



**BOARD OF DIRECTORS MEETING**  
**WEDNESDAY, MAY 2, 2018 – 7:30 A.M. (NOTE TIME CHANGE)**  
**OMNITRANS METRO FACILITY**  
**1700 WEST 5<sup>TH</sup> STREET**  
**SAN BERNARDINO, CA 92411**

The Board of Directors meeting facility is accessible to persons with disabilities. If assistive listening devices or other auxiliary aids or 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](mailto:BoardSecretary@omnitrans.org).

**A. CALL TO ORDER**

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

**B. ANNOUNCEMENTS/PRESENTATIONS**

1. Next Board Meeting: Wednesday, June 6, 2018 – 8:00 a.m.  
Omnitrans Metro Facility Board Room
2. Employee of the Quarter Award
3. Southern California Regional Bus Roadeo 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 #E15, Action on Consent Calendar.

- |  |    |
|--|----|
| 1. Approve Board Minutes – April 4, 2018   | 5  |
| 2. Receive and File Executive Committee Minutes – March 2, 2018 (EXE 4/6/18)                     | 10 |
| 3. Receive and File Administrative & Finance Committee Minutes – February 15, 2018 (A&F 4/12/18) | 14 |
| 4. Receive and File Plans & Programs Committee Minutes – January 24, 2018 (PPC 4/25/18)          | 17 |
| 5. Receive and File Agency Management Report – Fiscal Year 2018 Third Quarter Report             | 22 |
| 6. Receive and File Affirmative Action Status Report   | 31 |





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**E. CONSENT CALENDAR CONTINUED**

7. Approve Proposed Policy Changes to the Existing Personnel Policy Manual – <i>Marge Ewing</i> (A&F 4/12/18))	34
8. Authorize the CEO/General Manager to Approve System Specialist Position – <i>Marge Ewing</i> (A&F 4/12/18)	49
9. Receive and File Omnitrans' Unfunded Accrued Liability (UAL) with California Public Employees' Retirement System (CalPERS) – <i>Don Walker</i> (A&F 4/12/18)	76
10. Adopt Resolution No. 306-18, Authorize Execution of Certifications and Assurances for the FY2015-2016 Low Carbon Transit Program (LCTOP) – <i>Maurice Mansion</i>	78
11. Authorize the CEO General Manager to Award Funds for the Call for Projects – 2018 Measure I Specialized Transportation Program for Fiscal Years FY19 and FY20 – <i>Douglas Stanley</i> (A&F 4/12/18)	82
12. Authorize Release – Invitation for Bids – IFB-HRS18-68, Generator Project – San Bernardino Transit Center – <i>Eugenia Pinheiro</i>	84
13. Authorize Release – Invitation for Bids – IFB-MKP18-80, Bus Stop Improvement Project – <i>Eugenia Pinheiro</i>	86
14. Authorize CEO/General Manager to Execute the Bus Stop Improvement Project Cooperative Agreement with the County of San Bernardino – <i>Anna Jaiswal</i> (PPC 4/25/18)	88
15. 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.

1. State of the Agency by CEO/General Manager – Presentation - <i>P. Scott Graham</i>	
2. Receive and File Financial White Paper – <i>P. Scott Graham</i> (EXEC 4/6/18)	117
3. Adopt Fiscal Year 2018 - 2019 Management Plan – <i>Jana Evans</i> (EXEC 4/6/18)	133
4. Adopt Fiscal Year 2018 - 2019 Budget – <i>Maurice Mansion</i> (A&F 4/12/18)	153
5. Adopt Fiscal Year 2018 - 2019 Service Plan – <i>Jeremiah Bryant</i> (PPC 4/25/18)	183
6. Adopt Fiscal Year 2018 - 2019 Marketing Plan – <i>Wendy Williams</i> (PPC 4/25/18)	223
7. Adopt Revisions to Personnel Policy #402, Management Confidential Classifications and Structure Reorganization – <i>Marge Ewing</i> (A&F 4/12/18)	251
8. Authorize Award – Contract MNT18-74, Janitorial Services – <i>Eugenia Pinheiro</i>	269
9. Authorize Sole Source Award – Purchase Order MNT18-84, Near-Zero Emission Bus Engines – <i>Eugenia Pinheiro</i>	272

**G. BOARD BUSINESS**

There is no Closed Session

**H. REMARKS AND ANNOUNCEMENTS**

**I. ADJOURNMENT**



ITEM #         D1        

**DATE:** May 2, 2018

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

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

**FROM:** Eugenia F. Pinheiro, Interim Director of Procurement

**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 2, 2018.

<b>Item</b>	<b>Contract</b>	<b>Principals &amp; Agents</b>	<b>Subcontractors</b>
#F8	Authorize Award Contract MNT18-74, Janitorial Services	<i>Commercial Cleaning Systems Costa Mesa, CA Dana Holladay, Senior Vice President</i>	N/A
#F9	Authorize Sole Source Award Purchase Order MNT18-84, Near-Zero Emission Bus Engines	<i>Cummins Inc. Irvine, CA Chris Young General Manager</i>	N/A

PSG:EFP





## 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



ITEM # \_\_\_\_\_ E1 \_\_\_\_\_

**BOARD OF DIRECTORS' MEETING  
MINUTES OF APRIL 4, 2018**

**A. CALL TO ORDER**

Chairman Ron Dailey called the regular meeting of the Omnitrans Board of Directors to order at 8:01 a.m., Wednesday, April 4, 2018, 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  
Council Member David Avila, City of Yucaipa – Vice Chairman  
Vice Mayor Cynthia Moran, City of Chino Hills  
Mayor Carey Davis, City of San Bernardino  
Mayor Richard DeLaRosa, City of Colton  
Council Member John Dutrey, City of Montclair  
Mayor Paul Foster, City of Redlands  
Supervisor Josie Gonzales, County of San Bernardino  
Supervisor Curt Hagman, County of San Bernardino  
Mayor Penny Lilburn, City of Highland  
Mayor Pro Tem John Roberts, City of Fontana  
Council Member Sam Spagnolo, City of Rancho Cucamonga  
Mayor Pro Tem Sylvia Robles, City of Grand Terrace  
Mayor Debbie Stone, City of Upland  
Mayor Eunice Ulloa, City of Chino  
Mayor Pro Tem Alan Wapner, City of Ontario

**BOARD MEMBERS NOT PRESENT**

Supervisor James Ramos, County of San Bernardino  
Mayor Deborah Robertson, City of Rialto  
Supervisor Janice Rutherford, County of San Bernardino

**OMNITRANS' ADMINISTRATIVE STAFF PRESENT**

P. Scott Graham, CEO/General Manager  
Erin Rogers, Deputy General Manager  
Trischelle Baysden, Director of Rail



Diane Caldera, Director of Operations  
Marge Ewing, Director of Human Resources, Safety & Regulatory Compliance  
Samuel Gibbs, Director of Internal Audit  
Jacob Harms, Director of Information Technology  
Eugenia Pinheiro, Interim Director of Procurement  
Connie Raya, Director of Maintenance  
Don Walker, Director of Finance  
Wendy Williams, Director of Marketing-Planning  
Jeremiah Bryant, Service Planning Manager  
Omar Bryant, Maintenance Manager  
Mel Cabang, Stops & Stations Supervisor  
Melissa Castillo, Customer Service Manager  
Barbara Erwin, Safety & Regulatory Compliance Manager  
Angelica Jara, Contracts Review Analyst  
Maurice Mansion, Treasury Manager  
Megann Martinez, Administrative Clerk  
Kathy McClure, Senior Contract Administrator  
Terry Morocco, Safety & Regulatory Compliance Specialist  
Julienne Overland-Villegas, Senior Executive Assistant to CEO/General Manager

**LEGAL COUNSEL**

Haviva Shane, Legal Counsel

**B. ANNOUNCEMENTS/PRESENTATIONS**

1. Next Board Meeting: Wednesday, May 2, 2018, 7:30 a.m.  
Omnitrans Metro Facility Board Room

Supervisor Gonzales arrived at 8:05 a.m.  
Member Robles arrived at 8:06 a.m.

**C. COMMUNICATIONS FROM THE PUBLIC**

Ms. Patricia Sachs, began her comments by stating that there are no sidewalks in the City of Muscoy, which is an accessibility issue for customers travelling in wheelchairs. She also mentioned the need for bus benches or shelters at the following locations: Darby Street/State Street; Blake Street between June/Duffy; Vermont Street/Blake Street, and Ogden Street/June Street. Ms. Sachs also referred to Grippy, a toy gecko promoting Route 66, which she introduced to the Board some months ago and stated that the toy will be now distributed directly from the vendor. Lastly, Ms. Sachs displayed a flax pouch, which she will be selling on her website. She stated that purpose of the pouches is to fill them up with pennies and give to the poor. She brought some pouches for the Board and Omnitrans staff and asked that the Board sign her birthday card.



Mr. Paul Belinski had several comments to share with the Board. His first comment was regarding the public meetings being held in the community to discuss the proposed service changes. He felt that a meeting should have been scheduled in the City of Fontana. He also suggested that some meetings be scheduled in the evening, which would allow for more people to attend. Director of Marketing/Planning, Ms. Wendy Williams, explained the rationale behind how the meetings were scheduled. She stated that comments could also be submitted via the Omnitrans website, by phone or in writing.

Mr. Belinski stated that on March 17<sup>th</sup>, he took Route 61 and it arrived on schedule; however, for this return, he waited for two hours and the bus never arrived. He later found out that the bus was detoured that afternoon, but there was no notification for the customers. Lastly, he stated that he does not like the QPod wheelchair securement on the buses and does not like to ride facing backwards.

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

There were no Conflict of Interest Issues.

#### **E. CONSENT CALENDAR**

1. Approve Board Minutes – March 7, 2018
2. Receive and File Executive Committee Minutes – January 5, 2018
3. Receive and File Operations & Safety Committee Minutes – April 25, 2016
4. Authorize the CEO/General Manager to Proceed with the Purchase of Two Parcels of Vacant Land Adjacent to the South I Street Facility
5. Authorize Award – (Bench) Contracts MNT18-60(A-C), Automatic Transmission Fluid
6. Authorize Award – Purchase Order MKP18-62, Solar Lighting for Bus Stops

M/S (Roberts/Lilburn) that approved Consent Calendar. Motion was passed unanimously by Members present, with the exception of Member Davis, who abstained from voting on Item E3.

#### **F. DISCUSSION ITEMS**

1. CEO/General Manager's Report

CEO/General Manager P. Scott Graham reviewed the CEO/General's Manager's Report.

Chairman Dailey noted that at the last Board Meeting, he mentioned a Financial White Paper that Omnitrans had written, which provides an overview of the Agency's budgetary forecast and future financial challenges. He stated that this Paper will be sent to the Board and asked the Members to review the information prior to the May Meeting.

2. Authorize Award – (Bench) Contracts MNT18-51(A-E), Allison Transmission Parts

M/S (DeLaRosa/Gonzales) that authorized the CEO/General Manager to award Contracts MNT18-51(A-E) as listed below for the provision of Allison Transmission Parts for a



three (3) year base period beginning April 2018, and ending April 2021, in an aggregate amount of \$146,195, and the authority to exercise two (2) single year options tied to the Consumer Price Index (CPI), extending the contracts to no later than April 2023, in an aggregate not-to-exceed amount of \$227,381, should all options be exercised.

List of Contracts for authorization:

Contract Number	Contractor*
MNT18-51A	Dartco Transmission Sales and Service, Inc. of Anaheim, CA
MNT18-51B	Defeo Manufacturing of Brookfield, CT
MNT18-51C	Muncie Reclamation and Supply dba Muncie Transit Supply of Muncie, IN
MNT18-51D	Rush Truck Centers of California, Inc. of Pico Rivera, CA
MNT18-51E	Valley Power Systems, Inc. of City of Industry, CA

Motion was passed unanimously by Members present.

#### **G. PUBLIC HEARING**

There was no Public Hearing scheduled.

#### **H. BOARD BUSINESS**

##### **CLOSED SESSION**

1. Public Employee Performance Evaluation – Chief Executive Officer/General Manager pursuant to Government Code Section 54957

The Board adjourned into Closed Session at 8:25 a.m.

The Board reconvened at 8:43 a.m.

##### **OPEN SESSION**

1. Approve the Amended and Restated Employment Agreement for P. Scott Graham, Chief Executive Officer/General Manager, effective February 5, 2018

M/S (Hagman/Roberts) that approved the amended and restated Employment Agreement for P. Scott Graham, Chief Executive Officer/General Manager, effective February 5, 2018.

#### **I. REMARKS AND ANNOUNCEMENTS**

There were no remarks or announcements.



**J. ADJOURNMENT**

The Board adjourned at 8:44 a.m. The next regular meeting is scheduled Wednesday, May 24, 2018, at 7:30 a.m., with location posted on the Omnitrans website and at Omnitrans' San Bernardino Metro Facility.

Prepared by:

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Araceli Barajas, Executive Staff Assistant



ITEM # \_\_\_\_\_ E2 \_\_\_\_\_

**EXECUTIVE COMMITTEE MEETING  
MINUTES  
MARCH 2, 2018**

**A. CALL TO ORDER**

The Executive Committee Meeting was called to order by Vice Chair David Avila at 9:02 a.m., Friday, March 2, 2018 at the Omnitrans Administrative Offices. Chair Ron Dailey arrived at 9:04 a.m. and presided over the meeting.

**COMMITTEE MEMBERS ATTENDING**

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

**OMNITRANS STAFF ATTENDING**

P. Scott Graham, CEO/General Manager  
Erin Rogers, Deputy General Manager  
Jacob Harms, Director of Information Technology  
Don Walker, Director of Finance  
Julienne Overland-Villegas, Senior Administrative Assistant to the CEO/General Manager

**B. ANNOUNCEMENTS/PRESENTATIONS**

Next Committee Meeting:           Friday, April 6, 2018, 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 5, 2018

M/S (Spagnolo/Lilburn) that approved the Executive Committee Minutes of January 5, 2018. Motion was passed unanimously by Members present.

2. Receive and File Safety & Security Update

CEO/General Manager, P. Scott Graham and Director of Information Technology, Jacob Harms, presented this item. Mr. Graham noted that this item would also include a Closed Session portion.

Member Avila asked what the decibel level is on the audible turn signal announcement. Mr. Graham responded that he did not have that information, but would provide it following the meeting.

The Committee received and filed this report.

Item F1 was moved up on the agenda and was heard before Item E3.

## **F. BOARD BUSINESS**

### **CLOSED SESSION**

1. Threat to Public Services or Facilities – pursuant to Government Code Section 54957(a) Consultation with P. Scott Graham, CEO General Manager

The Committee adjourned into Closed Session at 9:21 a.m.

The Committee reconvened at 9:38 a.m. with no reportable action.

## **E. DISCUSSION ITEMS CONTINUED**

3. Receive and Recommend to the Board of Directors, Vacant Land for Sale Adjacent to South I Street Facility

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

Member Lilburn asked what is the cost per square foot for the land. Mr. Walker did not have that information with him, however would provide it following the meeting.

M/S (Lilburn/Spagnolo) that recommended the Board of Directors approval to authorize the Chief Executive Officer/General Manager to proceed with the purchase of two (2) parcels of vacant land adjacent to the South I Street Facility. Motion was passed unanimously by Members present.



4. Receive and Forward to the Board of Directors, Financial White Paper

Chairman Dailey introduced this item and began by complimenting staff for laying out the information in a clear and concise manner. He provided a brief overview of the item and mentioned the potential funding constraints the Agency may be facing, which are outlined in more detail in the staff report. He expressed his concerns regarding the amount of Local Transportation Funding (LTF) allocated for Omnitrans being capped at a three percent growth rate until 2027. Chairman Dailey noted that without the appropriate level of funding, it will be difficult to sustain the existing service levels long-term, potentially resulting in reduced service.

The Committee engaged in a lengthy discussion regarding how the allocation amount is determined and distributed by SBCTA. There was also some discussion regarding some of SBCTA's funding constraints. Mr. Graham noted that this report was shared with Mr. Ray Wolfe, Executive Director of SBCTA, and other key staff.

Chairman Dailey referred to the two projects currently in the planning phases, which are the Redlands Passenger Rail Project (RPRP) and the West Valley Connector (WVC), and asked about the potential implications to those projects. Mr. Graham responded that he did not believe the RPRP would be significantly impacted, however the WVC could face sustainability challenges in the future.

The consensus of the Committee was to forward this item to the Board and begin the discussions. They also felt that it was important that the Board receive this information prior to any budgetary decisions being made related to Omnitrans by the SBCTA Board.

The Committee also engaged in a discussion regarding this how this information would be disseminated to the Board.

Member Lilburn left the room at 10:20 a.m. and returned at 10:22 a.m.

The Committee expressed some concern regarding potential service cuts to their respective cities in the future and some questions were raised as to how the Agency was preparing to address those issues. Mr. Graham responded that the Short Range Transit Plan will address those issues and will include forecast data.

Chairman Dailey asked that more information be included in the report regarding any potential impacts to the RPRP and WVC Projects prior to disseminating this report to the Board. Mr. Graham noted the request.

Mr. Graham stated that the purpose of presenting this item was to update the Committee on the potential challenges the Agency may be facing in the future and begin the discussions. He also asked that the Committee provide staff with feedback as to any additional information that should be included in the report. He mentioned that a meeting was held with Mr. Wolfe and other SBCTA staff, and the report was briefly discussed.



Chairman Dailey stated that perhaps inviting Mr. Wolfe to present this item to the Board would be appropriate in order to provide a more balanced perspective.

The Committee received this item and recommended some revisions be made prior to forwarding to the full Board.

#### **F. BOARD BUSINESS**

##### **CLOSED SESSION**

1. Threat to Public Services or Facilities – pursuant to Government Code Section 54957(a)  
Consultation with P. Scott Graham, CEO/General Manager

The Committee adjourned into Closed Session at 9:21 a.m.

The Committee reconvened at 9:38 a.m. with no reportable action.

#### **G. REMARKS AND ANNOUNCEMENTS**

There were no remarks and announcements.

#### **H. ADJOURNMENT**

The Committee adjourned at 10:23 a.m. The next Executive Committee Meeting is scheduled Friday, April 6, 2018, at 9:00 a.m., with location posted on the Omnitrans website and at the Omnitrans San Bernardino Metro Facility.

Prepared by:

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Araceli Barajas, Executive Staff Assistant



ITEM # E3

**ADMINISTRATIVE & FINANCE COMMITTEE  
MINUTES, FEBRUARY 15, 2018**

**A. CALL TO ORDER**

Committee Chair Sam Spagnolo called the regular meeting of the Administrative and Finance Committee to order at 8:00 a.m., Thursday, February 15, 2018.

1. Pledge of Allegiance
2. Roll Call

**Committee Members Present**

Council Member Sam Spagnolo, City of Rancho Cucamonga – Committee Chair  
Council Member David Avila, City of Yucaipa  
Council Member Ron Dailey, Loma Linda  
Supervisor Curt Hagman, County of San Bernardino  
Mayor Pro Tem Sylvia Robles, City of Grand Terrace

**Committee Members Absent**

Mayor Carey Davis, City of San Bernardino  
Mayor Pro Tem John Roberts, City of Fontana  
Mayor Pro Tem Alan Wapner, City of Ontario

**OmniTrans Administrative Staff Present**

Erin Rogers, Deputy General Manager  
Trischelle Baysden, Director of Rail  
Diane Caldera, Director of Operations  
Samuel Gibbs, Director of Internal Audit Services  
Marge Ewing, Director of Human Resources/Safety & Security  
Jacob Harms, Director of Information Technology  
Doug Stanley, Director Special Transportation Services  
Don Walker, Director of Finance  
Wendy Williams, Director of Marketing/Planning  
Omar Bryant, Maintenance Manager  
Mark Crosby, Security & Emergency Preparedness Coordinator  
Julienne Overland-Villegas, Senior Executive Assistant to the CEO/General Manager



**B. ANNOUNCEMENTS/PRESENTATIONS**

The next Committee Meeting is scheduled Thursday, March 15, 2018, at 8:00 a.m.

**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 – January 18, 2018

M/S (Hagman/Dailey) that approved the Committee Minutes of January 18, 2018. Motion was passed unanimously by Members present.

Item E3 was moved up on the agenda and was heard before Item E2.

3. Recommend the Board of Directors Approve FY18 Operating Budget Transfer

Director of Human Resources/Safety & Security, Marge Ewing presented this item as detailed in the staff report.

Chairman Dailey acknowledged the need for the additional Human Resource Specialist position and expressed his support for this item; however, expressed concern regarding the potential budgetary impact. He asked for some level of assurance that the Agency will have the funding available for this position without an additional financial burden. Ms. Ewing responded that the CEO/General Manager and the Finance Department have ensured that funding for this position is available. Deputy General Manager, Erin Rogers explained that vacant positions currently budgeted will cover the expense. She further stated that as staff continues to work on developing the budget, all positions and staffing levels will be evaluated in an effort to maximize efficiency, while at the same time looking at creative ways to meet the needs. Additionally, Ms. Rogers stated that staff is working on a Financial White Paper, which will review the Agency budget forecast through 2027, and highlight some of the upcoming challenges.

Supervisor Hagman mentioned that a recent court ruling will require Inland Empire Health Plan (IEHP) to pay for transportation for their customers when requested. He stated that perhaps this could be an avenue Omnitrans may want to further explore.

A discussion ensued regarding the Agency's retirement forecast and employee turnover rates. Ms. Ewing reviewed the succession planning programs that have been implemented internally. She also highlighted some of the external programs such as internships,



utilizing advertisement agencies for recruitment and recruiting software upgrades. The Committee agreed on the importance of the Human Resources Department being adequately staffed and Agency's continued effort to becoming a competitive employer of choice.

Supervisor Hagman mentioned the decline in ridership nationwide and stressed the importance of resources being used as efficiently as possible in terms of routes and the types of software programs being used.

M/S (Dailey/Hagman) that approved and authorized the CEO/General Manager to transfer funds from Department 1300, Administration to Department 1600, Human Resources, Safety and Regulatory Compliance, in the amount of \$22,304.00 and increase the FY18 budgeted positions by one (1) Human Resources Specialist position in the Human Resources (HR) Safety Regulatory Compliance (SRC) Department effective April 4, 2018. Motion was passed unanimously by Members present.

Supervisor Hagman briefly discussed the CalPERS unfunded liability and the potential impacts to the cities. He asked that Omnitrans stay abreast of that topic.

2. Recommend the Board of Directors Approve Fiscal Year 2019 Budget Assumptions

Director of Finance, Don Walker presented this item as detailed in the staff report.

Chairman Dailey had some questions regarding the stability of Local Transportation Funds (LTF) and the inflationary growth rate. Mr. Walker addressed Chairman Dailey's questions. Ms. Rogers added that the LTF funding is one of the topics discussed in the Financial White Paper.

M/S (Hagman/Avila) that recommended the Board of Directors approve the budget assumptions to develop the Operating and Capital Budgets for Fiscal Year 2019. Motion was passed unanimously by Members present.

**F. ADJOURNMENT**

The Administrative and Finance Committee meeting adjourned at 8:40 a.m.

The next Administrative and Finance Committee Meeting is scheduled Thursday, March 15, 2018, at 8:00 a.m., with location posted on the Omnitrans website and at Omnitrans' San Bernardino Metro Facility.

Prepared by:

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Araceli Barajas, Executive Staff Assistant



ITEM # E4

**PLANS AND PROGRAMS COMMITTEE  
MINUTES  
JANUARY 24, 2018**

**A. CALL TO ORDER**

The Plans & Programs Committee Meeting was called to order by Committee Chair Penny Lilburn at 9:00 a.m., January 24, 2018.

**Committee Members Present**

Mayor Penny Lilburn, City of Highland – Committee Chair  
Council Member Ron Dailey, City of Loma Linda  
Vice Mayor Cynthia Moran, City of Chino Hills – Via Teleconference  
Mayor Pro Tem Sylvia Robles, City of Grand Terrace  
Council Member Sam Spagnolo, City of Rancho Cucamonga

**Committee Members Not Present**

Mayor Deborah Robertson, City of Rialto  
Supervisor Janice Rutherford, County of San Bernardino  
Mayor Pro Tem Alan Wapner, City of Ontario

**OmniTrans Administrative Staff Present**

P. Scott Graham, CEO/General Manager  
Erin Rogers, Deputy General Manager  
Trischelle Baysden, Director of Rail  
Diane Caldera, Director of Operations  
Sam Gibbs, Director of Internal Audit  
Jacob Harms, Director of Information Technology  
Eugenia Pinheiro, Interim Director of Procurement  
Douglas Stanley, Director of Special Transit Services  
Jeremiah Bryant, Service Planning Manager  
Wendy Williams, Director of Marketing - Planning  
Anna Jaiswal, Development Planning Manager  
Julienne Overland-Villegas, Senior Executive Assistant to the CEO/General Manager

**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 24, 2017

M/S (Spagnolo/Robles) that approved the Committee Minutes of October 24, 2017. Motion was passed unanimously by Members present.

2. Adopt Calendar Year 2018 Committee Schedule

M/S (Lilburn/Dailey) that adopted the proposed Plans & Programs Committee Meeting Schedule for 2018. The Plans & Programs Committee previously met on an as-needed basis; however, in an effort to provide consistency, staff is recommending that the Committee meet on a quarterly basis beginning in January 2018 at 9:00 a.m., the fourth Wednesday of the month.

January 24, 2018

April 25, 2018

July 25, 2018

October 31, 2018

Motion was passed unanimously by Members present.

3. Recommend the Board of Directors, Authorize Metropolitan Planning Memorandum of Understanding (SCAG, SBCTA, VVTA, Omnitrans)

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

M/S (Spagnolo/Dailey) that recommended the Board authorize the CEO/GM to execute the four-party Metropolitan Planning Memorandum of Understanding (MOU). Approval of this MOU will allow Omnitrans to continue to coordinate with SCAG, SBCTA and VVTA in the metropolitan planning process. Motion was passed unanimously by Members present.

Member Dailey arrived at 9:23 a.m. during Item E4. Votes were taken for Items E1 and E3.



4. Receive and Forward to the Board of Directors, Bus Stop Maintenance

Service Planning Manager, Jeremiah Bryant, provided a brief background on this item as detailed in the staff report. He reviewed Omnitrans' current process for bus stop maintenance and highlighted some of the best practices used by peer agencies.

The Committee engaged in a lengthy discussion regarding bus stop and shelter maintenance, specifically regarding trash receptacles. They discussed some of the challenges related to the maintenance of non-Omnitrans owned trash cans and mentioned the San Bernardino Walmart as an example. The Committee was in agreement that the cities and private developers do not consider the cleanliness of Omnitrans' bus stops and shelters a top priority. They stressed the importance of working with the cities and private companies to develop some solutions.

Member Spagnolo recommended that the Stops & Stations staff be enhanced and their equipment be improved in order to increase efficiency. He agreed with the idea of working with the cities and private companies to find solutions.

The Committee also discussed the different trash can models currently being used and the idea of the cities requiring the developers to install standard Omnitrans amenities.

The Committee received and recommended the report be forwarded to the Board.

5. Receive and Forward to the Board of Directors, Adopt-A-Stop Program Models

Development Planning Manager, Anna Jaiswal, provided a brief background on this item as detailed in the staff report. She reviewed the following Adopt-A-Stop Program models for bus stop maintenance being used by peer agencies:

- 1) Paid Sponsorship
- 2) Beautification Process
- 3) Adopt-A-Stop

The Committee discussed the pros and cons of the various models. Member Spagnolo did not support the idea of utilizing a volunteer type model for Omnitrans bus stop maintenance; however, noted that it may work in rural areas. Member Lilburn stated that since the City of Highland is a smaller city, several organizations may be willing to participate in some type of volunteer or sponsorship program.

Ms. Jaiswal clarified that the intent of the program would be to augment the Agency's effort and not to replace the maintenance program.

Chair Dailey asked that staff put together some options the cities could choose from depending on whichever model is appropriate for their City. He also asked that the issue of accountability be defined in the agreements with the responsibilities and consequences clearly stated.



Member Moran asked about the cost of providing maintenance for each bus stop, and suggested a financial sponsorship model in which civic groups or community foundations could adopt a bus stop by paying a sponsorship fee but not provide litter pickup themselves. Ms. Jaiswal replied that staff would come back with a number for the annual cost of bus stop maintenance, and felt that the paid sponsorship model is worth looking into.

The Committee received and recommended this item be forwarded to the Board of Directors.

6. Recommend to the Board of Directors, Authorize Passenger Amenity Program Agreements

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

M/S (Spagnolo/Dailey) that recommended the Board of Directors authorize the CEO/General Manager to execute Passenger Amenity Program Agreements with JPA member agencies. Motion was passed unanimously by Members present.

7. Receive and Forward to the Board of Directors, West Valley Connector Project Update

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

Chair Lilburn recalled some issues that were previously raised by a few of the cities involved in this project and asked if a consensus had been reached since the last time this item was discussed. She asked that in addition to the Committee, the full Board be kept informed throughout the process to ensure that all of the cities are in agreement.

The Committee engaged in a brief discussion regarding the 1<sup>st</sup> and 2<sup>nd</sup> phase alignments.

Member Spagnolo stated that there were still some differences among the cities regarding the alignments.

San Bernardino County Transportation Authority Transit & Rail Programs Manager, Victor Lopez, responded that he would find out more information on when the alignment determination was made and who was involved in the decision making from each jurisdiction.

The Committee received and recommended this item be forwarded to the Board.

8. Receive and Forward to the Board of Directors, OmniConnects Short-Range Transit Plan FY2019-2025 Status Update

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



The Committee received and recommended this item be forwarded to the Board. They also voted on Item E1 prior to concluding the meeting.

**F. REMARKS AND ANNOUNCEMENTS**

There were no announcements.

**G. ADJOURNMENT**

The Plans & Programs Committee meeting adjourned at 10:39 a.m. The next Committee Meeting is scheduled Wednesday, April 25, 2018, at 9:00 a.m., with location posted on the Omnitrans website and at Omnitrans' San Bernardino Metro Facility.

Prepared by:

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Araceli Barajas, Executive Staff Assistant



ITEM # E5

**AGENCY MANAGEMENT REPORT**

**THIRD QUARTER 2018**  
**FISCAL YEAR 2018**

**Agency Results**

**Operating Revenue**

Third Quarter Operating Revenue of \$21,818,424 is \$855,867 over budget. Year-to-Date (YTD) Operating Revenue of \$62,319,404 is \$568,270 under budget. The positive quarterly variance is primarily due to passenger fares and LCFS credits coming in greater than planned. The negative YTD variance is driven by the timing of Measure I reimbursements.

**Operating Expense**

Third Quarter Operating Expense of \$19,621,433 is \$1,341,126 under budget. YTD Operating Expense of \$58,851,764 is \$4,035,912 under budget. The Third Quarter's and YTD variances are primarily driven by fringe benefits, services, materials and supplies and printing and advertising all under budget based on the timing of expenditures in those areas.

**Ridership**

During the Third Quarter, Omnitrans carried a total 2,755,553 passengers. This consisted of 2,662,201 on Fixed Route service and 93,352 on ACCESS routes. This reflects a total system decrease of 3% when compared to the same quarter last year. YTD, Omnitrans carried a total of 8,489,633 passengers. This reflects a total system decrease of 3% when compared to the same period last year.

**Revenue Hours/Revenue Miles**

Omnitrans provided a total of 207,567 revenue hours for the third quarter, reflecting a decrease of 0.3% compared to the same quarter last year. Omnitrans logged a total of 2,865,396 revenue miles during the quarter, reflecting an increase of .6% when compared to same quarter last year.

**Farebox Recovery Ratio**

YTD farebox revenue for Fixed Route is \$8,619,118 versus \$8,858,400 for the same period last year. This is a decrease of 2.73%. The YTD farebox recovery ratio is 25.43%.

YTD revenue for Access is \$2,747,099 versus \$2,735,085 for the same period last year. This is an increase of .44%. The YTD farebox recovery ratio is 32.79%.



**Financials**

Total Salaries and Benefits of \$12,397,954 are \$360,812 under budget for the Third Quarter. YTD Salaries and Benefits of \$36,983,240 are \$1,293,056 under budget. The current quarter and YTD variances are driven by headcount being lower than planned and the timing of benefit accruals.

Total Services are \$621,509 or \$615,766 under budget in Third Quarter. YTD Total Services are \$2,067,072 or \$1,677,0037 under budget. The current quarter and year to date positive variance is primarily driven by the timing of other services.

Materials and Supplies are \$1,121,867 or \$504,495 under budget in Third Quarter. YTD Materials and Supplies are 4,435,721 or \$440,3641 under budget. Both variances are driven by the receipt of the CNG fuel tax credit received during the quarter.

Purchased Transportation is \$2,234,521 or \$68,958 under budget in the Third Quarter. YTD Purchased Transportation is \$6,668,983 or \$241,453 under budget. The positive variance is primarily due to performance penalties charged to MV Transportation.

Other Expenses are \$3,245,582 or \$313,100 over budget in Third Quarter. YTD Other Expenses are \$8,696,747 or \$71,449 under budget. The current quarter variance is primarily driven by casualty and liability and occupancy being greater than planned. The YTD positive variance is primarily driven by the timing of printing and advertising.



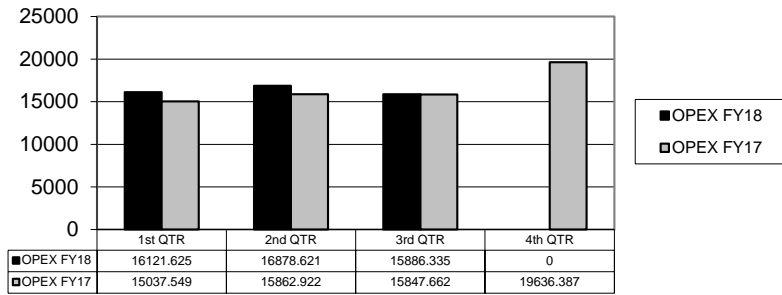
**PERFORMANCE STATISTICS  
FISCAL YEAR 2018  
Third Quarter 2018**

	<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>3rd Quarter 2018</u>	<u>3rd Quarter 2017</u>	<u>CURRENT</u>	<u>3rd Quarter 2018</u>	<u>3rd Quarter 2017</u>	<u>YTD</u>
<b>Total Passenger Revenue &amp; Subsidy</b>						
Fixed Route	\$2,906,947	\$2,964,680	-1.9%	\$8,619,118	\$8,858,400	-2.7%
Demand Response	\$988,100	\$922,456	7.1%	\$2,747,099	\$2,735,085	0.4%
<b>Total Passengers</b>						
Fixed Route	2,799,187	2,839,925	-1.4%	8,205,721	8,461,461	-3.0%
Demand Response	91,881	106,655	-13.9%	283,912	324,002	-12.4%
<b>Farebox Recovery Ratio</b>						
Fixed Route/OmniLink	25.50%	23.10%		25.43%	26.69%	
Access	30.60%	27.41%		32.79%	33.32%	
<b>Total Passengers per Revenue Hour</b>						
Fixed Route	16.6	17.0	-2.3%	16.3	17.0	-4.1%
Demand Response	2.3	2.5	-8.1%	2.4	2.6	-5.9%
<b>Revenue per Passenger</b>						
Fixed Route	\$ 1.00	\$ 0.97	2.4%	\$ 1.05	\$ 1.05	0.3%
Demand Response	\$ 9.35	\$ 8.57	9.1%	\$ 9.68	\$ 8.44	14.6%
<b>Cost per Passenger</b>						
Fixed Route	\$ 6.03	\$ 5.59	8.0%	\$ 5.96	\$ 5.28	12.8%
Demand Response	\$ 34.16	\$ 30.15	13.3%	\$ 35.10	\$ 29.82	17.7%
<b>Cost per Revenue Hour</b>						
Fixed Route	\$ 100.36	\$ 94.64	6.0%	\$ 97.01	\$ 85.56	13.4%
Demand Response	\$ 79.38	\$ 76.59	3.6%	\$ 84.56	\$ 76.32	10.8%

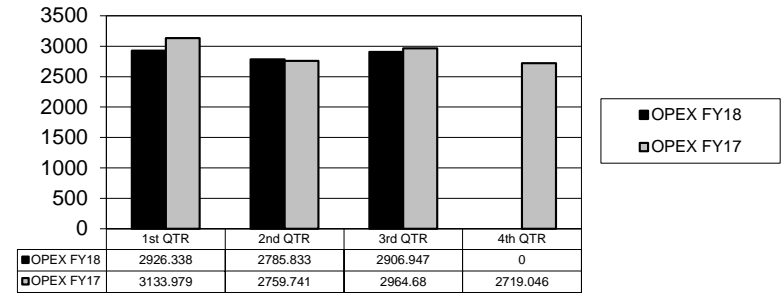
	<u>Actual</u>	<u>Target</u>
<b>On Time Performance</b>		
Fixed Route	86.16%	90%
Demand Response	83.62%	90%
<b>Headcount</b>	671	674
(includes PT Operators, excludes Rail,STS)		



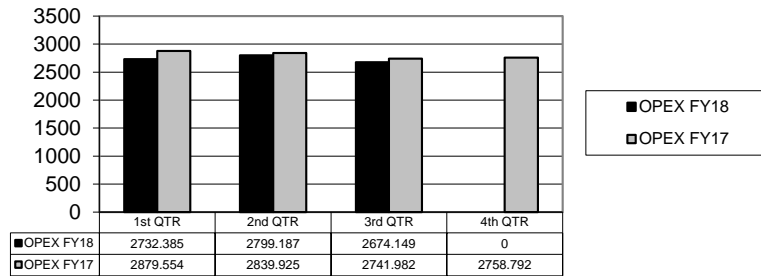
### Fixed Route Operating Expense *Thousands*



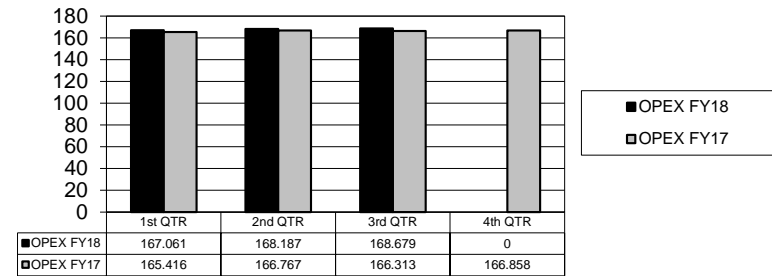
### Fixed Route Passenger Revenue *Thousands*



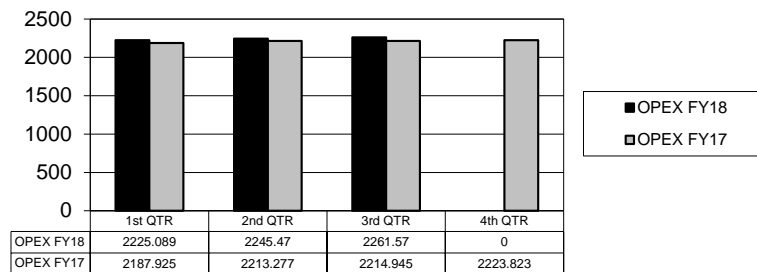
### Fixed Route Ridership *Thousands*



### Fixed Route Revenue Hours *Thousands*

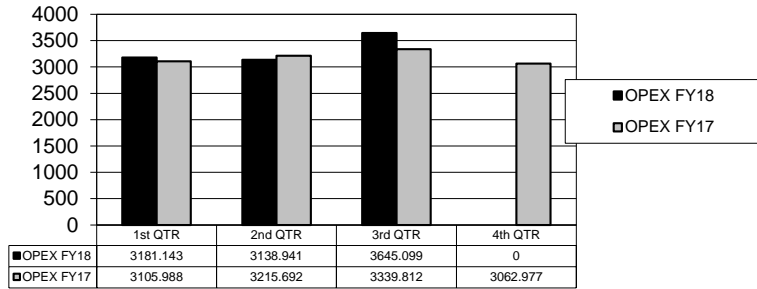


### Fixed Route Revenue Miles *Thousands*

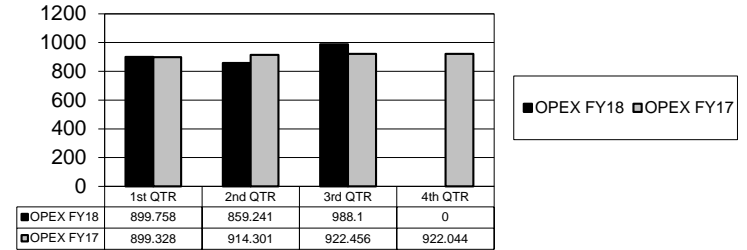




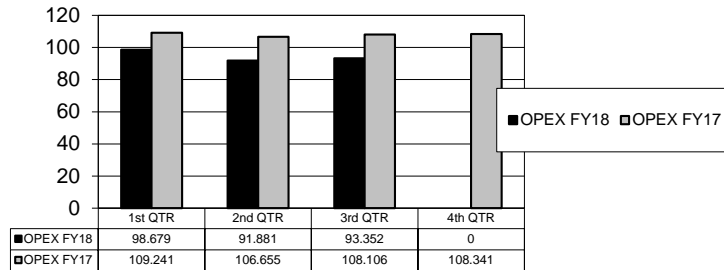
**Demand Response Operating Expense**  
*Thousands*



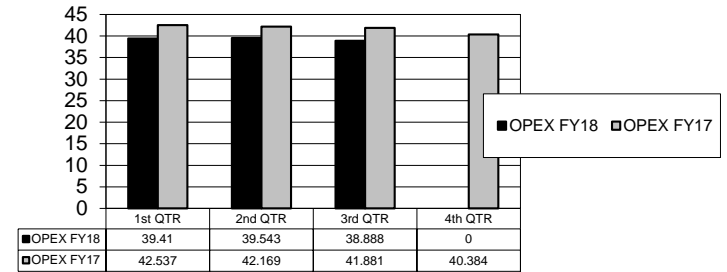
**Demand Response Passenger Revenue**  
*Thousands*



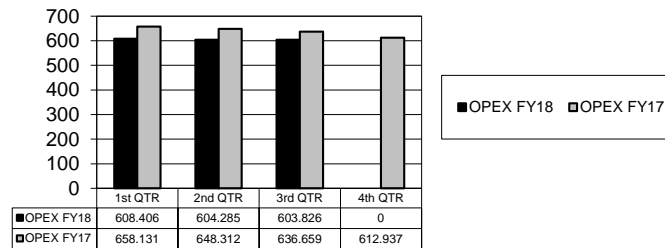
**Demand Response Ridership**  
*Thousands*



**Demand Response Revenue Hours**  
*Thousands*



**Demand Response Revenue Miles**  
*Thousands*





# Statement of Operations

## Fiscal Year: 2018

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

<u>Actual</u>	<u>Budget</u>	<u>Fav/(Unf)</u>	<u>% of</u> <u>Budget</u>	<u>Operating Revenues</u>
3,231,296	2,998,334	232,962	108%	Passenger Fares
663,751	455,515	208,236	146%	Measure I Subsidy - Fares
1,283,456	1,525,000	(241,544)	84%	Measure I - Operating
0	492,556	(492,556)	0%	Measure I CTSA - Operating
623,898	200,000	423,898	312%	LCFS - Credits
0	75,000	(75,000)	0%	LCTOP Operating
284,633	163,750	120,883	174%	Auxillary Transportation Revenue
356,603	12,527	344,076	0%	Non-Transportation Revenue
10,632,009	10,632,012	(3)	100%	LTF Operating
348,162	348,164	(2)	100%	STAF Operating
476,344	199,617	276,728	0%	JARC - Operating Assistance
3,918,272	3,860,083	58,189	102%	Capital Funds for Operations
<b>21,818,424</b>	<b>20,962,557</b>	<b>855,867</b>	<b>104%</b>	<b>Total Revenues</b>

### Operating Expenses

8,326,414	8,056,145.25	(270,269)	103%	Labor
4,071,539	4,702,620.50	631,081	87%	Fringe Benefits
621,509	1,237,275.29	615,766	50%	Services
1,121,867	1,626,361.67	504,495	69%	Materials and Supplies
1,124,990	986,981.03	(138,009)	114%	Occupany
1,893,609	1,639,373.55	(254,235)	116%	Casualty and Liability
28,814	12,445.50	(16,368)	232%	Taxes and Fees
2,234,521	2,303,478.89	68,958	97%	Purchased Transportation
137,313	255,254.79	117,942	54%	Printing and Advertising
60,857	38,427.33	(22,430)	158%	Miscellaneous Expense
-	104,195.59	104,196	0%	Lease and Rental
-	0.00			
<b>19,621,433</b>	<b>20,962,559.39</b>	<b>1,341,126</b>	<b>94%</b>	<b>Total Operating Expense</b>

<b>2,196,990</b>	<b>(2)</b>	<b>2,196,992</b>	<b>Net Gain (Net Loss)</b>
------------------	------------	------------------	----------------------------

12,397,954	12,758,766	360,812	97%	Sal & Ben
3,245,582	2,932,482	(313,100)	111%	Other

YEAR-TO-DATE: March 2018

<u>Actual</u>	<u>Budget</u>	<u>Fav/(Unf)</u>	<u>% of</u> <u>Budget</u>
9,616,720	8,995,006	621,714	107%
1,749,497	1,366,546	382,951	128%
4,333,454	4,575,000	(241,546)	95%
0	1,477,667	(1,477,667)	0%
947,466	600,000	347,466	158%
0	225,000	(225,000)	0%
463,749	491,250	(27,501)	94%
222,365	37,582	184,783	592%
31,896,027	31,896,035	(8)	100%
1,044,486	1,044,491	(5)	100%
476,344	598,850	(122,505)	0%
11,569,295	11,580,249	(10,954)	100%
<b>62,319,404</b>	<b>62,887,674</b>	<b>(568,270)</b>	<b>99%</b>

25,147,363	24,168,433	(978,930)	104%
11,835,877	14,107,862	2,271,985	84%
2,067,072	3,744,076	1,677,003	55%
4,435,721	4,876,085	440,364	91%
2,697,889	2,975,943	278,054	91%
5,442,008	4,918,121	(523,887)	111%
31,132	37,337	6,205	83%
6,668,983	6,910,437	241,453	97%
433,348	772,514	339,167	56%
92,370	64,282	(28,088)	144%
0	312,587	312,587	0%
<b>58,851,764</b>	<b>62,887,676</b>	<b>4,035,912</b>	<b>94%</b>

<b>3,467,640</b>	<b>(3)</b>	<b>3,467,643</b>
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36,983,240	38,276,295	1,293,056	97%
8,696,747	8,768,197	71,449	99%



**DATE:** May 2, 2018

**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 2018. 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 2018

Institution - Investment Type	Description	Starting Balance	Deposits	Disbursements	Interest Yield	Ending Balance
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Cash and Investments Under the Direction of the Treasurer

Local Agency Investment Fund	\$ 11,798,265.01				1.28%	
	Interest for QTR		\$ (6,750,000.00)		1.37%	
		\$ 59,436.85	\$ (3,350,000.00)		1.42%	
		\$ 9,800,000.00	\$ (1,700,000.00)		1.58%	
		\$ 21,657,701.86	\$ (11,800,000.00)			
Net LAIF Funds			\$ 9,857,701.86			\$ 9,857,701.86
Fair Marketing Value	Fair Value Factor			0.997538001		\$ 9,833,432.21
Union Bank Money Market GMRA	\$ 508,916.05					
	Interest		\$ (84,503.41)		0.05%	
		\$ 60.42	\$ (84,503.41)			
		\$ 508,976.47	\$ (84,503.41)			
			\$ 424,473.06			\$ 424,473.06
Union Bank Money Market Caltrans Capital Project Funds	\$ 15,574,234.25					
	Interest		\$ (333,154.04)		0.05%	
		\$ 11,963.86	\$ (333,154.04)			
		\$ 15,586,198.11	\$ (333,154.04)			
			\$ 15,253,044.07			\$ 15,253,044.07
Union Bank CDs	\$ 3,964,078.94					
			\$ (10,392.36)			
		\$ 3,964,078.94	\$ (10,392.36)			\$ 3,953,686.58
Union Bank Money Market West Valley Corridor Project	\$ 25,078,403.29					
	Interest	\$ 3,169.65	\$ 25,081,572.94	0.05%		\$ 25,081,572.94
	\$ 1,893,206.61					
	Passenger	\$ 3,284,570.45				
	Grants' Revenue	\$ 15,430,615.50				
	Miscellaneous Revenue	\$ 1,843,724.23				
	Transfers From (To) LAIF	\$ 11,800,000.00	\$ (9,800,000.00)			
	Transfers From (To) Money Market	\$ 417,757.19				
	Accounts Payable		\$ (13,672,917.78)			
	Payroll and Payroll Taxes		\$ (8,834,685.01)			
	Employee Benefits		\$ (1,806,190.22)			
	Bank Service Charge		\$ (13,050.20)			
Net Union Bank Operating Funds		\$ 34,669,873.98	\$ (34,126,843.21)			
			\$ 543,030.77			\$ 543,030.77
\$ 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						\$ 55,173,439.63

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 2, 2018

**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 2018**

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

Payroll Period	Amount	Register #
01/01/18-01/31/18	\$1,228,367.62	01-03
02/01/18-02/28/18	\$ 806,848.46	04-05
03/01/18-03/31/18	\$ 822,184.76	06-07

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

Payroll Period	Amount	Register #
01/01/18-01/31/18	\$3,264,665.67	01-03
02/01/18-02/28/18	\$2,217,461.87	04-05
03/01/18-03/31/18	\$2,174,646.22	06-07

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

Register Date	Amount	Register #
01/01/18-01/31/18	\$ 5,198,712.99	930-934
02/01/18-02/28/18	\$ 3,460,931.96	935-939
03/01/18-03/31/18	\$ 5,013,272.83	940-945

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 # E6

**DATE:** May 2, 2018

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

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

**FROM:** Marjorie Ewing, Director of HR, Safety & Regulatory Compliance

**SUBJECT: OMNITRANS' AFFIRMATIVE ACTION QUARTERLY REPORT**

**FORM MOTION**

Receive and file Omnitrans Affirmative Action Quarterly Report for January 2018 through March 2018. 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/Affirmative Action 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’ Affirmative Action Program, the Director of Human Resources, Safety & Regulatory Compliance has committed to audit personnel activity and report to the Board on a quarterly basis.

### **CONCLUSION**

Receive and file Omnitrans’ Affirmative Action Quarterly Report for the quarter covering January through March 2018.

PSG: ME

Attachment A: Affirmative Action Quarterly Report



Submitted for the  
Board Meeting of:  
**May 2, 2018**

**OMNITRANS  
AFFIRMATIVE ACTION STATUS REPORT  
WITH PERSONNEL APPOINTMENTS BY DEPARTMENT  
As of April 16, 2018**

DEPARTMENT	Total Positions*	MALE ETHNIC COMPOSITION								FEMALE ETHNIC COMPOSITION								Existing Vacancies	INTERVIEWED								APPOINTED									
		C	B	H	AS	AI	2+	IWD	VET	C	B	H	AS	AI	2+	IWD	VET	*	C	B	H	AS	AI	NH/PI	2+	IWD	VET	C	B	H	AS	AI	NH/PI	2+	IWD	VET
OPERATIONS	477	43	105	107	8	0	8	8	35	27	104	56	0	3	16	3	3	0	3	40	11	1	0	0	11	2	4	1	9	2	0	0	0	4	0	0
MAINTENANCE	101	26	14	48	5	3	1	4	14	4	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
EXECUTIVE OFFICE/ RAIL	7	1	1	0	0	0	0	0	1	4	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	
INFORMATION TECH. SERVICES	8	2	0	1	4	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	
MARKETING/ PLANNING	32	4	0	9	1	0	1	0	1	4	0	12	0	0	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
HUMAN RESOURCES/ SAFETY/SECURITY	14	3	0	1	0	0	0	1	2	5	0	4	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
PROCUREMENT	18	4	1	7	0	0	0	1	2	1	2	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
FINANCE	11	0	2	0	1	0	0	0	1	2	0	3	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
SPECIAL TRANSPORTATION SERVICES	13	3	0	4	0	0	1	0	1	1	0	4	0	0	0	0	0	0	0	0	6	0	0	0	0	0	0	0	0	1	0	0	0	0	0	
AGENCY TOTALS	681	86	123	177	19	3	12	14	58	48	106	82	2	4	19	9	3	0	6	40	17	1	0	0	11	2	4	2	9	3	0	0	0	4	0	0

C = Caucasian      IWD = Individuals With Disabilities  
B = Black          VET = Protected Veterans  
H = Hispanic  
AS = Asian  
AI = American Indian  
2+ = Two or More Races  
NH/PI = Native Hawaiian or Other Pacific Islander

COMPLETED BY:

Meredith Tshilonda

\*Reflects numbers from the **FY18** budget  
\*Includes positions budgeted but not filled

(HR Analyst)

**PERCENTAGES**

C	B	H	AS	AI	2+	IWD	VET
134	229	259	21	7	31	23	61
20%	34%	38%	3%	1.0%	5%	3%	9%



ITEM # E7

**DATE:** May 2, 2018

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

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

**FROM:** Marjorie Ewing, Director of Human Resources & Safety Regulatory Compliance

**SUBJECT: PERSONNEL POLICY MANUAL – PROPOSED CHANGES TO EXISTING POLICIES**

### **FORM MOTION**

Recommend to the Board of Directors the approval of the proposed policy changes to the existing Personnel Policy Manual with an effective date of May 2, 2018.

Policy 614	State Disability Insurance (SDI) and Paid Family Leave (PFL)
Policy 705	Discipline
Policy 901	Tuition and Reimbursement

*This item was reviewed by the Administrative & Finance Committee at its April 12, 2018 meeting, and recommended to the Board of Directors for approval.*

### **BACKGROUND**

Omnitrans reviews policies annually and updates to reflect changes in law, regulations, or Agency practice. The proposed changes to Policy 614 are necessary to reflect changes in the law, the proposed changes to Policy 705 are to streamline and clarify processes, and the proposed changes to Policy 901 are to increase the amount of reimbursement allowed under the policy. The proposed changes to these policies are included in Attachment A.

All proposed policy changes have been reviewed by Legal Counsel. In addition, Policies 614 State Disability Insurance (SDI) and Paid Family Leave (PFL); and 901 Tuition and Reimbursement were reviewed with the both the ATU Local 1704 and the Teamsters Local 166.

### **FUNDING SOURCE**

Any increased costs associated with the recommended action will be covered in the Fiscal Year 2019 Budgets.

Department: All



Account: Salaries and Benefits

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


**CONCLUSION**

Approval of this agenda item supports the Strategic Plan, Section IX: Organizational and Workforce Excellence Goal for Fiscal Years 2017 – 2020; adopted April 6, 2016.

PSG:ME

Attachment A: Policies 614, 705 & 901



 <b>PERSONNEL POLICY MANUAL</b>	POLICY     614     PAGE   1 OF 3
SUBJECT  <b>State Disability Insurance (SDI) and Paid Family Leave (PFL)</b>	APPROVED BY OMNITRANS BOARD OF DIRECTORS  DATE: <del>May 5, 2004</del> <u>May 2, 2018</u>

## I. Purpose

To state Omnitrans' policy on California State Disability Insurance and California Paid Family Leave.

## II. Scope

All Departments

## III. Procedure for State Disability Insurance (SDI)

- A. Employees may be eligible for compensation from California State Disability Insurance (SDI) funds in whole or in part for loss of pay when they are unable to perform their regular work because of illness or injury.
- B. All employees who are sick more than seven consecutive calendar days must apply for eligible California State Disability Insurance (SDI) funds to coordinate with Omnitrans sick leave payments.
- C. Employees who are absent due to non-work-connected illness or injury and are eligible for State Disability Insurance (SDI) benefits, may receive sick leave pay during the seven calendar day waiting period, since employees are not eligible to receive disability pay until the eighth calendar day of disability.
- D. When the employee receives disability benefits, the amount of sick leave paid by the Agency must be reduced by the disability amount so that the two together do not exceed 100% of the employee's normal compensation. The amount of sick leave payable to the employee is computed, paid and deducted from the employee's sick leave accrual. Accrued vacation may also be used to supplement SDI upon written request by the employee.

Advance payment of accrued sick leave may be arranged in cases where the waiting period imposes an undue hardship. All requests for advance payments must be referred to Human Resources for approval.

- E. Weekly and maximum benefit amounts of an employee's claim are based on the wages earned during a certain base period.
- F. Qualifications for SDI payment amounts are established and determined by the State of California when the employee applies for SDI.





**SUBJECT**

**State Disability Insurance (SDI) and Paid Family Leave (PFL)**

**APPROVED BY OMNITRANS  
BOARD OF DIRECTORS**

**DATE:** ~~May 5, 2004~~ May 2, 2018

G. Benefits are not payable if:

1. Employee is eligible for unemployment insurance.
2. Employee left the labor market prior to becoming disabled.
3. Legal custody is the cause of unemployment.
4. Restrictions stated in a court order.

**IV. Procedure for Paid Family Leave (PFL)**

**PFL provides eligible employees paid leave benefits when they miss work to address specified family responsibilities.**

A. Beginning ~~July 1, 2004~~ January 1, 2018, employees may be eligible to receive ~~up to 55%~~ approximately 60% to 70% of their wages as part of the State Disability Program if they need to take off time from their regular or customary work due to (a) care for a seriously ill child, spouse, parent, or domestic partner, or (b) to bond with a new child within one (1) year of birth or placement. A "domestic partner" is defined in Section 297 of the Family Code.

B. Employees are eligible for up to six weeks in a twelve month period to care for qualified family members as listed above.

~~C. PFL is available after a seven day waiting period has been fulfilled. Benefits are not available until the eighth day.~~

~~D. Employees will be required to use two weeks of earned, but unused vacation leave prior to receiving PFL benefits, if available. The second week will be counted towards the seven day waiting period.~~

~~———— Vacation approved and scheduled, but not used, will be cancelled.~~

~~———— If vacation hours are not available, sick hours up to half an employee's annual accrual of 48 hours allowed under Kin Care will be applied towards the waiting period.~~

~~———— If neither vacation or sick hours are available, the seven day waiting period will be unpaid.~~

E. Weekly and maximum benefit amounts of an employee's claim is based on the





## **OmniTrans PERSONNEL POLICY MANUAL**

POLICY 614 PAGE 3 OF 3

### **SUBJECT**

**State Disability Insurance (SDI) and Paid Family Leave (PFL)**

APPROVED BY OMNITRANS  
BOARD OF DIRECTORS

DATE: ~~May 5, 2004~~ May 2, 2018

Wages earned during a certain base period.

F. Qualifications for PFL payment amounts are established and determined by the State of California when the employee applies for PFL.

G. When applicable, PFL leave will run concurrent with FMLA, CFRA, and Kin Care.

H. Benefits are not payable if:

- (1) Employee is eligible or receives unemployment compensation benefits.
- (2) Employee is eligible to receive State Disability Insurance (SDI) under California law or the law of any other state.
- (3) Another family member is able and available for the same period of time the individual is providing required care.
- (4) Employee is receiving other benefits, such as worker's compensation.

J. Falsification of Medical Conditions. Section 3305 of the Unemployment Insurance Code addresses the consequences of falsification of medical conditions.





## SUBJECT

## Disciplinary Actions

APPROVED BY OMNITRANS BOARD OF DIRECTORS

DATE: Jan 5, 2011 May 2, 2018

**I. Purpose**

To state Omnitrans policy on all suspensions, demotions, reductions in salary step for a specified time period and dismissals of persons with regular status in their classification.

**II. Scope**

All Departments

*NOTE: If the employee is a member of a represented unit, the grievance process in the MOU will be followed. The following process will apply to management and confidential employees.*

**III. Procedure**

- A. **EMPLOYEE STATUS:** An employee with regular status level I through level IX in their classification may be demoted, suspended, reduced in salary step, or dismissed. **Level I through Level IV classifications are considered at-will employees.**

The following are declared to be examples of causes for such action, although charges may be based upon causes other than those listed below:

1. Failure to meet reasonable work performance standards and requirements.
2. Discourteous treatment of the public or other employees.
3. Willful or negligent disobedience or conviction for violation of any law, ordinance, Omnitrans rule, departmental regulation, or superior's lawful order while working.
4. Misappropriation or damage of public property or waste of public funds or property through negligent or willful misconduct.
5. Conduct unbecoming an employee of Omnitrans.
6. Absence without approved leave.
7. Tardiness or absenteeism.
8. Practicing deception or fraud in the securing of a job appointment or promotion.





SUBJECT

**Disciplinary Actions**

APPROVED BY OMNITRANS BOARD OF DIRECTORS

DATE: ~~Jan 5, 2011~~ May 2, 2018

9. Failure to supply full information as to character, reputation, medical history, or acts which, if known at the time of appointment, might have resulted in a disqualification of the employee for the job to which appointment was made.

10. Falsification of an official statement, document or Agency record.

11. Incapacity to perform job duties.

12. Neglect of duties.

14. Possessing, or using narcotics or alcohol on Omnitrans property or reporting to work under the influence of same.

15. Improper withdrawal or limitation of service or any action which interferes with or is disruptive of Omnitrans mission or the public service.

16. Insubordination.

17. Any action inconsistent with or in violation of these rules or officially promulgated department or Omnitrans Personnel Policies, Codes of Performance, policies and practices.

18. Involvement in a preventable accident while operating an Agency vehicle or while on Agency business.

19. Committing any act of violence, i.e., fighting, brawling, or improper conduct on Agency property.

20. Sleeping during working hours.

21. Excessive use of Agency communication equipment or other equipment for personal use.

B. **PROBATIONARY EMPLOYEES:** can be dismissed, demoted, reduced in step, or suspended without right of review or appeal.

C. **NOTIFICATION:** A written copy of these rules and policies will be available to employees and constitutes presumptive proof of the employee's knowledge of said rules and policies.

D. **F. PROCEDURES FOR DISCIPLINARY ACTION Procedures:** Prior to the issuance of a written order to either suspend for more than five (5) working days, demote, reduce in step, or dismiss an employee with regular status in their





## SUBJECT

## Disciplinary Actions

APPROVED BY OMNITRANS BOARD OF DIRECTORS

DATE: Jan 5, 2011 May 2, 2018

classification, written notice of at least two (2) working days of the proposed disciplinary action shall be given before such action is to be taken and shall ordinarily must include:

1. Notice of proposed action.
2. Reasons for proposed action (see paragraph A).
3. A copy of charges stating specific incidents or specific courses of conduct, and a copy of the written materials pertaining to those incidents or course of conduct; and,
4. A notice to the employee of the right opportunity to respond in writing and/or orally to the proposed disciplinary action before said discipline is imposed. The notice to the employee of the right to respond, and must specify at least a two (2) working day period except as provided in Section E below. A longer notice might be warranted in specific cases because of the volume of material or complexity of the issues involved.

**E. G. NOTICE OF PROPOSED ACTION:** The notice of proposed disciplinary action must be in writing and be signed by the appointing authority or the appointing authority's designee. Upon receipt of the employee's response, the appointing authority or the appointing authority's designee shall review the response and determine the appropriate course of action. This may include imposing the same level of disciplinary action, modifying with less severe disciplinary action, or rescinding the notice of proposed action. A copy of the notice of proposed disciplinary action shall be provided to the Human Resources Safety & Regulatory Compliance Department/Employee Relations Manager.

~~H.~~ Oral notice is insufficient as full notice to an employee and may be given only as the initial notice in extraordinary circumstances which call for immediate action or as provided in paragraph above I.

~~I.~~ Employees may be suspended without prior written notice in extraordinary circumstances when it is essential to avert harm to the public, other employees, or to avert serious disruption of governmental business. Extraordinary circumstances include, but are not limited to, situations involving, misappropriation of public funds or property; working while under the influence of alcohol or drugs; sexual and other forms of harassment; open insubordination; commission of a crime involving moral turpitude punishable by imprisonment for six (6) months or more; and disruption of Omnitrans business through willful misconduct (altercations, etc.). There are times that the allegations make it necessary to take immediate remedial measures that may include, but are not limited to, a paid leave pending an investigation.





## SUBJECT

## Disciplinary Actions

APPROVED BY OMNITRANS BOARD OF DIRECTORS

DATE: Jan 5, 2011 May 2, 2018

**OPPORTUNITY FOR HEARING:** After completing the requirement of "notice of proposed action" (paragraph F & G D & E including the right to request an in-person hearing within two (2) days of receipt of the Proposed Action), the employee response will be considered and a recommendation for appropriate action by a designated officer to the Appointing Authority for consideration. ~~any employee response will be considered and a determination made of appropriate action.~~ The imposition of disciplinary action to suspend, demote, reduce in salary step, or dismiss is constituted by the written order.

- F. **J. ~~WRITTEN ORDER OF DISCIPLINE:~~** Said order is similar to the notice of proposed disciplinary action in that it contains the effective date of disciplinary action, the right to appeal, and specific charges upon which the disciplinary action is based. The effective date may be prior to the order, provided the circumstances warranted such immediate action. The order shall be signed by the appointing authority or the appointing authority's designee. Notice of the time allowed for appeal and answer shall be stated in the order. A copy of the order shall be personally served on the employee or sent by mail with a proof of service, ~~the order and will be deemed received (5) five (5) calendar days after mailing to the employee's last known address. A copy of the original order shall be filed with the Human Resources Department and shall be accompanied by information showing that the employee has been served either personally or by proof of mail service.~~ Copies of these documents are placed in the employee's personnel file.

~~K. After filing with the Director of Human Resources, T~~the order of suspension, demotion, reduction in salary step, or dismissal may be withdrawn by the appointing authority at any time prior to a final decision on the discipline. An order may be amended by the appointing authority filing the order at any time prior to or during the commencement of the review proceedings. If an amended order presents new causes for discipline, the employee shall be afforded all of the procedural safeguards ~~enumerated~~ given in paragraph D & E prior to the discipline becoming effective. In addition, the employee shall be afforded a reasonable opportunity to prepare the defense ~~thereto~~ and must file an amended answer within seven (7) ~~working~~ calendar days of receipt of the order and ~~all provisions of Section E of this Policy relating to answers shall apply to the amended answer.~~

~~L. If the employee is a member of a represented unit, the grievance process in the MOU will be followed. The following process will apply to management and confidential employees.~~

- G. **M. ~~APPEAL OF THE ORDER:~~** An employee with regular status may appeal from an order of suspension, demotion, reduction in salary step, or dismissal as





## SUBJECT

## Disciplinary Actions

APPROVED BY OMNITRANS BOARD OF DIRECTORS

DATE: Jan 5, 2011 May 2, 2018

provided in the review procedure. The notice of appeal must be in writing and must be filed with the employee's immediate supervisor within seven (7) working calendar days of receipt of the order.

~~N.~~ If the employee appeals, a written answer to the charges must be filed with the employee's immediate supervisor within seven (7) working calendar days of the receipt of the order. The answer to the charges must be attached to the notice of appeal.

The answer must admit or deny each cause for discipline set forth in the order and may state specific facts or reasons as grounds for appeal. The answer may be ruled insufficient if, in the opinion of the appropriate individual(s) stipulated in the review procedure, the facts and reasons stated, even if true, would not entitle the appellant to prevail. If an answer denying the causes for discipline set forth in an order is not filed, said causes for discipline will be deemed admitted.

Any employee, served with an order of discipline, who wishes to have said action reviewed shall have their case proceed in the following manner. The procedures outlined herein constitute ~~and the~~ formal steps necessary to resolve an employee's disciplinary grievance. The attempt of settlement of disciplinary grievances filed on behalf of an individual employee(s) in the informal step at the employee supervisor level is discretionary (Reference Section ~~D-I~~). The presentation of the informal disciplinary grievance is an absolute prerequisite to the institution of a formal disciplinary grievance.

#### H. ~~D.~~ INFORMAL STEPS - EMPLOYEE-INITIATED

1. Initially, the employee having a ~~disciplinary issue~~ an alleged issue shall request a ~~personal meeting~~ within seven (7) calendar days to discuss the ~~complaint~~ issues(s) with the immediate supervisor informally; ~~OR the supervisor shall set a meeting with the employee to discuss the issues that may lead to discipline.~~
2. Within seven (7) working calendar days, the immediate supervisor shall ~~give the decision to the employee orally~~ schedule an informal meeting with the employee.
3. The Supervisor shall issue an oral decision to the employee within seven (7) calendar days of the Informal Meeting.

#### I. ~~E.~~ GRIEVANCE - Formal Steps

Step I. If the ~~matter remains unresolved~~ issue has not been resolved after the informal steps above, the employee shall ~~reduce to writing and submit their issue~~





## SUBJECT

## Disciplinary Actions

APPROVED BY OMNITRANS BOARD OF DIRECTORS

DATE: Jan 5, 2011 May 2, 2018

~~in writing the disciplinary grievance to the Employee's immediate supervisor within seven (7) working calendar days of receipt of the supervisor's informal response. The supervisor shall then respond in writing to the employee within seven (7) working days to the Department Director or designee and a copy to the Employee Relations Manager for a Step 1 meeting.~~

- ~~1. The Department Director or designee shall schedule a meeting within seven (7) calendar days of receipt of the employee's grievance form.~~
- ~~2. The Step 1 written decision shall be issued to the employee within seven (7) calendar days of the Step 1 meeting date.~~

~~Step II. If the disciplinary grievance alleged issue has not been resolved at Step 1, it may then be presented in writing by the employee to the Department Director within seven (7) working days after the supervisor's response is received the employee may appeal the Step 1 decision in writing within seven (7) calendar days of receipt of the Department Director or designee's decision to the CEO/General Manager or designee and a copy to the Employee Relations Manager.~~

- ~~1. The Director/CEO/General Manager or designee will set shall schedule a meeting time and date and advise the employee of such in writing within seven (7) working calendar days of receipt of the employee's request.~~
- ~~2. The Director/ CEO/General Manager or designee's will respond in writing- Step 2 written decision shall be issued to the employee regarding the grievance within seven (7) working calendar days after the grievance meeting is held of the Step 2 meeting date.~~

~~Step III. If the disciplinary grievance has not been resolved in Step II, it shall be presented by the employee to the CEO/General Manager in writing within seven (7) working days after the response of the Department Director is received. The CEO/General Manager or designee shall then discuss the disciplinary grievance with the employee and respond in writing to the employee within seven (7) working days.~~

~~Step IV III. If the disciplinary grievance alleged issue remains unresolved at Step III, within seven (7) working calendar days of receipt of said decision, the employee may appeal the decision, by requesting, in writing to the Director of Human Resources, Safety & Regulatory Compliance. that Tthe issue(s) will be submitted to a Disciplinary Grievance Committee for the purpose of mediating the dispute in an attempt to reach a resolution.~~





## SUBJECT

**Disciplinary Actions**

APPROVED BY OMNITRANS BOARD OF DIRECTORS

DATE: Jan 5, 2011 May 2, 2018

A Disciplinary Grievance Committee made up of a representative appointed by the Agency, a representative appointed by the employee, and a third party mutually selected by the parties.

The third party shall be selected from a list of not more than seven (7) names mutually agreed to by the Parties. Each party shall alternately strike one name from the list until only one name remains. The first party to strike a name shall be determined by lot. ~~Fees and expenses incurred as a result of requesting an impartial third party to resolve an issue are to be shared equally by both parties.~~ Each party will be responsible for their own legal services.

The Disciplinary Grievance Committee shall, within thirty (30) days from receipt of the appeal unless the hearing cannot be held in that time period, hold a hearing to receive testimony and submit its decision to the CEO/General Manager for implementation or further appeal.

In considering recommendations for modification or reversal of a disciplinary action, the Committee should consider the following:

1. The weight of evidence supporting or denying the need for disciplinary action.
2. Whether or not substantive violations or omissions of procedure for disciplinary action was made.
3. Whether the action taken was unreasonable, capricious or arbitrary in view of the offense.

J. ~~P.~~ **General Provisions**

1. No ~~retribution~~ **retaliation** or prejudice shall be suffered by employees making use of the disciplinary grievance procedure by reason of such use **in good faith**.
2. Failure at any step of this procedure to communicate the decision on the disciplinary grievance by the Agency within specified time limits, shall permit the aggrieved employee to proceed to the next step.
3. Failure at any step of this procedure to appeal a decision on the disciplinary grievance by the aggrieved employee within specified time limits shall be deemed acceptance of the decision rendered.
4. Time limits and/or step(s) in this grievance procedure may be waived or extended by mutual agreement of the parties.





## PERSONNEL POLICY MANUAL

POLICY 705 PAGE 8 OF 8

SUBJECT

### Disciplinary Actions

APPROVED BY OMNITRANS BOARD OF DIRECTORS

DATE: ~~Jan 5, 2011~~ May 2, 2018

5. Applicable Memorandums of Understanding will apply in disciplinary cases involving represented employees.





## PERSONNEL POLICY MANUAL

POLICY 901 PAGE 1 OF 2

### SUBJECT

### Tuition and Reimbursement

APPROVED BY OMNITRANS  
BOARD OF DIRECTORS

DATE: ~~May 5, 2004~~ May 2, 2018

## I. Purpose

To state Omnitrans' policy on Tuition & Reimbursement.

## II. Scope

All Departments

## III. Procedure

A. Omnitrans will reimburse the cost of tuition and books to actively working full-time employees with ~~one (1) or more years~~ **6 or more months** of service and regular status in their class for professional and technical courses taken in accredited educational institutions provided that:

1. Subject matter of the course is related directly to the employee's field of work, or is required for an approved degree or certificate program.
2. The course is approved by the appointing authority and the Director of Human Resources prior to enrollment and meets budget requirements.
3. The employee shall furnish evidence that they have completed the course with a passing grade of "c" or above.

4. ~~Only accredited schools and universities are approved for tuition reimbursement.~~

5. ~~Reimbursement for parking fees will be made only if public transportation is not available to accommodate class schedules.~~

6. ~~4.~~ The current amount approved for reimbursement will not exceed the California State University, San Bernardino's Quarterly Tuition Rate for six units or less. The maximum reimbursement per year will be three (3) quarters. The actual cost of required books will be reimbursed as an additional expense to a maximum of 25% of tuition. per fiscal year will not exceed as follows:

<u>Associates Degree or Certificate:</u>	<u>\$3,000</u>
<u>Bachelor's Degree:</u>	<u>\$8,500</u>
<u>Master's Degree:</u>	<u>\$7,500</u>

Receipts of the actual cost of tuition and books must be provided.





**Omnitrans**

**PERSONNEL POLICY MANUAL**

POLICY      **901**      PAGE   2   OF   2

**SUBJECT**

**Tuition and Reimbursement**

**APPROVED BY OMNITRANS  
BOARD OF DIRECTORS**

**DATE:**   ~~May 5, 2004~~   May 2, 2018

7. If an employee terminates employment, or gives notice of termination prior to the completion of the course, no reimbursement will be made.



ITEM # E8

**DATE:** May 2, 2018

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

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

**FROM:** Marjorie Ewing, Director of Human Resources & Safety Regulatory Compliance

**SUBJECT: SYSTEM SPECIALIST POSITION**

### **FORM MOTION**

Recommend the Board of Directors authorize the CEO/General Manager to approve the new position of System Specialist, Level V, effective May 2, 2018.

*This item was reviewed by the Administrative & Finance Committee at its April 12, 2018 meeting, and recommended to the Board of Directors for approval.*

### **BACKGROUND**

At the November 2017 meeting, the Board of Directors approved an additional position within the IT Department to be responsible for the IT Department duties associated with the Rail Project such as CCTV security camera systems, ticket vending machines and wireless access points. In addition, the IT Department's duties, roles and responsibilities have increased in recent years with the addition of new systems and technology required to support Omnitrans operations. This position will support the IT Department in managing this additional responsibility and work load. The Job Description (Attachment A) and Position Information Questionnaire (Attachment B) indicating the duties and responsibilities are attached. The position approved at that time was a Level V Network Technician position and was added to the IT Department budget at a rate not to exceed \$103,406.

Prior to posting the position, the IT Director made adjustments to this specific position's responsibilities and recommended a title change to Systems Specialist in order to better attract potential candidates seeking employment. The newly created position is also a Level V position and the majority of the duties remain the same. This purpose of this memo is to inform the board of the title change; and that the position being posted is now a Systems Specialist versus Network Technician.



### **FUNDING SOURCE**

The Board of Directors approved the increased operating cost associated with the Network Technician position and it was added to the IT Department's budget line items not to exceed \$103,406. This budgeted amount remains sufficient to fund the additional position, as it is the same level.

Funding for future will be incorporated in the Fiscal Year Budgets going forward.

Department: 1320

Account: Various Wages and Benefits

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

Approval of this agenda item supports the Fiscal Year 2018 Management Plan, Strategic Initiative 6 –Passenger Rail and improves intermodal connectivity; Strategic Initiative 5 – Technology Optimization.

### **CONCLUSION**

Recommend the Board of Directors authorize the CEO/General Manager to approve the new position of Systems Specialist to replace the prior approval (November 1, 2017) of Network Technician.

PSG: ME

Attachment A: Job Description

B: Position Information Questionnaire



## **OMNITRANS Job Description**

**Job Title:** Systems Specialist  
**Department:** Information Technology  
**Reports To:** Director of Information Technology  
**FLSA Status:** Level V  
**Approved By:** Board of Directors  
**Approved Date:** Proposed 5-2-2018

### **SUMMARY**

Manages and maintains existing systems; troubleshoots issues with existing systems. Updates and resolves various end user requests and trouble tickets. Manages new project implementations and upgrades for existing systems.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Other duties may be assigned. Included in the following:

Responsible for: troubleshooting and maintaining CCTV Cameras; Surveillance System Software; Ticket Vending Machines; PA Systems; Onboard Bus Systems (customer Wi-Fi, Automatic Passenger Counters, Farebox Devices, Headway Signs, MDT); Traffic Signal Prioritization; Wireless Access Points.

Interfaces with hardware and software vendors and other IT staff members in support of systems.

Responsible for multiple on-going projects, requiring adjusting priorities and completing projects within time and budget constraints.

Interfaces with end users both in person and through IT Ticketing Systems, keeping manager, department head, and end user updated on issues/ projects.

Manages new project implementation and upgrades for existing systems.

Required knowledge includes: Windows OS; SQL Server; VMWare; Citrix, and basic networking and troubleshooting.

Responsible for software systems including: Salient; Trapeze Systems; TransitMaster; NextView; SPX GenFare; Fleetwatch.

Responsible for hardware systems including: IP cameras; Wireless Access Points (WAP); Onboard Vehicle Computer Systems; Ticket Vending Machines, Electronic Information Signs.



### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

Bachelor's degree (B.A.) from a (4) four-year college or university in Computer Science, Information Systems, Applied Mathematics, Management Information Systems, Industry Engineer, Electronic Engineer or related field; (3) three to (5) five years of related experience.

### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

### **MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as probability and statistical inference and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **OTHER SKILLS AND ABILITIES**

Experience with: Scripting Language; Microsoft Server; Microsoft Active Directory; MS SQL Server; Citrix XenApps; VMWare; Networking; MS SQL scripting.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



**Job Title:** Systems Specialist  
**Department:** Information Technology  
**Page 3**

While performing the duties of this job, the employee is regularly required to sit. The employee is occasionally required to stand, walk, talk or hear, use hands to finger, handle or feel, climb or balance, stoop, kneel, crouch or crawl, and to reach with hands and arms. The employee must regularly lift and/or move up to 10 pounds and must occasionally lift and/or move up to 25 pounds.

#### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to working in wet, humid conditions, high, precarious places, outdoor weather conditions, and risk of electric shock. The noise level in the work environment is usually moderate.



OMNITRANS

POSITION INFORMATION QUESTIONNAIRE

EMPLOYEE NAME: \_To Be Approved\_\_\_\_\_ DATE: February, 2018

POSITION TITLE: \_\_Systems Specialist\_\_\_\_\_

OTHER TITLES COMMONLY USED (If no other titles are used, indicate by writing "N/A" in the space below)

Systems Engineer, Systems Administrator, Network Engineer, Server Engineer, Network Technician, Network Administrator, Electronics Technician, Systems Specialist, Network Specialist

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PURPOSE

This questionnaire is designed to gather relevant information about the nature of each job performed in the Company. It is not an evaluation of you or your performance. It gives you the opportunity to explain the significant features of your job by responding to a series of questions. The information you provide will be used to develop a position description and to establish an appropriate and competitive pay range for your job.

We are asking you for this information because you are in the best position to know exactly what you do, how you do it, and what you need to know to perform the work properly.

INSTRUCTIONS

Please read through the entire questionnaire to understand its scope before answering any of the questions. Then, complete each section; please be specific and precise, describing the position as it currently exists according to your duties and responsibilities. Since this questionnaire is used for all types of jobs, some questions will not apply to your position and the work you do. Please read and answer all questions, marking those that do not apply with "N/A" (not applicable). If you need additional space to answer any of the questions, please continue your answers on the back of the appropriate page.

When you have completed the questionnaire, please sign your name in the space provided below. Please forward the completed questionnaire to your supervisor for review.

Completed by: Jacob D. Harms, Director of Information Technology Date: February 2018

Reviewed by \_\_\_\_\_ Date \_\_\_\_\_



## **SECTION 1: -- WORK HISTORY**

Please answer each of the following questions.

1. WHAT IS THE NAME OF THE DEPARTMENT IN WHICH YOU WORK?

Information Technology Department

2. WHAT IS THE LENGTH OF TIME YOU HAVE BEEN WITH THE ORGANIZATION?

YEARS: \_\_\_\_n/a\_\_\_\_ MONTHS: \_\_\_\_n/a\_\_\_\_

3. WHAT IS THE LENGTH OF TIME YOU HAVE BEEN IN YOUR PRESENT POSITION?

YEARS: \_\_\_\_ n/a \_\_\_\_ MONTHS: \_\_\_\_ n/a \_\_\_\_

4. WHAT TWO PREVIOUS POSITIONS HAVE YOU HELD WITHIN THE ORGANIZATION, IF ANY, AND WHAT WAS THE LENGTH OF TIME YOU HELD EACH (please list the last/most recent position first)?

TITLE: \_\_\_\_\_ n/a \_\_\_\_\_ YEARS: \_\_\_\_ n/a \_\_\_\_

TITLE: \_\_\_\_\_ n/a \_\_\_\_\_ YEARS: \_\_\_\_ n/a \_\_\_\_

5. WHAT IS YOUR SUPERVISOR'S NAME: \_\_\_\_\_ n/a \_\_\_\_\_

6. WHAT IS YOUR SUPERVISOR'S TITLE: \_\_\_\_\_ n/a \_\_\_\_\_



## **SECTION 2: -- JOB PURPOSE, DUTIES AND RESPONSIBILITIES**

STATE BRIEFLY (in one or two sentences) THE PRIMARY PURPOSE OF YOUR JOB AS IT HAS BEEN DESCRIBED TO YOU, OR AS YOU UNDERSTAND IT.

1. Responsibilities will include: Troubleshooting and maintaining CCTV cameras, surveillance system software, Ticket Vending Machines, PA systems, onboard bus systems (customer Wi-Fi, Automatic Passenger Counters, farebox devices, headway signs, MDT), Traffic Signal Prioritization, wireless access points.
  2. Interface with hardware / software vendors and other IT staff members in support of systems previously listed.
  3. Responsible for multiple ongoing projects, requiring adjusting priorities and completing projects within time and budget constraints.
  4. Interface with end users both in person and through IT ticketing systems, keeping manager, department head, and end user updated on issues / projects.
  5. Required knowledge should include Windows OS, SQL Server, VMWare, Citrix, and basic networking / troubleshooting. Software systems that applicant will be responsible for but experience not required include: Salient, Trapeze Systems, TransitMaster, NextView, SPX GenFare, and Fleetwatch,
  6. Hardware responsibilities will include IP cameras, wireless access points (WAP), onboard vehicle computer systems, Ticket Vending Machines, and electronic information signs.
- 

ON THE NEXT PAGE STATE BRIEFLY, CLEARLY, AND CONCISELY THE THINGS THAT YOU DO ON YOUR JOB. BEGIN WITH THOSE REGULAR DUTIES THAT NORMALLY TAKE MOST OF YOUR TIME AND/OR THAT YOU CONSIDER TO BE MOST IMPORTANT. IN THE COLUMN ON THE RIGHT, INDICATE THE APPROXIMATE PERCENT OF YOUR TOTAL WEEKLY TIME SPENT PERFORMING EACH DUTY.

Use simple, non-technical words to describe your work. You should find it helpful to begin each statement of your duties with a verb descriptive of the kind of action you are required to take. Some of the verbs commonly used are listed below:

administer	arrange	check
advise	allocate	assemble
operate	originate	post
review	transfer	distribute
analyze	audit	coordinate
approve	calculate	control
compile	formulate	promote
compute	initiate	purchase
counsel	payout	recommend
design	maintain	regulate
develop	make	schedule
direct	meet	set up



establish	negotiate	specify
examine	organize	supervise
expedite	plan	type
file	prepare	verify
write	tabulate	monitor

Select the proper verb carefully. Be sure that the words you use mean exactly what you intend them to mean - for example: "type a report," "write a report," "add figures," "negotiate contracts," "approve contracts," "meet with vendors," etc.

## **SECTION 2: - JOB PURPOSE, DUTIES AND RESPONSIBILITIES (continued)**

	Responsibilities	Percent of Time Per Week
a.	Manage / maintain existing systems	30 %
b.	Troubleshooting issues with existing systems	25%
c.	Update and resolve various end users requests / trouble tickets	25%
d.	Manage new project implementation / upgrades for existing systems	20%
e.	_____	_____
	_____	_____
f.	_____	_____
	_____	_____
g.	_____	_____
	_____	_____
h.	_____	_____
	_____	_____

FULL TIME TOTAL PERCENT 100%



## **SECTION 2: -- JOB PURPOSE, DUTIES AND RESPONSIBILITIES (continued)**

2. BRIEFLY GIVE TWO (2) EXAMPLES OF THE MOST DIFFICULT TYPES OF PROBLEMS YOU FACE IN YOUR WORK:

Troubleshooting and resolving issues related to onboard vehicles systems within tight time constraints, potentially after hours.

Troubleshooting a new device that candidate is not familiar with and knowing how to research possible solutions / resources and act on them.

3. LIST THE ASPECTS OF YOUR JOB, IF ANY, THAT ARE CONSIDERED CONFIDENTIAL OR SENSITIVE IN NATURE:

Maintain hardware passwords

Issue user accounts and passwords

## **SECTION 3: - EDUCATION AND EXPERIENCE**

1. WHAT IS THE MINIMUM LEVEL OF EDUCATION REQUIRED BY SOMEONE TO PERFORM YOUR JOB SATISFACTORILY? PLEASE CHECK ONLY ONE ITEM.

\_\_\_\_\_ No formal education is necessary

\_\_\_\_\_ High school diploma

\_\_\_\_\_ Training beyond high school in a special trade or field

\_\_\_\_\_ A two-year college degree (AA or AS) in \_\_\_\_\_

\_\_\_x\_\_\_ Professional level of knowledge in a field (usually equivalent to a four-year college degree) in: Computer Science, Information Systems, Applied Mathematics, Management Information Systems, Industry Engineer, Electronic Engineer

\_\_\_\_\_ Post-graduate training or an advanced degree field: \_\_\_\_\_degree

2. PLEASE LIST ANY SPECIALIZED SKILLS, TRAINING, COURSE WORK, SEMINARS OR CERTIFICATE PROGRAMS REQUIRED TO PERFORM THIS JOB:

Microsoft Server, TCP/IP, SMNP, Microsoft Active Directory, Project Management, Change Management, VMWare, MSSQL

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### **SECTION 3: - EDUCATION AND EXPERIENCE (continued)**

3. WHAT TYPES OF EQUIPMENT, MACHINERY, OR TOOLS, IF ANY, MUST YOU USE IN THE PERFORMANCE OF YOUR JOB DUTIES?

Multimeter, workstation, network analyzer

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4. EXPERIENCE REQUIREMENTS:

- A. PLEASE LIST THE MINIMUM TYPES AND LENGTH OF WORK EXPERIENCE REQUIRED BEFORE A PERSON CAN PERFORM YOUR JOB:

<u>Type of Experience</u>	<u>Length of Time</u>
Scripting Language	1 to 3 years
Microsoft Server	3 to 5 years
Microsoft Active Directory	3 to 5 years
MS SQL Server	1 to 3 years
Citrix XenApps	1 to 3 Years
VMWare	1 to 3 Years
Networking	3 to 5 Years
MS SQL scripting	1 to 3 Years

Total Work Experience:     \_\_\_3 – 5 years\_\_\_

- B. WHAT IS THE LENGTH OF THE TRAINING PERIOD REQUIRED FOR A NEW EMPLOYEE ON YOUR JOB TO BECOME FULLY FUNCTIONAL IF HE/SHE POSSESSES THE QUALIFICATIONS YOU HAVE LISTED ABOVE?

\_\_Within 3 months\_\_\_

- C. IF RECRUITING FOR THIS POSITION, IN WHAT INDUSTRIES WOULD YOU LOOK?

\_\_Open to any industry\_\_\_

- D. IF RECRUITING FOR THIS POSITION, WHAT MIGHT BE THE CANDIDATE'S CURRENT JOB TITLE?

Systems Engineer, Systems Administrator, Network Engineer, Server Engineer, Network Technician, Network Administrator, Electronics Technician, Systems Specialist, Network Specialist

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#### **SECTION 4: - SUPERVISORY RESPONSIBILITIES**

1. THE FOLLOWING THREE STATEMENTS DESCRIBE LEVELS OF SUPERVISORY RESPONSIBILITY. CHECK THE ONE THAT BEST DESCRIBES YOUR JOB.

- ☒ I do not manage the work of others.  
☐ I provide work direction to others, but do not have direct performance appraisal responsibility for them.  
☐ I have full supervisory responsibility for others, including performance appraisal and delegated authority to hire, fire, and approve salary actions.

I have this responsibility for:

- ☐ non-management employees only,  
☐ management or professional employees only, or  
☐ both non-management and management employees.

2. IF YOU DIRECTLY SUPERVISE OTHER EMPLOYEES, INDICATE THE TITLE(S) OF THE POSITION(S) SUPERVISED AND, FOLLOWING THE TITLE, THE NUMBER OF EMPLOYEES ASSIGNED TO THE POSITION(S). IF YOU DO NOT SUPERVISE ANYONE DIRECTLY, PLEASE MARK "N/A".

TITLES(S)

NUMBER OF  
PEOPLE

n/a

3. IF YOU INDIRECTLY SUPERVISE OTHERS (that is, if you have people report to you through someone else who then reports to you directly), INDICATE THE TITLE(S) OF THE POSITION(S) INDIRECTLY SUPERVISED AND, FOLLOWING THE TITLE(S), THE NUMBER OF EMPLOYEES ASSIGNED TO EACH POSITION.

TITLE (S)

NUMBER OF  
PEOPLE

n/a

#### **SECTION 5: - ORGANIZATIONAL CONTACTS**

1. LIST THE TITLES OF PEOPLE WITHIN THE COMPANY THAT YOU MUST WORK WITH TO DO YOUR JOB. IN ADDITION, PLEASE LIST THE REASON FOR THESE CONTACTS AND THE FREQUENCY OF THESE CONTACTS (FOR EXAMPLE, YOU MAY SPEAK WITH A PAYROLL CLERK ONCE PER WEEK TO RELAY INFORMATION ABOUT NEW HIRES).



Title	Reason for Contact	How Often?
Network Administrator	Coordinate network changes to offsite devices	Daily
Systems Coordinator	Reports directly to SC for tasks and priorities	Daily
IT Director	Provide project updates as required	Weekly

2. LIST THE TITLES OF PEOPLE OUTSIDE THE COMPANY THAT YOU MUST WORK WITH TO DO YOUR JOB (e.g., vendors, bankers, service companies, etc.). ALSO LIST THE NAME OF THE ORGANIZATION THEY WORK FOR, THE REASON YOU HAVE CONTACT WITH THEM, AND THE FREQUENCY WITH WHICH YOU INTERACT WITH THEM.

Title	Organization	Reason for Contact	How Often?
Technical Support	Cisco	Technical Support	As required
Technical Support	Microsoft	Technical Support	As required
Technical Support	Citrix	Technical Support	As required
Technical Support	VMWare	Technical Support	As required
Technical Support	SQL Server	Technical Support	As required



**SECTION 5: - ORGANIZATIONAL CONTACTS (continued)**

THIS ITEM ALSO PERTAINS TO THE INTERPERSONAL CONTACTS WHICH YOU MUST MAINTAIN WITH OTHER EMPLOYEES, VENDORS, EXECUTIVES OF THE COMPANY AND/OR OUTSIDE INDIVIDUALS OF VARIOUS TYPES IN YOUR NORMAL DAILY WORK. CHECK THE STATEMENT THAT MOST ACCURATELY REFLECTS THE TYPE OF CONTACTS YOU NORMALLY HAVE.

- \_\_\_\_\_ The personal contacts I have during a normal workday are with my immediate associates in my section and generally deal with matters of a routine nature. My contacts require ordinary courtesy to avoid friction in relationships.
- \_\_\_\_\_ The personal contacts I have are generally of a routine nature in one or several other sections, departments, or divisions, or they require close collaboration with other members of the same section, department, or division.
- \_\_\_\_\_ The personal contacts I have involve telephone or written communication with individuals primarily inside, but occasionally outside, the Company and may involve answering routine inquiries or discussion of non-controversial matters.
- \_\_\_\_\_x\_\_\_\_\_ The personal contacts I have involve frequent telephone or written communication with individuals outside the Company in administrative positions and may involve answering routine inquiries or discussion of non-controversial matters.
- \_\_\_\_\_ The personal contacts I have involve frequent personal contact with individuals in management or executive positions, wherein I present information and recommendations. I (may) also answer outsiders' requests for nonroutine information requiring tact in presentation.
- \_\_\_\_\_ My personal contacts are of considerable importance inside and outside the Company wherein failure to exercise judgment or diplomacy may result in losses to the Company.
- \_\_\_\_\_ I have regular contact with the Board of Directors of the Company.



## **SECTION 6: - PLANNING**

EACH OF THE FOLLOWING STATEMENTS DESCRIBES ONE OPTION IN A RANGE OF OPTIONS CONCERNING THE SCOPE OF THE PLANNING ACTIVITIES THAT A PERSON DOES AS PART OF HIS/HER JOB. PLEASE CHECK THE ONE STATEMENT THAT BEST DESCRIBES YOUR PLANNING RESPONSIBILITIES.

\_\_\_\_\_ I do not do any planning.

  x   I plan my own work load.

\_\_\_\_\_ I plan my own work load and the work of one or more people in my work group.

\_\_\_\_\_ I plan the work for the entire department.

\_\_\_\_\_ I plan the work for two or more departments.

\_\_\_\_\_ I plan the work for the entire region.

\_\_\_\_\_ I plan the work for the entire organization.



## **SECTION 6: - PLANNING (CONTINUED)**

If you do some form of planning, please identify the timespan of your planning activities.

\_\_\_\_\_ I only plan my work on a day to day basis.

\_\_\_\_\_ I plan on a weekly basis.

\_\_\_x\_\_\_ I plan on a monthly basis.

\_\_\_ \_\_\_ I plan projects with a month to six-month timespan.

\_\_\_\_\_ I plan projects with a six-month to one-year timespan.

\_\_\_\_\_ I plan for annual budgets and up to 2 years in advance.

\_\_\_\_\_ I am involved in strategic planning for the organization and plan on a 3 to 5 year basis.



## **SECTION 7: - -SKILLS AND ABILITIES**

Please check the statement that most closely matches the skills and abilities required for the position.

### **LANGUAGE SKILLS**

- \_\_\_\_\_ Ability to read a limited number of two- and three-syllable words and to recognize similarities and differences between words and between series of numbers. Ability to print and speak simple sentences.
- \_\_\_\_\_ Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- x  \_\_\_\_\_ Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.
- \_\_\_\_\_ Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- \_\_\_\_\_ Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.
- \_\_\_\_\_ Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.



## SECTION 7: - -SKILIS AND ABILITIES (continued)

### MATHEMATICAL ABILITY

- \_\_\_\_\_ Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.
- \_\_\_\_\_ Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- \_\_\_\_\_ Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- \_\_\_x\_\_\_ Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

### REASONING ABILITY

- \_\_\_\_\_ Ability to apply common sense understanding to carry out simple one- or two-step instructions. Ability to deal with standardized situations with only occasional or no variables.
- \_\_\_\_\_ Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
- \_\_\_\_\_ Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- \_\_\_x\_\_\_ Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- \_\_\_\_\_ Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.



## **SECTION 8: - ACCOUNTABILITY**

EACH OF THE FOLLOWING STATEMENTS DESCRIBES ONE OPTION IN A RANGE OF POSSIBILITIES CONCERNING THE TYPE OF SUPERVISION AND GUIDANCE A PERSON RECEIVES AS PART OF HIS/HER JOB. PLEASE CHECK THE ONE STATEMENT THAT BEST DESCRIBES THE KIND OF SUPERVISION YOU RECEIVE.

- \_\_\_\_\_ I am constantly supervised; I make no decisions independently and work according to procedure.
- \_\_\_\_\_ I am closely supervised; I have very little flexibility in the methods I use or in assigning priorities to my tasks.
- \_\_\_\_\_ I am frequently supervised; My activities are governed by well established rules and procedures and are periodically monitored; some flexibility to determine method or scheduling.
- x   I am generally managed; My activities are governed by general department and of company rules and procedures or schedules and are sometimes monitored; moderate flexibility to determine method, high flexibility to determine scheduling.
- \_\_\_\_\_ I have occasional oversight; My activities are governed by general organizational roles and procedures, I have considerable autonomy within established timeframes.
- \_\_\_\_\_ I work independently on a major function, guided by company policies. I exercise a high degree of initiative involving major programs and commitment. My work is monitored by exception and management information reports. I am almost autonomous in my work.
- \_\_\_\_\_ My work is entirely self-directed; I answer only to the Board of Directors.



## **SECTION 9: - DECISION-MAKING, COMPLEXITY AND PROBLEM-SOLVING**

1. EACH OF THE FOLLOWING STATEMENTS DESCRIBES ONE POSITION IN A RANGE OF POSITIONS CONCERNING THE VARIETY OF WORK DONE WITHIN A JOB. PLEASE PUT A CHECK MARK IN FRONT OF THE ONE STATEMENT THAT MOST CLOSELY DESCRIBES THE VARIETY OF TASKS THAT ARE NORMALLY A PART OF YOUR JOB.

- \_\_\_\_\_ I perform routine and generally repetitive duties involving little or no variety. I follow simple and easily understood procedures that do not require independent judgment and analysis.
- \_\_\_\_\_ I work on a limited variety of routine tasks which are relatively simple tasks of a clerical or manual nature; I may make minor decisions involving accuracy, quality, method of operation or set-ups.
- \_\_\_\_\_ I work on a wide variety of routine tasks that involve some choice of action within limits.
- \_\_\_ x \_\_\_ I work on diversified tasks that involve a wide range of complex but standardized procedures, semi-routine duties may involve solving frequent problems. I work according to assigned objectives and may work independently on special projects.
- \_\_\_\_\_ I work on non-routine tasks within general procedures or guidelines, and that involve the analysis and solution of complex problems based on facts, within broad policies and objective guidelines.
- \_\_\_\_\_ I do specialized or technical work with unclear guidelines. My work is analytical and involved, and requires judgment where policies and methods are not well established, problem solving requires innovation, ingenuity, planning, and coordination of effort.
- \_\_\_\_\_ I do creative work of a research or development nature with few precedents or examples.



**SECTION 9:- DECISION-MAKING, COMPLEXITY, AND PROBLEM-SOLVING**  
**(Continued)**

2. EACH OF THE FOLLOWING STATEMENTS CONCERNS THE VARIETY OF DECISION-MAKING LATITUDE A PERSON CAN HAVE IN A JOB. PLEASE PUT A CHECK MARK IN FRONT OF THE ONE STATEMENT THAT MOST CLOSELY DESCRIBES THE DECISION-MAKING LATITUDE THAT IS NORMALLY A PART OF YOUR JOB.

\_\_\_\_\_ Position duties involve little or no decision making activities.

\_\_\_\_\_ Position duties involve providing counsel and information used in the decision making process, but do not involve making decisions or recommendations.

\_\_\_\_\_ Position duties involve providing counsel and information, and also involve making some recommendations.

  x  \_\_\_\_\_ Position duties involve making some decisions and making many recommendations.

\_\_\_\_\_ Position duties involve making frequent decisions and frequent recommendations. I make decisions and take actions that are later subject to review.

\_\_\_\_\_ Position duties involve making constant decisions and providing the authorization of recommended courses of action.

\_\_\_\_\_ Position duties involve decision making having international impact on the Company. I make decisions and take actions independently without anyone's review.



## **SECTION 10: - IMPACT OF ERRORS**

CHECK THE ONE STATEMENT THAT MOST ACCURATELY DESCRIBES THE POTENTIAL CONSEQUENCES OF THE ERRORS THAT MAY OCCUR IN THE COURSE OF YOUR NORMAL WORK.

- \_\_\_\_\_ My errors cause little difficulty or loss of time to correct. Most of my errors are detected through routine checking procedures.
- \_\_\_\_\_ My errors do not result in overall embarrassment to the Company or in monetary losses but (may) waste supplies and require expenditure of time to track and correct.
- x   My errors may cause the Company to incur a modest financial loss or may cause modest embarrassment.
- \_\_\_\_\_ My errors may result in considerable financial loss and/or embarrassment to the Company and may adversely affect some aspect of our business.
- \_\_\_\_\_ My errors have serious financial impact and/or may seriously impair achievement of Company goals and commitments.



## **SECTION 11: - WORKING CONDITIONS**

How much exposure to the following environmental conditions does this job require? Show the amount of time by checking the appropriate boxes below.

Amount of time				
	None	Up to 1/3	1/3 to 2/3	2/3 and more
Wet, humid conditions (non -weather)		X		
Work near moving mechanical parts	X			
Work in high, precarious place		X		
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions		X		
Extreme cold (non weather)	X			
Extreme heat (non weather)	X			
Risk of electrical shock		X		
Work with explosive	X			
Risk of radiation	X			
Vibration	X			

How much noise is typical for the work environment of this job? Check the appropriate level below.

- \_\_\_\_\_ Very Quiet (Examples: forest trail, isolation booth for hearing test)
- \_\_\_\_\_ Quiet (Examples: library, private office)
- \_\_\_x\_\_\_ Moderate Noise (Examples: business office with typewriters and/or computer printers, light traffic)
- \_\_\_\_\_ Loud Noise (Examples: metal can manufacturing, department, large earth-moving equipment)
- \_\_\_\_\_ Very Loud Noise (Examples: jack hammer work, front row at rock concert)



## **SECTION 12: - PROBABILITY OF INJURY OR ACCIDENT**

Which of the following statements most closely describes the probability of injury or accident in your working environment? Please cite one or two examples if appropriate.

- \_\_\_\_\_ While performing my normal work activities, there is generally little or no probability of injury or health impairment.
- \_\_\_x\_\_\_ While performing my normal work activities, accidents are improbable outside of temporary minor injuries such as cuts, bruises or sprains.
- \_\_\_\_\_ While performing my normal work activities, I have relatively high exposure to hazards which are likely to produce temporary cuts, bruises or sprains.
- \_\_\_\_\_ While performing my normal work activities, I have occasional exposure to serious potential injury or health hazard such as severe burns, fractures or similar disablements.
- \_\_\_\_\_ While performing my normal work activities, I am frequently exposed to serious potential injury or health hazard such as severe burns, fractures or similar disablements.

Examples

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### **SECTION 13: - PHYSICAL DEMAND**

Please check the box that most accurately describes the amount of time you spend on the following activities.

Amount of time				
	None	Up to 1/3	1/3 to 2/3	2/3 and more
Stand		x		
Walks		x		
Sit			x	
Talk or hear		x		
Use hands to finger, handle or feel		x		
Climb or balance		x		
Stoop, kneel, crouch or crawl		x		
Reach with hands and arms		x		
Taste or smell	x			

Does this job require that weight be lifted or force be exerted? If so, how much and how often?  
Check the appropriate boxes below.

Amount of time				
	None	Up to 1/3	1/3 to 2/3	2/3 and more
Up to 10 pounds			x	
Up to 25 pounds		x		
Up to 50 pounds	x			
Up to 100 pounds	x			
More than 100 pounds	x			

### EXAMPLES

Computers\_\_\_\_\_

\_\_\_\_\_



#### **SECTION 14: - VISION REQUIREMENTS**

Does this job have any special vision requirements? Check all that apply.

- \_\_\_\_\_ My job requires close vision (clear vision at 20 inches or less).
- \_\_\_\_\_ My job requires distance vision (clear vision at 20 feet or more).
- \_\_\_\_\_ My job requires color vision (ability to identify and distinguish colors).
- \_\_\_\_\_ My job requires peripheral vision (ability to observe an area that can seem up or down or to the left and right while eyes are fixed on a given point).
- \_\_\_\_\_ My job requires depth perception (3- dimensional vision, ability to judge distances and spatial relationships).
- \_\_\_\_\_ My job requires ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).
- x  \_\_\_\_\_ My job requires no special vision requirements.

#### **SECTION 15: - ADDITIONAL COMMENTS**

Please add any additional comments that you feel are appropriate.

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THANK YOU



ITEM #           E9          

**DATE:** May 2, 2018

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

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

**FROM:** Donald Walker, Director of Finance and  
Marjorie Ewing, Director of Human Resources & Safety Regulatory Compliance

**SUBJECT: OMNITRANS UNFUNDED ACCRUED LIABILITY WITH  
CALIFORNIA PUBLIC EMPLOYEES' RETIREMENT SYSTEM**

**FORM MOTION**

Receive and file the update on Omnitrans Unfunded Accrued Liability (UAL) with California Public Employees' Retirement System (CalPERS).

*This item was reviewed by the Administrative & Finance Committee at its April 12, 2018 meeting, and recommended to the Board of Directors for approval.*

**BACKGROUND**

This item is presented for informational purposes at the request of the Chairman of the Omnitrans Board of Directors at a prior meeting. The information represents the results of the June 30, 2016 actuarial valuation of Omnitrans' Miscellaneous Plan with CalPERS. The actuarial valuation sets the required employer contribution for Fiscal Year 2018-19 (07/01/18 – 06/30/2019).

When a plan or pool's value of assets is less than its' accrued liability, the difference is the plan or pool's Unfunded Accrued Liability (or unfunded liability). If the unfunded liability is positive, the plan or pool will have to pay contributions exceeding the upcoming fiscal year's contribution rate for its active employees. The June 30, 2016 actuarial valuation report shows an unfunded accrued liability of \$24,519,618 or 15.3% compared to \$13,787,676 or 9.3% for the previous fiscal year.

Beginning with Fiscal Year 2017-18 CalPERS began collecting employer contributions toward the unfunded accrued liability as dollar amounts instead of the prior method of a contribution rate. Omnitrans contribution rate for Fiscal Year 2017-18 is 9.700% compared to 12.464% for the previous fiscal year. The table below provides a recent history of the required employer contributions for the plan, as determined by the annual actuarial valuation.



<b>Fiscal Year</b>	<b>Employer Normal Cost</b>	<b>Unfunded Rate</b>	<b>Employer Total Rate</b>	<b>Unfunded Liability Payment (\$)</b>
2013 - 14	9.861%	0.805%	10.666%	N/A
2014 - 15	9.687%	1.330%	11.017%	N/A
2015 - 16	9.849%	1.939%	11.788%	N/A
2016 - 17	10.129%	2.335%	12.464%	N/A
2017 - 18	9.700%	N/A	9.700%	\$917,258
2018 - 19	9.793%	N/A	9.793%	\$1,310,510

Omnitrans contributions toward the unfunded liability will continue to be collected as dollar amounts instead of a percentage of payroll. In July 2017, Omnitrans was billed \$917,258 due in 12 monthly payments of \$76,438 with an option to prepay \$884,682. The prepayment option was taken saving \$32,576 (\$884,682 vs. \$917,258) or 3.6%. The July 2018 bill of \$1,310,510 is expected to have a similar option to prepay. Omnitrans anticipates prepaying \$1,263,987 and saving \$46,523.

### **CONCLUSION**

Based on the Omnitrans Plan's Funded Status and the Unfunded Rate, the Agency is financially prudent in our fiduciary responsibilities with the CalPERS Retirement System.

PSG:ME:DW



ITEM # E10

**DATE:** May 2, 2018

**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 – EXECUTION OF CERTIFICATIONS AND ASSURANCES FOR FY2015-2016 LOW CARBON TRANSIT PROGRAM (LCTOP)**

### **FORM MOTION**

Authorize the CEO/General Manager to execute all required documents and any amendments required to execute the Low Carbon Transit Operations Program (LCTOP).

### **BACKGROUND**

In May of 2016, Omnitrans was awarded \$1,445,720 in LCTOP funds. Included in these funds was \$554,435 to fund the Ontario Airport Shuttle Service Pilot Program.

According to LCTOP guidelines, projects should start within six months of approved funding and completed within three years. Delays in the Ontario Airport Shuttle Service Pilot Project placed these funds at risk of meeting these deadlines.

At the Board of Directors meeting on February 7, 2018, the Board of Directors approved the transfer of \$554,435 to the Yucaipa – San Bernardino Metrolink Freeway Express Project.

Omnitrans has been informed by the LCTOP Program administration that a new Board Resolution must be adopted.

### **CONCLUSION**

Approval of this agenda item allows Omnitrans to maintain the LCTOP funding source while providing a new service in our service area.

PSG: DW:MM

Attachment A: Resolution No. 306-18



**RESOLUTION #306-18**

**AUTHORIZATION FOR THE EXECUTION OF THE  
CERTIFICATIONS AND ASSURANCES FOR FISCAL  
YEAR 2015-2016 LOWCARBON TRANSIT OPERATIONS  
PROGRAM (LCTOP).**

**WHEREAS**, OMNITRANS is an eligible project sponsor and may receive state funding from the Low Carbon Transit Operations Program (LCTOP) now or sometime in the future 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 the Chief Executive Officer/General Manager.

**WHEREAS**, OMNITRANS wishes to execute the Corrective Action Plan for a funds transfer from LCTOP Project 15/16 D8-135 Ontario Airport Shuttle in the amount of \$554,435 will be transferred to project #15/16 D8-108 Yucaipa Freeway Express bringing total allocated funds to \$854,435.

**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 document and applicable statutes, regulations and guidelines for all LCTOP funded transit projects.

**NOW THEREFORE, BE IT FURTHER RESOLVED** that the Chief Executive Officer/General Manager be authorized to execute all required documents of the LCTOP Program and any Amendments thereto with the California Department of Transportation.

Section 1. The fund recipient, Omnitrans, 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.

Section 2. Omnitrans General Manager, Scott Graham, is authorized to execute all required documents of the LCTOP Program and any amendments thereto with the Department.



Section 3. The submittal of the following project nominations and allocation requests to the Department in Fiscal Year 2015/2016 LCTOP funds are hereby authorized:

Project Name: Omnitrans Freeway Express Pilot Program serving Yucaipa, Redlands, Hospitality Lane and San Bernardino Transit Center

Amount of LCTOP Funds Requested: \$300,000, revised to \$854,435 as transferred from Ontario Airport Shuttle Pilot Program.

Project Description: This is a freeway express pilot program, serving Yucaipa, Redlands, Hospitality Lane and San Bernardino Transit Center. This freeway express route was ranked the next highest priority freeway express project based on ridership potential, service duplication, and fit of the route into the overall network. With an allocation of LCTOP funding, Omnitrans will implement this route as a pilot program. Contributing Sponsor: SBCTA

Project Lead: Omnitrans

Project Name: Ontario Airport Shuttle Service Pilot Program

Amount of LCTOP Funds Requested: \$554,435, revised to \$0.00 due to delay of project.

Project Description: The Ontario Airport Shuttle Service involves partnership with Ontario area hotels and may serve both Haven Avenue and Milliken Avenue with high-quality and high-frequency transit. The shuttle service will be developed to meet the needs of Metrolink, the Ontario Airport, and area hotels, and is expected to run with a 20 – 30-minute frequency between the hours of 5:00am and 11:00pm. The service may be utilized by tourists, travelers, local residents, and employees. Omnitrans will utilize LCTOP funds to procure four vehicles initially needed for this service and to begin operation of the service following local control of the Ontario Airport.

Contributing Sponsor: SBCTA

Project Lead: Omnitrans

Section 4. This resolution shall take effect immediately upon its adoption.

PASSED AND ADOPTED at an Omnitrans Board Meeting held on May 2, 2018.



CERTIFICATION

The undersigned duly qualified CEO/General Manager acting on behalf of Omnitrans certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Omnitrans Board of Directors held on this 2nd day of May 2018, by the following vote to wit:

AYES:

NOES:

ABSENT:

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

The foregoing resolution is hereby approved this 2nd day of May 2018.

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Ron Dailey  
Chair, Omnitrans Board of Directors

Approved as to form:

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Haviva Shane  
Counsel for Omnitrans



ITEM # \_\_\_\_\_ E11

**DATE:** May 2, 2018

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

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

**FROM:** Douglas L. Stanley, Director of Special Transportation Services

**SUBJECT: FUNDING AWARD – CALL FOR PROJECTS - 2018 MEASURE I  
SPECIALIZED TRANSPORTATION PROGRAM FOR FISCAL YEARS  
FY19 AND FY20**

### **FORM MOTION**

Recommend the Omnitrans Board of Directors authorize the CEO/General Manager to award funds for the Call for Projects - 2018 Measure I Specialized Transportation Program for Fiscal Years FY19 and FY20.

*This item was reviewed by the Administrative & Finance Committee at its April 12, 2018 meeting, and recommended to the Board of Directors for approval.*

### **BACKGROUND**

On November 1, 2017, Omnitrans Board of Directors authorized the CEO/General Manager to announce Call for Projects – 2018 Measure I Specialized Transportation Program for Fiscal Years FY19 and FY20. The Measure I funds for this Call are funds directly allocated to Omnitrans as Consolidated Transit Services Agency for San Bernardino Valley. The Call for Projects covered two funding years: FY19 and FY20 with approximately \$600,000 available each year and a maximum funding request of \$150,000 per agency.

The Call for Projects invited project proposals from eligible applicants which included local government authorities, human and social services agencies, tribal governments, private non-profit and charitable organizations. Measure I requires that projects selected for funding must be included in the Public Transit-Human Services Transportation Coordination Plan for San Bernardino County, 2016-2020. The Plan identifies existing transportation services, unmet transportation needs and service gaps, as well as the prioritized goals and strategies for transportation needs of seniors and individuals with disabilities.



Proposals were evaluated by a panel of representatives from Omnitrans, SBCTA, and AMMA Transit Planning - SBCTA's consultant for the Public and Specialized Transportation Advisory and Coordination Council (PASTACC). A representative from Riverside County Transportation Commission (RCTC) was asked to participate in the evaluation process, but was unable to do so. A total of 10 proposals were received in response to the Call, with eight (8) proposals being selected for funding - Table 1. Two (2) proposals were not selected for funding - Table 2.

Table 1

<u>AGENCY</u>	<u>PROJECT</u>	<u>FY19 AMOUNT</u>	<u>FY20 AMOUNT</u>
City of Chino	Senior Mobility And Reliable Trans (Get S.M.A.R.T.)	\$75,000	\$75,000
Highland District Council on Aging (HSC)	Senior Transportation Services	\$34,000	\$39,000
Loma Linda UMC Adult Day Health Care	CBAS Transportation Program	\$75,000	\$75,000
Lutheran Social Services of So Cal (CCLM)	Trans Program for People w/ HIV/AIDS	\$59,157	\$59,157
Pomona Valley Community Services (CSS)	Community Connections Trans Reimbursement Program	\$74,936	\$74,936
Pomona Valley Workshop DBA: Anthesis	Expansion of Anthesis in Motion	\$68,450	\$69,909
SB County DAAS	Valley Transportation Expansion Program	\$75,000	\$75,000
West End YMCA	YMCA Senior Wellness Transportation	\$70,689	\$75,000
		\$532,232	\$543,002
			\$1,075,234

Table 2

<u>AGENCY</u>	<u>PROJECT</u>	<u>NOTES</u>
Priscilla's Helping Hands	Senior Center/Community Ride Program	Not Selected for Funding
VV Family Resource Center	VVFRC GAP Transit	Not Selected for Funding

## CONCLUSION

Recommend the Omnitrans Board of Directors authorize the CEO/General Manager to award funds for the Call for Projects - 2018 Measure I Specialized Transportation Program for Fiscal Years FY19 and FY20.

PSG: DS



ITEM # \_\_\_\_\_ E12 \_\_\_\_\_

**DATE:** May 2, 2018

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

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

**FROM:** Eugenia F. Pinheiro, Interim Director of Procurement

**SUBJECT: AUTHORIZE RELEASE – IFB-HRS18-68  
GENERATOR PROJECT – SAN BERNARDINO TRANSIT CENTER**

**FORM MOTION**

Authorize the CEO/General Manager to release Invitation for Bids IFB-HRS18-68 for the provision of the Generator Project.

**BACKGROUND**

Omnitrans requires a contractor to provide the construction of an exterior 250 kilowatt generator and yard enclosure at the San Bernardino Transit Center (SBTC). A generator is required in order to maintain proper function of the security and information technology equipment in the event of a power outage.

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 Invitation for Bids for procurements for good/services exceeding \$150,000. The Independent Cost Estimate for this project is \$470,307.

**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-Z009-00	2013	SBTC GENERATOR	A1340302F	\$ 275,734
STAF	13-04-OMN-B	2013	SBTC GENERATOR	A1340302S	\$ 68,934
FTA	CA-90-Y850	2011	SBTC GENERATOR	H1130901F	\$ 31,224
FTA	CA-90-Y939	2012	SBTC GENERATOR	H1230901F	\$ 44,533
STAF	13-04-OMN-B	2013	SBTC GENERATOR	H1330901S	\$ 24,754



<b>FUNDING</b>	<b>GRANT #</b>	<b>YEAR</b>	<b>PROJECT NAME</b>	<b>INTERNAL ORDER</b>	<b>AMOUNT</b>
Prob1B	Prop1B	2013	SBTC GENERATOR	H1330912B	\$ 25,128
<b>Total</b>					<b>\$ 470,307</b>

\_\_\_\_\_ 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 solicitation, Omnitrans will have the ability to maintain proper function of the security and information technology equipment at the SBTC.

PSG:EFP:KNT



ITEM # E13

**DATE:** May 2, 2018

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

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

**FROM:** Eugenia F. Pinheiro, Interim Director of Procurement

**SUBJECT: AUTHORIZE RELEASE – IFB-MKP18-80  
BUS STOP IMPROVEMENT PROJECT**

**FORM MOTION**

Authorize the CEO/General Manager to release Invitation for Bids IFB-MKP18-80 for the provision of the Bus Stop Improvement Project.

**BACKGROUND**

Omnitrans requires a Contractor to provide bus stop accessibility improvements at fifteen (15) locations in compliance with the Americans with Disabilities Act (ADA). These improvements are located within the cities of Colton, Rialto, and unincorporated areas of the County of San Bernardino. This project includes the following: construction of sidewalks, curbs, and gutters.

In accordance with 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 Invitation for Bids for procurements for good/services exceeding \$150,000. The Independent Cost Estimate for this project is \$164,434.97.

**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 5307 TE	CA-90-Z280-00	2015	Transit Enhancements	H1530301F	\$13.80
FTA 5307 TE	CA-2017-148-00	2016	Transit Enhancements	H1630911F	\$98,610.30
FTA 5307 TE	CA-2017-032-00	2017	Transit Enhancements	H1730911F	\$32,799.88
LTF	S-1212-041	2012	Transit Enhancements	H1230903L	\$750.59



<b>FUNDING</b>	<b>GRANT #</b>	<b>YEAR</b>	<b>PROJECT NAME</b>	<b>INTERNAL ORDER</b>	<b>AMOUNT</b>
Local Article 3	S-1407-14	2015	Transit Access Stop Improvements	H1530901L	\$190.88
Prop1B	Prop 1B	2016	Transit Enhancements	H1630911B	\$32,069.52
<b>Total</b>					<b>\$ 164,434.97</b>

\_\_\_\_\_ 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 solicitation, Omnitrans will provide safe access to bus stops.

PSG:EFP:KNT



ITEM # E14

**DATE:** May 2, 2018

**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:** **BUS STOP IMPROVEMENT PROJECT COOPERATIVE  
AGREEMENT WITH COUNTY OF SAN BERNARDINO**

**FORM MOTION**

Authorize the CEO/General Manager to execute the Bus Stop Improvement Project Cooperative Agreement with the County of San Bernardino.

*This agreement has been reviewed and approved by Omnitrans legal counsel.*

**BACKGROUND**

In 2013, Omnitrans was awarded TDA Article 3 Transit Stop Access Improvement Program funds by SANBAG (now SBCTA) for accessibility improvements such as sidewalk and ADA ramps at forty-five (45) bus stop locations throughout Omnitrans' service area. The majority of these improvements have been completed through funding pass-through agreements between Omnitrans and the cities of Ontario and San Bernardino.

There are bus stop improvements at fifteen (15) locations remaining to be completed in the cities of Colton and Rialto and in County of San Bernardino unincorporated areas. These improvements have been designed by Omnitrans' on-call design firm STV, Inc., and have been approved by the three respective jurisdictions. The Invitation for Bids for construction of the bus stop improvements is being presented to the Board of Directors at its May 2, 2018 meeting for approval.

One of the three jurisdictions, the County of San Bernardino, requested a cooperative agreement with Omnitrans for implementation of the bus stop improvement projects at the five locations in County unincorporated areas. The attached agreement (Attachment A), outlines the roles and responsibilities of Omnitrans and the County for the project. Omnitrans is the project manager and has obtained the necessary permits from the County to implement the project.

There is no direct financial impact of this Agreement on Omnitrans. The construction cost for the bus stop improvements in the County unincorporated areas is estimated at \$61,771. Omnitrans is using TDA Article 3 Transit Stop Access Improvement Program funds from



SBCTA, along with FTA 5307 Transit Enhancement funds, which have been allocated to complete the project.

Strategic Initiative Supported – Omnitrans Strategic Plan FY2017-2020 Marketing Goal, Strategy 2. Decrease barriers to non-riders.

### **CONCLUSION**

Authorize the CEO/General Manager to execute the Bus Stop Improvement Project Cooperative Agreement with the County of San Bernardino.

PSG:WW:AMJ

Attachment A:           Bus Stop Improvement Project Cooperative Agreement



**BUS STOP IMPROVEMENT PROJECT  
COOPERATIVE AGREEMENT**

BETWEEN

**OMNITRANS**  
1700 W. FIFTH ST.  
SAN BERNARDINO, CA 92411

AND

**COUNTY OF SAN BERNARDINO**  
385 N. ARROWHEAD AVE.  
SAN BERNARDINO, CA 92415

This Cooperative Agreement (**“Agreement”**) is made and entered into this \_\_\_\_ Day of \_\_\_\_\_, 2018, by and between Omnitrans, a joint powers authority (**“Omnitrans”**), and the County of San Bernardino (**“County”**), collectively referred to as **“Parties.”**

WITNESSETH

WHEREAS, Omnitrans is undertaking, as the project sponsor and manager, the design and construction of transit stop accessibility improvements (including construction of sidewalk and/or curb and gutter) at five bus stops at the following locations in the County: San Bernardino Avenue at Hemlock Avenue; San Bernardino Avenue at Live Oak Avenue; San Bernardino Avenue at Redwood Avenue; and Merrill Avenue at Beech Avenue (both sides of street); and

WHEREAS, the transit stop accessibility improvements include the construction of a reinforced concrete pad in the pavement at one of the bus stops located at the northeast corner on Merrill Avenue east of Beech Avenue; and

WHEREAS, the project plans are attached as Exhibit A and incorporated herein by this reference; and

WHEREAS, the above-mentioned transit stop accessibility improvements are collectively referred to as the Project (**“Project”**); and

WHEREAS, the Project is funded by local Transportation Development Act Article 3 funds from the San Bernardino County Transportation Authority (**“SBCTA”**) as well as Federal 5307 Urbanized Area Formula Funds; and

WHEREAS, Omnitrans is the designated recipient of Section 5307 Urbanized Area Formula Funds; and

WHEREAS, Omnitrans is using the above-mentioned Federal financial assistance for the improvement of Project Property; and



WHEREAS, Omnitrans, as the designated recipient of Section 5307 Urbanized Area Formula Funds, is required to have, maintain, and exercise satisfactory continuing control over the Project Property (as defined in Section 1 of this Agreement) under its funding agreement with the Federal Transit Administration (“FTA”); and

WHEREAS, the County will hold title (in the form of a grant of easement(s)) to Project Property in the scope of Project.

NOW THEREFORE, the Parties agree as follows:

## **SECTION 1 - DEFINITIONS**

As used in this Agreement the term -

- (a) “Continuing control over the Project Property” means accountability to the Federal Transit Administration as to the use and disposition of federally funded assets to ensure Project Property remains available to be used for its originally authorized purpose for which FTA funding has been provided.
- (b) “Effective Date” means the date on which this Agreement is approved and executed by the authorized representatives of the parties hereto, as indicated on the signature page of this Agreement.
- (c) “Federal Transit Administration” or “FTA” means the Federal Transit Administration of the United States Department of Transportation.
- (d) “Project Property” means the improvements made by Omnitrans with Federal financial assistance under the scope of Project to County public road right-of-way as depicted in Exhibit A.

## **SECTION 2 - PURPOSE OF AGREEMENT**

The purpose of this Agreement is to establish Omnitrans’ satisfactory continuing control over Project Property and to establish the respective rights and obligations of the Parties in connection with this Agreement.

## **SECTION 3 - USE AND CONTROL OF PROJECT PROPERTY**

- (a) In General - Due to the FTA funds used on the Project, Omnitrans shall maintain satisfactory continuing control over the Project Property for its useful life to carry out the authorized purpose of the Project for which Federal funds were used in accordance with FTA requirements and grant conditions.
- (b) Period of Continuing Control – Omnitrans’ right to exercise Continuing control over the Project Property shall continue for its useful life and as long as the Project Property is needed in the judgment of Omnitrans for Project purposes for which the FTA funds were expended and shall include any time period necessary to dispose of the Project Property under FTA requirements and procedures. The County may request that Omnitrans



evaluate whether the Project Property continues to have a “useful life” (as defined by FTA guidelines and regulations) not less than five (5) years after the Notice of Completion for the Project is filed, but in no event shall Omnitrans’ right to exercise continuing control be extinguished without mutual written consent of the Parties and FTA, if determined necessary.

- (c) Use – County approves the Project plans attached as Exhibit A. County also consents, subject to Omnitrans complying with the terms of this Agreement and receiving a permit from the County pursuant to Section 4, paragraph (b), to Omnitrans’ use of the Project Property for appropriate Project purposes to support public transportation activities. The Parties agree to notify the other party prior to withdrawal of any Project Property from Project use.

#### **SECTION 4 – RESPONSIBILITIES OF OMNITRANS**

- (a) Design and Construction – Omnitrans has designed and shall construct the Project at no cost or expense to County.
- (b) Omnitrans shall obtain and comply with any and all applicable permits for the Project, including, but not limited to, permits from the County to enter County right-of-way to perform construction and exercise continuing control work on the Project Property. In the event of a conflict between the terms and conditions of the County issued permit to enter County right-of-way to perform construction and exercise continuing control work on the Project Property and this Agreement, the terms and conditions of this Agreement shall control.
- (c) Omnitrans shall comply, as well as require all of its contractors and subcontractors to comply with all applicable Federal, State and County laws and regulations, including, but not limited to, laws and regulations that address public bidding, licensing, and prevailing wage, as well as all air pollution control, water pollution (including municipal separate storm sewer system permits or orders), and safety and health ordinances and statutes, which apply to the work performed pursuant to this Agreement.
- (d) Omnitrans shall comply with the following Drug and Alcohol-Free Workplace provisions:
  - 1) In recognition of individual rights to work in a safe, healthful and productive work place, as a material condition of this Agreement, Omnitrans agrees that its employees and contractors/subcontractors, while performing work on County property:
    - i) Shall not be in any way impaired because of being under the influence of alcohol or a drug.
    - ii) Shall not possess an open container of alcohol or consume alcohol or possess or be under the influence of an illegal drug.
    - iii) Shall not sell, offer, or provide alcohol or a drug to another person.



- 2) This shall not be applicable to Omnitrans employees and contractors/subcontractors who, as part of the performance of normal job duties and responsibilities, prescribes or administers medically prescribed drugs.
  - 3) Omnitrans shall inform all employees and contractors/subcontractors that are performing work on County property of the County's objective of a safe, healthful and productive work place and the prohibition of drug or alcohol use or impairment from same while performing such service for the County.
- (e) Omnitrans shall indemnify, defend (with counsel reasonably approved by County) and hold harmless the County and its authorized officers, employees, agents and volunteers (County Indemnitees) from any and all claims, actions, losses, damages, and/or liability arising out of this Agreement from any cause whatsoever, including the acts, errors or omissions of any person and for any costs or expenses incurred by the County Indemnitees on account of any claim except where such indemnification is prohibited by law. This indemnification provision shall apply regardless of the existence or degree of fault of Indemnitees. Omnitrans' indemnification obligation applies to the County Indemnitee's "passive" negligence but does not apply to the County Indemnitees' "sole" or "active" negligence or "willful misconduct" within the meaning of Civil Code Section 2782.
- (f) Omnitrans shall comply with the following insurance requirements for the Project governed by this Agreement:
- 1) Omnitrans agrees to provide insurance set forth in accordance with the requirements herein. If Omnitrans uses existing coverage to comply with these requirements and that coverage does not meet the specified requirements, Omnitrans agrees to amend, supplement or endorse the existing coverage to do so.
  - 2) Without in any way affecting the indemnity herein provided and in addition thereto, Omnitrans shall secure and maintain throughout the Agreement term the following types of insurance with limits as shown:
  - 3) Workers' Compensation/Employers Liability. A program of Workers' Compensation insurance or a State-approved Self-Insurance Program in an amount and form to meet all applicable requirements of the Labor Code of the State of California, including Employer's Liability with \$250,000 limits, covering all persons including volunteers providing services on behalf of Omnitrans and all risks to such persons under this Agreement.
  - 4) If Omnitrans has no employees, it may certify or warrant to County that it does not currently have any employees or individuals who are defined as "employees" under the Labor Code and the requirement for Workers' Compensation coverage will be waived by the County's Director of Risk Management.
  - 5) With respect to contractors that are non-profit corporations organized under California or Federal law, volunteers for such entities are required to be covered by Workers' Compensation insurance.



- 6) Commercial/General Liability Insurance. Omnitrans shall carry General Liability Insurance covering all operations performed by or on behalf of Omnitrans, related to the Project and this Agreement, providing coverage for bodily injury and property damage with a combined single limit of not less than one million dollars (\$1,000,000), per occurrence. The policy coverage shall include:
- a. Premises operations and mobile equipment.
  - b. Products and completed operations.
  - c. Broad form property damage (including completed operations)
  - d. Explosion, collapse and underground hazards.
  - e. Personal Injury
  - f. Contractual liability
  - g. \$2,000,000 general aggregate limit
- 7) Automobile Liability Insurance.
- a. Primary insurance coverage shall be written on ISO Business Auto coverage form for all owned, hired and non-owned automobiles or symbol 1 (any auto). The policy shall have a combined single limit of not less than one million dollars (\$1,000,000) for bodily injury and property damage, per occurrence.
  - b. If Omnitrans is transporting one or more non-employee passengers in performance of Agreement services, the automobile liability policy shall have a combined single limit of two million dollars (\$2,000,000) for bodily injury and property damage per occurrence.
  - c. If Omnitrans owns no autos, a non-owned auto endorsement to the General Liability policy described above is acceptable.
- 8) Umbrella Liability Insurance. An umbrella (over primary) or excess policy may be used to comply with limits or other primary coverage requirements. When used, the umbrella policy shall apply to bodily injury/property damage, personal injury/advertising injury and shall include a “dropdown” provision providing primary coverage for any liability not covered by the primary policy. The coverage shall also apply to automobile liability.
- 9) Professional Services Requirements (which will be passed down to any contractors and subcontracts as applicable):
- a. Professional Liability – Professional Liability Insurance with limits of not less than one million (\$1,000,000) per claim or occurrence and two million (\$2,000,000) aggregate limits; OR



- b. Errors and Omissions Liability Insurance with limits of not less than one million (\$1,000,000) and two million (\$2,000,000) aggregate limits
  - c. If insurance coverage is provided on a “claims made” policy, the “retroactive date” shall be shown and must be before the date of the start of the Agreement work. The claims made insurance shall be maintained or “tail” coverage provided for a minimum of five (5) years after Agreement completion.
  - d. Professional Liability or Errors and Omissions Liability Insurance is to be carried by Omnitrans’ design firm responsible for the design of the Project.
- 10) Additional Insured. All policies, except for the Workers' Compensation, Errors and Omissions and Professional Liability policies shall contain additional endorsements naming the County and its officers, employees, agents and volunteers as additional insured’s with respect to liabilities arising out of the performance of services hereunder. The additional insured endorsements shall not limit the scope of coverage for the County to vicarious liability but shall allow coverage for the County to the full extent provided by the policy. Such additional insured coverage shall be at least as broad as Additional Insured (Form B) endorsement form ISO, CG 2010.11 85.
- 11) Waiver of Subrogation Rights. Omnitrans shall require the carriers of required coverages to waive all rights of subrogation against the County, its officers, employees, agents, volunteers, contractors, and subcontractors. All general or auto liability insurance coverage provided shall not prohibit Omnitrans and Omnitrans’ employees or agents from waiving the right of subrogation prior to a loss or claim. Omnitrans hereby waives all rights of subrogation against the County.
- 12) Policies Primary and Non-Contributory. All policies required above are to be primary and non-contributory with any insurance or self-insurance programs carried or administered by the County.
- 13) Severability of Interests. Omnitrans agrees to ensure that coverage provided to meet these requirements is applicable separately to each insured and there will be no cross liability exclusions that preclude coverage for suits between Omnitrans and the County or between the County and any other insured or additional insured under the policy.
- 14) Proof of Coverage. Omnitrans shall furnish certificates of insurance to the County Department administering the Agreement evidencing the insurance coverage at the time the Agreement is executed, additional endorsements, as required shall be provided prior to the commencement of performance of services hereunder, which certificates shall provide that such insurance shall not be terminated or expire without thirty (30) days written notice to the Department(s) and Omnitrans shall maintain such insurance from the time Omnitrans commences performance of services hereunder until the completion of such services. Within fifteen (15) days of the commencement of this Agreement, Omnitrans shall furnish a copy of the Declaration page for all applicable policies and will provide complete certified copies of the policies and all endorsements immediately upon request.



- 15) Acceptability of Insurance Carrier. Unless otherwise approved by Risk Management, insurance shall be written by insurers authorized to do business in the State of California and with a minimum “Best” Insurance Guide rating of “A-VII”.
- 16) Deductibles and Self-Insured Retention. Any and all deductibles or self-insured retentions in excess of \$10,000 shall be declared to and approved by County’s Risk Management.
- 17) Failure to Procure Coverage. In the event that any policy of insurance required under this Agreement does not comply with the requirements provided above, is not procured, or is canceled and not replaced, the County has the right but not the obligation or duty to cancel the Agreement or obtain insurance with notice to Omnitrans if it deems necessary and any premiums paid by the County will be promptly reimbursed by Omnitrans following written request or County payments to Omnitrans(s)/Applicant(s) will be reduced to pay for County purchased insurance determined to be necessary by County.
- 18) Insurance Review. Insurance requirements are subject to periodic review by the County. The Director of Risk Management or designee is authorized, but not required, to reduce, waive or suspend any insurance requirements whenever Risk Management determines that any of the required insurance is not available, is unreasonably priced, or is not needed to protect the interest of the County. In addition, if the Department of Risk Management determines that heretofore unreasonably priced or unavailable types of insurance coverage or coverage limits become reasonably priced or available, the Director of Risk Management or designee is authorized, but not required, to change the above insurance requirements with written notification provided to Omnitrans to require additional types of insurance coverage or higher coverage limits, provided that any such change is reasonable in light of past claims against the County, inflation, or any other item reasonably related to the County’s risk.
- 19) Any change requiring additional types of insurance coverage or higher coverage limits must be made by amendment to this Agreement. Omnitrans agrees to execute any such amendment within thirty (30) days of receipt and following mutual agreement by the Parties.
- 20) Any failure, actual or alleged, on the part of the County to monitor or enforce compliance with any of the insurance and indemnification requirements will not be deemed as a waiver of any rights on the part of the County.
- 21) Omnitrans agrees to require all contractors or subcontractors, including architects or others it hires or contracts with related to the performance of this contract to provide insurance covering the contracted operations with the basic requirements for all contracts and the insurance specifications for all contracts described herein, (including waiver of subrogation rights) and naming the County as an additional insured. Omnitrans agrees to monitor and review all such coverage and assumes all responsibility ensuring that such coverage is provided as required here.



- (g) The County shall have absolute right to review and audit all records, books, papers, documents, corporate minutes, and other pertinent items as requested, and shall have absolute right to monitor the performance of Omnitrans under this Agreement. Omnitrans shall give full cooperation, in any auditing or monitoring conducted. Omnitrans shall cooperate with the County in the implementation, monitoring and evaluation of this Agreement and comply with any and all reporting requirements established by the County.
- (h) All records pertaining to services delivered and all fiscal, statistical and management books and records shall be available for examination and audit by County representatives upon reasonable written request for a period of three years after termination of this Agreement or until all pending County, State and Federal audits are completed, whichever is later.

## **SECTION 5 – RESPONSIBILITIES OF COUNTY**

- (a) County agrees to use best efforts in accordance with its easement rights and applicable laws: (i) to facilitate use of the Project Property for the transportation purposes for which federal funding has been provided, and (ii) to coordinate with Omnitrans in meeting applicable federal grant funding requirements.
- (b) Maintenance - The County agrees to maintain its Project Property in good operating order.
- (c) Records - The County agrees to keep satisfactory records pertaining to the use of the Project Property and submit to Omnitrans upon request such information as may be required by the FTA to assure continuing control and compliance with FTA's Master Agreement.
- (d) Notice of Incidental Use – County will provide Omnitrans with reasonable notice of any proposed or current incidental use of the Project Property by County or by a third party which County reasonably becomes aware for non-transit purposes that may impact the use of the bus stops. This notice requirement is in accordance with the obligation of Omnitrans to ensure any incidental use for non-transit purposes is compatible with the Project.
- (e) Incidental Use – The Project Property is County highway right-of-way. In addition, County does not possess fee title to the Project Property, but only possesses road easements. As a result, there are or could be various existing or future uses of the Project Property, including, but not limited to, the installation of overhead or underground utilities, wireless telecommunication facilities, and the installation of other encroachments, as well as temporary road closures. County shall not be responsible for any use that exceeds what is permitted by FTA under applicable Federal laws or regulations in accordance with applicable Federal directives. Omnitrans shall be solely responsible to FTA or any other grantor of Project funds for the Project Property and Project funds. As provided in Section 4(e) of this Agreement, Omnitrans shall indemnify, defend and hold harmless the County Indemnitees for any and all claims, actions, losses, damages, and/or liability arising out of this Agreement, including but not limited to FTA claims for the return of Project funds. However, in accordance with Section 5(a) and 5(d) above, County agrees to work with Omnitrans to facilitate use of



Project Property for the transportation purposes for which federal funding has been granted and to provide notice of any incidental uses by County or by a third party which County reasonably becomes aware for non-transit purposes that may impact the use of the bus stops on the Project Property.

- (f) Transfer or Lease of Property – Except for the incorporation or annexation of the Project Property into a city: 1) the County shall not transfer any obligation pertaining to the Project Property that would affect Omnitrans', on behalf of the FTA, continuing interest in the Project Property; 2) any transfer or lease must be approved by Omnitrans and may be subject to FTA approval as determined necessary.
- (g) In the event any encroachment permits are determined necessary for the Project, County shall reasonably cooperate with Omnitrans to expedite the County's review and, if approved by County's Road Commissioner, issuance of permits needed by Omnitrans to meet its obligations under this Agreement.

## **SECTION 6 - TITLE TO PROJECT PROPERTY**

- (a) County shall retain title to Project Property in the form of easements.
- (b) In the event County no longer holds title to the property in the form of an easement or otherwise, notice shall be immediately provided to Omnitrans.

## **SECTION 7 - PROJECT PROPERTY DISPOSITION**

- (a) In General - Omnitrans and County agree that they will attempt to negotiate a mutually acceptable disposition proposal or plan for submission by Omnitrans to the FTA for Project Property prematurely withdrawn from use, Project Property whose useful life has expired, or for Project Property that constitutes excess property or equipment for Federal grant purposes. The disposal proposal or plan will be prepared in accordance with FTA Circular 5010.1D Chapter IV and other FTA guidance.
- (b) FTA Approval - If the Parties are unable to agree upon a disposition proposal or plan, Omnitrans may seek any necessary disposition instructions or approvals from FTA. In such a case, Omnitrans will include in its submission to FTA the independent views of the County regarding the appropriate disposition of the property involved. In addition, County may assert whatever other rights it possesses by reason of its interest in such property.
- (c) Challenge to Disposition Instructions - In the event that the FTA provides disposition instructions or approval with respect to Project Property, County shall consider the terms of such instructions or approval. Any challenge to such disposition instructions by County shall be at County's sole cost and expense.
- (d) In no event shall the disposition proposal or plan have any effect on the County's interest in the Property or character of the Property as public road right-of-way. County shall not be responsible to Omnitrans for the payment of any funds due to the disposition proposal or plan. Omnitrans shall be solely responsible to FTA or any other grantor of Project funds for the Project Property, Project funds, and disposition plan. As provided in Section 5(c) of this Agreement, Omnitrans shall indemnify, defend and hold harmless the



County Indemnitees for any and all claims, actions, losses, damages, and/or liability arising out of this Agreement, including but not limited to FTA claims for the return of Project funds.

## **SECTION 8 - TERM**

- (a) This Agreement shall commence on the Effective Date defined below and, except as provided below, shall terminate on the date: 1) the Project Property is disposed of as excess Project Property under FTA requirements and procedures; and 2) sixty (60) days has passed since Omnitrans provided County notice of the occurrence of the disposition; or 3) both Parties agree that the Project Property's useful life has ended, in accordance with FTA guidance for determining useful life of assets. Upon twenty-five (25) years of the Effective Date, the Parties may assess whether the useful life of the improvements have been met for disposition of the federal interest in the Project Property. In no event shall this Agreement remain in effect beyond forty (40) years of its Effective Date. If Omnitrans does not commence Project construction within three (3) years of the Effective Date of this Agreement and diligently complete construction within a reasonable period of time thereafter, this Agreement shall terminate on the third (3rd) year anniversary of the Effective Date of this Agreement unless otherwise agreed to in writing by the Parties.

## **SECTION 9 - DEFAULT AND REMEDIES**

- (a) Failure or delay by a Party to perform any material term or provision of this Agreement shall constitute a default under this Agreement, provided that if the Party who is otherwise claimed to be in default by the other Party commences to cure, correct, or remedy the alleged default within thirty (30) calendar days after receipt of written notice specifying such default and thereafter diligently undertakes efforts to complete such cure, correction, or remedy, such Party shall not be deemed to be in default hereunder. The Party claiming that a default has occurred shall give written notice of default to the defaulting Party, specifying in sufficient details the deficiencies causing the alleged default. Delay in giving such written notice shall not constitute a waiver of any default nor shall it change the time of default; provided, however, the non-defaulting Party shall have no right to exercise any remedy for a default hereunder without first delivering the written default notice as specified herein.
- (b) In the event that the defaulting Party fails to commence to cure, correct, or remedy a default within thirty (30) calendar days following receipt of written notice, or thereafter fails to diligently complete such cure, correction, or remedy, a breach of this Agreement shall be deemed to have occurred. In the event of a breach the non-defaulting Party may terminate this Agreement through written notice of termination.
- (c) Both Omnitrans and County shall retain their rights to terminate this Agreement and the Project before completion, without liability, at any time due to the lack of adequate funding or the lack of or denial of any required approval from any local, state, or federal agency. In the event that work has commenced on the Project which results in any portion of a right-of-way upon which construction activities have commenced and have not been completed as of the date of determination that funding is insufficient or has otherwise been denied for the Project, Omnitrans shall use other available sources of



funds to repair such rights-of-way to a condition that is satisfactory to the County, in the County Road Commissioner's sole discretion, without any costs to County. This provision for the completion or restoration of work on rights-of-way shall survive any termination of this Agreement by either Omnitrans or County.

- (d) In the event that any Party to this Agreement, despite its best efforts, cannot for reasons beyond the control of the Party timely satisfy a contingency or condition required by this Agreement, that Party shall provide immediate written notification to the other Party within seven (7) calendar days after the occurrence of the event specifying in sufficient detail the reasons for which the requirements cannot be met. As soon as practically possible thereafter, the Parties shall meet and confer in good faith to consider the changed conditions and the potentially adverse impacts upon this Agreement. The Parties shall work in good faith to resolve the problem and if this meet-and-confer process results in a recommended restructured form of this Agreement, representative of the Parties will recommend such changes as necessary to the individual, Party, or governing body authorized to amend this Agreement. Any approval of such restructured Agreement shall be subject to the amendment provisions provided below.
- (e) In addition to specific provisions of this Agreement, performance by either Party hereunder shall not be deemed to be in default, or considered to be a default, where delays or defaults are due to the force majeure events of war, terrorist, or related terrorist acts, insurrection, strikes, lockouts, riots, floods, earthquakes, fires, casualties, acts of God, acts of the public enemy, epidemics, quarantine restrictions, freight embargoes or lack of transportation, weather-caused delays, inability to secure necessary labor, materials or tools, delays of any contractors, subcontractor, or supplier, which are not attributable to the fault of the Party claiming an extension of time to prepare or acts of failure to act of any public or governmental agency or entity, other than the Parties. Delays encountered by either Party in obtaining necessary funding for the Project, governmental actions, reviews, approvals, and permits shall not be deemed to be an enforced delay or a force majeure event pursuant to this section. An extension of time for any such force majeure event shall be for the period of the enforced delay and shall commence to run from the date occurrence of the delay; provided, however, that the Party that claims the existence of the delay has first provided the other Party with written notice of the occurrence of the delay within seven (7) calendar days after the commencement of such occurrence or delay. A Party's failure to timely submit such notice of the occurrence of the delay pursuant to this section shall preclude a Party from asserting the occurrence of an enforced delay or force majeure event.
- (f) Except as otherwise expressly provided herein, each Party who files any action or brings any action or proceeding against the other arising from this Agreement, seeks resolution of disputes pursuant to this Agreement or is made a party to any action or proceeding brought by any other person or governmental entity, shall bear its own costs and fees.
- (g) Each Party shall keep fully informed of and in compliance with all local, state, and federal laws, rules, and regulations in any manner affecting the performance of this Agreement or any work related to the Project, including all Cal/OSHA requirements, and shall give all notices required by law. Each Party shall be liable for its violations of such laws and regulations in connection with this Agreement or any work related to the



Project. If either Party performs any of its obligations hereunder knowing that its actions are contrary to such law, rules, and regulations and without giving written notice to the other, the violating Party shall be solely responsible for all costs arising therefrom. The violating Party shall defend, indemnify, and hold the other, its officials, directors, officers, employees, volunteers, and agents free and harmless pursuant to the indemnification provisions of this Agreement, from any claim or liability arising out of any failure or alleged failure to comply with such laws, rules, or regulations by a Party having knowingly acted in violation of this subsection (g).

- (h) Approvals required of Omnitrans or County or any officers, agents, employees, or volunteers of any Party shall not be unreasonably withheld or approval or disapproval shall be given within a reasonable time.

#### **SECTION 10 - NOTIFICATION**

- (a) Any notice, correspondence, or other document provided in connection with this Agreement shall be in writing and shall be delivered to the following individuals at the addresses set forth below:

**For Omnitrans:** P. Scott Graham, CEO/General Manager  
Omnitrans  
1700 W. 5<sup>th</sup> Street  
San Bernardino, CA 92411

With a Copy to: Anna Jaiswal, Development Planning Manager

**For County:** Kevin Blakeslee, Director  
San Bernardino County Department of Public Works  
825 East Third Street  
San Bernardino, California 92415

#### **SECTION 11 - NO THIRD PARTY BENEFICIARIES**

There are no third party beneficiaries to this Agreement. Other than the Parties, no person, political subdivision, agency, board, department, division, or commission shall be entitled to bring an administrative or judicial proceeding to enforce or interpret its terms.

#### **SECTION 12 - SUCCESSORS AND ASSIGNS**

This Agreement shall inure to the benefit of and be binding upon the successors and assigns of the Parties.

#### **SECTION 13 - RECITALS**

The Recitals of this Agreement are incorporated into the body of this Agreement.

#### **SECTION 14 - COUNTERPARTS**



This Agreement may be signed in counterparts, each of which shall constitute an original.

**SECTION 15 – GOVERNING LAW AND VENUE**

This Agreement shall be governed by the laws of the State of California. Venue shall be in San Bernardino County.

**SECTION 16 – ENTIRE AGREEMENT**

This Agreement contains the entire Agreement of the Parties with respect to the subject matter hereof, and supersedes all prior negotiations, understandings or agreements. This Agreement may only be modified by a writing signed by both Parties.

**SECTION 17 – INVALIDITY AND SEVERABILITY**

If any portion of this Agreement is declared invalid, illegal, or otherwise unenforceable by a court of competent jurisdiction, the remaining provisions shall continue in full force and effect.

**[SIGNATURES ON FOLLOWING PAGE]**



## SIGNATURE PAGE TO COOPERATIVE AGREEMENT

IN WITNESS WHEREOF, this Agreement has been executed by the Parties hereto as of the day and year first written above.

OMNITRANS

COUNTY OF SAN BERNARDINO

By: \_\_\_\_\_  
P. Scott Graham  
CEO/General Manager

By: \_\_\_\_\_  
Robert A. Lovingood  
Chairman  
Board of Supervisors

APPROVED AS TO FORM:

APPROVED AS TO FORM:

By: \_\_\_\_\_  
A. Haviva Shane  
Omnitrans General Counsel

By: \_\_\_\_\_  
Scott M. Runyan  
Deputy County Counsel



## **EXHIBIT A**

### **Project Plans**



STREET IMPROVEMENT GENERAL NOTES

1. ALL IMPROVEMENTS SHALL BE COMPLETED IN ACCORDANCE WITH THIS PLAN AND COMPLY WITH THE LATEST SAN BERNARDINO COUNTY AND DESIGN STANDARDS MANUAL AS WELL AS THE SAN BERNARDINO COUNTY STANDARDS AND SPECIFICATIONS.
2. COMPACTION TESTS OF EMBANKMENT CONSTRUCTION, TRENCH BACKFILL, COMPACTING ORIGINAL GROUND, ALL SUBGRADES SHALL BE PERFORMED AT NO COSTS TO SAN BERNARDINO COUNTY. A WRITTEN REPORT WITH THESE COMPACTION TESTS SHALL BE SUBMITTED TO THE SAN BERNARDINO COUNTY DEPARTMENT OF PUBLIC WORKS, PERMITS/OPERATION SUPPORT DIVISION, TRANSPORTATION PERMIT SECTION FOR APPROVAL PRIOR TO PLACEMENT OF BASE MATERIALS AND/OR SURFACING.
3. FILL AND GRADE TO DRAIN ALL LOW AREAS ABUTTING TRACT ROADS TO A MINIMUM OF 1% GRADES.
4. IMMEDIATELY FOLLOWING REMOVAL OF EXISTING PAVEMENT OR DIKE OR CURB AND/OR GUTTER, THE CONTRACTOR SHALL DILIGENTLY PURSUE THIS PORTION OF WORK UNTIL COMPLETION.
5. CURB AND GUTTER, CROSS GUTTER AND SPANDRELS SHALL BE SO CONSTRUCTED THAT A MINIMUM OF PONDING OCCURS; SECTIONS HAVING GRADIENTS OF 0.5% OR FLATTER SHALL BE WATER TESTED IN THE PRESENCE OF THE INSPECTOR IMMEDIATELY PRIOR TO ACCEPTANCE. SECTIONS WHICH HAVE WATER PONDING MORE THAN 6" WIDE OR MORE THAN 4' LONG SHALL BE SAW-CUT AND REMOVED IN LENGTHS NOT LESS THAN 4' AND REPLACED TO REDUCE PONDING TO THE MAXIMUM SPECIFIED.
6. IF DURING CONSTRUCTION, GROUND WATER IS ENCOUNTERED, A SYSTEM APPROVED BY THE SAN BERNARDINO COUNTY DEPARTMENT OF PUBLIC WORKS SHALL BE INSTALLED TO DEWATER SAID AREA AT THE DIRECTION OF THE SOILS ENGINEER.
7. THE PRIVATE ENGINEER IS RESPONSIBLE FOR ASSURING THE ACCURACY AND ACCEPTABILITY OF WORK HEREON. IN THE EVENT OF DISCREPANCIES ARISING DURING CONSTRUCTION, THE PRIVATE ENGINEER SHALL BE RESPONSIBLE FOR DETERMINING AN ACCEPTABLE SOLUTION AND REVISE THE PLAN FOR APPROVAL BY THE COUNTY OF SAN BERNARDINO.

TRAFFIC CONTROL GENERAL NOTES

- 1: ALL SIGNING, STRIPING AND PAVEMENT MARKINGS SHALL BE IN CONFORMANCE WITH THE CALIFORNIA MUTCD LATEST EDITION.
- 2: ALL STRIPING AND PAVEMENT MARKINGS SHALL BE PAINTED IN CONFORMANCE WITH THE CALTRANS STANDARD PLANS LATEST EDITION.
- 3: ALL STRIPING (LONG LINE) AND PAVEMENT MARKINGS SHALL BE RETROREFLECTIVE PAINT.
- 4: ALL CONFLICTING SIGNS SHALL BE REMOVED, RELOCATED, OR COVERED BY THE CONTRACTOR. RELOCATABLE SIGNS SHALL BE INSTALLED AS SPECIFIED ON THE PLANS OR AS DIRECTED BY COUNTY REPRESENTATIVE.
- 5: ALL EXISTING SIGNING, STRIPING AND PAVEMENT MARKINGS (I.E. CROSS STREET STOP, STOP LIMIT LINE, AND CROSSWALK PAVEMENT MARKINGS) NOT SHOWN ON PLANS, IF REMOVED/OBLITERATED, SHALL BE REPLACED/RESTORED OF SAME KIND, AND IN CONFORMANCE WITH THE CALIFORNIA MUTCD LATEST EDITION.
- 6: THE CONTRACTOR SHALL NOTIFY COUNTY REPRESENTATIVE TO SCHEDULE A FINAL REVIEW (WALK THROUGH) WITH TRAFFIC DIVISION PERSONNEL FOR APPROVAL OF TRAFFIC CONTROL DEVICES PRIOR TO PROJECT ACCEPTANCE.

NOTICE TO CONTRACTORS

CALIFORNIA COUNCIL OF CIVIL ENGINEERS AND LAND SURVEYORS

CONSTRUCTION CONTRACTOR AGREES THAT IN ACCORDANCE WITH GENERALLY ACCEPTED CONSTRUCTION PRACTICES, CONSTRUCTION CONTRACTOR WILL BE REQUIRED TO ASSUME SOLE AND COMPLETE RESPONSIBILITY FOR JOB SITE CONDITIONS DURING THE COURSE OF CONSTRUCTION OF THE PROJECT, INCLUDING SAFETY OF ALL PERSONS AND PROPERTY; THAT THIS REQUIREMENT SHALL BE MADE TO APPLY CONTINUOUSLY AND NOT BE LIMITED TO NORMAL WORKING HOURS, AND CONSTRUCTION CONTRACTOR FURTHER AGREES TO DEFEND, INDEMNIFY AND HOLD DESIGN PROFESSIONAL HARMLESS FROM ANY AND ALL LIABILITY, REAL OR ALLEGED, IN CONNECTION WITH THE PERFORMANCE OF WORK ON THIS PROJECT, EXCEPTING LIABILITY ARISING FROM THE SOLE NEGLIGENCE OF DESIGN PROFESSIONAL.

ALL CONTRACTOR AND SUBCONTRACTORS PERFORMING WORK SHOWN ON OR RELATED TO THESE PLANS SHALL CONDUCT THEIR OPERATIONS SO THAT EMPLOYEES ARE PROVIDED A SAFE PLACE TO WORK AND THE PUBLIC IS PROTECTED. ALL CONTRACTORS AND SUBCONTRACTORS SHALL COMPLY WITH THE "OCCUPATIONAL SAFETY AND HEALTH REGULATIONS" OF THE U.S. DEPARTMENT OF LABOR AND WITH THE STATE OF CALIFORNIA DEPARTMENT OF INDUSTRIAL REGULATIONS "CONSTRUCTION SAFETY ORDERS". THE CIVIL ENGINEER SHALL NOT BE RESPONSIBLE IN ANY WAY FOR THE CONTRACTOR OR SUBCONTRACTORS COMPLIANCE WITH SAID REGULATIONS AND ORDERS.

PRIVATE ENGINEER'S NOTICE TO CONTRACTOR

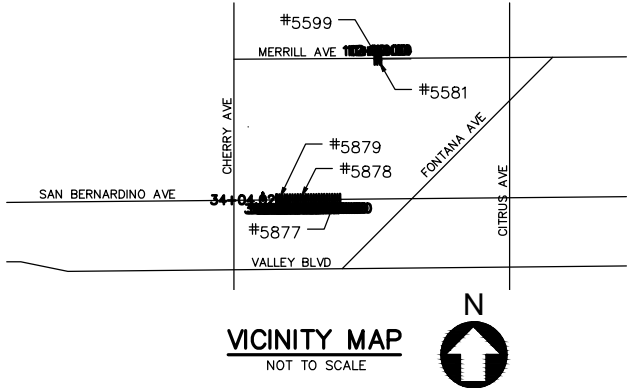
THE EXISTENCE AND LOCATION OF ANY UNDERGROUND UTILITY PIPES, CONDUITS, OR STRUCTURES SHOWN ON THESE PLANS ARE OBTAINED BY A SEARCH OF THE AVAILABLE RECORDS. TO THE BEST OF OUR KNOWLEDGE THERE ARE NO EXISTING UTILITIES OR STRUCTURES EXCEPT AS SHOWN ON THESE PLANS. THE CONTRACTOR IS REQUIRED TO TAKE DUE PRECAUTIONARY MEASURES TO PROTECT THE UTILITIES SHOWN ON THESE DRAWINGS. THE CONTRACTOR FURTHER ASSUMES ALL LIABILITY AND RESPONSIBILITY FOR THE UTILITY PIPES, CONDUITS OR STRUCTURES SHOWN ON THESE DRAWINGS.

THE ENGINEER ASSUMES NO LIABILITY AS TO THE EXACT LOCATION OF SAID LINES NOR FOR UTILITIES OR IRRIGATION LINES WHOSE LOCATIONS ARE NOT SHOWN. THE CONTRACTOR SHALL BE RESPONSIBLE FOR NOTIFYING ALL UTILITY AND IRRIGATION COMPANIES PRIOR TO WORK ON EXCAVATION TO DETERMINE EXACT LOCATION OF ALL LINES AFFECTING THIS WORK, WHETHER OR NOT SHOWN HERON, AND FOR ANY DAMAGE OR PROTECTION OF THESE LINES.

CONTRACTOR AGREES THAT HE/SHE SHALL ASSUME SOLE AND COMPLETE RESPONSIBILITY FOR JOB SITE CONDITIONS DURING THE COURSE OF CONSTRUCTION OF THIS PROJECT, INCLUDING SAFETY OF ALL PERSONS AND PROPERTY, THAT THIS REQUIREMENT SHALL APPLY CONTINUOUSLY AND NOT BE LIMITED TO NORMAL WORKING HOURS, AND THAT THE CONTRACTOR SHALL DEFEND, INDEMNIFY AND HOLD THE COUNTY OF SAN BERNARDINO, THE OWNER AND THE ENGINEER HARMLESS FROM ANY AND ALL LIABILITY, REAL OR ALLEGED, IN CONNECTION WITH THE PERFORMANCE OF WORK ON THIS PROJECT, EXCEPTING FOR LIABILITY ARISING FROM THE SOLE NEGLIGENCE OF THE OWNER OR THE ENGINEER.

THE CONTRACTOR SHALL CALL IN A LOCATION REQUEST TO UNDERGROUND SERVICE ALERT (U.S.A.) PHONE 1-800-422-4133 TWO (2) WORKING DAYS PRIOR TO DIGGING. NO CONSTRUCTION PERMIT ISSUED BY PUBLIC WORKS DEPARTMENT SHALL BE VALID INVOLVING UNDERGROUND FACILITIES UNLESS THE APPLICANT HAS AN INQUIRY IDENTIFICATION NUMBER ISSUED BY U.S.A.

COUNTY OF SAN BERNARDINO  
BUS STOP IMPROVEMENTS



SHEET INDEX

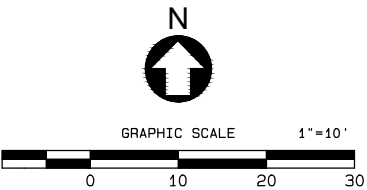
SHEET	DESCRIPTION
1	TITLE SHEET
2	SITE PLAN : SAN BERNARDINO AVE : BUS STOP 5877
3	STREET IMPROVEMENT PLAN : SAN BERNARDINO AVE : BUS STOP 5877
4	SITE PLAN : SAN BERNARDINO AVE : BUS STOP 5878
5	STREET IMPROVEMENT PLAN : SAN BERNARDINO AVE : BUS STOP 5878
6	SITE PLAN : SAN BERNARDINO AVE : BUS STOP 5879
7	STREET IMPROVEMENT PLAN : SAN BERNARDINO AVE : BUS STOP 5879
8	SITE PLAN : MERRILL AVE : BUS STOP 5599
9	STREET IMPROVEMENT PLAN : MERRILL AVE : BUS STOP 5599
10	SITE PLAN : MERRILL AVE : BUS STOP 5581
11	STREET IMPROVEMENT PLAN : MERRILL AVE : BUS STOP 5581
12	SECTIONS

 Call: TOLL FREE 1-800-227-2600 TWO WORKING DAYS BEFORE YOU DIG	BENCHMARK	PREPARED BY:  9130 Anaheim Pl, Suite 210 Rancho Cucamonga, CA 91730-8566 www.stvinc.com	DESIGNED BY R. NAFAR		MARK	REVISIONS	APPR DATE	COUNTY OF SAN BERNARDINO DEPARTMENT OF PUBLIC WORKS		BUS STOP IMPROVEMENTS	ROAD NO. 725400020
			DRAWN BY R. NAFAR					ENGINEER, TRAFFIC DIVISION	RECOMMENDED BY:	FILE NO. SP001-SB-COVER.DWG	
			CHECKED BY J. DAVIDSON						APPROVED BY:		
			IN CHARGE M. SATISH					TRAFFIC DIVISION CHIEF	PERMIT ENGINEER	TITLE SHEET COUNTY OF SAN BERNARDINO	SHEET 1 OF 12
			DATE 1/10/2017								





REFERENCE ONLY - NOT FOR CONSTRUCTION



<p>Underground Service Alert Call: TOLL FREE 1-800-227-2600 TWO WORKING DAYS BEFORE YOU DIG</p>	<p><b>BENCHMARK</b></p> <p>FOUND PK NAIL WITH WASHER BY WILSON COMPANY INCORPORATED, 34"± TO CENTER LINE OF SAN BERNARDINO AVE, 11.92'± FROM FARTHEST END POINT OF EAST SIDE OF CONCRETE CURB. COORDINATES: N=1851016.331 E=6720433.379 ELEVATION=1102.293'</p>	<p><b>PREPARED BY:</b></p> <p>9130 Anaheim Pl, Suite 210 Rancho Cucamonga, CA 91730-8566 www.stvinc.com</p>	<p>DESIGNED BY R. NAFAR DRAWN BY R. NAFAR CHECKED BY J. DAVIDSON IN CHARGE M. SATISH DATE 1/10/2017</p>		<table><thead><tr><th>MARK</th><th>REVISIONS</th><th>APPR</th><th>DATE</th></tr></thead><tbody><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr></tbody></table>	MARK	REVISIONS	APPR	DATE																									<p><b>COUNTY OF SAN BERNARDINO DEPARTMENT OF PUBLIC WORKS</b></p> <table><tr><td>ENGINEER, TRAFFIC DIVISION</td><td>DATE</td><td>RECOMMENDED BY:</td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td>TRAFFIC DIVISION CHIEF</td><td>DATE</td><td>PERMIT ENGINEER</td></tr><tr><td> </td><td> </td><td> </td></tr></table>	ENGINEER, TRAFFIC DIVISION	DATE	RECOMMENDED BY:				TRAFFIC DIVISION CHIEF	DATE	PERMIT ENGINEER				<p><b>BUS STOP IMPROVEMENTS</b></p> <p><b>SAN BERNARDINO AVE</b></p> <p><b>SITE PLAN BUS STOP 5877</b></p>	<p>ROAD NO. 725400020</p> <p>FILE NO. SP002-SB-SITE.DWG</p> <p>SHEET 2 OF 12</p>
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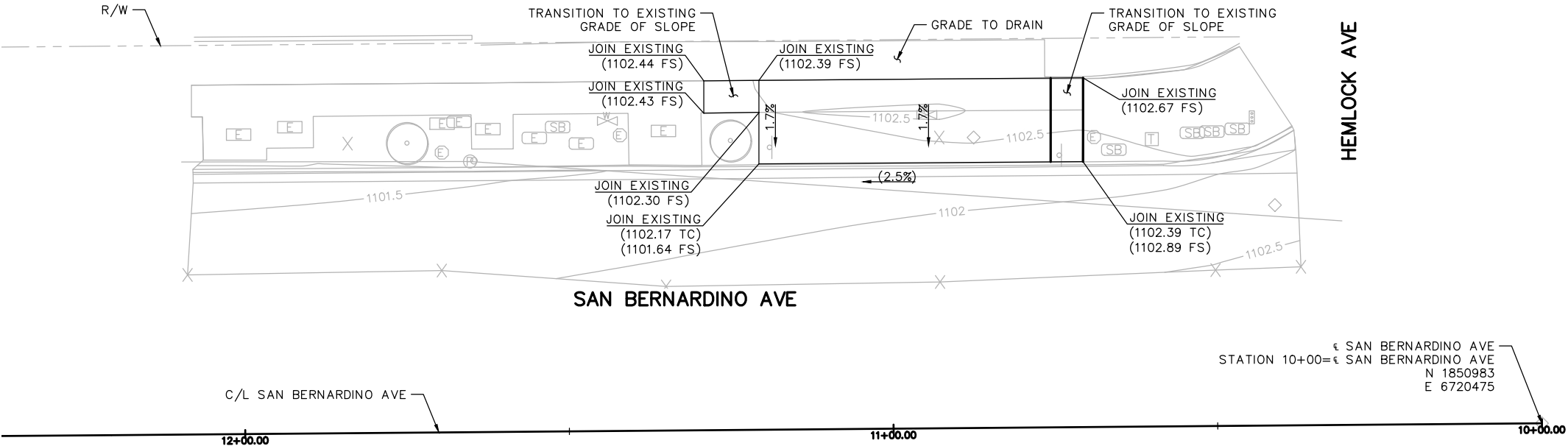
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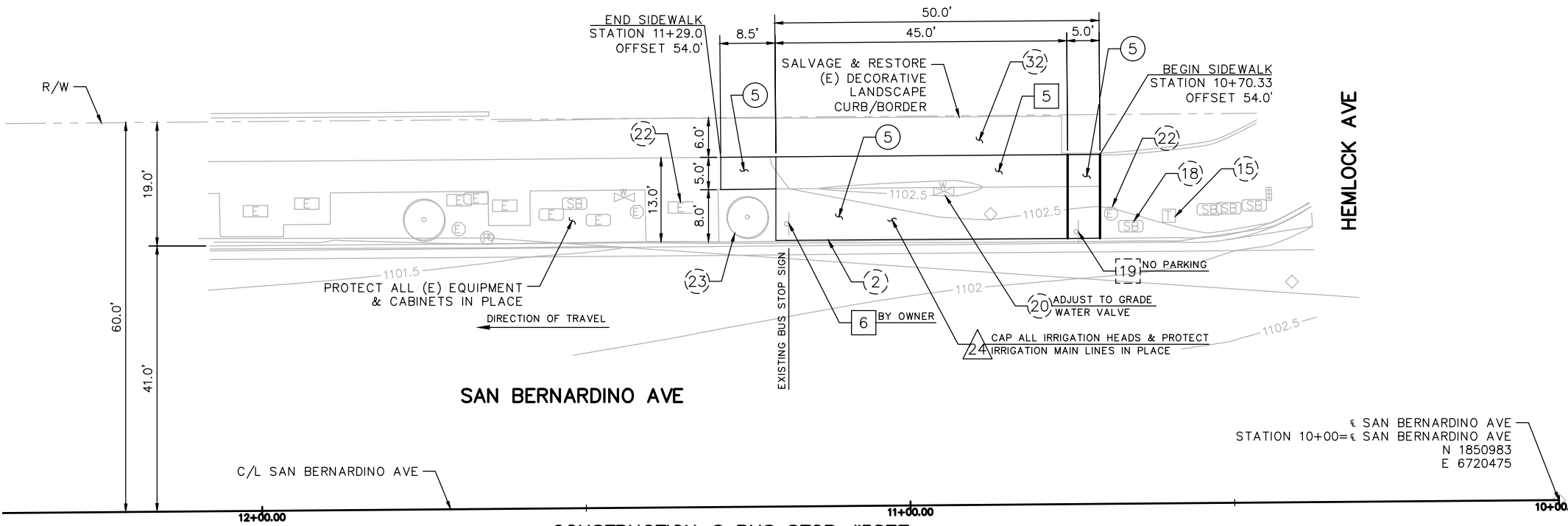
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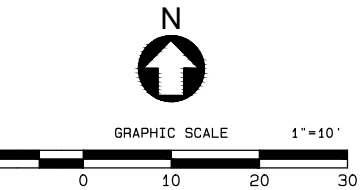
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GRADING @ BUS STOP #5877



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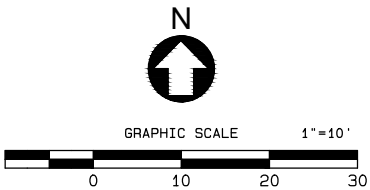


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 Underground Service Alert Call: TOLL FREE 1-800-227-2600 TWO WORKING DAYS BEFORE YOU DIG	<b>BENCHMARK</b> FOUND 1" PIPE WITH TAG SB COUNTY BY WILSON COMPANY INCORPORATED, ON CENTER LINE OF SAN BERNARDINO AVE, 66.59'± FROM FARTHEST END POINT OF EAST SIDE OF CONCRETE CURB. COORDINATES: N=1850971.71 E=6719153.560 ELEVATION=1097.14'	<b>PREPARED BY:</b>  9130 Anaheim Pl, Suite 210 Rancho Cucamonga, CA 91730-8566 www.stvinc.com	DESIGNED BY R. NAFAR DRAWN BY R. NAFAR CHECKED BY J. DAVIDSON IN CHARGE M. SATISH DATE 1/10/2017		<table><thead><tr><th>MARK</th><th>REVISIONS</th><th>APPROX</th><th>DATE</th></tr></thead><tbody><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr></tbody></table>	MARK	REVISIONS	APPROX	DATE																													<b>COUNTY OF SAN BERNARDINO DEPARTMENT OF PUBLIC WORKS</b> <table><tr><td>ENGINEER, TRAFFIC DIVISION</td><td>DATE</td><td>RECOMMENDED BY:</td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td>TRAFFIC DIVISION CHIEF</td><td>DATE</td><td>APPROVED BY:</td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td>PERMIT ENGINEER</td></tr><tr><td> </td><td> </td><td>DATE</td></tr></table>	ENGINEER, TRAFFIC DIVISION	DATE	RECOMMENDED BY:				TRAFFIC DIVISION CHIEF	DATE	APPROVED BY:						PERMIT ENGINEER			DATE	<b>BUS STOP IMPROVEMENTS</b>  <b>SAN BERNARDINO AVE</b> <b>SITE PLAN</b> <b>BUS STOP 5878</b>	ROAD NO. 725400020 FILE NO. SP003-SB-SITE.DWG SHEET 4 OF 12
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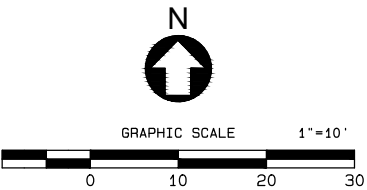
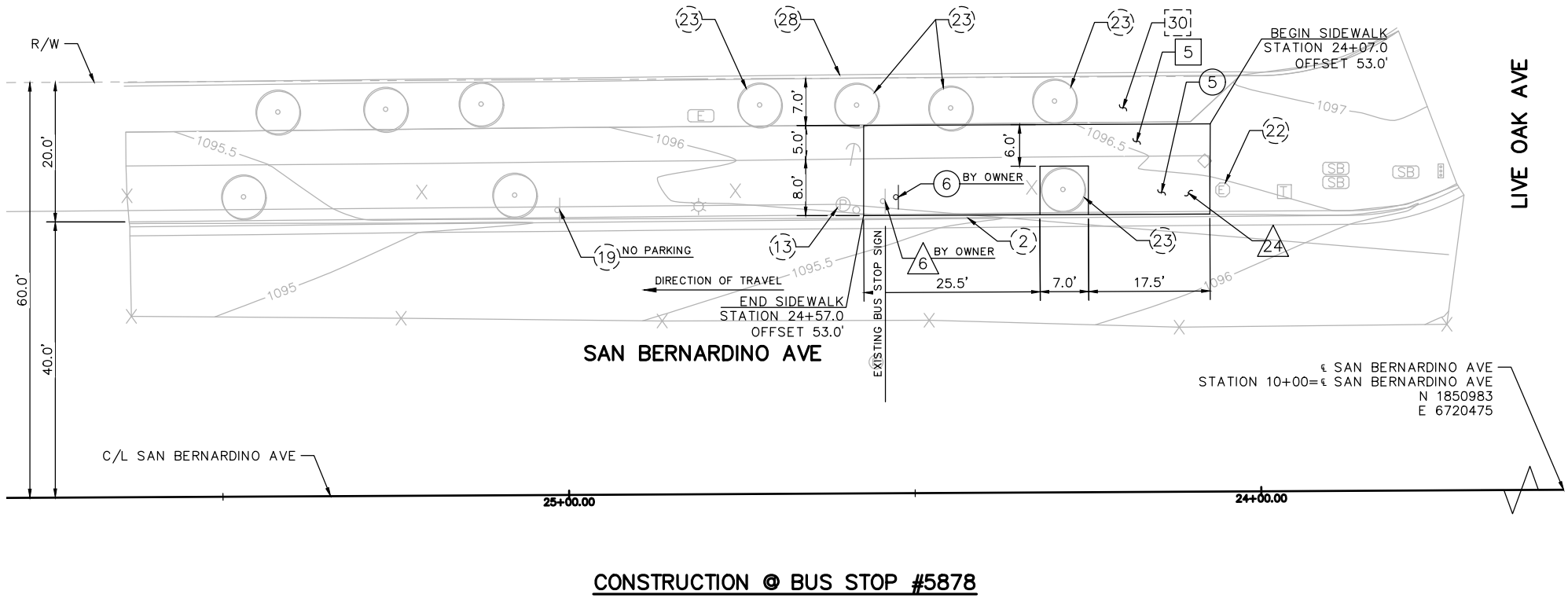
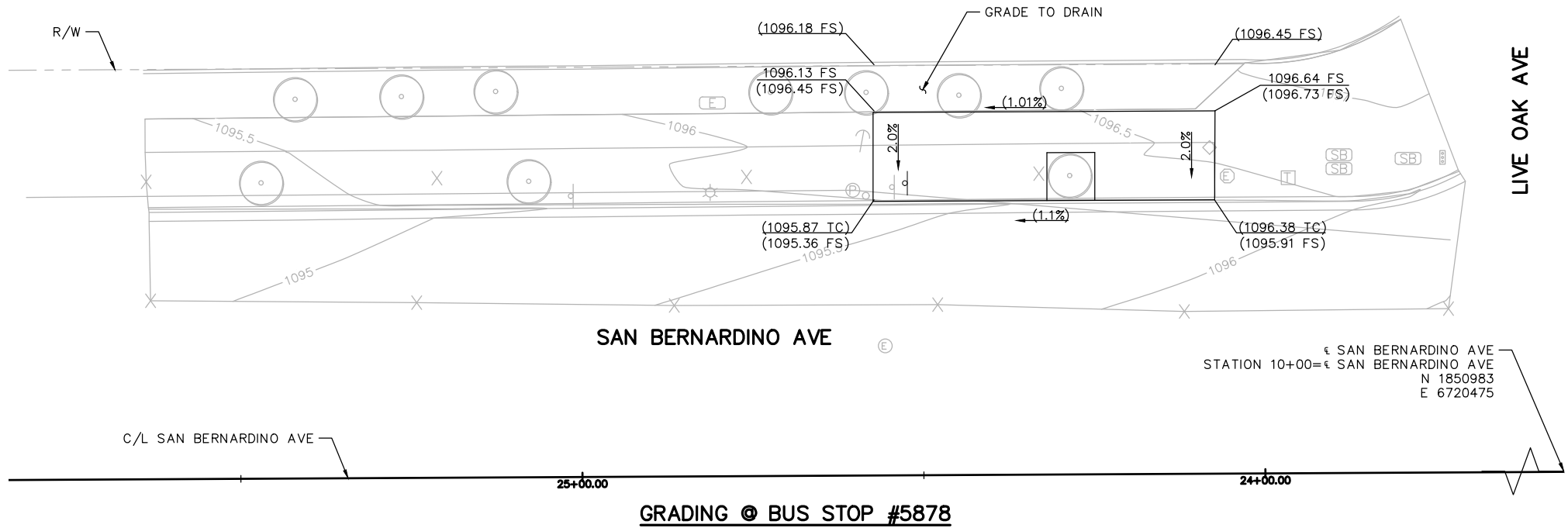
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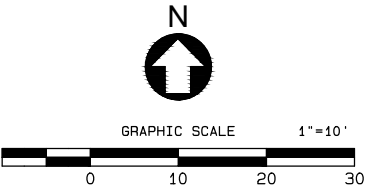




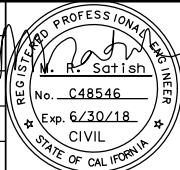
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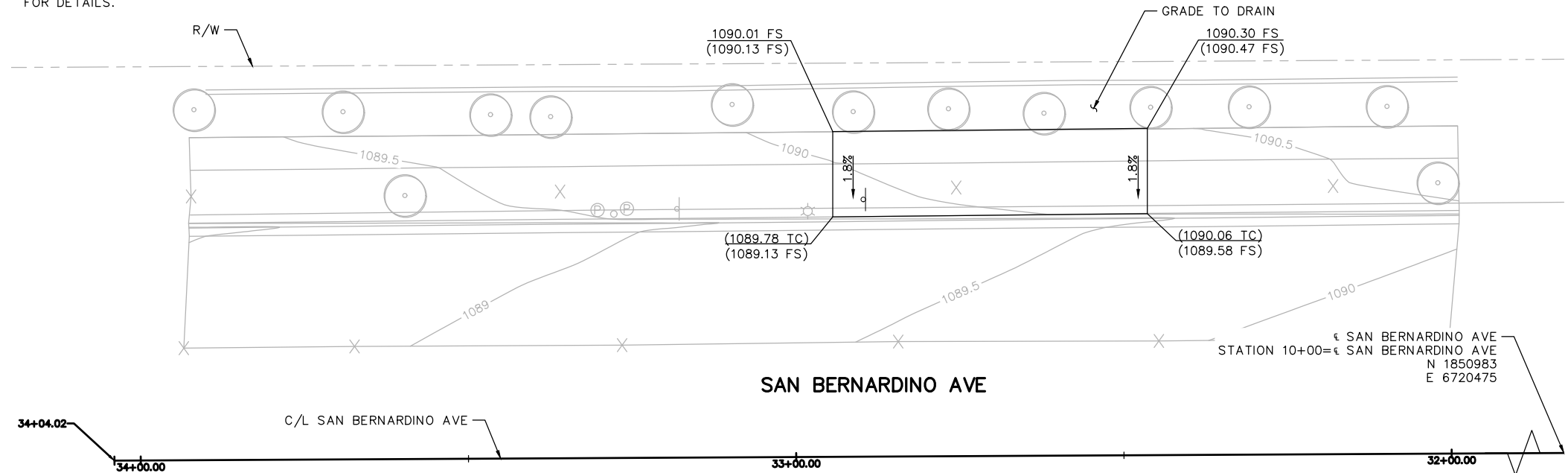
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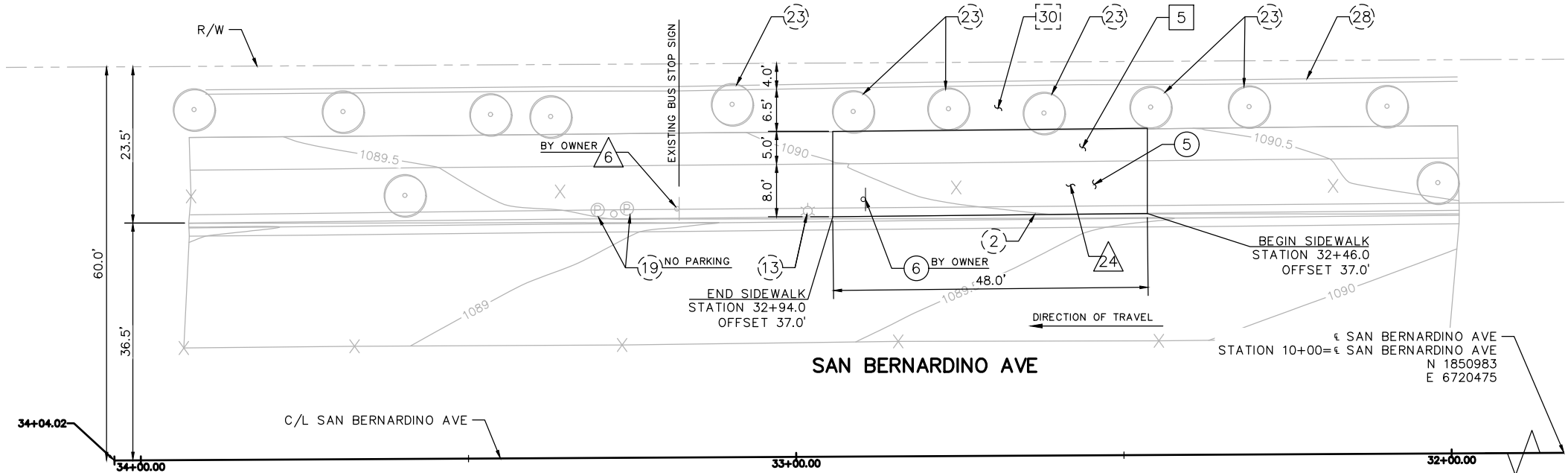
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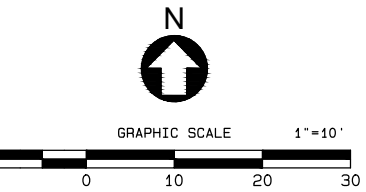
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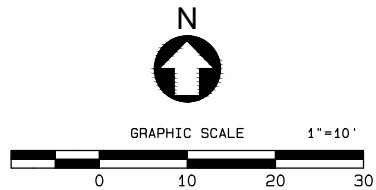


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 Underground Service Alert Call: TOLL FREE 1-800-227-2600 TWO WORKING DAYS BEFORE YOU DIG	<b>BENCHMARK</b> FOUND 1" PIPE BY WILSON COMPANY INCORPORATED, ON CENTER LINE OF MERRILL AVE, 73.80'± FROM FARTHEST END POINT OF WEST SIDE OF CONCRETE CURB. COORDINATES: N=1856288.3280 E=6721781.5240 ELEVATION=1190.454'	<b>PREPARED BY:</b>  9130 Anaheim Pl, Suite 210 Rancho Cucamonga, CA 91730-8566 www.stvinc.com	<b>DESIGNED BY:</b> R. NAFAR <b>DRAWN BY:</b> R. NAFAR <b>CHECKED BY:</b> J. DAVIDSON <b>IN CHARGE:</b> M. SATISH <b>DATE:</b> 1/10/2017		<table><tr><th>MARK</th><th>REVISIONS</th><th>APPROX</th><th>DATE</th></tr><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr></table>	MARK	REVISIONS	APPROX	DATE																													<b>COUNTY OF SAN BERNARDINO DEPARTMENT OF PUBLIC WORKS</b> <table><tr><td>ENGINEER, TRAFFIC DIVISION</td><td>DATE</td><td>RECOMMENDED BY:</td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td>TRAFFIC DIVISION CHIEF</td><td>DATE</td><td>APPROVED BY:</td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td>PERMIT ENGINEER</td></tr><tr><td> </td><td> </td><td>DATE</td></tr></table>	ENGINEER, TRAFFIC DIVISION	DATE	RECOMMENDED BY:				TRAFFIC DIVISION CHIEF	DATE	APPROVED BY:						PERMIT ENGINEER			DATE	<b>BUS STOP IMPROVEMENTS</b>  <b>MERRILL AVE SITE PLAN BUS STOP 5599</b>	<b>ROAD NO.</b> 543150010 <b>FILE NO.</b> SP005-SB-SITE.DWG <b>SHEET</b> 8 <b>OF</b> 12
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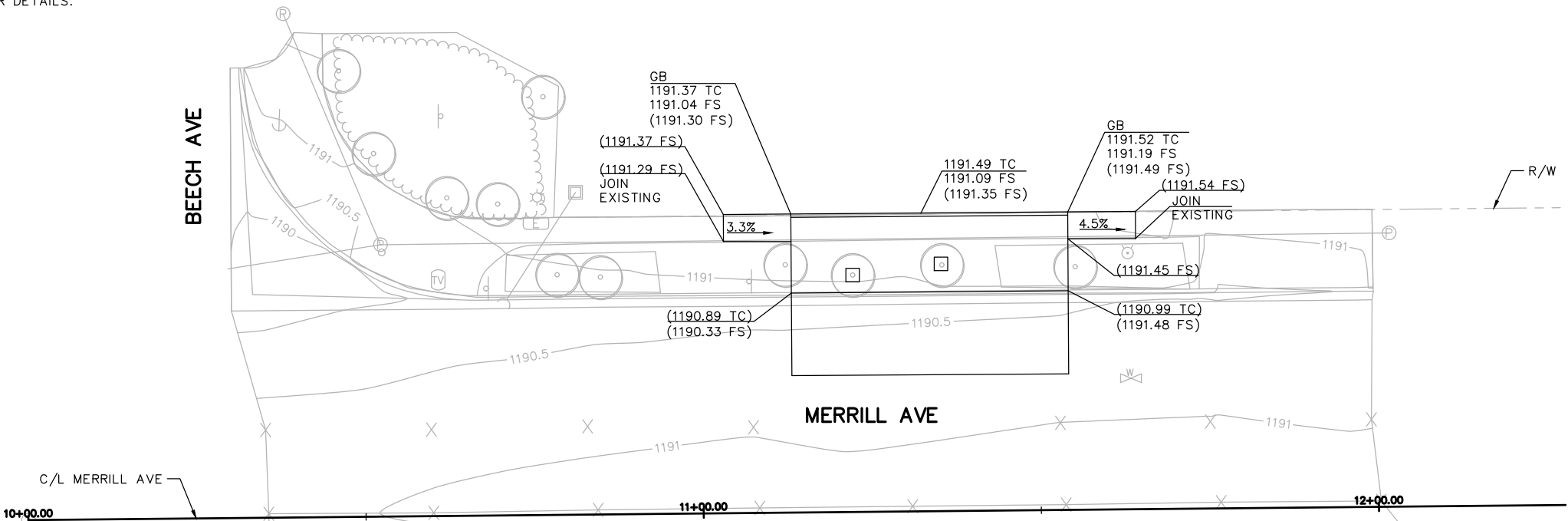
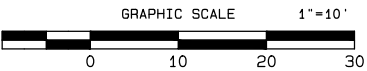
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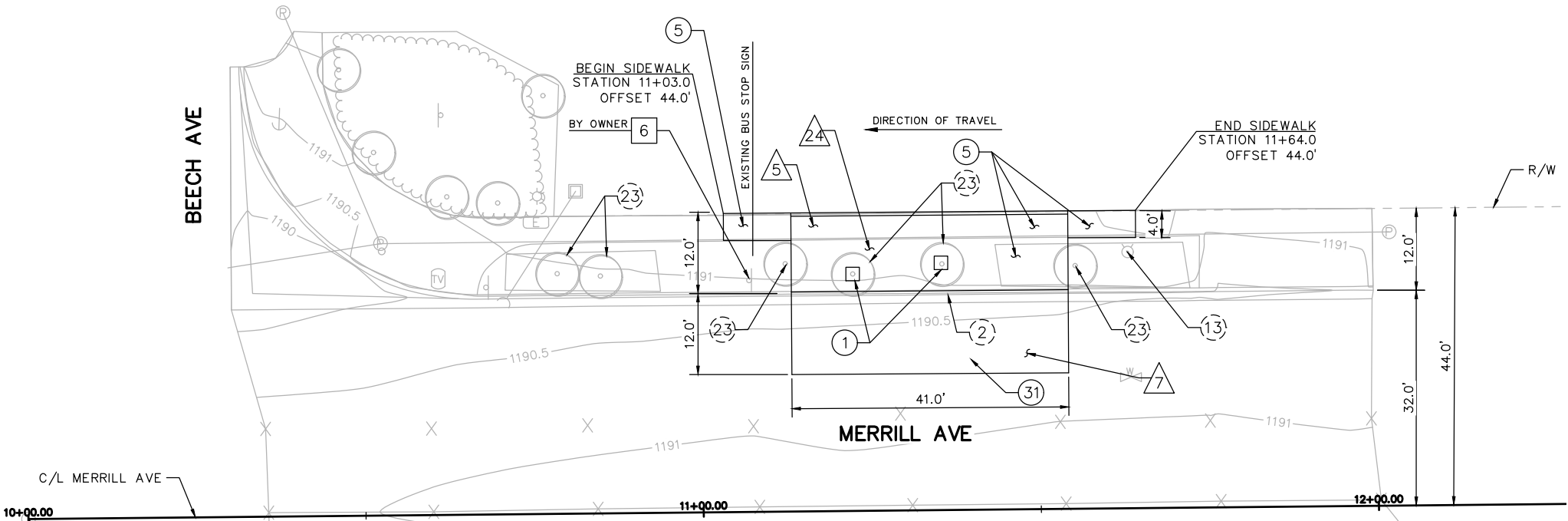
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GRADING @ BUS STOP #5599



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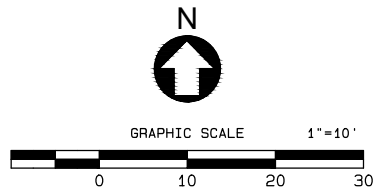
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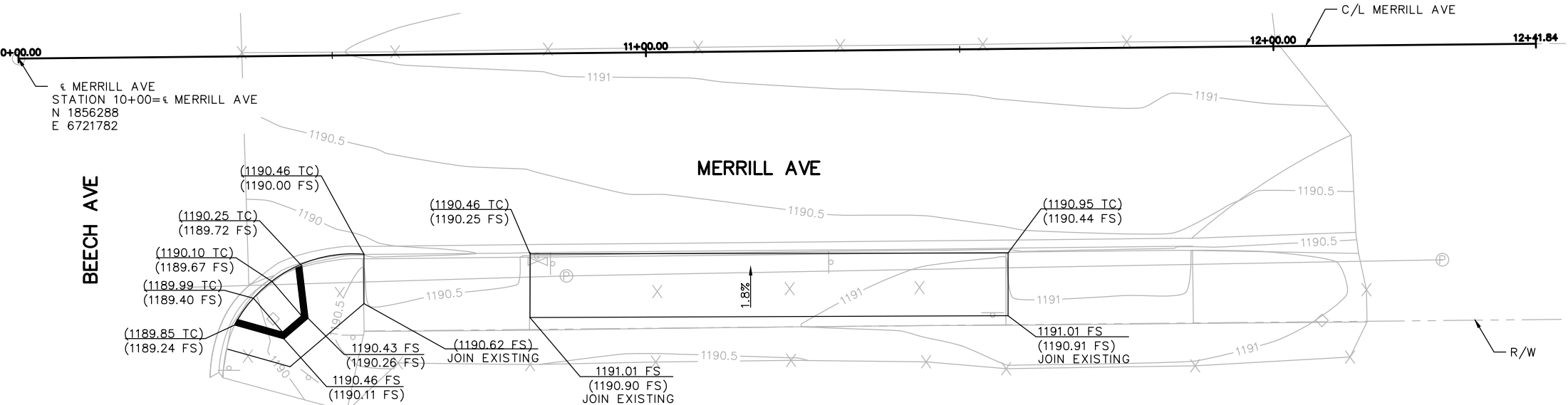
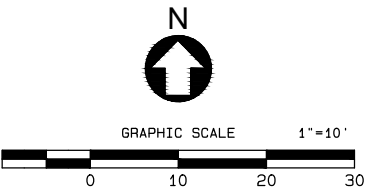
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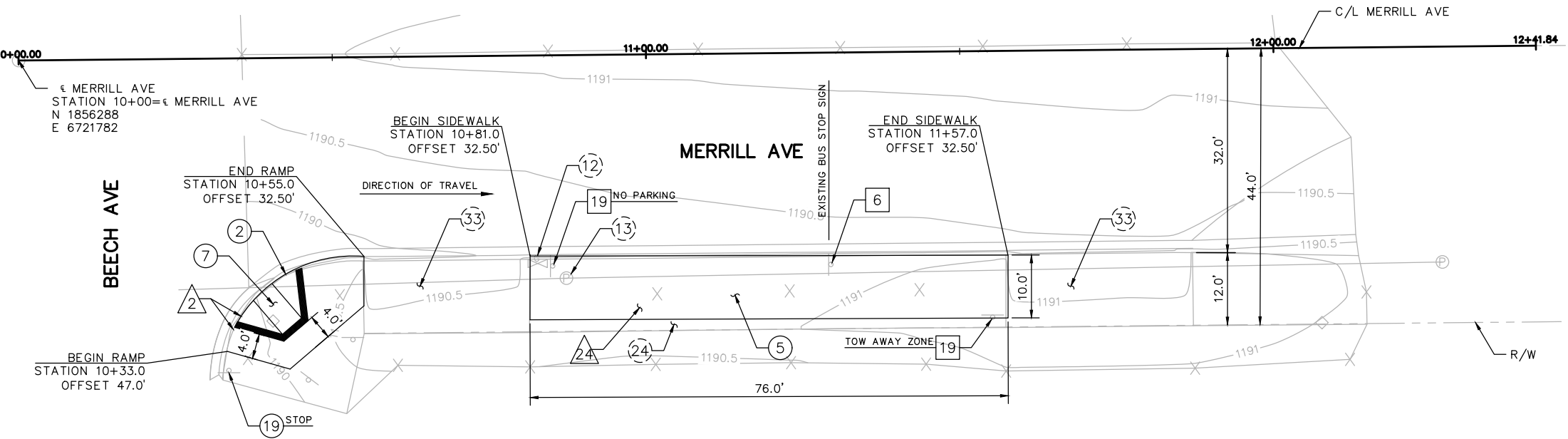
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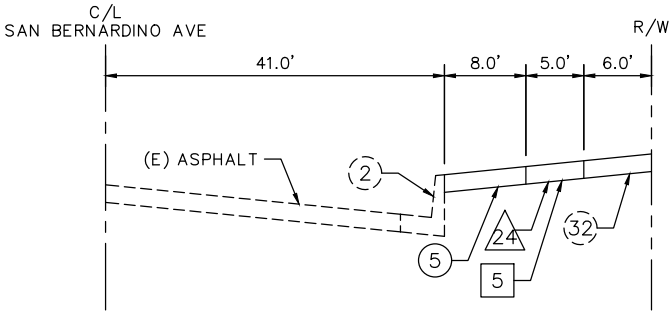
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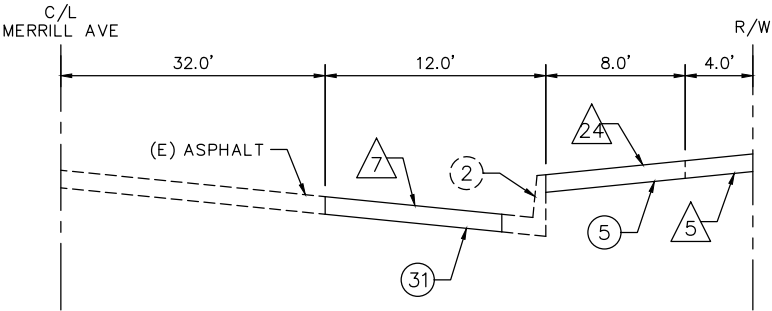


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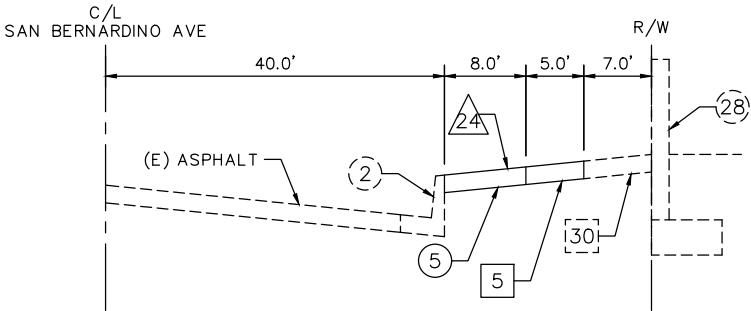
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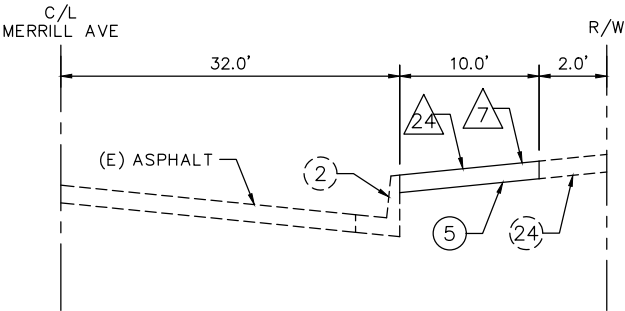
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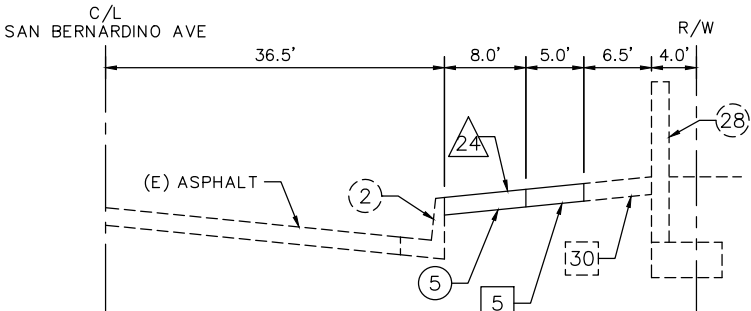
SECTION @ BUS STOP #5599



SECTION @ BUS STOP #5878



SECTION @ BUS STOP #5581



SECTION @ BUS STOP #5879

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Underground Service Alert

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BENCHMARK

PREPARED BY:

**STV** 100 Years

9130 Anaheim Pl, Suite 210  
Rancho Cucamonga, CA 91730-8566  
www.stvinc.com

DESIGNED BY  
R. NAFAR

DRAWN BY  
R. NAFAR

CHECKED BY  
J. DAVIDSON

IN CHARGE  
M. SATISH

DATE  
1/10/2017

REGISTERED PROFESSIONAL ENGINEER

M. R. Satish

No. C48546

Exp. 6/30/18

CIVIL

STATE OF CALIFORNIA

COUNTY OF SAN BERNARDINO  
DEPARTMENT OF PUBLIC WORKS

ENGINEER, TRAFFIC DIVISION

DATE

TRAFFIC DIVISION CHIEF

DATE

RECOMMENDED BY:

APPROVED BY:

PERMIT ENGINEER

DATE

BUS STOP IMPROVEMENTS

SECTIONS

COUNTY OF SAN BERNARDINO

ROAD NO. ----

FILE NO. SP007-SB-SECTIONS.DWG

SHEET 12 OF 12



ITEM # F2

**DATE:** May 2, 2018

**TO:** Board Chair Ron Daily and Members of the Omnitrans Board of Directors

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

**SUBJECT: FINANCIAL WHITE PAPER**

**FORM MOTION**

Receive and forward to the Board of Directors as an information item.

*This item was reviewed by the Executive Committee at its April 6, 2018 meeting, and recommended to the Board of Directors to receive and file as an information item.*

**BACKGROUND**

On March 2, 2018 the draft Financial White Paper was presented to the Executive Committee for review and discussion. In addition, the draft document was also reviewed with San Bernardino County Transportation Authority (SBCTA) staff. This final draft reflects the agreed upon changes and considerations from these discussions.

**EXECUTIVE SUMMARY**

Omnitrans is in receipt of the Fiscal Year 2018-2027 revenue forecast from San Bernardino County Transportation Authority (SBCTA). The level of Omnitrans Local Transportation Fund allocation from SBCTA has been capped at a 3 percent growth rate between 2014 and 2020. SBCTA's most recent revenue forecast continues this 3 percent growth rate through FY2027. The SBCTA allocation to Omnitrans accounts for almost 70 percent of the revenue available to Valley-area operators.

SBCTA has indicated that continuing this 3 percent growth in LTF operating subsidy may not be sustainable if current revenue projections are realized. Therefore, Omnitrans will be working with SBCTA on funding strategies to bring funding projections in line with future operational needs prior to bringing the revised 2025 Short Range Transit Plan (SRTP) before the Omnitrans Board in late 2018.

The Agency is aware of the revenue uncertainties from State mandates and the changing economic environment. However, Omnitrans has continued to adapt to these conditions by significantly reducing costs through capital improvements and operational efficiencies to avoid service reductions. The information contained in this "white paper" provides detail regarding cost efficiencies implemented, rising operational costs, and an initial look at potential sources of



revenue and funding strategies that may be considered and have been discussed with SBCTA staff.

As you know, Omnitrans is funded through a variety of local, state and federal funds, most of these revenues flow through, and are allocated by, SBCTA, including Measure I funds, Federal Transit Administration (FTA) 5307, State Transit Assistance Funds (STAF), and Local Transportation Funds (LTF); of these funding sources, the LTF accounts for approximately forty-three percent of operating funds. (Attachment A).

Different types of funds at both the federal, state and local levels make up both operating and capital funding plans; however, regulations for each funding source generally dictate if the funding can be used for capital or operating purposes. Within transit, the industry generally calls this “color of money”. In today’s funding environment, capital dollars are more readily available than operating dollars. Additionally, many of the “newly available” sources, such as the Low Carbon Transit Operating Program (LCTOP), are to provide new services rather than to support operating existing services and are available only for operating an initial start-up period, which has been fluctuating but is currently at five years. With these color of money factors in mind, there is limited flexibility in moving funding from capital to operating.

### **Cost Efficiencies Implemented**

In 2013, following the completion of the Comprehensive Operational Analysis (COA) and prior to adoption of the OmniConnects 2015-2020 Short-Range Transit Plan (SRTTP), Omnitrans was facing a \$2.4 million per year operating deficit. The primary driver of the deficit was that LTF revenues were estimated to grow at only 3% per year which was below the Agency’s projected cost escalation rates.

In order to close the deficit without impacting customers with an overall reduction in service, Omnitrans staff implemented a wide variety of cost cutting strategies, listed below. This was a challenge given that Omnitrans was already operating efficiently at 19% below the average hourly cost of peers within the American Bus Benchmarking Group (ABBG).

Cost efficiencies that were developed and implemented include:

- **Consolidation of four administrative departments** - combining Human Resources and Safety & Security; and, Marketing and Planning into two departments instead of four
- **Restructuring the Senior Leadership Team** - eliminating of the Chief Financial Officer, Director of Planning and Director of Safety and Security positions
- **Wages and Benefits** – administrative staff was placed on a four-year wage freeze and began paying 10% of the health care premium



- **Medi-Cal Reimbursement Program** - Omnitrans staff initiated a process to bill the state for the trips made by Medi-Cal eligible Access customers, generating approximately \$1.8 million annually
- **Change in Fuel Type for Access Vehicles** - transitioning the Access fleet from gasoline to lower cost Compressed Natural Gas (CNG)
- **Transition from trucked in Liquefied Natural Gas (LNG) to pipeline CNG** - savings generated by elimination of transportation costs of LNG and the inefficiency of converting LNG into CNG prior to dispensing
- **Participate in Low Carbon Standard Fuel (LCSF) Program** - Omnitrans purchases Renewable Natural Gas (RNG) in the CNG pipeline which allows for the sale of Cap and Trade credits, this generates approximately \$1.5 million annually
- **Federal Alternative Fuel Tax Credits** - Omnitrans was able to utilize four years of tax credits for LNG/CNG purchases during this time period that had since expired; in February 2018 this credit was retroactively extended with the Bipartisan Budget Act of 2018, this will generate approximately \$1.5 million annually
- **ATU and Teamsters Contract Negotiations** - both contracts were negotiated with average annual increased below 3% and both contracts require employees paying for a larger share of health care costs

Collectively these initiatives have saved approximately \$4.5 million per year. The additional savings offset the loss of fare revenue as ridership declined; driving fare revenue approximately \$1 million lower than originally anticipated. Additionally, in light of declining ridership and because the savings generated allowed for it, Omnitrans did not implement a planned fare increase in FY2017. Omnitrans current fare per boarding is \$1.75, which is above the average in the region. There was a concern that raising fares in the environment of declining ridership would result in further ridership decline.

This strategy may not be sustainable, as the Transportation Development Act (TDA) requires transit operators meet efficiency standards, such as 20 percent fare box recovery ratio, to remain eligible to receive funding. Senate Bill 508 amended these standards to allow transit operators to use local funding sources in this calculation. Absent this change, Omnitrans was falling below the 20 percent fare box recovery ratio, at 17.6 percent for FY 17 and 17.3 percent for the first six months of FY18. Using the amended standard for calculation, fare box recovery ratio for FY 17 and year to date for FY18 is approximately 26 percent.

In addition, Omnitrans also implemented cost neutral service changes that redistributed agency resources into more productive services. These include:

- **Eliminated OmniLink Service and redirected operating funds to Freeway Express Service** - The elimination of OmniLink, a low productivity general public dial-a-ride service that was duplicative with OmniGo and had flat ridership for several years,



allowed for the seed funding for the development of Route 290 Freeway Express service between San Bernardino and Montclair, which has been Omnitrans second fastest-growing route over the last three years.

- **Reduced Route 2 service, the underlying local route of sbX, and moved operating resources to serve San Manuel Casino** - Shifting resources from the Route 2 to Route 1 allowed for an extension of the route to San Manuel Casino, which within a year became a top 20 Omnitrans bus stop in terms of ridership.
- **Straight-lined Routes in West Valley** - Omnitrans eliminated route duplication and straight-lined routes allowing for faster service and expansion of service in West Valley.
- **Ontario International Airport Service** - Omnitrans shifted Route 80 service into the airport with no additional operating cost coinciding with local control of the airport. Omnitrans also shifted Route 61 service into the airport, which was funded by an increased LTF allocation by SBCTA.

These changes have delivered some of the only areas of ridership growth within Omnitrans services over the last three years. Following the implementation of the cost controls and service changes, Omnitrans is now in the lowest cost quartile for operating cost per hour within ABBG and operates with costs 24% below the peer group average.

SBCTA has recognized Omnitrans' cost effectiveness through two key structural changes. In 2015, SBCTA designated Omnitrans the Consolidated Transportation Services Agency redirecting the designation from Valley Transportation Services (VTrans). This shift occurred because SBCTA believed that Omnitrans could deliver more service through cost efficiency. Following the consolidation of VTrans and Omnitrans, Omnitrans has proven this to be true saving approximately \$500,000 in the first year. Similarly, SBCTA has designated Omnitrans as the operator of Redlands Rail/Arrow as SBCTA studies indicated that Omnitrans would deliver the operations of the project more cost effectively than other alternatives considered and would ensure a seamless connectivity between transit modes.

### **Rising Operational Costs and Upcoming Challenges**

While Omnitrans has effectively managed operating costs the last several years with a tightly constrained budget, it will become increasingly difficult to keep cost growth at this rate through 2027.

Some the cost drivers that Omnitrans anticipates in the upcoming years include:

- **Benefit Costs** - Premiums have been increasing 6-8% per year. Omnitrans has mitigated cost increases by negotiating employees pay a higher share.
- **Wages** - Omnitrans neighboring transit agencies have issued contracts offering 4% wage increases per year, while Omnitrans has negotiated between 2.75% and 3% per year following a three-year contract with 0% increases for all three years. This challenge is



exacerbated by the ongoing increases in the state minimum wage, which puts significant pressure on wages for the contracted paratransit drivers under the Access contract.

- **Coach Operator Shortages** - As a result of the low unemployment rate in San Bernardino County (3.9% as of December 2017 according to the State of California Employment Development Department), wage pressure will continue to grow. This has been evidenced by difficulty attracting, hiring and retaining Coach Operators.
- **Attracting and Keeping High Quality Managers and Directors** - 80 percent of Omnitrans Senior Leadership Team is anticipated to retire within the next five years. Recent and open recruitments have clearly demonstrated that Omnitrans salary ranges for higher level management positions are below peers. Historically, Omnitrans was able to hire qualified staff within from the minimum to mid-point in the salary range. In trying to recruit for department directors, qualified candidates are demanding top of scale or above scale. With the turnover expected, Omnitrans must attract top talent in order to deliver continuity of service. Omnitrans is trying to mitigate these costs by implementing a new succession planning strategy with the Leadership Development Academy.
- **Proposed Innovative Clean Transit Regulation (Zero Emission Bus Rule)** - Proposed state regulations will require 25% of new bus purchases after 2020 meet zero emission requirements. This will have significant capital, facility and electric costs. Omnitrans will evaluate the use of solar energy and solar storage solutions to mitigate some of these cost increases.
- **Access Contract** - Measure I provides a dedicated funding source (Senior and Disabled) for Access Paratransit service costs. However, between FY2015-2020 Access costs were \$2.1 million to \$3.0 million in excess of this funding allocation. As a result, LTF funding was used to fund the shortfall. The Access contract is currently in the procurement process and the bids received indicate that costs will rise in the range of \$1.5 to \$3 million per year, primarily due to the changes in the State minimum wage laws. SBCTA is recommending passing through 100 percent of the Senior and Disabled funding available, this will increase Omnitrans future allocation by approximately \$2 million per year, however there will still be a funding shortfall requiring continued use of LTF money to cover the full cost of the program.
- **Low Carbon Transit Operations Program (LCTOP) Funding/Express Bus Service** - Omnitrans launched new Express Bus Service in 2015 with LCTOP funding. This funding is intended to serve as “start-up” funding for new or expanded services that demonstrate Green House Gas (GHG) reductions. As these projects become part of the baseline transportation network, other funding sources must be identified to replace the LCTOP funds as over time the services no longer represent a net GHG reduction. As a result, an alternate funding source must be identified to sustain these services.



## **Future Service Demand**

Based on SCAG population forecasts, the Omnitrans service area population will grow at a rate of approximately 1% per year. Since much of this growth is occurring in open fields rather than in fill development, Omnitrans resources will be stretched. Routine requests for additional services have come to extend service to outlying areas of Highland, Redlands, Rialto, Fontana, Rancho Cucamonga, Ontario, Chino and Chino Hills. Omnitrans also receives regular requests for more frequent service on existing routes to help promote Transit Oriented Development (TOD) growth opportunities and encourage higher density development, particularly in the West Valley. This population growth and business development may generate demands for additional service, not just a restructuring of service.

While the cost to operate Redlands Rail/Arrow and West Valley Connector will be funded by SBCTA out of Measure I programs dedicated to rail and BRT expansion, in order to maximize the transit investment being planned, Omnitrans will need to evaluate strategies to provide feeder service. Whether Omnitrans delivers this potential service with traditional bus service, innovative microtransit solutions or partnerships with private providers, there is a cost associated with the feeder service. Additionally, two SCAG led studies (the Intercounty Study and Customer-Based Ride Sharing Study) have identified the need for higher frequency service on core north-south services in West Valley. Customer feedback as well as general public feedback continues to support this with the focus on higher frequency and higher quality service as the most important improvement to retain current and attract new riders.

## **Potential Funding Sources**

- **SB 1 Funding:** These gas tax and related funding sources can flow to Omnitrans in the form of stabilized State Transit Assistance funds and the new State of Good Repair funding. Should these funds become available, consideration should be given to maximizing the allocation of these funds to Omnitrans. Omnitrans and SBCTA staff will coordinate on eligible and potential uses of these funds; however, the eligibility for operations is limited.
- **Local Transportation Fund (LTF):** Between 2013 and 2017, sales tax revenue in San Bernardino, which drives LTF growth, grew at 5.2% per year, exceeding the 3% LTF growth rate programmed for Omnitrans. However, over the 10-year period from 2008-2017 the average growth rate was 1.94 percent. In planning and programming for future years, Omnitrans recognizes the uncertain long term cycles of the economy and must plan accordingly. The LTF projection prepared for SBCTA by a consultant shows an average growth in LTF of 2.5 percent through 2027 and 3.4 percent through 2040; therefore, the capacity to increase LTF over the long-term is limited.
- **Federal 5307 Funds:** These funds flow from the Federal Transit Administration (FTA) and can be used for capital and certain operating costs. SBCTA receives these funds in separate apportionments for rail and bus. As established in the COA, Omnitrans regular allocation of 5307 funds from SBCTA has remained at \$16.9 million per year with a one-time additional allocation of \$3.8 million in 2017. In looking at actual 5307



apportionments for bus over that time period, this exceeds the bus apportionment by \$6.8 million as of 2018. SBCTA and Omnitrans will work together to determine short-term needs between bus and rail and to develop a plan to balance those allocations over time. Omnitrans currently maximizes the Federal funds that can be used for operating expenses such as preventive maintenance, therefore, increases in this revenue source would only support on-going capital requirements.

- **Measure I Reauthorization or Other New Sales Tax Measures:** Although Measure I does not sunset until 2040, as SBCTA works on developing a reauthorization plan, or a concurrent sales tax measure, Omnitrans suggests that consideration be given to including dedicated funding for general transit operations. A set aside would provide a reliable funding source.
- **Fares:** Omnitrans will also seek to increase fares approximately every three years between 2019 and 2025. Given that Omnitrans has the highest base fare amongst neighboring agencies, Omnitrans is not seeking to increase fares in the upcoming year.

## **CONCLUSION**

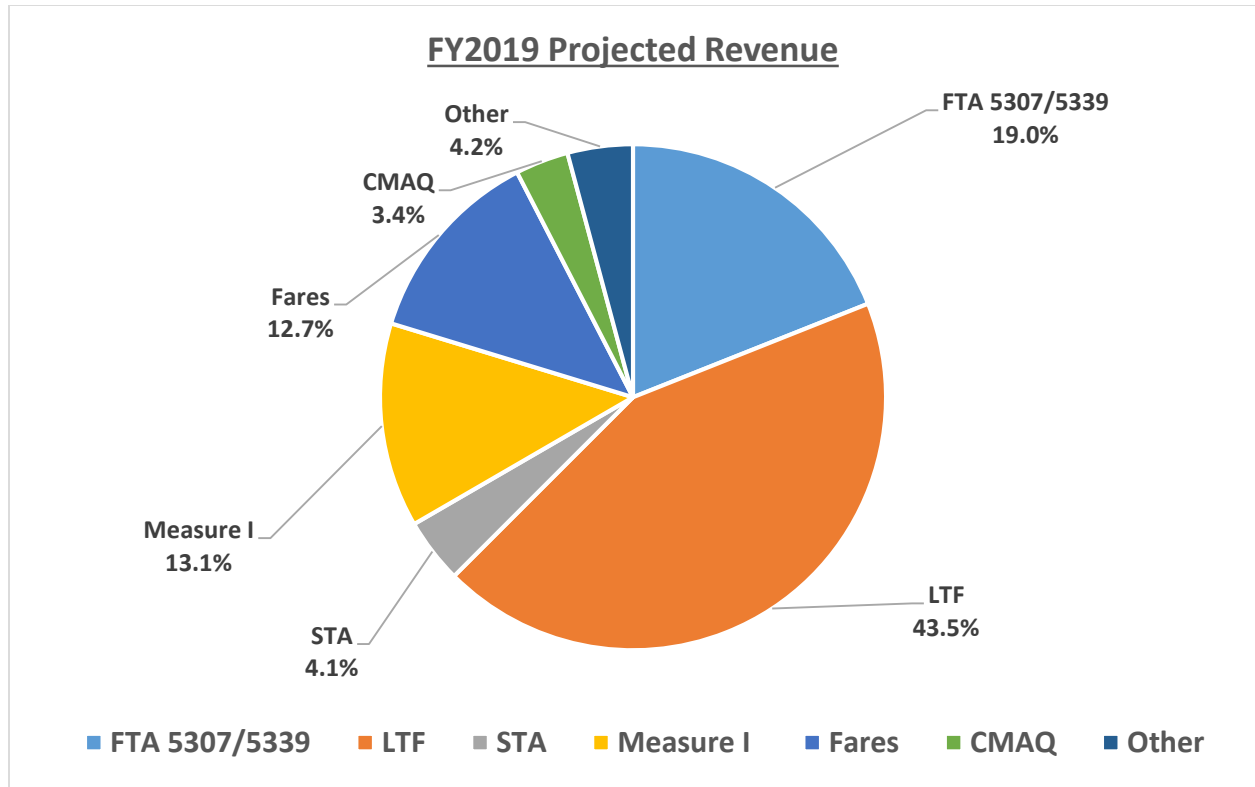
Based on current budget assumptions, Omnitrans will deliver a balanced budget plan for Fiscal Year 2018-2019. However, the recent revenue Local Transportation Fund (LTF) forecast conducted by an independent consultant firm indicates the three percent LTF funding growth through FY2027 may be unattainable. Based on revenue and cost forecasts, it is unlikely Omnitrans will be able to continue to deliver balanced budgets without service reductions unless additional funding sources become available. Consequently, the proposed Management Plan for FY2019 continues to focus heavily on exploring/developing programs that can reduce operating costs; thereby providing funds to offset declining revenues as necessary. Omnitrans is financially sound for the short term; however, given the uncertain economic climate, it is critical for Omnitrans and SBCTA staff to work together to identify long-term, sustainable funding strategies.

## **PSG**

Attachments:           A:     FY2019 Projected Revenue  
                                  B:     Omnitrans Revenue and Costs Forecasts  
                                  C:     Power Point Presentation

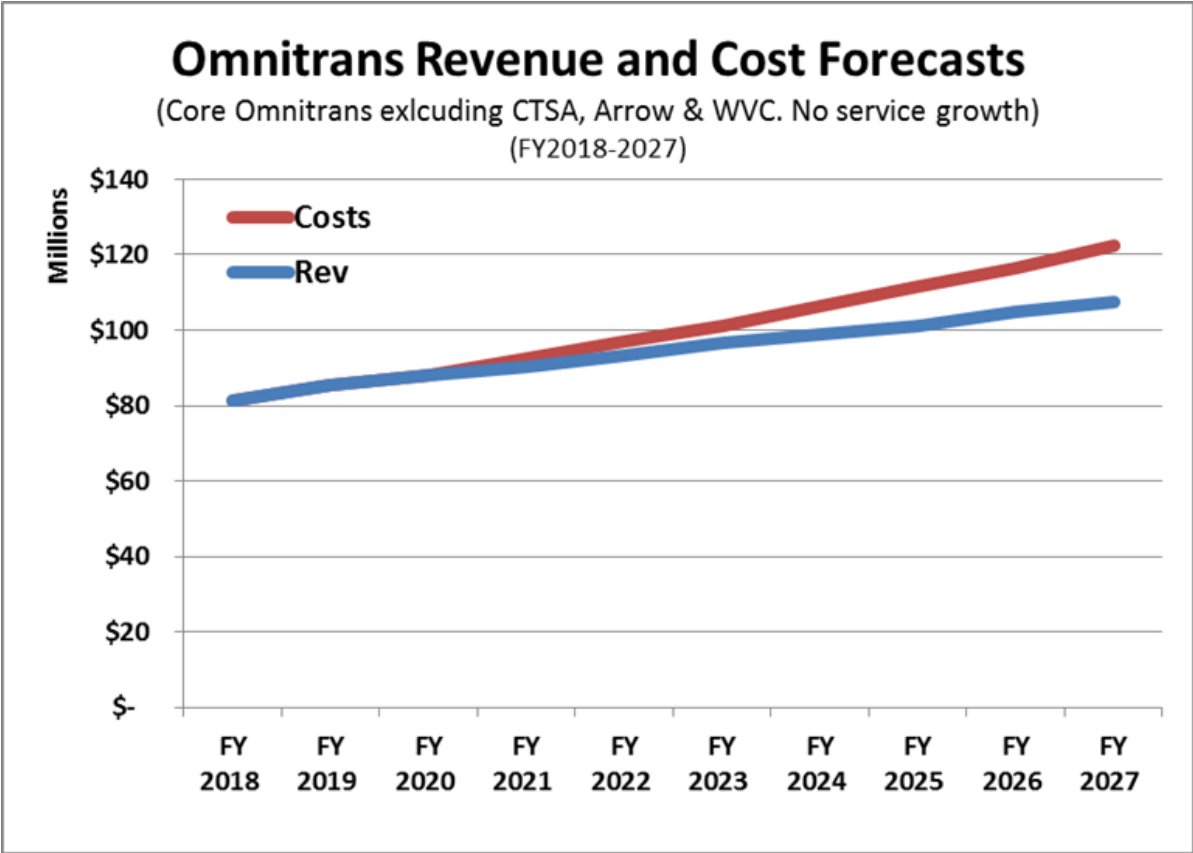


## ATTACHMENT A





ATTACHMENT B





# FINANCIAL WHITE PAPER

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**Board of Directors Meeting  
May 2, 2018**



## Background and Purpose

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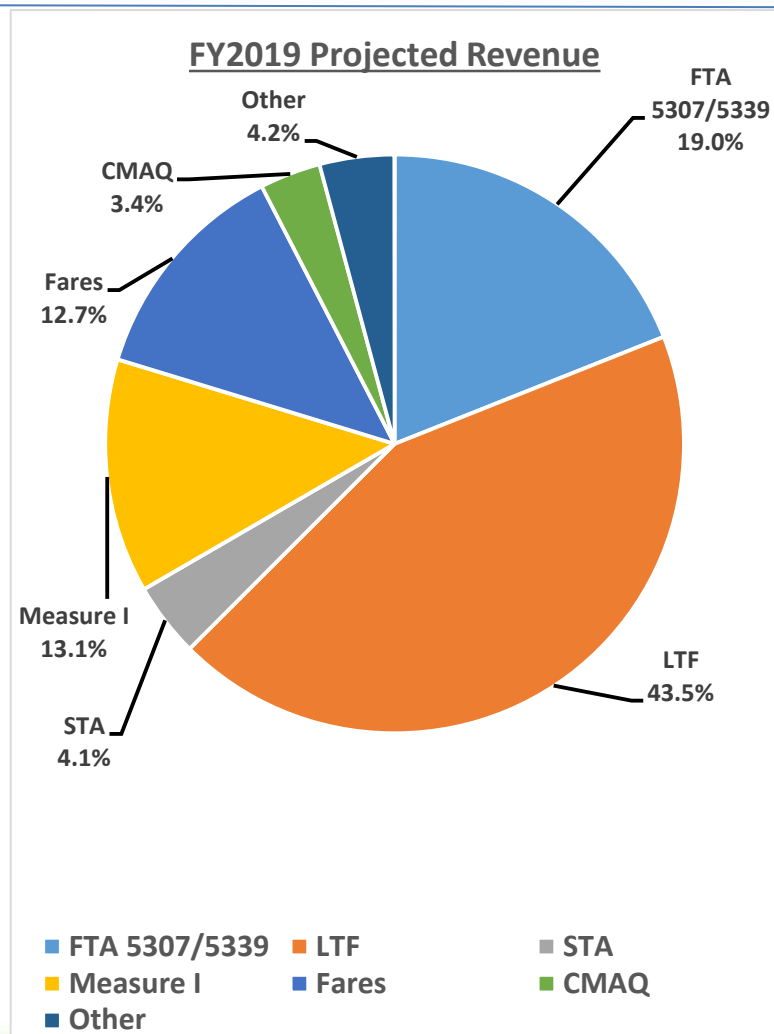
- Financial White Paper presented to Executive Committee and Board of Directors to raise awareness of recent financial forecast
- LTF growth rate flat at 3 percent from 2014 – 2020
- Independent SBCTA Consultant revenue forecast indicates LTF growth rate below 3 percent in the short term:
  - 2019 - .4%
  - 2020 – 1.4%
  - 2021 – 2023 – 1.5%
- SBCTA is recommending the current 3% LTF rate continue through 2025. This equates to \$7M more than the consultant's forecast; if sufficient revenues are available



- OmniTrans funded through a variety of local, State and Federal funding sources

- The majority of these funds flow through and are allocated by SBCTA
- The Local Transportation Fund (LTF) accounts for approximately 43% of OmniTrans' operating funds
- SBCTA recent revenue forecast holds LTF funding flat at 3% growth rate through 2027

- Based on Recent Revenue Forecast, Agency cost escalation will outpace funding growth





## *Actions Taken:*

- Consolidation of Administrative Departments
  - Restructuring of Senior Leadership Team saving approximately \$500K annually
- Wages and Benefits
  - Administrative Staff placed on four-year wage freeze and began paying 10% of health care premium. Negotiated with represented employees a three year labor contract with no increases for wages and benefits
- Medi-Cal Reimbursement Program
  - Billing the State approximately \$1.8 million annually
- Transition from LNG to CNG Fuel
  - Saving approximately \$1.5 million annually on transportation costs
  - Participate in Low Carbon Standard Fuel (LCFS)
    - Generates approximately \$1.5 million annually
- Federal Alternative Fuel Tax Credits
  - Generates approximately \$1.5 million annually



## *Upcoming Challenges:*

- Cost of Employee Benefits
  - Premiums have been increasing 6-8% per year
- Wages
- Coach Operator Shortages
- Attracting and Keeping High Quality Managers and Directors
- Proposed Innovative Clean Transit Regulation (Zero Emission Bus)
  - Requires Transit Agencies to begin phasing in zero emission buses by 2020
- Access Contract Cost
  - Increase in the State Minimum Wage
  - Increase Contract by \$2M

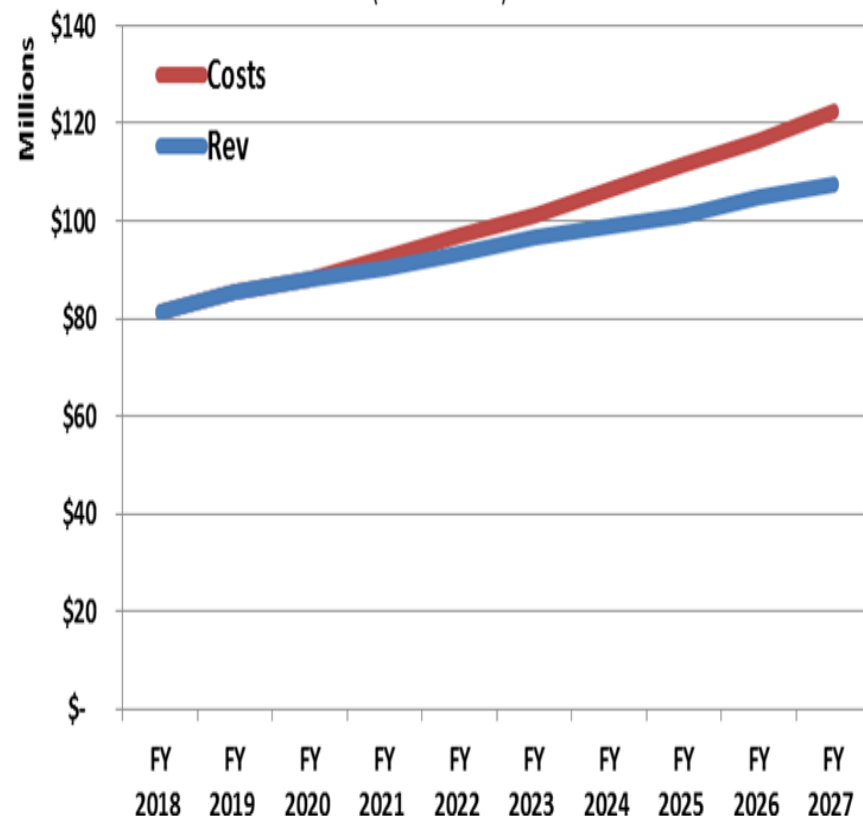


## Conclusion:

- Based on current budget assumptions, Omnitrans will deliver a balanced budget plan for Fiscal Year 2018-2019
- Additional funding is needed to continue to deliver balanced budgets in the future
- The proposed Management Plan for FY2019 continues to focus on programs and initiatives to reduce operating costs

### Omnitrans Revenue and Cost Forecasts

(Core Omnitrans excluding CTSA, Arrow & WVC. No service growth)  
(FY2018-2027)





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*Recommendations that Omnitrans continues to pursue:*

- With Board support, Omnitrans will continue to focus on exploring/developing programs that can reduce operating costs; thereby providing funds to offset declining revenues as necessary
- Although Measure I does not sunset until 2040, as SBCTA works on developing a reauthorization plan, or a concurrent sales tax measure, Omnitrans will work with SBCTA to include dedicated funding for general transit operations.



ITEM # \_\_\_\_\_ F3 \_\_\_\_\_

**DATE:** May 2, 2018

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

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

**SUBJECT: PROPOSED FISCAL YEAR 2019 MANAGEMENT PLAN**

**FORM MOTION**

Support Proposed Fiscal Year 2019 Management Plan, which outlines the CEO/General Manager's operational plan on how the initiatives will be achieved.

*This item was reviewed by the Executive Committee at its April 6, 2018 meeting, and recommended to the Board of Directors for approval.*

**BACKGROUND**

Omnitrans contracted with Ms. Jana Evans, Principal/CEO of Exponential-Dynamics, to develop the 2019 Management Plan. In development of the plan, Ms. Evans guided the Senior Leadership Team through a structured collaborative process to define the initiatives for Omnitrans in Fiscal Year 2019. 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.

The Management Plan for Fiscal Year 2019 is focused on five Strategic Initiatives:

1. Financial Sustainability & Operational Cost Efficiencies
2. Service Expansion & Funding Growth
3. Technology
4. Safety & Security
5. Workforce Stability

Each initiative consists of five sections:

1. Strategic Initiative Objective – Statement of need and purpose focused on FY19.
2. Actions – Key activities for FY19 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**

Support of Fiscal Year 2019 Management Plan provides clear objectives that will enable Omnitrans the ability to achieve the initiatives adopted by the Board of Directors.

PSG: JV

Attachments: A: Fiscal Year 2019 Management Plan





# MANAGEMENT PLAN

FY2019



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## Acronyms

DCEO	Deputy Chief Executive Officer
FRA	Federal Railroad Administration
FTA	Federal Transit Administration
LTF	Local Transportation Funds
SBCTA	San Bernardino County Transportation Authority
SRTP	Short Range Transit Plan
SSERPP	System Security Emergency Response Preparedness Plan
TAM	Transit Asset Management
TNC	Transportation Network Companies
TSA	Transportation Security Administration
TOD	Transit Oriented Development
WVC	West Valley Connector



## Executive Summary

Omnitrans is responsible for developing an integrated public transportation network in the San Bernardino Valley. The evolving challenges that accompany this crucial role within a tightly constrained fiscal environment have been successful largely due to our focus 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 reducing costs to offset the loss of fare revenue, introducing improved security measures, safety technologies and service improvement for our riders. Operationally, the emphasis was on reducing customer travel time, providing more direct route alignments, increasing express bus service and partnering with transportation network companies (TNC) to deliver alternative service for qualified seniors and paratransit customers.

Recent Local Transportation Funding (LTF) forecasts indicate the three percent LTF funding growth through FY2027 is uncertain. As a result, the Management Plan for FY2019 focuses on sustaining existing service levels while maintaining performance on key issues such as safety and security, operating efficiencies, and technology. These themes carry forward into the FY 2019 Management Plan:

1. **Financial Sustainability & Operational Cost Efficiencies**
2. **Service Expansion & Funding Growth**
3. **Technology**
4. **Safety and Security**
5. **Workforce Stability**

The *Financial White Paper* (P. Scott Graham/Erin Rogers) issued in March 2018 summarized three major issues facing Omnitrans over the next decade. In developing the Strategic Initiatives of the FY2019 Management Plan, these issues were on the forefront. A brief account of how the Strategic Initiatives address the White Paper issues is offered below.

### Cost Efficiencies Implemented

*Quote from Financial White Paper--"Following the completion of the Comprehensive Operational Analysis (COA) and prior to adoption of the OmniConnects 2015-2020 Short Range Transit Plan (S RTP), Omnitrans was facing a \$2.4 million deficit. In order to close the deficit without impacting customers with an overall reduction in service, Omnitrans staff implemented a wide variety of cost cutting strategies. Collectively, these initiatives have saved approximately \$4.5 million per year."*

Supportive Strategic Initiatives for FY19				
Financial Sustainability & Operational Cost Efficiencies	Service Expansion & Funding Growth	Technology	Safety and Security	Workforce Stability
<b>X</b>	<b>X</b>	<b>X</b>		

Strategic Initiatives of *Financial Sustainability & Operational Cost Efficiencies*, *Technology* and *Service Expansion & Funding Growth* target the challenges that come with anticipated revenue uncertainties.

### Management Plan Themes:

**ENERGY COSTS AND SAVINGS:** With the planned construction of Pipeline Fueling Infrastructure at "I" Street, we continue our commitment to CNG fuel and the associated cost savings. In addition,



we are defining our approach to begin implementation of solar energy and stored energy solutions. We are finalizing the grant-funded, near-zero engine repower project on 63 buses, while planning for the California Air Resource Board (CARB) requirement for Zero Emission Bus technology.

**PLANNING AND SERVICE:** The 2019-2025 Short Range Transit Plan (SRTP) will be completed by the third quarter of FY2019. The West Valley Connector (WVC) Project will move forward in partnership with the SBCTA.

**TECHNOLOGY:** To comply with Federal Transit Administration (FTA) regulation, design of the Transit Asset Management System (TAM) will be completed and includes automation of the Maintenance Work Order process. Several technology optimization projects are in line to improve functionality and utilization--procure-to-pay, e-recruitment, and electronic timekeeping. Another technology advancement will be to implement paratransit on-line booking software to improve efficiency and customer experience.

### Rising Operational Costs and Upcoming Challenges

*Quote from Financial White Paper—“While Omnitrans has effectively managed operating costs the last several years with a tightly constrained budget; it will become increasingly difficult to keep cost growth at this rate through 2025. Some cost drivers that Omnitrans anticipates in the upcoming years include: Benefit Costs, Wages, Coach Operator Shortages, Attracting and Keeping High Quality Managers and Directors, Proposed Innovative Clean Transit Regulation (Zero Emission Bus Rule), and the cost of the Access Contract.*

Supportive Strategic Initiatives for FY19				
Financial Sustainability & Operational Cost Efficiencies	Service Expansion & Funding Growth	Technology	Safety and Security	Workforce Stability
<b>X</b>		<b>X</b>		<b>X</b>

Strategic Initiatives of *Financial Sustainability & Operational Cost Efficiencies, Technology, and Workforce Stability* all contain actions that address rising operational costs with a variety of methods.

### Management Plan Themes:

**OPERATIONAL COSTS AND STAFFING:** Succession planning and preparation continues with the Leadership Development Academy (LDA) which will include Manager and Supervisor tracks in the coming year. Our intern program will provide expanded workplace experiences with the idea of attracting young professionals to the transit industry, more specifically to Omnitrans. To improve personnel utilization, we will evaluate operational processes that impact Coach Operator overtime. In addition, we plan to identify provisions in the Coach Operator Collective Bargaining Agreement that can improve cost efficiencies and improve the Coach Operator work environment.

**FUNDING CHALLENGES:** To mitigate 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. We will also partner with SBCTA to move the West Valley Connector Project forward. 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).



### Future Service Demand

*Quote from Financial White Paper—“There will be demand for service increases to coincide with planned development and population growth.”*

<i>Supportive Strategic Initiatives for FY19</i>				
Financial Sustainability & Operational Cost Efficiencies	Service Expansion & Funding Growth	Technology	Safety and Security	Workforce Stability
<b>X</b>	<b>X</b>		<b>X</b>	

Strategic Initiatives of *Financial Sustainability & Operational Cost Efficiencies*, *Service Expansion & Funding Growth*, and *Safety & Security* feature actions intended to anticipate and meet future service demands.

#### *Management Plan Themes:*

**PLANNED DEVELOPMENT AND POPULATION GROWTH:** With the completion of the 2019-2025 Short Range Transit Plan (SRTP), 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 current service levels. In addition, we will actively work at 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. We will be moving to the next phase in completing the Baseline Assessment for Security Enhancement of the TSA Gold Standard. We will 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 enhance the safety equipment on our paratransit fleet with new and improved mobility securement devices.



## 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 2019 centers on five Strategic Initiatives:

1. Financial Sustainability & Operational Cost Efficiencies
2. Service Expansion and Funding Growth
3. Technology
4. Safety and Security
5. Workforce Stability

The Senior Leadership Team used a specific set of criteria in selecting the Strategic Initiatives for FY2019.

**Priorities:** What issues or projects have the greatest consequence for the Agency? Which projects or issues should be resourced to the fullest extent possible? What rises to the level of Board action now and in the next fiscal year?

**Partnership:** Based on the answers to the above, which projects or issues require the most collaboration—across Omnitrans, across the region it serves?

Each Strategic Initiative includes of five elements:

1. Strategic Initiative Objective—Statement of need and purpose focused on FY 2019.
2. Actions—Key activities for FY2019 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 2019.
4. Support for the Omnitrans Strategic Plan FY2017-2020—identifies the Strategic Goals, Outcomes, Performance Indicators and Strategies each Strategic Initiative supports to ensure continuing alignment with the 3-year Strategic Plan.
5. Senior Leadership Team Members responsible for coordinating implementation of the Strategic Initiative and documenting/reporting on its progress.



Furthermore, the Strategic Initiatives for Management Plan FY2019 remains 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.

And lastly, this Management Plan for FY2019 also demonstrates support for SBCTA's overarching performance targets for Congestion Reduction, Economic Vitality, and Environmental Sustainability.

## IMPLEMENTATION

Elements that are essential for successful implementation of the Management Plan for FY2019:

1. Monthly meetings of the Senior Leadership Team dedicated to discussion and evaluation of progress on the Management Plan, and dealing with questions or challenges that may arise in execution.
2. Each Strategic Initiative in the Management Plan is assigned to a cross-cutting team that will take responsibility for the initiative (*see Table 1 below*).
3. Accountability Measures that facilitate meaningful quarterly reporting on progress for each Strategic Initiative.
4. Directors will communicate the plan to staff to ensure there is sufficient understanding of the Management Plan's Strategic Initiatives.

*Table 1: Leadership Team Responsibility on Strategic Initiatives (Team Lead indicated in bold)*

Strategic Initiative	CEO / DCEO	Audit	Finance	HR/Safety and Security	IT	Maintenance	Marketing and Planning	Operations	Procurement	Rail	Special Transit Services
<b>Financial Sustainability &amp; Operational Cost Efficiencies</b>	X	X	<b>X</b>	X		X	X	X	X		
<b>Service Expansion &amp; Funding Growth</b>	X		X				<b>X</b>		X	X	
<b>Technology</b>	X	X	X	X	<b>X</b>	X			X	X	X
<b>Safety &amp; Security</b>	X			<b>X</b>	X		X	X	X		X
<b>Workforce Stability</b>	X		X	<b>X</b>				X			



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 Senior Leadership Team;
- 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;
- Make adjustments to Strategic Actions if needed to achieve Strategic Initiatives.

The Management Plan for FY2019 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 2019



## Strategic Initiative 1 – Financial Sustainability & Operational Cost Efficiencies

**Objective:** Improve operational sustainability by evaluating and implementing innovative solutions and long-term funding strategies.

### Actions for FY2019

1. Design and contract the construction of Pipeline Fueling Infrastructure at “I” Street.
2. Develop a strategy and identify partners to begin implementation of solar energy and stored energy solutions.
3. Complete the grant-funded, near-zero engine repower project (on 63 buses.)
4. Advocate for funding to mitigate projected shortfalls in operational funding.
  - a. 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.

### Accountability Measures

1. 100% completion of design and contract award for Pipeline /fueling Infrastructure at “I” Street by Q3 (carry over from FY18)
2. 100% completion of RFI for alternative energy solutions by Q1; evaluate and select solutions by Q2, award contract for selected solutions by Q3
3. Award contract for near-zero engine re-power contract by Q2
4. 100% completion Advocacy Outreach Plan intended to mitigate projected funding shortfalls by Q4

### Supports Strategic Plan Goal

Finance - Optimize funding opportunities while maintaining fiscal stewardship.

### Outcomes and Performance Indicators

Strategic Plan Goal	Strategic Plan Outcomes	Performance Indicators	Strategic Plan Strategies
<b>Finance</b>	1. Increased diversification of funding sources	<ul style="list-style-type: none"> <li>Reduced funding risk</li> </ul>	1.1 Create voice/Presence to advocate for new and different funding sources. 1.2 Capitalize partnerships that will expand long term funding.
	2. Increased sustainable funding sources	<ul style="list-style-type: none"> <li>Renewable funding sources</li> </ul>	2.2 Leverage infrastructure assets to generate alternative revenue options.
	3. Improved grant management oversight	<ul style="list-style-type: none"> <li>Balanced funding portfolio</li> <li>Grant wins</li> </ul>	3.1 Invest in grant management (software) solutions.
	4. Improved operational efficiencies	<ul style="list-style-type: none"> <li>Capital project ROI</li> </ul>	4.1 Improve the return on capital investments and its impact on ongoing operations.



*Leadership Team Members*

Lead: Director of **Finance**

Members: CEO/DCEO and Directors of Human Resources/Safety & Security, Maintenance, Marketing & Planning, Internal Audit, Operations and Procurement



## Strategic Initiative 2 –Service Expansion & Funding Growth

**Objective:** Expand service with sustainable funding to support current and long-term ridership growth.

### Actions for FY2019

1. Establish partnerships and agreements to support Arrow Rail service.
  - a. Execute Three Party Agreement with SBCTA and Metrolink.
  - b. Release Request for Proposals (RFP) and award contract for Operations and Maintenance of Equipment.
  - c. Identify funding for rail feeder service.
2. Partner with SBCTA staff to advance the West Valley Connector (WVC) Project, including Small Starts grant application.
3. Complete 2019-2025 Short Range Transit Plan (SRTP) which identifies both financially constrained and unconstrained service implementation plans.
4. Partner with city, county, and other stakeholders on opportunities to implement transit oriented development (TOD).
5. Invest in premium shelters to enhance customer amenities and safety.

### Accountability Measures

1. 100% completion of RFP for Operations and Maintenance contractor in Q2
2. 100% completion SRTP and Board approval by Q3
3. Number and value of grant opportunities collaborated on for TOD funding
4. Deploy premium shelters once design elements are finalized

### Supports Strategic Plan Goal

Service and Operations Goal – Improve and expand transportation service to our customers and community.

### Outcomes and Performance Indicators

Strategic Plan Goal	Strategic Plan Outcomes	Performance Indicators	Strategic Plan Strategies
Service and Operations	3. Improved intermodal connectivity	<ul style="list-style-type: none"> <li>• MOU's with other transit agencies, cities, county and partners</li> <li>• Contract with other transportation providers, cities and counties</li> </ul>	3.2 Prepare for additional service modes (i.e., rail)  3.3 Improve mobility options for seniors and persons with disabilities through Consolidated Transportation Services Agency (CTSA)  3.4 Support jurisdictions in planning for transit-oriented development

### Leadership Team Members

Lead: Director of **Marketing and Planning**

Members: CEO/DCEO and Directors of Finance, Procurement, and Rail



## Strategic Initiative 3 – Technology

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

### *Actions for FY2019*

1. Design Transit Asset Management System (TAM) to comply with Federal Transit Administration (FTA) regulation
  - a. Complete TAM Plan.
  - b. Evaluate and implement technology solution for TAM system.
    - i. Develop parts and asset inventory process to include forecasting and obsolete parts disposal.
  - c. Automate Maintenance Work Order process.
2. Develop strategy for meeting California Air Resource Board (CARB) requirement for Zero Emission Bus technology.
3. Optimize SAP functionality and utilization for procure-to-pay, e-recruitment, and electronic timekeeping.
4. Implement paratransit on-line booking software to improve efficiency and customer experience.
5. Finalize technology requirements for Arrow Rail Service.

### *Accountability Measures*

1. 100% completion of TAM Plan by Q4
  - a. 100% completion TAM Scope by Q1
    - i. Automate Work Order process / mobility functionality
    - ii. Forecasting
    - iii. Implementation inventory
    - iv. Obsolete parts disposal
2. 100% completion of Electrification Study complete for Zero Emission Bus technology including support infrastructure and impact to agency by Q4
  - a. Infrastructure requirements identified (with associated costs)
  - b. Agency plan for implementation along with impacts
3. Continue process optimization
  - a. Third Party E-recruitment system implemented by Q2
  - b. 100 % completion of the process to automate the Management Confidential Employee Timekeeping by Q3
  - c. Complete Paperless invoicing process and procurement process review by Q3
4. Paratransit on-line booking software implemented by Q3
5. Develop procurement plan for required systems and equipment for Arrow Rail Q1

### *Supports Strategic Plan Goals*

Service and Operations – Improve and expand public transportation service to our customers and community.

Technology – Increase capacity to provide new, innovative technology solutions and enhance existing ones.

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



## Outcomes and Performance Indicators

Strategic Plan Goal	Strategic Plan Outcomes	Performance Indicators	Strategic Plan Strategies
<b>Service &amp; Operations</b>	3. Improved intermodal connectivity	<ul style="list-style-type: none"> <li>Contract with other transportation providers, cities and counties</li> </ul>	3.3 Improve mobility options for seniors and persons with disabilities through Consolidated Transportation Services Agency (CTSA)
<b>Technology</b>	1. Improved customer experience through new technology applications and services	<ul style="list-style-type: none"> <li>Customer technology utilization</li> <li>Time to implementation of new technology</li> </ul>	1.1 Partner with private industry to provide new, affordable technology applications and services. 1.2 Utilize customer input/pilot programs to prioritize new technology funding decisions.
	2. Improved efficiencies in business processes	<ul style="list-style-type: none"> <li>Worker productivity</li> <li>Average time to improve/implement new business processes</li> </ul>	2.1 Expand the use of technology to increase workplace efficiencies and reduce operational costs.
	3. Reduced fuel cost/greenhouse gas emissions	<ul style="list-style-type: none"> <li>Operational fuel cost</li> <li>Greenhouse gas emissions</li> <li>Facility energy cost</li> </ul>	3.1 Phase in new bus and non-revenue vehicle technology (CNG/electric). 3.2 Decrease facility energy cost through implementing energy efficient technologies.
<b>Organizational and Workforce Excellence</b>	3. Reduced staffing vacancies	<ul style="list-style-type: none"> <li>Electronic application process</li> </ul>	3.1 Simplify application process

## Leadership Team Members

Lead: Director IT

Members: CEO/DCEO and Directors of Finance, Human Resources/Safety & Security, Operations, Marketing & Planning, Procurement, Rail, and Special Transit Services



## Strategic Initiative 4 – Safety and Security

**Objective:** Introduce new safety and security initiatives to achieve TSA Gold Standard.

### *Actions for FY2019*

1. Implement monthly safety campaigns to enhance the safety culture of the Agency.
2. Develop the training model to complete the Baseline Assessment for Security Enhancement of the TSA Gold Standard.
3. Conduct exercises/drills on the System Security Emergency Response Preparedness Plan to ensure Agency readiness.
4. Create a detailed plan for failover/recovery and operation during an incident involving loss of data/critical infrastructure, and ensure readiness.
5. Enhance current paratransit mobility securement devices for customer safety with new and improved mobility securement devices.
6. Submit entry for APTA Bus Safety and Security Excellence Award.
7. Enhance security posture by implementing new programs and initiatives to support customer safety and security on-board our vehicles and at our facilities.

### *Accountability Measures*

1. 100% completion of safety & security campaign topics for FY19 by Q1
2. 100% completion of training model by Q3
3. 30%% improvement in agency readiness via the After Action Reports
4. 100% completion of Failover/Recovery Plan in coordination with IT Department by Q4
5. Install Q-Pod securement systems by Q4 and 25% reduction number of paratransit incidents related mobility device securements by Q4
6. On time submission for APTA Bus Safety and Security and Excellence Award
7. Evaluate fare enforcement alternatives for bus and rail system and implement on-board fare enforcement by Q2
8. Evaluate and implement paid parking to offset additional security requirements

### *Supports Strategic Plan Goals*

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

### *Outcomes and Performance Indicators*

Strategic Plan Goal	Strategic Plan Outcomes	Performance Indicators	Strategic Plan Strategies
Safety & Security	1. Reduced customer incidents	<ul style="list-style-type: none"> <li>Customer safety perception</li> </ul>	1.1 Improve public awareness of safety practices within the Omnitrans facilities and in service.
	2. Reduced employee claims	<ul style="list-style-type: none"> <li>Employee claims</li> <li>Employee incidents</li> <li>Lost work days</li> <li>Overtime paid</li> </ul>	2.2 Ensure accountability and adherence to established safety practices and operating procedures/regulations.
	3. Reduced vulnerability/threats to customer security	<ul style="list-style-type: none"> <li>Safety/security incident reports</li> </ul>	3.1 Strengthen relationships with local law enforcement



			<p>agencies to improve security posture.</p> <p>3.3 Build one-on-one relationships with city leaders and staff to provide a more secure public transportation system in their respective communities.</p>
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*Leadership Team Members*

Lead: Director **Human Resources/Safety and Security**

Members: CEO/DCEO and Directors of IT, Marketing & Planning, Operations, and Special Transit Services



## Strategic Initiative 5 – Workforce Stability

**Objective:** Improve workforce readiness to achieve stability and cost efficiencies.

### Actions for FY2019

1. Expand Leadership Development Academy (LDA) to include Manager and Supervisor tracks.
2. Provide opportunities for Interns for expanded workplace experiences to enhance their exposure to the transit industry.
3. Evaluate operational processes that impact Coach Operator overtime and improve personnel utilization.
4. Prepare for and conduct labor negotiations. Identify provisions in Coach Operator Collective Bargaining Agreement to improve cost efficiencies Coach Operator work environment.

### Accountability Measures

1. 30% of LDA “graduates” eligible to compete for Manager/Supervisor vacancies
2. 50% of class enrollment in Supervisor LDA Track to target enrollment
3. Number of interns placed in service
4. Reduce operator overtime by 10%
5. Complete labor negotiations by Q3

### Supports Strategic Plan Goal

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

### Outcomes and Performance Indicators

Strategic Plan Goal	Strategic Plan Outcomes	Performance Indicators	Strategic Plan Strategies
<b>Organizational and Workforce</b>	1. Increased opportunities for advancement	<ul style="list-style-type: none"> <li>• Leadership Action Program Advancement/Training participation vs. opportunities</li> <li>• Number of promotions</li> </ul>	1.1 Expand our training program.  1.2 Create career advancement/succession program.
	3. Reduced staffing vacancies	<ul style="list-style-type: none"> <li>• Average time to hire</li> <li>• Applicant data bank</li> <li>• Eligibility list</li> </ul>	3.1 Simplify application process. 3.2 Expedite hiring process. 3.3 Expand ready workforce.

### Leadership Team Members

Lead: Director of **Human Resources/Safety and Security**

Members: CEO/DCEO and Directors of Finance and Operations



ITEM # F4

**DATE:** May 2, 2018

**TO:** Board Chair Ron Daily and Members Omnitrans Board of Directors

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

**FROM:** Maurice Mansion, Treasury Manager

**SUBJECT: FISCAL YEAR 2018-19 ANNUAL BUDGET – EXECUTIVE SUMMARY**

**FORM MOTION**

Adopt Omnitrans Fiscal Year 2018-19 Annual Budget.

*This item was reviewed by the Administrative and Finance Committee at its April 12, 2018 meeting, and recommended to the Board of Directors for adoption.*

**BACKGROUND**

The Agency proposes for Fiscal Year 2018-2019 an increase in the Operating Budget of \$6,701,910 or 8.1%, and an increase in the Capital Budget of \$18,223,986 or 60.4%. The total budget is as follows:

<b>Budget</b>	<b>FY 2017-18YE</b>	<b>FY 2018-19</b>	<b>\$ Change</b>	<b>% Change</b>
Operating Budget	\$ 82,666,374	\$ 89,368,284	\$ 6,701,910	8.1%
Capital Budget	\$ 30,171,816	\$ 48,395,802	\$ 18,223,986	60.4%
Less Capital Used For Operating	<u>\$ (15,440,332)</u>	<u>\$ (17,525,582)</u>	<u>\$ (2,085,250)</u>	<u>13.5%</u>
<b>TOTAL BUDGET *</b>	<b>\$ 97,397,858</b>	<b>\$ 120,238,504</b>	<b>\$22,840,646</b>	<b>23.5%</b>

*\*Numbers may be slightly off due to rounding*

The proposed budget for FY 2018-19 includes an operating budget of approximately \$89.4 million (excluding depreciation) and a capital budget of approximately \$48.4 million. The capital budget includes \$17.5 million used to pay for operating expenditures. Thus, the total proposed expenditures for Omnitrans are budgeted at \$120,238,504.

The main drivers in the increase of FY 2019 budget is the acceleration of procuring revenue vehicles (\$17.2 million) and the anticipated increase in the purchased transportation contract (\$2.4 million).



### **OPERATING BUDGET:**

The proposed FY 2018-19 operating budget of \$89,368,284 is up \$6,701,910 or 8.1% compared to FY 2018YE estimate. The increase in the FY2018-19 budget is largely contributed to an increase in ongoing expenses for the agency.

<b>OPERATING</b>	<b>FY 2017-18 Year End Estimate</b>	<b>FY 2018-19 Proposed</b>	<b>Change</b>	<b>% Change</b>
Salaries and Benefits	\$ 50,254,839	\$ 52,872,804	\$ 2,617,965	5.21%
Services	\$ 4,115,925	\$ 5,214,559	\$ 1,098,635	26.69%
Materials and Supplies	\$ 6,998,104	\$ 6,458,329	\$ (539,775)	-7.71%
Occupancy	\$ 4,063,160	\$ 4,991,144	\$ 927,984	22.84%
Casualty and Liability	\$ 7,227,273	\$ 6,779,537	\$ (447,736)	-6.20%
Taxes	\$ 59,747	\$ 55,000	\$ (4,747)	-7.94 %
Purchased Transportation	\$ 8,868,924	\$ 11,331,281	\$ 2,462,357	27.76%
Printing and Advertising	\$ 983,210	\$ 1,039,158	\$ 55,948	5.69%
Miscellaneous	\$ 95,193	\$ 177,660	\$ 82,467	86.63%
Leases and Rentals	\$ 0	\$ 448,812	\$ 448,812	100 %
<b>TOTAL OPERATING *</b>	<b>\$ 82,666,374</b>	<b>\$ 89,368,284</b>	<b>\$ 6,701,910</b>	<b>8.1%</b>

\* Numbers may be slightly off due to rounding

### **CAPITAL BUDGET:**

The proposed FY 2018-19 Capital Budget includes funding for revenue vehicles, computer equipment and software, preventative maintenance and facility infrastructure improvements.

<b>CAPITAL</b>	<b>FY 2017-18 Adopted</b>	<b>FY 2018-19 Proposed</b>	<b>Change</b>	<b>% Change</b>
Facilities	\$ 620,975	\$ 2,600,734	\$ 1,979,759	318.8%
Revenue Vehicles	\$11,080,509	\$ 28,269,486	\$ 17,188,977	155.1%
Service Vehicles	\$ 630,000	\$ 0	\$ (630,000)	-100.0%
Computer Equip. /Software	\$ 2,400,000	\$ 0	\$ (2,400,000)	-100.0%
Operating / Other	\$15,440,332	\$ 17,525,582	\$ 2,085,250	13.5%
<b>TOTAL CAPITAL EXPENSES*</b>	<b>\$30,171,816</b>	<b>\$ 48,395,802</b>	<b>\$ 18,223,986</b>	<b>60.4%</b>

\* 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

	2016-17 ACTUAL	2017-18 YE EST	2018-19 PROPOSED	\$ / % Change FY18YE to FY 19		Notes
<b>Farebox Revenue/Other Revenue:</b>						
Passenger Fares - Fixed Routes	11,361,319	11,209,849	11,466,849	257,000	2.49%	Increase based on minimal ridership growth
Passenger Fares - Access	1,633,343	1,560,520	1,535,748	(24,772)	-1.49%	
Advertising and Other Aux Rev	602,129	600,300	655,000	54,700	8.35%	
Interest and Other Non-Trans	-437,070	1,057,547	1,530,000	472,453	55.58%	Increased based on full year of LCFS/RIN credits
<b>SUB-TOTAL</b>	<b>13,159,721</b>	<b>14,428,217</b>	<b>15,187,597</b>	<b>759,381</b>	<b>5.63%</b>	
<b>Operating Revenue Source-Cap</b>						
LTF and LTF Carryover	39,974,380	41,296,111	42,820,819	1,524,708	3.63%	Increase based on SBCTA funding
FTA Section 5307 Maint/Leases	9,183,730	12,070,050	12,740,465	670,415	5.55%	Increase of FTA funds to cover Preventive Maintenance
FTA Section 5307 ACCESS	1,600,000	1,600,000	1,600,000	-	0.00%	
FTA - CTSA - JARC/NF/5310			209,125	209,125		JARC/Funds for Community Partners in the STS Department
STAF - Operating Costs	1,368,540	1,368,540	908,128	(460,412)	-33.06%	
Carl Moyer/JARC/STIP/LCTOP	-	558,519	450,000	(108,519)	-13.59%	Lower LCTOP allocation versus prior year
STA Maint./Repeater/Tire	2,299,913	2,299,913	3,185,116	885,203	38.49%	Increase of STA funds to cover Preventive Maintenance
Measure I & Subsidy	5,800,000	6,403,981	7,873,772	1,469,791	22.89%	Increase based on SBCTA funding
Measure I - CTSA	-	1,406,565	2,270,798	864,233	43.86%	Increase based on programming in the STS Department
Measure I - Rail	-	-	622,463	622,463		Funding to cover Rail
Other Funds - MediCAL Billing	1,920,914	1,861,704	1,500,000	(361,704)	-24.11%	Based on billing allocation
<b>SUB-TOTAL</b>	<b>62,147,477</b>	<b>68,865,383</b>	<b>74,180,686</b>	<b>5,315,303</b>	<b>7.59%</b>	
<b>Capital Revenue:</b>						
FTA Section 5307	9,276,544	16,941,200	16,941,200	-	0.00%	
FTA Section 5339	-	1,260,509	1,723,500	462,991	36.73%	Increase in capital funding
FTA Section 5310	-	-	-	-		
Prop 1B	3,789,155	4,110,195	8,787,314	4,677,119	113.79%	Increase use of capital funds to procure revenue vehicles
STAF (SB 620)	-	2,299,912	3,185,116	885,204	38.90%	Increase of STA funds to cover Preventive Maintenance
LTF	1,229,546	-	-	-		
CMAQ	15,492,369	5,560,000	16,358,672	10,798,672	194.22%	Increase use of capital funds to procure revenue vehicles
TCC - Sub Recipient	-	-	1,400,000	1,400,000		Funding to procure two 40 foot revenue vehicles
Prop 1B - Security	-	-	-	-		
Measure I Capital	849,211	-	-	-		
<b>CAPITAL TOTAL</b>	<b>30,636,825</b>	<b>30,171,816</b>	<b>48,395,802</b>	<b>18,223,986</b>	<b>60.45%</b>	
Less capital used for Operating	(13,161,859)	(15,673,667)	(17,525,582)	(1,851,916)	11.99%	
<b>TOTAL CAPITAL</b>	<b>17,474,966</b>	<b>14,498,150</b>	<b>30,870,220</b>	<b>16,372,071</b>	<b>111.32%</b>	
<b>OPERATIONS TOTAL</b>	<b>75,307,198</b>	<b>83,293,600</b>	<b>89,368,283</b>	<b>6,074,684</b>	<b>7.27%</b>	
<b>GRAND TOTAL</b>	<b>92,782,164</b>	<b>97,791,749</b>	<b>120,238,503</b>	<b>22,005,715</b>	<b>22.40%</b>	



## **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**

	<b>2016-17 ACTUAL</b>	<b>2017-18 ADOPTED</b>	<b>2018-19 PROPOSED</b>	<b>\$ / % Change FY 18 to FY 19</b>		<b>Notes</b>
<b>Annual Fiscal Year Programs</b>						
Facilities	12,404,380	620,975	2,600,734	1,979,759	318.81%	Funding for facilities
Revenue Vehicles	9,434,637	11,080,509	28,269,486	17,188,977	155.13%	Increase based on procurement of vehicles
Service Vehicles	913,509	630,000	-	(630,000)	-100.00%	
Revenue Equipment	7,244	-	-	-	0.00%	
Computer Equipment	1,312,825	2,400,000	-	(2,400,000)	-100.00%	
Office Equipment		-	-	-		
Shops-Service Equipment	936,897			-		
Pass-Through	14,232,126	-	-	-		
Operating / Other - Capital	23,485	-	-	-		
<b>SUBTOTAL</b>	<b>39,265,103</b>	<b>14,731,484</b>	<b>30,870,220</b>	16,138,736	109.55%	
<b>Capital Used for Operating</b>	<b>14,647,187</b>	<b>15,440,332</b>	<b>17,525,582</b>	2,085,250	13.51%	
<b>GRAND TOTAL</b>	<b>53,912,290</b>	<b>30,171,816</b>	<b>48,395,802</b>	18,223,986	60.40%	



# DEPARTMENT

## SUMMARY OF PROGRAMS

### OMNITRANS CONSOLIDATED

The Agency's consolidated report is the summary look at all department costs from actuals charges for FY 2016-17, adopted budget for FY 2017-18, Year-End Estimate FY 2017-18 and proposed budget costs for FY 2018-19.

### FISCAL SUMMARY BY PROGRAM

	<b>2016-2017 ACTUAL</b>	<b>2017-2018 ADOPTED</b>	<b>2017-2018 YE EST</b>	<b>2018-2019 PROPOSED</b>	<b>\$ / % Change FY 2018YE-2019</b>	
Salaries and Benefits	48,197,892	51,436,947	50,254,839	52,872,804	2,617,965	5.21%
Services	2,784,710	5,212,757	4,115,925	5,214,559	1,098,635	26.69%
Material and Supplies	6,194,305	6,501,247	6,998,104	6,458,329	(539,775)	-7.71%
Occupancy	3,811,148	3,975,924	4,063,160	4,991,144	927,984	22.84%
Casualty and Liability	6,379,626	6,557,494	7,227,273	6,779,537	(447,736)	-6.20%
Taxes	52,879	49,782	59,747	55,000	(4,747)	-7.94%
Purchased Transport	8,803,691	9,213,916	8,868,924	11,331,281	2,462,357	27.76%
Printing and Advertising	876,777	1,037,519	983,210	1,039,158	55,948	5.69%
Miscellaneous Expenses	(63,671)	46,509	95,193	177,660	82,467	86.63%
Leases and Rentals	-	416,782	-	448,812	448,812	
<b>SUBTOTAL</b>	<b>77,037,356</b>	<b>84,448,878</b>	<b>82,666,374</b>	<b>89,368,284</b>	6,701,910	8.11%
Depreciation	16,762,307	17,494,447	16,082,564	19,548,314	3,465,750	21.55%
Capital Purchase	15,101,964	-	-	-	-	
<b>SUBTOTAL</b>	<b>108,901,627</b>	<b>101,943,325</b>	<b>98,748,938</b>	<b>108,916,598</b>	10,167,660	10.30%
<b>GRAND TOTAL **</b>	<b>92,139,320</b>	<b>84,448,878</b>	<b>82,666,374</b>	<b>89,368,284</b>	6,701,910	8.11%

\*\* Less Depreciation



# 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

	<b>2016-2017 ACTUAL</b>	<b>2017-2018 ADOPTED</b>	<b>2017-2018 YE EST</b>	<b>2018-2019 PROPOSED</b>	<b>\$ / % Change FY 2018YE-2019</b>	
Salaries and Benefits	29,156,265	32,417,335	30,267,501	33,205,959	2,938,458	9.71%
Services	27,282	39,000	35,000	39,000	4,000	11.43%
Material and Supplies	99,412	99,248	96,148	109,248	13,100	13.63%
Occupancy	-	-	-	-	-	
Casualty and Liability	-	-	-	-	-	
Taxes	-	-	-	-	-	
Purchased Transport	-	-	-	-	-	
Printing and Advertising	5,648	8,133	5,312	8,133	2,821	53.11%
Miscellaneous Expenses	75,164	74,710	66,601	79,710	13,109	19.68%
Leases and Rentals	-	-	-	-	-	
<b>SUBTOTAL</b>	<b>29,363,771</b>	<b>32,638,426</b>	<b>30,470,562</b>	<b>33,442,050</b>	2,971,488	9.75%
Depreciation	-	-	-	-	-	
<b>SUBTOTAL</b>	<b>29,363,771</b>	<b>32,638,426</b>	<b>30,470,562</b>	<b>33,442,050</b>	2,971,488	9.75%
<b>GRAND TOTAL **</b>	<b>29,363,771</b>	<b>32,638,426</b>	<b>30,470,562</b>	<b>33,442,050</b>	2,971,488	9.75%

\*\* 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.

	<b><u>FISCAL SUMMARY BY PROGRAM</u></b>					
	<b>2016-2017</b>	<b>2017-2018</b>	<b>2017-2018</b>	<b>2018-2019</b>	<b>\$ / % Change</b>	
	<b>ACTUAL</b>	<b>ADOPTED</b>	<b>YE EST</b>	<b>PROPOSED</b>	<b>FY 2018YE-2019</b>	
Salaries and Benefits	8,070,702	8,591,794	8,041,143	8,733,468	692,325	8.61%
Services	529,250	425,296	480,865	588,000	107,135	22.28%
Material and Supplies	4,308,239	4,533,156	5,327,288	4,431,650	(895,638)	-16.81%
Occupancy	1,589,625	1,382,462	1,740,922	2,344,398	603,476	34.66%
Casualty and Liability	-	-	-	-	-	
Taxes	-	-	-	-	-	
Purchased Transport	-	-	-	-	-	
Printing and Advertising	-	-	-	-	-	
Miscellaneous Expenses	(71,954)	(54,489)	(48,435)	(54,827)	(6,392)	13.20%
Leases and Rentals	-	416,782	-	418,000	418,000	
<b>SUBTOTAL</b>	<b>14,425,861</b>	<b>15,295,001</b>	<b>15,541,784</b>	<b>16,460,689</b>	918,905	5.91%
Depreciation	-	-	-	-	-	
<b>SUBTOTAL</b>	<b>14,425,861</b>	<b>15,295,001</b>	<b>15,541,784</b>	<b>16,460,689</b>	918,905	5.91%
<b>GRAND TOTAL **</b>	<b>14,425,861</b>	<b>15,295,001</b>	<b>15,541,784</b>	<b>16,460,689</b>	918,905	5.91%

\*\* Less Depreciation



# DEPARTMENT

## SUMMARY OF PROGRAMS

### ADMINISTRATION:                      **1300**

The Administration department budget currently includes budgets for the CEO/General Manager, Deputy CEO/General Manager, Director of Internal Audit Services 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. The Director of Internal Audit Services reports to the CEO/General Manager and is responsible for all internal audit functions. This position is responsible for determining risk assessments and appropriate internal audits. The Director of Internal Audit Services also reports indirectly to the Board of Directors, Administrative & Finance Committee which also is the audit committee.

### FISCAL SUMMARY BY PROGRAM

	<b>2016-2017 ACTUAL</b>	<b>2017-2018 ADOPTED</b>	<b>2017-2018 YE EST</b>	<b>2018-2019 PROPOSED</b>	<b>\$ / % Change FY 2018YE-2019</b>	
Salaries and Benefits	769,582	934,433	839,509	892,883	53,374	6.36%
Services	307,443	625,000	299,674	625,000	325,327	108.56%
Material and Supplies	6,089	14,501	8,488	14,501	6,013	70.84%
Occupancy	-	2,500	-	2,500	2,500	
Casualty and Liability	-	-	-	-	-	
Taxes	-	-	-	-	-	
Purchased Transport	-	-	-	-	-	
Printing and Advertising	-	28,300	-	28,300	28,300	
Miscellaneous Expenses	135,993	173,500	145,402	173,500	28,098	19.32%
Leases and Rentals	-	-	-	-	-	
<b>SUBTOTAL</b>	<b>1,219,107</b>	<b>1,778,234</b>	<b>1,293,073</b>	<b>1,736,684</b>	443,611	34.31%
Depreciation	-	-	-	-		
<b>SUBTOTAL</b>	<b>1,219,107</b>	<b>1,778,234</b>	<b>1,293,073</b>	<b>1,736,684</b>	443,611	34.31%
<b>GRAND TOTAL **</b>	<b>1,219,107</b>	<b>1,778,234</b>	<b>1,293,073</b>	<b>1,736,684</b>	443,611	34.31%

\*\* Less Depreciation



## SUMMARY OF PROGRAMS

The Information Technology Services department is charged with managing all fixed based technology deployed at Omnitrans. The Information Technology Services department supports over 50 applications. For each system, a level of I.T.S. support has been identified by the IT Steering Committee. By policy, I.T.S. replaces 25% of the personal computers due to maintenance and software problems. A Computer training facility has been established. The Director of I.T. chairs the Information Systems Steering Committee which meets monthly.

## **FISCAL SUMMARY BY PROGRAM**

**\*\* Less Depreciation**



## DEPARTMENT

### SUMMARY OF PROGRAMS

#### MARKETING/PLANNING

1400

At Omnitrans, marketing, public relations, planning and customer service functions fall within the Marketing & Planning Department. The marketing and planning functions work together to identify customer and community transportation needs in order to develop and enhance service offerings then effectively communicate them to the public. 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 planning section 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 stops and stations team works to keep up the appearance of bus stops and transit centers and provide informational signage at stops. 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

#### FISCAL SUMMARY BY PROGRAM

	2016-2017 ACTUAL	2017-2018 ADOPTED	2017-2018 YE EST	2018-2019 PROPOSED	\$ / % Change FY 2018YE-2019	
Salaries and Benefits	2,227,511	2,300,594	2,228,059	2,402,064	174,005	7.81%
Services	71,673	68,000	66,788	68,000	1,212	1.81%
Material and Supplies	10,267	9,525	9,140	10,525	1,385	15.15%
Occupancy	73,323	66,425	66,425	69,100	2,675	4.03%
Casualty and Liability	-	-	-	-	-	
Taxes	-	-	-	-	-	
Purchased Transport	-	-	-	-	-	
Printing and Advertising	777,783	867,880	877,880	853,825	(24,055)	-2.74%
Miscellaneous Expenses	85,886	118,550	116,245	129,850	13,605	11.70%
Leases and Rentals	-	-	-	-	-	
<b>SUBTOTAL</b>	<b>3,246,442</b>	<b>3,430,974</b>	<b>3,364,537</b>	<b>3,533,364</b>	168,827	5.02%
Depreciation	-	-	-	-	-	
<b>SUBTOTAL</b>	<b>3,246,442</b>	<b>3,430,974</b>	<b>3,364,537</b>	<b>3,533,364</b>	168,827	5.02%
<b>GRAND TOTAL **</b>	<b>3,246,442</b>	<b>3,430,974</b>	<b>3,364,537</b>	<b>3,533,364</b>	168,827	5.02%

\*\* 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 confidence and trust, and promotes a proactive approach to manpower planning and resources administration. The Director and staff administers Omnitrans claims for Workers' Compensation benefits, working with outside counsel to monitor, control and resolve litigated claims, and provides 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.

### FISCAL SUMMARY BY PROGRAM

	<b>2016-2017 ACTUAL</b>	<b>2017-2018 ADOPTED</b>	<b>2017-2018 YE EST</b>	<b>2018-2019 PROPOSED</b>	<b>\$ / % Change FY 2018YE-2019</b>	
Salaries and Benefits	795,081	1,380,823	1,436,633	1,522,236	85,603	5.96%
Services	464,910	393,500	485,615	500,500	14,885	3.07%
Material and Supplies	5,162	5,500	4,678	5,500	822	17.58%
Occupancy	-	-	-	-	-	
Casualty and Liability	2,877,399	2,068,003	2,357,903	2,428,423	70,520	2.99%
Taxes	-	-	-	-	-	
Purchased Transport	-	-	-	-	-	
Printing and Advertising	14,336	15,471	15,050	30,000	14,950	99.34%
Miscellaneous Expenses	36,921	71,353	66,467	142,539	76,072	114.45%
Leases and Rentals	-	-	-	-	-	
					-	
<b>SUBTOTAL</b>	<b>4,193,809</b>	<b>3,934,649</b>	<b>4,366,345</b>	<b>4,629,198</b>	262,852	6.02%
					-	
Depreciation	-	-	-	-	-	
<b>SUBTOTAL</b>	<b>4,193,809</b>	<b>3,934,649</b>	<b>4,366,345</b>	<b>4,629,198</b>	262,852	6.02%
					-	
<b>GRAND TOTAL **</b>	<b>4,193,809</b>	<b>3,934,649</b>	<b>4,366,345</b>	<b>4,629,198</b>	262,852	6.02%

\*\* 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

	<b>2016-2017 ACTUAL</b>	<b>2017-2018 ADOPTED</b>	<b>2017-2018 YE EST</b>	<b>2018-2019 PROPOSED</b>	<b>\$ / % Change FY 2018YE-2019</b>	
Salaries and Benefits	423,442	505,107	478,421	695,294	216,873	45.33%
Services	819,995	924,361	1,021,454	978,373	(43,081)	-4.22%
Material and Supplies	519	9,000	2,154	9,000	6,846	317.87%
Occupancy	4,465	15,943	15,000	15,000	-	0.00%
Casualty and Liability	-	-	-	-	-	
Taxes	-	-	-	-	-	
Purchased Transport	-	-	-	-	-	
Printing and Advertising	-	1,917	-	3,000	3,000	-
Miscellaneous Expenses	11,972	14,360	3,518	73,500	69,982	1989.28%
Leases and Rentals	-	-	-	-	-	
<b>SUBTOTAL</b>	<b>1,260,393</b>	<b>1,470,688</b>	<b>1,520,547</b>	<b>1,774,167</b>	253,620	16.68%
Depreciation	-	-	-	-	-	
<b>SUBTOTAL</b>	<b>1,260,393</b>	<b>1,470,688</b>	<b>1,520,547</b>	<b>1,774,167</b>	253,620	16.68%
<b>GRAND TOTAL **</b>	<b>1,260,393</b>	<b>1,470,688</b>	<b>1,520,547</b>	<b>1,774,167</b>	253,620	16.68%

\*\* Less Depreciation



# DEPARTMENT

## SUMMARY OF PROGRAMS

### PROCUREMENT

1700

The Procurement Department ensures compliance with best practices and requirements as outlined in the Omnitrans' Procurement policies and procedures, and FTA C4220.1F. This includes the development of templates, model contracts, standard purchase order terms and conditions, and the implementation of procedures that will ensure fair and open competition and the equitable treatment of all potential bidders. Procurement assists departments in develop technical specifications and scopes of work and presents contracts to the Omnitrans Board for approval. While Departments are responsible for providing the budget, manpower and programmatic monitoring, 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

	2016-2017 ACTUAL	2017-2018 ADOPTED	2017-2018 YE EST	2018-2019 PROPOSED	\$ / % Change FY 2018YE-2019	
Salaries and Benefits	1,675,321	1,667,399	1,508,044	1,681,804	173,760	11.52%
Services	9,727	17,471	17,500	17,500	-	0.00%
Material and Supplies	7,385	7,675	6,730	7,700	970	14.42%
Occupancy	-	-	-	-	-	
Casualty and Liability	-	-	-	-	-	
Taxes	-	-	-	-	-	
Purchased Transport	-	-	-	-	-	
Printing and Advertising	9,720	9,118	7,729	9,200	1,471	19.03%
Miscellaneous Expenses	2,543	9,459	8,566	9,400	834	9.73%
Leases and Rentals	-	-	-	-	-	
<b>SUBTOTAL</b>	<b>1,704,695</b>	<b>1,711,122</b>	<b>1,548,569</b>	<b>1,725,604</b>	177,035	11.43%
Depreciation	-	-	-	-	-	
<b>SUBTOTAL</b>	<b>1,704,695</b>	<b>1,711,122</b>	<b>1,548,569</b>	<b>1,725,604</b>	177,035	11.43%
<b>GRAND TOTAL **</b>	<b>1,704,695</b>	<b>1,711,122</b>	<b>1,548,569</b>	<b>1,725,604</b>	177,035	11.43%

\*\* 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

	2016-2017 ACTUAL	2017-2018 ADOPTED	2017-2018 YE EST	2018-2019 PROPOSED	\$ / % Change FY 2018YE-2019	
Salaries and Benefits	1,217,734	1,211,018	1,128,281	1,202,340	74,059	6.56%
Services	130,691	185,600	130,000	185,600	55,600	42.77%
Material and Supplies	6,882	10,000	6,010	10,000	3,990	66.38%
Occupancy	-	-	-	-	-	
Casualty and Liability	2,744,140	3,873,142	4,081,258	3,734,765	(346,493)	-8.49%
Taxes	52,879	49,282	54,637	55,000	363	0.66%
Purchased Transport	-	-	-	-	-	
Printing and Advertising	-	-	-	-	-	
Miscellaneous Expenses	(345,852)	(405,621)	(280,352)	(485,699)	(205,347)	73.25%
Leases and Rentals	-	-	-	-	-	
Other - CAP Credit					-	
<b>SUBTOTAL</b>	<b>3,806,474</b>	<b>4,923,422</b>	<b>5,119,834</b>	<b>4,702,006</b>	(417,828)	-8.16%
Depreciation	15,764,623	16,198,848	14,926,445	17,569,897	2,643,452	17.71%
Capital Purch Exp	15,101,964	-	-	-	-	
<b>SUBTOTAL</b>	<b>34,673,060</b>	<b>21,122,270</b>	<b>20,046,279</b>	<b>22,271,903</b>	2,225,624	11.10%
<b>GRAND TOTAL **</b>	<b>18,908,437</b>	<b>4,923,422</b>	<b>5,119,834</b>	<b>4,702,006</b>	(417,828)	-8.16%

\*\* Less Depreciation



# DEPARTMENT

## SUMMARY OF PROGRAMS

**ACCESS:** 2110

Access is part of the Special Transit Services Department. Access provides public transportation services to persons who are physically or cognitively unable to use regular bus service (ADA certified and/or Omnitrans Disability Identification Card holders). Access operates curb-to-curb service with minibuses or vans.

### FISCAL SUMMARY BY PROGRAM

	<b>2016-2017 ACTUAL</b>	<b>2017-2018 ADOPTED</b>	<b>2017-2018 YE EST</b>	<b>2018-2019 PROPOSED</b>	<b>\$ / % Change FY 2018YE-2019</b>	
Salaries and Benefits	302,744	281,307	336,630	353,991	17,361	5.16%
Services	85,982	94,812	92,980	100,486	7,506	8.07%
Material and Supplies	1,127,967	1,078,885	1,004,078	1,207,050	202,972	20.21%
Occupancy	124,271	127,949	129,202	129,000	(202)	-0.16%
Casualty and Liability	373,961	420,263	383,192	420,263	37,071	9.67%
Taxes	-	-	-	-	-	
Purchased Transport	7,573,354	7,953,070	7,579,120	10,197,966	2,618,846	34.55%
Printing and Advertising	-	-	-	-	-	
Miscellaneous Expenses	282	15,500	2,001	15,000	12,999	649.66%
Leases and Rentals	-	-	-	-	-	
					-	
<b>SUBTOTAL</b>	<b>9,588,562</b>	<b>9,971,785</b>	<b>9,527,204</b>	<b>12,423,757</b>	2,896,552	30.40%
Depreciation	997,684	1,295,599	1,156,119	1,978,417	822,298	71.13%
<b>SUBTOTAL</b>	<b>10,586,246</b>	<b>11,267,384</b>	<b>10,683,323</b>	<b>14,402,174</b>	3,718,850	34.81%
<b>GRAND TOTAL **</b>	<b>9,588,562</b>	<b>9,971,785</b>	<b>9,527,204</b>	<b>12,423,757</b>	2,896,552	30.40%

\*\* Less Depreciation



# DEPARTMENT

## SUMMARY OF PROGRAMS

**CTSA:** 3000

The Consolidated Transportation Service Agency (CTSA) is part of the Special Transit Services department. It works with the community and organizations to provide human service transportation programs for people with disabilities and seniors within Omnitrans' service area. STS currently has partnerships with community agencies to provide "door to door" transportation and operates 4 in house transportation programs: Travel Training, Volunteer Driver, Ride Taxi and Ride Lyft.

### FISCAL SUMMARY BY PROGRAM

	<b>2016-2017 ACTUAL</b>	<b>2017-2018 ADOPTED</b>	<b>2017-2018 YE EST</b>	<b>2018-2019 PROPOSED</b>	<b>\$ / % Change FY 2018YE-2019</b>	
Salaries and Benefits	92,525	691,743	105,755	754,008	648,253	612.98%
Services	-	1,872,480	943,734	1,510,950	567,216	60.10%
Material and Supplies	-	78,050	18,236	78,050	59,814	328.00%
Occupancy	-	88,515	75,819	93,015	17,196	22.68%
Casualty and Liability	-	4,500	-	4,500	4,500	
Taxes	-	500	5,110	-	(5,110)	-100.00%
Purchased Transport	-	-	-	-	-	
Printing and Advertising	-	21,100	-	21,100	21,100	-
Miscellaneous Expenses	-	11,800	11,735	18,300	6,565	55.94%
Leases and Rentals	-	-	-	-	-	
					-	
<b>SUBTOTAL</b>	<b>92,525</b>	<b>2,768,688</b>	<b>1,160,389</b>	<b>2,479,923</b>	1,319,534	113.71%
Depreciation	-	-	-	-	-	
<b>SUBTOTAL</b>	<b>92,525</b>	<b>2,768,688</b>	<b>1,160,389</b>	<b>2,479,923</b>	1,319,534	113.71%
<b>GRAND TOTAL **</b>	<b>92,525</b>	<b>2,768,688</b>	<b>1,160,389</b>	<b>2,479,923</b>	1,319,534	113.71%

\*\* Less Depreciation



# DEPARTMENT

## SUMMARY OF PROGRAMS

### OMNIGO/PURCHASED TRANSPORTATION:

**2500**

Omnitrans uses purchased transportation 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. 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 service is a neighborhood shuttle service that uses the same smaller vehicles in regular fixed route service. The OmniGo program was designed to augment OmniLink after multiple years when the standalone version of OmniLink did not meet standard.

### FISCAL SUMMARY BY PROGRAM

	<b>2016-2017 ACTUAL</b>	<b>2017-2018 ADOPTED</b>	<b>2017-2018 YE EST</b>	<b>2018-2019 PROPOSED</b>	<b>\$ / % Change FY 2018YE-2019</b>	
Salaries and Benefits	4,615	-	3,805	-	(3,805)	
Services	-	-	-	-	-	
Material and Supplies	152,529	107,578	105,843	111,150	5,307	5.01%
Occupancy	4,674	5,473	4,954	5,473	519	10.48%
Casualty and Liability	24,095	24,586	21,639	24,586	2,947	13.62%
Taxes	-	-	-	-	-	
Purchased Transport	1,230,337	1,260,846	1,289,804	1,133,315	(156,489)	-12.13%
Printing and Advertising	-	-	-	-	-	
Miscellaneous Expenses	-	-	-	-	-	
Leases and Rentals	-	-	-	-	-	
					-	
<b>SUBTOTAL</b>	<b>1,416,251</b>	<b>1,398,483</b>	<b>1,426,046</b>	<b>1,274,524</b>	(151,522)	-10.63%
					-	
Depreciation	-	-	-	-	-	
<b>SUBTOTAL</b>	<b>1,416,251</b>	<b>1,398,483</b>	<b>1,426,046</b>	<b>1,274,524</b>	(151,522)	-10.63%
					-	
<b>GRAND TOTAL **</b>	<b>1,416,251</b>	<b>1,398,483</b>	<b>1,426,046</b>	<b>1,274,524</b>	(151,522)	-10.63%

\*\* 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

	<b>2016-2017 ACTUAL</b>	<b>2017-2018 ADOPTED</b>	<b>2017-2018 YE EST</b>	<b>2018-2019 PROPOSED</b>	<b>\$ / % Change FY 2018YE-2019</b>	
Salaries and Benefits	2,467,394	-	2,563,221	-	(2,563,221)	
Services	337,756	370,782	345,858	392,974	47,116	13.62%
Material and Supplies	435,624	518,629	384,659	434,455	49,796	
Occupancy	332,145	477,000	283,976	477,000	193,024	67.97%
Casualty and Liability	360,031	167,000	383,281	167,000	(216,281)	
Taxes	-	-	-	-	-	
Purchased Transport	-	-	-	-	-	
Printing and Advertising	69,290	85,600	77,239	85,600	8,361	10.82%
Miscellaneous Expenses	-	-	-	-	-	
Leases and Rentals	-	-	-	-	-	
					-	
<b>SUBTOTAL</b>	<b>4,002,240</b>	<b>1,619,011</b>	<b>4,038,234</b>	<b>1,557,029</b>	(2,481,206)	-61.44%
					-	
Depreciation	-	-	-	-	-	
<b>SUBTOTAL</b>	<b>4,002,240</b>	<b>1,619,011</b>	<b>4,038,234</b>	<b>1,557,029</b>	(2,481,206)	-61.44%
					-	
<b>GRAND TOTAL **</b>	<b>4,002,240</b>	<b>1,619,011</b>	<b>4,038,234</b>	<b>1,557,029</b>	(2,481,206)	-61.44%

\*\* 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 a commuter rail service that will originate at the San Bernardino Transit Center and run to the city of Redlands.

### FISCAL SUMMARY BY PROGRAM

	<b>2016-2017 ACTUAL</b>	<b>2017-2018 ADOPTED</b>	<b>2017-2018 YE EST</b>	<b>2018-2019 PROPOSED</b>	<b>\$ / % Change FY 2018YE-2019</b>	
Salaries and Benefits	-	401,887	401,887	361,948	(39,939)	-9.94%
Services	-	196,456	196,456	208,176	11,720	5.97%
Material and Supplies	-	-	-	-	-	
Occupancy	-	-	-	-	-	
Casualty and Liability	-	-	-	-	-	
Taxes	-	-	-	-	-	
Purchased Transport	-	-	-	-	-	
Printing and Advertising	-	-	-	-	-	
Miscellaneous Expenses	-	-	-	44,000	44,000	
Leases and Rentals	-	-	-	-	-	
					-	
<b>SUBTOTAL</b>	<b>-</b>	<b>598,343</b>	<b>598,343</b>	<b>614,124</b>	15,781	2.64%
					-	
Depreciation	-	-	-	-	-	
<b>SUBTOTAL</b>	<b>-</b>	<b>598,343</b>	<b>598,343</b>	<b>614,124</b>	15,781	2.64%
					-	
<b>GRAND TOTAL **</b>	<b>-</b>	<b>598,343</b>	<b>598,343</b>	<b>614,124</b>	15,781	2.64%

\*\* Less Depreciation





# BUDGET

**Maurice Mansion  
Treasury Manager  
May 2, 2018**



## **FY2019 Budget Highlights**

- **FY 19 \$120.2M vs. FY18YE \$97.4M**
- **CTSA and Rail Incorporated In Budget**
- **Service Maintained At Current Levels**
- **1 Proposed FTE Added to Budget**
- **Procurement of Revenue Vehicles - \$17.2M**
- **Purchase Transportation Contract - \$2.4M**



## **FY2019 Revenue Assumptions**

- **Modest Increase In Fare Revenue**
- **Actions Taken to Address Revenue**
  - **Medi-Cal Billing Included In Budget - \$1.5M**
  - **Capitalized Preventive Maintenance- \$17.5M**
  - **LCFS/RIN Credits- \$1.5M**



## Total Budget: Core/CTSA/Rail

	OMNI Core	CTSA/STS	Rail	TOTAL
Salary and Benefits	51,756,848	754,008	361,948	\$52,872,804
Services	3,495,433	1,510,950	208,176	\$5,214,559
Materials and Supplies	6,380,279	78,050	0	\$6,458,329
Occupancy	4,898,129	93,015	0	\$4,991,144
Casualty & Liability	6,775,037	4,500	0	\$6,779,537
Taxes	55,000	0	0	\$55,000
Purchased Transportation	11,331,281	0	0	\$11,331,281
Printing & Advertising	1,018,058	21,100	0	\$1,039,158
Miscellaneous	115,360	18,300	44,000	\$177,660
Leases and Rentals	448,812	0	0	\$448,812
<b>Total Budget</b>	<b>\$86,274,237</b>	<b>\$2,479,923</b>	<b>\$614,124</b>	<b>\$89,368,284</b>



## Operating Budget: Revenue

	FY 17-18 (YE Est)	FY 18-19 (Proposed)	Variance
Fixed Route/OmniGo	11,209,849	11,466,849	257,000
Demand Response/Paratransit	1,560,520	1,535,748	(24,772)
Advertising and Auxillary Rev.	600,300	655,000	54,700
Interest and Non-Transp. Rev.	1,057,547	1,530,000	472,453
LTF Funds for Operations	40,741,676	42,820,819	2,079,143
LTF Carryover	554,435	0	(554,435)
FTA Section 5307 Maint. /Leases	13,670,050	14,340,465	670,415
STA	1,368,539	908,128	(460,411)
STA Maint. /Leases	2,299,913	3,185,116	885,203
Measure I & Subsidy	6,403,981	7,873,772	1,469,791
Measure I Rail		622,463	622,463
Measure I - CTSA	1,406,565	2,270,798	864,233
JARC/New Freedom	0	209,125	209,125
ADA Medi-Cal Reimbursement	1,861,704	1,500,000	(361,704)
LCTOP	558,519	450,000	(108,519)
Total Operating Revenues	83,293,598	89,368,283	6,074,685
Percentage Change			7.3%



## Operating Budget: Expense

	FY 17-18 (YE Est)	FY 18-19 (Proposed)	Variance
Salary and Benefits	50,254,839	52,872,804	\$2,617,965
Services	4,115,925	5,214,559	\$1,098,634
Materials and Supplies	6,998,104	6,458,329	(\$539,775)
Occupancy	4,063,160	4,991,144	\$927,984
Casualty & Liability	7,227,273	6,779,537	(\$447,736)
Taxes	59,747	55,000	(\$4,747)
Purchased Transportation	8,868,924	11,331,281	\$2,462,357
Printing & Advertising	983,210	1,039,158	\$55,948
Miscellaneous	95,193	177,660	\$82,467
Leases and Rentals		448,812	\$448,812
<b>Total Operating Budgets</b>	<b>\$82,666,375</b>	<b>\$89,368,284</b>	<b>\$6,701,909</b>
<b>Percentage Change</b>			<b>8.1%</b>

\* Depreciation is not included



## Budget Comparisons

### Operating Budget Comparison

- FY 17-18 YE EST \$ 82,666,374
- FY 18-19 Budget \$ 89,368,284

### Variances

- Salaries & Benefits \$ 2,617,965
- Purchased Transport \$ 2,462,357
- Services \$ 1,098,635
- Occupancy \$ 927,984



# Budget Comparisons

## Variances

- **Salaries & Benefits** **\$ 2,617,965**
  - Normal S&B wage impact
- **Purchased Transport** **\$ 2,462,357**
  - Impact of New California Minimum Wage
  - Contractor Assumes Insurance Liability
- **Services** **\$ 1,098,635**
  - Funding to CTSA/STS Community Partners
- **Occupancy** **\$ 927,984**
  - Increased energy costs
  - Impact of New California Minimum Wage



## Capital Budget: Revenue

	FY 17-18 (Adopted)	FY 18-19 (Proposed)	Variance
FTA 5307	\$16,941,200	\$16,941,200	\$0
CMAQ	\$5,560,000	\$16,358,672	\$10,798,672
FTA 5339	\$1,260,509	\$1,723,500	\$462,991
STAF	\$2,299,913	\$3,185,116	\$885,203
Prop 1B	\$4,110,195	\$8,787,314	\$4,677,119
TCC - Subrecipient	\$0	\$1,400,000	\$1,400,000
<b>Total Capital Revenues</b>	<b>\$30,171,817</b>	<b>\$48,395,802</b>	<b>\$18,223,985</b>
<b>Percentage Change</b>			<b>60.4%</b>
Capital Used for Operating	\$15,440,332	\$17,525,582	\$2,085,250



## Capital Budget: Expense

	FY 17-18 (Adopted)	FY 18-19 (Proposed)	Variance
<b>Facilities</b>	\$620,975	\$2,600,734	\$1,979,759
<b>Revenue Vehicles (FR/PT)</b>	\$11,080,509	\$28,269,486	\$17,188,977
<b>Service/Support Vehicles</b>	\$630,000	\$0	(\$630,000)
<b>Computer Equip/Software</b>	\$2,400,000	\$0	(\$2,400,000)
<b>Total Capital Expense</b>	<b>\$14,731,484</b>	<b>\$30,870,220</b>	<b>\$16,138,736</b>
<b>Percentage Change</b>			<b>109.6%</b>
<b>Capital Used for Operating</b>	<b>\$15,440,332</b>	<b>\$17,525,582</b>	<b>\$2,085,250</b>



**THANK YOU**



ITEM # \_\_\_\_\_ F5 \_\_\_\_\_

**DATE:** May 2, 2018

**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 2018-2019 SERVICE PLAN**

**FORM MOTION**

Adopt the Omnitrans Fiscal Year 2018-2019 Annual Service Plan.

*This item was reviewed by the Plans & Programs Committee at its April 25, 2018 meeting, and recommended to the Board of Directors for approval.*

**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 2019 (FY2019) including an examination of ridership trends, a description of proposed service changes, projected service levels for each Omnitrans' service and proposed fare structure.

The FY2019 Service Plan maintains Omnitrans existing family of services including Bus Rapid Transit (BRT) called sbX, local and express service branded as Omnitrans, community circulators known as OmniGo and Americans with Disabilities Act (ADA) paratransit service operated as Access.

The FY2019 Service Plan represents the fifth 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 OmniConnects for FY2019-2025.

Omnitrans proposes four service changes for FY2019:

1. Adding Saturday service on sbX by shifting resources from the underlying local Route 2;



2. Minor change to Route 14 in downtown San Bernardino to improve on-time performance and improve transfers to sbX;
3. Adjusting Route 86 service in Ontario to serve Baldy View Regional Occupational Program (ROP) and the Dorothy A. Quesada Community Center, which was identified as a need during Ontario's Transformative Climate Communities (TCC) grant application; and,
4. Modifying Route 83 service in Upland to include a one-way loop to improve service to Colonies Crossroads Shopping Center.

Each of these service proposals is cost neutral compared to the *status quo*.

Omnitrans proposes to maintain existing fares in FY2019. Omnitrans last raised fares in September 2014 (FY2015). Future fare increases will be developed and timed in the SRTP update. Omnitrans proposes two minor fare structure changes:

1. Eliminate acceptance of pennies on board in order to improve *travel* times; and,
2. Allow for 10 single-ride tickets to be purchased in bulk on Token Transit, Omnitrans mobile fare app, for a slight discount to encourage further use of mobile fares and reduce dwell time associated with cash handling on board.

## **CONCLUSION**

By implementing the Service Plan, Omnitrans will position itself to offer improved transportation options for the San Bernardino Valley. The plan can be implemented within the constraints of the Fiscal Year 2018-19 Omnitrans Budget.

PSG:WW:JB

Attachments: A: Service Plan 2018-19  
B: Power Point Presentation





# Service Plan 2018-2019



**May 2, 2018**

**Omnitrans**

**1700 W. Fifth St.**

**San Bernardino, CA 92411**



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## 1. INTRODUCTION

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This report provides an overview of Omnitrans' service offerings and fare policy for Fiscal Year 2018-2019 (FY2019). Section 1 is this Introduction. Section 2 examines Omnitrans ridership trends. Section 3 provides a detailed description of proposed service changes for FY2019. Section 4 details the service levels for each service in Omnitrans' family of services. Section 5 presents Omnitrans' fare structure. Section 6 summarizes the public input and service equity analysis completed as part of the planning process.

The FY2019 Service Plan represents the fifth 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 will cover the period of FY2019-2025. Currently, Omnitrans and the San Bernardino County Transportation Authority (SBCTA) are working on reaching agreement on the financial forecasts so that the SRTP can be completed as presented in the FY2019 Management Plan.

Omnitrans' FY2019 service proposal maintains overall service levels with four cost-neutral service shifts. As is the case each year, Omnitrans monitors performance on individual routes, times and days of the week to make adjustments between routes as warranted. Given that funding availability has only grown to cover inflationary cost increases, Omnitrans is not seeking to expand service hours during the upcoming year. The proposed service changes are:

1. Adding Saturday service on sbX by shifting resources from the underlying local Route 2;
2. Making a minor change to Route 14 in downtown San Bernardino to improve on-time performance and improve transfers to sbX;
3. Adjusting Route 86 service in Ontario to serve Baldy View Regional Occupational Program (ROP) and the Dorothy A. Quesada Community Center, which was identified as a need during Ontario's Transformative Climate Communities grant application; and,
4. Modifying Route 83 service in Upland to include a one-way loop to improve service to Colonies Crossroads Shopping Center.







Omnitrans proposes to maintain existing fares in FY2019. Omnitrans last raised fares in September 2014 (FY2015). Future fare increases will be developed and timed in the SRTP update. Omnitrans proposes two minor fare structure changes:

1. Eliminate acceptance of pennies on board in order to improve travel times; and,
2. Allow for 10 single-ride tickets to be purchased in bulk on Token Transit, Omnitrans' mobile fare app, for a slight discount to encourage further use of mobile fares and reduce dwell time associated with cash handling on board.

The FY2019 Service Plan maintains Omnitrans' existing family of services, which can be seen in Exhibit 1.



**Exhibit 1: Omnitrans Family of Service Offerings**

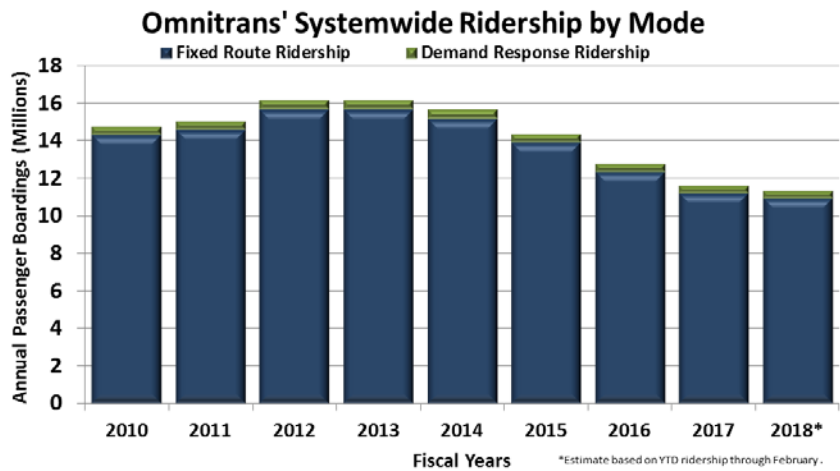
Service	Type	Brand	Image	Description
<b>Fixed Route</b>	Bus Rapid Transit (BRT)	sbX		BRT service mirrors light-rail service with dedicated amenities, stations and vehicles. sbX utilizes stations with level boarding, ticket vending machines, security cameras, emergency phones and enhance lighting. The route uses dedicated lanes and mixed flow, signal prioritization, all-door boarding and limited stop spacing to achieve faster service.
	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.
	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.
	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.
<b>Demand Response</b>	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.
<b>Special Transit Services</b>				Omnitrans Special Transit Services offers a variety of mobility services including Travel Training, Volunteer Driver programs, a Lyft & Taxi program, and many community based partnerships.



## 2. RIDERSHIP TRENDS

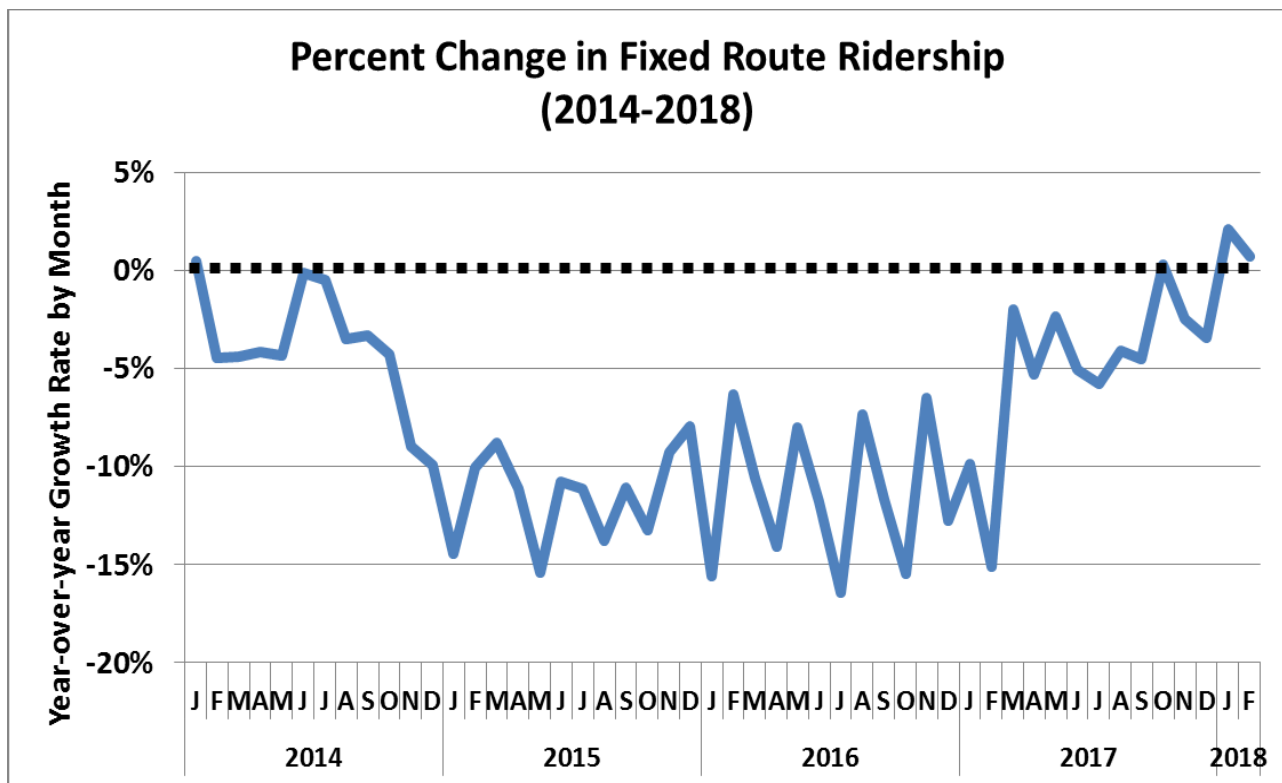
Omnitrans' systemwide ridership has begun to stabilize during FY2018 compared to the five previous years. Omnitrans estimates that FY2018 ridership will be 11,355,000, a decline of 2.6% compared to the prior year. This compares positively to the 6.9% decline that was expected at the beginning of the year. Annual Ridership can be seen in Exhibit 2.

**Exhibit 2: Omnitrans Annual Systemwide Ridership**

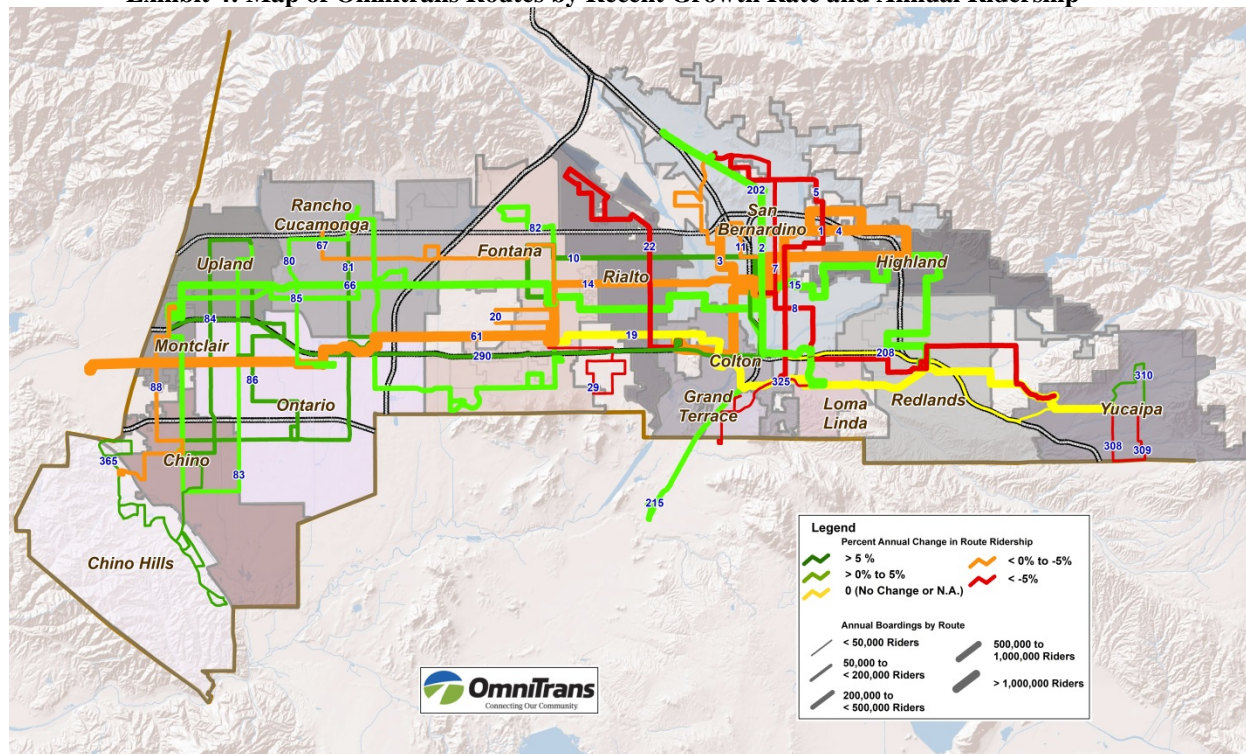


It also is noteworthy, that total fixed route service declined at 2.2% fiscal year-to-date through February with positive ridership growth occurring in October, January and February. The percent change trend shown in Exhibit 3 illustrates the trend returning to growth, although consistent sustained growth has not yet been achieved.

**Exhibit 3: Monthly Fixed Route Ridership Growth Rate**



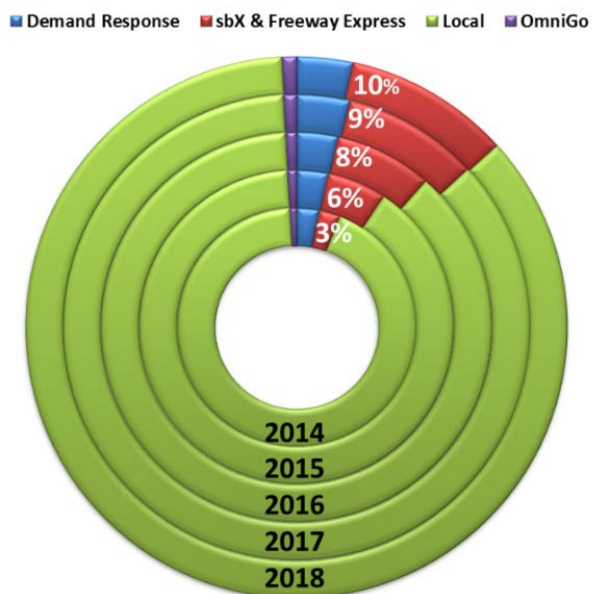


**Exhibit 4: Map of Omnitrans Routes by Recent Growth Rate and Annual Ridership**


Within Omnitrans' service area, the initial return to stabilizing ridership has not occurred monolithically by route or region. As seen in Exhibit 4, generally West Valley Routes have outperformed East Valley routes. During the last two months, West Valley Routes have seen gains of 6.2% and 5.7%, respectively, while East Valley routes have yet to post a positive month.

In the map above, green lines indicate routes that are growing, while red and orange lines indicate areas where routes are continuing to see decline. Additionally, the thickness of the route line indicates the total number of boardings per year. The map generally shows the growth that is occurring is on some of our smaller, straight-lined routes in West Valley compared to some of the higher ridership routes that have traditionally served San Bernardino.

Ridership on high-quality service offerings such as sbX and freeway express routes continue to grow; gaining share of Omnitrans' ridership compared to other services. From 2014 through 2018, ridership on services designed to provide faster service such as freeway express and sbX have grown from 3% of systemwide ridership to 10% of systemwide ridership, as depicted in Exhibit 5.

**Exhibit 5: Share of Ridership by Service Type**
**Share of Ridership by Service Type**




## 3. SUMMARY OF PROPOSED SERVICE & FARE CHANGES

Omnitrans proposes four service changes and two minor fare structural changes in FY2019. Three of the four service changes are minor service changes with only slight shifts on Routes 14 (Downtown San Bernardino), 83 (Upland) and 86 (Ontario) without a significant change to the overall composition of the route. The fourth service change, adds Saturday service to the sbX Green Line while at the same time reducing weekend service on the underlying local, Route 2. Detail on each of these is provided in the subsections below.

The fare structural changes include the eliminating the acceptance of pennies on board and the creation of a 10-pack of single-ride tickets available for sale on Token Transit, Omnitrans' mobile payment app. These are also detailed in the subsections below.

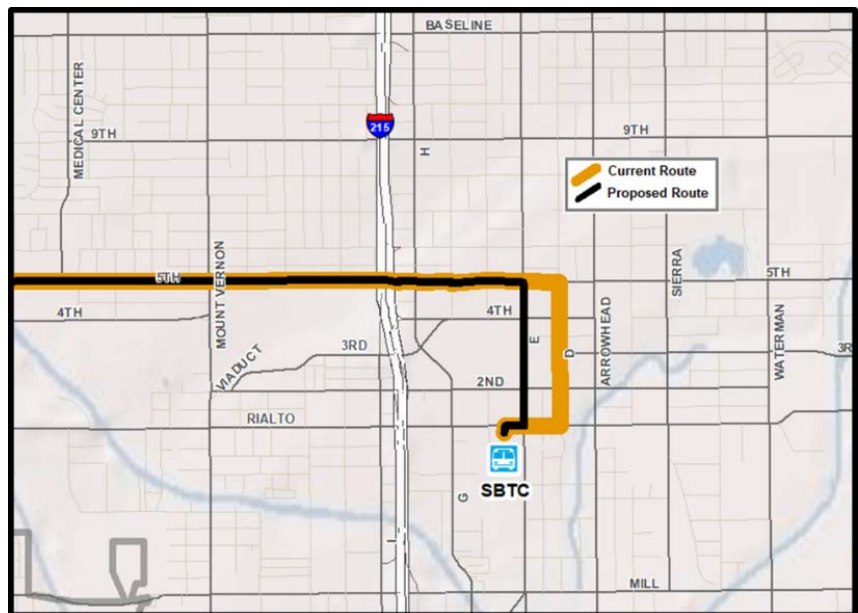
### 3.1 ROUTE 14 APPROACH TO THE SAN BERNARDINO TRANSIT CENTER

Route 14 is a productivity-oriented route offering 15-minute headways primarily on 5<sup>th</sup> Street and Foothill Boulevard in the cities of San Bernardino, Rialto and Fontana. It is the core east-west trunk route in the east valley service area. The route carries approximately 900,000 passengers per year making it the third busiest route in the system accounting for 8% of systemwide ridership.

Of the seven routes that offer headways of 15 minutes or better, Route 14 has the lowest on-time performance at 81% for FY2018 year-to-date through February. This is three percentage points lower than the next closest high-frequency route and six percentage points lower than the average high-frequency route. Since this route is a core route with numerous transfers to other Omnitrans routes, minor improvements in on-time performance can improve actual travel times for Omnitrans riders by ensuring that scheduled transfers occur.

Omnitrans proposes shortening Route 14 by a total of 0.2 miles per one-way trip as shown in Exhibit 6. While 0.2 miles per trip may seem minimal, it reduces annual miles traveled by approximately 10,000 miles per year. This change is accomplished by having the route travel on E Street in San Bernardino instead of D Street. D Street is already covered by Route 11. Additionally, this change allows for a better Route 14 to sbX northbound transfer.

**Exhibit 6: Route 14 Service Map: Current & Proposed Change**



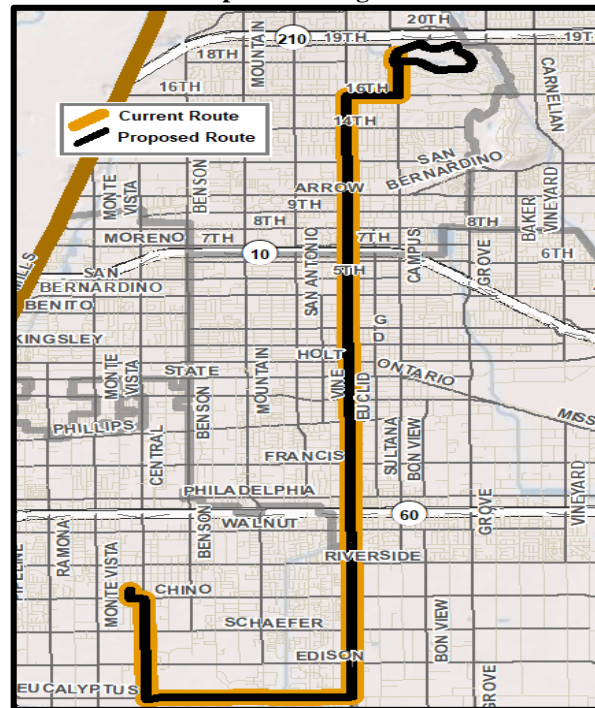


### 3.2 ROUTE 83 SERVICE TO COLONIES CROSSROADS

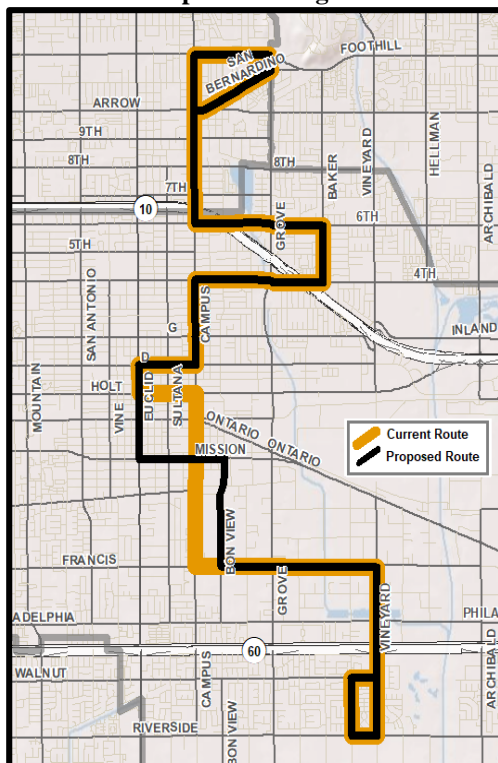
In September 2015, Omnitrans straight-lined several north-south routes in West Valley including Route 83. Scheduled run times on Route 83 and interlined Route 84 have been faster than expected. As a result, Route 83 has some excess run time that can be placed into service. Omnitrans has received several service requests to improve connections to the Colonies Crossroads Shopping Center at 19<sup>th</sup> Avenue and Campus Avenue in Upland. Currently Routes 83 and 84 have their closest stops on the farthest west side of the shopping center; however, the shopping center extends to over 0.8 miles from the closest stop.

In order to improve service to this retail and employment center, Omnitrans proposes adding a one-directional loop on Colonies Parkway and 19<sup>th</sup> Street as shown in Exhibit 7. Since this proposal involves more efficiently using revenue hours already in

**Exhibit 7: Route 83 Service Map: Current & Proposed Change**



**Exhibit 8: Route 86 Service Map: Current & Proposed Change**



service, the proposed change is cost neutral.

### 3.3 ROUTE 86 SERVICE ON BON VIEW AVENUE

The City of Ontario applied for and received a \$35 million Transformative Climate Communities (TCC) cap and trade grant. Omnitrans partnered with the city on elements of the grant. One component of the grant application was engaging community stakeholders in the project area. One of the recurring themes of this engagement was the community's desire to have service on Bon View Avenue to serve the Dorothy A. Quesada Community Center instead of Campus Avenue.

Upon hearing this concern, Omnitrans evaluated the transit demand on Campus compared to Bon View. While doing this, it became apparent that the majority of riders boarding and alighting on Campus between Francis Street and Mission Boulevard were likely walking to the east towards Bon View Avenue. While



evaluating this change, Baldy View Regional Occupational Program (Baldy View ROP), which is also located on Bon View Avenue, contacted Omnitrans about adding bus service to their location.

Route 86 is a coverage-oriented route that underperforms standards in terms of passengers per hour and farebox recovery. The routes productivity is 12.3 passengers per hour and its farebox recovery is 13.0% FY2018 year-to-date. While working on the Short-Range Transit Plan, the routes continuation was being considered. Given the interest from two ridership generators on Bon View Avenue and the fact that the route can be shifted without changing hours, miles and, hence, costs, Omnitrans proposes shifting the Route as seen in Exhibit 8.

### **3.4 SATURDAY SERVICE SHIFT FROM ROUTE 2 TO SBX GREEN LINE**

Currently, the sbX Green Line service operates on 10 minute peak and 15 minute off-peak service on weekdays while Route 2, the underlying local, offers 60 minute service. On weekends, the sbX Green Line does not operate, while Route 2 operates every 20 minutes.

Omnitrans proposes reducing Route 2 service from 20 minutes to hourly on Saturdays, matching weekday service, and from 20 to 30 minutes on Sundays. The financial resources from this Route 2 reduction would then be reinvested into the exact same corridor by adding 20-minute sbX service on Saturdays. sbX is not proposed to operate on Sundays.

More specifically, the proposed increase on sbX Saturday service adds 79.25 revenue hours per Saturday (4,100 revenue hours per year). The corresponding Route 2 reduction is 63.48 revenue hours on Saturday and 30.13 revenue hours on Sunday, for a total of 4,900 revenue hours per year. Once the change is implemented, it will be monitored to ensure the timing works as planned for both routes. If it's successful, the hours of service that are being saved on Route 2 on Saturdays will be used to add service elsewhere in Omnitrans' system.

There are three primary benefits from this change:

- 1) The security and technology investments at the sbX stations will be better utilized so riders will have better lighting, be covered by security cameras, have access to blue emergency-telephones, real-time information and access to the other capital investments at the sbX stations on Saturdays;
- 2) Passengers will experience faster travel times as the round-trip time on sbX is 20-minutes faster than on Route 2; and,
- 3) New potential sbX riders will be able to try sbX on weekends, which are typically less time-compacted than weekdays.

Given that the change saves a total of 800 hours per year and the marginal cost of running an hour of sbX service is similar to Route 2 service, the proposal is cost neutral.

### **3.5 ELIMINATING ACCEPTANCE OF PENNIES ON BOARD**

Omnitrans strives to improve travel times for customers so that they can get where they are going in the shortest amount of time as possible. Some of these changes are route network changes, such



as freeway express routes, straight-lining services, or reducing the number of stops. In other cases, simple boarding transaction changes can reduce dwell and travel times.

Omnitrans proposes eliminating the acceptance of pennies on board in order to implement measure to improve travel times. Omnitrans receives \$950 worth of pennies a month or 95,000 pennies. Only a few pennies can be placed in the farebox at a time, so someone putting \$1.75 worth of pennies can hold a bus up for a few minutes. During the focus groups associated with the sbX Before and After Study, some riders expressed their frustration with customers paying with pennies to the point that they have chosen to pay for other riders so the bus could get them to their destination faster. Additionally, the elimination of pennies will reduce the number of field supervisor calls to reduce farebox jams and will increase the uptime of fare boxes. While eliminating pennies will not have an overall impact on planned travel speed, it will reduce some of the frustration customers have expressed related to transaction times causing them to miss a tight transfer.

If approved, Omnitrans will have customer information available on board regarding not accepting pennies. Additionally, Omnitrans will accept pennies for riders purchasing tickets at other locations such as the San Bernardino Transit Center. Several neighboring agencies have also eliminated the acceptance of pennies over the last few years.

### **3.6 TEN-PACK OF SINGLE RIDE TICKETS ON MOBILE FARES**

While also trying to improve the speed of transactions at the farebox, Omnitrans proposes offering a new fare category: a 10-pack of single-ride tickets on Token Transit, Omnitrans' mobile payment provider.

Single-ride transactions account for 23% of all boardings and 79% of all cash boardings. Transitioning some of these single-ride cash boardings to mobile payment can shave a few seconds off of the transactional time at the farebox. To encourage that, Omnitrans proposes to offer approximately an 8.5% discount to riders who purchase bulk single-ride tickets (packs of 10) on Token Transit. Currently the single-ride full fare is \$1.75, so ten would normally cost \$17.50. The proposed 10-pack would cost \$16.00. Similarly for Senior, Disabled and Veteran single-ride fares, the fare is \$0.75, ten tickets would cost \$7.50 and the proposed 10-pack of tickets is \$7.00.

This would also encourage current single-ride buyers on Token Transit to increase the quantity of tickets purchased. This may have two effects: the bulk discount may generate more ridership from these ticket holders; and, Omnitrans' cost for Token Transit's commission would slightly decline.



## 4. PROPOSED FY2019 SERVICE

Omnitrans proposes no significant changes to the overall family of services that Omnitrans 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 FY2019. Only the transfer of resources between Route 2 and sbX impact the forecasts between service families.

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). Additionally, Omnitrans is working to update the SRTP, which will evaluate further changes including alternative service delivery models, such as microtransit, and vehicle mix, such as vehicle technology and capacity.

### 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' FY2019 revenue hours are directly operated 40-foot bus service, compared to 5% for sbX, 3% for OmniGo contracted fixed route service, and 19% 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 10.

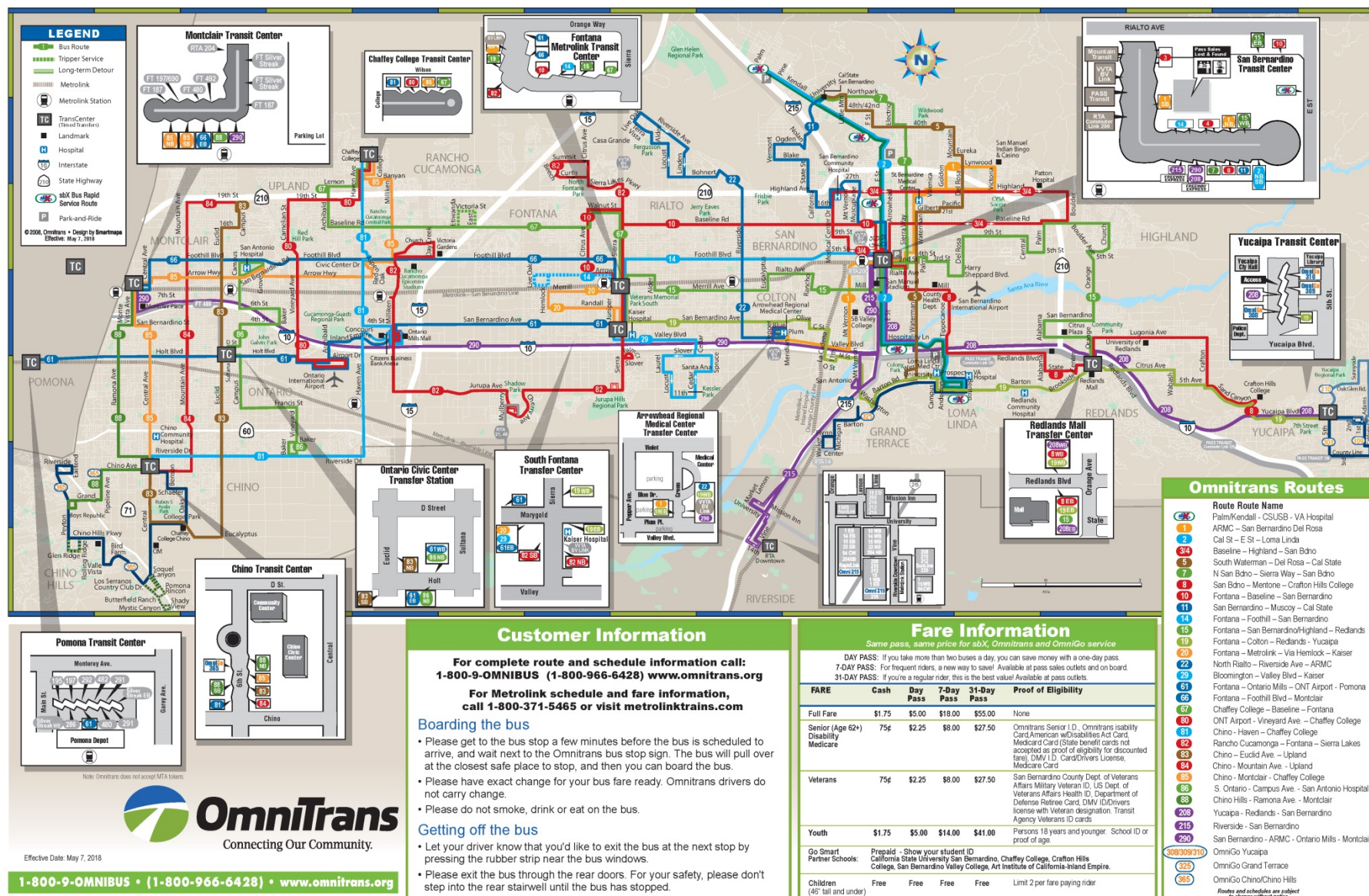
Exhibit 9 shows that Omnitrans' total revenue hours during FY2019 are projected to remain effectively flat compared to FY2018. The slight increase in hours and miles is the result of FY2018 hours and miles being year-end estimates which include dropped service of 0.5% for the year compared to all planned service for FY2019.

**Exhibit 9: System-wide Service Characteristics Summary**

System Total (in Thousands except vehicles and ratios)		Actuals				Year-End Estimate	Projection	Percent Change
		FY2014	FY2015	FY2016	FY2017	FY2018	FY2019	FY2019
Financial	Fare Revenue	\$ 14,773	\$ 15,406	\$ 14,193	\$ 13,314	\$ 13,203	\$ 13,324	0.9%
Operating Data	Revenue Miles	10,861	11,185	11,320	11,389	11,399	11,463	0.6%
	Total Miles	12,258	12,587	12,741	12,742	12,783	12,849	0.5%
	Revenue Hours	800	822	831	832	829	831	0.2%
	Total Hours	871	893	900	897	898	899	0.2%
	Passengers	15,689	14,391	12,813	11,653	11,355	11,483	1.1%
Fleet Data	Peak Revenue Fleet	252	246	248	250	251	251	0.0%
	Spare Fleet	39	37	32	31	32	32	0.0%
	Total Fleet	289	283	278	281	283	283	0.0%
Key Stats	Passengers per Hour	19.6	17.5	15.4	14.0	13.7	13.8	0.9%



## Exhibit 10: Omnitrans System Map





Ridership is anticipated to rise 1.1% to 11.5 million in FY 2019 compared to 11.4 million in FY2018. This increase is in line with maintaining mode share given an estimated 1% per year population growth rate for the region. By category, ridership growth ranges from a low of 0% estimated on Access to 4.1% on sbX. Similar to ridership, fare revenue is projected to grow by 0.9% reaching \$13.3 million during FY2019.

Omnitrans' total fleet is projected to remain unchanged at 283 vehicles including articulated coaches, 40-foot coaches and Access cutaways.

Omnitrans systemwide productivity is estimated to rise slightly to 13.8 passengers per hour in FY2019 from 13.7 passengers per hour in FY2018

## 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. Productive service is made up of trunk routes along major arterial corridors that operate higher frequencies. Shifting weekend service from Route 2 to the sbX Green Line adds to Omnitrans' productive service profile. In the last four years, Omnitrans has moved from a 45%/55% productivity/coverage split, to a 53%/47% split

Service frequency on productivity-oriented service is every 15 or 20 minutes. 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 3:33 A.M. until 11:31 P.M., but varies by route. During FY2019, Omnitrans proposes no significant change in service frequency or service span for the system.

Exhibit 11 shows that revenue hours edge down slightly from 605,000 hours to 604,000 hours, a decrease of 0.1%. Revenue miles are anticipated to grow by 0.2% to 8.0 million miles in FY2019.

**Exhibit 11: 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
		FY2014	FY2015	FY2016	FY2017	FY2018	FY2019	FY2019
Financial	Fare Revenue	\$ 12,972	\$ 12,920	\$ 11,838	\$ 10,934	\$ 10,909	\$ 10,994	0.8%
Operating Data	Revenue Miles	7,506	7,468	7,788	7,908	8,008	8,028	0.2%
	Total Miles	8,087	8,020	8,390	8,520	8,654	8,675	0.2%
	Revenue Hours	589	582	596	601	605	604	-0.1%
	Total Hours	615	607	622	628	632	631	-0.1%
	Passengers	14,962	13,232	11,541	10,349	10,112	10,208	0.9%
Fleet Data	Peak Revenue Fleet	136	131	133	135	136	136	0.0%
	Spare Fleet	27	27	27	26	26	26	0.0%
	Total Fleet	163	158	158	161	162	162	0.0%
Key Stats	Passengers per Hour	25.4	22.7	19.4	17.2	16.7	16.9	1.1%



The total number of passengers carried on directly operated fixed route service is projected to increase 0.9% from 10.1 million passengers in FY2018 to 10.2 million. Omnitrans has seen three consecutive months of average weekday ridership increases and the previous leveling off of ridership declines is a positive indicator. Forecasts for ridership increase are based on a stable mode share and regional population forecasted growth of 1%. Fare revenue follows ridership levels as Omnitrans anticipates maintaining the \$1.07 average fare that has been in place in FY2018.

## 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 12, revenue and total hours and miles are expected to remain effectively flat during FY2018. Contracted fixed route service is expected to provide 27,000 hours of revenue service and 367,000 miles of service. While the table shows a slight increase in hours and miles, this is a result of lost service during FY2018 compared to full planned service in FY2019.

Ridership on this service is expected to increase 1.2% from 99,000 riders to 100,000 riders. This is driven by the same population estimates as described for directly operated fixed route service.

**Exhibit 12: 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
		FY2014	FY2015	FY2016	FY2017	FY2018	FY2019	FY2019
Financial	Fare Revenue	\$ 149	\$ 154	\$ 136	\$ 123	\$ 119	\$ 120	1.2%
Operating Data	Revenue Miles	370	373	376	367	366	367	0.3%
	Total Miles	434	437	440	434	439	439	0.1%
	Revenue Hours	28	28	28	27	27	27	0.4%
	Total Hours	30	30	30	29	29	29	0.6%
	Passengers	157	145	127	114	99	100	1.2%
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	5.7	5.2	4.6	4.3	3.7	3.7	0.8%

Productivity for purchased fixed route service is projected to remain effectively constant at 3.7 passengers per hour. This is considerably less than the 16.9 passengers per hour expected on directly operated fixed route service, which is why it utilizes a smaller vehicle. Additionally, 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.



## 4.4 SBX SERVICE

sbX service is projected to see revenue hours grow from 41,000 revenue hours in FY 2018 to 43,000 revenue hours in FY2019, an increase of 6.1%. The implementation of Saturday service is proposed for January 2019, yielding a half year increase of 4,100 annual revenue hours estimated from this change. The revenue hour increase is cost neutral because of a corresponding decrease in service on the underlying local Route 2. Revenue miles are projected to increase to 646,000 miles up from 602,000 miles in FY2018. This is an increase of 7.3% compared to FY2018. Detailed projections are shown in Exhibit 13.

**Exhibit 13: sbX Service Characteristics Summary**

Bus Rapid Transit (BRT) sbX (Not included in MBDO)		Actuals				Year-End Estimate	Projection	Percent Change
		FY2014	FY2015	FY2016	FY2017	FY2018	FY2019	FY2019
Financial	Fare Revenue	\$ 42	\$ 550	\$ 465	\$ 521	\$ 537	\$ 572	6.4%
Operating Data	Revenue Miles	102	567	569	559	602	646	7.3%
	Total Miles	110	618	622	615	659	705	6.9%
	Revenue Hours	6	36	37	37	41	43	6.1%
	Total Hours	7	38	39	40	43	45	4.6%
	Passengers	73	545	712	757	763	794	4.1%
Fleet Data	Peak Revenue Fleet	11	12	12	12	12	12	0.0%
	Spare Fleet	3	2	2	2	3	3	0.0%
	Total Fleet	14	14	14	14	15	15	0.0%
Key Stats	Passengers per Hour	11.5	15.2	19.3	20.3	18.8	18.5	-1.9%

sbX ridership is projected to grow 4.1% compared to FY2018, reaching 794,000 per year in FY2019. The increase should primarily increase in the latter half of the year following the implementation of Saturday service.

## 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 9.0 million revenue miles and 674,000 hours of fixed route service during FY2019. This is an increase of 0.7% and 0.3%, respectively. These increases are primarily driven by planned full year service compared to

**Exhibit 14: 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
		FY2014	FY2015	FY2016	FY2017	FY2018	FY2019	FY2019
Financial	Fare Revenue	\$ 13,163	\$ 13,624	\$ 12,439	\$ 11,577	\$ 11,565	\$ 11,686	1.0%
Operating Data	Revenue Miles	7,978	8,408	8,733	8,833	8,976	9,041	0.7%
	Total Miles	8,630	9,076	9,452	9,568	9,752	9,819	0.7%
	Revenue Hours	623	646	661	665	672	674	0.3%
	Total Hours	651	675	691	697	704	705	0.2%
	Passengers	15,192	13,922	12,380	11,220	10,974	11,102	1.2%
Fleet Data	Peak Revenue Fleet	154	150	152	154	155	155	0.0%
	Spare Fleet	33	32	32	31	32	32	0.0%
	Total Fleet	187	182	182	185	187	187	0.0%
	Contingency Fleet	9	9	9	10	11	11	0.0%
Key Stats	Passengers per Hour	24.4	21.6	18.7	16.9	16.3	16.5	0.9%



estimated FY2018 year, which includes approximately 0.5% lost service. Details can be seen in Exhibit 14.

Ridership is projected to reach 11.1 million riders in FY2019, which is a 1.2% ridership increase. Productivity follows the same trend, rising 0.9% to 16.5 passengers per revenue hour.

## 4.6 ACCESS SERVICE – ADA PARATRANSIT SERVICE

There are no specific recommended changes to Access services during FY2019. Omnitrans' Special Transit Service Department 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 service characteristics on Access are projected to remain flat during FY2019 compared to FY2018. Ridership on Access determines hours and miles since Access is a demand-responsive service. During FY2018 year-to-date through February, Access ridership was down 11.6%. This decline is not projected to continue through the upcoming year as it is not following industry trend. Should the Access ridership continue to decline, costs would typically decline compared to projections. This makes Access service different from fixed route services, where in the short-term costs are independent of ridership.

Ridership on Access is projected to be flat during FY2019. 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 be flat. Exhibit 15 below shows the estimated service characteristics for Access during FY2019.

**Exhibit 15: Access Service Characteristics Summary**

Access (in Thousands except vehicles and ratios)		Actuals				Year-End Estimate	Projection	Percent Change
		FY2014	FY2015	FY2016	FY2017	FY2018	FY2019	FY2019
Financial	Fare Revenue (Excluding Medical)	\$ 1,578	\$ 1,778	\$ 1,754	\$ 1,736	\$ 1,638	\$ 1,638	0.0%
Operating Data	Revenue Miles	2,800	2,767	2,587	2,556	2,423	2,423	0.0%
	Total Miles	3,510	3,494	3,290	3,174	3,030	3,030	0.0%
	Revenue Hours	171	175	170	167	157	157	0.0%
	Total Hours	211	216	209	200	194	194	0.0%
	Passengers	479	467	434	432	382	382	0.0%
Fleet Data	Peak Revenue Fleet	95	96	96	96	96	96	0.0%
	Spare Fleet	6	5	-	-	-	-	0.0%
	Total Fleet	101	101	96	96	96	96	0.0%
Key Stats	Passengers per Hour	2.8	2.7	2.5	2.6	2.4	2.4	0.0%



## 5. FARE STRUCTURE

In FY2019, Omnitrans maintains the general fare policy that was put in place by the fare change implemented in September 2014 (FY2015). Two minor proposed changes were described in Section 3. These include the elimination of acceptance of pennies on board buses and the creation of a 10-pack of single-ride passes available at a slight discount compared to 10 individual passes available on Token Transit, Omnitrans mobile fare payment app.

Omnitrans can continue to maintain current fare as the agency's farebox recovery rate of 25.74% FY2018 year-to-date through February exceeds the mandated minimum of 20% for general public services (Fixed Route, Express, OmniGo & sbX) and 33.80%, which exceeds the mandated minimum of 10% for specialized transit services (Access). The Access farebox rate has grown considerably over time due to growth in revenue from the Medical reimbursement program.

Omnitrans current fare of \$1.75 is slightly higher than neighboring transit agencies. Riverside Transit Agency's base fare is \$1.50 and Foothill Transit's base fare of \$1.50. Omnitrans' current base fare is in line with the largest southern California operators with LA Metro at \$1.75 and OCTA at \$2.00.

Exhibit 16 and Exhibit 17 below provide details of Omnitrans FY2018 fare structure.

**Exhibit 16: Fixed Route Fares**

	Full-Fare	Senior/Disability/Medicare	Youth	Veteran
<b>31-Day</b>	\$ 55.00	\$ 27.50	\$ 35.00	\$ 27.50
<b>7-Day</b>	\$ 18.00	\$ 8.00	\$ 11.00	\$ 8.00
<b>1-Day</b>				
Individually	\$ 5.00	\$ 2.25	n/a full-fare	\$ 2.25
Packs of Ten	\$ 45.00	\$ 20.25	n/a full-fare	\$ 20.25
<b>Single Ride</b>	\$ 1.75	\$ 0.75	n/a full-fare	\$ 0.75
Individually	\$ 1.75	\$ 0.75	n/a full-fare	\$ 0.75
Packs of Ten	\$16.00	\$7.00	n/a full-fare	\$7.00
<b>Free Rides</b>	<b>MetroLink Transfers:</b> Free to rider; SCRRRA pays one-half base fare for each boardings with a MetroLink ticket/pass; RCTC pays a half base fare for Metrolink transfers on Rt. 215. <b>Children:</b> Height < 46"; limit 2 free per fare paying riders <b>Personal Care Attendant:</b> Accompanying a ADA Rider; <b>Omnitrans Employees and Family Members:</b> With Employee/Family ID; <b>RTA Employees and Family Members:</b> With Employee/Family ID; and, <b>LAMTA, Foothill Transit, OCTA &amp; Pass Transit Employees:</b> With Employee ID <b>Promotional Fares.</b> <b>Uniformed active military, police and fire personnel.</b>			
<b>Go Smart Fare</b>	The Go Smart fare is a pre-negotiated fare for all riders that attend a partner University, College, Trade/Technical School, or High School, or work at a partner employer. Participants must have an active, valid Omnitrans-compatible ID card as proof of fare.			

**Exhibit 17: Access Fares**

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



## 6. PUBLIC INPUT AND TITLE VI SERVICE EQUITY ANALYSIS

Best planning practices are built upon consistent public input. During the last year, 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, 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. Only the changes to Route 2 and sbX 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 two (2) formal and three (3) 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 are in Ontario and San Bernardino, the public hearings were held in those cities. The Public Hearings schedule is in Exhibit 18.

**Exhibit 18: Public Meetings**

City	Location	Day & Date	Time	Routes
San Bernardino	San Bernardino Transit Center	Saturday April 7, 2018	10:00 A.M. – 1:00 P.M.	sbX, 1, 2, 3, 4, 7, 8, 10, 11, 14, 15, 208, 215, 290
San Bernardino	Omnitrans Metro Facility (East Valley)	Monday April 9, 2018	5:00 P.M. – 7:00 P.M.	14
San Bernardino	San Bernardino Transit Center	Tuesday April 10, 2018	6:00 A.M. – 10:00 A.M.	sbX, 1, 2, 3, 4, 7, 8, 10, 11, 14, 15, 208, 215, 290
Ontario	Ontario Civic Center Transfer Station	Thursday April 12, 2018	6:00 A.M. – 10:00 A.M.	61, 83, 86
Ontario	Dorothy A. Quesada Community Center	Thursday April 12, 2018	5:00 P.M. – 7:00 P.M.	86

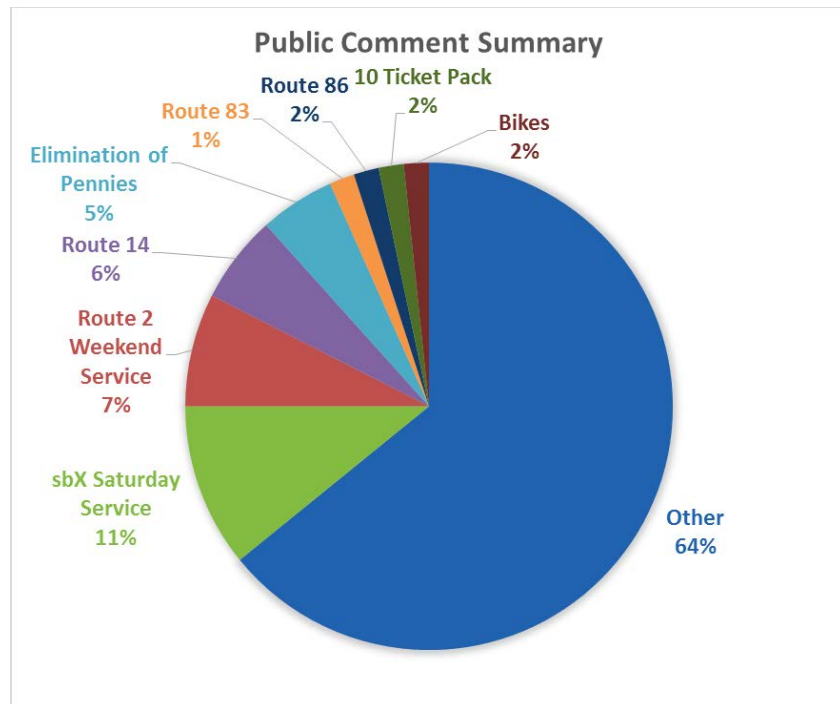
During these meetings, Omnitrans Planning Staff interacted with approximately 200 people. Omnitrans received 120 comments at these meetings, via email, over the phone and through social media. 36% of these comments were related to the Service Change Proposals. The remaining 64% were categorized as "Other" comments. For the service proposals, the public favored the proposals with 67% "liking" the proposed changes compared to 33% "disliking."



Generally the public was supportive of the service change proposals. The proposal to add sbX Saturday service received the most support out of all proposed changes. The support for sbX Saturday service outweighed the discontent to reduce weekend frequency on Route 2.

In general the public was pleased with the route alignment proposals particularly in West Valley, for the additional coverage to the Colonies Shoppes in Upland (Route 83) and new service to the Dorothy A. Quesada Community Center & Baldy View ROP Center in Ontario (Route 86).

**Exhibit 19: Public Comment Summary**



The public supported the Elimination of Pennies and the introduction of a 10-Single Ride Ticket Pack via mobile.

Omnitrans included a public notice indicating the agency is seeking grant funding for 3-bike racks & secure bicycle parking at transit centers. The public was grateful of this effort.

One-third of the “Other” comments were related to current services. The public expressed the need for more network coverage, increased frequency, and increased span.

## 6.2 SERVICE EQUITY ANALYSIS

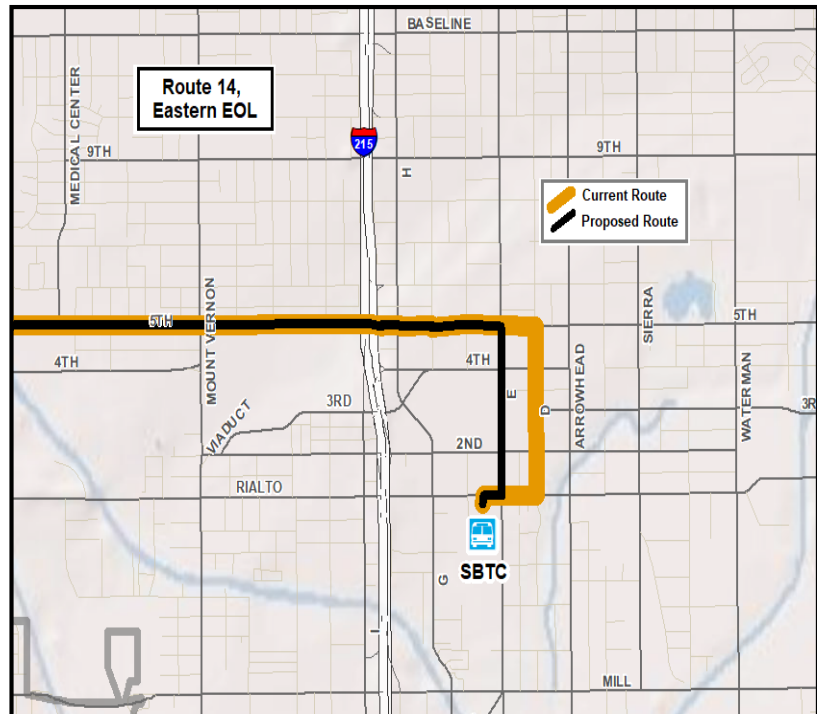
Omnitrans is required to complete a Title VI service equity analysis for every fare and/or major service change before it occurs. These requirements are outlined in the FTA Circular 4702.1B, dated October 1, 2012, and more generally in Section 601 of Title VI of the Civil Rights Act of 1964. This states 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.



## Route 14 Approach to the San Bernardino Transit Center

Currently, Route 14 is a 15-minute frequency route running from San Bernardino Transit Center (SBTC) to the Fontana Metrolink Transit Center. It is proposed to change Route 14's alignment at its easternmost end from D Street in approach to SBTC one block westward to E Street. This will reduce redundant service on D Street (already covered by Route 11) and permit improved reliability of service and on-time performance while improving transfers to the sbX Green Line. This change does not constitute a major service change and is proposed for September 2018. Route 14's current and proposed alignment change is shown in Exhibit 20.

**Exhibit 20: Route 14 Proposed Service Change**



A GIS analysis was made of the demographic character of the region immediately surrounding Route 14 using demographic data from the 2015 American Community Survey. The route's demographic profile was compared before and after the proposed change and then compared to the system as a whole. This can be seen in Exhibit 21.

**Exhibit 21: Route 14 Demographic Analysis**

COMPARISON TO STOPS	TOTAL POP	Minority	Whites	% Minority	Low-Income White (Adjusted)	LIM	% LIM
Population of Service Area (Includes Area within ALL JPA Cities' Limits)	1,489,790	1,099,652	390,138	73.8%	64,265	1,163,917	78.1%
Population of ADA/Access Service Area	1,382,466	1,040,151	342,315	75.2%	57,791	1,097,942	79.4%
Within 1/2-Mile of Any Stop (2018 BSM Stops)	1,256,270	958,010	298,260	76.3%	51,386	1,009,396	80.3%
CURRENT Route 14: D Street Alignment	79,501	71,228	8,273	89.6%	2,433	73,661	92.7%
PROPOSED Route 14: E Street Alignment	75,251	67,325	7,926	89.5%	2,368	69,693	92.6%

NOTE: Data obtained from ACS 2015 1-year estimate and 3-year average, from US Census Bureau

Route 14's current alignment serves a population which is 89.6% Minority and 92.7% Low-Income or Minority (LIM), which exceeds these shared for the service area as a whole which is currently at 75.2% and 79.4%, respectively. The proposed realignment of Route 14 serves a population of 89.5% Minority and 92.6% LIM. The difference is one-tenth of one-percent, which is not a significant difference. So the realignment of Route 14 will not result in disparate impact



imposed on Minority communities, nor will it cause disproportionate burden on Low-Income / Minority communities.

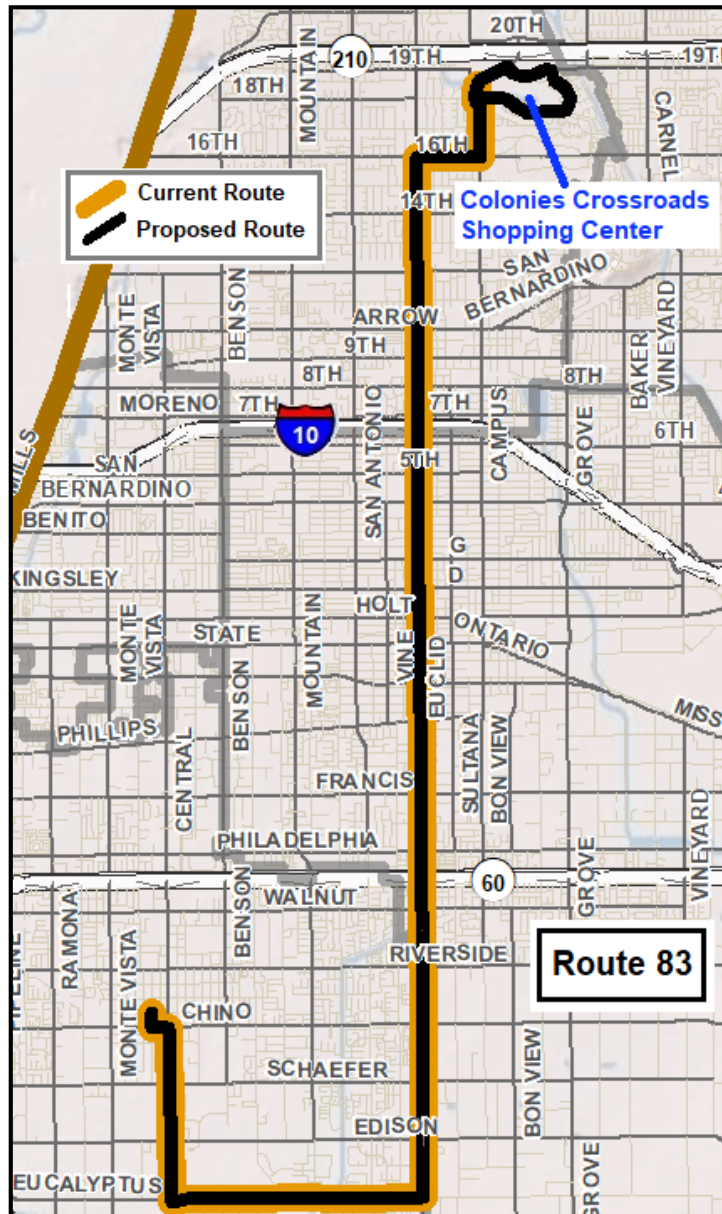
### ***Route 83 Service to Colonies Crossroads***

Route 83 is a West Valley route which serves the cities of Chino, Ontario, and Upland. Route 83 primarily travels along Euclid Avenue, but has a terminus near the Colonies Crossroads Shopping Center in Upland. Omnitrans proposes extending the turnaround loop on Route 83 to circle the Colonies Crossroads Shopping Center. This shopping center is a job-dense site which also offers riders many shopping opportunities. This change does not constitute a major service change and is proposed for September 2018. The current and proposed alignment is shown in Exhibit 22.

As seen in Exhibit 23, the current alignment for Route 83 serves a 74.3% minority community, and a 77.8% LIM community. The proposed realignment serves with respective proportionalities of 72.1% and 75.3%. Both Minority and Low-Income Minority proportions are reduced roughly 2.2% and 2.5%, respectively. However, this doesn't take into account that the original routing remains unchanged, and will incur no diminution in frequency, buses, or numbers of trips. The original population is not being cut whatsoever; it is merely being augmented. In fact, adding the long-requested extension into Colonies Crossroads will open up more employment and shopping opportunities for riders on the route.

For these reasons, there is no disparate impact or disproportionate burden being imposed upon the riders on this route, and Omnitrans remains compliant with Title VI.

## Exhibit 22: Route 83 Proposed Service Change





**Exhibit 23: Route 83 Demographic Analysis**

COMPARISON TO STOPS	TOTAL POP	Minority	Whites	% Minority	Low-Income White (Adjusted)	LIM	% LIM
Population of Service Area (Includes Area within ALL JPA Cities' Limits)	1,489,790	1,099,652	390,138	73.8%	64,265	1,163,917	78.1%
Population of ADA/Access Service Area	1,382,466	1,040,151	342,315	75.2%	57,791	1,097,942	79.4%
Within 1/2-Mile of Any Stop (2018 BSM Stops)	1,256,270	958,010	298,260	76.3%	51,386	1,009,396	80.3%
CURRENT Route 83	81,284	60,366	20,918	74.3%	2,872	63,238	77.8%
PROPOSED Route 83: Same Alignment, Only Adding Colonies Crossroads	87,363	63,029	24,334	72.1%	2,772	65,801	75.3%

NOTE: Data obtained from ACS 2015 1-year estimate and 3-year average, from US Census Bureau

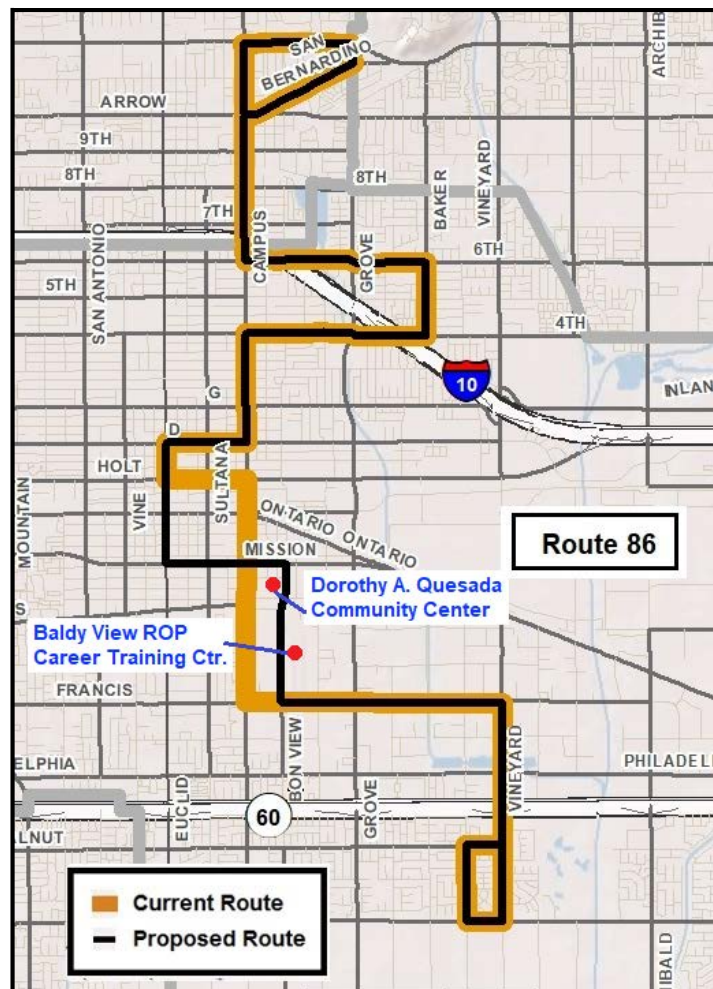
## Route 86 Service on Bon View Avenue

Route 86 is a coverage route which extends from San Antonio Regional Hospital in Upland to Riverside and Vineyard in Ontario. It is proposed to shift part of the route in Ontario from Campus Avenue to Bon View Avenue between the streets of Francis and Mission. This will permit this route to directly serve two additional facilities: the Dorothy A. Quesada Community Center, and Baldy View ROP. This change does not constitute a major service change and is proposed for September 2018. The routing can be seen in Exhibit 24.

A realignment of Route 86 away from strictly Campus onto an alignment including Vine, Mission, and Bon View will increase expected total population served by 1,825 people and Minorities by 1,277 people. The public has requested more direct service to these facilities for some time, and this new alignment would meet this long expressed demand.

With the proposed change to Route 86, the proportion of Minorities served is diminished over what is currently the case by 0.3%; as well, the LIM proportion of the population served is reduced by 0.3%. These reductions are not considered to be a statistically significant difference. Furthermore, the proposed change actually increases the total population served, the numbers of Minorities served, and the LIM numbers in the population served. For these reasons,

**Exhibit 24: Route 86 Proposed Service Change**





the proposed realignment for Route 86 does not disproportionately impact nor does it impose a disproportionate burden to either the Minority or LIM community, and making this alignment change would permit Omnitrans to remain compliant with its Title VI mandate.

**Exhibit 25: Route 86 Demographic Analysis**

COMPARISON TO STOPS	TOTAL POP	Minority	Whites	% Minority	Low-Income White (Adjusted)	LIM	% LIM
<b>Population of Service Area (Includes Area within ALL JPA Cities' Limits)</b>	1,489,790	1,099,652	390,138	<b>73.8%</b>	64,265	1,163,917	<b>78.1%</b>
<b>Population of ADA/Access Service Area</b>	1,382,466	1,040,151	342,315	<b>75.2%</b>	57,791	1,097,942	<b>79.4%</b>
<b>Within 1/2-Mile of Any Stop (2018 BSM Stops)</b>	1,256,270	958,010	298,260	<b>76.3%</b>	51,386	1,009,396	<b>80.3%</b>
<b>CURRENT Route 86: Along Campus Primarily</b>	86,251	70,017	16,234	<b>81.2%</b>	2,878	72,895	<b>84.5%</b>
<b>PROPOSED Route 86: Along Bon View to Serve Two Community Facilities</b>	88,076	71,294	16,782	<b>80.9%</b>	2,836	74,130	<b>84.2%</b>

*NOTE: Data obtained from ACS 2015 1-year estimate and 3-year average, from US Census Bureau*

## ***Saturday Service Shift from Route 2 to sbX Green Line***

The sbX Green Line is a bus rapid transit line operating in San Bernardino and Loma Linda. It exactly duplicates the alignment of Route 2, but makes fewer stops. Both Route 2 and sbX Green Line alignments are shown in Exhibit 26. The exhibit also shows sbX stations, Route 2 stops, and respective half-mile pedestrian buffers about each.

Currently, sbX offers only weekday service, while Route 2 operates every day of the week. Omnitrans proposes expanding sbX service to Saturdays. In order to fund this, there is a concurrent proposed reduction in Route 2 service frequencies on Saturdays to 60-minutes and on Sundays to 30-minute frequencies. This will be a major service change, and is proposed for January 2019.

In order for the expansion of sbX service to Saturday to become a success, agency resources will need to be reallocated in a manner which minimally impacts local transit-dependent riders and low-income/minority riders within our service area.

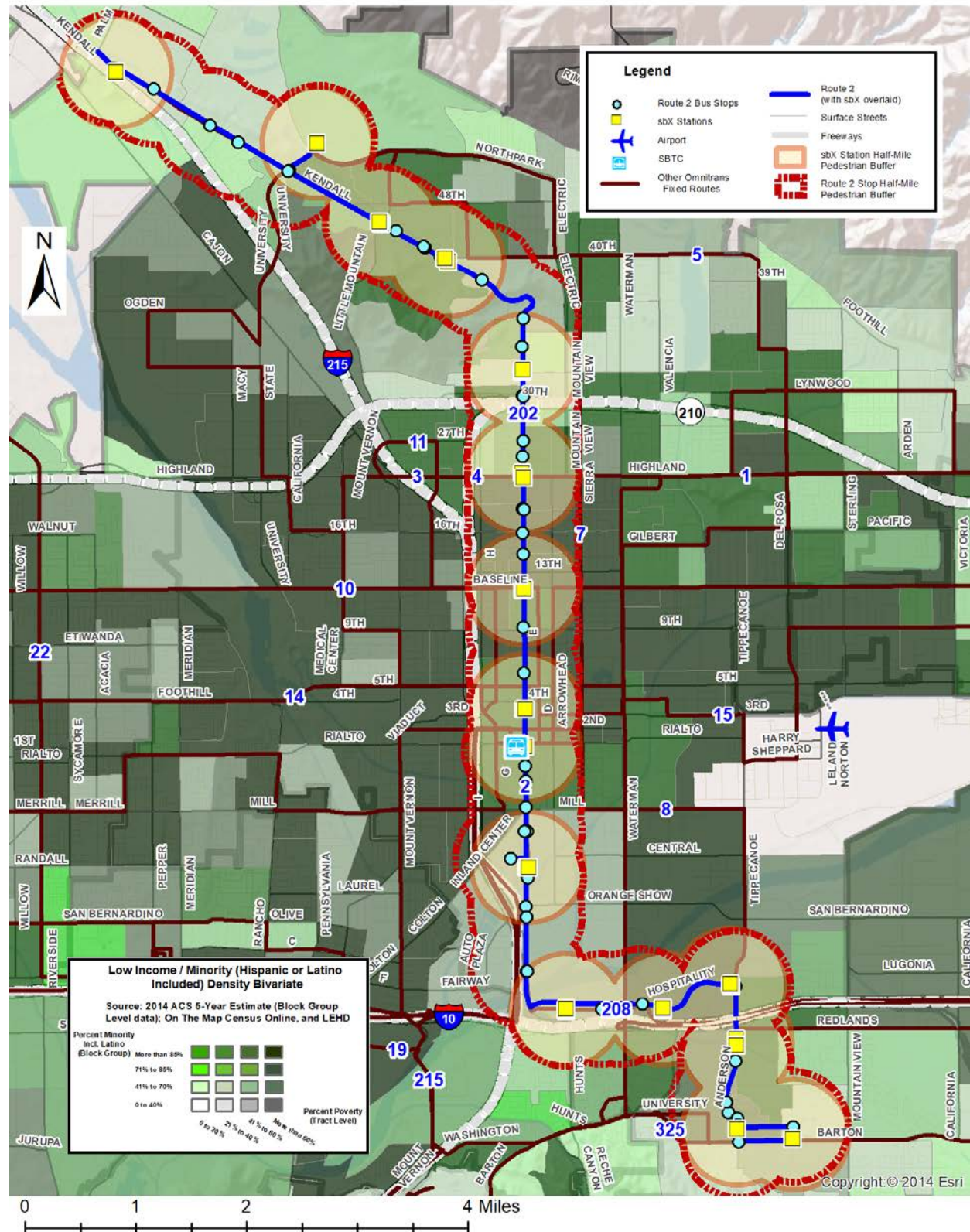
An analogous analysis was performed for Route 2 and for sbX. Although these two routes travel along the same alignment and follow very nearly the same pathway their entire route lengths, their respective half-mile pedestrian buffers differ. This is because sbX has 23 stations at 16 different intersections while Route 2 has 116 stops distributed along the entire route. As a result, the buffers for each route differ, and their respective population demographic profiles differ. Since this proposed change would affect frequency changes on weekends for an entire route, and involves introducing Saturday service on sbX, this is considered to be a major service change, and requires a service equity analysis done six months before implementation.



Exhibit 26: Route 2 & sbX Alignments compared to LIM Coverage Areas  
Routes 2 and 202 (sbX), 2018



(Including Stops, Stations, Half-Mile Pedestrian Buffers, and Population Density vs. Minority Bivariate)





The demographic profiles of the buffer regions around both routes' respective stops are very similar as can be seen in Exhibit 27. In fact, the percent Minority for the sbX buffer region would be 76.9% versus 75.9% for Route 2's buffer region. Likewise, the LIM for the sbX buffer region would be 83.8%, while that for Route 2's buffer region is 83.0%. The demographics of the analysis favor the sbX profile over that of Route 2: by adding sbX service on Saturdays, Omnitrans would actually be improving service to a larger proportion of Minorities and LIM than would be the case without adding sbX Saturday service. As a result, the shift of resources from Route 2 to the sbX Green Line does not impose a disparate impact on the minority community served by these routes.

**Exhibit 27: Route 2 and sbX Green Line Demographic Analysis**

COMPARISON TO STOPS	TOTAL POP	Minority	Whites	% Minority	Low-Income White (Adjusted)	LIM	% LIM
<b>Population of Service Area (Includes Area within ALL JPA Cities' Limits)</b>	1,489,790	1,099,652	390,138	<b>73.8%</b>	64,265	1,163,917	<b>78.1%</b>
<b>Population of ADA/Access Service Area</b>	1,382,466	1,040,151	342,315	<b>75.2%</b>	57,791	1,097,942	<b>79.4%</b>
<b>Within 1/2-Mile of Any Stop (2018 BSM Stops)</b>	1,256,270	958,010	298,260	<b>76.3%</b>	51,386	1,009,396	<b>80.3%</b>
<b>Route 2: Reduce Weekend Service</b>	62,545	47,459	15,086	<b>75.9%</b>	4,464	51,923	<b>83.0%</b>
<b>Route 202 (sbX): Add Weekend Service</b>	51,792	39,843	11,949	<b>76.9%</b>	3,571	43,414	<b>83.8%</b>

NOTE: Data obtained from ACS 2015 1-year estimate and 3-year average, from US Census Bureau





# SERVICE PLAN

**Jeremiah Bryant**  
**Service Planning Manager**  
**May 2, 2018**








## Introduction

- OmniConnects FY2015-2020 SRTP
- Minor Changes proposed while SRTP Update is developed
- Focused on customer feedback & changes to improve travel speed and reliability



## OmniTrans Family of Services

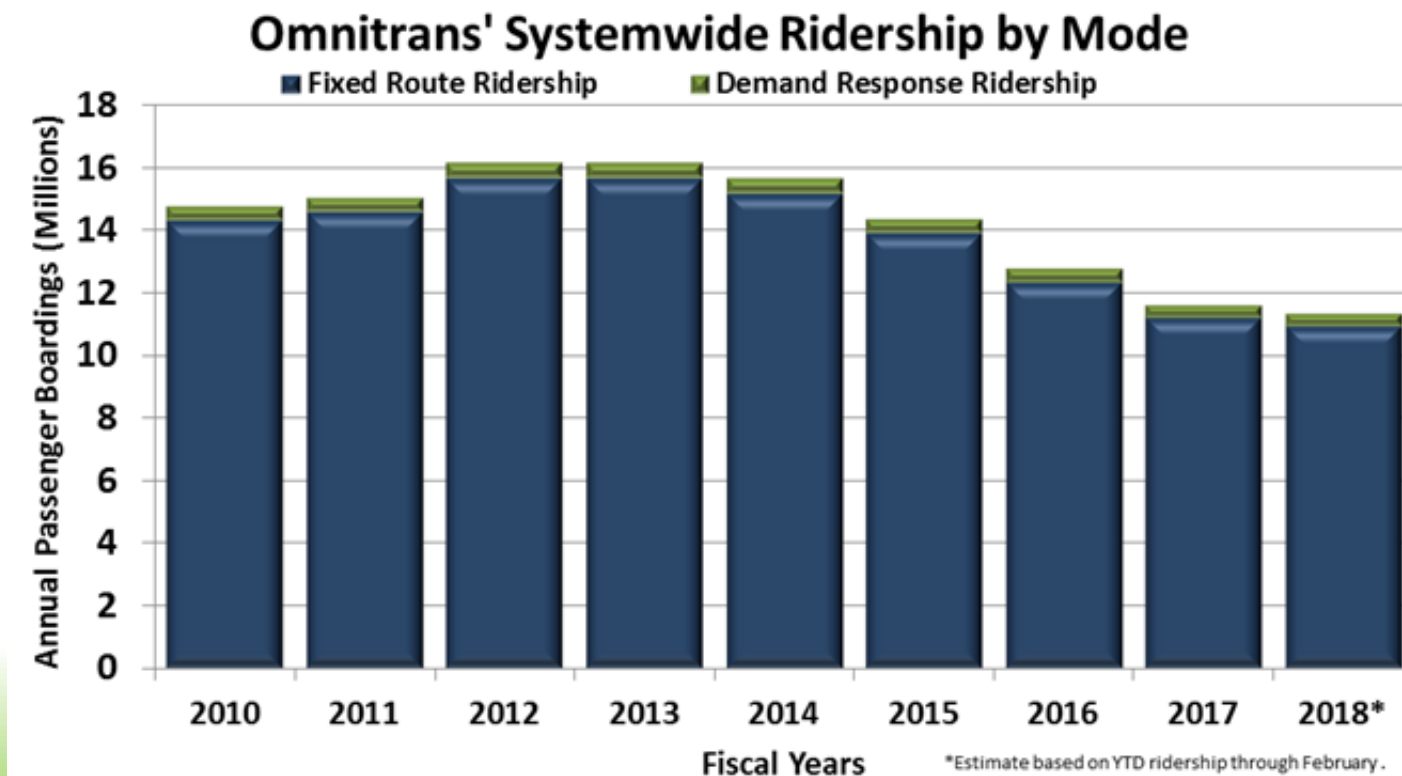
Service	Type	Brand	Image
Fixed Route	Bus Rapid Transit	sbX	
	Local	OmniTrans	
	Express	OmniTrans	
	Community Circulator	OmniGo	
Demand Response	ADA Paratransit	Access	
Special Transit Services			



## Ridership Trend:

Estimated FY2018: 11.3 million; down 2.6%

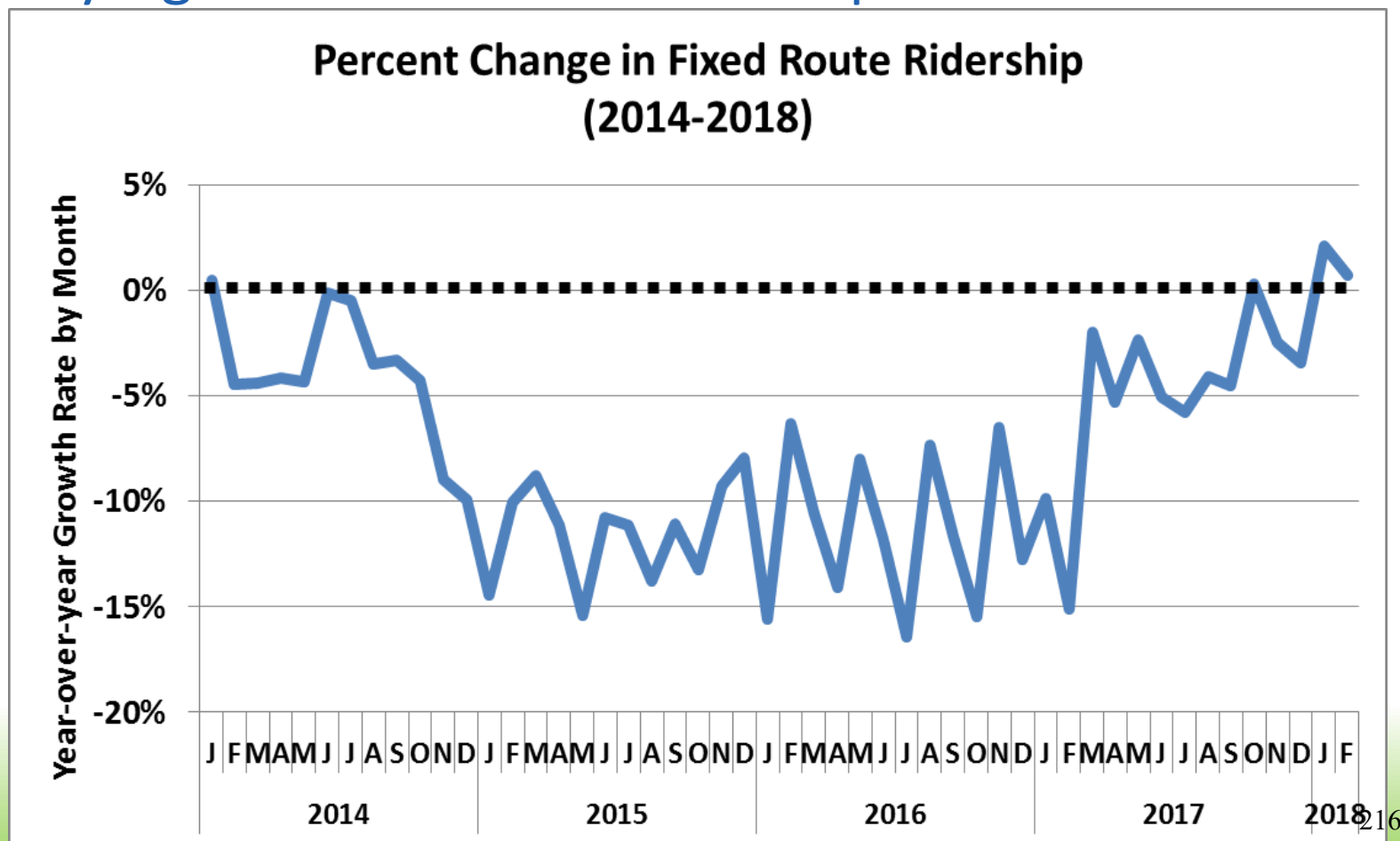
Exceeding 6.9% decline projected





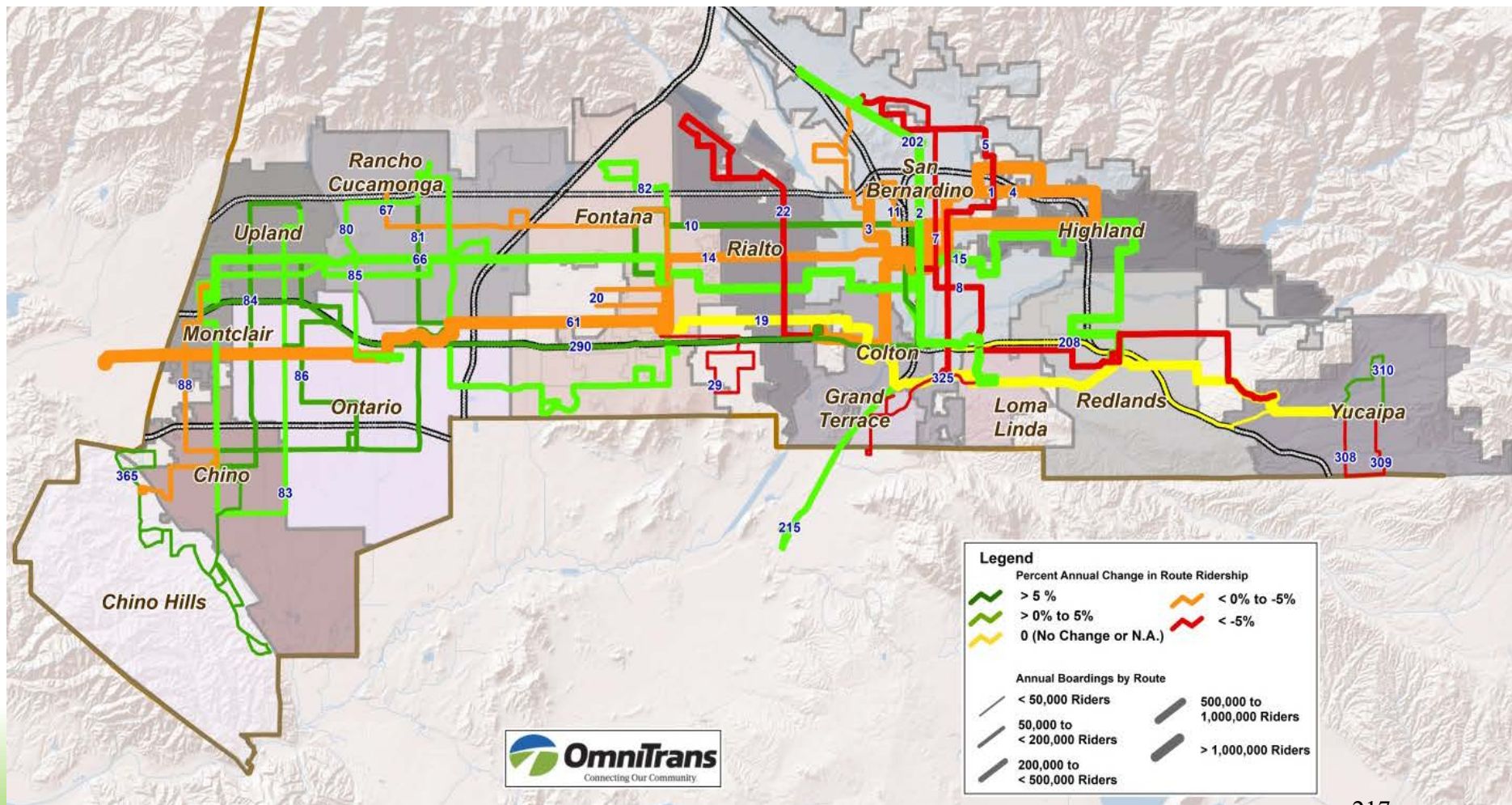
## Ridership Trend:

Early signs of fixed route ridership stabilization





## Ridership Trend: Regional differences



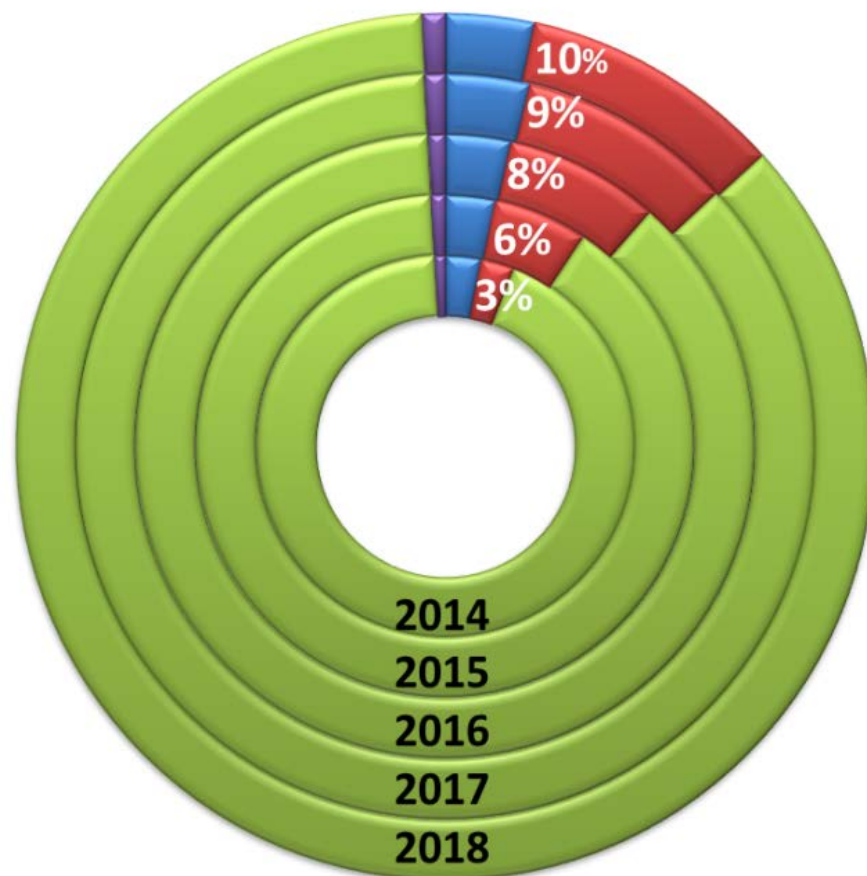


## Ridership Trend:

- sbX & Freeway Express services gaining share
- Grown from 3% of Omnitrans ridership in 2014 to 10% in 2018.
- Consistent growth each year
- Focus on travel time reductions crucial

Share of Ridership by Service Type

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





## Six Proposed Changes (**cost neutral**)

1. **Route 14:** Downtown San Bernardino
2. **Route 83:** Colonies Crossroads (Upland)
3. **Route 86:** Bon View Ave to serve Community Center and Baldy View ROP (Ontario)
4. Add **Saturday sbX** service by transferring resources from **Weekend Route 2** service
5. Eliminate acceptance of **pennies** on board
6. Add 10-pack of single ride tickets on mobile payment app.



## FY2019 Service Projections

System Total (in Thousands except vehicles and ratios)		Actuals				Year-End Estimate	Projection	Percent Change
		FY2014	FY2015	FY2016	FY2017	FY2018	FY2019	FY2019
Financial	Fare Revenue	\$ 14,773	\$ 15,406	\$ 14,193	\$ 13,314	\$ 13,203	\$ 13,324	0.9%
Operating Data	Revenue Miles	10,861	11,185	11,320	11,389	11,399	11,463	0.6%
	Total Miles	12,258	12,587	12,741	12,742	12,783	12,849	0.5%
	Revenue Hours	800	822	831	832	829	831	0.2%
	Total Hours	871	893	900	897	898	899	0.2%
	Passengers	15,689	14,391	12,813	11,653	11,355	11,483	1.1%
Fleet Data	Peak Revenue Fleet	252	246	248	250	251	251	0.0%
	Spare Fleet	39	37	32	31	31	31	0.0%
	Total Fleet	289	283	278	281	282	282	0.0%
Key Stats	Passengers per Hour	19.6	17.5	15.4	14.0	13.7	13.8	0.9%



## Public Meetings Held

- 5 Meetings; Interacted with 200 individuals
- Feedback: 120 comments received:
  - 36% related to changes
    - 67% were positive comments.

## Service 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



# THANK YOU



ITEM # \_\_\_\_\_ F6 \_\_\_\_\_

**DATE:** May 2, 2018

**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 2018-2019 MARKETING PLAN**

**FORM MOTION**

Adopt the Omnitrans Fiscal Year 2018-19 Annual Marketing Plan.

*This item was reviewed by the Plans and Programs Committee at its April 25, 2018 meeting, and recommended to the Board of Directors for approval.*

**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 attracting and retaining customers while maintaining overall community support through the 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 2017 to 2016, Omnitrans system ridership declined by 5.0%. Through February of the current fiscal year, system-wide ridership is down 2.5%; however, this is better than a projected decline of -6.9% for the year. Other transit agencies in Southern California have experienced similar declines. The primary causes of this trend include lower fuel costs, increasing online school, shopping and working options, higher car ownership, and the rise of alternatives such as Uber and Lyft.

Positive trends include increased ridership on Omnitrans express services: sbX ridership grew 2.1% and freeway express routes were up 7.1%. Also, Veteran fare trips grew 6.4% and Metrolink transfers increased by 7.5% from 2016 to 2017. Pass sales revenue rose 7.3%, partially driven by launching a mobile fare payment option in August 2017. Public awareness



of Omnitrans remains high at 88%, and public opinion is 85% positive according to the 2017 Inland Empire Annual Survey. Results of a 2017 online fixed route rider survey indicated that customer satisfaction is 86% positive.

Efforts to rebuild ridership include promotion of Omnitrans' family of services to core and niche market segments, with a focus on sbX service expansion, freeway express service, multi-modal connections, and student programs. To maintain high customer satisfaction, we will utilize multi-channel customer communications, engage in community outreach, and offer enhanced passenger amenities. To retain positive public opinion ratings Omnitrans will employ effective public relations practices, positive media relations, and foster relationships with community partners and stakeholders. Omnitrans will increase revenue primarily through promotion of prepaid fares with a focus on expanding mobile sales. Grant funding opportunities will be sought out to support enhancing amenities and expanding service.

## **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 can be implemented within the constraints of the 2018-19 Omnitrans Budget.

PSG:WW

Attachments: A: Marketing Plan 2018-19  
B: Power Point Presentation





# Marketing Plan 2018-19



May 2, 2018

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 attracting and retaining 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 2017 to 2016, Omnitrans system ridership declined by 5.0% year over year. Through February of the current fiscal year, Omnitrans system-wide ridership is down 2.5%, however this is better than the projected decline of -6.9% for the year. Other transit agencies in southern California have experienced similar declines. The primary causes of this trend includes lower fuel costs, increasing online school, shopping and working options, higher car ownership, and the rise of alternatives such as Uber and Lyft.

Positive trends include increased ridership on Omnitrans express services: sbX ridership grew 2.1% and freeway express routes were up 7.1% compared to 2016. Also, Veteran fare trips grew 6.4% and Metrolink transfers increased by 7.5% from 2016 to 2017. Pass sales revenue is up 7.3%, partially driven by launching a mobile fare payment option in August 2017. Public awareness of Omnitrans remains high at 88%, and public opinion is 85% positive according to the 2017 Inland Empire Annual Survey. Results of a 2017 online fixed route rider survey indicated that customer satisfaction is 86% 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.

Key objectives for Fiscal Year 2018-2019 are to retain existing and attract new riders and increase revenue, while maintaining high customer satisfaction, public awareness and public opinion. To achieve these goals, various marketing strategies will be employed. Efforts to rebuild ridership include promotion of Omnitrans' family of services to core and niche market segments, with a focus on sbX service expansion, freeway express service, multi-modal connections, and student programs. To maintain high customer satisfaction we will utilize multi-channel customer communications, engage in community outreach, and offer enhanced passenger amenities. To retain positive public opinion ratings Omnitrans will employ effective public relations practices, positive media relations, and foster relationships with community partners and stakeholders. Omnitrans will increase revenue primarily through promotion of prepaid fares with a focus on expanding mobile fare sales. Grant funding opportunities will be sought out to support enhancing amenities and expanding service.

In an effort to maintain low administrative costs for the Agency, expenses for public relations, advertising, promotion, outreach, and printing will remain at prior year budget levels.



## **MARKETING PLAN 2018-19**

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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 approximately 176 buses, 106 cutaway vehicles, 684 direct employees and 230 contracted employees.

**Fixed Route:** As of May 2018, 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 37,000 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, 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.

### 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.

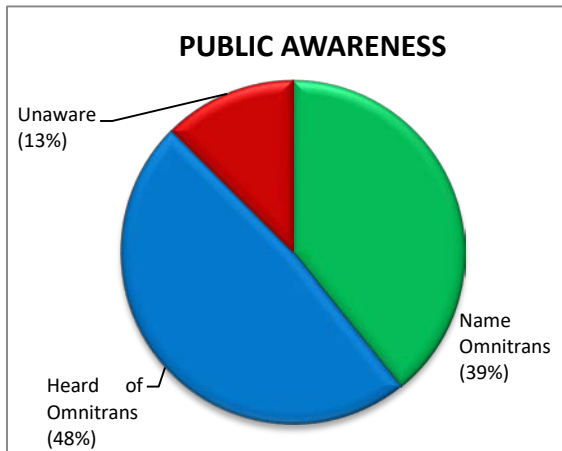
**Population:** The San Bernardino Valley is gaining population, but at a slower pace than a decade ago. According to the most recent U. S. Census data (July 2016), San Bernardino County had an estimated 2,140,096 residents, up 5.2% from 2010. In comparison, the Omnitrans service area is home to approximately 1.5 million people. Continued population growth is projected over the next 10 to 15 years, particularly in the western portion of the service area.

**Employment:** Ten years after the Great Recession, unemployment rates have dropped to pre-recession levels. The San Bernardino County rate was 3.9% in December 2017, down from 5.0% in December 2016 and well below the 13.5% high water mark seen in 2010. In comparison, the December 2017 rate for California was 4.2%, and the national average was 4.1%. 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 2025.



## Public Awareness

Overall awareness of Omnitrans among the general public surveyed in the 2017 Inland Empire Annual Survey was 88%, down from 92% in the prior year's survey. When asked if they could name their local public transit service, 39% answered "Omnitrans." Those who could not name Omnitrans outright were then asked if they had heard of Omnitrans. With this prompting, 48% answered affirmatively while 13% indicated no awareness of Omnitrans. See graph at left.

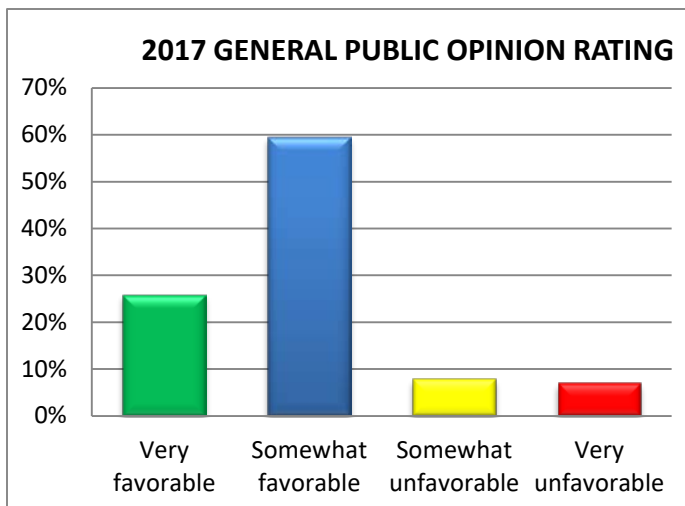


This high awareness level is an indication that Omnitrans is successful at promoting and building the Agency brand through effective marketing efforts. Strong public awareness is desirable

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

## Public Opinion

Beyond overall awareness, the vast majority of the public views Omnitrans in a positive light. The 2017 Inland Empire Annual Survey showed that 85% of people rated the Agency favorably even if they did not use our services. Of the 15% who responded unfavorably, the top reason they gave



for this perception was that travel time by bus took too long. Survey participants also were asked if their opinion of Omnitrans had changed in the past year. While most (76%) said their perception of Omnitrans had not changed, 18% said their perception improved while only 6% said their perception declined.

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

were 1) more frequent bus service, 2) neighborhood routes, and 3) express service. Top amenities enhancements were 1) nicer bus stops, 2) free Wi-Fi, and 3) ability to pay by phone. The overall top choice was more frequent service at 37%.



## MARKET TRENDS

### Customer Satisfaction

Omnitrans earns high marks from customers. In a 2017 onboard rider survey, 85% of fixed route riders gave Omnitrans a positive rating, as the chart below illustrates. This was higher than an 81% positive rating from a similar survey done in 2011. Additionally, 85% gave sbX service a positive rating. In terms of safety at bus stops, 82% of riders provided a good or better rating.

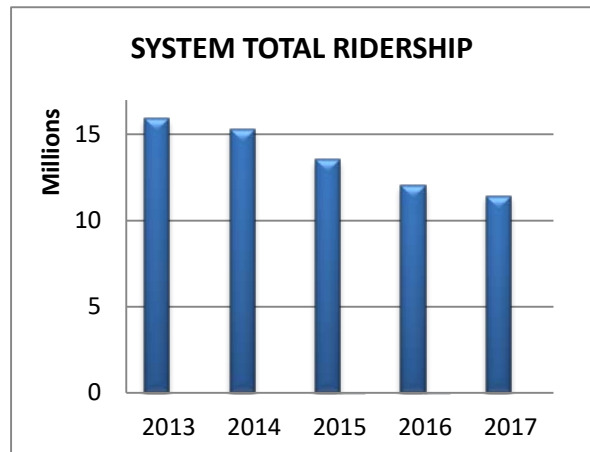


Results of an annual online customer poll of revealed similar results, at 86% positive. In this survey conducted by the American Bus Benchmarking Group, Omnitrans earned the highest customer satisfaction rating among 18 peer agencies of similar size from across the nation.

In a 2017 survey of Access customers, 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 ago, 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 2017, ridership on all Omnitrans services totaled 11,436,432 trips, which is a 5.0% 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 the two prior years, however. In the first two months of 2018, Omnitrans posted ridership gains over the prior year. The primary causes of the decline include lower fuel costs, increased teleworking and online education, higher car ownership and the rise of alternatives such as Uber and Lyft. Transit agencies across California have experienced a similar trend; 23 peer agencies in the state had an average decline of 8.5% from 2015 to 2016. The chart at right displays the Omnitrans trend from 2013-2017.



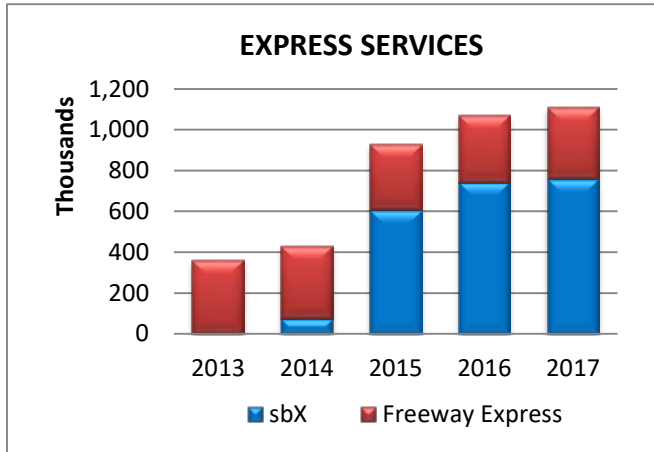
**Fixed Route:** Fixed route bus service generated 11.0 million boardings in 2017, down 5.0% from the prior year. Looking at ridership by fare category, nearly half of riders (47.6%) were full fare



## MARKETING PLAN 2018-19

customers while nearly a third (32.1%) 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 12.8% of ridership. The remainder was attributed to free rides, transfers and miscellaneous categories.

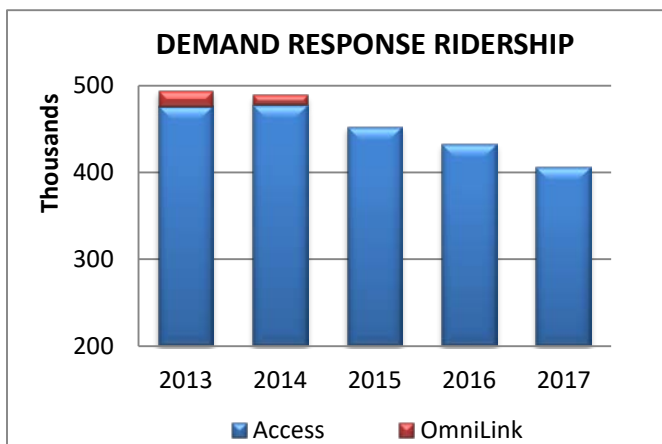
Omnitrans implemented a discounted fare category for U.S. military veterans in January 2015. Ridership in this category has grown in each year since, including a jump of 6.4% in 2017. Another growth category for Omnitrans was customers using a Metrolink transfer which increased 7.5% in 2017 compared to the prior year.



**Express Services:** While overall fixed route ridership has declined, activity on the sbX bus rapid transit line and freeway express routes continued to rise in 2017, as the graph at left illustrates. sbX green line ridership increased by 2.1%, carrying 757,870 passengers. Freeway express ridership on Routes 215, 290 and 208 combined increased 7.1% year over year. This was led by growth on Route 290, a freeway express route that travels the I-10 freeway between Montclair and San Bernardino. Success with freeway express service led to further

expansion in May 2017 with Route 208. This route travels the I-10 freeway connecting Yucaipa and Redlands to the San Bernardino Transit Center.

**Demand Response:** Ridership on Access service in calendar year 2017 was 406,474, a drop of 4.3% vs. 2016. Omnitrans has successfully managed to reduce Access ridership due in part to a new eligibility process featuring in-person interviews implemented in September 2015. This



generated a cost reduction in Omnitrans’ most expensive per passenger service. The five-year demand response ridership trend is shown at left.

Note: In September 2014, OmniLink general public dial-a-ride service in Chino Hills and Yucaipa ended. This came following years of steady ridership declines and after OmniGo community shuttle routes were implemented in 2010 to more efficiently serve these primarily low-density residential communities.

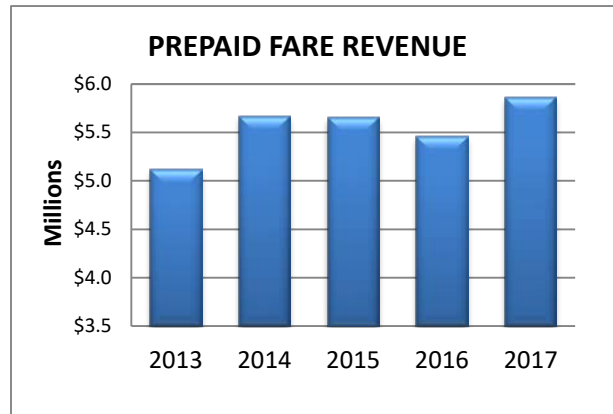


## MARKETING PLAN 2018-19

### Revenue

**Pass Sales:** Revenue from pass sales grew by 7.3% in 2017 compared to 2016. This was primarily driven by increased revenue from online sales, the introduction of mobile fares and rate increases in the GoSmart program. Total prepaid fare revenue surpassed \$5.8 million from all sources including retail outlets, the San Bernardino Transit Center, online store, mobile fares, GoSmart, and ticket vending machines.

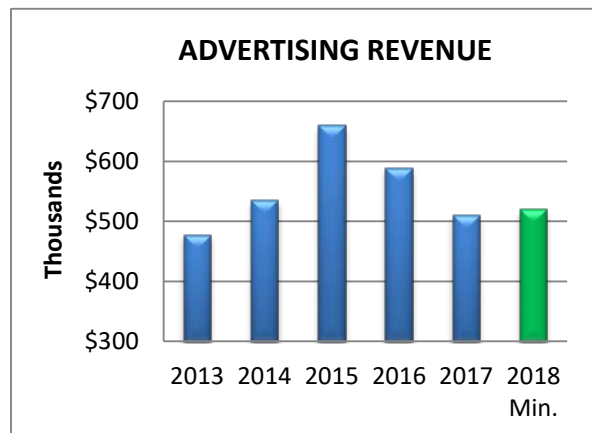
Use of prepaid fare media minimizes on board cash payments which require more boarding time and thus add to travel time. Additionally, cash generates administrative costs related to money processing and transport. In 2017, cash transactions on board accounted for only 29.1% of all trips, down slightly from 29.5% in 2016.



**Mobile Fares:** Omnitrans began offering mobile fares via the Token Transit app in mid-August 2017. In just over four months, this pay-by-phone option generated \$180,623 in revenue. By December 2017, mobile fares were attributed to 5.6% of all boardings. A survey of mobile fare customers showed that 60% of users previously paid with cash on board. Most indicated 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 is similar to Omnitrans' overall rider demographics.

**GoSmart:** This is a negotiated rate program paid by student fees and/or administrative contributions by partner schools or employers. Students and employees use photo IDs for fare payment. Partners in 2017 were California State University San Bernardino, Chaffey College, Crafton Hills College, San Bernardino Valley College, Art Institute of California—Inland Empire, Loma Linda University Health Systems, San Bernardino County Superintendent of Schools, ASA Charter School and Destination Diploma. Combined, these programs generated \$836,704 in 2017. Following successful student referendums at Chaffey, Crafton Hills and San Bernardino Valley Colleges in spring 2017, Omnitrans implemented rate increases for the three community colleges beginning in August 2017.

**Advertising:** Marketing manages contracts for advertising on Agency assets, including ads on buses and at bus shelters and 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 \$510,067 in 2017, down 13% from 2016. The five-year trend is shown at right. Also shown is the guaranteed minimum amount for 2018, which is the result of negotiations on a new multi-year contract effective in 2018.





### MARKETING METHODS

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 2017 focused on sbX, freeway express routes, summer youth fare, mobile fares and improved service to Ontario International Airport.

**Outreach:** In 2017, Omnitrans participated in 83 community outreach events, which equaled 2016. An estimated 20,000 people were reached. Event types range from senior citizen resource fairs, to community festivals, to travel training, to back-to-school events. As part of the 2019-25 Short Range Transit Plan development, staff engaged with customers to get input on service improvements at transit centers and public hearings to generate over 1,100 comments.

**Partnerships:** The Agency has fostered numerous community partnerships which help increase brand awareness and position Omnitrans as a valued community resource. This includes sponsorship with local minor league baseball, soccer, and hockey teams. Other key partnerships in 2017: National Orange Show Citrus Fair, Ontario International Airport, Caltrans bike-to-work event, Inland Empire Biking Alliance, GoSmart colleges, Art Institute and San Bernardino County Arts Commission on SBTC sidewalk chalk art contest and the Amazon tripper service.

**Media Relations:** In an effort to generate positive publicity for the Agency, 18 news releases went out in 2017. Omnitrans received over 114 mentions in local and trade media in 2017 with overwhelmingly positive coverage at 74%. Top stories revolved around future Arrow rail service, new Director of Rail, mobile fares, service to ONT airport, chalk art contest at SBTC, new CNG fueling station, new Deputy General Manager, and Metrolink's connection at SBTC.

**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 the larger community. 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](http://www.omnitrans.org)), a mobile app, an online store and a robust social media presence. In 2017 the number of followers for each social media platform increased over the prior year: Facebook +10%, Twitter +12%, Instagram +47%. Blog views totaled 77,752 and YouTube views totaled 12,125. The website averaged 41,758 visitors per month. The mobile app has been downloaded nearly 70,000 times to date. Online store sales totaled \$471,378, up 3.4% from 2016.



## 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
<b>INTERNAL</b>	<b>STRENGTHS</b> <b>Service quality</b> <ul style="list-style-type: none"> <li>High customer satisfaction</li> <li>High on-time performance</li> </ul> <b>System features</b> <ul style="list-style-type: none"> <li>Family of services (BRT, freeway, local, shuttle, Access, STS programs)</li> <li>Fleet: Wheelchair accessible, bike racks, clean fuel, WiFi on express/sbX, USB ports</li> <li>Stop amenities: Transit centers, shelters/benches/lighting, park &amp; ride lots</li> </ul> <b>Economical service</b> <ul style="list-style-type: none"> <li>Multi-day passes, GoSmart program</li> <li>Discounts for Veteran, Youth, Senior, Disabled, Medicare categories</li> <li>Mobile fare option</li> </ul> <b>Customer communication</b> <ul style="list-style-type: none"> <li>Multilingual (LEP)</li> <li>Schedules, newsletters, on board audio</li> <li>Community outreach, travel training</li> <li>Website, mobile app, social media</li> <li>NexTrip real time arrival info</li> <li>Call center, SBTC customer service</li> </ul> <b>New service</b> <ul style="list-style-type: none"> <li>sbX expansion to Saturdays</li> </ul>	<b>WEAKNESSES</b> <b>Constrained budget and service levels</b> <ul style="list-style-type: none"> <li>Flat funding allocation</li> <li>No overall service level increases</li> <li>Limited span, especially on weekends</li> <li>Productivity vs. coverage demands</li> </ul> <b>Travel time</b> <ul style="list-style-type: none"> <li>Slower than auto travel</li> <li>Service frequency mostly 30 – 60 min.</li> </ul> <b>Declining ridership</b> <ul style="list-style-type: none"> <li>Regional and national trend continues</li> <li>Falling fare box revenue</li> </ul> <b>Public agency environment</b> <ul style="list-style-type: none"> <li>Lack of flexibility, slow reaction time</li> <li>Funding mechanisms</li> <li>Procurement cycles</li> </ul>
<b>EXTERNAL</b>	<b>OPPORTUNITIES</b> <b>Service area development</b> <ul style="list-style-type: none"> <li>Multimodal, TOD interest at Cities, SBTC</li> <li>Growing population, urbanization, congestion</li> <li>Active transportation projects</li> <li>Improving local economy, employment</li> </ul> <b>Community Partnerships</b> <ul style="list-style-type: none"> <li>Students/youth, GoSmart</li> <li>Veterans, senior and disabled</li> <li>Employers (Amazon, etc.)</li> <li>Spanish/Hispanic</li> </ul> <b>Multimodal planning/future modes</b> <ul style="list-style-type: none"> <li>Recent new regional connections at SBTC</li> <li>Future Arrow Rail</li> <li>West Valley Connector</li> <li>Microtransit, last mile partnerships</li> </ul> <b>New revenue/funding opportunities</b> <ul style="list-style-type: none"> <li>Potential grants: Article 3, Cap and Trade</li> <li>New advertising contract</li> </ul>	<b>THREATS</b> <b>Car culture</b> <ul style="list-style-type: none"> <li>High auto ownership</li> <li>Free parking</li> <li>Low market share for transit</li> <li>Few “choice” riders</li> <li>Stable gasoline prices</li> </ul> <b>Changing Demographics</b> <ul style="list-style-type: none"> <li>Declining immigration rate</li> <li>Low unemployment</li> <li>Job losses in core areas, growth in outlying areas</li> <li>Online work, school, shopping</li> </ul> <b>Lack of transit-friendly infrastructure</b> <ul style="list-style-type: none"> <li>Gaps in pedestrian access/bicycle infrastructure</li> <li>Suburban sprawl</li> </ul> <b>Perception of safety/security</b> <ul style="list-style-type: none"> <li>Waiting at bus stops</li> <li>Graffiti and vandalism</li> <li>Homeless population impacts</li> </ul>



## 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 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 rider survey, 21% were Spanish speakers and one-third of those indicated they speak English less than "very well." Thus 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. The veteran discount fare, implemented in January 2015, increases our opportunities to partner with local Veterans organizations to promote Omnitrans services.
- **Commuters:** Commuters represent the best potential for daily transit trips. In a 2017 survey, 35% of non-riders expressed interest taking transit in the future. Omnitrans works to attract commuters through large employers and by promoting premium services such as sbX and freeway express routes which are more time competitive with the automobile. Most commuters in our service area have access to a personal automobile.

### ACCESS

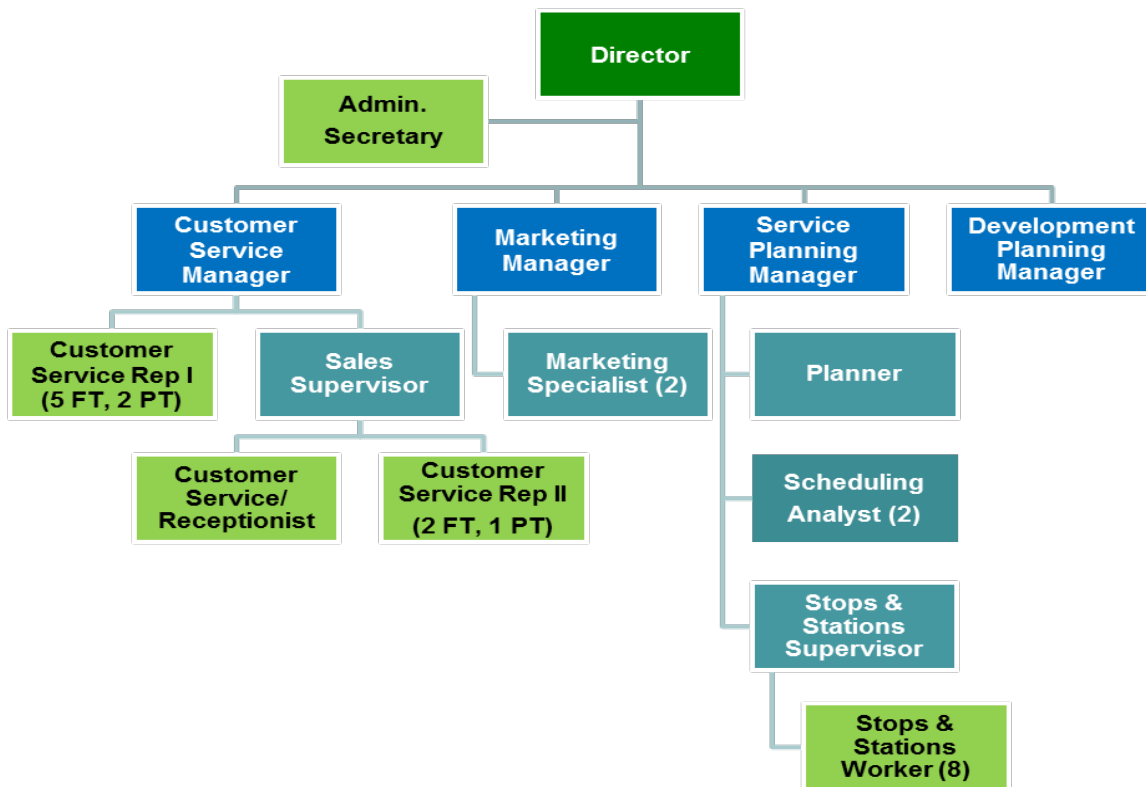
Access provides transportation service mandated by the Americans with Disabilities Act (ADA) for people unable to independently use the fixed route bus service for all or some trips.

**Target Market:** People with physical or cognitive disabilities. Omnitrans Marketing & Planning 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

At Omnitrans, marketing, public relations, planning and customer service functions fall within the Marketing & Planning Department. The marketing and planning functions work together to identify customer and community transportation needs in order to develop and enhance service offerings then effectively communicate these to the public. The organization chart below shows all positions in the department. The customer service section has 13 positions including 10 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. The planning group works to improve service for customers, with the service planning section focusing on route design and scheduling, and the development planning section focusing on improvements to bus stops and transit centers that help provide a good first impression of Omnitrans to the public. The service planning section handles public outreach related to service and fare changes and system development. The stops and stations team provides amenities like shelters, benches, lighting, and informational signage at the bus stops and works to keep the bus stops and the San Bernardino Transit Center clean and safe. Omnitrans utilizes an advertising agency to provide advertising and design services including creative development, graphic design, media buying and webmaster responsibilities. The department director 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 2017-18 with comparisons to Fiscal Year 2016-17 targets and year-to-date results through February.

### 1. RETAIN EXISTING AND ATTRACT NEW RIDERS

#### System Ridership

<b>FY 2019 TARGET</b>	<b>+1.1%</b>
FY 2018 Target	<b>-6.9%</b>
FY 2018 Actual YTD	<b>-2.5%</b>

### 2. INCREASE REVENUE

#### Bus Pass Sales Revenue

<b>FY 2019 TARGET</b>	<b>+1.0%</b>
FY 2018 Target	<b>&gt;0.0%</b>
FY 2018 Actual YTD	<b>+3.5%</b>

#### Advertising Revenue

<b>FY 2019 TARGET</b>	<b>+2%</b>
FY 2018 Target	<b>+10%</b>
FY 2018 Actual YTD	<b>-13%</b>

### 3. MAINTAIN HIGH CUSTOMER SATISFACTION

#### Customer Satisfaction (favorable)

<b>FY 2019 TARGET</b>	<b>85%</b>
FY 2018 Target	<b>85%</b>
FY 2018 Actual*	<b>86%</b>

#### Call Center Efficiency (abandoned calls)

<b>FY 2019 TARGET</b>	<b>&lt;15%</b>
FY 2018 Target	<b>&lt;15%</b>
FY 2018 Actual YTD	<b>13%</b>

### 4. MAINTAIN HIGH PUBLIC AWARENESS AND POSITIVE OPINION

#### Public Awareness

<b>FY 2019 TARGET</b>	<b>90%</b>
FY 2018 Target	<b>90%</b>
FY 2018 Actual**	<b>88%</b>

#### Outreach Activities

<b>FY 2019 TARGET</b>	<b>+5%</b>
FY 2018 Target	<b>+5%</b>
FY 2018 YTD	<b>0%</b>

#### Public Opinion (favorable)

<b>FY 2019 TARGET</b>	<b>80%</b>
FY 2018 Target	<b>75%</b>
FY 2018 Actual**	<b>85%</b>

#### Media Coverage (favorable)

<b>FY 2019 TARGET</b>	<b>66%</b>
FY 2018 Target	<b>66%</b>
FY 2018 YTD	<b>78%</b>

\*Customer satisfaction rating from ABBG online rider survey, conducted in 2017.

\*\*Public awareness and public opinion data from Inland Empire Annual Survey 2017.



## MARKETING STRATEGIES

Marketing strategies and the tactics planned to implement them are the heart of the Marketing Plan. Below are the key strategies Omnitrans will employ in the 2018-2019 Fiscal Year.

### GOAL 1: RETAIN AND ATTRACT NEW RIDERS

#### **Strategy: Promote express service**

- Market new Saturday service on sbX Green Line service
- Continue to promote freeway express Routes 208, 215, 290
- Work with SBCTA on communications and outreach related to Arrow rail service

#### **Strategy: Promote local route service changes and multimodal connections**

- Generate awareness of changes to Routes 83 and 86 to better serve key destinations
- Promote regional connections including Metrolink at San Bernardino Transit Center
- Continue to market high frequency service to Ontario International Airport

#### **Strategy: Promote OmniGo services**

- Advertise service within communities served
- Partner with senior facilities and schools
- Participate in community events

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

- Implement marketing campaign for discounted single ride summer youth fare
- Maintain awareness of GoSmart program at partner schools
- Market to students through free trial and travel training programs
- Promote discounted youth bus pass options

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

- Utilize Hispanic-focused and Spanish-language advertising campaign materials
- Provide Spanish translation in printed schedules, brochures and website
- Participate in Hispanic-focused community events

#### **Strategy: Market to 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
- Conduct outreach through senior centers/groups, and social service organizations

#### **Strategy: Market to military Veterans**

- Conduct outreach through Veteran facilities and organizations
- Develop promotions specifically for Veteran market and discounted fare

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

- Develop/maintain partnerships with local Amazon facility and similar warehouse job sites.
- Utilize e-marketing and events targeting large employers
- Pitch GoSmart or pass subsidy as an option for large employers
- Develop specialized promotions directed at commuter market including travel training
- Create incentives for employers to promote transit use



## MARKETING PLAN 2018-19

### **Strategy: Utilize marketing research to guide decisions**

- Participate in annual American Bus Benchmarking Group customer service survey
- Participate in Inland Empire Annual Survey to gauge awareness and public opinion
- Conduct intercept or online customer surveys on selected topics

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

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

## **GOAL 2: INCREASE REVENUE**

### **Strategy: Promote prepaid fares**

- Increase use of mobile fares through distributors and discount on purchase of 10 single rides and free ride offers to new mobile customers
- Promote pass sales at San Bernardino Transit Center including sales for other transit agencies
- Promote online store, ticket vending machine, and retail outlet bus pass sales
- Educate customers on fare media values through marketing materials

### **Strategy: Increase advertising revenue**

- Manage new advertising revenue contract to ensure vendor maximizes sales potential

### **Strategy: Leverage San Bernardino Transit Center**

- Explore development opportunities on Omnitrans-owned property at San Bernardino Transit Center at E Street and Rialto Avenue in San Bernardino in partnership with City efforts

### **Strategy: Seek grant funding opportunities**

- Partner with other agencies to pursue available grant funding opportunities to expand transit service and amenities for passengers

## **GOAL 3: MAINTAIN HIGH CUSTOMER SATISFACTION**

### **Strategy: Improve customer communications**

- Maintain mobile-friendly Agency website, [www.omnitrans.org](http://www.omnitrans.org), and mobile app
- Expand and enhance social media, and e-marketing communications
- Maintain call center efficiency to maximize calls answered
- Utilize on board audio announcements to inform and educate customers
- Provide vital communications for Limited English Proficiency (LEP) populations
- Utilize bus book, brochures, newsletters, posters and bus cards to inform customers



## MARKETING PLAN 2018-19

### **Strategy: Enhance passenger amenities**

- Ensure cleanliness and safety of bus stops, sbX stations, and San Bernardino Transit Center
- Implement Adopt-a-Stop pilot program to supplement staff efforts
- Maintain current passenger information at stops, shelters and transit centers
- Install premium bus shelters with real time arrival information at key locations
- Upgrade bus stop amenities with new benches, trash cans, and solar lighting
- Leverage available grant funds and partnerships with other agencies to improve sidewalk access and accessible pathways to bus stops throughout service area.
- Expand bicycle carrying capacity on buses with acquisition of 3-position bike racks

### **Strategy: Implement customer education campaigns**

- Utilize recurring campaign to promote system safety and security
- Provide how-to materials on system features such as mobile fares, bike racks, Wi-Fi, wheelchair securements, NexTrip bus arrival information system
- Create messages and materials to promote positive customer behavior

### **Strategy: Promote a culture of customer service excellence at Omnitrans**

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

## **GOAL 4: MAINTAIN HIGH PUBLIC AWARENESS, POSITIVE OPINION**

### **Strategy: Expand community outreach and partnerships**

- Hold public events at San Bernardino Transit Center to promote multimodal connections
- Expand participation in and sponsorship of community events
- Continue partnerships with local minor league sports teams
- Utilize travel training bus and video in outreach to target groups
- Utilize Agency mascot and vintage bus at community events

### **Strategy: Effective public relations practices**

- Deliver key messages to target groups including stakeholders and general public
- Produce positive news releases and related coverage each month
- Respond to media inquiries in a timely and professional manner
- Provide media communication training for key staff

### **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 VetLink, American Lung Association, Veterans Affairs, cities, chambers, school districts, etc.
- Presentations at city councils, local service and business organizations, etc. as requested
- Promote transit through participation in national or regional events such as Earth Day, Bike to Work Week, Rideshare Week, etc.





# MARKETING PLAN

**Wendy Williams**  
**Director of Marketing & Planning**  
**May 2, 2018**



- **Market Analysis – Survey Data**

- **Public Awareness**

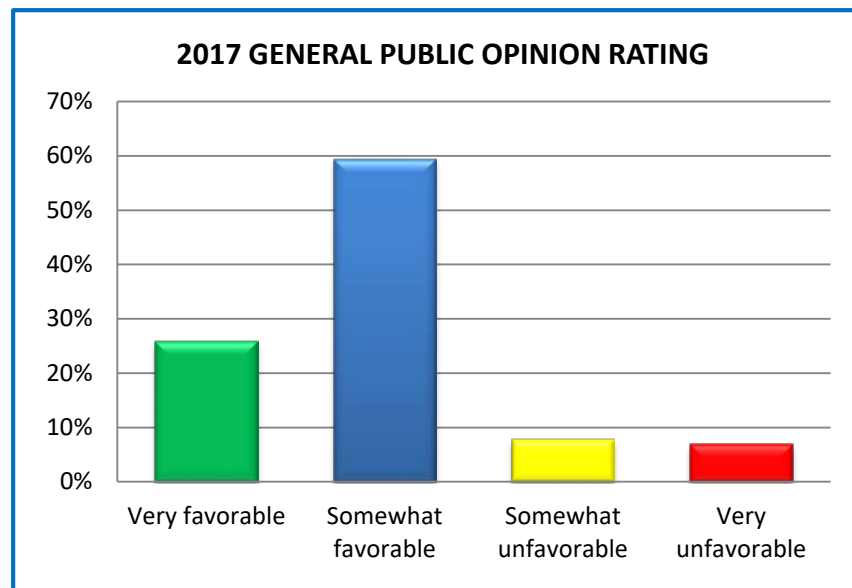
- **88% recognize Omnitrans brand**

- **Public Opinion**

- **85% positive**

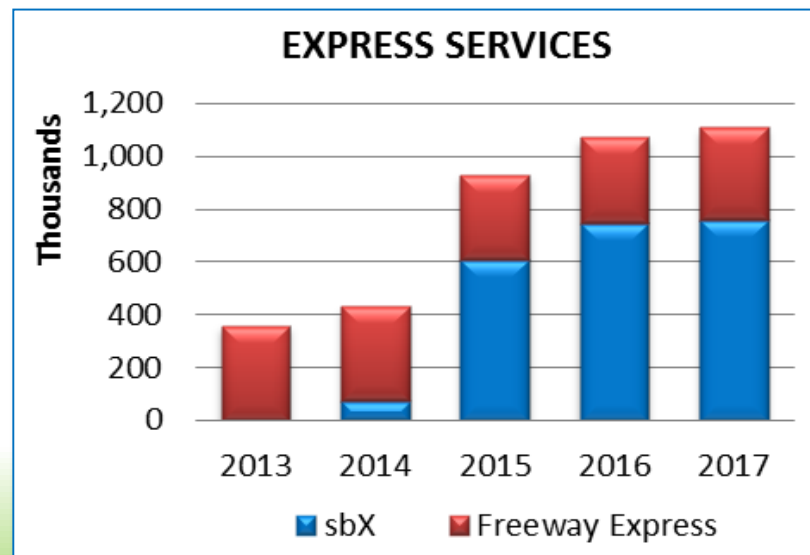
- **Customer Satisfaction**

- **86% positive**



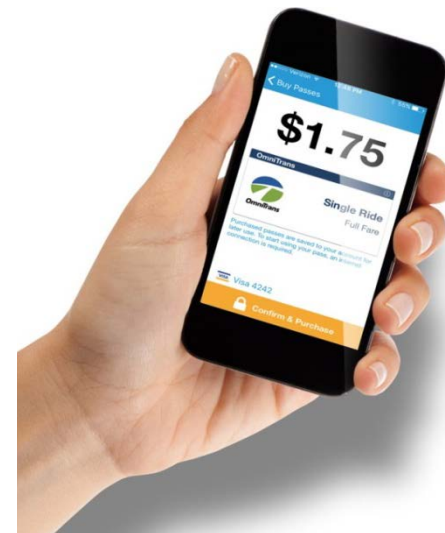


- **Market Analysis - KPIs**
  - **Ridership: -2.5% YTD (Feb. 2018)**
    - **Freeway Express +7.1%**
    - **sbX +2.1%**





- **Market Analysis - KPIs**
  - **Revenue**
    - **Pass Sales: +7.3%**
      - **Go Smart Increases**
      - **Mobile Fares**
    - **Advertising: -13%**
      - **New Contract +2%**





## RIDERSHIP: GOAL +1.1%

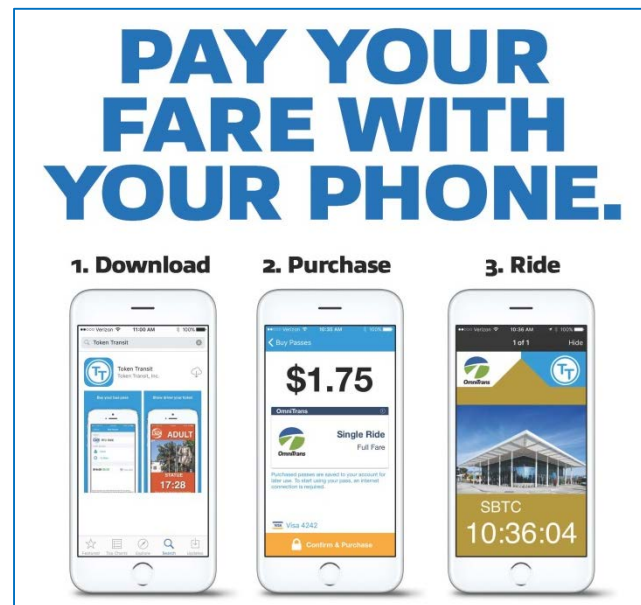
- Express Services
  - **sbX Saturdays**
- Route 83, 86 changes
- Multimodal Connections
- Students
  - **Summer Youth Fare**
  - **Go Smart**
- Commuters
  - **Amazon, etc.**





## REVENUE:

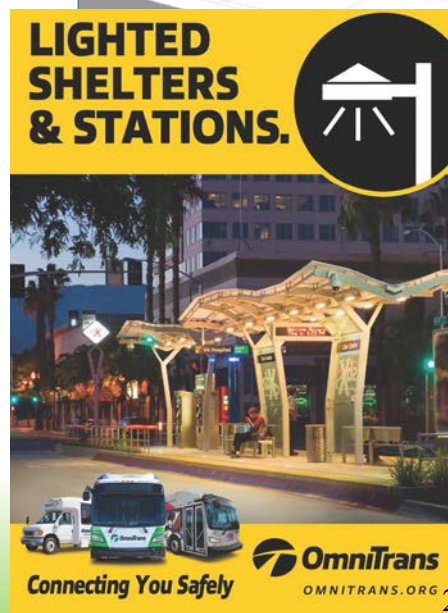
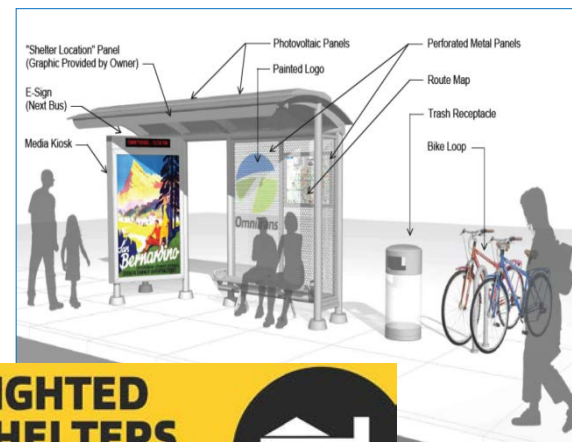
- **Pass Sales Goal +1%**
  - **Mobile Fares**
- **Advertising Goal +2%**
- **SBTC Future TOD**
- **Grants**
  - **Amenities**
  - **Service**





## CUSTOMER SATISFACTION: GOAL 85%

- Customer Communications
- Passenger Amenities
  - Premium Shelters
  - Adopt A Stop
- Passenger Education
  - Safety/Security, How-to
- Customer Service Culture





## AWARENESS (90%) & PUBLIC OPINION (80%)

- Outreach and Partnerships
- Public Relations Efforts
- Community Stakeholders





# THANK YOU



ITEM #       F7      

**DATE:** May 2, 2018

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

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

**FROM:** Marjorie Ewing, Director of Human Resources Safety & Regulatory Compliance

**SUBJECT: SALARY RANGES – PERSONNEL POLICY #402  
MANAGEMENT CONFIDENTIAL CLASSIFICATIONS & STRUCTURE  
REORGANIZATION**

**FORM MOTION**

Recommend to the Board of Directors, the adoption of revisions to Personnel Policy 402 – Salary Ranges, Management Confidential Classifications for non-represented employees with an effective date of May 2, 2018.

1. New Positions

- a. Add one (1) new position - Systems Specialist, IT Department, Level V. This additional position was approved by the Board of Directors at the November, 2017 meeting.
- b. Reinstate one (1) position - Director of Safety, Security and Regulatory Compliance. This position has been approved by the Board of Directors however, is not funded in current fiscal year budget.

2. Salary Ranges

- a. Make a 3 percent market adjustment to the salary ranges.
- b. Delete the language relative to compa ratio (page 3) for all levels.
- c. Add language that allows for merit increases to be paid in a lump sum payment to employees who are at the top of the salary range.
- d. Add language that allows the Chief Executive Officer to provide Special Merit payments to employees who perform assignments above and beyond their routine duties.

3. Changes to Organizational Structure

- a. Move One (1) Operations Applications Specialist from Operations Department to the IT Department;
- b. Move One (1) Capital Services Manager from the Human Resources, Security and Regulatory Compliance Department to the Maintenance Department;
- c. Effective with the new fiscal year, move seven (7) Operations Training Staff from Operations Department to the to the new Safety, Security and Regulatory Compliance Department;



- d. Effective with the new fiscal year, move one (1) Safety, Security and Regulatory Compliance Manager, one (1) Environmental and Occupational Health and Safety Specialist, one (1) Safety and Regulatory Compliance Specialist, and one (1) Security and Emergency Preparedness Coordinator to the Safety, Security and Regulatory Compliance Department.

*This item was reviewed by the Administrative & Finance Committee at its April 12, 2018 meeting, and recommended to the Board of Directors for approval.*

## **BACKGROUND**

Omnitrans Personnel Policy 402 – Salary Ranges, Management Confidential Classifications, is generally updated every two years. It was last updated in November 1, 2017 for title changes only. In preparation for the new fiscal year, staff conducted a classification study and organizational review. As part of this process, there are a number of items to address that require approval from the Board of Directors.

### **Background for Motion 1**

There are two recommendations as part of the first motion, one is to add one (1) new position, System Specialist, IT Department, Level V. This position was approved by the Board of Directors at the November 2017 meeting.

The second recommendation is to reinstate the Director of Safety, Security and Regulatory Compliance, Level II. In evaluating the Agency needs in the future, and in consideration of best practices within the industry, it is recommended that the Director of Safety, Security and Regulatory Compliance be reinstated. This position had previously been approved by the Board of Directors, however is not funded in the current fiscal year budget. As part of a cost saving measure in FY2015, this position was eliminated and combined with the Director of Human Resources position. The pending retirement of the Director of Human Resources Director will make it necessary to recruit for a new Director of Human Resources. It is desired to bifurcate the previously combined functions and reinstate the Director of Safety, Security and Regulatory Compliance. It is best practice in the industry to elevate the safety and security function to a direct reporting relationship to the Chief Executive Officer. This proposed change aligns the organization with this best practice and also positions the organization to assume the operational oversight of the Arrow Rail Service.

### **Background for Motion 2**

The salary ranges are evaluated and adjusted every two years. After completion of a compensation study, it is recommended that salary ranges be adjusted by 3 percent to stay within a competitive market range. In addition, it has been customary practice for Omnitrans to adjust the placement of each employee within the new salary range (compa ratio). With the 3 percent range adjustment and in evaluating salary levels, it was determined that salary levels for non-represented employees will be with 0.2% below the market. Therefore, it is recommended the compa ratio language be removed at this time; this will result in a cost avoidance of approximately \$296,036.65 in FY2019.



Additional language is proposed in the policy that will allow lump sum merit payments to be made to employees who are at the top of the salary range, and language that will give the Chief Executive Officer authority to make “Special Merit” payments, up to 3 percent of salary, to employees who perform special projects, or work above and beyond their routine duties. (Attachment A)

### Background for Motion 3

The proposed changes in organizational structure support the changes outlined above. Moving the IT Specialist from the Operations Department to the IT Department will allow this resource to be leveraged for additional organizational needs and future succession opportunities. The Capital Services Manager is currently engaged in capital projects related to Omnitrans facilities and services. Moving this position to the Maintenance Department, reporting to the Director of Maintenance, will also allow this resource to be leveraged to assist in meeting the vast facility maintenance needs and requirements. As part of the reinstatement of the Director of Safety, Security and Regulatory Compliance, it is desired to move Operations Training and Safety to the Safety Department and the four (4) Safety positions that are currently in the Human Resources Department will also be moved to the Safety Department. This will consolidate all of the Agency safety functions under one Director position.

A contract agreement between Capital Partnerships, Inc., and Omnitrans was created in September 2013, to conduct a structural assessment and comparison of Omnitrans to mid-sized transit agencies using the same modes. The structural assessment was to analyze the current senior management organization structure, functions, and reporting relationships. An analysis of other mid-sized transit agencies nationwide was also conducted. The final report provided recommendations and alternatives to organizational structure. This report was presented to the Executive Board in January 2014. The recommendations outlined in this report are consistent with those recommended, under a constrained service plan, and include industry best practices. Organizational charts to reflect the proposed changes are included as Attachment B.

### **FUNDING SOURCE**

Motion 1: New positions - Increased cost for the Director Position for FY18 is \$27,006.97(May and June)

Motion 2: Salary Ranges - There is a cost avoidance of \$296,036.65 for FY19.

Motion 3: Reorganization – no cost this fiscal year.

*Note: Overall impact of Policy 402 on the budget for FY18 is \$27,006.97*

Department: All

Account: Salaries and Benefits

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




## **CONCLUSION**

Approving the proposed recommendations outlined in this agenda item will allow resources to be leveraged for additional organizational needs and are consistent with those under a constrained service plan, and include industry best practices.

PSG:ME

Attachments:     A: Policy 402  
                       B: Organization Chart  
                       C: Power Point Presentation



 <b>PERSONNEL POLICY MANUAL</b>	POLICY <b>402</b> PAGE   1 OF 3
SUBJECT  <b>Salary Ranges Management Confidential Classifications</b>	APPROVED BY OMNITRANS BOARD OF DIRECTORS  DATE: November 1, 2017- May 2, 2018

### 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/GM may increase the range to accommodate salary in lieu of providing an agency vehicle when necessary.

Classification	Minimum	Mid-Point	Maximum
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Level I (reserved for future consideration)

<u>Level II</u>	8,314	10,323	12,332
	8,563	10,632	12,702

Director of Finance

Director of HR ~~SRC~~ pending approval

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 and Regulatory Compliance pending approval

Director of Special Transportation Services

<u>Level III</u>	6,791	8,414	10,037
Accounting Manager	6,995	8,666	10,338

Contracts Manager

Database Manager

Development Planning Manager

Employee Relations Manager

Facility Manager

Maintenance Manager

Safety & Security Regulatory Compliance Manager

Service Planning Manager





## PERSONNEL POLICY MANUAL

POLICY 402 PAGE 2 OF 3

### SUBJECT

### Salary Ranges Management Confidential Classifications

APPROVED BY OMNITRANS  
BOARD OF DIRECTORS

DATE: November 1, 2017 May 2, 2018

Transportation Manager  
Treasury Manager  
Rail Compliance Officer

<u>Level IV</u>	6,245	7,359	8,475
Capital Projects Services Manager	6,432	7,580	8,729
Materials Manager			
Network Administrator			
Senior Contract Administrator			
Special Transportation Services Manager			
System Coordinator			
Technical Services Manager			

<u>Level V</u>	5,419	6,544	7,539
Application Developer	5,581	6,740	7,765
Application Specialist			
Sr. Executive Assistant to the CEO/GM			
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 – Special Transportation Services			
Marketing Manager			
Network Technician			
Programs Administrator – Special Transportation Services			
Purchased Transportation Administrator			
Safety & Regulatory Compliance Specialist			
Senior Financial Analyst			
Shift Supervisor			
Systems Engineer			
Systems Specialist pending approval			
Web Designer			

<u>Level VI</u>	4,773	5,719	6,665
Accountant	4,916	5,890	6,865
Executive Staff Assistant			
Field Supervisor			
Fleet Safety & Training Instructor			
Human Resources Analyst			
Human Resources Specialist			





## PERSONNEL POLICY MANUAL

POLICY 402 PAGE 3 OF 3

### SUBJECT

### Salary Ranges Management Confidential Classifications

APPROVED BY OMNITRANS  
BOARD OF DIRECTORS

DATE: November 1, 2017 May 2, 2018

Scheduling Analyst  
Sales Supervisor  
Stops and Stations Supervisor  
Transit Technical Trainer

<u>Level VII</u>	4,356	5,221	6,086
Contract Review Analyst	4,487	5,378	6,268
Department Senior Secretary			
Dispatcher			
Marketing Specialist			
Planner I			

<u>Level VIII</u>	3,800	4,426	5,053
Administrative Secretary	3,914	4,559	5,204
Client Relations Coordinator – Special Transportation Services			
Fleet Analyst			
Human Resources Assistant			
Paratransit Eligibility Technician			
Payroll Technician			
Travel Trainer – Special Transportation Services			
Warranty Coordinator			

<u>Level IX</u>	3,130	3,657	4,183
Human Resources Clerk	3,224	3,767	4,308
Administrative Assistant – Special Transportation Services			
Class B Technician – Special Transportation Services			

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

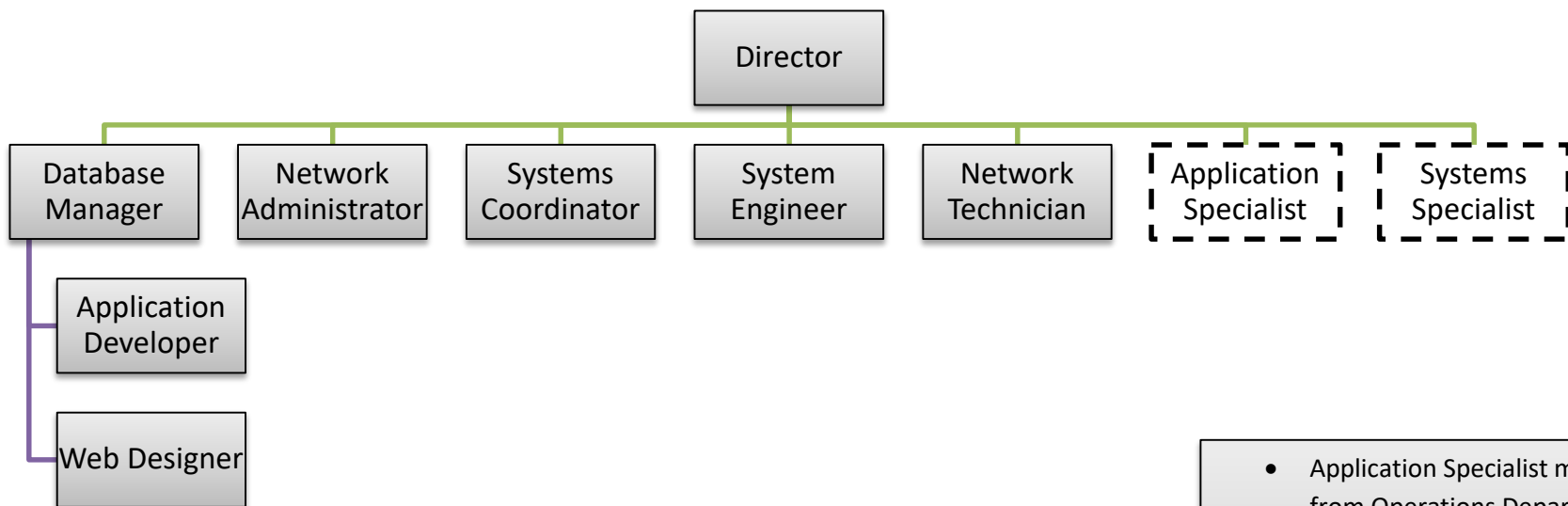
Performance merit increases for employees who reach the maximum of their pay range will be treated as follows:

- 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.



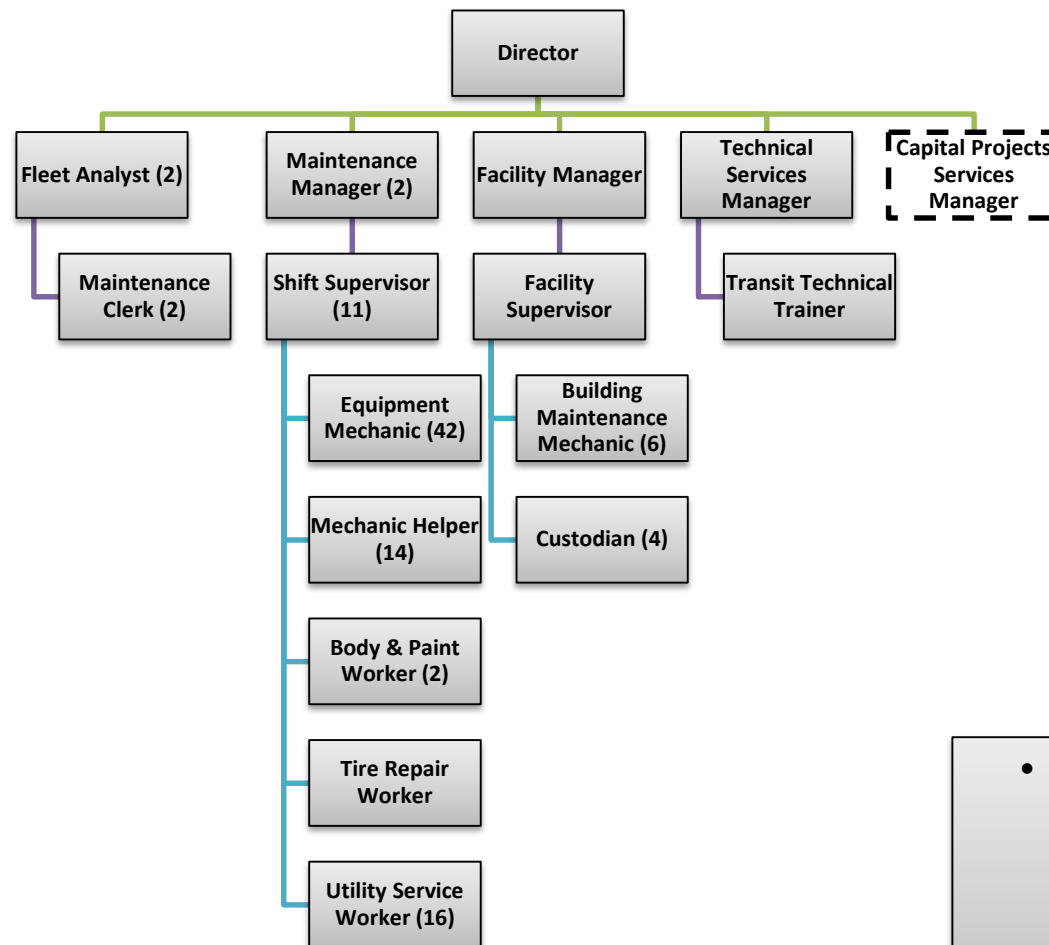
## Information Technology Department FY18/19



- Application Specialist moved from Operations Department to IT Department.
- Systems Specialist position replaces Network Technician position approved by Board November 2017.



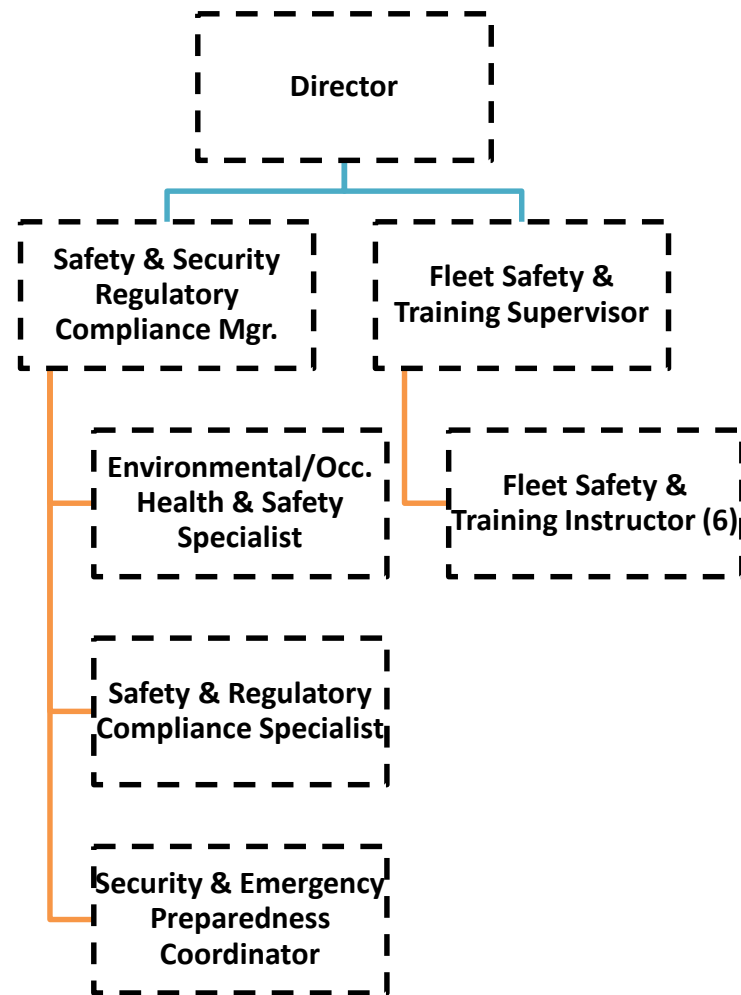
## Maintenance Department FY18/19



- Capital Projects Services Manager was moved from the HR, SRC Department to the Maintenance Department.



## Safety, Security & Regulatory Compliance Department FY18/19



- Move Seven Fleet Safety & Training Staff from Operations Department to Safety & Security Department.
- Reinstate Director of Safety & Security position.



# PERSONNEL POLICY

## 402

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### **Salary Ranges Management Confidential Employees**

**Board of Directors Meeting  
May 2, 2018**



## Background

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- Omnitrans Personnel Policy 402 – Salary Ranges, Management Confidential Classifications, is generally updated every two years.
- It was last updated in November 1, 2017 for title changes only.
- In preparation for the new fiscal year, staff conducted a classification study and organizational review.
- As part of this process, there are a number of items to address that require approval from the Board of Directors.



## Proposed Changes – New Positions

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### *New Positions*

- Add one (1) new position – Systems Specialist, IT Department, Level V
- Reinstate one (1) position – Director of Safety, Security and Regulatory Compliance



# Proposed Changes – Salary Ranges

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## *Salary Ranges*

- Make 3% market adjustment to the salary ranges
- Delete the language relative to compa ratio for all levels
  - Cost avoidance of approximately \$280,000
- Add language that allows for merit increases to be paid in a lump sum payment to employees who are at the top of the salary range
- Add language that allows the Chief Executive Officer to provide Special Merit payments to employees who perform assignments above and beyond their routine duties



# Proposed Changes – Organizational Structure

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## *Realign resources to leverage functions across the organization*

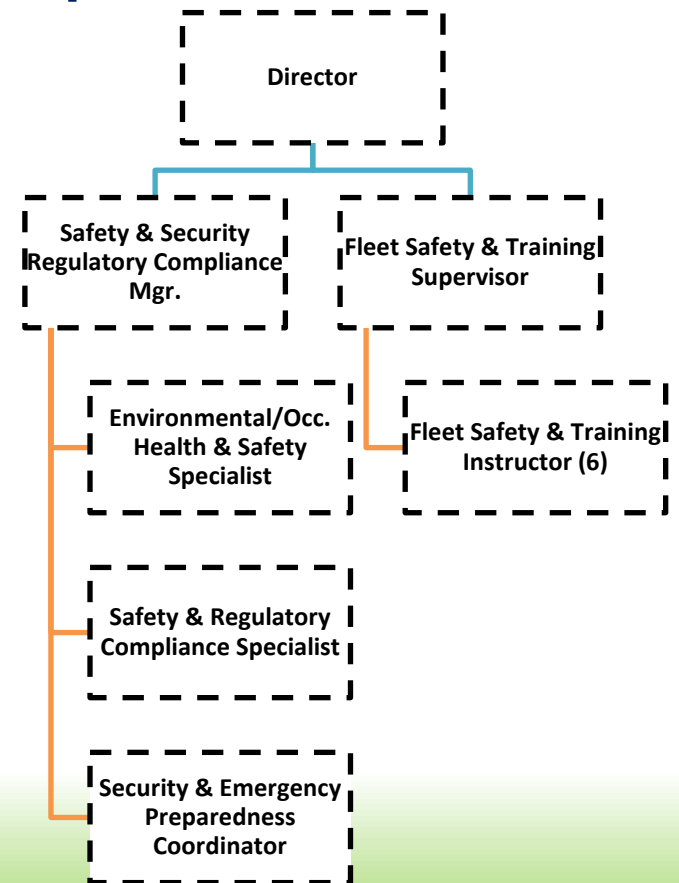
- Move one (1) Operations Applications Specialist from Operations Department to the IT Department
- Move one (1) Capital Services Manager from the Human Resources, Security and Regulatory Compliance Department to the Maintenance Department



# Proposed Safety, Security and Regulatory Compliance Department

*Effective with the new fiscal year*

- Move seven (7) Operations Training Staff from Operations Department to the to the new Safety, Security and Regulatory Compliance Department
- Move Safety, Security and Regulatory Compliance positions currently in the Human Resources Department four (4) to the new Safety, Security and Regulatory Compliance Department
- This will consolidate all of the Agency safety and regulatory compliance functions under one Director position.





# Summary of Proposed Actions

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- Motion 1 – New Positions
  - Estimated increased cost for the Director Position for FY18 of \$27,006.97 (May and June, if hired by then)
- Motion 2 – Salary Ranges
  - No additional cost to increase the ranges by 3%
  - Cost avoidance of \$296,036.65 for FY19 by removing the compa ratio
- Motion 3 – Organizational Structure Changes
  - No additional cost this fiscal year
- Impact of all Motions
  - Propose Policy 402 changes on the budget for FY18 is approximately \$27,000



**THANK YOU**



ITEM # F8

**DATE:** May 2, 2018

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

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

**FROM:** Eugenia F. Pinheiro, Interim Director of Procurement

**SUBJECT: AUTHORIZE AWARD – MNT18-74, JANITORIAL SERVICES**

**FORM MOTION**

Authorize the CEO/General Manager to award Contract MNT18-74 to Commercial Cleaning Systems, Inc. of Costa Mesa, CA, for the provision of Janitorial Services for a three (3) year base period beginning June 1, 2018 and ending May 31, 2021, and the authority to exercise two (2) single option years ending no later than May 31, 2023, in the amount of \$1,522,088, plus a ten percent contingency of \$152,209, for a total not-to-exceed amount of \$1,674,297, should all options be exercised.

**BACKGROUND**

Omnitrans requires the services of a firm to provide all equipment, labor and materials to perform janitorial services at the following locations: East Valley (EV), West Valley (WV), San Bernardino Transit Center (SBTC), San Bernardino Downtown Metrolink Station (SBDM) and the Montclair Transportation Center (MTC). Required services include monthly and quarterly floor maintenance (strip, clean, wax and power buff vinyl and tile floor surfaces), quarterly carpet cleaning and vacuuming of upholstered furniture, and semiannual cleaning of interior and exterior windows.

On February 7, 2018, Omnitrans' Board of Directors authorized release of Request for Proposals RFP-MNT18-74. Notices were published in two local newspapers of general circulation and posted on Omnitrans' online bidding system.

Five (5) proposals were received by the March 15, 2018 deadline, and all were deemed responsive and evaluated in accordance with the selection criteria included in the RFP. One firm did not advance after the technical evaluation. Scores related to pricing were then added and the four (4) highest-ranked firms were invited to submit Best and Final Offers (BAFOs).



<b>Criteria</b>	<b>Possible Points</b>	<b>Commercial Cleaning Systems, Inc. Costa Mesa, CA</b>	<b>Jan Point of Santa Fe Springs, CA</b>	<b>Priority Building Services of Brea, CA</b>	<b>Orange County Building Maintenance of Signal Hill, CA</b>	<b>Quinmar Janitorial, Inc. of Highland, CA</b>
Qualifications of Firm	30	24.00	21.75	22.88	20.25	18.38
Quality of Work	25	20.63	20.31	18.75	15.94	15.63
Staffing and Project Organization	25	20.31	16.56	18.44	16.25	14.69
<b>Technical Total</b>	<b>80</b>	<b>64.94</b>	<b>58.62</b>	<b>60.07</b>	<b>52.44</b>	<b>48.69</b>
<b>BAFO</b>	20	13.14	20.00	8.84	9.42	
<b>Final Score</b>	<b>100</b>	<b>78.08</b>	<b>78.62</b>	<b>68.91</b>	<b>61.86</b>	

Commercial Cleaning Systems reduced their original proposed price by \$25,071.48. Commercial Cleaning Systems, the incumbent, ranked highest technically and provided the best overall value. The firm's proposed pricing is within the competitive range and therefore deemed fair and reasonable. The total cost per facility is identified below:

	<b>EV</b>	<b>SBTC* (Bus)</b>	<b>SBDM (Metro)</b>	<b>WV</b>	<b>MTC</b>	<b>Total</b>
Base Year 1	\$ 22,279.40	\$ 122,140.54	\$ 14,216.44	\$ 97,068.75	\$ 10,056.30	\$ 265,761.43
Base Year 2	\$ 24,065.43	\$ 131,932.27	\$ 15,356.09	\$ 104,850.54	\$ 10,862.48	\$ 287,066.81
Base Year 3	\$ 25,839.36	\$ 141,657.48	\$ 16,488.13	\$ 112,579.39	\$ 11,663.19	\$ 308,227.55
Option 1	\$ 27,602.28	\$ 151,321.50	\$ 16,488.13	\$ 112,579.39	\$ 11,663.19	\$ 319,654.49
Option 2	\$ 28,618.44	\$ 156,893.10	\$ 18,261.46	\$ 124,687.61	\$ 12,917.60	\$ 341,378.21
Total	\$128,404.91	\$ 703,944.89	\$ 80,810.25	\$ 551,765.68	\$ 57,162.76	\$1,522,088.49

\*Pricing includes 13.5 hours of daily porter services.

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 Number           1200  
Expenditure Codes           503160

\_\_\_\_\_ 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 continue to have onsite janitorial services.

PSG:EFP:KNT



ITEM # \_\_\_\_\_ F9

**DATE:** May 2, 2018

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

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

**FROM:** Eugenia F. Pinheiro, Interim Director of Procurement

**SUBJECT: AUTHORIZE SOLE SOURCE AWARD – PURCHASE ORDER MNT18-84  
NEAR-ZERO EMISSION BUS ENGINES**

**FORM MOTION**

Authorize the CEO/General Manager to award a sole source purchase order to Cummins Inc. (Cummins) of Irvine, CA, for the purchase of sixty-six (66) Near-Zero Emission Compressed Natural Gas (CNG) powered engines in the amount of \$4,706,470, plus a five percent contingency of \$235,324 for a total not-to-exceed amount of \$4,941,794.

**BACKGROUND**

Omnitrans operates a fleet of New Flyer CNG powered buses, model years: 2009, 2011 and 2012, which are eligible for midlife overhauls. This project includes the replacement of bus engines, which are generally performed once a bus has exceeded 250,000 miles. The replacement engines have been certified by the State of California as near-zero emissions and will include a five-year or 300,000 mile extended warranty.

In 2015, Cummins submitted a new engine to the State of California for certification. The engine is an 8.9 Liter ISL-G CNG powered engine with closed crankcase ventilation and a three-way catalyst used to reduce emissions. The California Air Resources Board (CARB) has certified the engine at below 0.02 grams of nitrogen oxide (NOx) per brake horsepower-hour. The engines are also certified to reduce NOx by 90 percent and greenhouse gases by nine percent compared to the standard ISL-G CNG powered engine.

Funding has been identified to complete the midlife overhauls, including the replacement of the sixty-six (66) engines. The South Coast Air Quality Management District (SCAQMD) awarded Omnitrans a competitive grant for \$945,000 toward the midlife overhaul for sixty-three (63) engines. The grant will offset the total cost of this project. The recommended award includes three (3) engines that were not included in the original grant submission.



In accordance with Omnitrans' Procurement Policy 2010, 2.1. Procurement of supplies and services, without competition, may be authorized under limited conditions, and subject to written justification documenting the conditions which prevent competition. Noncompetitive awards may be used when the manufacturer is the sole provider of the items compatible with existing equipment/systems and when the equipment/systems are not interchangeable with similar parts and equipment from other manufacturers. Cummins is the only manufacturer and supplier of this engine.

A cost analysis was conducted and pricing is deemed fair and reasonable as the quote of \$71,310.15 per engine is \$2,763.85 per engine less than the price of \$74,074 paid by Orange County Transportation Authority in 2016.

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:

<b>FUNDING</b>	<b>GRANT</b>	<b>YEAR</b>	<b>PROJECT NAME</b>	<b>INTERNAL ORDER</b>	<b>AMOUNT</b>
Prop 1B	Prop 1B	2017	Engine Repower	A1720111B	\$3,996,794
SCAQMD	SCAQMD	2016	Engine Repower	A16MSRC4Q	\$945,000
<b>Total</b>					<b>\$4,941,794</b>

\_\_\_\_\_ 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 support initiatives that are financially and environmentally sustainable in the short and long term.

### **CONCLUSION**

By proceeding with this award, Omnitrans will have the ability to replace sixty-six (66) engines through the midlife overhaul project and reduce NOx emissions by ninety percent.

PSG:EFP:KNT