 17: Comparison of Omnitrans' Current and Proposed Fares (Fixed Route)

Pass		Regular / Full Fare	Senior Disabled Medicare	Veteran	Youth
Single-Ride Cash / Ticket	Current	\$1.75	\$0.75	\$0.75	--
	Proposed	\$2.00	\$0.90	\$0.90	--
Day Pass	Current	\$5.00	\$2.25	\$2.25	--
	Proposed	\$6.00	\$2.75	\$2.75	--
7-Day Pass	Current	\$18.00	\$8.00	\$8.00	\$14.00
	Proposed	\$20.00	\$9.00	\$9.00	\$15.00
31-Day Pass	Current	\$55.00	\$27.50	\$27.50	\$41.00
	Proposed	\$60.00	\$30.00	\$30.00	\$45.00
10 Single Rides	Current	\$16.00	\$7.00	\$7.00	--
	Proposed	\$18.00	\$8.50	\$8.50	--
10 Pack of Day Passes	Current	\$45.00	\$20.00	\$20.00	--
	Proposed	\$54.00	\$25.00	\$25.00	--

Exhibit 18: Comparison of Omnitrans' Current and Proposed Fares (Access)

		1-3 Zone Cash/Ticket Single Ride	Each Additional Zone	Beyond the Boundary Fee
Access	Current	\$3.25	\$1.00	\$5.00
	Proposed	\$3.75	\$1.00	\$5.00

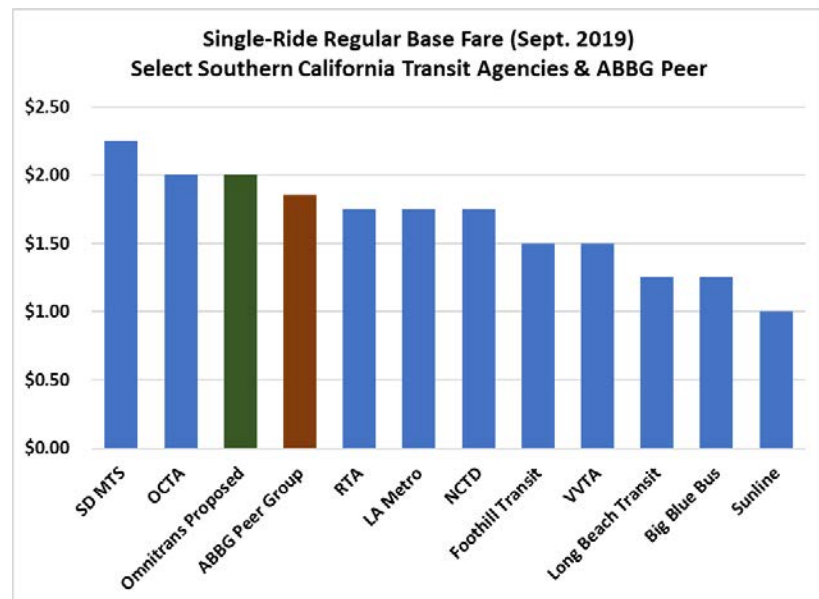
The other fares within the system besides the regular single-ride base fare are set based on fare multiples or discounts:

- 1-Day Pass: 3x single-ride base fare.
- 7-Day Pass: 10x single-ride base fare or 3.3x day pass.
- 31-Day Pass: 30x single-ride base fare or 3x the 7-day pass.
- Senior, Disabled and Veteran fares: Half-fare minus the Measure I Senior & Disabled fare subsidy.
- Youth fares: 25% discount compared to regular fares. (available for 7-day and 31-day passes:
- Access fares: 2x the regular base fare, as allowed by federal regulations minus the Measure I Senior & Disabled fare subsidy.

These multiples and discounts are in line with peer group averages.

In evaluating this proposed fare increase, Omnitrans compared fares both within the American Bus Benchmarking Group (ABBG) and select southern California peer agencies. As it relates to the ABBG, Omnitrans' current \$1.75 fare is below the ABBG average fare of \$1.85 and the fare increase will push Omnitrans over the ABBG average fare. Compared to Southern California peers, Omnitrans fare will be comparable with OCTA at \$2.00, below San Diego Metropolitan Transit System (MTS) at \$2.25 and above the remainder of the peers. This can be seen in Exhibit 19.

Exhibit 19: Comparison to Peer Fares



While the peer comparison can be useful, it misses some key fare policy differences. For instance, Riverside Transit Agency (RTA) is raising its base fare to \$1.75 in July 2019. RTA is also raising its CommuterLink Express fare to \$3.50. Omnitrans has one base fare for all routes, rather than a higher fare for express routes. This is easier for customers to understand and within the capabilities

of Omnitrans' current onboard fare technology. By comparison, if RTA's regular and express fare were blended by proportions of ridership, RTA's fare would be \$1.85 instead of \$1.75.

3.6 ELIMINATE 7-DAY PASS SALES ON BOARD

Currently, Omnitrans sells single-rides, 1-day passes and 7-day passes onboard buses. Omnitrans proposes to eliminate the sale of 7-day passes onboard to reduce cash handling on the bus and related expenses and to decrease boarding times so that riders can continue their journey faster.

7-day pass sales onboard account for approximately 1% of boardings. Since 7-day passes were introduced onboard in 2007, Omnitrans has introduced several additional ways to purchase these passes, including at ticket vending machines, at the customer service desk at the San Bernardino Transit Center, and through Omnitrans' digital mobile outlet, Token Transit. With these multiple options, customers will still have access to 7-day passes.

4. PROPOSED FY2019 SERVICE

Omnitrans proposes no significant changes to the overall family of services that the Agency offers. The family of services can be seen in Exhibit 1 and includes the sbX BRT, local and freeway express routes, OmniGo community circulators and Access ADA paratransit service. Each of the family of services' projected service level, ridership and fare revenue are provided in the sections below. Additionally, systemwide characteristics are forecasted.

As described in Section 3 of this report, Omnitrans proposes four services changes during FY2020. Collectively these changes have less than a 1% impact on revenue hours for the agency. However, calendar impacts including leap year and one additional weekday and one less Sunday will increase annual hours by an offsetting amount. Additionally, the annual service plan always forecasts delivery of all planned service during the upcoming year, while that is compared to delivered service during the previous year. During FY2019, Omnitrans lost service equivalent to 0.4% of revenue hours. Lastly, sbX sees an annualized increase in revenue hours as the FY2019 Service Plan approved transitioning Route 2 weekend service hours to sbX. This transition occurred starting in January 2019 and was in place for six months of FY2019. The FY2020 plan, shows this increase for the full year. The daily revenue hours for sbX and Route 2 have no proposed change compared to existing daily numbers in this plan.

During the year, Omnitrans will continue to monitor ridership levels and other performance characteristics of each service type and of each route to adjust to changes in demand. This monitoring program, including the key performance indicators, goals and thresholds, is described in the OmniConnects Short-Range Transit Plan (SRTP).

4.1 SYSTEMWIDE SERVICE

Systemwide service characteristics are the summation of the Fixed Route, sbX, and Access service characteristics provided in the sections below. Traditional fixed route service dominates systemwide service characteristics because 73% of Omnitrans' FY2020 revenue hours are directly operated 40-foot bus service, compared to 6% for sbX, 3% for OmniGo contracted fixed route service, and 18% for ADA paratransit service. From a ridership perspective, traditional fixed route service dominates the service characteristics by an even larger share accounting for 89% of boardings compared to 7% for sbX, 1% for OmniGo and 3% for Access. Omnitrans' current system map is provided in Exhibit 21.

Exhibit 20 shows that Omnitrans' total revenue hours during FY2020 are projected to remain effectively flat compared to FY2019. Systemwide revenue hours are projected at 834,000 hours, up slightly at 0.1% primarily because of the calendar impact of leap year. Total hours are down 0.1% at 901,000 hours. Revenue miles are estimated to edge slightly higher at 0.2% to 11.5 million miles while total miles edge slightly lower at -0.3% to 12.8 million miles during the year. Total miles edge down while revenue miles edge up because of the elimination of Route 208, which was the route with the highest proportion of total miles to revenue miles.

Exhibit 20: System-wide Service Characteristics Summary

System Total (in Thousands except vehicles and ratios)		Actuals				Year-End Estimate	Projection	Percent Change
		FY2015	FY2016	FY2017	FY2018	FY2019	FY2020	FY2020
Financial	Fare Revenue	\$ 15,406	\$ 14,193	\$ 13,314	\$ 13,078	\$ 13,448	\$ 14,157	5.3%
Operating Data	Revenue Miles	11,185	11,320	11,389	11,415	11,466	11,485	0.2%
	Total Miles	12,587	12,741	12,742	12,805	12,899	12,867	-0.3%
	Revenue Hours	822	831	832	830	833	834	0.1%
	Total Hours	893	900	897	898	902	901	-0.1%
	Passengers	14,391	12,813	11,653	11,210	10,694	10,202	-4.6%
Fleet Data	Peak Revenue Fleet	246	248	250	251	250	250	0.0%
	Spare Fleet	37	32	31	31	34	34	0.0%
	Total Fleet	283	278	281	282	284	284	0.0%
Key Stats	Passengers per Hour	17.5	15.4	14.0	13.5	12.8	12.2	-4.7%

Overall fare revenue is estimated to increase 5.3% to \$14.2 million during the year, driven by the proposed fare increase. Also, because of the fare increase, ridership is anticipated to decline by 4.6% to 10.2 million boardings during FY2020. Industry standards and Omnitrans recent fare change history generally suggest a fare elasticity of -0.36, which means for each 10% increase in fares ridership falls by 3.6%.

Omnitrans' total fleet is projected to remain unchanged at 284 vehicles including articulated coaches, 40-foot coaches and Access cutaways.

4.2 FIXED ROUTE DIRECTLY OPERATED SERVICE

Directly operated fixed route services include Omnitrans' local and freeway express bus routes. These services account for 73% of Omnitrans' hours of revenue service and 89% of Omnitrans' annual ridership.

Omnitrans' goal is to have 65% of fixed route service designated as productive service and 35% designated as coverage service. Coverage service provides lifeline service to communities that would not have bus service otherwise such as low frequency directly operated service or contracted OmniGo service. Productive service is made up of trunk routes along major arterial corridors that operate higher frequencies including 15-minute routes and sbX. Omnitrans currently operates at a 53%/47% productivity/coverage split. The goal was set so that as Omnitrans receives new revenue, service should be added to the productivity-oriented services. As additional revenue sources have not been sufficient to increase productivity-oriented services, Omnitrans has remained near this 53%/47% split for the last several years.

Service frequency on productivity-oriented service is every 15 or 20 minutes on generally straight-lined routes. Depending on ridership levels, coverage service is offered at service frequencies of every 30 or 60 minutes. Omnitrans' weekday span of fixed route service is from 3:30 A.M. until 11:32 P.M., but varies by route. During FY2020, Omnitrans proposes no change to service span for the system. Omnitrans proposes a modest change in peak commute hour frequency on the Route 83 along Euclid Blvd. proposed to be implemented in May 2020. The increase is 100% funded for three years through the Transformative Climate Community (TCC) grant received by the City of Ontario.

Exhibit 21: Omnitrans System Map

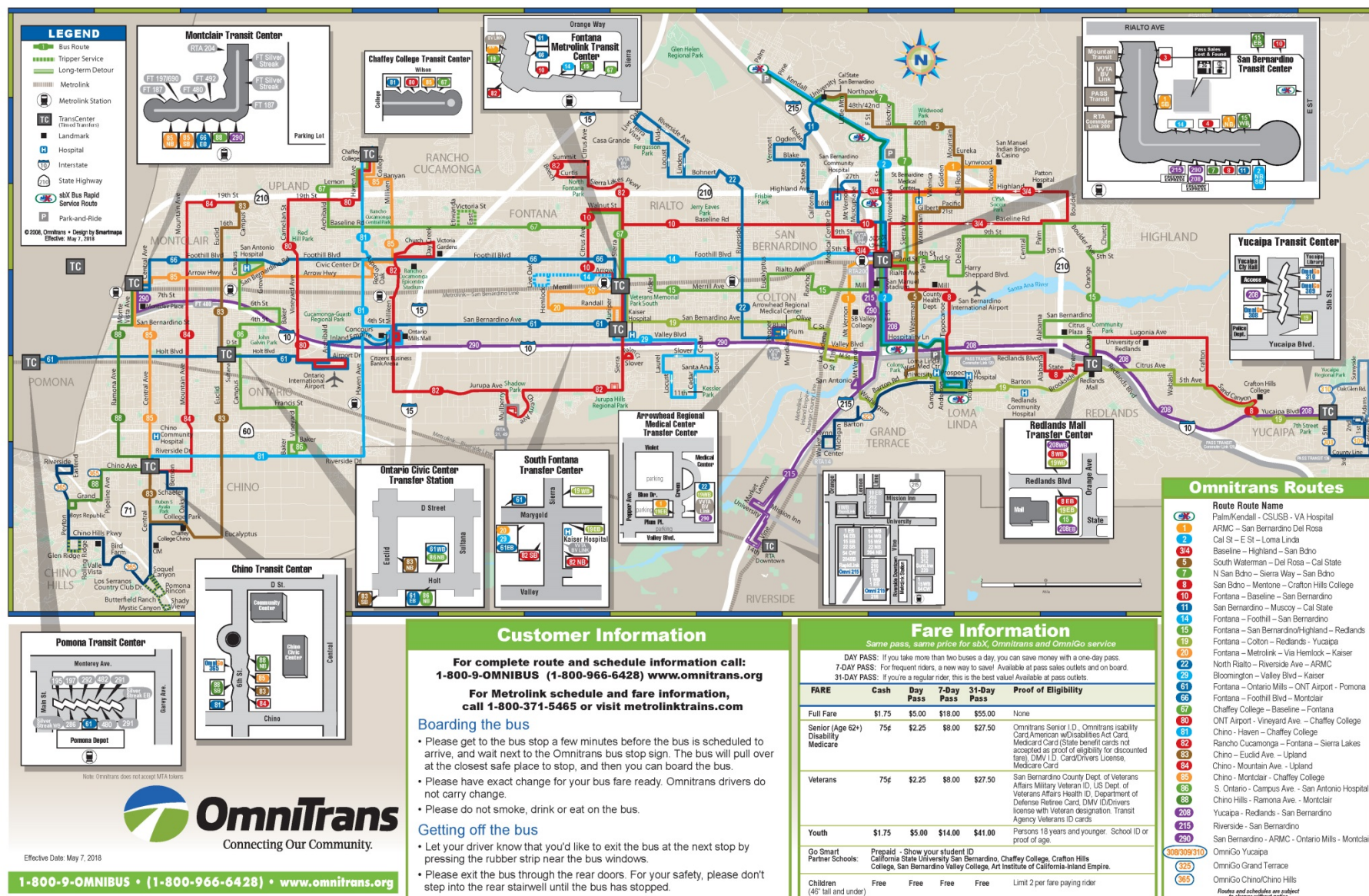


Exhibit 22 shows that revenue hours rise slightly to 609,000 revenue hours, an increase of 0.8%. This is primarily caused by the calendar impacts of leap year, one additional weekday and one less Sunday. Additionally, 0.4% of revenue hours were dropped during FY2019. The FY2020 projection is the fully planned year, with no planned loss of service.

Exhibit 22: Directly Operated Fixed Route Service Characteristics Summary

Motor Bus Directly Operated (MBDO) Excludes sbX (in Thousands except vehicles and ratios)		Actuals				Year-End Estimate	Projection	Percent Change
		FY2015	FY2016	FY2017	FY2018	FY2019	FY2020	FY2020
Financial	Fare Revenue	\$ 12,920	\$ 11,838	\$ 10,934	\$ 10,805	\$ 11,319	\$ 11,799	4.2%
Operating Data	Revenue Miles	7,468	7,788	7,908	8,033	8,114	8,198	1.0%
	Total Miles	8,020	8,390	8,520	8,687	8,781	8,836	0.6%
	Revenue Hours	582	596	601	605	604	609	0.8%
	Total Hours	607	622	628	633	631	636	0.7%
	Passengers	13,232	11,541	10,349	9,990	9,461	9,010	-4.8%
Fleet Data	Peak Revenue Fleet	131	133	135	136	135	135	0.0%
	Spare Fleet	27	27	26	26	28	28	0.0%
	Total Fleet	158	158	161	162	163	163	0.0%
Key Stats	Passengers per Hour	22.7	19.4	17.2	16.5	15.7	14.8	-5.5%

The total number of passengers carried on directly-operated fixed route service is projected to decline 4.8% to 9.0 million passengers. The primary cause of this decline is the proposed fare increase. Fare revenue is projected to increase 4.2% to \$11.8 million as the average fare is projected to rise from \$1.19 per boarding to \$1.30 per boarding, an increase of 9%.

The peak fleet utilized during the year will remain at 135 coaches as the elimination of Route 208 does not occur until September. Following the September service change, the peak fixed route fleet will decline to 133 coaches until May when the frequency improvement on the Route 83 returns the peak fleet to 135 coaches.

4.3 FIXED ROUTE PURCHASED TRANSPORTATION SERVICE

OmniTrans provides approximately 3% of fixed route service with the same contractor that operates OmniTrans' Access Service, currently MV Transportation, Inc. OmniTrans uses purchased transportation to provide two types of fixed route service: 1) OmniGo community circulator service in Chino Hills, Grand Terrace and Yucaipa; and, 2) weekend service on routes that consistently have low weekend loads including Route 20 in Fontana and Route 29 in Bloomington. The use of purchased transportation on weekends is designed to match a smaller cutaway vehicle with a 16-18 passenger capacity to routes that rarely see more than 16 passengers on board at one time. OmniGo is a neighborhood shuttle service that uses these same smaller vehicles in regular fixed route service.

As seen in Exhibit 23, revenue and total hours and miles are expected to remain effectively flat during FY2020. Contracted fixed route service is expected to provide 28,000 hours of revenue service and 374,000 miles of service. While the table shows a slight increase in hours and miles, this is a result of the calendar impacts described earlier. Projected daily miles and hours are exactly flat compared to the prior year.

Ridership on this service is expected to decrease 4.9% from 109,000 riders to 103,000 riders. This is driven by the proposed fare increase.

Exhibit 23: Purchased Transportation Fixed Route Service Characteristics Summary

Motor Bus Purchased Transportation (MBPT) (in Thousands except vehicles and ratios)		Actuals				Year-End Estimate	Projection	Percent Change
		FY2015	FY2016	FY2017	FY2018	FY2019	FY2020	FY2020
Financial	Fare Revenue	\$ 154	\$ 136	\$ 123	\$ 121	\$ 133	\$ 142	6.7%
Operating Data	Revenue Miles	373	376	367	352	372	374	0.6%
	Total Miles	437	440	434	425	445	447	0.6%
	Revenue Hours	28	28	27	27	27	28	0.6%
	Total Hours	30	30	29	29	30	30	0.6%
	Passengers	145	127	114	101	109	103	-4.9%
Fleet Data	Peak Revenue Fleet	7	7	7	7	7	7	0.0%
	Spare Fleet	3	3	3	3	3	3	0.0%
	Total Fleet	10	10	10	10	10	10	0.0%
Key Stats	Passengers per Hour	5.2	4.6	4.3	3.8	4.0	3.7	-5.4%

Productivity for purchased fixed route service is projected at 3.7 passengers per hour. This is considerably less than the 14.8 passengers per hour expected on directly-operated fixed route service, which is why this service utilizes a smaller vehicle.

The 3.7 passengers per hour is an improvement over the 2.8 passengers per hour on the demand-responsive OmniLink service that OmniGo replaced. OmniLink was similar to MicroTransit in that it was an on-call pick-up to drop-off service. However, OmniLink, which was eliminated in 2014, was not implemented with smart-phone technology for service calls or real-time information.

4.4 SBX SERVICE

sbX service is projected to see revenue hours grow 2.7% to 45,000 hours annually in FY2020 from 44,000 hours in FY2019. This increase stems from the approval of transitioning some Route 2 weekend service to sbX Saturday service within the FY2019 Service Plan. Since this change occurred in January 2019, the full year impact on revenue hours will not be complete until mid-way through FY2020. During FY2020, the average daily hours on sbX will be unchanged compared to the end of FY2019. The transition of revenue hours from Route 2 to sbX was cost neutral to the Agency.

Through the first three months of sbX service on Saturday, riders have responded positively to the change with quarterly ridership on the sbX corridor (sbX and Route 2) up 37.3% compared to the same quarter a year ago. Average daily Saturday ridership on the corridor is currently 1,869 compared to 1,361 in the same quarter a year ago. sbX accounts for 76% of corridor ridership.

sbX ridership is estimated at 740,000 riders during FY2020. This is a decline of 3% with gains from weekend service being eroded by the fare increase, which on its own would have brought ridership levels down 5.1%. The peak fleet of sbX vehicles in service remains unchanged in the upcoming year with 12 peak revenue vehicles. Detailed projections are shown in Exhibit 24.

Exhibit 24: sbX Service Characteristics Summary

Bus Rapid Transit (BRT) sbX (Not included in MBDO)		Actuals				Year-End Estimate	Projection	Percent Change
		FY2015	FY2016	FY2017	FY2018	FY2019	FY2020	FY2020
Financial	Fare Revenue	\$ 550	\$ 465	\$ 521	\$ 537	\$ 590	\$ 636	7.8%
Operating Data	Revenue Miles	567	569	559	599	651	667	2.4%
	Total Miles	618	622	615	657	709	724	2.1%
	Revenue Hours	36	37	37	40	44	45	2.7%
	Total Hours	38	39	40	43	46	47	2.8%
	Passengers	545	712	757	741	763	740	-3.0%
Fleet Data	Peak Revenue Fleet	12	12	12	12	12	12	0.0%
	Spare Fleet	2	2	2	2	3	3	0.0%
	Total Fleet	14	14	14	14	15	15	0.0%
Key Stats	Passengers per Hour	15.2	19.3	20.3	18.4	17.5	16.6	-5.6%

4.5 COMBINED FIXED ROUTE SERVICE

OmniTrans' combined fixed route service is the summation of directly operated fixed route, fixed route purchased transportation and sbX. OmniTrans anticipates offering 9.2 million revenue miles and 681,000 hours of fixed route service during FY2020. This is an increase of 1.1% and 0.9%, respectively. These increases are primarily driven by the calendar impacts of leap year and an additional weekday. Additionally, FY2020 projections plan for all services to be fully delivered during the year, compared to the year-end estimate of FY2019 which includes approximately 0.4% lost service. Details can be seen in Exhibit 25.

**Exhibit 25: Total Fixed Route Service Characteristics Summary
including Directly Operated, Purchased Transportation and sbX**

Total Fixed Route (in Thousands except vehicles and ratios)		Actuals				Year-End Estimate	Projection	Percent Change
		FY2015	FY2016	FY2017	FY2018	FY2019	FY2020	FY2020
Financial	Fare Revenue	\$ 13,624	\$ 12,439	\$ 11,577	\$ 11,463	\$ 12,042	\$ 12,577	4.4%
Operating Data	Revenue Miles	8,408	8,733	8,833	8,985	9,137	9,239	1.1%
	Total Miles	9,076	9,452	9,568	9,769	9,935	10,008	0.7%
	Revenue Hours	646	661	665	673	675	681	0.9%
	Total Hours	675	691	697	705	707	713	0.9%
	Passengers	13,922	12,380	11,220	10,832	10,333	9,854	-4.6%
Fleet Data	Peak Revenue Fleet	150	152	154	155	154	154	0.0%
	Spare Fleet	32	32	31	31	34	34	0.0%
	Total Fleet	182	182	185	186	188	188	0.0%
Key Stats	Passengers per Hour	21.6	18.7	16.9	16.1	15.3	14.5	-5.5%

Ridership is projected to be 9.8 million riders in FY2020, a 4.6% decrease caused primarily by the fare increase.

4.6 ACCESS SERVICE – ADA PARATRANSIT SERVICE

There are no specific recommended changes to Access services during FY2020. OmniTrans' has implemented several programs which have mitigated growth on Access, including travel training, a series of community partnerships, volunteer driver programs, and Lyft/taxi partnerships.

The primary impetus for change on Access is the fare increase, which typically reduces ridership, albeit with a smaller impact than on fixed route services. Since Access service is a demand-responsive service; as ridership declines because of the fare increase, the amount of service provided during the year is anticipated to see a similar trend.

Access ridership is projected to decline 3.6% during the year to 348,000 riders. Declining ridership on Access often helps the agency as Access trips are the most expensive service offering at the agency, typically costing seven times as much as a comparable trip on fixed route service.

Since service characteristics such as revenue hours and revenue miles on Access are demand-driven and determined by ridership levels, Access' service characteristics follow the ridership trend, with hours and miles expected to decline 3.6% at 2,247,000 revenue miles and 153,000 revenue hours during FY2020. Exhibit 26 below shows the estimated service characteristics for Access during FY2020.

Exhibit 26: Access Service Characteristics Summary

Access (in Thousands except vehicles and ratios)		Actuals				Year-End Estimate	Projection	Percent Change
		FY2015	FY2016	FY2017	FY2018	FY2019	FY2020	FY2020
Financial	Fare Revenue (Excluding Medical)	\$ 1,778	\$ 1,754	\$ 1,736	\$ 1,614	\$ 1,406	\$ 1,581	12.4%
Operating Data	Revenue Miles	2,767	2,587	2,556	2,431	2,330	2,247	-3.6%
	Total Miles	3,494	3,290	3,174	3,036	2,964	2,859	-3.6%
	Revenue Hours	175	170	167	158	158	153	-3.6%
	Total Hours	216	209	200	193	195	188	-3.6%
	Passengers	467	434	432	378	361	348	-3.6%
Fleet Data	Peak Revenue Fleet	96	96	96	96	96	96	0.0%
	Spare Fleet	5	-	-	-	-	-	0.0%
	Total Fleet	101	96	96	96	96	96	0.0%
Key Stats	Passengers per Hour	2.7	2.5	2.6	2.4	2.3	2.3	0.0%

5. FARE STRUCTURE

In FY2020, Omnitrans proposes a fare increase that was described in Section 3 of this report. Overall, a 14% fare increase is proposed with the base fare increasing from \$1.75 to \$2.00. This is the first fare increase in five years, since September 2014.

The other proposed fare structure change is the elimination of 7-day passes being sold on board buses as they account for only 1% of boarding transactions. 7-day passes will still be available at outlets, the San Bernardino Transit Center and through Omnitrans mobile fare provider, Token Transit.

Exhibit 27 and Exhibit 28 below provide details of Omnitrans' proposed FY2020 fare structure.

Exhibit 27: Fixed Route Fares

	Full-Fare	Senior/Disability/Medicare	Youth	Veteran
31-Day	\$ 60.00	\$ 30.00	\$ 45.00	\$ 30.00
7-Day	\$ 20.00	\$ 9.00	\$ 15.00	\$ 9.00
1-Day				
Individually	\$ 6.00	\$2.75	n/a full-fare	\$ 2.75
Packs of Ten	\$ 54.00	\$ 25.00	n/a full-fare	\$ 25.00
Single Ride				
Individually	\$ 2.00	\$ 0.90	n/a full-fare	\$ 0.90
Packs of Ten	\$ 18.00	\$ 8.50	n/a full-fare	\$ 8.50
Free Rides	MetroLink Transfers: Free to rider; SCRRRA pays one-half base fare for each boarding with a MetroLink ticket/pass; RCTC pays a half base fare for Metrolink transfers on Rt. 215. Children: Height < 46"; limit 2 free per fare paying riders Personal Care Attendant: Accompanying a ADA Rider; Omnitrans Employees and Family Members: With Employee/Family ID; RTA Employees and Family Members: With Employee/Family ID; and, LAMTA, Foothill Transit, OCTA & Pass Transit Employees: With Employee ID Promotional Fares. Uniformed active military, police and fire personnel.			
Go Smart Fare	<ul style="list-style-type: none"> The Go Smart fare is a pre-negotiated fare for any student, employee, member or client of a partner organization. Participants must have an active, valid Omnitrans-compatible ID card as proof of fare. 			

Exhibit 28: Access Fares

	Cash	Beyond ADA Boundary
1-3 zone	\$ 3.25	\$ 8.25
4 zone	\$ 4.25	\$ 9.25
5 zone	\$ 5.25	\$ 10.25
6 zone	\$ 6.25	\$ 11.25

6. PUBLIC INPUT AND TITLE VI SERVICE EQUITY ANALYSIS

Best planning practices are built upon consistent public input. Omnitrans Planning staff held public meetings associated with the update of the SRTP. Feedback was attained during the survey and focus groups associated with the sbX Before and After Study. Additionally, Omnitrans participates in the ABBG Annual Customer Satisfaction Survey. The Marketing and Planning Department tracks and records all service requests that are received during the year. These inputs inform Omnitrans' recommendations for service changes.

Federal Transit Administration (FTA) regulations require that public hearings and Title VI Service Equity Analyses be completed for any major service change or any fare increase. The FTA requires that agencies define a major service change. Omnitrans has defined this as a change to any route's hours, miles or passengers by 25% or more on any day of service. The elimination of Route 208, proposed changes to Route 11 and frequency improvement on Route 83 meet this threshold. Since Omnitrans was proposing other concurrent minor service changes, these were presented to the public and analyzed relative to the requirements of Title VI of the Civil Rights Act of 1964.

6.1 PUBLIC INPUT

In order to maximize the potential for public involvement, Omnitrans held four formal and sixteen informal public hearings. This approach is based on Omnitrans' Public Outreach Plan, which was adopted by the Board in 2007. Omnitrans has found informal public hearings in the community to be much more successful in generating public participation than a single public hearing held at a Board Meeting. Since the primary changes requiring public hearings were related to the fare increase and hence impact the entire service area, an extensive 21 meeting hearing schedule was utilized. The Public Hearings schedule is shown in Exhibit 29.

Exhibit 29: Public Meetings

City		Day & Date	Time	Routes
San Bernardino	SB Transit Center	Tuesday April 2, 2019	6:00 A.M. – 9:00 A.M.	sbX, 1, 2, 3, 4, 7, 8, 10, 11, 14, 15, 208, 215, 290
Redlands	Redlands Transfer Mall	Tuesday April 2, 2019	10:00 A.M. – 1:00 P.M.	8, 15, 19, 208
Fontana	Fontana Metrolink	Tuesday April 2, 2019	2:00 P.M. – 5:00 P.M.	10, 14, 15, 19, 20, 61, 66, 67, 82
Montclair	Montclair Transit Center	Wednesday April 3, 2019	6:00 A.M. – 9:00 A.M.	66, 80, 85, 88, 290
Chino	Chino Transit Center	Wednesday April 3, 2019	10:00 A.M. – 12:00 P.M.	81, 83, 84, 85, 88, 308
Rancho Cucamonga	Chaffey College TC	Wednesday April 3, 2019	2:00 P.M. – 4:00 P.M.	67, 80, 81, 85
*Ontario	Ontario City Hall	Wednesday April 3, 2019	5:00 P.M. – 7:00 P.M.	61, 83, 86
Fontana	Fontana Metrolink Station	Thursday April 4, 2019	6:00 A.M. – 9:00 A.M.	10, 14, 15, 19, 20, 61, 66, 67, 82
*Yucaipa	Yucaipa City Hall	Thursday April 4, 2019	3:00 P.M. – 5:00 P.M.	19, 208, 308, 309, 310
	Yucaipa Transit Center		5:00 P.M. – 6:30 P.M.	
Loma Linda	VA sbX Station	Friday April 5, 2019	7:00 A.M. – 9:00 A.M.	sbX, 2, 19, 325
Ontario	Ontario Mills Bus Stop	Friday April 5, 2019	12:00 P.M. – 2:00 P.M.	61, 81, 82, 290
Montclair	Montclair Transit Center	Friday April 5, 2019	3:00 P.M. – 5:00 P.M.	66, 80, 85, 88, 290
Fontana	Fontana Metrolink Station	Monday April 8, 2019	10:00 A.M. – 1:00 P.M.	10, 14, 15, 19, 20, 61, 66, 67, 82
*San Bernardino	Omnitrans Metro Facility	Monday April 8, 2019	5:00 P.M. – 7:00 P.M.	14
Colton	ARMC Stop	Tuesday April 9, 2019	7:00 A.M. – 9:00 A.M.	1, 19, 22, 290
Upland	Foothill & Mountain Stops	Tuesday April 9, 2019	2:00 P.M. – 4:00 P.M.	66, 84
Highland	Boulder & Baseline Stops	Wednesday April 10, 2019	7:00 A.M. – 9:00 A.M.	3, 4, 15
San Bernardino	SB Transit Center	Wednesday April 10, 2019	2:00 P.M. – 4:00 P.M.	sbX, 1, 2, 3, 4, 7, 8, 10, 11, 14, 15, 208, 215, 290
*Rialto	Rialto City Hall	Wednesday April 10, 2019	5:00 P.M. – 7:00 P.M.	22

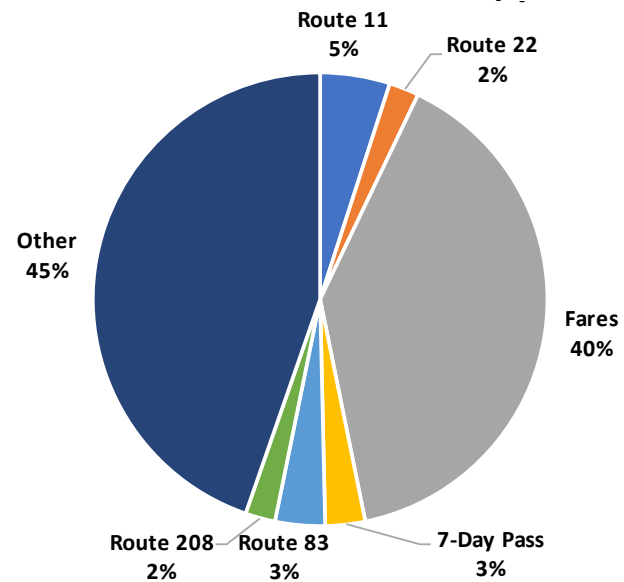
***Formal Public Hearings.**

During these meetings, Omnitrans Planning Staff interacted with approximately 500 people. Omnitrans received 141 comments at these meetings, via email, over the phone and through social media. 12% of these comments were related to Service Change Proposals. Comments about the service changes were generally mixed with some support and resistance to change.

40% of the comments received were about fares. Of that 40%, 71% opposed the fare increase. However, most of the individuals staff spoke with besides those who submitted comments were generally understanding of the need to increase fares after it was explained that fares had not increased for five years. Several individuals indicated that it would be easier if the Senior and Disabled single-ride fare was \$1.00 instead of \$0.90.

45% of the comments were on “Other” issues rather than the specific topics addressed at the public meetings. The public expressed the need for more network coverage, increased frequency, and increased span.

Exhibit 30: Public Comment Summary



6.2 SERVICE EQUITY ANALYSIS

Omnitrans is required to complete a Title VI service equity analysis for every fare and/or major service change before it occurs. These requirements are outlined in the FTA Circular 4702.1B, dated October 1, 2012, and more generally in Section 601 of Title VI of the Civil Rights Act of 1964. This states that no person will be discriminated against, excluded from, or denied service based on race, color, or national origin. In order to abide by the Civil Rights Act, each transit agency must report on the services it provides in relation to the population in its service area. In this way, it must demonstrate that no group or groups are being denied service based on discriminatory planning. The service equity analysis for each service change appears in each subsection below.

6.2.1 Reconfigure Route 11

As described in Section 3.2 Reconfigure Route 11, Omnitrans proposes to realign Route 11 and rename it Route 12 in order to create a more direct connection from Fontana Transit Center to CSUSB.

The proposed routing alignment will no longer directly serve passengers residing along 27th Street, Muscupiabe, Baseline, and Arrowhead in that region of San Bernardino and Muscoy, where the route currently serves. However, the great majority of this area is already served by a number of other fixed routes, including routes 2, 3, 4, 10, 14, and sbX, many on the exact same thoroughfares.

The one portion of the route not duplicated is the loop around 27th and Muscupiabe. There are several stops along this loop, but they are still within the ½-mile walking distance standard of other route stops. Currently, there is little ridership in this area; as of Spring, 2018 the boarding and alighting data for the three stops is shown in Exhibit 31.

Exhibit 31: Route 11 Average Weekday Boardings along 27th and Muscupiabe Loop

Stop Name	Average Weekday Boardings	Average Weekday Alightings
Muscupiabe @ 24th St, NB FS	0	0
27th @ Little Mountain, WB NS	6	2
27th @ Little Mountain, WB FS	2	9

Although the proposed change to the route will mean that these individuals will have to use other stops on another route, this consideration must be compared to the many requests over the years to serve riders in Fontana and Rialto who have wanted service to CSUSB, and for numerous requests on the part of customers and employees for a route to serve the new Renaissance Marketplace.

The Title VI analysis requires evaluating the demographic makeup of the region the route currently serves versus that of the region which would be served by the proposed alignment. The Low-Income / Minority (LIM) demographic profile of the currently served region ½-mile around the current routing is 88.8% Minority and 93% LIM, and the profile of the proposed area ½-mile surrounding the proposed routing is 71.5% and 78.4%, respectively. These figures are in line with the service area population which are 72.4% and 76.9% for minority and LIM, respectively. The results of this can be seen in Exhibit 32.

Exhibit 32: Comparative Demographic Profiles for Route 11

COMPARISON TO ROUTES	TOTAL POP	Minority	Non-Hisp. Whites	% Minority	Low-Income White (Adjusted)	LIM	% LIM
Population of County (ACS 2015 data)	2,128,000	1,492,674	635,326	70.1%	67,850	1,560,524	73.3%
Population of Service Area (Includes Area within ALL JPA Cities' Limits)	1,413,330	1,023,192	390,138	72.4%	64,265	1,087,457	76.9%
Population of ADA/Access Service Area	1,392,466	1,050,151	342,315	75.4%	57,791	1,107,942	79.6%
ROUTE 11							
Current Route 11	60,886	54,072	6,814	88.8%	2,567	56,639	93.0%
Proposed Route 11	86,155	61,639	24,516	71.5%	5,931	67,570	78.4%
For Ambient Region / Local Demographic Character Associated with Route 11 (One Mile Buffer):							
Current Route 11	107,238	74,098	33,140	69.1%	11,599	85,697	79.9%
Proposed Route 11	163,518	117,474	46,044	71.8%	12,163	129,637	79.3%

Given that no riders would be abandoned by the proposed routing change, and that all riders originally served by current Route 11 would be served by routes 2, 3, 4, 10, 14, and sbX, Omnitrans is seen not to be discriminating against its minority or Low Income / Minority ridership, is not imposing a disparate burden or disparate impact upon them, and remains in compliance with its Title VI obligations.

6.2.2 Reconfigure Route 22

As described in Section 3.3 Reconfigure Route 22, Omnitrans proposes a minor route deviation. From a Title VI evaluation perspective, the Route 22 remains virtually unchanged as only one of the route's 82 stops are impacted (1.2%). This stop is Bohnert and Cedar, which will remain within ¼-mile of other existing stops. As such, it is within the ½-mile walking standard.

Demographically the route's character changes subtly with the proposed routing, resulting in an increase of Minority and Low Income Minority numbers and proportions in the new half-mile buffer as can be seen in Exhibit 33. As well, no current rider along Bohnert is abandoned by the proposed new alignment. For these reasons, Omnitrans is not imposing a disparate burden or disparate impact upon its ridership with this proposed alignment change to Route 22 and remains in compliance with its Title VI obligations.

Exhibit 33: Comparative Demographic Profiles for Route 22

COMPARISON TO ROUTES	TOTAL POP	Minority	Non-Hisp. Whites	% Minority	Low-Income White (Adjusted)	LIM	% LIM
Population of County (ACS 2015 data)	2,128,000	1,492,674	635,326	70.1%	67,850	1,560,524	73.3%
Population of Service Area (Includes Area within ALL JPA Cities' Limits)	1,413,330	1,023,192	390,138	72.4%	64,265	1,087,457	76.9%
Population of ADA/Access Service Area	1,392,466	1,050,151	342,315	75.4%	57,791	1,107,942	79.6%
ROUTE 22							
Current Route 22	59,213	42,458	16,755	71.7%	2,863	45,321	76.5%
Proposed Route 22	63,396	45,624	17,772	72.0%	3,016	48,640	76.7%

6.2.3 Increase Peak Frequency on Route 83

As described in Section 3.4 Increase Peak Frequency on Route 83, Omnitrans proposes to improve morning and evening frequency on this route from 60 to 30 minutes. This frequency improvement has long been requested by riders who have been served by this route as it is currently the most productive 60-minute route in Omnitrans' system.

As shown in Exhibit 34, the region within the half-mile buffer around Route 83 exhibits a demographic profile in line with Omnitrans' overall service area. The Minority and LIM proportions associated with Route 83 are 74.3% and 77.8%, respectively, which is slightly higher than the JPA city-based service area and slightly lower than the Access Service Area. In both cases the difference falls within the five-percent variance allowed for in a service equity analysis. As such, increasing frequency for Route 83 does not disproportionately burden or impact low income individuals or minorities and this proposal complies with Omnitrans' Title VI obligations.

Exhibit 34: Comparative Demographic Profiles of Route 83

COMPARISON TO ROUTES	TOTAL POP	Minority	Non-Hisp. Whites	% Minority	Low-Income White (Adjusted)	LIM	% LIM
Population of County (ACS 2015 data)	2,128,000	1,492,674	635,326	70.1%	67,850	1,560,524	73.3%
Population of Service Area (Includes Area within ALL JPA Cities' Limits)	1,413,330	1,023,192	390,138	72.4%	64,265	1,087,457	76.9%
Population of ADA/Access Service Area	1,392,466	1,050,151	342,315	75.4%	57,791	1,107,942	79.6%
ROUTE 83							
Current Route 83	81,284	60,366	20,918	74.3%	2,872	63,238	77.8%

6.2.4 Elimination of Route 208

As described in Section 3.1 Eliminate Route 208, Omnitrans proposes to eliminate Freeway Express Route 208 due to low ridership and the exhaustion of grant funding. The route is one of a growing number of freeway express routes which also include Route 215 (connecting SBTC to Riverside via the 215 freeway) and Route 290 (connecting the SBTC hub with the Montclair Transit Center). Since Route 208 went into service, however, it has performed below standard as can be seen in Exhibit 35.

Exhibit 35: Route 208 Passengers per Hour

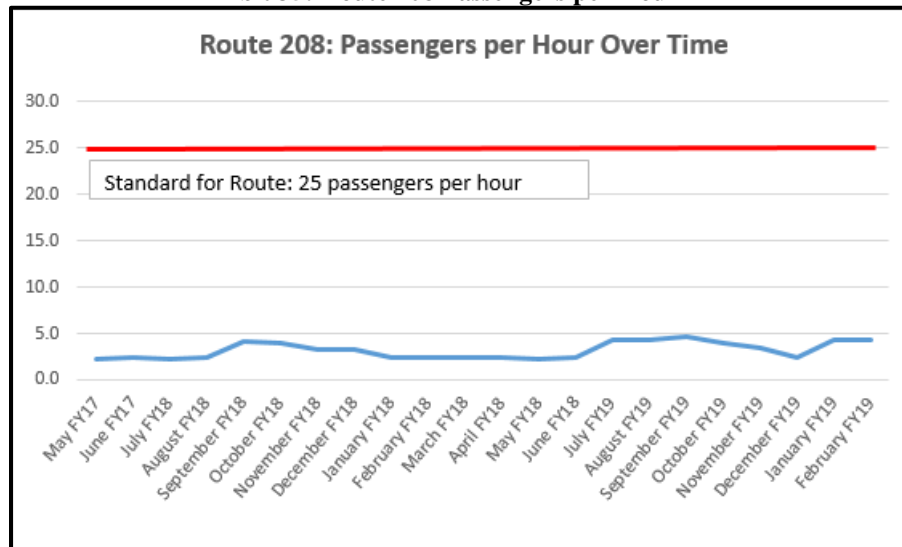


Exhibit 36 shows that the elimination of Route 208 would not be a violation of Title VI obligations. A comparison of the demographic profile of the region about Route 208's combined stops with Route 8, Route 19, the combined service stops of all three Freeway Express Routes (208, 215, and 290), and to the demographic profiles of the JPA City-based Service Area and ADA/Access Service Area show that the minority and LIM proportions of Route 208's stop areas are similar to that of Route 8, but are substantially lower than that found in any other comparisons. As such, Omnitrans would not be imposing a disparate burden or disparate impact and remains in compliance with its Title VI obligations.

Exhibit 36: Demographic Profile of Service Area, Route 208 Stops, Route 8, 19, and Combined Freeway Express Service

COMPARISON TO ROUTES	TOTAL POP	Minority	Non-Hisp. Whites	% Minority	Low-Income White (Adjusted)	LIM	% LIM
Population of County (ACS 2015 data)	2,128,000	1,492,674	635,326	70.1%	67,850	1,560,524	73.3%
Population of Service Area (Includes Area within ALL JPA Cities' Limits)	1,413,330	1,023,192	390,138	72.4%	64,265	1,087,457	76.9%
Population of ADA/Access Service Area	1,392,466	1,050,151	342,315	75.4%	57,791	1,107,942	79.6%
ROUTE 208							
Current Route 208	10,913	5,329	5,584	48.8%	1,079	6,408	58.7%
COMPARISON: Route 8	53,538	23,727	29,811	44.3%	5,708	29,435	55.0%
COMPARISON: Route 19	135,030	97,648	37,382	72.3%	7,335	104,983	77.7%
COMPARISON: Combined Freeway Express Investment (208/215/290)	26,602	16,888	9,714	63.5%	1,729	18,617	70.0%

6.2.5 Fare Equity Analysis

As described in Section 3.5 Fare Increase, Omnitrans proposes to raise fares for the first time since September 2014 (FY2015). The detailed fare change proposal can be seen in Exhibit 17 on page 13. The fare increase differential by fare type and category can be seen in Exhibit 37.

Exhibit 37: Differential Increase Proposed for Each Fare Category

Pass	Regular / Full Fare	Senior/ Disabled	Veteran	Youth
Single Ride / Cash	14.3%	20.0%	20.0%	
Day Pass	20.0%	22.2%	22.2%	
7-Day Pass	11.1%	12.5%	12.5%	7.1%
31-Day Pass	9.1%	10.9%	10.9%	9.8%
10 Single Rides	12.5%	21.4%	21.4%	
10-Pack of Day Passes	20.0%	25.0%	25.0%	

In order to determine whether minorities will experience any disparate burden or impact by the proposed fare change, it will be necessary as well to determine:

- 1) if there is a significant difference in impact to the different fare types,
- 2) to what extent minorities utilize the different fare types, and,
- 3) if there is any opportunity to mitigate the effect by using different fare types to offset the proposed increase.

The data to address these issues were obtained from a Redhill Group Survey of on-board riders done for Omnitrans in 2017. From this study, proportional usage of pass types by ethnicity was determined and shown in Exhibit 38.

Exhibit 38: Proportional Use of Fare Type by Non-Hispanic Whites and Minorities

Fare Types	NUMBERS OF INDIVIDUALS SURVEYED			PROPORTION OF FARE TYPE USAGE	
	Non-Hisp. White	Minority	TOTAL	Non-Hisp. White	Minority
Regular Single-Ride	705	4,659	5,364	16.9%	23.3%
Regular 1-Day PASS	663	2,983	3,646	15.9%	14.9%
Regular 7-Day PASS	226	1,156	1,382	5.4%	5.8%
Regular 31-Day PASS	659	3,166	3,825	15.8%	15.8%
Senior/ Disabled Single-Ride	270	489	759	6.5%	2.4%
Senior/ Disabled 1-Day PASS	213	707	920	5.1%	3.5%
Senior/ Disabled 7-Day PASS	90	182	272	2.2%	0.9%
Senior/ Disabled 31-Day PASS	467	993	1,460	11.2%	5.0%
VETERAN Single-Ride	42	148	190	1.0%	0.7%
VETERAN 1-Day PASS	37	125	162	0.9%	0.6%
VETERAN 7-Day PASS	9	76	85	0.2%	0.4%
VETERAN 31-Day PASS	103	130	233	2.5%	0.6%
YOUTH 7-Day PASS	5	169	174	0.1%	0.8%
YOUTH 31-Day PASS	68	605	673	1.6%	3.0%
GO SMART	543	4,113	4,656	13.0%	20.5%
Free	70	320	390	1.7%	1.6%
TOTAL	4170	20021	24191	100.0%	100.0%

Pairing the proportional usage of fare type by Non-Hispanic or Minority category to the proposed fare type differentials, it is possible to see if there is any disproportionate burden or impact imposed upon ridership. This analysis is shown in Exhibit 39. In the column “Minority Usage”, the greatest differences between paired Minority and Non-Hispanic White usages in fare types are distinguished with a green shade. In the Proposed Fare Differential column, the greatest fare type differentials are shaded orange to distinguish them. In this manner, a comparison can be made of the largest differentials with the greatest disparity between racial usage of fare type. Since the fare types with high minority usage (green) and fare types with larger proposed fare differentials (orange) do not match, Omnitrans can successfully show that it is not discriminating in this fare increase. As such, Omnitrans remains in compliance with its Title VI obligations.

Exhibit 39: Comparison of Fare Type Use by Ethnicity to Proposed Fare Differentials

Fare Type	Non-Hisp. White Usage	Minority Usage	Proposed Fare Differential
Regular Single-Ride	16.9%	23.3%	14.3%
Regular 1-Day PASS	15.9%	14.9%	20.0%
Regular 7-Day PASS	5.4%	5.8%	11.1%
Regular 31-Day PASS	15.8%	15.8%	9.1%
Senior/ Disabled Single-Ride	6.5%	2.4%	20.0%
Senior/ Disabled 1-Day PASS	5.1%	3.5%	22.2%
Senior/ Disabled 7-Day PASS	2.2%	0.9%	12.5%
Senior/ Disabled 31-Day PASS	11.2%	5.0%	10.9%
VETERAN Single-Ride	1.0%	0.7%	20.0%
VETERAN 1-Day PASS	0.9%	0.6%	22.2%
VETERAN 7-Day PASS	0.2%	0.4%	12.5%
VETERAN 31-Day PASS	2.5%	0.6%	10.9%
YOUTH 7-Day PASS	0.1%	0.8%	7.1%
YOUTH 31-Day PASS	1.6%	3.0%	9.8%
GO SMART	13.0%	20.5%	---
Free	1.7%	1.6%	---
TOTAL	100%	100%	

7. SERVICE EVALUATIONS DURING FY2020

As described in the May 2018 Financial White Paper and the February 2019 Financial Update, Omnitrans was able to successfully bring a balanced budget for FY2020. However, Omnitrans has a forecasted operating deficit for FY2021 and beyond. Omnitrans has \$5.6 million in local transportation funds (LTF) carryover generated through previous efficiencies that can be used to extend a balanced budget through FY2023 pushing projected deficits out two years.

Omnitrans plans to mitigate this potential deficit by finding additional revenue sources and efficiencies that may not impact service. For instance, in the FY2020 budget, Omnitrans proposes an operating budget growth of 2.5% compared to 3.7% forecasted in the Financial Update. While efficiencies can stave off the timing of the deficit, long-term solutions will revolve around either additional funding or service reductions, or a combination of the two.

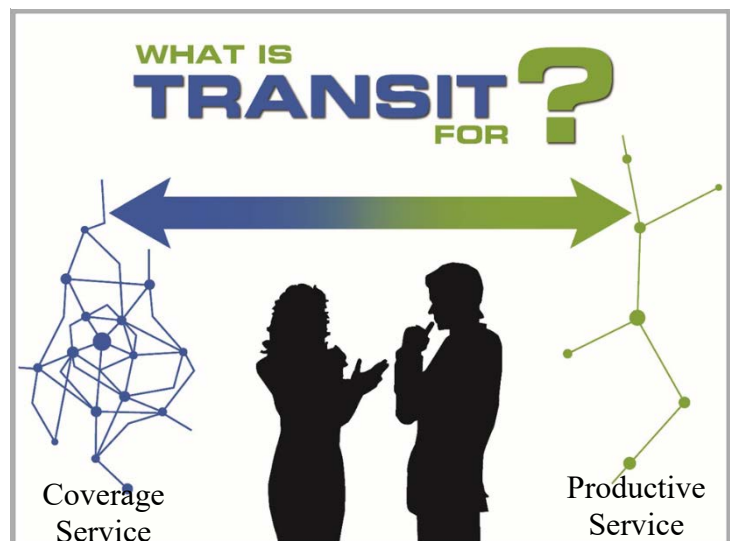
The February 2019 Financial Update indicated that the projected deficit averages \$2.4 million per year between FY2021 and FY2025. If Omnitrans were to close this deficit with service cuts alone, approximately 34,200 hours of service would need to be eliminated, equivalent to approximately 5.3% of Omnitrans regular bus service. This would directly impact 570,000 passenger trips and initially reduce fare revenue by \$700,000, requiring even further service cuts or fare increases. This would start a condition wherein service cuts and fare increases make the service less attractive and could result in further ridership declines.

As Omnitrans evaluates the potential of future service reductions, policy questions involving Omnitrans primary service goals will need to be revisited. Two of the key policy decisions to be made will be:

1. What share of Omnitrans' resources should focus on productivity or coverage?
2. What is the walking standard in order to consider an area served?

These choices have previously been presented to the Board under the premise "What is transit for?" as seen in Exhibit 40. Board policy has been to strive for a 65% / 35% split for productive/coverage service, and to reach that policy by adding productive service as new funding becomes available. Currently, Omnitrans services are split 53% productive and 47% coverage. Addressing this policy question is crucial because it leads the discussion about what services to consider should a service reduction be necessary. These policy discussions will occur during the formation of the new Strategic Plan and Short-Range Transit Plan.

Exhibit 40: Productivity and Coverage Tradeoffs



As discussed in Section 2 Ridership Trends, Omnitrans operates 35 fixed routes. These routes can be seen in Exhibit 41. Omnitrans top 6 routes account for 54% of Omnitrans ridership and their service area including the ½-mile walking distance around the route can be seen in Exhibit 42. If Omnitrans focused on the highest ridership route with maximum fare revenue, the routes shown in Exhibit 42 would be the right place to start. However, this leaves areas without service.

Exhibit 41: Omnitrans' Fixed Route Network

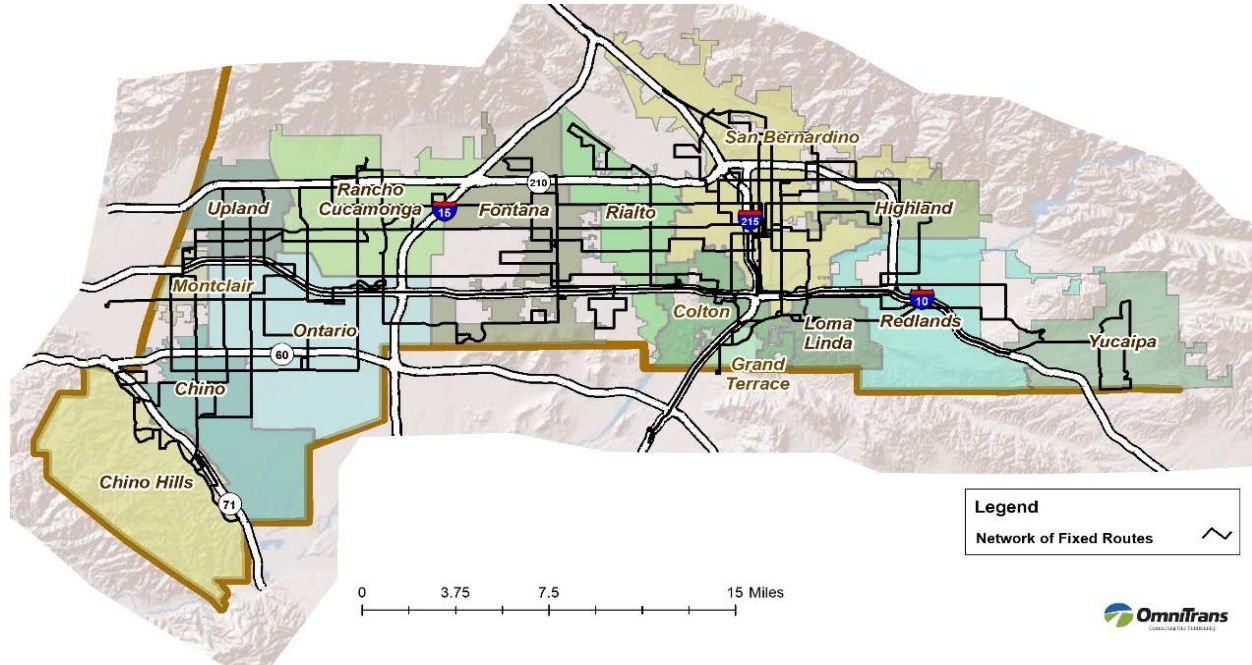
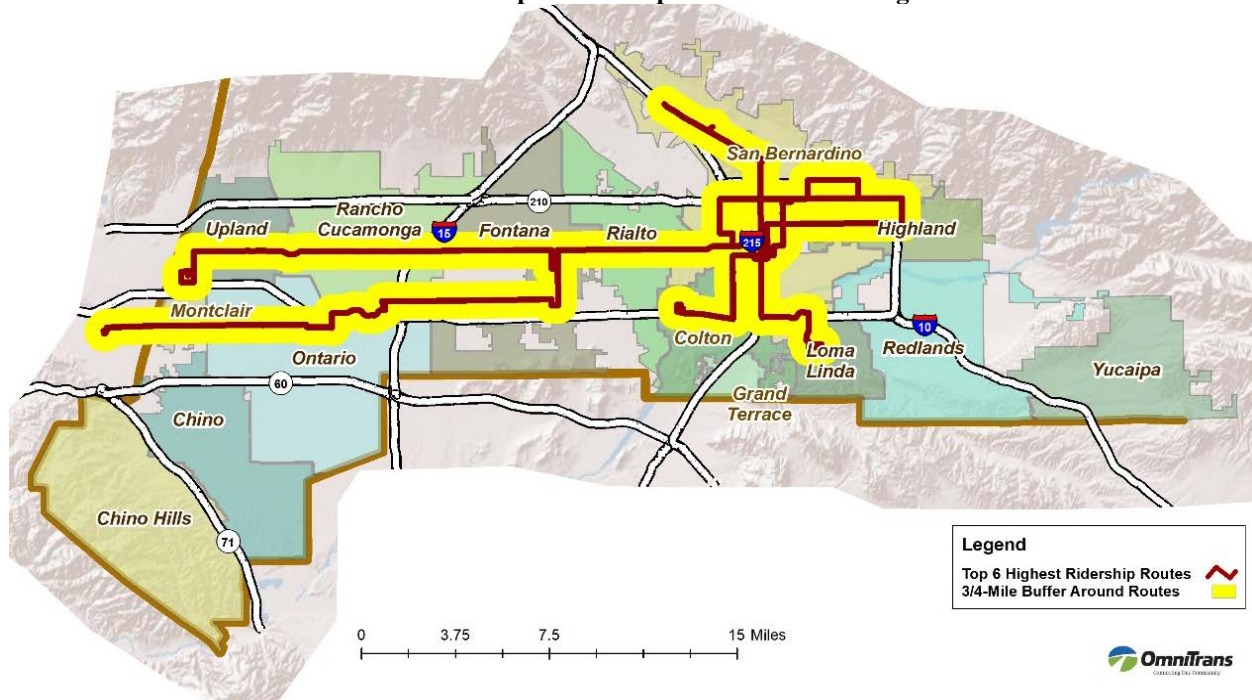
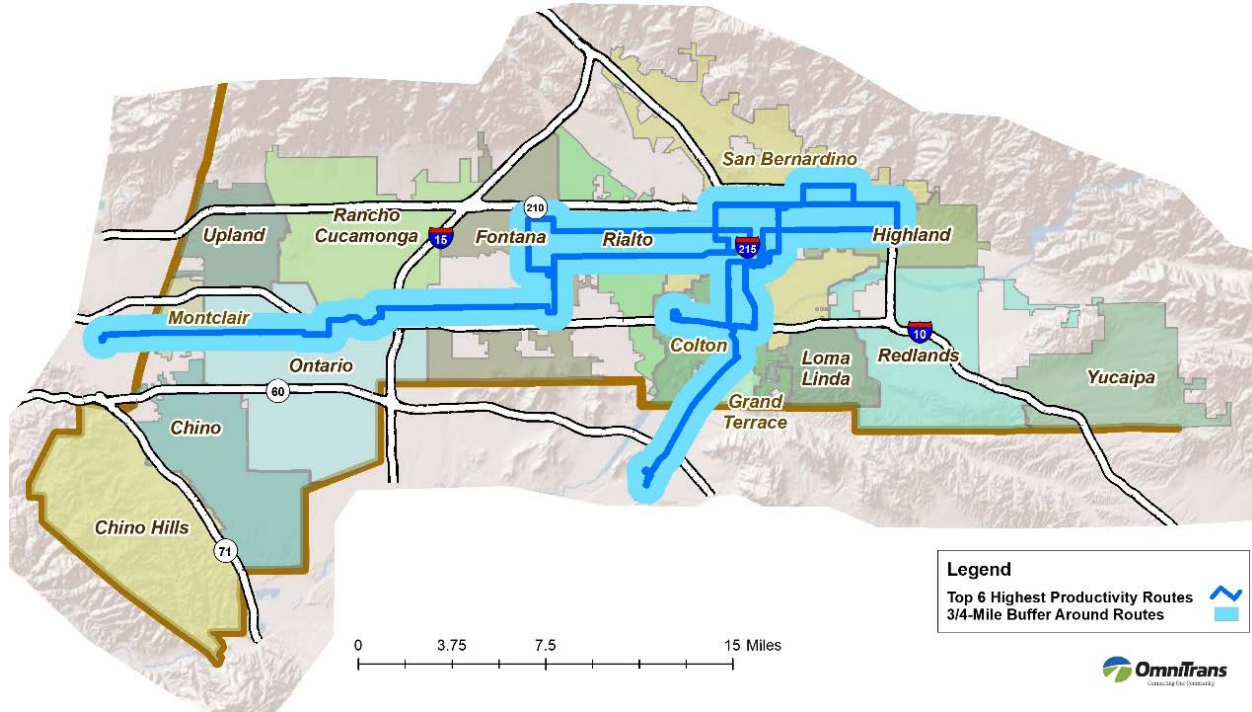


Exhibit 42: Omnitrans Top 6 Ridership Routes and Coverage Area



Similar to focusing on raw ridership levels, Omnitrans service could be evaluated by productivity measured by passengers per hour. This can be seen in Exhibit 43. These top six routes carry the greatest number of passengers once normalized to the number of revenue hours buses are on the street.

Exhibit 43: Omnitrans' Top 6 Productivity Routes and Coverage Area



Looking at a slightly more holistic picture, Exhibit 44 maps passengers per hour with a stop light approach (green good, yellow acceptable, red low). This displays where Omnitrans' focus on productivity-oriented and ridership-generating services would be. Areas in red would be more likely to see service reduction based on a productivity-oriented policy. These service reductions could be offset by MicroTransit using smaller vehicles in a demand-responsive with smart-phone-enabled technology. The pilot zones to be evaluated for MicroTransit are mapped on the productivity map in Exhibit 45.

Exhibit 44: Omnitrans Routes Mapped by Passengers Per Hours

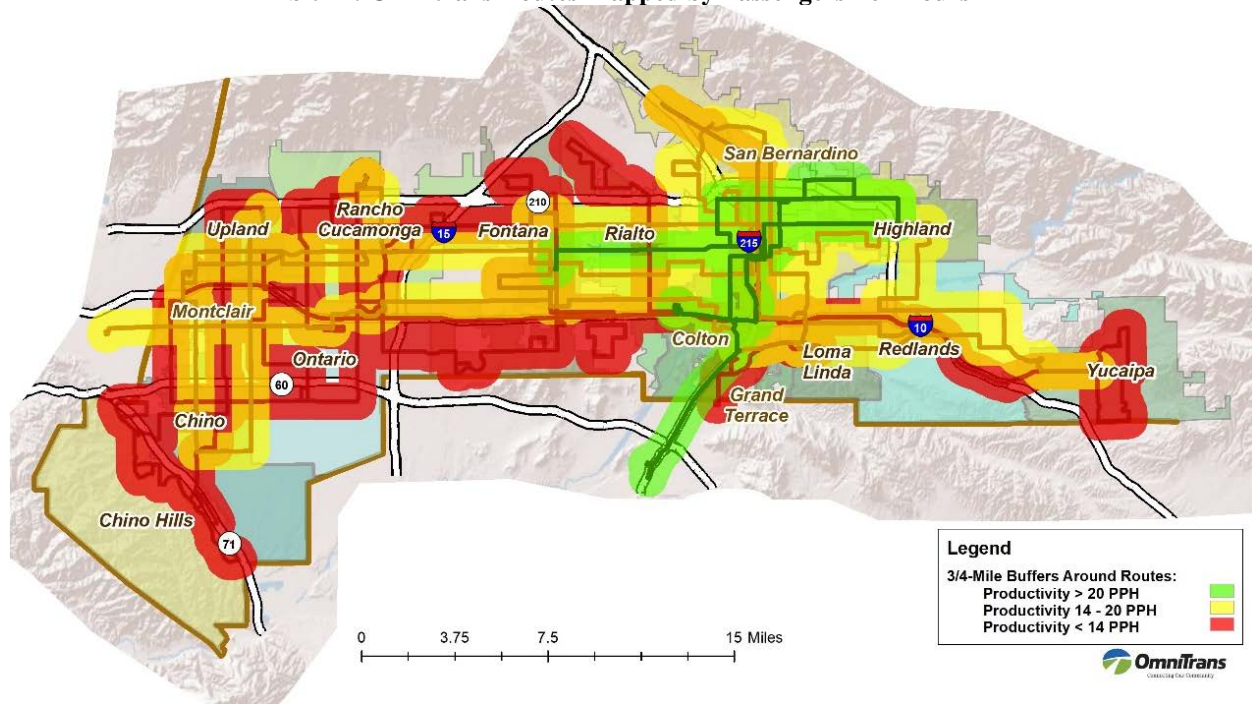


Exhibit 45: Omnitrans Routes Mapped by Passengers Per Hours and Potential MicroTransit Areas

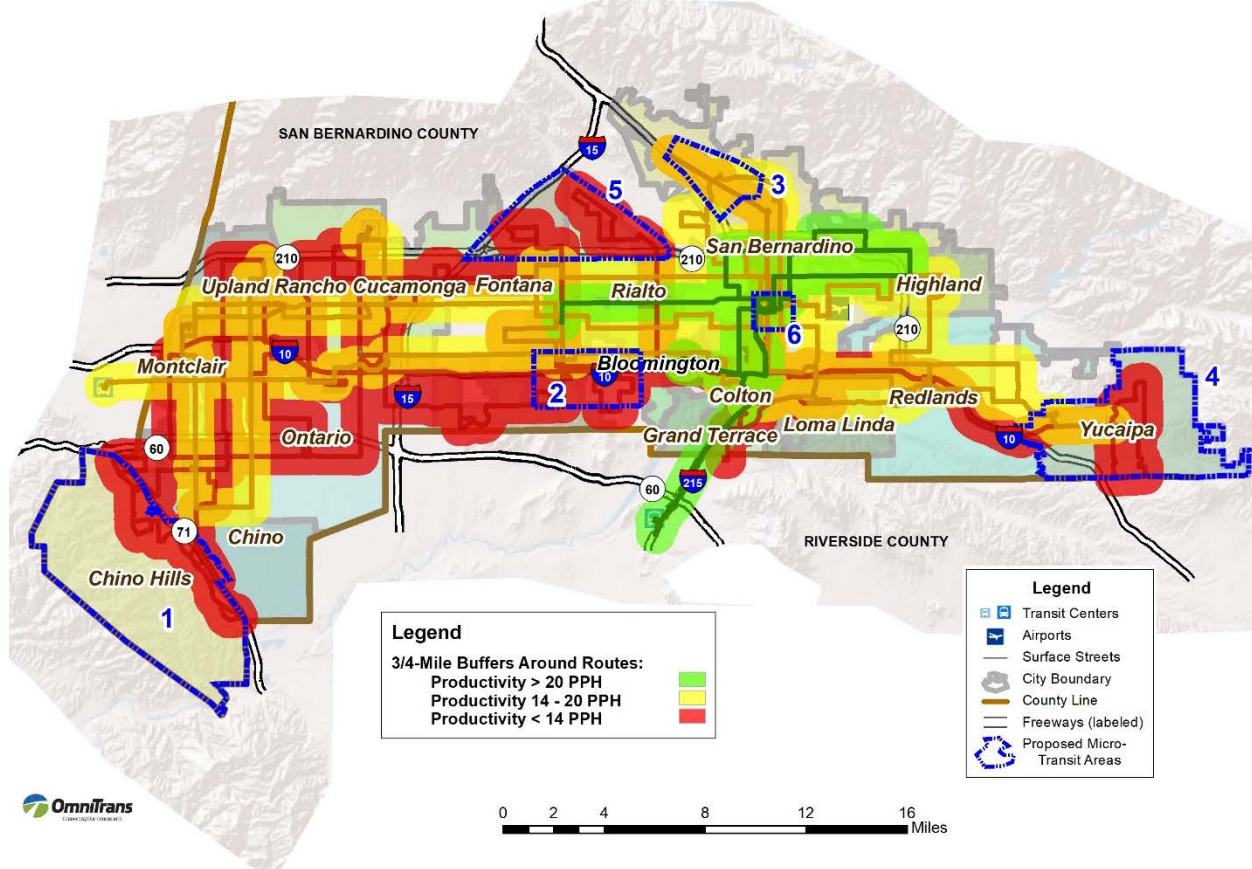
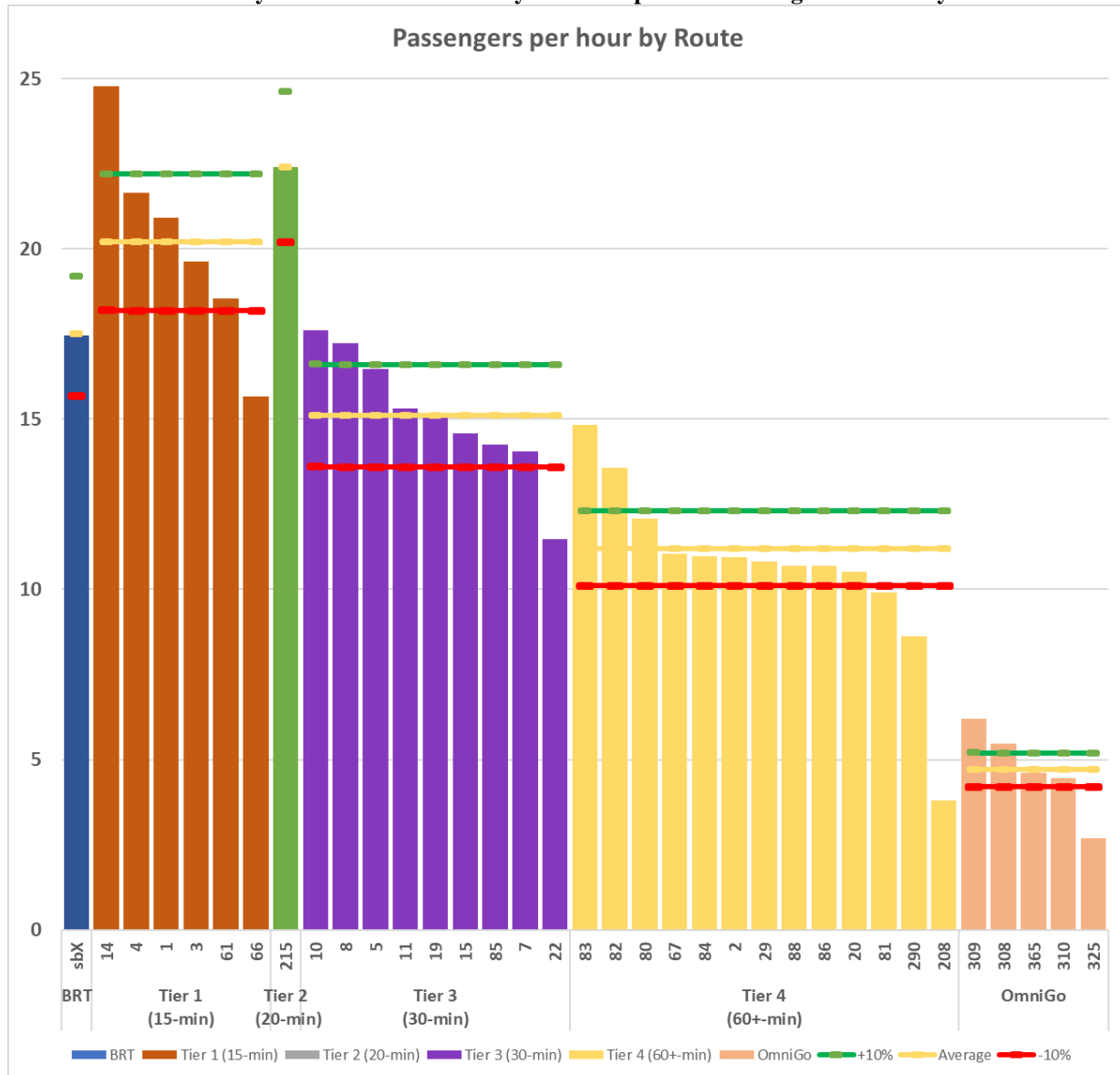


Exhibit 46 shows a graphical version of the mapped data. Once policy on Productivity vs. Coverage service is reaffirmed or reset through the Strategic Planning or Service Planning process, this data reveals some of the initial areas to remove service. For instance, Route 208 is the lowest performing route in Tier 4, and hence was proposed for elimination in this service plan. Route 83 is the highest performing route in Tier 4 and is recommended for a frequency once the grant funding became available. Route 22 is the lowest performing route in Tier 3, and a deviation is proposed to increase ridership.

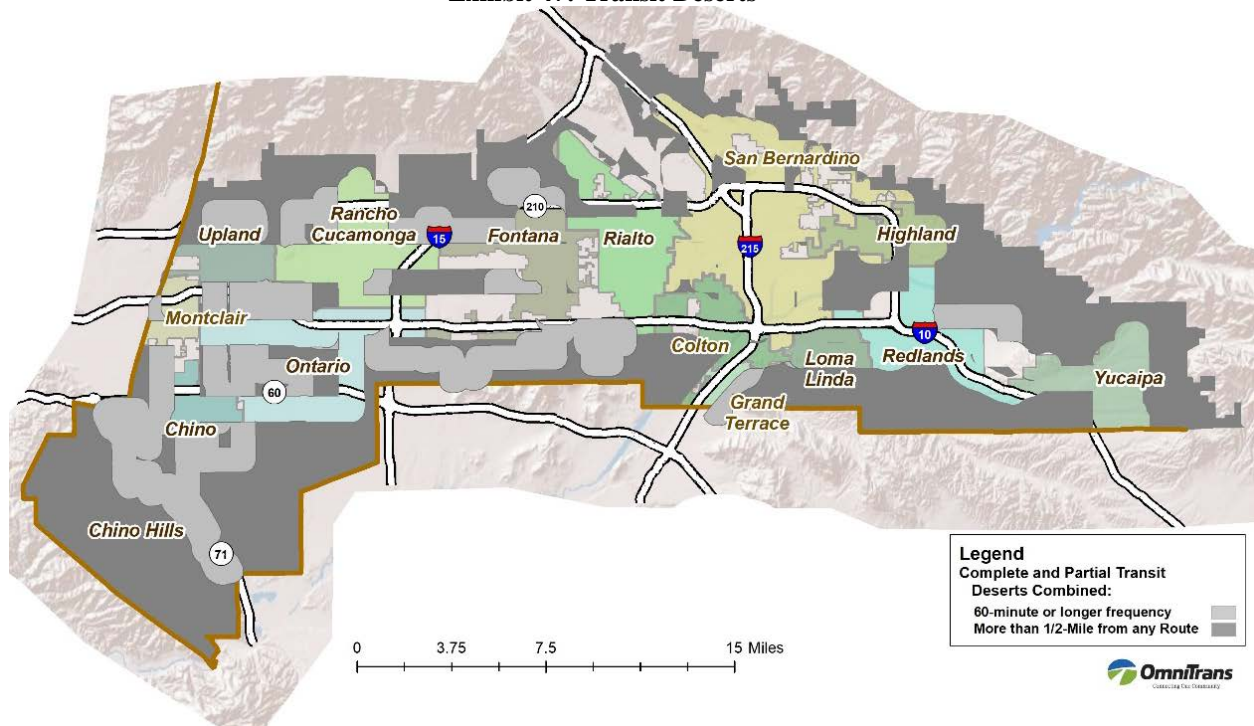
Exhibit 46: Productivity of Omnitrans Service by Tier Compared to Average Productivity in the Tier



The analysis in this section only addresses current Omnitrans routes. There are several areas within the cities that Omnitrans serves that are currently transit deserts. These are areas where there is either no transit service within a half mile (dark grey in Exhibit 47) or the only service in the area

is hourly service (light grey in Exhibit 47). Some of these areas are affluent and high in the foothills, while other areas are developing generating requests for service on a regular basis. The policy discussion centered around productivity and coverage should also set bounds for these areas. Currently adding service to any of these areas requires the removal of service somewhere else.

Exhibit 47: Transit Deserts









This section did not attempt to answer the policy questions related to service levels or productivity and coverage services, but to provide some background to the discussions that will occur during the upcoming year.

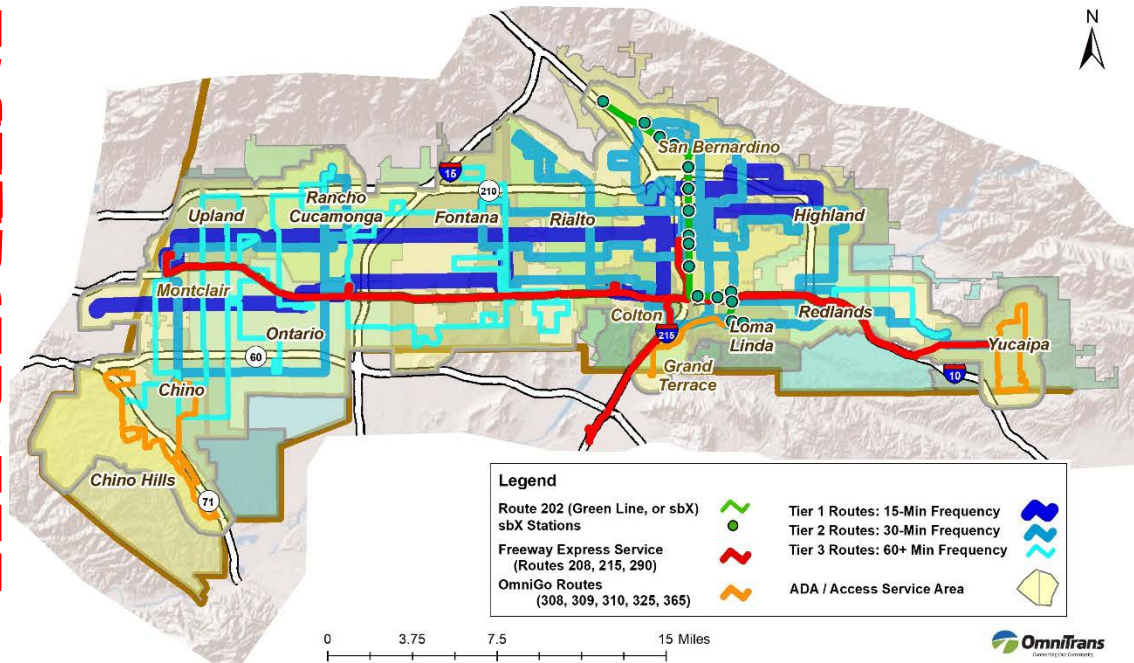


SERVICE PLAN

**Board of Directors
May 1, 2019**

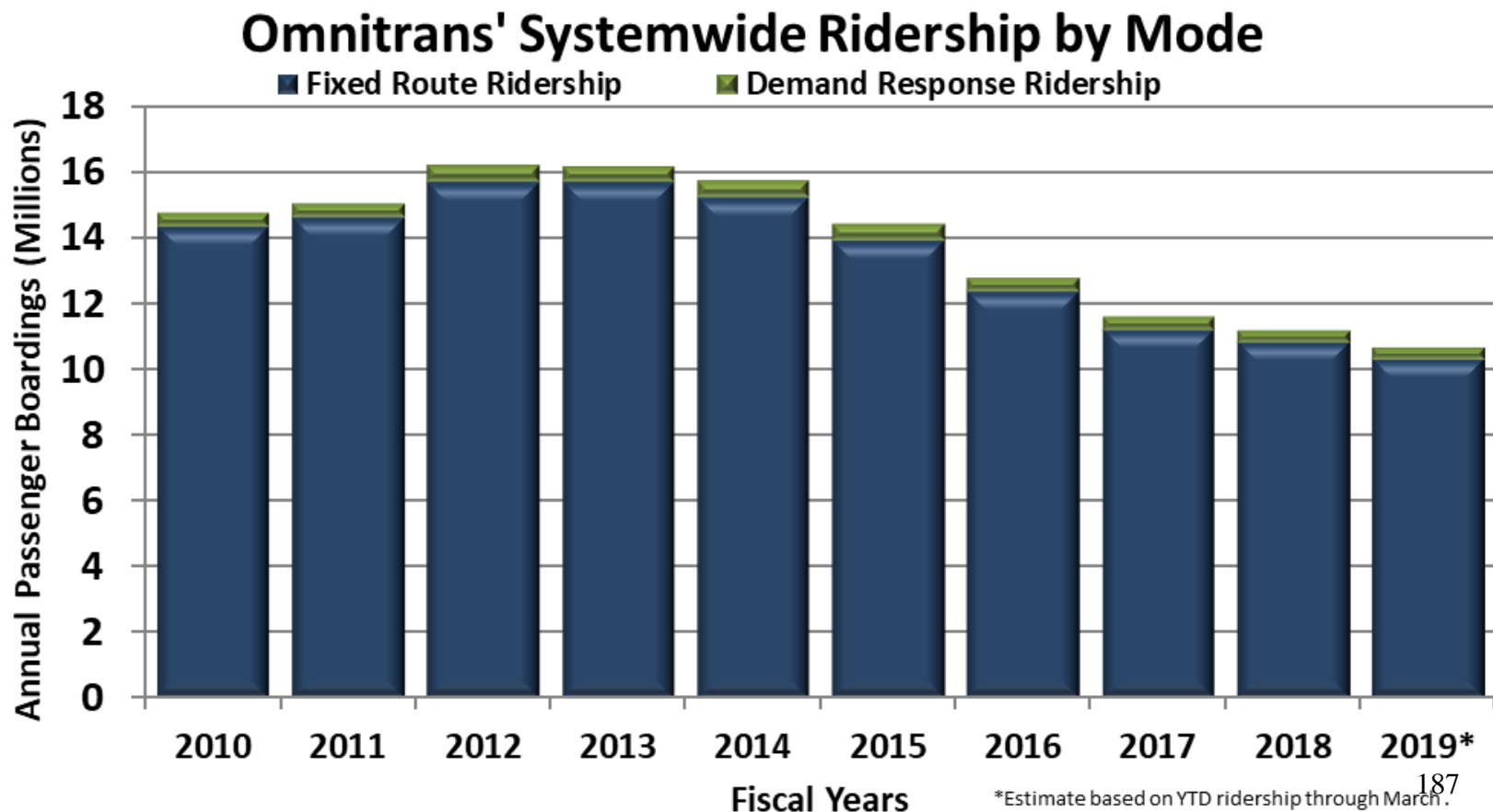
Family of Services

Type	Brand	Image
Bus Rapid Transit	sbX	
Express	OmniTrans	
Local	OmniTrans	
Community Circulator	OmniGo	
ADA Paratransit	Access	
Special Transit Services		



Ridership Trends

Estimated FY2019: 10.6 million, -4.7%.

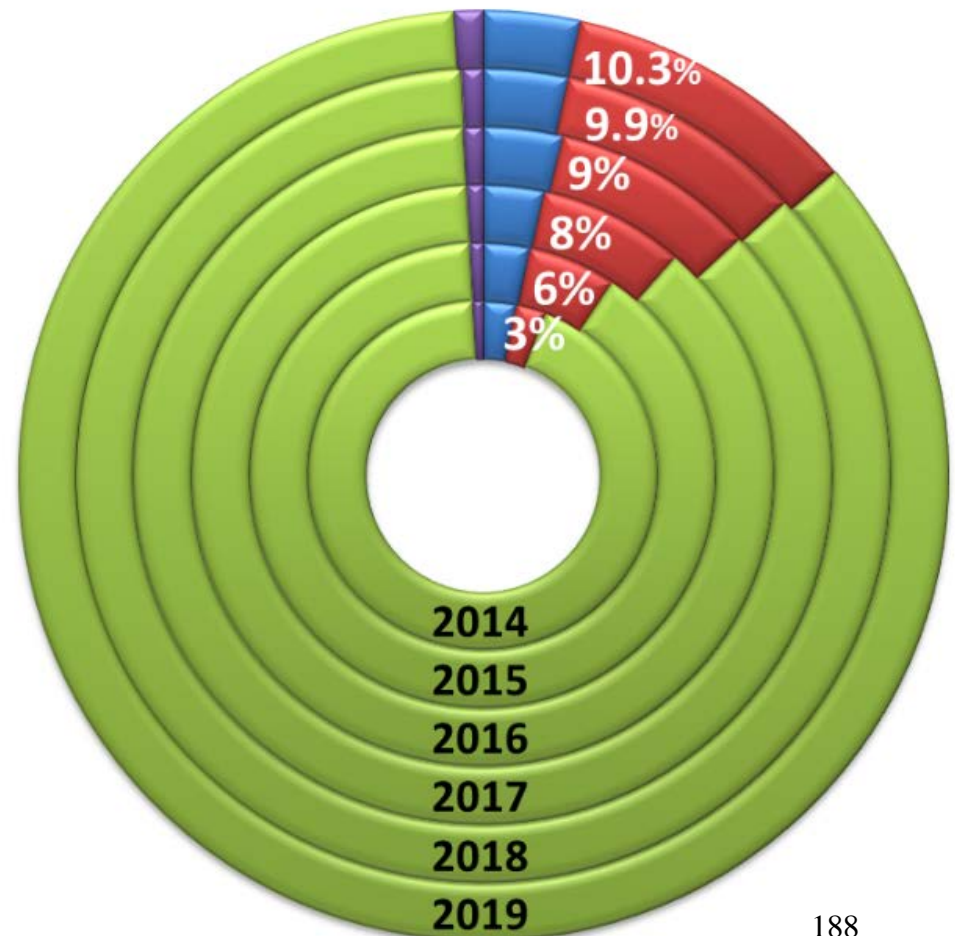


Ridership Trends

sbX and Freeway Express service continue to gain share

Share of Ridership by Service Type

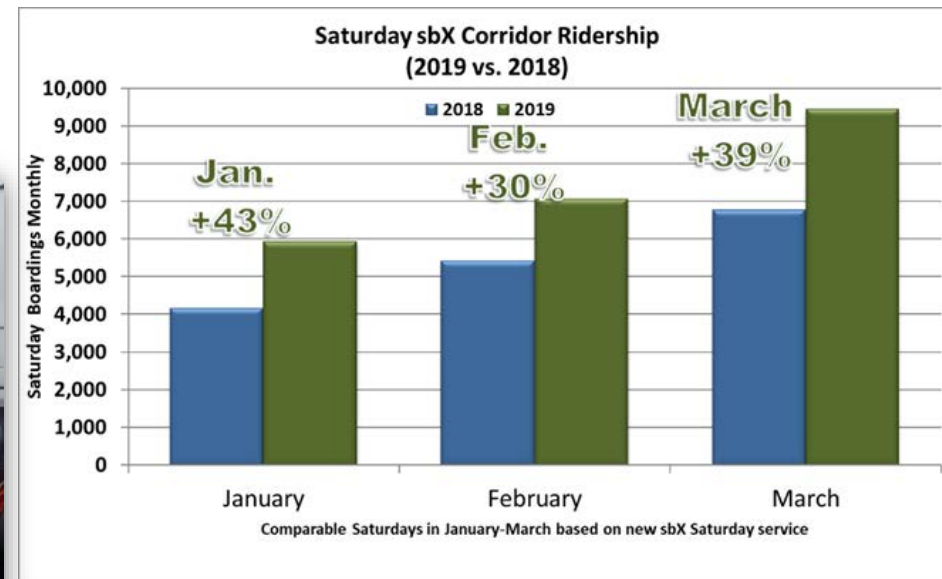
■ Demand Response ■ sbX & Freeway Express ■ Local ■ OmniGo



Ridership Trends

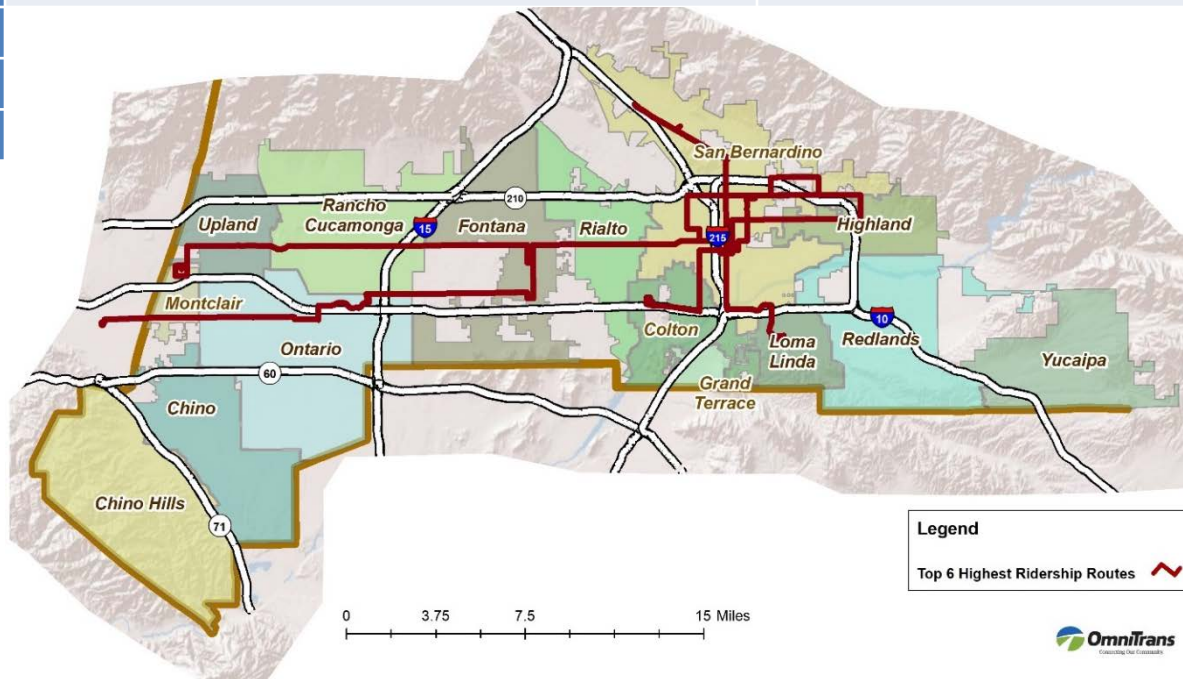
sbX Saturday service successful

- Saturday corridor ridership up 37% after cost-neutral change



Ridership Trends: Top 6 routes = 54% of ridership

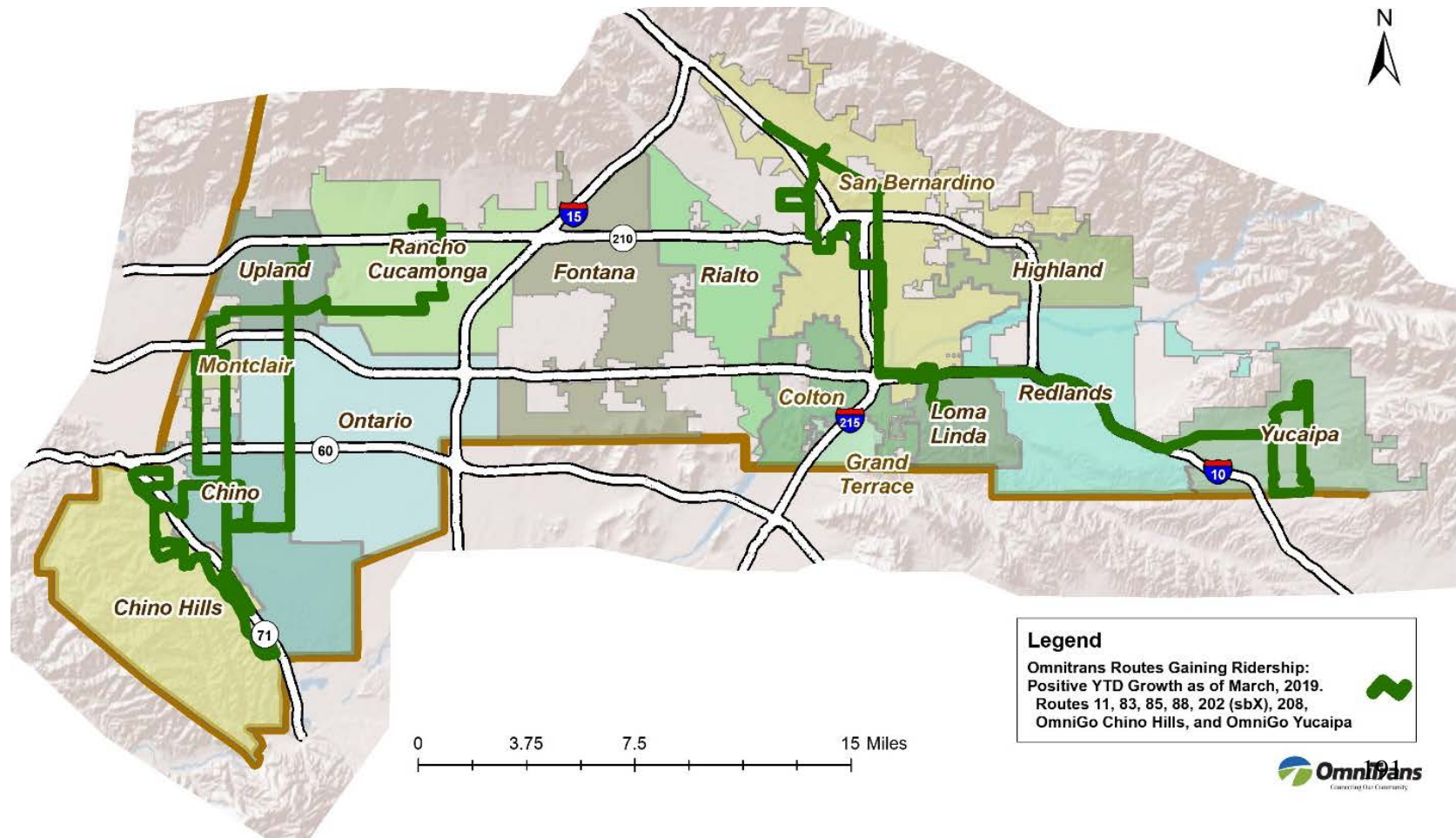
Route	Cities Served	Primary Streets	Ridership	Share
61	Fontana, Ontario, Rancho Cucamonga, Montclair, Pomona	Sierra, San Bernardino, Holt	1,223,386	11.7%
3/4	San Bernardino, Highland	Baseline Highland	1,209,431	11.6%
1	San Bernardino, Colton	Lynwood, Waterman, Mt. Vernon and Valley	895,237	8.6%
14	San Bernardino, Rialto, Fontana	5th, Foothill	826,611	7.9%
sbX	San Bernardino, Loma Linda	E, Hospitality, Anderson	745,144	7.1%
66	Fontana, Rancho Cucamonga, Upland, Montclair	Foothill	739,840	7.1%
Top 6			5,639,649	54.0%
Other 29			4,800,261	46.0%
Total			10,439,910	



Ridership Trends:

8 Routes with FY2019 year-to-date growth:

- Half are North-South Routes in West Valley



Four Proposed Service Changes

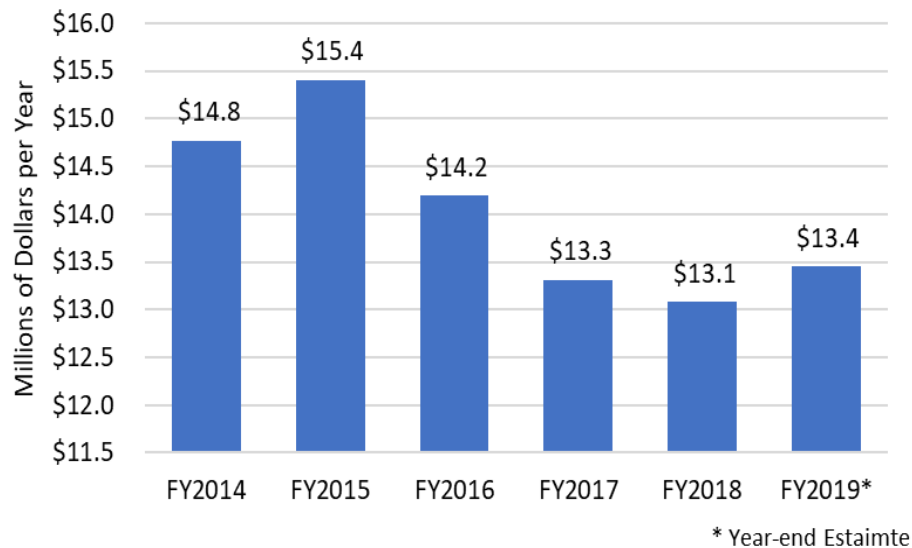
1. Eliminate Route 208 due to low ridership
2. Reconfigure Route 11; Rename to Route 12
 - Diagonal service: Fontana Transit Center to CSUSB
3. Route 22 Deviation to Renaissance Marketplace
4. Improved Peak Frequency on Route 83

Proposed Fare Increase:

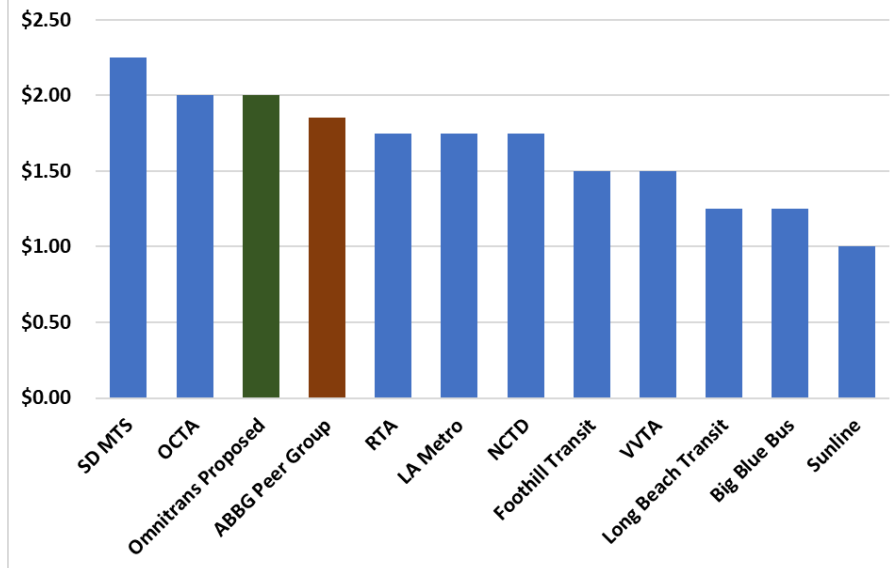
Increase base fares from \$1.75 to \$2.00, 14%.

Generates \$700,000; costs 4.6% ridership decline.

Systemwide Passenger Fares



Single-Ride Regular Base Fare (Sept. 2019) Select Southern California Transit Agencies & ABBG Peer



Proposal to Eliminate 7-Day Pass Sales on Board

FY2019 Service Projections

System Total (in Thousands except vehicles and ratios)		Actuals				Year-End Estimate	Projection	Percent Change
		FY2015	FY2016	FY2017	FY2018	FY2019	FY2020	FY2020
Financial	Fare Revenue	\$ 15,406	\$ 14,193	\$ 13,314	\$ 13,078	\$ 13,448	\$ 14,157	5.3%
Operating Data	Revenue Miles	11,185	11,320	11,389	11,415	11,466	11,485	0.2%
	Total Miles	12,587	12,741	12,742	12,805	12,899	12,867	-0.3%
	Revenue Hours	822	831	832	830	833	834	0.1%
	Total Hours	893	900	897	898	902	901	-0.1%
	Passengers	14,391	12,813	11,653	11,210	10,694	10,202	-4.6%
Fleet Data	Peak Revenue Fleet	246	248	250	251	250	250	0.0%
	Spare Fleet	37	32	31	31	34	34	0.0%
	Total Fleet	283	278	281	282	284	284	0.0%
Key Stats	Passengers per Hour	17.5	15.4	14.0	13.5	12.8	12.2	-4.7%

Public Meetings Held

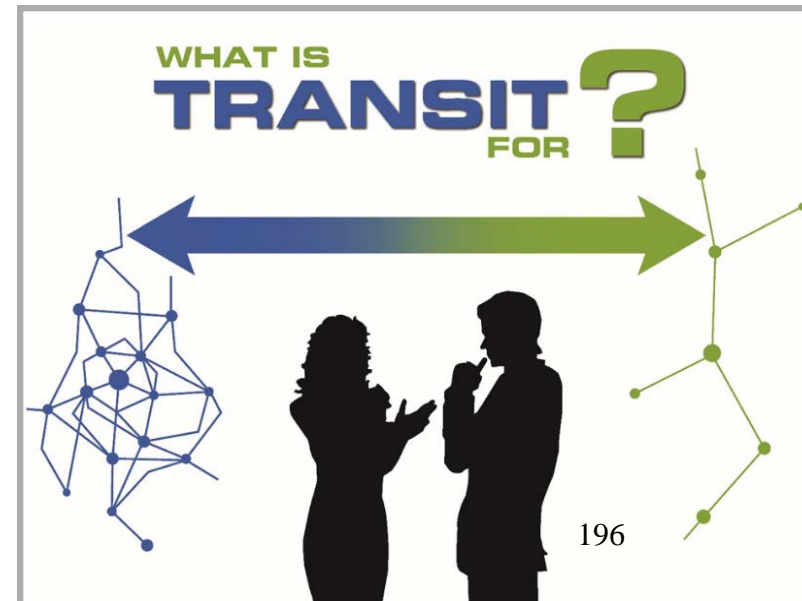
- 21 Meetings; interacted with 500 individuals
- Feedback: 141 comments received.
 - Largest areas related to Other 45% and Fares 40%.

Service and Fare Equity Analysis Completed

- Required by Title VI of Civil Rights Act of 1964
- No findings of disparate impact or disproportionate burden on Low-Income or Minority populations

Upcoming Service Analysis

- February 2019 Financial Forecast Update forecasted \$2.4 million avg. annual deficit: 2021-2025
- Seeking additional revenue and cost efficiencies
 - Proposed budget has only 2.5% increase compared to 3.7% projected in financial white paper.
- If revenues/efficiencies are not found, may need to reduce service by 5.3%.
- Would need revisit/reaffirm:
 - productivity/coverage tradeoff
 - Walking standard

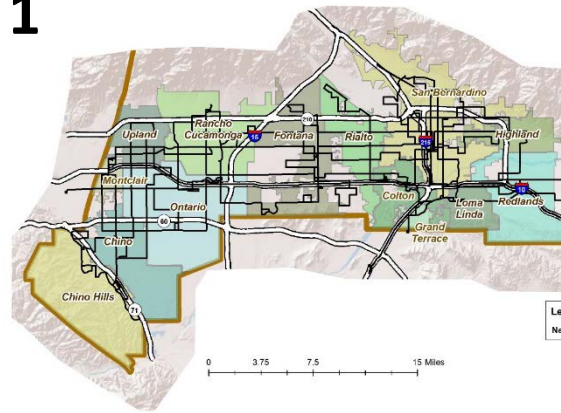


Priorities allow staff evaluate possible outcomes:

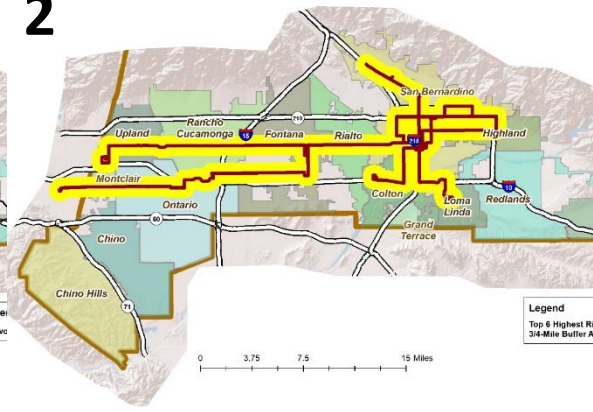
- High Ridership
- Coverage
- Service in transit deserts

Will bring detailed questions during SRTP/Strategic Plan discussions.

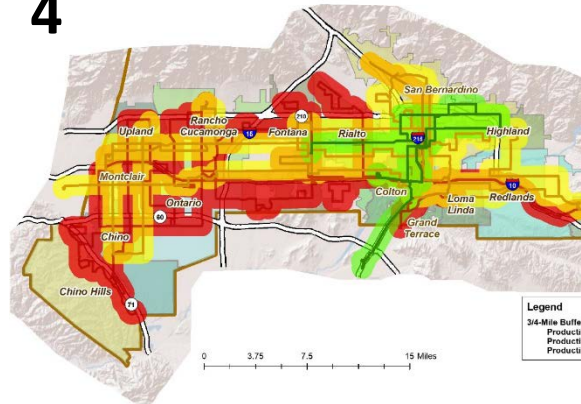
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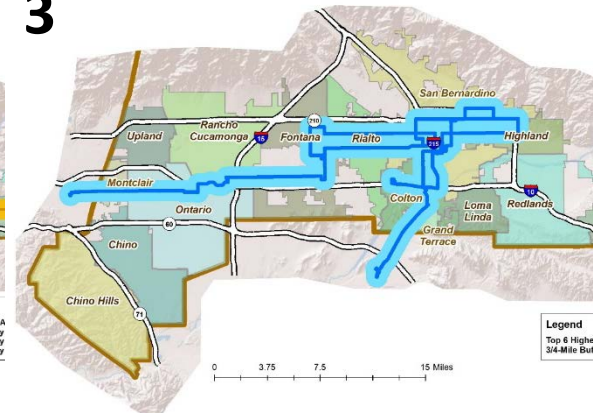
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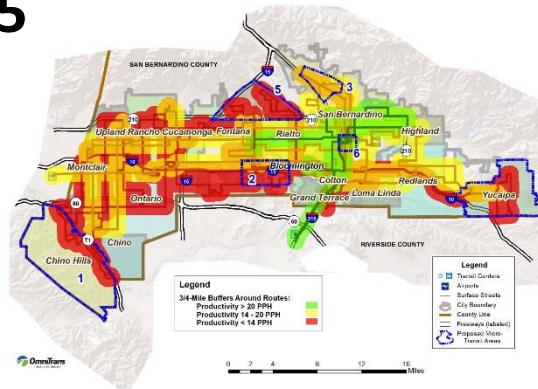
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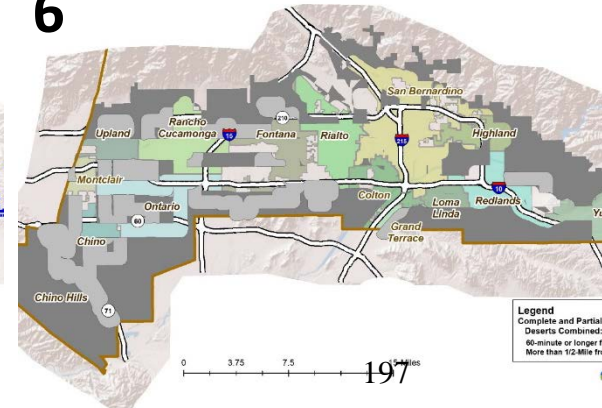
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5



6



THANK YOU

ITEM # _____ F6 _____

DATE: May 1, 2019

TO: Board Chair Ron Dailey and Members of the Omnitrans Board of Directors

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Wendy Williams, Director of Marketing & Planning

SUBJECT: FISCAL YEAR 2019-2020 MARKETING PLAN

FORM MOTION

Adopt the Omnitrans Fiscal Year 2019-2020 Annual Marketing Plan.

This item was reviewed by the Plans and Programs Committee at its April 24, 2019 meeting, and recommended to the Board of Directors for adoption.

BACKGROUND

Each year, the Marketing Plan is brought to the Board of Directors as part of the Agency's guiding documents for the upcoming fiscal year.

The Marketing Plan outlines a strategic approach to attract and retain customers while maintaining overall community awareness and support through promotion of Omnitrans services and programs. Plan elements include marketplace analysis, review of key performance indicators, marketing methods, evaluation of Agency strengths, weaknesses, opportunities, and threats, and definition of target markets. Key goals are set and marketing strategies are developed to achieve them, utilizing available resources.

Comparing calendar year 2018 to 2017, Omnitrans system ridership declined by 4.1%. Through March of the current fiscal year, Omnitrans system-wide ridership is down 4.8%. Other transit agencies in California are experiencing similar declines. The primary causes of this trend include higher car ownership, lower fuel costs, increasing online options for school, shopping and work, and the rise of alternatives such as Uber and Lyft. Ridership in Fiscal Year 2019-2020 is projected to decline 4.6%, primarily due to a fare increase proposed to take effect in September 2019.

On a positive note, overall sbX ridership is up 0.7% since Saturday service was implemented in January 2019. More importantly, Saturday ridership on the sbX corridor, which includes underlying local Route 2, has grown 37.3% year to date compared to last year. This service enhancement was supported by a multi-media advertising and promotion campaign.

Revenue from pre-paid fares was up 13.5% in 2018 compared to 2017 while advertising revenue was up 51.2%. Public awareness of Omnitrans remains high at 92%, and public opinion is 88% positive, according to the 2018 Inland Empire Annual Survey. Results of a 2018 online fixed route rider survey indicated that customer satisfaction is 83% positive.

In Fiscal Year 2019-2020, Omnitrans marketing will focus on 8 key initiatives:

1. Targeted marketing of new/realigned routes, high-frequency service and express routes
2. Expanded Hispanic and Spanish-language marketing efforts
3. Increased digital and social media advertising
4. Partner with app developers to deliver trip planning, payment, and arrival prediction functionality through a single mobile app
5. Implement website refresh to enhance user experience
6. Offer customer service chat capabilities through website
7. Develop and launch agency-wide customer service excellence program
8. Promote MicroTransit pilot programs

CONCLUSION

By implementing the Marketing Plan, Omnitrans will be able to promote the Agency in ways that will effectively attract and retain customers while achieving public awareness and support. This plan will be implemented within the constraints of the 2019-20 Omnitrans Budget.

PSG:WW

Attachments: A: Marketing Plan 2019-20
 B: Power Point Presentation



ATTACHMENT A

Marketing Plan 2019-2020



May 1, 2019

Omnitrans
1700 W. Fifth St.
San Bernardino, CA
92411

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EXECUTIVE SUMMARY

Omnitrans marketing efforts are designed to create a high level of public awareness to generate public support for and increased use of Agency services. The annual Marketing Plan outlines a strategic approach to attract and retain customers while maintaining overall community support through promotion of Omnitrans services and programs. The plan includes marketplace analysis, review of key performance indicators and marketing methods, evaluation of Agency strengths, weaknesses, opportunities, and threats, and definition of target markets. Key goals are set and marketing strategies are developed to achieve them, utilizing available resources.

Comparing calendar year 2018 to 2017, Omnitrans system ridership declined by 4.1%. Through March of the current fiscal year, Omnitrans system-wide ridership is down 4.8%. Other transit agencies in California are experiencing similar declines. The primary causes of this trend include higher car ownership, lower fuel costs, increasing online options for school, shopping and work, and the rise of alternatives such as Uber and Lyft. Ridership in Fiscal Year 2019-2020 is projected to decline 4.6%, primarily due to a fare increase proposed to take effect in September 2019.

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Revenue from pre-paid fares was up 13.5% in 2018 compared to 2017 while advertising revenue was up 51.2%. Public awareness of Omnitrans remains high at 92%, and public opinion is 88% positive, according to the 2018 Inland Empire Annual Survey. Results of a 2018 online fixed route rider survey indicated that customer satisfaction is 83% positive.

The typical Omnitrans passenger as surveyed in 2017 is a young, working, English-speaking Hispanic male. Most riders are employed and/or attending high school or college. Over 60% of rider households earn less than \$20,000 annually. Millennials make up about half of the customer base with 48% under age 30. Senior citizens (60 and older) account for 10%. Omnitrans passengers are heavily reliant on transit as over half do not have a driver's license and only 18% have a car readily available to them. A permanent disability affects 19% of riders.

In Fiscal Year 2019-2020, Omnitrans marketing will focus on 8 key initiatives:

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2. Expanded Hispanic and Spanish-language marketing efforts
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MARKETING PLAN 2019-2020

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MARKET ANALYSIS

Service Overview

Omnitrans was established in 1976 to provide a unified and comprehensive public transit system for the San Bernardino Valley. Omnitrans provides a family of services including both fixed route and demand response transportation. All services combined are supported by 178 buses, 106 cutaway vehicles, and approximately 730 direct employees and 230 contracted employees.

Fixed Route: As of May 2019, Omnitrans provides transit service on 35 routes, including one bus rapid transit (BRT) line, three freeway express routes, 26 local bus routes and five community circulator routes. Combined, these provide approximately 36,000 passenger trips on weekdays. Routes cover the San Bernardino Valley and provide connections to other regional transit providers: Metrolink, Riverside Transit Agency, Foothill Transit, Victor Valley Transit Authority, Mountain Transit, and Pass Transit.

Demand Response: Access is a lift-equipped, curb-to-curb, shared-ride 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 1,400 passengers trips on a typical weekday. Additionally, the Special Transportation Services Department offers alternatives for seniors and persons with disabilities including volunteer driver and ride-hail service discount programs.

Service Area

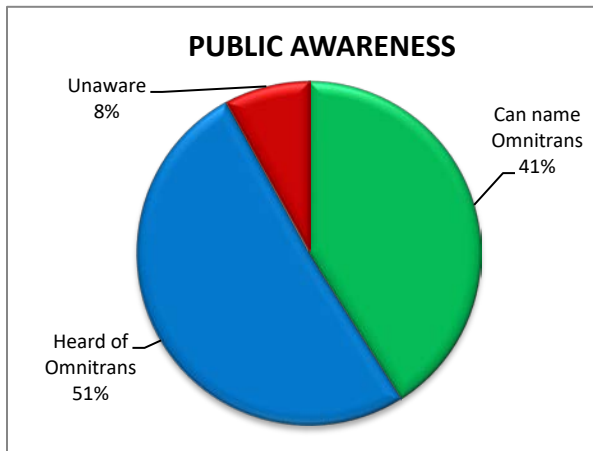
Geography: Omnitrans operates in an area of approximately 450 square miles known as the San Bernardino Valley. This includes 15 cities: Chino, Chino Hills, Colton, Fontana, Grand Terrace, Highland, Loma Linda, Montclair, Ontario, Rancho Cucamonga, Redlands, Rialto, San Bernardino, Upland, Yucaipa, and some unincorporated areas of San Bernardino County. Omnitrans also travels to Pomona and Riverside to connect with neighboring transit agencies.

Population: According to the most recent U. S. Census data (July 2017), San Bernardino County has an estimated 2,157,404 residents, up 6.0% from 2010. In comparison, the Omnitrans service area is home to approximately 1.5 million people. Continued population growth is projected over the next 10 to 15 years, particularly in the middle and western portions of the service area.

Employment: Local unemployment rates remain low. The San Bernardino County rate was 3.8% in December 2018, down from 4.0% in December 2017 and well below the 13.5% high water mark seen in 2010. Similarly, the December 2018 rate for California was 4.1%, and the national average was 3.9%. Job growth in the San Bernardino Valley is expected to outpace Los Angeles and Orange Counties in the long term. Southern California Association of Governments forecasts that Ontario and San Bernardino will be among the top ten job markets in the region by 2030.

Public Awareness

Overall awareness of Omnitrans among the general public surveyed in the 2018 Inland Empire Annual Survey was 92%. This is slightly higher than the 90% average awareness rating attained



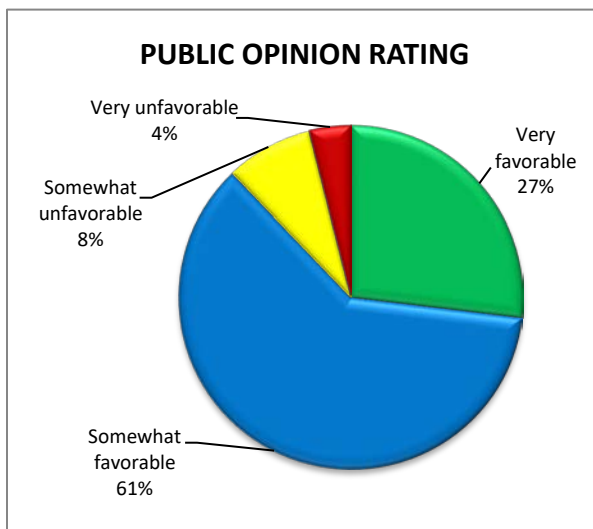
over the past five years. When asked if they could name their local public transit service, 41% answered “Omnitrans.” Those who could not name Omnitrans outright were then asked if they had heard of Omnitrans. With this prompting, 51% answered affirmatively while only 8% indicated no awareness of Omnitrans. See graph at left.

This high awareness level is an indication that Omnitrans is successful at promoting and building the Agency brand through effective marketing efforts. Strong public awareness is

desirable because it influences people to seek out Omnitrans services when the need arises and to support funding initiatives for Omnitrans projects.

Public Opinion

Along with achieving high awareness, the vast majority of the public views Omnitrans in a positive light. The 2018 Inland Empire Annual Survey showed that 88% of people rated the Agency



favorably even if they did not use our services. Of the 12% who responded unfavorably, the top reason they gave for this perception was that bus schedules were inconvenient. Survey participants also were asked if their opinion of Omnitrans had changed in the past year. While most (79%) said their perception of Omnitrans had not changed, 19% said their perception improved while only 2% said their perception declined.

When asked if they would consider riding the bus in the San Bernardino Valley, one-third indicated interest. Those interested were then asked which service and amenity improvements would entice them to ride. The top service improvements

requested were 1) neighborhood routes, 2) more frequent bus service. Top amenities enhancements selected were 1) free Wi-Fi and 2) nicer bus stops.

MARKET TRENDS

Customer Satisfaction

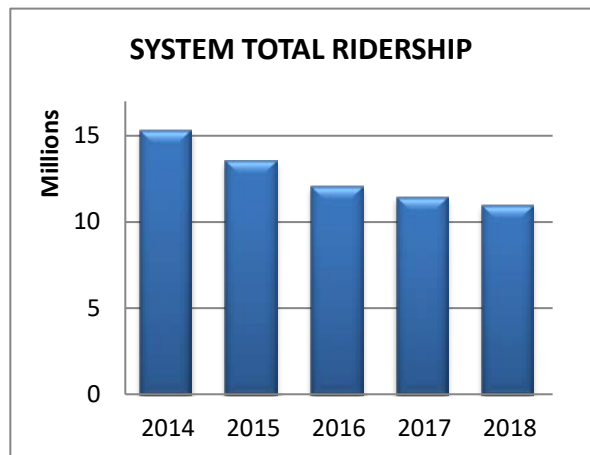
Omnitrans earns high marks from customers. In a 2018 online rider survey, 83% of fixed route riders gave Omnitrans a positive rating, as the chart below illustrates. In this annual survey conducted by the American Bus Benchmarking Group, Omnitrans earned the fifth highest customer satisfaction rating among 15 peer agencies of similar size from across the nation. Besides capturing an overall rating, the survey delves into nine areas impacting customer satisfaction. Compared to the previous year, Omnitrans saw a significant 4.6 percentage point increase in “It is convenient to pay the bus fare / buy tickets or passes,” which reflects well on the implementation of mobile fares in August 2017. The Agency’s lowest satisfaction score was for “I feel safe and secure waiting for my bus,” at only 51.5% positive. In response, Omnitrans has added solar lights at 100 bus stops and will conduct a clearinghouse study during 2019 to learn best practices from peers.



2017 was the last time Access customers were surveyed. At that time, 75% gave the service an overall satisfaction rating of excellent or good, 15% said service was fair, and only 9% had a negative opinion. When asked to compare Access service to two years prior, 30% said service had improved while 19% said it was worse. Feedback on the new in-person assessment process implemented in 2015 was impressive, with customer ratings of 76% excellent and 22% good.

Ridership

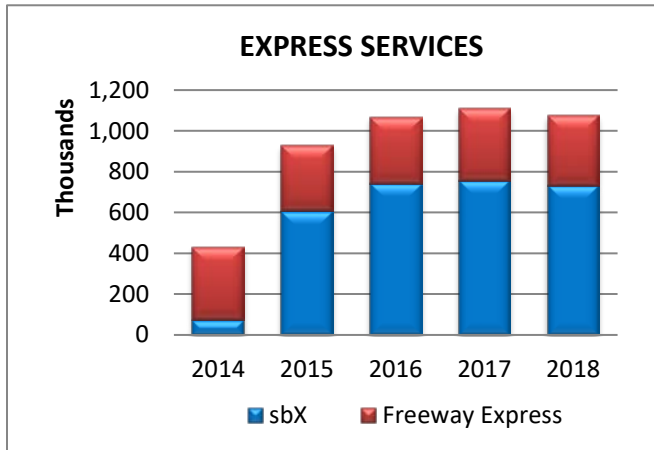
In calendar year 2018, ridership on all Omnitrans services totaled 10,975,410 trips, which is a 4.1% decrease from the prior year, continuing a downward trend that began in 2013. The rate of decline has slowed from double digit percentage decreases seen in 2015 and 2016. The primary causes of the decline include higher car ownership, low fuel costs, increased teleworking and online education and the rise of alternatives such as Uber and Lyft. Most transit agencies in California have experienced a similar trend: 20 peer agencies had an average decline of -3.1% from 2017 to 2018. The chart at right displays the Omnitrans five-year trend for system ridership.



MARKETING PLAN 2019-2020

Fixed Route: Fixed route bus service generated 10.6 million boardings in 2018, down 4.0% from the prior year. Looking at ridership by fare category, nearly half of riders (48.5%) were full fare customers while 31.7% paid the discounted “half” fare for seniors age 62 and up, persons with a disability, or military veterans. Students in the GoSmart program and youth (18 and under) accounted for 12.4% of ridership. The remainder was attributed to free rides, transfers and miscellaneous categories.

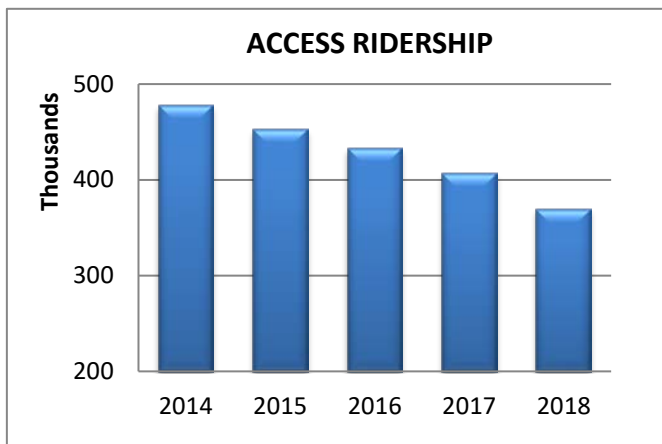
On a positive note, Omnitrans transfers to and from Metrolink commuter rail service increased by 15.1% year over year. Although a small part of total ridership at 64,164 annual boardings, this increase is likely related to the extension of Metrolink service to the San Bernardino Transit Center in January 2018. Omnitrans also offers connections to Metrolink at nine other stations.



Express Services: After several years of growth, boardings on Omnitrans’ express services declined in 2018, as the graph at left illustrates. Ridership on the sbX BRT line dropped by 3.4% in 2018, carrying 732,199 passengers. Boardings on Freeway Express Routes 208, 215, and 290 combined carried 342,396 passengers, a decrease of 2.4% year over year. On a positive note, overall sbX

ridership is up 0.7% in Fiscal Year 2018-19 through March 2019. This is due to the introduction of sbX Saturday service implemented in January 2019. More importantly, Saturday ridership on the sbX corridor, which includes underlying local Route 2, has grown 37.3% year to date compared to last year.

Access: Ridership on the ADA-mandated Access service was 369,722 in 2018, a drop of 9.0% vs.

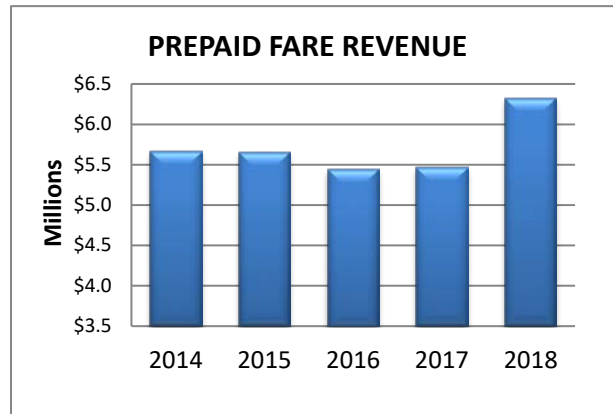


2017. Omnitrans has successfully managed to reduce Access use through various initiatives. These include an in-person eligibility interview process, fixed-route travel training and alternative transportation programs such as taxi and Lyft subsidies and volunteer driver programs. Combined, these efforts have reduced demand for Access, Omnitrans’ most expensive service per passenger trip. The five-year Access ridership trend is shown at left.

MARKETING PLAN 2019-2020

Revenue

Pass Sales: Total pre-paid fare revenue surpassed \$6.3 million in 2018 from all sources including retail outlets, the San Bernardino Transit Center, online store, mobile fares, GoSmart programs, and ticket vending machines. Revenue from these sources grew by 13.5% in 2018 compared to 2017. This was primarily driven by purchases made by Inland Empire Health Plan, rate increases in the GoSmart program and the introduction of mobile fares.

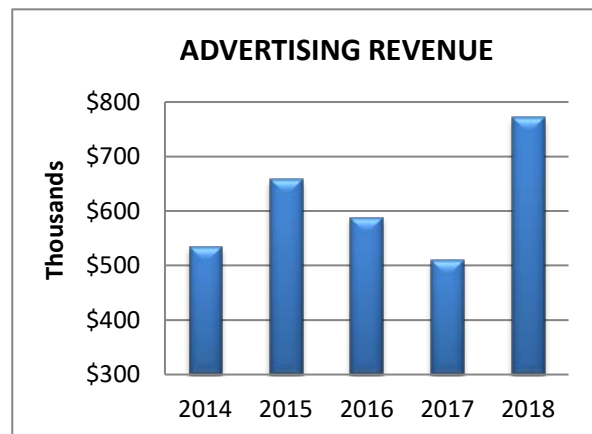


Use of prepaid fare media minimizes use of cash payments which require more boarding time and thus increase travel time. Additionally, cash generates administrative costs related to money processing and transport. In 2018, cash transactions on board accounted for only 28.7% of all trips, down slightly from 29.1% in 2017.

Mobile Fares: Omnitrans began offering mobile fares via the Token Transit app in August 2017. Since launch, this pay-by-phone option has generated over \$1 million in fare revenue. By February 2019, mobile fares were used for 6.1% of all boardings, up from 4.9% a year earlier. A 2017 survey of mobile fare customers showed that 60% of users previously paid with cash on board. Most said they switched to mobile fares for the convenience of no longer needing to carry cash. More than 9 in 10 expressed satisfaction with the mobile fare app. The pay-by-phone option has been utilized by all customer categories. Use by age mirrors Omnitrans' overall rider demographics.

GoSmart: This is a negotiated rate program paid by student fees and/or administrative contributions by partner schools or organizations. Students, employees or members use a photo ID cards with magnetic stripes encoded with identification data for fare payment. Partners in 2018 were California State University San Bernardino, Chaffey College, CRAFTON HILLS College, San Bernardino Valley College, Art Institute of California—Inland Empire, and San Bernardino County Superintendent of Schools. Combined, these programs generated \$1,008,453 in 2018.

Advertising: The Marketing Department manages contracts for advertising on Agency assets, including ads on buses, bus shelters and at stations. System advertising is an important revenue stream for the Agency and provides opportunities for self-promotion at low or no cost. Advertising revenue totaled \$771,370 in 2018, up 51.2% from 2017. The five-year trend is shown at right. The significant gains in 2018 are due to a new more favorable multi-year contract as well as the vendor's sales success in a thriving economy.



MARKETING TOOLS

Omnitrans utilizes a variety of methods to inform and engage with customers and the general public to promote the Agency brand and services. This includes advertising, participation in community outreach events, partnerships, media relations, customer communications and use of online and social media channels.

Advertising: Omnitrans typically implements about five major advertising campaigns each year using a variety of media tactics including radio, newspaper, digital/online, movie theater ads, cable television, direct mail/door hangers, and outdoor advertising. Major campaigns implemented in 2018 focused on the sbX-Metrolink connection at SBTC, freeway express service, mobile fares and mobile apps, summer youth fare, and service to Ontario International Airport.

Outreach: In 2018, Omnitrans reached an estimated 25,000 people through 70 community outreach events. This is up from an estimated 20,000 people reached in 2017 at 83 events. Typical types of events include senior citizen resource fairs, community festivals, corporate benefits fairs, travel training, and back-to-school events.

Partnerships: The Agency has fostered numerous community partnerships which help increase brand awareness and position Omnitrans as a valued community resource. This includes sponsorships with local college and minor league baseball, basketball, soccer, and hockey teams. Other key partnerships in 2018: Auto Club Speedway, National Orange Show Citrus Fair, Ontario International Airport, American Cancer Society, Inland Empire Biking Alliance, GoSmart colleges, Amazon tripper service, and San Bernardino County Arts Commission and San Bernardino County Arts Connection's involvement in the SBTC sidewalk chalk art contest.

Media Relations: In an effort to generate positive publicity for the Agency, 11 news releases went out in 2018. Omnitrans received over 85 mentions in local and trade media in 2018 with overwhelmingly positive coverage at 78%. Top stories revolved around Summer Youth Fare, chalk art contest at SBTC, January 2018 ridership gains, mobile fare discounts, and new Directors of Maintenance, Operations and Human Resources.

Customer Communications: The Bus Book, published three times per year, provides complete route maps and schedules, fare information, and how-to-ride tips. They are distributed on board, and at various public locations. Both print and electronic newsletters are produced for customers and community stakeholders. Important customer messages also are communicated through posters and flyers posted on board and at shelters and stations.

Online/Social Media: Omnitrans maintains a strong online presence with a mobile responsive website (www.omnitrans.org), a mobile app, an online store and a robust social media presence. In 2018 the number of followers for each social media platform increased over the prior year: Facebook +3%, Twitter +5%, Instagram +19%. Blog views totaled 73,897 and YouTube views totaled 15,903. The website averaged 40,861 visitors per month. The mobile app has been downloaded nearly 82,000 times to date.

SWOT ANALYSIS

In preparing the Marketing Plan, we consider our strengths, weaknesses, opportunities and threats (SWOT) as shown below. Strengths and weaknesses are largely characteristics of the organization while opportunities and threats are due primarily to external influences.

	POSITIVE	NEGATIVE
INTERNAL	STRENGTHS Service quality <ul style="list-style-type: none"> High customer satisfaction High on-time performance System features <ul style="list-style-type: none"> Family of services: BRT, freeway, local, shuttle, Access, STS programs Fleet: Wheelchair accessible, bike racks, clean fuel, WiFi on express/sbX, USB ports Stop amenities: Transit centers, shelters/benches/lighting, park & ride lots Economical service <ul style="list-style-type: none"> Multi-day passes, GoSmart program Discounts for Veteran, Youth, Senior, Disabled, Medicare categories Mobile fare option Customer communication <ul style="list-style-type: none"> Multilingual (LEP) Schedules, newsletters, on board audio Community outreach, travel training Website, mobile app, social media NexTrip real time arrival info Call center, SBTC customer service Service enhancements <ul style="list-style-type: none"> Route 12 (Fontana-CSUSB), minor changes 	WEAKNESSES Constrained budget and service levels <ul style="list-style-type: none"> Flat funding allocation No overall service level increases Limited span, especially on weekends Productivity vs. coverage demands Fare increase <ul style="list-style-type: none"> Short term impact on ridership Travel time <ul style="list-style-type: none"> Slower than auto travel Service frequency mostly 30 – 60 min. Declining ridership <ul style="list-style-type: none"> Regional and national trend continues Public agency environment <ul style="list-style-type: none"> Lack of flexibility, slow reaction time Funding mechanisms Procurement cycles Regulations and mandates
EXTERNAL	OPPORTUNITIES Service area development <ul style="list-style-type: none"> Multimodal, TOD interest at Cities, SBTC Growing population, urbanization, congestion Active transportation projects Improving local economy, employment Community Partnerships <ul style="list-style-type: none"> Students/youth, GoSmart Veterans, senior and disabled Employers (Amazon, etc.) Spanish/Hispanic Multimodal planning/future modes <ul style="list-style-type: none"> Future Arrow Rail Future West Valley Connector BRT Microtransit pilot programs New revenue/funding opportunities <ul style="list-style-type: none"> Discretionary grants Rising advertising contract revenue 	THREATS Car culture <ul style="list-style-type: none"> High auto ownership Free parking Low market share for transit Few “choice” riders Stable gasoline prices Changing Demographics <ul style="list-style-type: none"> Declining immigration rate Low unemployment Job losses in core areas, growth in outlying areas Online work, school, shopping Lack of transit-friendly infrastructure <ul style="list-style-type: none"> Gaps in pedestrian access/bicycle infrastructure Suburban sprawl Perception of safety/security <ul style="list-style-type: none"> Waiting at bus stops Graffiti and vandalism Homeless population impacts

TARGET MARKETS

Identification of target markets is key to the success of any marketing plan. Only when target markets are clearly defined, can effective messages and media tactics be developed.

FIXED ROUTE

Core Market: Since our most likely new customers are those who closely resemble current users of the service, these characteristics also identify our core target market. According to a 2017 on-board rider survey, the typical Omnitrans fixed route rider is:

- **Young:** 16 to 29 years of age (48%)
- **Gender Neutral:** Male (52%); Female (48%)
- **Ethnically Diverse:** Hispanic (45%); African American (24%); Caucasian (17%)
- **Low Household Income:** Under \$20K (59%); \$20K to \$35K (22%)
- **Employed:** (60%)

Niche Markets: Market segments below provide an opportunity for ridership growth:

- **Students:** More than one-third of current Omnitrans riders are full-time or part-time students. Students tend to be less likely to afford a car or possess a driver's license. Omnitrans focuses on students attending high schools, colleges and trade schools.
- **Spanish Speaking:** In a 2017 survey, 21% of riders were Spanish speakers and one-third of those indicated they speak English less than "very well." To effectively reach this market, Spanish-language materials and messages must be created.
- **Seniors:** In the 2017 rider survey, 10% of passengers were 60 years of age and older. This is one of the fastest growing segments of our population. Thus, we have the opportunity to attract more senior riders to transit.
- **Veterans:** Veterans make up approximately 5.3% of adults in the Omnitrans service area. Customers utilizing the veteran discount fare accounted for 1.7% of ridership in 2018. Omnitrans partners with local Veterans organizations to promote Omnitrans services.
- **Commuters:** Commuters represent the potential for generating regular transit trips to work. In a 2018 general public survey, 32.5% of non-riders indicated they would consider using the bus for some trips. Omnitrans works to attract commuters through outreach to large employers and by promoting premium services such as sbX and freeway express routes which are more time competitive with the automobile.

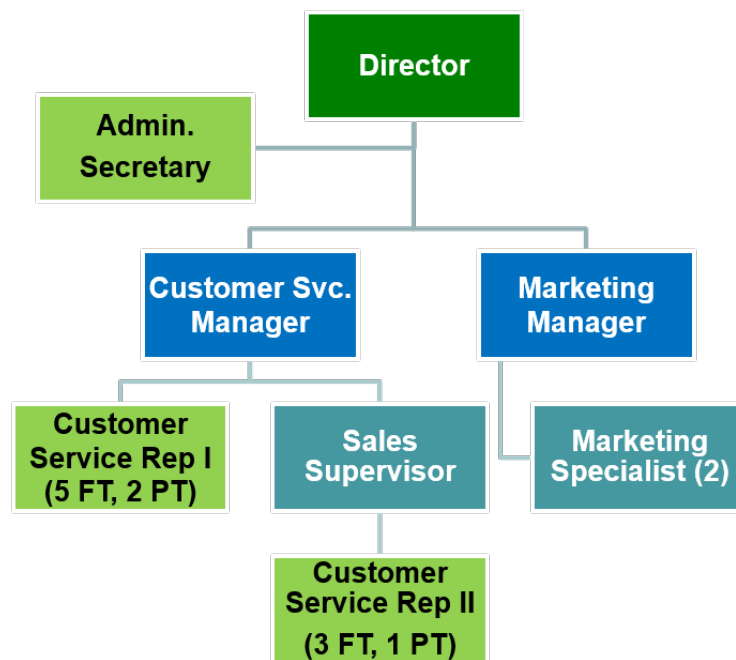
ACCESS

Access provides transportation service mandated by the Americans with Disabilities Act (ADA) for people unable to independently use the fixed route bus service for all or some trips.

Target Market: People with physical or cognitive disabilities. Omnitrans Marketing and Special Transit Services Departments work together to reach target markets. Customers are reached through local social service organizations. Omnitrans also maintains customer databases to effectively reach these target markets in order to alert them of service and policy changes.

MARKETING RESOURCES

Omnitrans' marketing, public relations, and customer service functions all reside within the Marketing Department. The organization chart below shows all positions in the department. The customer service section has 13 positions including 11 that provide customer assistance in the Agency call center and San Bernardino Transit Center seven days a week. This section also manages fare media sales, reduced fare ID cards, lost and found, and reception. The marketing section has three positions which are responsible for all community outreach efforts and customer communications, both printed and electronic. Omnitrans utilizes an advertising agency to provide advertising and design services including creative development, graphic design, media buying and webmaster responsibilities. The department director also oversees revenue contracts, the advertising agency and serves as the Agency's public information officer.



MARKETING GOALS

The primary role of Omnitrans marketing is to effectively communicate our messages to target audiences in a manner that contributes to the Omnitrans mission. Resources are focused on generating a high level of public awareness in order to attract and retain customers, achieve high customer satisfaction and maintain positive public opinion. Marketing also promotes pre-paid fare media sales and oversees advertising contracts which are important sources of revenue for the Agency. Below are four primary goals and key performance indicators for Fiscal Year 2019-20 with comparisons to the prior year and year-to-date results through March.

1. RETAIN EXISTING AND ATTRACT NEW RIDERS

System Ridership

FY 2019 TARGET	-4.6%	Note: Decline projected due to fare increase
FY 2018 Target	+1.1%	
FY 2018 Actual YTD	-4.8%	

2. INCREASE REVENUE

Bus Pass Sales Revenue

FY 2020 TARGET	+7%
FY 2019 Target	+1%
FY 2019 Actual YTD	+22%

Advertising Revenue

FY 2020 TARGET	+5%
FY 2019 Target	+2%
FY 2019 Actual YTD	+33%

3. MAINTAIN HIGH CUSTOMER SATISFACTION

Customer Satisfaction (favorable)

FY 2020 TARGET	85%
FY 2019 Target	85%
FY 2019 Actual*	83%

Call Center Efficiency (abandoned calls)

FY 2020 TARGET	<15%
FY 2019 Target	<15%
FY 2019 Actual YTD	14%

4. MAINTAIN HIGH PUBLIC AWARENESS AND POSITIVE OPINION

Public Awareness

FY 2020 TARGET	90%
FY 2019 Target	90%
FY 2019 Actual**	92%

Outreach (events)

FY 2020 TARGET	+5%
FY 2019 Target	+5%
FY 2019 YTD	+25%

Public Opinion (favorable)

FY 2020 TARGET	85%
FY 2019 Target	80%
FY 2019 Actual**	88%

Media Coverage (favorable)

FY 2020 TARGET	70%
FY 2019 Target	66%
FY 2019 YTD	75%

*Customer satisfaction rating from ABBG online rider survey, conducted in 2018.

**Public awareness and public opinion data from Inland Empire Annual Survey 2018.

MARKETING STRATEGIES

Marketing strategies and related tactics planned to achieve our goals are the heart of the Marketing Plan. In 2019-2020, Omnitrans Marketing will focus on 8 key strategies.

KEY INITIATIVES FOR FY 2019-2020

1. Targeted marketing of new/realigned routes, high-frequency service and express routes
2. Expanded Hispanic and Spanish-language marketing efforts
3. Increased digital and social media advertising
4. Partner with app developers to deliver trip planning, payment, and arrival prediction functionality through a single mobile app
5. Implement website refresh to enhance user experience
6. Offer customer service chat capabilities through website
7. Develop and launch agency-wide Customer Service Excellence program
8. Promote MicroTransit pilot programs

Additionally, Omnitrans Marketing will continue the many ongoing efforts listed below under the primary goal supported.

GOAL 1: ATTRACT AND RETAIN RIDERS

Strategy: Market to high school and college students

- Extend summer youth fare single ride discount (June, July, August)
- Promote GoSmart programs at partner schools
- Offer free ride opportunities and travel training to high school students

Strategy: Market to commuters through corporate outreach programs

- Develop/maintain partnerships with local Amazon and similar warehouse job sites.
- Partner with Inland Empire Commuter Services to reach large employers
- Create incentives for employers to promote transit use

Strategy: Increase awareness of multimodal connections

- Promote regional connections at San Bernardino Transit Center, including Metrolink
- Advertise frequent bus service to Ontario International Airport
- Partner with SBCTA on communications and outreach related to future Arrow rail service

Strategy: Promote OmniGo services

- Outreach to senior facilities and schools in OmniGo service areas
- Participate in community events

Strategy: Market to veterans, senior citizens and persons with disabilities

- Work closely with Special Transit Services department to provide travel training and promote mobility options for senior citizens, and persons with disabilities
- Outreach to facilities and organizations serving veterans, seniors and people with disabilities.
- Provide and promote free rides for veterans on Veterans Day

GOAL 2: INCREASE REVENUE

Strategy: Promote prepaid fares

- Increase use of mobile fares through marketing efforts including free ride offers
- Increase revenue from GoSmart programs through rate increases and new partnerships
- Promote pass sales at San Bernardino Transit Center including sales for other transit agencies

Strategy: Increase advertising revenue

- Manage advertising revenue contracts to ensure vendors maximize sales potential

GOAL 3: MAINTAIN HIGH CUSTOMER SATISFACTION

Strategy: Provide effective customer communications

- Refresh bus schedule book design to improve readability
- Utilize social media and e-marketing to inform and engage customers
- Maintain call center efficiency to maximize calls answered
- Utilize on board communications to inform and educate customers
- Provide vital communications for Limited English Proficiency (LEP) populations

Strategy: Implement customer education campaigns

- Utilize recurring campaign to promote system safety and security
- Provide how-to information for mobile fares, bike racks, Nextbus system, etc.
- Create messages and materials to promote positive customer behavior

Strategy: Promote a culture of customer service excellence at Omnitrans

- Provide customer service excellence training to all employees
- Continue employee bus ride program to increase understanding of customer experience
- Improve employee recognition programs to reward positive customer service behavior
- Implement customer appreciation activities

GOAL 4: MAINTAIN HIGH PUBLIC AWARENESS, POSITIVE OPINION

Strategy: Community outreach and partnerships

- Hold public events at San Bernardino Transit Center
- Participation in and sponsorship of community events
- Continue partnerships with local minor league sports teams

Strategy: Effective public relations practices

- Deliver positive messages to target groups including media, stakeholders and general public
- Generate positive news coverage for the Agency

Strategy: Positive communications and partnerships with community stakeholders

- Continue e-newsletters to inform community leaders and decision makers
- Enhance partnerships with key organizations such as Veterans Affairs, cities, chambers, school districts, etc.
- Promote transit through participation in national or regional events such as Earth Day, Get On Board Day, Bike Month, Rideshare Week, etc.

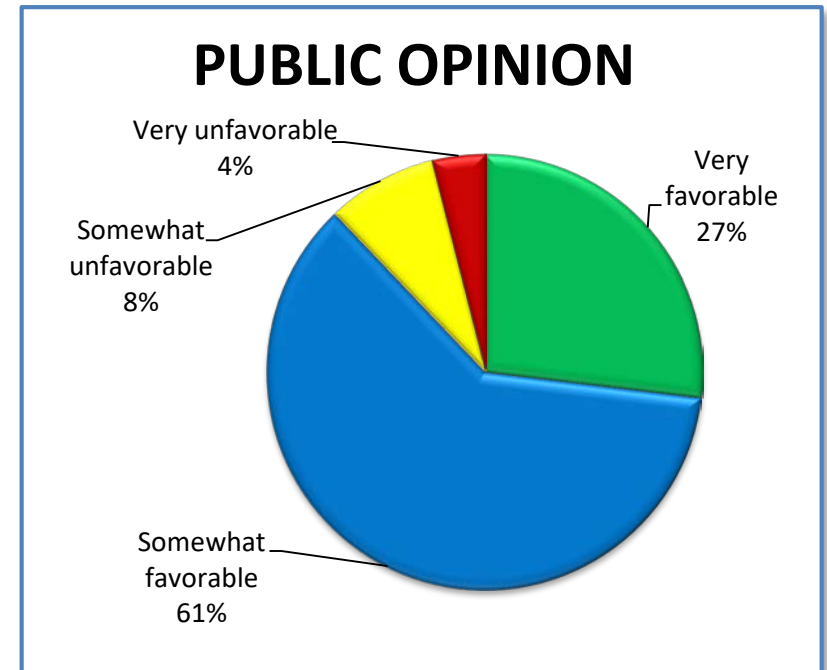


MARKETING PLAN

**Board of Directors
May 1, 2019**

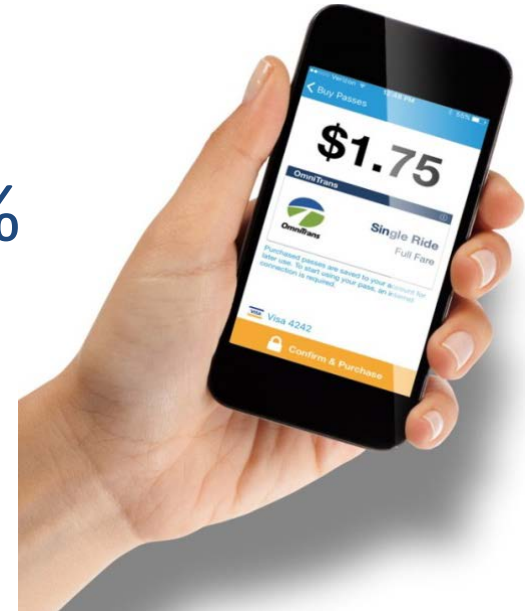
Market Analysis – Survey Data

- **Public Awareness**
 - 92% recognize Omnitrans brand
- **Public Opinion**
 - 88% positive
- **Customer Satisfaction**
 - 83% positive



Market Analysis – KPIs (Mar. 2019)

- **Ridership:**
 - System -4.8%, sbX +0.7%
- **Revenue:**
 - Pre-paid Fares +22%
 - Advertising +33%



8 Key Initiatives for FY 2019-20

- 1. Targeted marketing of new/realigned routes, high-frequency service and express routes**
- 2. Expanded Hispanic and Spanish-language marketing efforts**
- 3. Increased digital and social media advertising**
- 4. Partner with app developers to deliver trip planning, payment, and arrival prediction functionality through a single mobile app**

8 Key Initiatives for FY 2019-20 (cont.)

- 5. Implement website refresh to enhance user experience**
- 6. Offer customer service chat capabilities through website**
- 7. Develop and launch agency-wide Customer Service Excellence program**
- 8. Promote MicroTransit pilot programs**

THANK YOU

ITEM # F7

DATE: May 1, 2019

TO: Board Chair Ron Dailey and Members of the Omnitrans Board of Directors

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Eugenia F. Pinheiro, Contracts Manager

**SUBJECT: AUTHORIZE AWARD – CONTRACT MKP19-19
ADVERTISING & DESIGN SERVICES**

FORM MOTION

Authorize the CEO/General Manager to award Contract MKP19-19 to Celtis Ventures, Inc. (Celtis) of Redondo Beach, CA, for the provision of Advertising & Design Services for a three (3) year base period beginning July 1, 2019 and ending June 30, 2022, with the authority to exercise two (2) single option years ending no later than June 30, 2024, for a total not-to-exceed amount of \$3,501,653, should all options be exercised.

This item was reviewed by the Administrative and Finance Committee at its April 11, 2019 meeting, and recommended to the Board of Directors for approval.

BACKGROUND

Omnitrans requires a firm to provide Advertising and Design Services to assist staff in the development of innovative marketing strategies. Contractor shall provide advertising services, media analysis and production, buying services, graphic design, and website design and maintenance.

On January 9, 2019, Omnitrans' Board of Directors authorized the release of Request for Proposals RFP-MKP19-19. Notices were published in two (2) local newspapers of general circulation and posted on Omnitrans' online bidding system.

Six (6) proposals were received by the February 11, 2019 deadline. All were deemed responsive and evaluated in accordance with the selection criteria included in the RFP and were ranked from highest to lowest to establish the competitive range.

Selection Criteria	Total Possible Points	Celtis Ventures, Inc. of Redondo Beach, CA	Industrial Strength Advertising & Design of Calabasas, CA	HyattWard Advertising, Inc. of Redlands, CA	PAVLOV Advertising LLC of Fort Worth, TX	In the Wee hours LLC of Manhattan Beach, CA	Rundle Enterprises, Inc. dba All Source Of Lake Arrowhead, CA
Qualifications of the Firm	30	28.00	25.50	26.00	25.00	20.00	17.50
Quality Work Plan/Approach	30	29.00	25.00	24.00	25.50	21.00	16.00
Examples of Work	20	18.67	18.67	18.00	15.33	13.00	13.00
Technical Total	80	75.67	69.17	68.00	65.83	54.00	46.50

The following three (3) firms scored the highest technically and were invited to participate in presentations / interviews. Including pricing score, the firms are listed from highest to lowest.

Selection Criteria	Total Possible Points	Celtis Ventures, Inc.	HyattWard Advertising, Inc.	Industrial Strength Advertising & Design
Technical Total	80	75.67	68.00	69.17
Price	20	18.76	20.00	18.07
Total	100	94.43	88.00	87.24
Price Comparison*		\$639,916	\$600,244	\$664,289

**Price comparison utilized annual usage estimated at 590 hours, 4 radios and 2 television ads, percentage rates and \$450,000 in campaigns.*

The resulting negotiations with the highest ranked firm, Celtis Ventures, Inc. (Celtis) resulted in an average annual price reduction of \$58,089. Celtis' demonstrated their ability to deliver the most comprehensive plan to move Omnitrans into the next generation of advertising opportunities including, digital advertising, web-enhancements, video production, creative design videos, animations for use in social media, and in-house video production. The firm's executive staff has extensive experience of transit specific marketing with clients such as, Orange County Transportation Authority (OCTA), Riverside County Transportation Commission (RCTC), and Ventura County Transportation Commission (VCTC). Celtis offers a full spectrum of media planning and buying as well as active management of social and digital campaigns. Its experience with multiple rail launches will assist Omnitrans to effectively market its move into a multi-modal transit organization. Key staff are bilingual with successful experience in implementing Spanish-language campaigns.

Celtis ranked highest technically and provided the best overall value to meet Omnitrans' requirements. Celtis' proposed average annual pricing of \$639,916 is within the competitive range and nine percent less than the Independent Cost Estimate (ICE) of \$700,330. Pricing is therefore deemed fair and reasonable.

The Evaluation Committee's recommendation for this item was audited by a designated reviewer. This procurement meets the requirements of Omnitrans' Procurement Policies and Procedures.

FUNDING SOURCE

The cost associated with this procurement is budgeted in the Marketing and Planning Department's Operating budget as follows:

Department Number	1400
Expenditure Codes	509080

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

Short Range Transit Plan/Strategic Initiative Supported - This procurement supports the 2017-2020 Agency Strategic Plan Marketing Goal: Increase the awareness and use of Omnitrans within the community we serve.

CONCLUSION

By proceeding with this award, Omnitrans will be able to continue deliver effective advertising and marketing campaigns to increase community awareness of Omnitrans.

PSG:EFM:CVM

ITEM # F8

DATE: May 1, 2019

TO: Board Chair Ron Dailey and Members of the Omnitrans Board of Directors

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Eugenia F. Pinheiro, Contracts Manager

**SUBJECT: AUTHORIZE AWARD – IFB-ST519-61
DIESEL AND UNLEADED FUELS**

FORM MOTION

Authorize the CEO/General Manager to award Contract STS19-61 to Merrimac Petroleum Inc. dba Merrimac Energy Group of Long Beach, CA, for the provision of Diesel and Unleaded Fuels for a three (3) year base period beginning July 1, 2019, and ending June 30, 2022 with the authority to exercise two (2) single option years and ending no later than June 30, 2024, in the amount of \$2,500,000, plus a ten percent contingency of \$250,000, for a total not-to-exceed amount of \$2,750,000, should all options be exercised.

BACKGROUND

Omnitrans requires a Contractor to provide and deliver diesel and unleaded fuels to Omnitrans' East Valley, West Valley, and the I Street Paratransit facilities. Omnitrans currently maintains a fleet of 42 paratransit vehicles and 76 non-revenue support vehicles which require unleaded fuel. Diesel fuel is required for the operation and testing of back-up generators. Omnitrans is in the process of converting the fleet of paratransit vehicles to 100 percent Compressed Natural Gas (CNG) powered buses. The current contract OPS14-178 expires June 30, 2019.

On March 6, 2019, Omnitrans' Board of Directors authorized the release of Invitation for Bids IFB-ST519-61. Notices were published in two (2) newspapers of general circulation and posted on on Omnitrans' online bidding system. Seven (7) bids were received by the April 15, 2019 deadline and all were deemed responsive.

Bidders are listed below in alphabetical order:

AAA Oil, Inc. of Garden Grove, CA
Mansfield Oil Company of Gainesville, Inc.
Merit Oil of San Bernardino, CA
Merrimac Petroleum Inc. dba Merrimac Energy Group of Long Beach, CA
Pinnacle Petroleum of Huntington Beach, CA
Supreme Oil Co. of San Diego, CA
Southern Counties Oil Co., a Limited Partnership dba SC Fuels of Orange, CA

Margin pricing and delivery costs for diesel and unleaded fuels were requested from firms based on anticipated future quantities.

Facility	Unleaded Tank Size (Gallons)	Average Delivery (Gallons)	Delivery Frequency
East Valley	10,000	6,000	Every 3 to 4 Months
West Valley	10,000	5,000	Every 3 to 4 Months
“I” Street	4,000 each (2 tanks)	5,900	Every 9-12 Days

Listed below are the margins (profit (+) /discount (-)) bid per gallon:

Unleaded Fuel (Gallons)	AAA Oil, Inc.	Mansfield Oil Company of Gainesville, Inc.	Merit Oil	Merrimac Petroleum Inc. dba Merrimac Energy Group	Pinnacle Petroleum	Supreme Oil Co.	Southern Counties Oil Co., a Limited Partnership dba SC Fuels
6,000+ LA	-0.0045	-0.0611	0.0700	-0.1490	-0.0581	0.0300	-0.0015
6,000+ Colton	-0.0383	-0.0561	3.0350	-0.1690	-0.0633	No Bid	-0.0091
2,000-5,999 LA	0.0241	-0.0544	0.1400	-0.1090	-0.0597	0.0800	0.1281
2,000-5,999 Colton	-0.0253	-0.0494	0.0700	-0.1290	-0.0618	0.0250	0.0663
1,000-2,499 LA	0.1522	0.2119	0.2800	-0.1490	0.0973	0.2500	0.2033
1,000-2,499 Colton	0.0957	0.2169	0.1400	-0.1690	0.0645	0.1300	0.1051

Diesel Fuel (Gallons)	AAA Oil, Inc.	Mansfield Oil Company	Merit Oil	Merrimac Petroleum	Pinnacle Petroleum	Supreme Oil Co.	Southern Counties Oil
LA	0.3957	0.5662	0.50	0.11	0.49	0.45	1.85
Colton	0.3686	0.5667	0.25	0.11	0.3560	0.35	0.9826

Demurrage	15.00	25.00	20.00	18.00	18.75	22.50	18.00
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The total per gallon price before taxes and fees has two elements: the daily rack price plus a fixed margin and delivery cost. As an example, the price of a gallon of unleaded fuel based on the Colton rack price for March 21, 2019, is as follows:

Colton Rack Price for Unleaded for March 21, 2019	\$2.50
Margin discount and delivery (for deliveries between 6,000+ gallons)	-\$0.1690
Total	\$2.3310

As an example, the price per gallon of diesel fuel based on Colton Rack price for March 21, 2019, is as follows:

Colton Rack Price for Diesel for March 21, 2019	\$2.415
Margin profit and delivery (for deliveries between 6,000+ gallons)	\$0.110
Total	\$2.525

Award is recommended to the overall lowest responsive and responsible bidder, Merrimac Petroleum Inc. dba Merrimac Energy Group. Price is deemed fair and reasonable based on competition.

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

FUNDING SOURCE

The cost associated with this procurement is budgeted in the Maintenance Department's Operating budget as follows:

Department 1200
Expenditure Code 504110 Diesel Fuel
 504100 Unleaded Fuel

_____ Verification of Funding Sources and Availability of Funds
(Verified and initialed by Finance)

Short Range Transit Plan/Strategic Initiative Supported – This procurement supports Omnitrans' Short Range Transit Plan goal to expand, maintain and improve existing vehicles, facilities and passenger amenities.

CONCLUSION

By proceeding with this award, Omnitrans will continue to provide diesel and unleaded fuel for its fleet of vehicles.

PSG:EFP:KNT

ITEM # F9

DATE: May 1, 2019

TO: Board Chair Ron Dailey and Members of the Omnitrans Board of Directors

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Eugenia F. Pinheiro, Contracts Manager

**SUBJECT: APPROVE AMENDMENT 4 - CONTRACT MNT15-52, MAINTENANCE,
REPAIR AND OPERATIONS (MRO) SUPPLIES**

FORM MOTION

Authorize the CEO/General Manager to amend Contract MNT15-52 through Amendment 4, with Fastenal Company of Winona, Minnesota, for the provision of Maintenance, Repair and Operations (MRO) Supplies to increase the contract in the amount of \$150,000 for a new contract total amount not to exceed \$1,135,000.

BACKGROUND

Contract MNT15-52 was approved by the Board on April 1, 2015 in the amount of \$985,000. This contract provides a variety of supplies and materials needed for preventative maintenance and facilities.

Prior to this contract, MRO supplies were purchased through a variety of methods with numerous vendors on an as-needed basis, making it difficult to estimate usage and costs for a five-year period. Staff estimated annual expenses to be \$197,000. Actual spend averages approximately \$227,000 annually.

Amendment 4 exercises the remaining term of Option Year Two, extending the contract to April 7, 2020 and increases the contract by \$150,000 to allow Omnitrans to continue to meet its operational needs.

Staff is reviewing alternative contracting methods, such as participating in state sponsored procurement programs available to local governments. This would enable Omnitrans to better meet its MRO supply requirements.

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

FUNDING SOURCE

The cost associated with this procurement is budgeted in the Maintenance Department's Operating Budget as follows:

Department	1200
Expenditure Code	Various

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

CONCLUSION

By approving award of this contract, Omnitrans will have the ability to continue to meet its operational needs.

PSG:EFP:CVM