



BOARD OF DIRECTORS MEETING
WEDNESDAY, NOVEMBER 7, 2018 – 8:00 A.M.
OMNITRANS METRO FACILITY
1700 WEST 5TH STREET
SAN BERNARDINO, CA 92411

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

A. CALL TO ORDER

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

B. ANNOUNCEMENTS/PRESENTATIONS

1. Next Board Meeting: Wednesday, December 5, 2018 – 8:00 a.m.
Omnitrans Metro Facility Board Room

C. COMMUNICATIONS FROM THE PUBLIC

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

D. POSSIBLE CONFLICT OF INTEREST ISSUES

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

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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 #E17, Action on Consent Calendar.

1. Approve Board Minutes – October 3, 2018
2. Receive and File Administrative & Finance Committee Minutes – August 9, 2018 (A&F 10/11/18)
3. Receive and File Plans & Programs Committee Minutes – July 25, 2018 (P&P 10/31/18)
4. Receive and File Agency Management Report – Fiscal Year 2019 First Quarter Report - *Don Walker*
5. Receive and File Omnitrans' Equal Employment Opportunity Quarterly Report – *Misty Tshilonda*

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**BOARD OF DIRECTORS MEETING
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SAN BERNARDINO, CA 92411**

E. CONSENT CALENDAR CONTINUED

6. Receive and File Inland Empire Annual Survey Report – <i>Wendy Williams</i> (P&P 10/31/18)	31
7. Receive and File Adopt-A-Stop Pilot Program Update - <i>Anna Jaiswal</i> (P&P 10/31/18)	43
8. Receive and File Premium Shelter Program Update - <i>Anna Jaiswal</i> (P&P 10/31/18)	49
9. Adopt Resolution No. 309-18, Amending Omnitrans' Conflict of Interest Code – <i>Araceli Barajas</i>	55
10. Adopt Proposed Change to Policy 404, Advancement, Promotion and Salary Adjustments All Management Confidential Employees – <i>Suzanne Pfeiffer</i> (A&F 10/11/18)	71
11. Approve Omnitrans Draft Transit Asset Management (TAM) Policy – <i>Don Walker</i> (A&F 10/11/18)	74
12. Authorize the CEO/General Manager to Execute Funding Agreements between Omnitrans as the Consolidated Transportation Services Agency, and Five Existing Program Partners for Two Years – <i>Doug Stanley</i> (A&F 10/11/18)	80
13. Authorize Release – Request for Proposals – RFP-ITS19-24, SAP Consulting Services – Enterprise Asset Management System with Mobility Project – <i>Eugenia Pinheiro</i>	82
14. Authorize Release – Invitation for Bids – IFB-MNT19-46, Transit Bus Parts – <i>Eugenia Pinheiro</i>	84
15. Authorize Award – Contract FIN19-12, Armored Vehicle and Fare Collection Counting Services – <i>Eugenia Pinheiro</i> (A&F 10/11/18)	86
16. Authorize Award – Contract ITS19-57, sbX Public Address (PA) System Maintenance and Warranty Services – <i>Eugenia Pinheiro</i>	89
17. 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. CEO/General Manager's Report - <i>P. Scott Graham</i>	91
2. Receive and File OmniConnects Short-Range Transit Plan FY2019-2025 Status Update – <i>Jeremiah Bryant</i> (P&P 10/31/18)	93
3. Receive and File ABBG Customer Satisfaction Survey of Omnitrans – <i>Jeremiah Bryant</i> (P&P 10/31/18)	96
4. Authorize Award – Contract ITS19-03, Copier Equipment and Maintenance – <i>Eugenia Pinheiro</i>	116
5. Authorize Award – Sole Source Purchase Order - ITS19-52, Trapeze Pass-Web Software Application – <i>Eugenia Pinheiro</i>	119

G. BOARD BUSINESS

There is no Closed Session

H. REMARKS AND ANNOUNCEMENTS

I. ADJOURNMENT

ITEM # D1

DATE: November 7, 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, Contracts Manager

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

FORM MOTION

Staff hereby provides a listing of principals and subcontractors associated with action items on the agenda for the Board of Director's Meeting scheduled November 7, 2018.

Item	Contract	Principals & Agents	Subcontractors
#E15	Authorize Award Contract FIN19-12, Armored Vehicle and Fare Collection Counting Services	<i>Los Angeles Federal Armored Service, Inc. Los Angeles, CA Anthony Ash Senior Vice President</i>	N/A
#E16	Authorize Award Contract ITS19-57, sbX Public Address (PA) System Maintenance and Warranty Services	<i>Ford Audio-Video Systems, Inc. Oklahoma City, OK Greg Bowes Director of Contracts and Construction</i>	N/A
#F4	Authorize Award Contract ITS19-03, Copier Equipment and Maintenance	<i>SEMA, INC. dba CBE Office Solutions Irvine, CA Tarek Hafiz President</i>	N/A
#F5	Authorize Award Sole Source Purchase Order ITS19-52, Trapeze Pass-Web Software Application	<i>Trapeze Software Group, Inc. Cedar Rapids, IA Eric Herrmann, Chief Financial Officer</i>	N/A

PSG:EFPP



CONFLICT OF INTEREST FORM

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

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

BOARD MEMBER INFORMATION

BOARD MEMBER NAME	CITY/COUNTY NAME	MEETING DATE

CAMPAIGN CONTRIBUTIONS

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

FINANCIAL INTEREST

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

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

SIGNATURE

Board Member Signature

Date

ITEM # _____ E1 _____

**BOARD OF DIRECTORS' MEETING
MINUTES OF OCTOBER 3, 2018**

A. CALL TO ORDER

Chairman Ron Dailey called the regular meeting of the Omnitrans Board of Directors to order at 8:04 a.m., Wednesday, October 3, 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
Mayor Carey Davis, City of San Bernardino
Mayor Richard DeLaRosa, City of Colton
Council Member John Dutrey, City of Montclair
Supervisor Josie Gonzales, County of San Bernardino
Supervisor Curt Hagman, County of San Bernardino
Council Member Penny Lilburn, City of Highland
Vice Mayor Cynthia Moran, City of Chino Hills
Mayor Pro Tem John Roberts, City of Fontana
Council Member, Bill Hussey, City of Grand Terrace - Alternate
Supervisor Janice Rutherford, County of San Bernardino
Council Member Sam Spagnolo, City of Rancho Cucamonga
Council Member Debbie Stone, City of Upland
Mayor Eunice Ulloa, City of Chino
Mayor Pro Tem Alan Wapner, City of Ontario

BOARD MEMBERS NOT PRESENT

Mayor Paul Foster, City of Redlands
Supervisor James Ramos, County of San Bernardino
Mayor Deborah Robertson, City of Rialto

OMNITRANS' ADMINISTRATIVE STAFF PRESENT

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

Samuel Gibbs, Director of Internal Audit
Jacob Harms, Director of Information Technology
Suzanne Pfeiffer, Director of Human Resources
Eugenia Pinheiro, Contracts Manager
Connie Raya, Director of Maintenance
Doug Stanley, Director of Special Transportation Services
Don Walker, Director of Finance
Wendy Williams, Director of Marketing-Planning
Jeremiah Bryant, Service Planning Manager
Omar Bryant, Maintenance Manager
Joy Crutcher, Transportation Manager
Barbara Erwin, Safety & Regulatory Compliance Manager
Don Frazier, Fleet Safety & Training Supervisor
Angelica Jara, Contracts Review Analyst
Ray Maldonado, Employee Relations Manager
Nicole Ramos, Marketing Manager
Roberta Robertson, Transportation Manager
Steve Sisneros, Fleet Safety & Training Supervisor
Krystal Turner, Contracts Administrator
Jennifer Villalobos, Leave Administrator
Julienne Overland-Villegas, Executive Assistant

LEGAL COUNSEL

Haviva Shane, Legal Counsel

B. ANNOUNCEMENTS/PRESENTATIONS

1. Next Board Meeting: Wednesday, November 7, 2018, 8:00 a.m.
Omnitrans Metro Facility Board Room

Deputy General Manager, Erin Rogers introduced the Employee of the Quarter, Mr. Steve Sisneros, Operations. Chairman Dailey and CEO/General Manager, P. Scott Graham, presented him with the Employee of the Quarter Award and recognized him for this achievement.

Supervisor Hagman arrived at 8:04 a.m.

C. COMMUNICATIONS FROM THE PUBLIC

Julie Garcia, a resident of The Upland Colonies and member of their Home Owner's Association, attended today's meeting to speak on behalf of the residents in her neighborhood. She stated that while the intent to increase transportation options for customers traveling to the Colonies Crossroads Shopping Center is appreciated, the community members do not support this extension traveling through their neighborhood. Ms. Garcia explained that the Colonies is an active-walking community and this route has a negative impact on their environment.

She concluded her comments by respectfully requesting that this route be re-routed out of their neighborhood.

CEO/General Manager, P. Scott Graham, responded that himself along with some staff conducted a tour of the route yesterday and are looking into the situation. He stated that someone would follow-up with her.

D. POSSIBLE CONFLICT OF INTEREST ISSUES

There were no Conflict of Interest Issues.

E. CONSENT CALENDAR

1. Approve Board Minutes – September 5, 2018
2. Receive and File Executive Committee Minutes – August 3, 2018
3. Authorize Release – IFB-MKP19-32, Construction of Active Transportation Program (ATP) Safe Routes to Transit Project Supplemental Package of Work for Corona Avenue Sidewalk
4. Authorize Release – IFB-MNT19-02, Bus Tire and Lease Services
5. Authorize Release – IFB-MNT19-16, Elevator Modernization Project
6. Authorize Award – Contract HRS19-01, Pre-Employment Background Checks
7. Authorize Award – Contract MNT19-14, Hydraulic Hoist Inspection and Repair
8. Authorize Award – Contract OPS19-13, Vehicle Up-Fitting Services
9. Authorize Award – Sole Source Purchase Orders – ITS19-43 (A-D), Supervisor Vehicle Equipment Transfer

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

F. DISCUSSION ITEMS

1. CEO/General Manager's Report

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

Supervisor Josie Gonzales arrived at 8:15 a.m.

2. Approve Proposed Special Legislation to Change Omnitrans from a Joint Powers Authority to a Statutorily Created Special Transit District and Related Memorandum of Understanding with San Bernardino County Transportation Authority

Legal Counsel, Haviva Shane, provided some background information by stating that at the June 6, 2018 meeting, the Board directed staff and legal counsel to update and finalize the proposed legislation. Since that time, revisions were made to address comments and concerns raised by members of the Board and by the San Bernardino County Transportation Authority (SBCTA) staff.

Following the Executive Committee review in September, and at the direction of the Committee, the draft legislation was circulated to Member Agency City and County Managers and to San Bernardino County Local Agency Formation Commission (LAFCO).

Ms. Shane stated that notable changes to the legislation included a change made to the section regarding disposition of transit district assets on dissolution of the district. The language now mirrors the language in the Omnitrans JPA. Another notable change requires SBCTA Board approval, by resolution, of an Omnitrans tax ordinance. This change was made in conjunction with negotiation of a MOU with SBCTA attached to the agenda item. In exchange for limiting Omnitrans' ability to adopt a tax measure, the MOU provides for Omnitrans' interests to be represented as it relates to any concurrent or future SBCTA tax measure. The MOU provides a procedure for Omnitrans to request dedicated funding, and for SBCTA's consideration of such request, including the formation of an ad hoc committee.

Supervisor Rutherford referred to Article 3, Transit Facilities and Services; Consolidated Transportation Agency § 108072, where it states "the district may contract with any agency or person to provide transit facilities and services for the district" and expressed some concern regarding potential "meet and confer" issues. She suggested that language be included to state that the Agency will comply with its meet and confer obligations. Ms. Shane noted the request.

Supervisor Rutherford referred to Article 4, Taxation; Other Fees and Indebtedness, § 108080 (d) and recommended that specific language be added to include an expenditure plan amendment process. She referred to Public Utilities Code (PUC) § 180207 regarding County Transportation Expenditure Plan; Review and Proposal of Amendments. Ms. Shane noted the request.

Supervisor Hagman questioned the idea of an agency relinquishing its authority to another agency, in this case Omnitrans' to SBCTA. He also questioned the dual Board representation.

Ms. Shane pointed out one additional change made to the MOU after the agenda was finalized, which is that should Omnitrans ever decide to amend the legislation in the future, to remove the requirement for SBCTA approval of an Omnitrans tax measure, the MOU with SBCTA would automatically terminate.

Member Wapner referred to Chapter 4, Government of District, § 108400 (a) and requested that the language be changed to state "member agency" rather than "member" with regards to any outstanding debts and potential dissolution of the district.

M/S (Hagman/Spagnolo) that:

- Accepted proposed final version of legislation to form Omnitrans as a transit district, and direct staff to proceed with identifying a bill author; and

- Approved related draft Memorandum of Understanding (MOU) with San Bernardino County Transportation Authority (SBCTA), and authorize the General Manager/CEO to finalize negotiations of the MOU and to execute the MOU, subject to general counsel review.

Motion was passed unanimously by Members present.

3. Authorize Award – Contract HRS19-04, Workers’ Compensation Claims Administration Services

Contracts Manager, Eugenia Pinheiro, provided a brief background on this item as detailed in the staff report. She introduced Director of Human Resources, Suzanne Pfeiffer who provided additional information about Pacific Claims, Inc.

Member Wapner asked if further negotiations were conducted with the vendor to reach a Best and Final Offer (BAFO). Ms. Pinheiro responded that staff analyzed the pricing and determined that the recommended firm included services that were not included in the next highest ranking firm’s proposal.

M/S (Gonzales/Hagman) that authorized the CEO/General Manager to award Contract HRS19-04 to Pacific Claims Management, Inc. of Fresno, CA, for the provision of Workers’ Compensation Claims Administration Services for three (3) base years beginning December 1, 2018 and ending no later than November 30, 2021, and the authority to exercise two (2) single option years, extending the contracts to no later than November 30, 2023, in the amount of \$984,540, plus a ten percent contingency of \$98,454 for total amount not-to-exceed \$1,082,994, should all option years be exercised. Motion was passed unanimously by Members present.

G. BOARD BUSINESS

There was no Closed Session scheduled.

H. REMARKS AND ANNOUNCEMENTS

There were no remarks or announcements.

I. ADJOURNMENT

The Board adjourned at 8:41 a.m. The next regular meeting is scheduled Wednesday, November 7, 2018, at 8:00 a.m., with location posted on the Omnitrans website and at Omnitrans’ San Bernardino Metro Facility.

Prepared by:

Araceli Barajas, Executive Staff Assistant

ITEM # E2

**ADMINISTRATIVE & FINANCE COMMITTEE
MINUTES, AUGUST 9, 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, August 9, 2018.

1. Pledge of Allegiance
2. Roll Call

Committee Members Present

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

Committee Members Absent

Council Member David Avila, City of Yucaipa
Mayor Pro Tem Sylvia Robles, City of Grand Terrace

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
Suzanne Pfeiffer, Director of Human Resources
Samuel Gibbs, Director of Internal Audit Services
Jacob Harms, Director of Information Technology
Eugenia Pinheiro, Contracts Manager
Connie Raya, Director of Maintenance
Doug Stanley, Director Special Transit Services
Wendy Williams, Director of Marketing-Planning
Jeremiah Bryant, Service Planning Manager
Melissa Castillo, Customer Service Manager
Nicole Ramos, Marketing Manager
Misty Tshilonda, Human Resources Analyst
Julienne Overland-Villegas, Executive Assistant to the CEO/General Manager

B. ANNOUNCEMENTS/PRESENTATIONS

There were no announcements or presentations.

C. COMMUNICATIONS FROM THE PUBLIC

There were no communications from the public.

D. POSSIBLE CONFLICT OF INTEREST ISSUES

There were no Conflict of Interest Issues.

E. DISCUSSION ITEMS

1. Approve Administrative & Finance Committee Minutes – June 14, 2018

M/S (Wapner/Hagman) that approved the Committee Minutes of June 14, 2018. Motion was passed unanimously by Members present.

2. Receive and Forward to the Board of Directors, Management Plan Strategic Initiatives and Key Performance Indicators Fiscal Year 2018 Fourth Quarter Reports

CEO/General Manager, P. Scott Graham, provided a brief overview of the Management Plan Strategic Initiatives and the Key Performance Indicators for the FY18 Fourth Quarter.

Supervisor Hagman referred to Strategic Initiative #2, Special Transit Services, and asked that Omnitrans contact Inland Empire Health Plan (IEHP) to discuss a potential partnership. Director of Marketing-Planning, Wendy Williams, stated that Omnitrans staff met with IEHP personnel last week and are working together to develop a plan.

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

3. Receive and Forward to the Board of Directors, Internal Audit Workplan and Schedule FY2019

Director of Internal Audit, Samuel Gibbs, provided a brief background on this item as detailed in the staff report.

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

4. Recommend the Board of Directors Approve the Proposed Policy Change to Policy 406 – Out of Classification Assignments

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

M/S (Hagman/Dailey) that recommended the Board of Directors approve the proposed policy changes to Policy 406 Out-of-Classification Assignments with an effective date of September 5, 2018. Motion was passed unanimously by Members present.

5. Recommend the Board of Directors Approve the Reclassification of an Employee from Fleet Analyst Position, Level VIII to a Sr. Fleet Analyst Position, Level VII and Approve the Proposed Revisions to Personnel Policy 402, Salary Ranges, Management Confidential Classifications

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

M/S (Hagman/Davis) that recommended:

1. The Board of Directors approve the reclassification of an employee from the position of Fleet Analyst, Level VIII to the position of Sr. Fleet Analyst at Level VII effective September 5, 2018, and adjust the salary accordingly. The additional cost to the FY19 budget would be \$3,031.80.
2. Eliminating Procedure IIIB, which allows for the CEO to increase the range to accommodate salary in lieu of providing an agency vehicle.
3. The Board of Directors approve the proposed revisions to Personnel Policy 402, Salary Ranges, Management Confidential Classifications, for Motions 1 and 2 above.

Motion was passed unanimously by Members present.

6. Recommend the Board of Directors Authorize the CEO/General Manager to Extend the Current Lease Agreement with H&S Properties, Inc. for the Brooks Street Maintenance Facility

M/S (Hagman/Dailey) that recommended the Board of Directors authorize the CEO/General Manager to extend the current lease agreement for five (5) years with H&S Properties, Inc. for the Brooks Street Maintenance Facility located at 1044 Brooks Street, Ontario, California, ending no later than September 30, 2023, in a not-to-exceed amount of \$331,642.36. Motion was passed unanimously by Members present.

F. ADJOURNMENT

Member Davis announced that the Little League World Series Championship games would be held in the City San Bernardino the week of August 5-11.

Committee Chair Spagnolo stated that Omnitrans provides useful information via their social media sites and encouraged everyone to join and get access to the updates.

The Administrative and Finance Committee meeting adjourned at 8:41 a.m.

The next Administrative and Finance Committee Meeting is scheduled Thursday, September 13, 2018, at 8:00 a.m., with location posted on the Omnitrans website and at Omnitrans' San Bernardino Metro Facility.

Prepared by:

Araceli Barajas, Executive Staff Assistant

ITEM # E3

**PLANS AND PROGRAMS COMMITTEE
MINUTES
JULY 25, 2018**

A. CALL TO ORDER

The Plans & Programs Committee Meeting was called to order by Acting Committee Chair Sam Spagnolo at 9:02 a.m., July 25, 2018.

Committee Members Present

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
Mayor Pro Tem Alan Wapner, City of Ontario - Via Teleconference

Committee Members Not Present

Council Member David Avila, City of Yucaipa
Council Member Penny Lilburn, City of Highland – Committee Chair
Mayor Deborah Robertson, City of Rialto
Supervisor Janice Rutherford, County of San Bernardino

Others Present

Victor Lopez, Program Manager, Transit & Rail Programs, SBCTA
Heather Menninger, Principal, AMMA Transit Planning

Omnitrans Administrative Staff Present

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
Suzanne Pfeiffer, Director Human Resources
Connie Raya, Director of Maintenance
Doug Stanley, Director of Special Transit Services
Don Walker, Director of Finance
Wendy Williams, Director of Marketing - Planning
Anna Jaiswal, Development Planning Manager
Scott Begg, Planner 1
Jeremiah Bryant, Service Planning Manager
Mel Cabang, Stop & Stations Supervisor

Victor Cuate, Scheduling Analyst
Nicole Ramos, Marketing Manager
Julienne Overland-Villegas, Executive Assistant to 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 – April 25, 2018

Due to lack of quorum, this item was voted on after Item #E4 when a quorum was established.

M/S (Robles/Dailey) that approved the Committee Minutes of April 25, 2018. Roll call vote was taken and the motion was passed unanimously by Members present.

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

Development Planning Manager, Anna Jaiswal and Victor Lopez, Program Manager, Transit & Rail Programs, San Bernardino County Transportation Authority provided a brief background on this item as detailed in the staff report.

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

3. 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 forwarded this item to the Board of Directors.

4. Recommend to the Board of Directors, Adoption of the Triennial Title VI Report for Submission to the Federal Transit Administration (FTA)

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

Member Dailey arrived at 9:13 a.m. during Item #E4.

M/S (Dailey/Robles) that recommended the Board of Directors adopt the Triennial Title VI Report for submission to the Federal Transit Administration (FTA). Roll call vote was taken and the motion was passed unanimously by Members present.

5. Recommend to the Board of Directors, Authorization of a One-Year Pilot Adopt-A-Stop Program

Development Planning Manager, Anna Jaiswal, provided a PowerPoint presentation that highlighted the Adopt-A-Stop program, including the Volunteer Litter Pickup and Paid Sponsorship program components.

Member Dailey asked if routine surveys are conducted to determine which bus stops are more problematic in terms of trash overflow. Ms. Jaiswal responded that an informal survey was conducted of the Stops & Stations Workers, which revealed that bus shelters in front of grocery stores, fast food restaurants and commercial areas seemed to be the most problematic.

Ms. Jaiswal referred to the paid sponsorship component and stated that businesses located near high traffic bus shelters would be asked to sponsor a shelter. Member Dailey requested that staff report back with a list of the businesses who expressed interest in the program.

There were some questions regarding incentives for participating in the programs. Ms. Jaiswal stated that cleanup supplies and refreshments would be provided for the Volunteer Litter Pickup participants. She also stated that decals would be placed at the bus shelters recognizing the organization that adopts a particular location. In addition, the companies participating in the program would be recognized on the Agency's website and social media sites.

Chair Dailey asked what the proposed launch date would be. Ms. Jaiswal responded that the program could begin as early as September if approved by the Board.

Member Moran stressed the importance of conducting extensive outreach and partnering with the cities to gain their support for this program. She recommended that Omnitrans staff attend a City Council meeting to promote the program.

Member Spagnolo expressed his support for the program; however, recommended that staff continue to take the lead on the shelter upkeep rather than to rely on volunteers.

The Committee engaged in a discussion regarding the types of trash receptacles being installed at the shelters.

M/S (Robles/Dailey) that recommended the Board of Directors authorize a one-year pilot of an Adopt-a-Stop program, including Volunteer Litter Pickup and Paid Sponsorship

program components. Roll call vote was taken and the motion was passed unanimously by Members present.

6. Receive and Forward to the Board of Directors, Customer-Based Ridesharing and Transit Interconnectivity Study Presentation

Service Planning Manager, Jeremiah Bryant provided a brief background on this item and introduced Heather Menninger, Principal, AMMA Transit Planning, to present the Customer-Based Ridesharing and Transit Interconnectivity Study.

Member Spagnolo left the room at 9:48 a.m. and returned at 9:50 a.m.

Member Dailey expressed some concern regarding the survey groups, particularly in regards to the educational institutions surveyed. He noted that California State University San Bernardino seemed to be the only college or university interviewed. He also referred to the employer portion of the survey and asked if the list of the employers surveyed could be provided.¹

Member Moran suggested that the Board be contacted should staff or the consultants working on a survey encounter participation challenges within the member cities. She stated that the Members have relationships with different organizations and groups within their city and may be able to provide some assistance with gaining cooperation. She agreed with Chair Dailey that perhaps other resources could have been utilized to engage a broader survey group.

Chair Dailey also had some questions regarding sample size methodology and data validation, which were later addressed by staff.²

Chair Dailey thanked Ms. Menninger for the work conducted on this survey and for today's presentation.

Mr. Bryant invited the Committee to participate in a brief tour of the premium shelter located across the street following the meeting.

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

F. REMARKS AND ANNOUNCEMENTS

There were no announcements.

¹ The full report was provided to Member Dailey following the meeting. Staff also addressed his questions regarding the college and universities contacted for the study.

² The report also included detailed information about the sampling methodology and data validation.

G. ADJOURNMENT

The Plans & Programs Committee meeting adjourned at 10:26 a.m. The next Committee Meeting is scheduled Wednesday, October 31, 2018, at 9:00 a.m., with location posted on the Omnitrans website and at Omnitrans' San Bernardino Metro Facility.

Prepared by:

Araceli Barajas, Executive Staff Assistant

ITEM # E4

DATE: November 7, 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

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

AGENCY RESULTS

The first quarter operational results in this report represents the period covering 07/01/2018 – 09/30/2018.

OPERATING REVENUE

First quarter Operating Revenues of \$20.8M are under budget by \$1.5M or 7%. The under budget variance is due to the replacement of the liquefied compressed natural gas (LCNG) fueling equipment prior to the 20-year useful life.

OPERATING EXPENSE

First quarter Operating Expenses of \$20.9M are under budget by \$1.5M or 7%. Expenditures in Labor & Benefits, Services, Occupancy and Printing & Advertising totaled \$1.9M less than the budgeted for the first quarter.

RIDERSHIP

During the first quarter, Omnitrans carried a total 2,690,292 passengers. This consisted of 2,598,194 on Fixed Route service and 92,098 on Access. This reflects a total system ridership decrease of 5.5% when compared to the first quarter of last year. Fixed Route ridership for the first quarter decreased 150,414 or 5.5% and Access ridership decreased 6,581 or 6.7%.

REVENUE HOURS/REVENUE MILES

Omnitrans provided a total of 206,951 revenue hours for the first quarter, reflecting an increase of 0.2% compared to the same quarter last year. Omnitrans logged a total of 2,834,752 revenue miles during the quarter, reflecting an increase of only 75 miles when compared to same quarter last year.

FAREBOX RECOVERY RATIO

First quarter Passenger Revenue for Fixed Route is \$4,681,860 compared to \$4,268,337 for the same period last year. The increase in Passenger Revenue is attributed to the increase in Measure I funding compared to the previous year. The farebox recovery ratio for Fixed Route is 27.30% for the first quarter.

Passenger Revenue for Access is \$1,080,884 versus \$1,082,758 for the same quarter last year. This is a decrease of 0.2%. The farebox recovery ratio for Access is 29.16% for the first quarter.

FINANCIALS

Total Salaries and Benefits of \$12,578,306 are \$639,895 under budget for the first quarter. The first quarter variance is driven by smaller payouts for sick leave, vacation, and health premiums than anticipated.

Total Services is \$769,106 or \$542,517 under budget in first quarter. The first quarter positive variance is primarily driven by other services being significantly less than planned during this quarter. Other Services anticipated for the CTSA were paid through VTrans with prior years Measure I funding. Dissolution of VTrans is still pending from the California Attorney General's Office.

Materials and Supplies is \$1,860,622 or \$263,277 over budget for the first quarter. The over budget variance is driven by a price increase in natural gas for the month of September. The amount of natural gas required to generate electricity in the region increased in September causing a supply shortage and the resulting price increase.

Occupancy consists of Utilities, Data Communication Lines, Repairs and Maintenance to Buildings, Equipment and Software is \$788,389 or \$469,716 under budget for the first quarter. The variance is mainly attributed to the timing difference in billing and payment for utilities, building repair and maintenance, and computer software maintenance.

Casualty & Liability is \$1,988,469 or \$293,585 over budget for the first quarter. Incurred but not reported (IBNR) claims are estimated by the Actuarial for the year and monthly expenses are recorded based on the estimation. At fiscal year end the actual cost for IBNR claims are recorded and the total expense is adjusted accordingly.

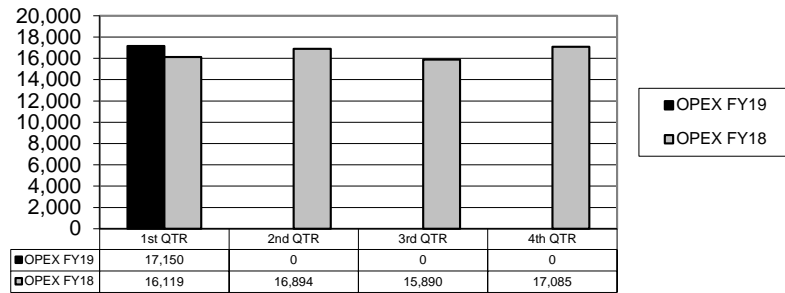
Printing and Advertising is \$17,294 or \$242,485 under budget for the first quarter. This is due mainly to the timing difference in printing and advertising cost related to "service change." Omnitrans service change is in September, January, and May.

PSG:DW

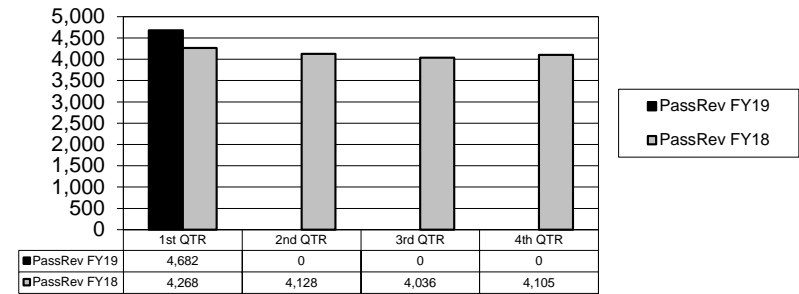
**PERFORMANCE STATISTICS
FISCAL YEAR 2019
First Quarter**

	<u>Current Quarter</u>		YR/YR <u>inc/(dec)</u>	<u>Year-To-Date</u>		YR/YR <u>inc/(dec)</u>
	<u>First Quarter 2019</u>	<u>First Quarter 2018</u>	<u>CURRENT</u>	<u>First Quarter 2019</u>	<u>First Quarter 2018</u>	<u>YTD</u>
Total Passenger Revenue & Subsidy						
Fixed Route	\$4,681,860	\$4,268,337	9.7%	\$4,681,860	4,268,337	9.7%
Demand Response	\$1,080,884	\$1,082,758	-0.2%	\$1,080,884	1,082,758	-0.2%
Total Passengers						
Fixed Route	2,598,194	2,748,608	-5.5%	2,598,194	2,748,608	-5.5%
Demand Response	92,098	98,679	-6.7%	92,098	98,679	-6.7%
Farebox Recovery Ratio						
Fixed Route/OmniLink	27.30%	26.48%		27.30%	26.48%	
Access	29.16%	34.04%		29.16%	34.04%	
Total Passengers per Revenue Hour						
Fixed Route	15.5	16.4	-5.5%	15.5	16.4	-5.5%
Demand Response	2.3	2.5	-8.0%	2.3	2.5	-8.0%
Revenue per Passenger						
Fixed Route	\$ 1.80	\$ 1.56	15.4%	\$ 1.80	\$ 1.56	15.4%
Demand Response	\$ 11.74	\$ 10.97	7.0%	\$ 11.74	\$ 10.97	7.0%
Cost per Passenger						
Fixed Route	\$ 6.60	\$ 5.86	12.6%	\$ 6.60	\$ 5.86	12.6%
Demand Response	\$ 40.25	\$ 32.26	24.8%	\$ 40.25	\$ 32.26	24.8%
Cost per Revenue Hour						
Fixed Route	\$ 102.26	\$ 96.50	6.0%	\$ 102.26	\$ 96.50	6.0%
Demand Response	\$ 94.48	\$ 80.72	17.0%	\$ 94.48	\$ 80.72	17.0%
	<u>Actual</u>	<u>Target</u>				
On Time Performance						
Fixed Route	86.71%	90%				
Demand Response	86.22%	90%				
Headcount	668	668				
(includes PT Operators, excludes Rail,STS)						

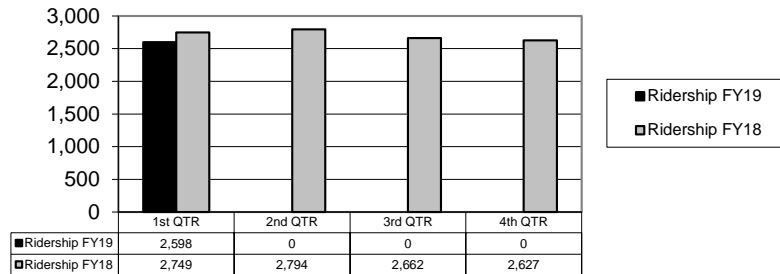
Fixed Route Operating Expense *Thousands*



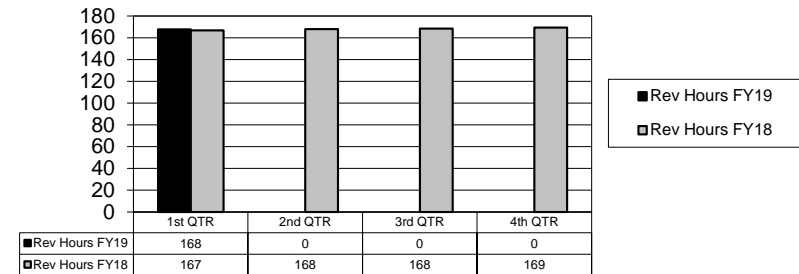
Fixed Route Passenger Revenue *Thousands*



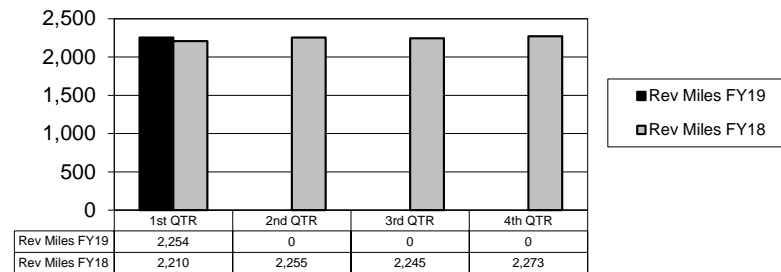
Fixed Route Ridership *Thousands*



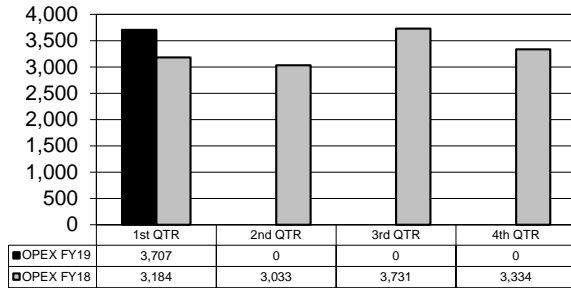
Fixed Route Revenue Hours *Thousands*



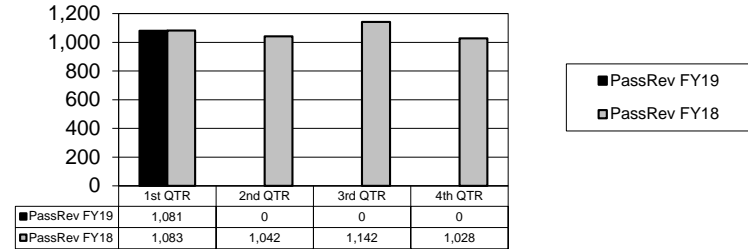
Fixed Route Revenue Miles *Thousands*



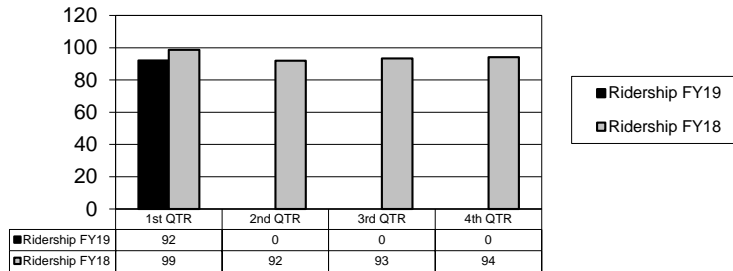
Demand Response Operating Expense Thousands



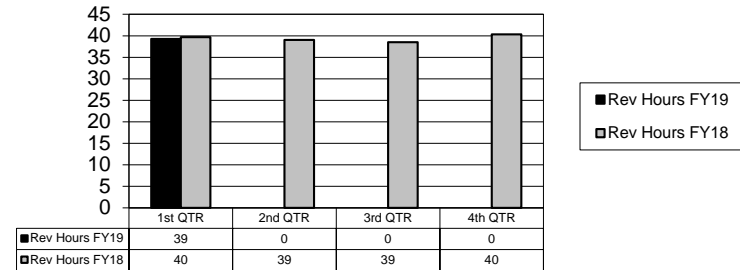
Demand Response Passenger Revenue Thousands



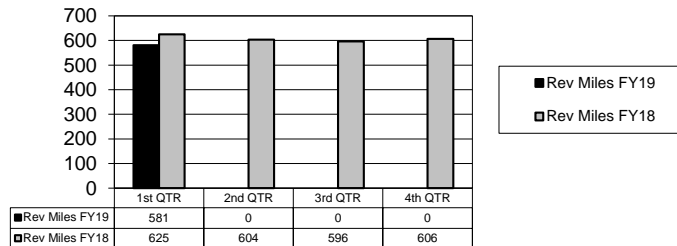
Demand Response Ridership Thousands



Demand Response Revenue Hours Thousands



Demand Response Revenue Miles Thousands



Statement of Operations

Fiscal Year: 2019

CURRENT QUARTER: First Quarter (July, August, September)

<u>Actual</u>	<u>Budget</u>	<u>Fav/(Unf)</u>	<u>% of Budget</u>	<u>Operating Revenues</u>
3,318,604	3,250,649	67,955	102%	Passenger Fares
556,213	455,515	100,698	122%	Measure I Subsidy - Fares
2,043,543	2,043,543	0	100%	Measure I - Operating
567,700	567,700	0	100%	Measure I CTSA - Operating
124,748	375,000	(250,252)	33%	LCFS - Credits
65,131	112,500	(47,369)	58%	LCTOP Operating
130,000	163,750	(33,750)	79%	Auxillary Transportation Revenue
(1,375,337)	7,500	(1,382,837)	0%	Non-Transportation Revenue
10,705,205	10,705,205	0	100%	LTF Operating
227,032	227,032	0	100%	STAF Operating
52,281	52,281	0	0%	JARC - Operating Assistance
4,417,164	4,381,396	35,768	101%	Capital Funds for Operations
20,832,284	22,342,071	(1,509,787)	93%	Total Revenues

Operating Expenses

8,647,868	8,767,503	119,635	99%	Labor
3,930,438	4,450,698	520,260	88%	Fringe Benefits
769,103	1,311,620	542,517	59%	Services
1,860,622	1,597,345	(263,277)	116%	Materials and Supplies
788,389	1,258,105	469,716	63%	Occupany
1,988,469	1,694,884	(293,585)	117%	Casualty and Liability
0	13,750	13,750	0%	Taxes and Fees
2,754,134	2,832,820	78,686	97%	Purchased Transportation
17,294	259,779	242,485	7%	Printing and Advertising
100,723	43,363	(57,360)	232%	Miscellaneous Expense
0	112,203	112,203	0%	Lease and Rental
20,857,040	22,342,070	1,485,030	93%	Total Operating Expense
(24,756)	1	(24,757)		Net Gain (Net Loss)

YEAR-TO-DATE: September 2018

<u>Actual</u>	<u>Budget</u>	<u>Fav/(Unf)</u>	<u>% of Budget</u>
3,318,604	3,250,649	67,955	102%
556,213	455,515	100,698	122%
2,043,543	2,043,543	0	100%
567,700	567,700	0	100%
124,748	375,000	(250,252)	33%
65,131	112,500	(47,369)	58%
130,000	163,750	(33,750)	79%
(1,375,337)	7,500	(1,382,837)	-18338%
10,705,205	10,705,205	0	100%
227,032	227,032	0	100%
52,281	52,281	0	0%
4,417,164	4,381,396	35,768	101%
20,832,284	22,342,071	(1,509,787)	93%
8,647,868	8,767,503	119,635	99%
3,930,438	4,450,698	520,260	88%
769,103	1,311,620	542,517	59%
1,860,622	1,597,345	(263,277)	116%
788,389	1,258,105	469,716	63%
1,988,469	1,694,884	(293,585)	117%
0	13,750	13,750	0%
2,754,134	2,832,820	78,686	97%
17,294	259,779	242,485	7%
100,723	43,363	(57,360)	232%
0	112,203	112,203	0%
20,857,040	22,342,070	1,485,030	93%
(24,756)	1	(24,757)	

DATE: November 7, 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 July – September, 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 September 2018

Institution - Investment Type	Description	Starting Balance	Deposits	Disbursements	Interest Yield	Ending Balance
Cash and Investments Under the Direction of the Treasurer						
Local Agency Investment Fund		\$ 5,934,332.20			1.90%	
	Interest for QTR	\$ 50,669.57			1.90%	
		\$ 22,000,000.00		\$ (5,200,000.00)	1.96%	
				\$ (6,400,000.00)	2.02%	
				\$ (5,100,000.00)	2.09%	
		\$ 27,985,001.77		\$ (16,700,000.00)		
Net LAIF Funds				\$ 11,285,001.77		\$ 11,285,001.77
Fair Marketing Value	Fair Value Factor				0.997538001	\$ 11,257,218.11
Union Bank Money Market GMRA		\$ 413,817.53				
	Interest	\$ 37.46			0.05%	
				\$ (155,553.12)		
		\$ 413,854.99		\$ (155,553.12)		
				\$ 258,301.87		\$ 258,301.87
Union Bank Money Market Caltrans Capital Project Funds		\$ 12,812,514.53				
	Interest	\$ 7,026.05			0.05%	
		\$ 400,350.00		\$ (316,229.75)		
		\$ 13,219,890.58		\$ (316,229.75)		
				\$ 12,903,660.83		\$ 12,903,660.83
Union Bank CDs		\$ 2,950,867.28				
		\$ 2,429.04		\$ (250,000.00)		
		\$ 2,953,296.32		\$ (250,000.00)		\$ 2,703,296.32
Union Bank Money Market West Valley Corridor Project		\$ 25,084,742.98				
	Interest	\$ 3,170.47			0.05%	
				\$ 25,087,913.45		\$ 25,087,913.45
		\$ 2,956,797.49				
	Passenger	\$ 2,958,416.86				
	Grants' Revenue	\$ 29,330,570.00				
	Miscellaneous Revenue	\$ 1,199,496.54				
	Transfers From (To) LAIF	\$ 16,700,000.00		\$ (22,000,000.00)		
	Transfers From (To) Money Market	\$ 471,782.87		\$ (150,350.00)		
	Accounts Payable			\$ (19,688,826.35)		
	Payroll and Payroll Taxes			\$ (9,583,404.65)		
	Employee Benefits			\$ (1,569,896.31)		
	Bank Service Charge			\$ (13,089.63)		
		\$ 53,617,063.76		\$ (53,005,566.94)		
Net Union Bank Operating Funds				\$ 611,496.82		\$ 611,496.82
		\$ 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			\$ 52,906,087.40

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: November 7, 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 JULY - SEPTEMBER 2018

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

Payroll Period	Amount	Register #
07/01/18-07/31/18	\$1,362,672.97	14-16
08/01/18-08/31/18	\$ 881,789.88	17-18
09/01/18-09/30/18	\$ 877,275.14	19-20

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

Payroll Period	Amount	Register #
07/01/18-07/31/18	\$3,344,998.73	14-16
08/01/18-08/31/18	\$2,183,777.06	17-18
09/01/18-09/30/18	\$2,260,325.84	19-20

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

Register Date	Amount	Register #
07/01/18-07/31/18	\$ 8,588,152.70	963-967
08/01/18-08/31/18	\$ 5,412,844.86	968-973
09/01/18-09/30/18	\$ 4,423,124.79	974-978

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 # E5

DATE: November 7, 2018

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

THROUGH: P. Scott Graham, CEO/General Manager

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

SUBJECT: OMNITRANS' QUARTERLY EEO STATUS REPORT

FORM MOTION

Receive and file Omnitrans Quarterly EEO Status Report for August 2018 through October 22, 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 Plan and submit the plan to the FTA every four years. The FTA Triennial Audit includes a review of Omnitrans' EEO Program.

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

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

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

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

CONCLUSION

Receive and file Omnitrans’ Quarterly EEO Status Report for the quarter covering August through October 22, 2018.

Attachment A: Quarterly EEO Status Report

Submitted for the
Board Meeting of:
November 7, 2018

**OMNITRANS
EEO STATUS REPORT
WITH PERSONNEL APPOINTMENTS BY DEPARTMENT
As of October 22, 2018**

DEPARTMENT	Total Positions*	MALE ETHNIC COMPOSITION										FEMALE ETHNIC COMPOSITION										Existing Vacancies	INTERVIEWED										APPOINTED									
		C	B	H	AS	AI	NH	2+	IWD	VET	C	B	H	AS	AI	NH	2+	IWD	VET	*	C	B	H	AS	AI	NH	2+	IWD	VET	C	B	H	AS	AI	NH	2+	IWD	VET				
OPERATIONS	486	40	109	111	7	0	0	6	7	33	28	108	57	0	3	1	16	3	2	0	0	28	13	0	0	1	5	2	0	0	16	5	0	0	1	0	0	0				
MAINTENANCE	110	26	11	49	6	2	0	2	4	14	4	0	0	0	0	0	0	0	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
EXECUTIVE OFFICE	5	1	1	0	0	0	0	0	0	1	2	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				
INFORMATION TECH. SERVICES	10	2	1	1	4	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
MARKETING/ PLANNING	32	4	0	9	1	0	0	2	0	1	4	0	11	0	0	0	1	3	0	0	0	0	0	8	0	0	0	1	0	0	0	0	1	0	0	1	0	0				
HUMAN RESOURCES/ SAFETY/SECURITY	15	2	0	1	0	0	0	1	1	2	5	0	4	0	1	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
PROCUREMENT	20	4	1	7	0	0	0	0	0	1	1	2	3	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
FINANCE	12	1	2	0	1	0	0	0	0	1	2	0	2	2	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
SPECIAL TRANSPORTATION SERVICES	15	3	0	4	0	0	0	1	0	1	1	0	4	0	0	0	0	0	0	2	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0				
RAIL	2	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
AGENCY TOTALS	707	83	125	182	19	2	0	13	12	55	49	110	82	2	4	1	19	8	2	16	*	0	28	21	0	0	1	7	2	0	0	16	6	0	0	1	2	0	0			

*Reflects numbers from the FY19 budget

*Includes positions budgeted but not filled

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

IWD = Individuals With Disabilities
VET = Protected Veterans

COMPLETED BY:

Meredith Tshilonda

(HR Analyst)

PERCENTAGES

C	B	H	AS	AI	NH	2+	IWD	VET
132	235	264	21	6	1	32	20	57
19%	34%	38%	3%	1%	0.1%	5%	3%	8%

ITEM # E6

DATE: November 7, 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: INLAND EMPIRE ANNUAL SURVEY REPORT

FORM MOTION

Receive and file a report on findings from the Omnitrans portion of the Inland Empire Annual Survey conducted in Spring 2018 by the Institute of Applied Research at California State University, San Bernardino (CSUSB).

This item was reviewed by the Plans & Programs Committee at its October 31, 2018 meeting.

BACKGROUND AND SUMMARY

For over 20 years, the Institute of Applied Research at CSUSB has conducted a telephone survey of households in San Bernardino and Riverside Counties to capture residents' opinions related to quality of life issues and measure how perceptions have changed over time. The Inland Empire Annual Survey also includes (on a space available basis), some proprietary questions designed to meet specific information needs of sponsoring agencies and organizations within the region. A combination of randomly selected landline and cell phone numbers were utilized to reach residents on 2018.

Omnitrans has participated as a sponsor of the Inland Empire Annual Survey multiple times since 2006. The survey provides a low cost opportunity for the Agency to scientifically gather opinions from the general public. Omnitrans questions are posed only to households located in the Omnitrans service area. In 2018, Agency questions were asked of 540 respondents, for a 95% level of confidence at an accuracy of approximately plus/minus 4.2%. There were 261 respondents from the East Valley region and 279 from the West Valley region.

Most Omnitrans questions remain the same each year to evaluate trends over time, while other questions are altered every few years to gain insight on particular topics. In 2018, survey questions focused on:

- Ability to name Omnitrans as the local bus service provider

- Awareness of Omnitrans (if they were not able to name Omnitrans initially)
- Overall perception of Omnitrans even if the respondent has not used it personally, and reasons for possible negative perceptions
- Interest in riding the bus for trips in the San Bernardino Valley
- Service and amenity improvements that might entice the respondent to ride (or ride more)

Results of the Inland Empire Annual Survey are utilized to accurately measure public awareness and public opinion ratings, which are then incorporated into the Agency's Annual Marketing Plan. In an effort to more fully inform the Board of Directors on survey findings and implications, this detailed report is provided.

Key findings from the 2018 Inland Empire Annual Survey:

Public Awareness

- 40.7% of respondents can name Omnitrans or an Omnitrans service as their local bus service provider.
- An additional 50.7% said they had heard of Omnitrans when prompted.
- This results in an overall awareness rating of 91.4%, which is up 4.6% from 2017.

Public Perception

- 87.9% of respondents gave Omnitrans a positive rating, which is up from 85.2% in 2017.
- Those who had an unfavorable view were asked the main reason for this negative perception. Top responses were 1) Inconvenient schedules (21.2%); 2) Buses are unreliable/not on time (17.2%); and 3) Buses do not go where I go (12.2%).
- All were asked if their perception of Omnitrans had changed in the past year. 79.2% reported no change while 18.6% said perception improved and only 2.2% said it declined.

Interest in Riding

- Nearly one-third (32.5%) indicated at least some interest in riding Omnitrans.
- The top service improvement which would entice people to ride was more frequent bus service, at 34.0%. Next was neighborhood routes at 33.3%.
- The most attractive service amenity selected was free Wi-Fi, at 31.4%, followed by nicer bus stops at 27.4%.

Survey results indicate that essentially 9 out of 10 people living in the San Bernardino Valley are aware of Omnitrans and hold an overwhelmingly positive opinion of the Agency.

CONCLUSION

Findings from the Inland Empire Annual Survey conducted in Spring 2018 by the Institute of Applied Research at CSUSB provide valuable public opinion data to the Agency. Results will be incorporated into the 2019-2020 Annual Marketing Plan.

PSG: WW

Attachment A: PowerPoint

2018 Inland Empire Annual Survey Results

Research conducted by
Institute of Applied Research
California State University, San Bernardino.

GENERAL PUBLIC SURVEY – By Phone

- Households in San Bernardino County
- Omnitrans questions only in service area
 - *Omnitrans name recognition, awareness*
 - *Public perception of Omnitrans*
 - *Gauge interest in riding the bus*
 - *Service and amenity improvements that would attract new riders*

NAME RECOGNITION/AWARENESS

What is the name of your local bus service provider?

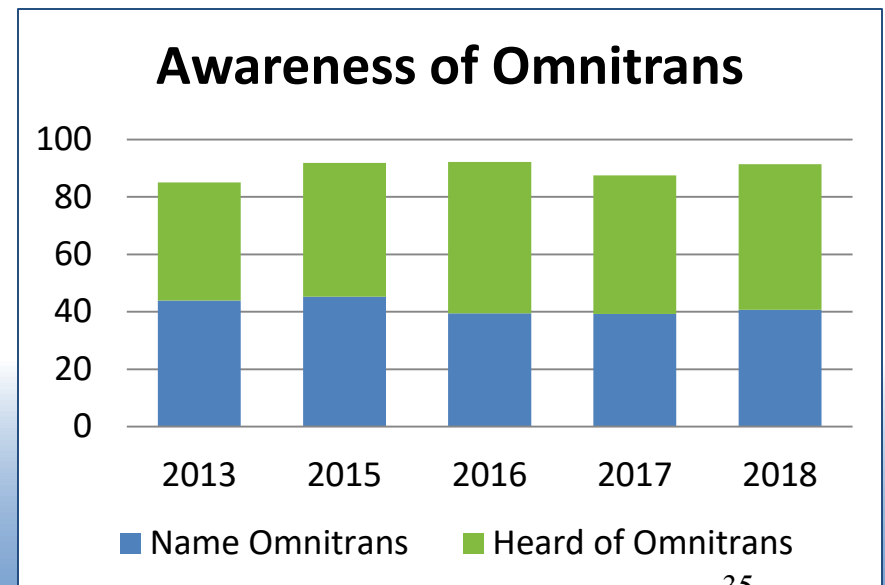
- 40.7% Say Omnitrans or Agency service (sbX, etc.)

Have you heard of Omnitrans? (If not named)

- 50.7% Yes

Overall Awareness:

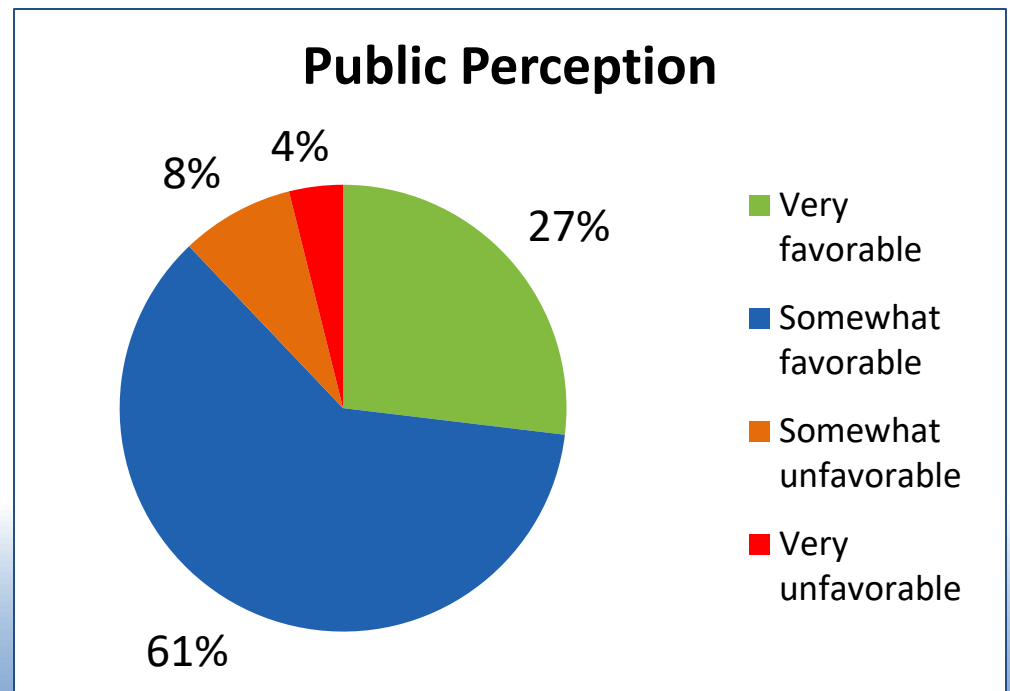
- 91.4% (87.5% in 2017)
 - 5 Yrs: 85% – 92%



PUBLIC PERCEPTION

*What is your overall perception of Omnitrans?
(even if never used it personally)*

- **87.9% Positive**
(85.2% in 2017)



PUBLIC PERCEPTION

Of the 12% who responded unfavorably, what was their main reason?

Inconvenient schedules	21.1%
Buses are unreliable/not on time	17.2%
Buses do not go where I go	12.2%
Safety Concerns	9.1%
Travel time too long	8.8%

PUBLIC PERCEPTION

All were asked if opinion had changed in past year

■ Improved ■ No Change ■ Decline



INTEREST IN RIDING OMNITRANS

How interested are you in riding the bus?

■ Very ■ Somewhat ■ Slightly ■ None



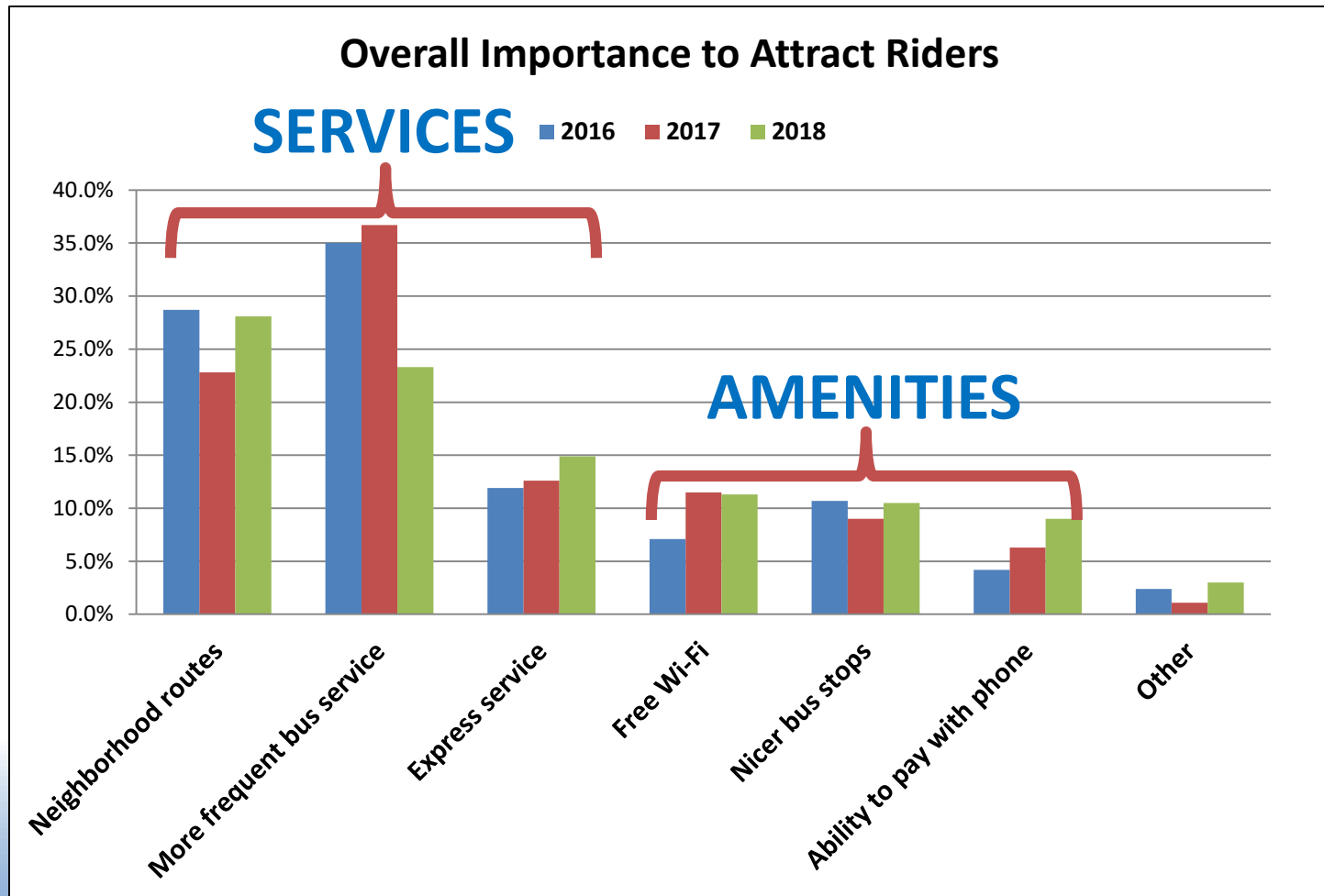
33% asked what would entice them to ride

TOP SERVICE IMPROVEMENT

More frequent bus service	34.0%
Neighborhood routes	33.3%
Express service	18.0%

TOP AMENITY IMPROVEMENT

Free Wi-Fi	31.4%
Nicer bus stops	27.4%
Ability to pay with phone	22.9%



CONCLUSIONS

- Over 9 of 10 SB Valley residents aware of Omnitrans
- Extremely Positive reputation in community (88%)
- 1/3 would consider using Omnitrans...if we add services to meet their needs.
- Amenities also attract non riders, but not as much as service improvements.

QUESTIONS?

ITEM # E7

DATE: November 7, 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 and Planning

SUBJECT: ADOPT-A-STOP PILOT PROGRAM UPDATE

FORM MOTION

Receive and file a progress update on implementation of the one-year Adopt-a-Stop pilot program.

This item was reviewed by the Plans & Programs Committee at its October 31, 2018 meeting.

BACKGROUND

On November 1, 2017, the Omnitrans Board of Directors requested information regarding best practices for bus stop maintenance and cleanliness, including Adopt-a-Stop programs. At the January 24, 2018 meeting of the Plans and Programs Committee, staff presented research on program models from around the country.

At the July 25, 2018 meeting of the Plans and Programs Committee, staff presented a proposal for a one-year Adopt-a-Stop pilot program, which includes a volunteer litter pickup component and a paid sponsorship component. The proposal was recommended to the Board of Directors by the Plans and Programs Committee and approved on September 5, 2018.

Locations for Implementation of Pilot Program

Omnitrans staff plans to focus the one-year pilot program at the locations where the Omnitrans Stops and Stations team faces the most significant challenges with maintenance, particularly high trash volumes. The list of recommended locations for the pilot program shown in Attachment A was gathered from Omnitrans' Stops and Stations team and consists of locations that need higher-than-average frequency of trash pickup (more than once per week).

Omnitrans staff plans to reach out to businesses and community organizations within close proximity to the locations shown in Attachment A to solicit adoptions for volunteer litter pickup or paid sponsorship. Omnitrans will also promote the Adopt-a-Stop program in general on its social media channels and website. If there is interest in adopting a bus stop location other than

those listed in Attachment A, Omnitrans staff will still consider it for the program. Staff proposes a target total number of five adopting/sponsoring organizations, but is willing to work with more than five organizations if adequate staff time is available.

Outreach with Member Agencies

Omnitrans staff plans to work cooperatively with its JPA member agencies to launch the pilot program. Staff plans to start with City Council presentations and meetings with staff of the six cities (listed below). The recommended stop locations are listed in Attachment A. The cities' existing relationships with businesses and community organizations will be helpful for soliciting adoptions/sponsorships.

Based on the list in Attachment A, staff recommends piloting the Adopt-a-Stop program in the following jurisdictions:

- Colton
- Fontana
- Highland
- Loma Linda
- Redlands
- Rialto
- San Bernardino

For JPA member agencies that are not included in the above list of pilot locations, Omnitrans staff will provide a presentation or meeting upon request, in order to discuss how the member agency and Omnitrans can better partner to improve bus stop cleanliness. Rancho Cucamonga, Chino, Chino Hills and Upland are four of Omnitrans' 16 member agencies that do not participate in Omnitrans' Passenger Amenity Program; therefore, Omnitrans does not own or maintain shelters or amenities in those jurisdictions. But staff is willing to meet to discuss how it could partner with those member agencies to improve bus stops in those jurisdictions, upon request.

Adopt-a-Stop Implementation Plan

Listed in the table below is Omnitrans staff's tentative timeframe for implementation of the Adopt-a-Stop program.

Milestone	Anticipated timeframe
Develop outreach materials, finalize application materials	November 2018
Develop address list for mass outreach mailing	November 2018
Hold outreach meetings with initial pilot cities	December 2018 / January 2019

Social media promotion	January 2019
Purchase supplies	January – March 2019
Mass outreach effort / mailing	February 2019
Launch bus stop cleanliness advertising campaign	Q4/Spring 2019
Evaluate results of one-year pilot program and present recommendations to Plans and Programs Committee	February 2020

Strategic Initiative Supported – Omnitrans Strategic Plan FY2017-2020 Marketing Goal, Strategy 3.1 Improve passenger amenities.

CONCLUSION

Receive and file a progress update on implementation of the one-year Adopt-a-Stop Pilot Program.

PSG:WW:AMJ

Attachment A: Proposed Locations for Adopt-a Stop Pilot Program

Attachment A

Proposed Locations for Adopt-a-Stop Pilot Program

City	Routes	Bus Stop Location	Total Average Daily Ridership (Ons and Offs)	Nearby Businesses, Organizations
San Bernardino	sbX	E @ Rialto	672	Food 4 Less, Ross Dress for Less, Jovi's Diner, Astro Motel, Las Conchitas
Redlands	8, 15, 19, 208	Redlands Mall	528	Denny's, Mattress Showroom, Union Bank, Sizzler, Chase Bank, Studio Movie Grill, FedEx, Sushi Zutto, Redlands Boot & Shoe Repair, Kluddes Kitchen, Royal Falconer British Pub, Darby's American Cantina, Parliament Chocolate, Redlands Guitar Shop, DTR Barbershop, Accounting 4 Computers
San Bernardino	1, 3	Highland @ Del Rosa	366	County of San Bernardino Transitional Assistance, Stater Brothers, Harbor Freight, McDonald's, Citizens Business Bank, Wells Fargo CVS
Fontana	20, 29, 61	Marygold @ Sierra	346	Kaiser Permanente Fontana Medical Center, Stater Brothers, El Super, CVS, Waba Grill, Yogurtland, IHOP, In-N-Out Burger, Fontana Indoor Swap Meet
San Bernardino	sbX, 2	E @ Highland	330	Arrowview Middle School, Baker's, Little Caesar's, O'Reilly Auto Parts, 98 Cent Plus, Burger King, Flowers Plus
Colton	19, 215	Mount Vernon @ Centerpointe	337	Health Sciences College of California, Walmart, Ross Dress for Less, 99 Cent store, McDonald's, Starbuck's, Jack in the Box, Maharajah Indian Cuisine, Liam's Irish Pub, Sayaka, El Pollo Loco, Wendy's, Denny's, Carl's Jr.
San Bernardino	1	Lynwood @ Victoria	277	San Manuel Casino
San Bernardino	sbX, 2	E @ Baseline	275	Inland Career Education Center, the Garcia Center for the Arts, Restorer of Life Ministry, Set Free Christian Fellowship, E St Market, Bud Rickert's Art Center, Las Palmas
San Bernardino	sbX, 2	E @ Inland Center	274	Inland Center Mall, National Orange Show Events Center, Alanberto's
San Bernardino	3/4	Highland @ E	200	Arrowview Middle School, Baker's, Little Caesar's, O'Reilly Auto Parts, 98 Cent Plus, Burger King, Flowers Plus
San Bernardino	1, 5	Waterman @ Baseline	198	Stater Brothers, Arrowhead Grove housing development, Joy's Beauty Supply, Jack in the Box, Church's Chicken
Rialto	14	Foothill @ Riverside	184	Chase Bank, Coffee Nutzz, Circle K, Elegant Nails, Brothers Pizza, Burgermania, Pacific Cash Advance, Chiva Coco Restaurante
Highland/San	3/4	Highland @	170	Walmart Supercenter, Ross Dress for Less,

City	Routes	Bus Stop Location	Total Average Daily Ridership (Ons and Offs)	Nearby Businesses, Organizations
Bernardino		Boulder		Starbucks, Event Center at San Manuel Village, St. Bernardine's Urgent Care Center, Mi Cocina
San Bernardino	1, 5	Waterman @ 9th	168	Waterman Discount Mall, El Super, Auto Pick-a-Part, Burger King, WSS Footwear, La Luna Bakery, Fiesta Lavanderia
San Bernardino/Colton	1	Valley College/ Mount Vernon @ Johnston	166	Valley College, Swap Meet, US Army
Rialto	22	Riverside @ Foothill	166	Chase Bank, Coffee Nutzz, Circle K, Elegant Nails, Brothers Pizza, Burgermania, Pacific Cash Advance, Chiva Coco Restaurante
San Bernardino	1, 3/4	Highland @ Sterling	141	99 Cent Store, Bank of America, Target, Regency Theatre, Villa Granada & Viking Apartments, Rite Aid, Planet Fitness
San Bernardino		Mount Vernon @ Mill	136	Middle College High School, El Super, Church's Chicken, Pizza Hut, McDonald's Fallas Paredes, Chela's, La Michoacana
Fontana	14	Foothill @ Sierra	134	El Super, Del Taco, Transitional Assistance Office, IHOP, Jack in the Box, Flame Broiler,
San Bernardino	3/4, 11	Medical Center @ 17 th	123	Dignity Health Community Hospital, West Point Medical Center, Howard Ingham Elementary School, New Hope Missionary Baptist church, St. Anthony's Church, WIC office
San Bernardino	5	Del Rosa @ Highland	114	County WIC office, dd's Discounts, Little Caesar's, Shiekh, Walgreen's, Domino's, McDonald's, Pacific Premier Bank, Stater Brothers, CVS, Del Rosa Village Nursing Center, Harbor Freight Tools
Fontana	19, 61, 82	Sierra @ Merrill	110	Chaffey Fontana, Carl's Jr., Las Islas Marias, Zury's Raspados, La Pizza Loca, Jiffy Lube, Church's Chicken, Harbor Freight Tools, Sundowner's
San Bernardino	100	Highland @ Muscupiabe	100	Stater Brothers, County Transitional Assistance office, Home Depot, Dollar Tree, Popeye's
Rialto	22	Riverside @ Baseline	89	Tacos El Gavilan, Big Lots, McDonald's, Superior, Save & Tell, CVS, Walgreen's, T-Mobile, China Doll, Sizzler, La Michoacana, Stater Brothers, Northpointe Apartments
Fontana	19, 82	Sierra @ Marygold	83	Kaiser Permanente Fontana Medical Center, Stater Brothers, El Super, CVS, Waba Grill, Yogurtland, IHOP, In-N-Out Burger, Fontana Indoor Swap Meet
San Bernardino	5, 7	40 th @ Mountain View	81	Cardena's, Manna Donuts, Mike's Market

City	Routes	Bus Stop Location	Total Average Daily Ridership (Ons and Offs)	Nearby Businesses, Organizations
San Bernardino	3/4	Highland @ Sierra Way	73	Family Dollar, Uptowner, Los Reyes, Burning Bush Missionary Baptist Church, Skateland Event Center, JJ's
San Bernardino	3/4, 7, 8, 11, 15	Rialto @ D	72	U-Haul
Loma Linda	19	Barton @ Mountain View	70	Walmart Neighborhood Market, Chase Bank, Clark's, McDonald's, Boba Tea House, Stater Brothers, Rite Aid
San Bernardino	14	5 th @ Medical Center	70	Omnitrans, Nunez Park, Ruben Campos Community Center, Casa Ramona, BNSF Intermodal Yard, Chabelo's Tires
Redlands	8	Redlands @ New Jersey	61	Walmart, Food 4 Less, US Post Office, Jose's, Applebee's, Panda Express, Wendy's
San Bernardino	1	Lynwood @ Del Rosa	61	Cathedral of Praise, Villa Park Apartments, Manna Donuts, Del Rosa Massage
Highland	1, 3/4	Highland @ Rockford	57	Parkwood Knoll Apartments
Highland	3/4	Highland @ Palm	56	Highland Palms Healthcare Center
San Bernardino	5	Waterman @ Mill	50	Vicky's Restaurant, Empire Molding, La Tapatia, Saborines Ice Cream, 7-Eleven, Pho Ha Vietnamese, Goodwill, Clear Vision Optometry, Pho Mai, Electronics 4 Less, Cott Beverages, United Refrigeration, Housing Authority of County of San Bernardino
Redlands	8	Redlands @ Alabama	46	99 Cent Store, McDonald's, Del Taco, Big 5 Sporting Goods, Pep Boys, Kmart, Little Caesar's, Redlands Thrift Store
San Bernardino	5	40 th @ Sierra Way	46	Bank of America, Lucy's, Walgreen's, Celebrities Sports Grill, La Fuente, WaBa Grill
San Bernardino	5	40 th @ Sepulveda	46	Stater Brothers, Sepulveda Palm Apartments, BoBo's Pizzeria, Jack in the Box, McDonald's
San Bernardino	5	Del Rosa @ Date	41	Fellowship Baptist Church, Del Rosa Discount Market, Taqueria La Suprema, Kaiser Permanente San Bernardino Medical Center, US Post Office, All Star Pizza, Del Rosa Discount Market
San Bernardino	5	40 th @ Waterman	28	T.J. Maxx, Del Taco, Wildwood Park (Wildwood Park Neighborhood Association), Wildwood Dental Group, McDonald's
San Bernardino	10	Baseline @ G	28	Riley School, Midway Market, El Cachanilla, Laura's Flowers, Villa's Room and Board, El y Ella Beauty Salon, Gus Jr.
San Bernardino/Highland	3/4	Highland @ Piedmont	28	Fallas, Aldi, Applebee's

ITEM # E8

DATE: November 7, 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 and Planning

SUBJECT: PREMIUM SHELTER PROGRAM UPDATE

FORM MOTION

Receive and file prioritization plan for the rollout of premium shelters.

This item was reviewed by the Plans & Programs Committee at its October 31, 2018 meeting.

BACKGROUND

On November 1, 2017, the Omnitrans Board of Directors authorized the award of Contract MKP18-08 to Tolar Manufacturing Company, Inc. for the provision of ten (10) premium bus shelters through November 6, 2022, a period of five years. Omnitrans staff intends to purchase and install two (2) premium shelters each fiscal year, unless additional funds become available to purchase additional shelters.

In May 2018, the first two premium shelters were installed on Fifth Street at Medical Center Drive in San Bernardino – one shelter on the north side of the street in front of Omnitrans’ East Valley administration building, and the other on the south side of the street at the newly constructed bus turnout in front of Nunez Park/Ruben Campos Community Center. (See photo in Attachment A). The premium shelters include: an Omnitrans logo; bench; trash receptacle; rooftop solar panels; solar-powered lighting; solar-powered real-time arrival electronic sign; advertising panel; and bike rack (optional feature).

Recommended Prioritization Criteria

Staff recommends prioritizing premium shelter installation at the highest-ridership locations in Omnitrans’ service area where adequate concrete sidewalk area (10’ wide by 25’ long) is available for installation. In order to help select from among bus stops with similar ridership numbers, staff recommends taking into account geographic equity (rotating between jurisdictions), as well as prioritizing bus stops at major institutions such as educational or health care facilities or senior centers.

Staff recommends not placing premium shelters at locations that already have privately owned shelters or custom-built-in-place shelters that cannot be moved. Staff also recommends not placing premium shelters within ½ mile walking distance of existing premium amenities (i.e., transit centers or sbX stations) unless it enhances a transfer to those amenities from another route (i.e., premium shelter at Route 19 stop to enhance transfer to sbX Green Line station). This is intended to make efficient use of Omnitrans' resources to benefit as many passengers as possible who do not already have access to premium amenities.

Omnitrans funding will only be used to provide premium shelters within the jurisdictions of member agencies which have a signed agreement to participate in the Omnitrans' Passenger Amenity Program (PAP). PAP agreements allow for advertising at shelters which helps Omnitrans offset a portion of costs related to shelter maintenance. PAP agreements are currently in place with the County of San Bernardino (for unincorporated areas) and the cities of Colton, Fontana, Grand Terrace, Highland, Loma Linda, Montclair, Ontario, Redlands, Rialto, San Bernardino, and Yucaipa.

Thus, staff recommends placing premium shelters according to the following criteria (not listed in any particular order):

1. PAP member city (minimum requirement);
2. Adequate sidewalk area for installation (minimum requirement);
3. No custom or private shelter existing (minimum requirement);
4. Not within ½ mile of other premium amenities (i.e., sbX station or transit center);
5. Ridership;
6. Geographic equity between jurisdictions;
7. Serves educational or healthcare institutions or senior center;
8. Location with high trash volume;
9. Not at a location with high incidence of damage to amenities;
10. Jurisdiction provides substantial matching funding for shelter (as discussed in detail below).

Proposed Priority Locations

Based on the above-listed criteria, staff's recommended list of initial priority locations for premium bus shelters is shown below. The top three highest ridership locations (that have adequate sidewalk for shelter) are included for each PAP member city, plus additional locations at hospitals, colleges, or senior centers. Each location could receive one or two shelters depending on whether sufficiently wide sidewalk is available on both sides of street. If adequate sidewalk is only available on one side of the street, then a premium shelter could be installed on the other side in the future once a wider concrete sidewalk is provided.

Staff proposes revisiting the priority order each year before ordering new shelters, to assess whether any conditions have changed (such as changes in ridership figures or adequate sidewalk installed at a location that did not previously have it, etc.).

Proposed Priority Order for Premium Shelters

City	Routes	Bus Stop Location	Total Average Daily Ridership (Ons and Offs)	College, Hospital, or Senior Center?	High Trash Volume? (+)	High Incidence of Damage? (-)
Redlands	8, 15, 19, 208	Redlands Mall Transfer Center	528		Yes	
San Bernardino	1, 3	Highland @ Del Rosa	366		Yes	Yes
Fontana	20, 29, 61	Marygold @ Sierra	346	Yes	Yes	Yes
Colton	19, 215	Mount Vernon @ Centerpointe	337		Yes	Yes
Yucaipa	8, 19	Crafton Hills College	236	Yes		
San Bernardino	1, 5	Waterman @ Baseline	198		Yes	Yes
Rialto	14	Foothill @ Riverside	184		Yes	
Highland/San Bernardino	3/4	Highland @ Boulder	170		Yes	Yes
San Bernardino/Colton	1	Valley College/ Mount Vernon @ Johnston	166	Yes		
Ontario	61	Holt @ Mountain	133			
Fontana	10	Foothill @ Citrus	133			
Fontana	14	Foothill @ Sierra	131		Yes	
Loma Linda	19	VA Hospital	128	Yes		
San Bernardino	3/4, 11	Medical Center @ 17 th	123	Yes		
Colton	1	Mount Vernon @ Olive	116			
Fontana		Sierra @ Merrill	110	Yes	Yes	Yes
Highland	3/4, 15	Baseline @ Palm	106			
Highland	3/4, 15	Baseline @ Boulder	103		Yes	Yes
Rialto	14	Foothill @ Pepper	93		Yes	Yes
San Bernardino		Highland @ Waterman	92	Yes	Yes	Yes
Rialto	22	Riverside @ Baseline	89		Yes	Yes
Loma Linda	8	Redlands @ Richardson	72			
Loma Linda	19	Barton @ Mountain View	70		Yes	
Redlands	15	Lugonia @ Alabama	63			

City	Routes	Bus Stop Location	Total Average Daily Ridership (Ons and Offs)	College, Hospital, or Senior Center?	High Trash Volume? (+)	High Incidence of Damage? (-)
Redlands	8	Redlands @ New Jersey	61		Yes	Yes
Ontario	61	Holt @ Allyn	61			
Montclair	84	Mountain & Holt	51			
Montclair	85	Central @ Mission	36			
Yucaipa	19	Yucaipa @ Commercial	32			
County of SB	61	San Bernardino @ Live Oak	29			
Yucaipa	19, 208	Yucaipa Blvd @ Sand Canyon	27			
Montclair	85	San Bernardino @ Central	27			
Highland	23	Highland @ Central	23	Yes		
County of SB	61	San Bernardino @ Beech	22			
County of SB	61	San Bernardino @ Hemlock	21			
Grand Terrace	325	Barton @ Mount Vernon	14			
Grand Terrace	325	Barton @ Canal	7			
Grand Terrace	325	Barton @ Michigan	4			

Many of the high-ridership locations with adequate sidewalk for a shelter already have standard shelters installed. So the installation of premium shelters will free up standard shelters, which staff could move to other locations in the service area with adequate sidewalk that do not currently have shelters.

Because many of the highest-ridership locations are also the locations that need the most maintenance, staff suggests tying the rollout of premium shelters to the rollout of the Adopt-a-Stop program (discussed in more detail in a separate agenda item). Many of the above-listed high-ridership locations have also been identified as high-maintenance bus stops, due to the high passenger volumes at these locations. Thus, staff proposes prioritizing outreach to seek sponsorships or adoptions of the bus stops where premium shelters are being placed. Sponsors will be encouraged to voluntarily pay the full or partial cost of a premium shelter, in exchange for sponsor recognition at the bus stop. This will help to improve cleanliness and the physical appearance of these bus stops, as the premium shelters come with large trash cans that will help increase capacity for trash and therefore help reduce litter. However, if the premium shelters, once installed, are repeatedly subjected to vandalism or damage, Omnitrans reserves the right to relocate them to another location.

FUNDING SOURCE

The premium shelter contract approved by the Board of Directors on November 1, 2017 committed funds for the purchase of ten (10) shelters through November 6, 2022, which equates to two (2) shelters per year. Staff is seeking additional funding sources for additional shelters. For example, several private developers have shown interest in purchasing premium shelters for the bus stops in front of their properties.

Several member agencies have also explored the possibility of applying for Cap and Trade funds and including premium shelters in the grant application. The City of Ontario won a Cap and Trade Transformative Climate Communities grant, which will pay for five (5) premium shelters (planned to be installed in 2020) at the following locations:

- Bon View at Maitland (1);
- Euclid at Mission (2); and
- Holt at Grove (2).

Local Matching Program

Based on input from staff of the member cities, Omnitrans staff proposes a local fund matching program for premium shelters at locations that have lower ridership. Where cities feel strongly that a premium shelter is needed at a location sooner than it will be funded by Omnitrans based on the tentative priority list above, but are not able to acquire grant funding to pay for it, Omnitrans will contribute \$15,000 of the \$40,000 cost of the premium shelter (as funds are available) if the city contributes the other \$25,000. This proposed local matching program helps to achieve geographic equity between Omnitrans' member agencies while still prioritizing Omnitrans' federal funds towards the highest-ridership locations.

Short Range Transit Plan Goal Supported - Expand, maintain and improve existing vehicles, facilities and passenger amenities.

Strategic Initiative Supported – Strategic Plan Marketing Goal, Strategy 3.1 Improve passenger amenities.

CONCLUSION

Staff recommends that the Board of Directors receive and file prioritization plan for the rollout of premium shelters.

PSG:WW:AMJ

Attachment A: Premium Shelter on 5th Street at Medical Center in San Bernardino

Attachment A

Premium Shelter on 5th Street at Medical Center in San Bernardino



ITEM # E9

DATE: November 7, 2018

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

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Araceli Barajas, Executive Staff Assistant

SUBJECT: **ADOPT RESOLUTION #309-18 TO AMEND CONFLICT OF INTEREST CODE**

FORM MOTION

Adopt Resolution No. 309-18, (Attachment A) amending the Conflict of Interest Code of Omnitrans.

BACKGROUND

The Political Reform Act (the “Act”) requires all public agencies to adopt and maintain a Conflict of Interest Code containing the rules for disclosure of personal assets. The Conflict of Interest Code must specifically designate all agency positions that make or participate in the making of decisions and assign specific types of personal assets to be disclosed that may be affected by the exercise of powers and duties of that position.

The Act further requires that agencies regularly review and update their Codes as necessary when directed by the code-reviewing body or when change is necessitated by changed circumstances (Sections 87306 and 87306.5). The San Bernardino County Board of Supervisors is Omnitrans code-reviewing body and directed that the Code be reviewed as required under the Act. During this review, staff found that amendments to the Code are necessary.

Attached is a redlined version of the proposed amended Code, (Attachment B) showing that the revisions of the Conflict of Interest Code are based on establishing and recognizing new positions that must be designated and revise titles to existing positions.

CONCLUSION

Staff is requesting that the Board of Directors Adopt Resolution No. 309-18 amending the Conflict of Interest Code of Omnitrans and directing that such amendment be submitted to the San Bernardino County Board of Supervisors as Omnitrans’ code-reviewing body (Gov. Code § 82011) requesting approval of the amendment as required under Government Code section 87303.

Attachment A: Resolution 309-18

Attachment B: Legislative (redline) version of Conflict of Interest Code

Attachment C: Legislation (clean) version of Conflict of Interest Code

RESOLUTION NO. 309-18

**RESOLUTION OF THE OMNITRANS BOARD OF
DIRECTORS, SAN BERNARDINO COUNTY,
CALIFORNIA, ADOPTING AN AMENDED
CONFLICT OF INTEREST CODE PURSUANT TO
THE POLITICAL REFORM ACT OF 1974**

WHEREAS, the State of California enacted the Political Reform Act of 1974, Government Code Section 81000 et seq. (the “Act”), which contains provisions relating to conflicts of interest which potentially affect all officers, employees and consultants of Omnitrans and requires all public agencies to adopt and promulgate a conflict of interest code; and

WHEREAS, the Board of Directors adopted a Conflict of Interest Code (the “Code”) in compliance with the Act which was last amended September 6, 2017; and

WHEREAS, subsequent changed circumstances within Omnitrans have made it advisable and necessary pursuant to Sections 87306 and 87307 of the Act to amend and update Omnitrans’ Code; and

WHEREAS, the potential penalties for violation of the provisions of the Act are substantial and may include criminal and civil liability, as well as equitable relief which could result in Omnitrans being restrained or prevented from acting in cases where the provisions of the Act may have been violated; and

WHEREAS, notice of the time and place of a public meeting on, and of consideration by the Board of Directors of, the proposed amended Code was provided each affected designated position and publicly posted for review at the offices of Omnitrans; and

WHEREAS, a public meeting was held upon the proposed amended Code at a regular meeting of the Omnitrans Board of Directors on November 7, 2018, at which all present were given an opportunity to be heard on the proposed amended Code.

NOW, THEREFORE, BE IT RESOLVED THAT the Board of Directors does hereby adopt the proposed amended Omnitrans Conflict of Interest Code, a copy of which is attached hereto and shall be on file with the Assistant to the CEO/General Manager and available to the public for inspection and copying during regular business hours;

BE IT FURTHER RESOLVED that the said amended Code shall be submitted to the Board of Supervisors of the County of San Bernardino for approval and said Code shall become effective immediately upon approval of the Board of Supervisors.

APPROVED AND ADOPTED this 7th day of November, 2018.

Ron Dailey, Chair
Omnitrans Board of Directors

Approved as to form:

Haviva Shane, for Best Best & Krieger LLP
Counsel for Omnitrans

CERTIFICATION

I, P. Scott Graham, Secretary, Omnitrans Board of Directors, do hereby certify that the foregoing resolution was adopted by the Omnitrans Board of Directors at a regular meeting thereof held on the 7th day of November, 2018, by the following vote, to wit:

AYES:

NOES:

ABSENT:

ABSTAINED:

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

LEGISLATIVE VERSION
(SHOWS CHANGES MADE)**OMNITRANS**
CONFLICT OF INTEREST CODE
AMENDED ~~SEPTEMBER 6, 2017~~ November 7, 2018

The Political Reform Act, (Gov. Code §81000 et seq.,) requires state and local government agencies to adopt and promulgate Conflict of Interest Codes. The Fair Political Practices Commission has adopted a regulation, (2 Cal. Code of Regs. §18730), that contains terms of a standard Conflict of Interest Code, which can be incorporated by reference in an agency's code. After public notice and hearing, the standard code may be amended by the Fair Political Practices Commission to conform to amendments in the Political Reform Act. Therefore, the terms of 2 California Code of Regulations section 18730 and any amendments to it duly adopted by the Fair Political Practices Commission are hereby incorporated by reference. This Incorporation Page, Regulation 18730 (attached) and the attached Appendix designating positions and establishing disclosure categories, shall constitute the Conflict of Interest Code of Omnitrans.

All officials and designated positions required to submit a statement of economic interests shall file their statements with the Executive Staff Assistant as Omnitrans' Filing Officer. The Executive Staff Assistant shall make and retain a copy of all statements filed by the Board of Directors, their Alternates and the General Manager and forward the originals of such statements to the Clerk of the Board of Supervisors of the County of San Bernardino. The Executive Staff Assistant shall retain the original statements filed by all other officials and designated positions and make all retained statements available for public inspection and reproduction during regular business hours. (Gov. Code § 81008.)

All officials and designated positions required to submit a statement of economic interests shall receive ethics training as required pursuant to Government Code section 53235 (AB 1234). The ~~City's~~ Filing Officer shall annually provide all filers with information on training available to meet the requirements of Section 53235, and maintain required records indicating the dates that filers satisfied the training requirements and the entity that provided the training. These records shall be retained for five years after the date of training and are public records subject to disclosure under the California Public Records Act. (Gov. Code § 53235.2.)

APPENDIX

CONFLICT OF INTEREST CODE

OF OMNITRANS

(Amended ~~September 6, 2017~~ November 7, 2018)

PART “A”

OFFICIALS WHO MANAGE PUBLIC INVESTMENTS

Officials who manage public investments as defined by 2 California Code of Regulation section 18700.3, are NOT subject to Omnitrans’ Conflict of Interest Code but must file disclosure statements under Government Code section 87200 et seq. [Regs. § 18730(b)(3)]

It has been determined that the positions listed below are officials who manage public investments¹. These positions are listed here for informational purposes only.

Board of Directors and their Alternates

CEO/General Manager

Investment Consultant

¹ Individuals holding one of the above-listed positions may contact the Fair Political Practices Commission for assistance or written advice regarding their filing obligations if they believe that their position has been categorized incorrectly. The Fair Political Practices Commission makes the final determination whether a position is covered by § 87200.

DESIGNATED POSITIONS

GOVERNED BY THE CONFLICT OF INTEREST CODE

<u>DESIGNATED EMPLOYEES'</u> <u>TITLE OR FUNCTION</u>	<u>DISCLOSURE CATEGORIES</u> <u>ASSIGNED</u>
Accounting Manager	1, 2
Accounting Services Supervisor	5
Administrative Officer	1
Application Developer	5
Application Manager	5
Application Specialist	5
Assistant Transportation Manager	5
Capital Project Services Manager	3, 5
Contracts Review Analyst	4
Contracts Manager	4
Contract Administrator (ALL)	4
Database Manager	5
Deputy General Manager	2, 4
Development Planning Manager	1, 2
Director of Finance	1, 2
Director of Human Resources/ Safety & Regulatory Compliance	5
Director of Information Technology	5
Director of Internal Audit Services	4
Director of Maintenance	5
Director of Marketing/Planning	1, 2
Director of Operations	1
Director of Procurement	1
Director of Rail Operations	2, 5

DESIGNATED EMPLOYEES'
TITLE OR FUNCTION

DISCLOSURE CATEGORIES
ASSIGNED

<u>Director of Safety & Regulatory Compliance</u>	<u>5</u>
Director of Special Transit Services	2, 5
Dispatch Supervisor	5
Employee Relations Manager	5
Environmental/Occupation Health & Safety Specialist	5
Facility Manager	3, 5
Facility Supervisor	5
Fleet Analyst <u>(ALL)</u>	5
General Counsel	1, 2
Human Resources Analyst	5
Human Resources Manager	5
Maintenance Manager	5
Maintenance Supervisor – Special Transportation Services	5
Marketing Manager	5
Marketing Specialist	5
Materials Manager	4
Network Administrator	5
Planner (All)	1, 2
Programs Administrator – Special Transportation Services	5
Purchased Transportation Administrator	5
Rail Compliance Officer	5
Safety and Security Regulatory Compliance Manager	5
Safety & Regulatory Compliance Specialist	5
Scheduling Analyst	5
Security & Emergency Preparedness Coordinator	5
Senior Financial Analyst	1, 2
Service Planning Manager	2, 5
Special Transportation Services Manager	5

DESIGNATED EMPLOYEES'
TITLE OR FUNCTION

DISCLOSURE CATEGORIES
ASSIGNED

Stops & Stations Supervisor	5
Systems Coordinator	5
Systems Engineer	5
<u>Systems Specialist</u>	<u>5</u>
Technical Services Manager	5
Transportation Manager	1
Treasury Manager	1
Warranty Coordinator	4

Consultants and New Positions²

² Individuals serving as a consultants as defined in FPPC Reg 18700.3 or in a new position created since this Code was last approved that makes or participates in making decisions must file under the broadest disclosure set forth in this Code subject to the following limitation:

The CEO/General Manager may determine that, due to the range of duties or contractual obligations, it is more appropriate to assign a limited disclosure requirement. A clear explanation of the duties and a statement of the extent of the disclosure requirements must be in a written document. (Gov. Code §. 82019; FPPC ~~Regulations~~ Regs 18219 and 18734.). The CEO/General Manager's determination is a public record and shall be retained for public inspection in the same manner and location as this Conflict of Interest Code. (Gov. Code § 81008.)

PART “B”

DISCLOSURE CATEGORIES

The disclosure categories listed below identify the types of economic interests that the designated position must disclose for each disclosure category to which he or she is assigned.³ “Investment” means financial interest in any business entity (including a consulting business or other independent contracting business) and are reportable if they are either located in, doing business in, planning to do business in, or have done business during the previous two years in the jurisdiction of Omnitrans.

Category 1: All investments and business positions in business entities, and sources of income, including gifts, loans and travel payments that are located in, do business in, or own real property within the jurisdiction of Omnitrans.

Category 2: All interests in real property which is located in whole or in part within, or not more than two (2) miles outside, the jurisdiction of Omnitrans, including any leasehold, beneficial or ownership interest, or option to acquire additional real property.

Category 3: All investments and business positions in business entities, and sources of income, including gifts, loans and travel payments, that are engaged in land development, construction or the acquisition or sale of real property within the jurisdiction of Omnitrans.

Category 4: All investments and business positions in business entities, and sources of income, including gifts, loans and travel payments, that provide services, products, materials, machinery, vehicles or equipment of a type utilized by Omnitrans.

Category 5: All investments and business positions in business entities, and sources of income, including gifts, loans and travel payments, that provide services, products, materials, machinery, vehicles or equipment of a type purchased or leased by the designated positions’ department, unit or division.

³ This Conflict of Interest Code does not require the reporting of gifts from outside this agency’s jurisdiction if the source does not have some connection with or bearing upon the functions or duties of the position. (Reg. 18730.1)

LAW OFFICES OF
BEST BEST & KRIEGER LLP

OMNITRANS CONFLICT OF INTEREST CODE AMENDED NOVEMBER 7, 2018

The Political Reform Act, (Gov. Code §81000 et seq.,) requires state and local government agencies to adopt and promulgate Conflict of Interest Codes. The Fair Political Practices Commission has adopted a regulation, (2 Cal. Code of Regs. §18730), that contains terms of a standard Conflict of Interest Code, which can be incorporated by reference in an agency's code. After public notice and hearing, the standard code may be amended by the Fair Political Practices Commission to conform to amendments in the Political Reform Act. Therefore, the terms of 2 California Code of Regulations section 18730 and any amendments to it duly adopted by the Fair Political Practices Commission are hereby incorporated by reference. This Incorporation Page, Regulation 18730 (attached) and the attached Appendix designating positions and establishing disclosure categories, shall constitute the Conflict of Interest Code of Omnitrans.

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APPENDIX

CONFLICT OF INTEREST CODE

OF OMNITRANS

(Amended November 7, 2018)

PART “A”

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DESIGNATED POSITIONS

GOVERNED BY THE CONFLICT OF INTEREST CODE

<u>DESIGNATED EMPLOYEES'</u> <u>TITLE OR FUNCTION</u>	<u>DISCLOSURE CATEGORIES</u> <u>ASSIGNED</u>
Accounting Manager	1, 2
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Administrative Officer	1
Application Developer	5
Application Manager	5
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Assistant Transportation Manager	5
Capital Project Services Manager	3, 5
Contracts Review Analyst	4
Contracts Manager	4
Contract Administrator (ALL)	4
Database Manager	5
Deputy General Manager	2, 4
Development Planning Manager	1, 2
Director of Finance	1, 2
Director of Human Resources	5
Director of Information Technology	5
Director of Internal Audit Services	4
Director of Maintenance	5
Director of Marketing/Planning	1, 2
Director of Operations	1
Director of Procurement	1
Director of Rail Operations	2, 5

DESIGNATED EMPLOYEES'
TITLE OR FUNCTION

DISCLOSURE CATEGORIES
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Director of Safety & Regulatory Compliance	5
Director of Special Transit Services	2, 5
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Employee Relations Manager	5
Environmental/Occupation Health & Safety Specialist	5
Facility Manager	3, 5
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Fleet Analyst (ALL)	5
General Counsel	1, 2
Human Resources Analyst	5
Human Resources Manager	5
Maintenance Manager	5
Maintenance Supervisor – Special Transportation Services	5
Marketing Manager	5
Marketing Specialist	5
Materials Manager	4
Network Administrator	5
Planner (All)	1, 2
Programs Administrator – Special Transportation Services	5
Purchased Transportation Administrator	5
Rail Compliance Officer	5
Safety and Security Regulatory Compliance Manager	5
Safety & Regulatory Compliance Specialist	5
Scheduling Analyst	5
Security & Emergency Preparedness Coordinator	5
Senior Financial Analyst	1, 2
Service Planning Manager	2, 5
Special Transportation Services Manager	5

DESIGNATED EMPLOYEES'
TITLE OR FUNCTION

DISCLOSURE CATEGORIES
ASSIGNED

Stops & Stations Supervisor	5
Systems Coordinator	5
Systems Engineer	5
Systems Specialist	5
Technical Services Manager	5
Transportation Manager	1
Treasury Manager	1
Warranty Coordinator	4

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PART “B”

DISCLOSURE CATEGORIES

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ITEM # E10

DATE: November 7, 2018

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

THROUGH: P. Scott Graham, CEO/General Manager

FROM: Suzanne Pfeiffer, Director of Human Resources

**SUBJECT: PROPOSED CHANGE TO POLICY 404, ADVANCEMENT,
PROMOTION AND SALARY ADJUSTMENTS ALL MANAGEMENT
CONFIDENTIAL EMPLOYEES**

FORM MOTION

Approve the proposed change to Policy 404.

This item was reviewed by the Administrative & Finance Committee at its October 11, 2018 meeting, and recommended to the Board of Directors for approval.

BACKGROUND


In August 2018, a CalPERS audit was completed and it was noted that Policy 404 was not clear on the start date of pay changes other than the six-month probationary increase. The Policy has been updated to add language stating that any change to pay occurs on the first day of the pay period of the event giving rise to the change.

CONCLUSION

Staff recommends that the Board of Directors approve the proposed change to Policy 404.

PSG:SP

Attachment A: Policy 404

 PERSONNEL POLICY MANUAL	POLICY 404 PAGE 1 OF 21
SUBJECT Advancement, Promotion and Salary Adjustments All Management & Confidential Employees	APPROVED BY OMNITRANS BOARD OF DIRECTORS DATE: May 3, 2006 EFFECTIVE: <u>July 1, 2006</u> <u>November 7, 2018</u>

I. Purpose

To state Omnitrans' policy on compensation, advancement, promotion and salary adjustments.

II. Scope

All Departments

III. Procedure

- A. Employees are considered for annual compensation adjustments within their respective compensation ranges based on their seniority date in their position. For example, an employee's hire date may be February 24, 2000. They were then promoted into another position effective April 1, 2002. April 1st is the seniority date in their current position and will be the effective date of their evaluations.
- B. Approved increases are effective from the first day of the pay period following the completion of the requisite six (6) months probation. Compensation adjustment time can, upon the approval of the CEO/General Manager, be accelerated or delayed in cases of employees exceeding or not meeting performance standards.
- C. New or open positions will be posted a minimum of five (5) days and an external search may be conducted simultaneously. All manager and director positions will be simultaneously advertised internally and externally when an opening occurs.
- D. Newly hired, transferred or promoted employees must be employed for a period of six (6) months before becoming eligible for transfer or promotion outside of their department. This may be waived upon approval of the CEO/GM.
- E. Merit salary increases will be granted in accordance with the following guidelines:

Increase following probationary period = 2%

Below Standards = 0%

Needs Development = 0%

Meets Standards = 3%

Exceeds = 4%

Outstanding = 5%



PERSONNEL POLICY MANUAL

POLICY 404 PAGE 2 OF 21

SUBJECT

**Advancement, Promotion and Salary Adjustments
All Management & Confidential Employees**

APPROVED BY OMNITRANS
BOARD OF DIRECTORS

DATE: May 3, 2006

EFFECTIVE: ~~July 1, 2006~~ November 7, 2018

- F. All pay adjustments are effective the first day of the pay period of the event giving rise to the change.

ITEM # E11

DATE: November 7, 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

**SUBJECT: OMNITRANS DRAFT TRANSIT ASSET MANAGEMENT (TAM)
POLICY**

FORM MOTION

Approve the Omnitrans Draft Transit Asset Management (TAM) Policy.

This item was reviewed by the Administrative & Finance Committee at its October 11, 2018 meeting, and recommended to the Board of Directors for approval.

BACKGROUND

The Federal Transit Administration (FTA) has published a final rule defining the term of State of Good Repair (SGR) and established minimum Federal requirements for Transit Asset Management (TAM). These regulations will apply to all recipients and sub-recipients of Chapter 53 funds that own, operate, or manage public transportation capital assets.

The purpose of the TAM Policy is to communicate to the Board of Directors, management, staff and external stakeholders Omnitrans' commitment to maintain its system in a SGR; and foster a culture of continuous improvement in asset management planning and performance. All Omnitrans Board Members, staff, and members of the public are affected since the TAM Policy provides direction needed to assess, fund and maintain Omnitrans' assets in a SGR.

The final rule requires public transportation providers to develop and implement a TAM Plan. The Plan must include an asset inventory, condition assessment of inventoried assets, and a prioritized list of investments to improve the SGR of their capital assets. Transit providers are required to set performance targets for their capital assets based on SGR measures and report their targets, as well as information related to the condition of their capital assets to the National Transit Database (NTD).


A draft TAM Plan was forwarded to the San Bernardino County Transportation Authority (SBCTA) prior to the October 1, 2018 deadline. The final TAM Plan is under internal review and will be vetted at the Administrative and Finance Committee meeting on November 15, 2018.

CONCLUSION

Staff recommends that the Board of Directors approve of Omnitrans' Draft Transit Asset Management (TAM) Policy.

PSG:DW

Attachment A: Draft TAM Policy

 BOARD POLICY	POLICY PAGE 1 OF 4 Attachment A
SUBJECT Transit Asset Management Policy	APPROVED BY OMNITRANS BOARD OF DIRECTORS DATE: November 7, 2018

I. PURPOSE

Omnitrans is committed to effectively manage its capital assets and maintain its system in a State of Good Repair (SGR) to support safe, efficient, and reliable transit system. This Directive outlines the Agency's overall asset management approach in a manner consistent with current federal regulations (49 U.S. Code § 5326) and sets the direction for establishing and following through with transit asset management strategies and plans that are achievable with available funds. This Directive complies with the Federal Transit Administration (FTA) Transit Asset Management (TAM) Final Ruling on July 26, 2016.

The purpose of the TAM Policy is to communicate to the Board of Directors, management, staff, and external stakeholders the Agency's commitment to maintain its system in a State of Good Repair; and foster a culture of continuous improvement in asset management planning and performance.

This Policy is specific to the management of Omnitrans' capital assets, as defined by the FTA, which has a value of \$15,000 or more and are included in the Agency's Transit Asset Inventory maintained in the SAP Asset Management System.

II. PERSONS AFFECTED

All Board Members, staff and the public are affected since the TAM Policy provides direction needed to assess, fund and maintain Agency assets in a State of Good Repair.

III. DEFINITIONS

"Transit Asset Management Plan (TAM Plan)" means the Plan through which Omnitrans will document its' asset base, asset conditions, backlog and document the condition of State of Good Repair, Asset Management Policy, TAM goals and objectives, governance structure for asset management, strategy for capital asset funding and prioritization, and key priorities for asset management.

"Transit Asset" as defined by the FTA, means both fixed long-life infrastructure assets (including, for example, structures, tunnels, facilities, and maintenance of way) and equipment (bus, rail, and paratransit rolling stock).



BOARD POLICY

POLICY
Attachment A

PAGE 2 OF 4

SUBJECT

Transit Asset Management Policy

APPROVED BY OMNITRANS
BOARD OF DIRECTORS

DATE: November 7, 2018

“State of Good Repair (SGR)” means a condition which assets are fit for the purpose for which they were intended.

“TAM Final Ruling” means a set of federal regulations that sets out minimum asset management practices for transit providers to bring all of the nation’s transit assets into a State of Good Repair.

“Capital Improvement Plan (CIP)” means a short-range plan, usually four to ten years, which identifies capital projects and equipment purchases, provides a planning schedule, and identifies alternatives for funding the Plan.

“Tier I Agency” as defined by the FTA, means agencies that operate rail, or with 101 vehicles or more across all fixed-route modes, or with 101 vehicles or more in one non-fixed route mode. Tier I agencies must develop their own TAM Plan.

IV. POLICY

A. Commitment to Maintaining Assets in a State of Good Repair

1. Omnitrans is committed to maintaining assets in a State of Good Repair through financial stewardship and reinvestment, transparency, and collaboration with its funding partners; promoting a culture that supports asset management across the organization; and by focusing on high quality data-driven asset condition and performance information to provide safe, reliable, sustainable service for the communities served.
2. The Agency’s asset management program supports the timely implementation of projects and programs which maintain assets in a State of Good Repair.

B. TAM Vision

1. Omnitrans TAM Vision is an extension of its mission statement. It sets the direction for establishing and continually improving asset management strategies and plans, including setting goals, objectives, and measures to monitor and continually improve performance.



BOARD POLICY

POLICY
Attachment A

PAGE 3 OF 4

SUBJECT

Transit Asset Management Policy

APPROVED BY OMNITRANS
BOARD OF DIRECTORS

DATE: November 7, 2018

C. Lifecycle Management

1. A data-driven set of activities will be used to evaluate the cost, condition, and performance of each class of assets over their entire lifecycle.

D. Optimizing Use of Funds Across Asset Lifecycle

1. The Capital Improvement Plan (CIP) will be aligned with TAM investment priorities:
 - Public and employee safety
 - Optimized useful life and/or maintenance of existing assets
 - Replace assets in accordance with TAM targets
 - Leverage available funds and optimize use of financial resources
 - Improve system-wide reliability
 - Meet environmental sustainability goals

E. TAM Plan Elements

The FTA regulation defines Omnitrans as a Tier I agency and, as such, requires the Agency to implement a TAM Plan that includes the nine TAM Elements listed below.

1. Inventory of assets – A register of capital assets and information about those assets
2. Condition assessment – A rating of the assets' physical state or condition
3. Decision support tool – Analytic process or tool to assist in capital asset investment prioritization needs
4. Prioritized list of investments – A prioritized list of projects or programs to manage or improve the SGR of capital assets



BOARD POLICY

POLICY
Attachment A

PAGE 4 OF 4

SUBJECT

Transit Asset Management Policy

APPROVED BY OMNITRANS
BOARD OF DIRECTORS

DATE: November 7, 2018

5. TAM and SGR Policy – Executive-level direction regarding expectations for transit asset management
6. Implementation strategy – Operational actions to achieve TAM goals and policies
7. Key annual activities – Describe the key TAM activity four-year plan
8. Identification of resources – List resources needed to carry out the TAM Plan
9. Evaluation plan – Monitor and update to support continuous TAM improvement

V. AUTHORITY

A. Board Authority

The Board of Directors has the authority to approve and amend Omnitrans' TAM Policy.

B. General Manager Authority

The General Manager or designee will have overall responsibility for overseeing the development of asset management plans and procedures, in cooperation with the Senior Leadership Team, and reporting to the Board on the status of asset management for the Agency. In accordance with this policy, implementation of the TAM Policy will be a shared responsibility for all departments within Omnitrans regarding expectations and mandatory requirements.

VI. ATTACHMENTS

None

ITEM # E12

DATE: November 7, 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: CONSOLIDATED TRANSPORTATION SERVICES AGENCY (CTSA)
FUNDING AGREEMENTS**

FORM MOTION

Authorize the CEO/General Manager to execute Funding Agreements between Omnitrans, as Consolidated Transportation Services Agency, and five existing program partners for two years in the not-to-exceed amounts listed in Table 1.

This item was reviewed by the Administrative & Finance Committee at its October 11, 2018 meeting, and recommended to the Board of Directors for approval.

BACKGROUND

Omnitrans, as the Consolidated Transportation Services Agency (CTSA) for the San Bernardino Valley sub-area, is allocated Measure I CTSA funds to improve mobility and/or coordination of transportation services for seniors and/or persons with disabilities in the San Bernardino Valley sub-area.

Omnitrans has existing funding agreements with the each of the Agencies and the new funding agreements will allow these existing program partners to continue the operation of these services transporting and enhancing mobility for seniors and/or individuals with disabilities residing in the Omnitrans service area.

Table 1

<u>AGENCY</u>	<u>PROJECT</u>	<u>YEAR 1</u>	<u>YEAR 2</u>	<u>NET AMOUNT</u>
City of Grand Terrace	Senior Transp. Program	\$ 38,600.28	\$ 39,952.67	\$ 78,552.95
City of Redlands	Senior Transp. Program	\$ 56,255.55	\$ 56,847.80	\$ 113,103.35
Community Sr. Svcs	WV Volunteer Drv. Reimb.	\$ 129,167.44	\$ 178,731.12	\$ 307,898.56
OPARC	OPARC Connect	\$ 61,852.00	\$ 62,790.00	\$ 124,642.00
Anthesis	AIM	\$ 283,960.00	\$ 303,461.50	\$ 587,421.50
TOTAL		\$ 569,835.27	\$ 641,783.09	\$ 1,211,618.36

CONCLUSION

Staff recommends that the Board of Directors authorize the CEO/General Manager to execute Funding Agreements for the City of Grand Terrace, City of Redlands, Community Senior Services, OPARC, and Anthesis in the not-to-exceed amounts listed in Table 1.

PSG: DS

ITEM # E13

DATE: November 7, 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, Contracts Manager

**SUBJECT: AUTHORIZE RELEASE – RFP-ITS19-24
SAP CONSULTING SERVICES – ENTERPRISE ASSET MANAGEMENT
SYSTEM WITH MOBILITY PROJECT**

FORM MOTION

Authorize the CEO/General Manager to release Request for Proposals RFP-ITS19-24 for the provision of SAP Consulting Services - Enterprise Asset Management System with Mobility Project.

BACKGROUND

Omnitrans requires the services of a SAP consultant(s) to assess, recommend, implement, and commission an Enterprise Asset Management (EAM) software solution that satisfies the Federal Transit Administration (FTA) State of Good Repair (SGR) and Transit Asset Management (TAM) reporting requirements. The EAM system will enable Agency-wide asset tracking, work order management, materials management and asset management system. Additional consulting services may include additional functionality for the Maintenance and Operations departments.

On October 3, 2018, staff recommended to the Administrative and Finance Committee to approve the draft TAM Policy. The purpose of the TAM Policy is to set forth general provisions and standards that will govern the maintenance of transit infrastructure and equipment in a state of good repair. Omnitrans is committed to effectively managing its capital assets and maintaining its transit system to support a safe, efficient, and reliable service to the public.

In accordance with the Procurement Policy 2000, Section 2.3.5.1.3 and FTA Circular 4220.1F, Board authorization and use of a formal procurement procedure is required to release Request for Proposals for procurements of good/services exceeding \$150,000. The Independent Cost Estimate for this project is \$1,213,000.

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-2017-148	2016	ITS Projects	D1622022F	\$ 970,400
Prop 1B	Prop 1B	2016	ITS Projects	D1622022B	\$ 242,600
Total					\$1,213,000

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

Short Range Transit Plan/Strategic Initiative Supported – This procurement supports Omnitrans' Strategic Initiative 5 – Technology Optimization.

CONCLUSION

By proceeding with this solicitation, Omnitrans will have the ability to implement an EAM system that supports the FTA's TAM regulatory requirements.

PSG:EFK:KT

ITEM # E14

DATE: November 7, 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, Contracts Manager

SUBJECT: AUTHORIZE RELEASE – IFB-MNT19-46, TRANSIT BUS PARTS

FORM MOTION

Authorize the CEO/General Manager to release Invitation for Bids IFB-MNT19-46 for the provision of Transit Bus Parts for a two (2) year base period with one (1) single option year.

BACKGROUND

Omnitrans owns, operates, and maintains New Flyer buses as part of its revenue fleet. Parts delivered under the contracts resulting from this solicitation will be used in the repair and preventative maintenance of these vehicles.

Bench Contract MNT16-14(A-H), New Flyer Bus Parts, expires April 2, 2019. Omnitrans elects not to exercise the available option years and to re-solicit due to a number of parts on contract being superseded and vendors being unable to honor escalated pricing within the annual Consumer Price Index (CPI). Bidders responding to IFB-MNT19-46 will be required to hold pricing firm for a two (2) year base period while allowing for an increase or decrease based on the Consumer Price Index (CPI) for the option year.

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 of good/services exceeding \$150,000. The Independent Cost Estimate for this project is \$6,004,200, if all options are exercised.

FUNDING SOURCE

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

Department Number 1200
Expenditure Code 504010

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

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

CONCLUSION

By proceeding with this solicitation, Omnitrans will have the ability to repair and maintain Omnitrans’ fleet of buses.

PSG:EFP:KNT

ITEM # E15

DATE: November 7, 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, Contracts Manager

**SUBJECT: AUTHORIZE AWARD – CONTRACT FIN19-12
ARMORED VEHICLE AND FARE COLLECTION COUNTING
SERVICES**

FORM MOTION

Authorize the CEO/General Manager to award Contract FIN19-12 to Los Angeles Federal Armored Services, Inc. (LAFA) of Los Angeles, CA, for the provision of Armored Vehicle and Fare Collection Counting Services for a three (3) year base period beginning January 8, 2019 with the authority to exercise two (2) single option years ending no later than January 7, 2024, in the amount of \$591,000, plus a ten percent contingency of \$59,100 for a total not-to-exceed amount of \$650,100.

This item was reviewed by the Administrative and Finance Committee at its October 11, 2018 meeting, and recommended to the Board of Directors for approval.

BACKGROUND

Omnitrans requires the services of a qualified firm to provide armored vehicle and fare collection services between Omnitrans' facilities, the contractor's counting facility, and the bank. Omnitrans' on-board cash revenue exceeds \$8.7 million per year. As buses are serviced, fare collection data is downloaded and the secured cashboxes are removed from the fareboxes and transferred into receiver vaults. Omnitrans has a total of five (5) receiver vaults and each vault weighs approximately 1,200 pounds. Due to the size of the vaults, a large specialized armored truck is required. The current Contract FIN14-38 expires January 7, 2019.

On June 6, 2018, Omnitrans' Board of Directors approved release of Request for Proposals RFP-FIN19-12. The solicitation was posted on Omnitrans' online bidding system. One (1) proposal was received by the July 10, 2018 deadline and was found to be responsive.

In accordance with Omnitrans Procurement Policy 2010, Section 2.2.4, awarding a contract in response to a single bid is allowed when it can be determined that the lack of competition was not

due to unfavorable terms and conditions or unduly restrictive scopes of work or technical specifications. Staff surveyed firms that were notified of the solicitation but chose not to submit bids. As a result of the survey, staff determined that the limited number of responses was unrelated to any term or specification and deemed the process valid.

The evaluation committee evaluated the proposal based upon the criteria set forth in the RFP.

Criteria	Total Points Possible	Lafa of Los Angeles, CA
Qualifications of Firm	35	29.63
Quality of Work	25	20.42
Experience	25	22.50
Technical Total	85	72.55
Cost/ Price	15	15.00
Total Score	100	87.55

Staff requested a Best and Final Offer (BAFO) and pricing remained the same. Lafa, the incumbent contractor, was found to be responsible and offers over 20 years of experience in providing similar services in the transit industry. The firm's workplan is comprehensive and illustrated Lafa's ability to provide armored vehicle and fare collection counting services.

The total annual cost is identified below:

	Annual Totals
Base Year 1	\$ 114,000
Base Year 2	\$ 114,000
Base Year 3	\$ 117,442
Option 1	\$ 120,965
Option 2	\$ 124,593
Total	\$ 591,000

Award is recommended to Lafa in the amount of \$591,000. A detailed cost analysis was performed and the price is deemed fair and reasonable.

The Evaluation Committee's recommendation for this item was reviewed by Internal Audit. This procurement meets the requirements of Omnitrans' Procurement Policies and Procedures.

FUNDING SOURCE

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

Department Number 1800
Expenditure Codes 503260

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

Short Range Transit Plan/Strategic Initiative Supported – N/A

CONCLUSION

By proceeding with this award, Omnitrans will ensure required armored vehicle and fare collection counting services continue.

PSG:EFP:KNT

ITEM # E16

DATE: November 7, 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, Contracts Manager

SUBJECT: AUTHORIZE AWARD – CONTRACT ITS19-57, SBX PUBLIC ADDRESS (PA) SYSTEM MAINTENANCE AND WARRANTY SERVICES

FORM MOTION

Authorize the CEO/General Manager to award Contract ITS19-57 to Ford Audio-Video Systems, Inc. (Ford AV), of Oklahoma City, OK, for the provision of sbX Public Address (PA) System Maintenance and Warranty Services for a three (3) year period, beginning November 19, 2018 and ending no later than November 18, 2021, in a total not-to-exceed amount of \$132,708.

BACKGROUND

Omnitrans utilizes a PA System for the sbX E-Street Corridor Bus Rapid Transit route, which allows security personnel to interact via voice announcements and live video surveillance. The system integrates with Omnitrans' existing NextTrip database to announce bus arrival times, pre-recorded messages, and ad-hoc messages. Maintenance and warranty services are required to ensure the system is operating at its optimal level during a public security incident. The system is proprietary to IED Support Services, LLC. who identified three (3) firms as certified integrators.

On October 10, 2018, staff requested quotes from the list of qualified vendors. Two bids were received by the October 15, 2018 deadline and both bids were deemed responsive.

Bids are listed below from lowest to highest:

	Ford AV of Oklahoma City, OK	Direct AV of Hawthorne, CA
Year 1	\$37,006	\$76,345
Year 2	\$37,006	\$63,293
Year 3	\$53,696	\$77,281
Allowance	\$5,000	\$5,000
Total	\$132,708	\$221,919

Award is recommended to the lowest, responsive and responsible bidder, Ford AV, in the amount \$132,708. This amount includes a \$5,000 allowance for additional services calls on an as needed basis. Price is deemed fair and reasonable.

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

FUNDING SOURCES

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

Department	1320
Expenditure Code	505170

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

Short Range Transit Plan/Strategic Initiative Supported – This procurement supports Omnitrans' Technology Strategic Initiative to increase capacity to provide new, innovative technology solutions and enhance existing ones.

CONCLUSION

By approving award of this contract, Omnitrans will have the ability to continue to provide the PA System for the sbX E-Street Corridor Bus Rapid Transit route.

PSG:EFK:KAM

ITEM # _____ F1

DATE: November 7, 2018

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

FROM: P. Scott Graham, CEO/General Manager

SUBJECT: CEO/GENERAL MANAGER'S REPORT

18 October - Omnitrans participated in the *Great Shake Out Drill*. This is an annual event sponsored by the following organizations: Federal Emergency Management Association (FEMA), Southern California Earthquake Center (SCEC), California Office of Emergency Services (Cal OES), U.S. Geological Survey (USGS), American Red Cross and California Earthquake Authority (CEA). There were approximately 19.5 million participants nationwide, with over 10 million in California. During the drill, participants *drop, cover and hold on* for one minute.

22 October – Deputy GM Erin Rogers, Director of Internal Audit Sam Gibbs, and I met with Dr. Dale Marsden, Superintendent, San Bernardino City Unified School District and his staff to discuss the work the District is doing with their intern program and potential partnership opportunities between our organizations. We also discussed current and future transportation challenges.

23 October – 25 October – The California Transit Association's 53rd Annual Fall Conference was held in Long Beach. The theme of the conference was *Transforming Transit – Redesigning Our Future*. Marketing and Planning Director Wendy Williams moderated a panel discussion titled "Improving Your Agency's Image", Maintenance Director Connie Raya moderated a panel discussion titled "Best Management Practices in Maintenance, Rail Director Trischelle Baysden and IT Director Jacob Harms also attended the conference.

24 October/ 31 October – Transit Appreciation Day was held at both the East and West Valley facilities. This is an annual event to recognize the hard work and dedication of all Omnitrans employees. Each employee received a small gift and a barbeque luncheon was served. Assemblymember Eloise Gomez Reyes and Michael Townsend, Field Representative from Senator Connie Leyva's office were in attendance at the West Valley facility and presented Omnitrans with a certificate of appreciation.

30 October – Representatives from Senator Connie Leyva and Assemblymember Eloise Gomez Reyes met with Lobbyist Syrus Devers, Erin Rogers, and me to discuss the transit district legislation that will be taken forward in 2019.

30 October – Special Transportation Services Director, Doug Stanley, Director of Marketing and Planning, Wendy Williams, Deputy GM Erin Rogers and I met with staff from Inland Empire Health Plan (IEHP) and Jordan Wright, Policy Analyst, Supervisor Josie Gonzales office to discuss transportation challenges in light of recent legislation that requires IEHP to provide non-medical transportation, such as pharmacy visits. We discussed partnership opportunities and strategies to help them control rising transportation costs.

We are pleased to announce that a new Director of Operations, Shawn Brophy, will be joining our senior leadership team on 13 November. Shawn was selected after a nationwide search conducted by Transit Search Consultants. Shawn brings over 25 years of experience in the transit industry, having worked at both public agencies and for private companies. Most recently, Shawn has been working for MV Transportation at North County Transit District (NCTD) in north county San Diego. We believe Shawn's strong background, experience and work ethic will bring the leadership skills needed to address the changing demands of our transit system. You will have an opportunity to meet Shawn at the December Board meeting.

The accident involving a Metrolink train on 29 October is under investigation and our attorney Karen Feld is handling the litigation. Omnitrans will not release any further statement regarding the incident unless cleared by Karen.

PSG

ITEM # F2

DATE: November 7, 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: OMNICONNECTS SHORT-RANGE TRANSIT PLAN FY2019-2025
STATUS UPDATE**

FORM MOTION

Receive and file this status update on the OmniConnects Short-Range Transit Plan (SRTP) FY2019-2025.

This item was reviewed by the Plans & Programs Committee at its October 31, 2018 meeting.

BACKGROUND

Short-Range Transit Plans (SRTPs) are 5-7 year business plans for a transit agency. Omnitrans current SRTP is the OmniConnects SRTP covering FY2015-2020. It was adopted by the Board of Directors in May 2014. A current SRTP is required by the Federal Transit Administration in order to receive federal funding. Omnitrans current SRTP covers through the end of Fiscal Year 2020.

The Board of Directors kicked off the SRTP update process in April 2017, which will cover FY2019-2025. SRTPs typically take one to two years to complete. Including the kickoff, this is the sixth SRTP update presented to the Board of Directors/Board Committees. Previous updates covered:

- Timeline
- Key Goals
- Public Outreach: call for public meetings & results of those meeting
- Stakeholder and JPA member outreach: meeting invitations & results of those meetings
- Existing Conditions of Omnitrans Family of Services
- Demographic Trends Analysis: Current Conditions & Projections
- Planned Developments within Omnitrans Service Area
- Key Performance Indicator Strategy
- Highlights from an Unconstrained Operating Plan
- Financial white paper impact
- Constrained service plan timeline

As described at the July 2018 Plans and Programs Committee, Omnitrans staff remains focused on developing constrained operating and capital plans, and updated fare policy. The status of each of these is described below.

Since the July 2018 Plans and Programs Committee meeting, Omnitrans staff has met with SBCTA staff working to fund a constrained operating plan. In order to complete this, a constrained capital plan must also be finalized.

While most funding sources are defined as purely operating or capital, others have some level of flexibility. Since maximizing the impact of these flexible funding sources is crucial, Omnitrans and SBCTA are waiting to finalize both plans together. There are a few key items impacting the development of the capital plan that should clarify matters in the near term allowing the plan to progress. These key items include:

1. Proposition 6 - If passed, would overturn SB1 gas tax revenue for transportation projects. Omnitrans has received \$3.7 million of funding associated with SB1 over the last two fiscal years. The proposition would eliminate annual capital funds in similar amounts in upcoming years. The potentially larger impact on Omnitrans is the potential reshuffling of transportation funding priorities regionally and throughout the state.
2. California Air Resource Board (CARB) Innovative Clean Transit – These regulations will require transit agencies to begin transitioning to zero emission buses during the SRTP time frame. CARB is currently in public hearing process on the rulemaking. Some further changes were initiated during the public hearing on September 28, 2018. A vote on the final regulation is anticipated in January, 2019.
3. West Valley Connector (WVC) Project - The WVC consultants are currently reassessing the project schedule, which will feed into the SRTP capital projections. The schedule impacts capital funding projections for other projects.

While the capital constrained plan waits on these key outcomes, Omnitrans staff has proposed to SBCTA a constrained service plan that includes:

1. Maintaining current service levels with some shifts in resources.
2. Modifying Route 11 from serving California State University, San Bernardino (CSUSB) to Downtown San Bernardino to serve CSUSB to Fontana with service to the Renaissance development in Rialto and to provide a more direct path for West Valley Riders to CSUSB.
3. Extending Route 86 to the Ontario/Eastvale border from where the route currently ends at Riverside Drive and Vineyard Avenue in Ontario.
4. Operating Arrow rail service.
5. Operating the West Valley Connector including local frequency improvements on Haven Avenue in Rancho Cucamonga in addition to cost neutral service realignments associated with the WVC.

Omnitrans is also evaluating MicroTransit options, which would use Agency vehicles to provide on-demand, technology-enabled transit service similar to Uber/Lyft. The recent SCAG, SBCTA, and Omnitrans led study prepared by AMMA Transit Planning proposed a MicroTransit service

for Downtown San Bernardino associated with the opening of Arrow rail service. Additionally, Omnitrans is exploring MicroTransit as a way to augment or replace OmniGo services.

These proposals cannot be completed solely with existing Local Transportation Funds (LTF) but would require the use of flexible funding sources that can be used for either capital or operating.

Without a completed constrained capital plan, Omnitrans and SBCTA have not been able to fully vet the feasibility of these proposed constrained plan items. SBCTA has been working with Omnitrans on these items and will provide additional support once Omnitrans submits the projected costs associated with the capital plan.

While developing the constrained plans and the previously submitted financial white paper, it has become clear that Omnitrans staff will need to recommend to the Board of Directors two fare increases within the SRTP. Currently the fare increase proposal will include a 14.3% base fare increase in FY2020, which would bring the base fare to \$2.00 from the current \$1.75. A second proposed 12.5% increase is planned for FY2023, which would increase the base fare to \$2.25. These increases are projected to generate more than an additional \$1.0 million in fare revenue per year needed to offset typical inflationary cost increases. When the draft SRTP is presented later this fiscal year, more detail will be provided on these proposed fare increases.

Omnitrans and SBCTA are also working together on proposing fare policy for Arrow service. While no formal proposal has been fully vetted through staff at both agencies, the associated fare policy will also be included in the OmniConnects SRTP.

At the next Plans and Programs Committee meeting in January 2019, the constrained plans and fare policy proposals will be developed at a level ready to seek further public input. Staff will seek authority to move forward for public input at that time. Following that public input period, the proposals will be brought back to the Committee for further consideration.

CONCLUSION

Receiving and filing this staff report allows staff to continue to develop the 2019-2025 OmniConnects SRTP.

PSG:WW:JB

ITEM # F3

DATE: November 7, 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: ABBG CUSTOMER SATISFACTION SURVEY OF OMNITRANS

FORM MOTION

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

This item was reviewed by the Plans & Programs Committee at its October 31, 2018 meeting.

BACKGROUND

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

A key component of the annual work plan for the ABBG is a joint Customer Satisfaction Survey, which has been completed during 2014, 2015, 2016, 2017, and 2018. During 2018, fifteen agencies participated in the survey which was conducted online via SurveyMonkey® during April and May of 2018.

Omnitrans riders contributed 991 responses to the survey out of 10,419 responses for the ABBG members in total. After the scrubbing process, Omnitrans' rider clean responses totaled 888. Since this survey was completed online and not truly from a random sample and hence subject to a sampling bias, a true error margin and confidence level cannot be established.

Key findings include:

- 82.9% overall satisfaction rating for Omnitrans. This is a lower satisfaction rating compared to 85.7% received in 2017. However, it is within trend of previous scores of 83.2%, 82.6%, 80.4% and 81.8%, respectively. The average satisfaction rating for all ABBG members in 2018 is 75.8%. Omnitrans held the 5th highest overall satisfaction score of ABBG members in 2018 after holding the highest score in 2017.

- Omnitrans' net promoter score is 25.5%, as Omnitrans' promoters (50.5%) outnumber Omnitrans' detractors (25.1%). Typically, a positive net promoter score is predictive of long-term future growth.
- Omnitrans saw a significant 4.6 percentage point increase in "It is convenient to pay the bus fare / buy tickets or passes." This reflects Omnitrans' implementation of mobile fares in August 2017.
- Omnitrans' lowest satisfaction score remains "I feel safe and secure waiting for my bus." Omnitrans scored a positive score of 51.5% on this measure, compared to a 17.7% negative response. Omnitrans has worked tirelessly in this area including security enhancements at the San Bernardino Transit Center, additional lighting at bus stops, investments in security cameras and marketing efforts aimed at improving perception. During the upcoming year, Omnitrans has agreed to facilitate a Clearinghouse Study on Transit Bus Stop Security through our ABBG partners to identify and isolate best practices of agencies that have seen improvement in this area.

Two summary charts of all questions follow this staff report and a detailed presentation is attached.

CONCLUSION

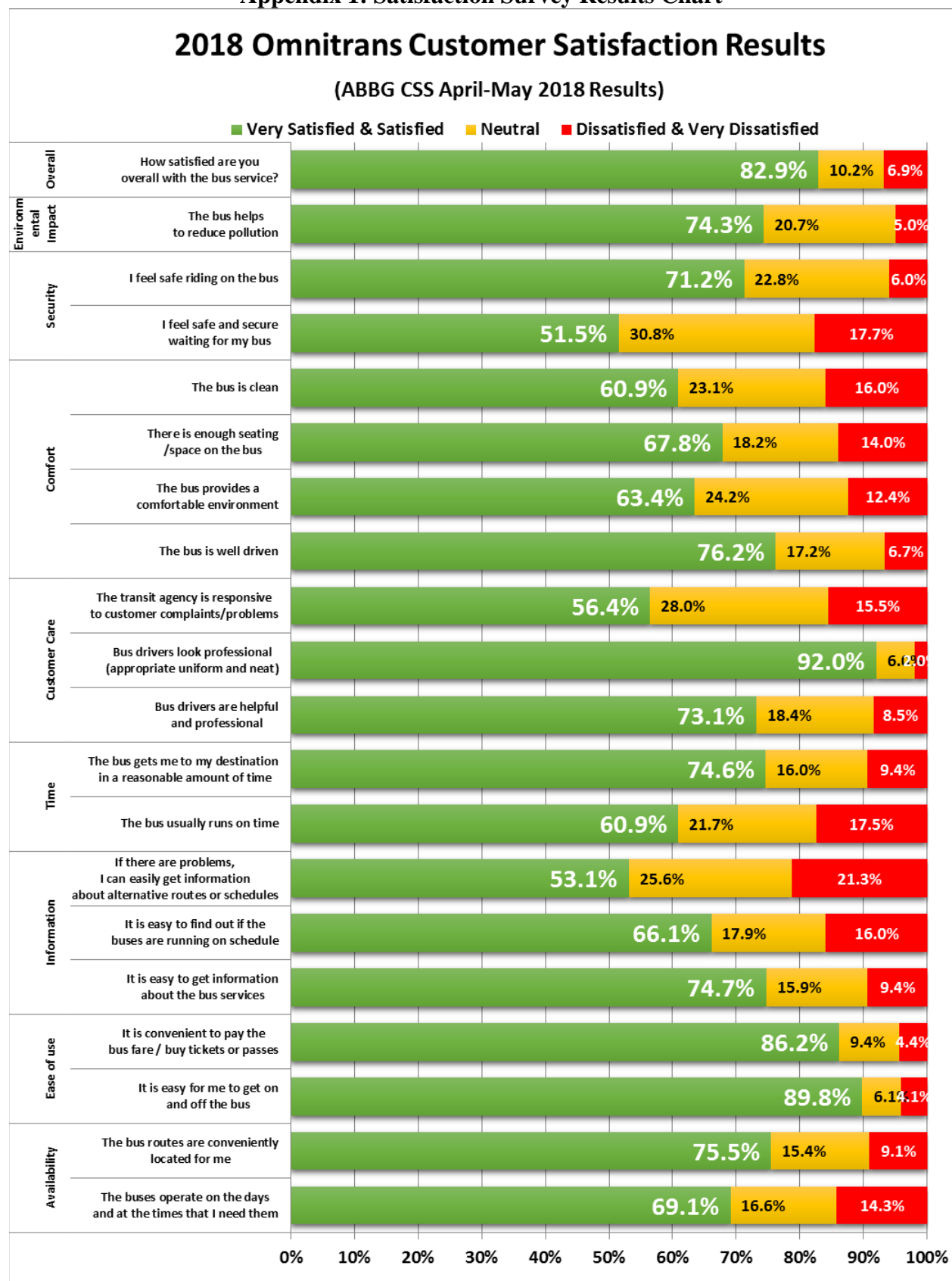
The ABBG-facilitated Customer Satisfaction Survey is one tool that Omnitrans utilizes to gather customer feedback. The survey has been completed for 2018 with an overall customer satisfaction rating of 82.9%.

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

PSG:WW:JB:VC

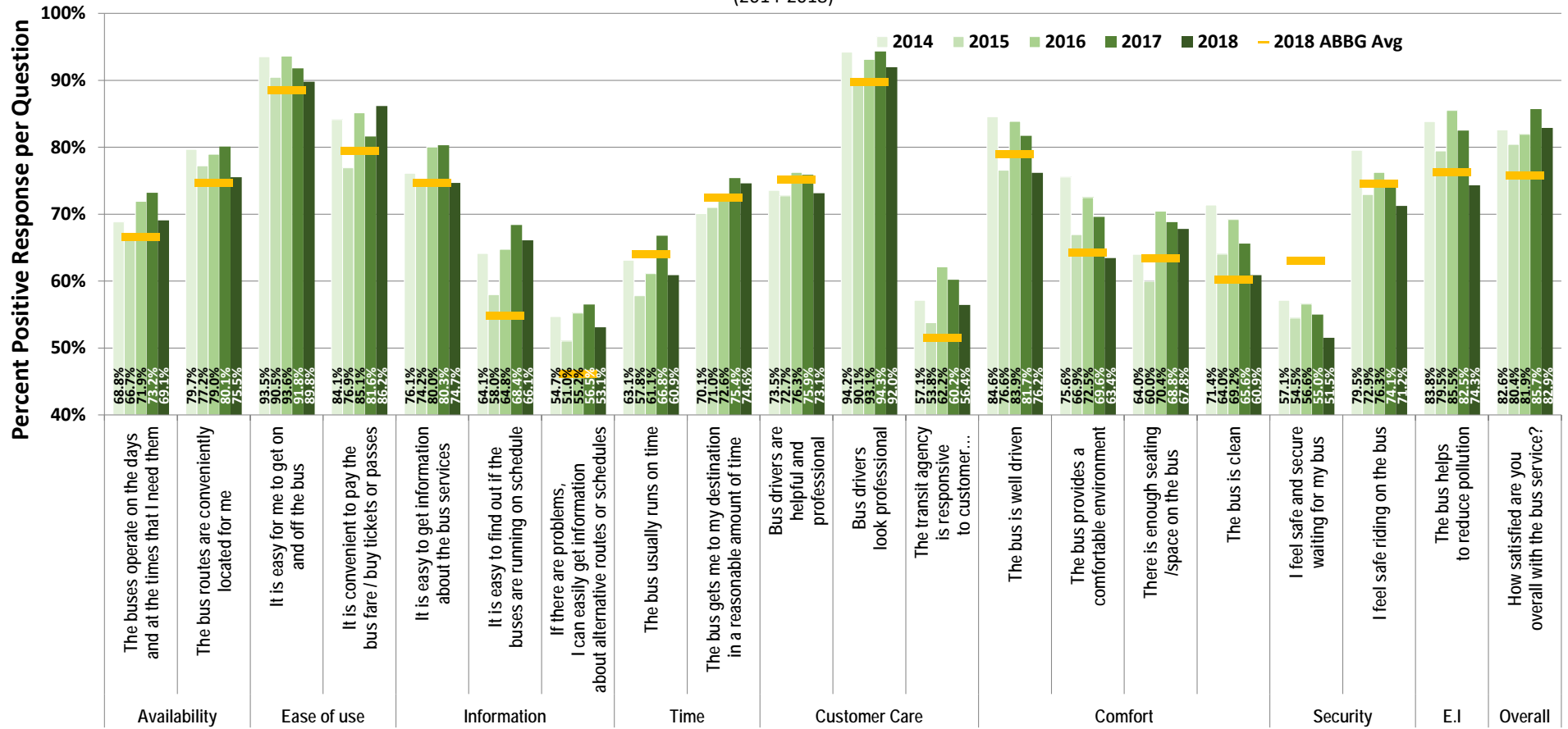
Attachment A: PowerPoint

Appendix 1: Satisfaction Survey Results Chart



Appendix 2: Satisfaction Survey Results Trend Chart

Omnitrans' Positive Customer Satisfaction Rating by Category in ABBG CSS
(2014-2018)



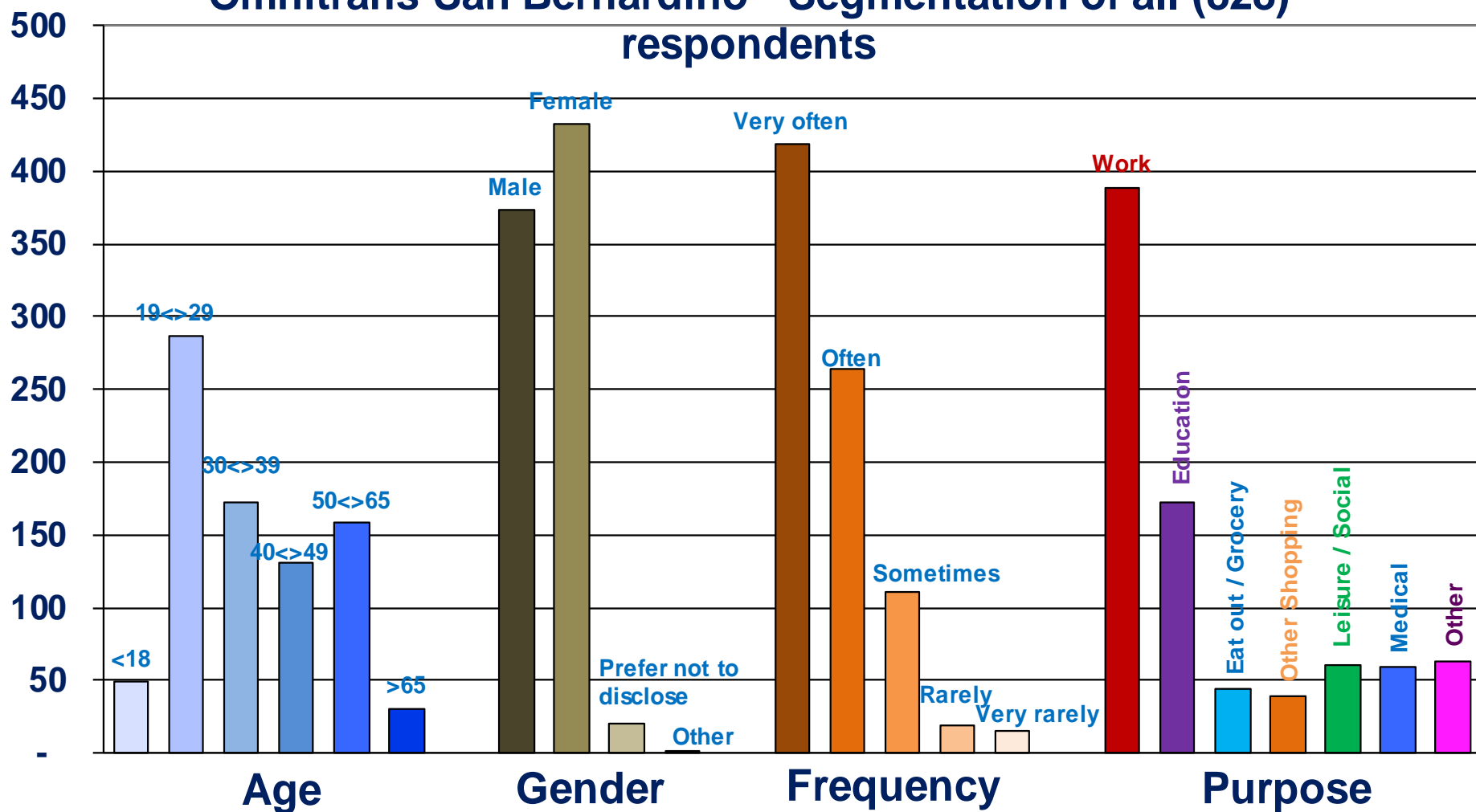


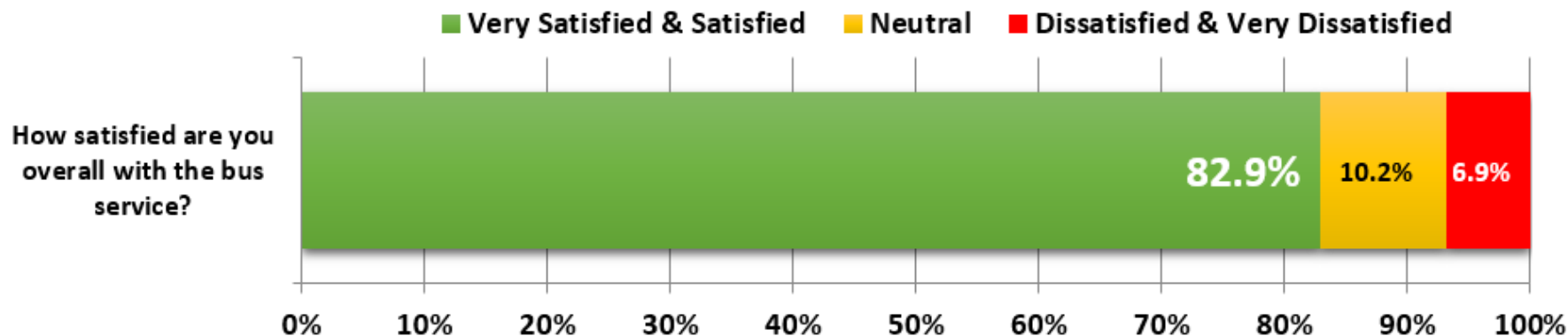
Customer Satisfaction Survey American Bus Benchmarking Group (ABBG)

**Board of Directors
November 7, 2018**



OmniTrans San Bernardino - Segmentation of all (828) respondents

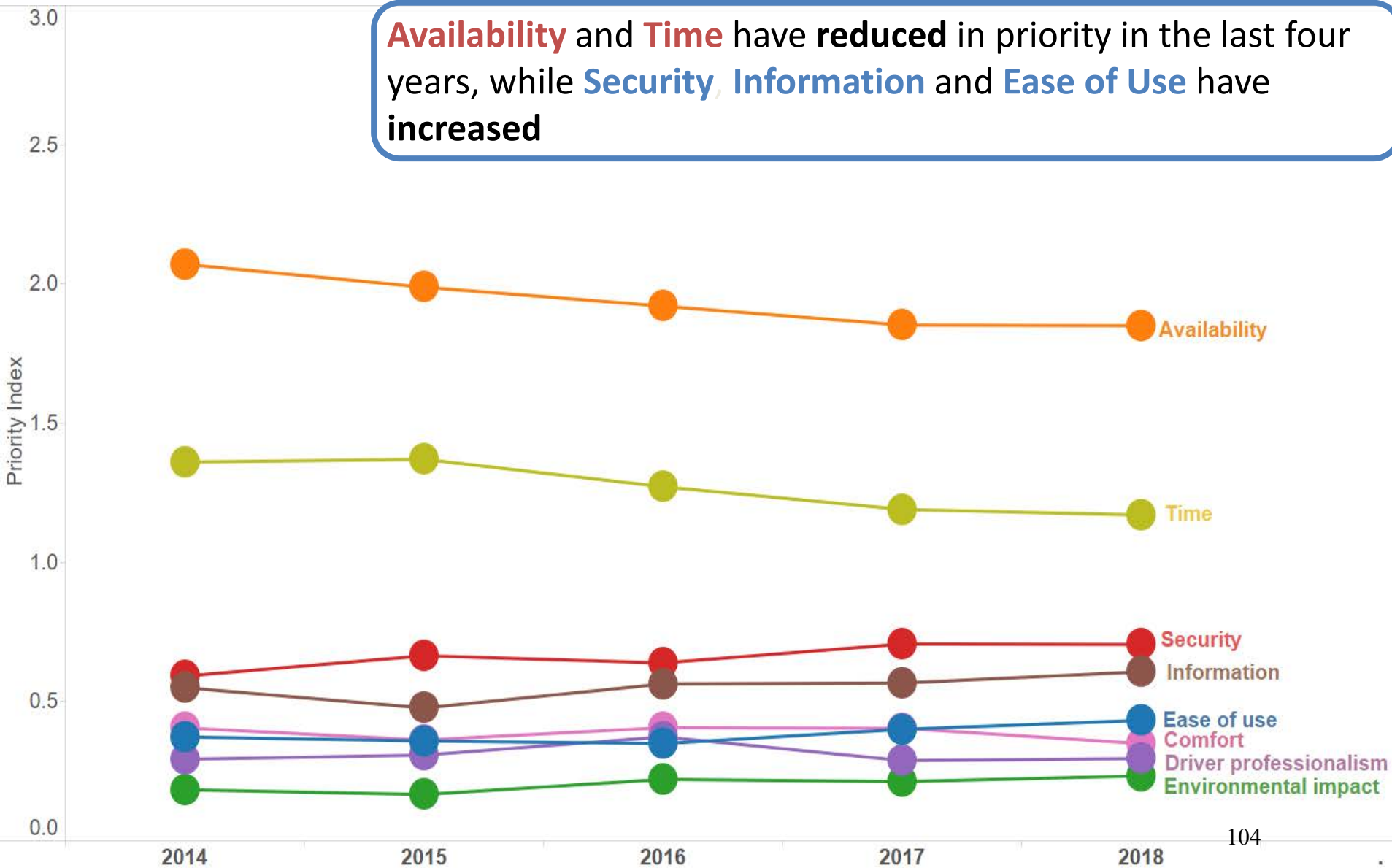




- **82.9% of responding customers gave Omnitrans a Positive Rating.**
- **Avg. Score of 4.0 out of 5.**



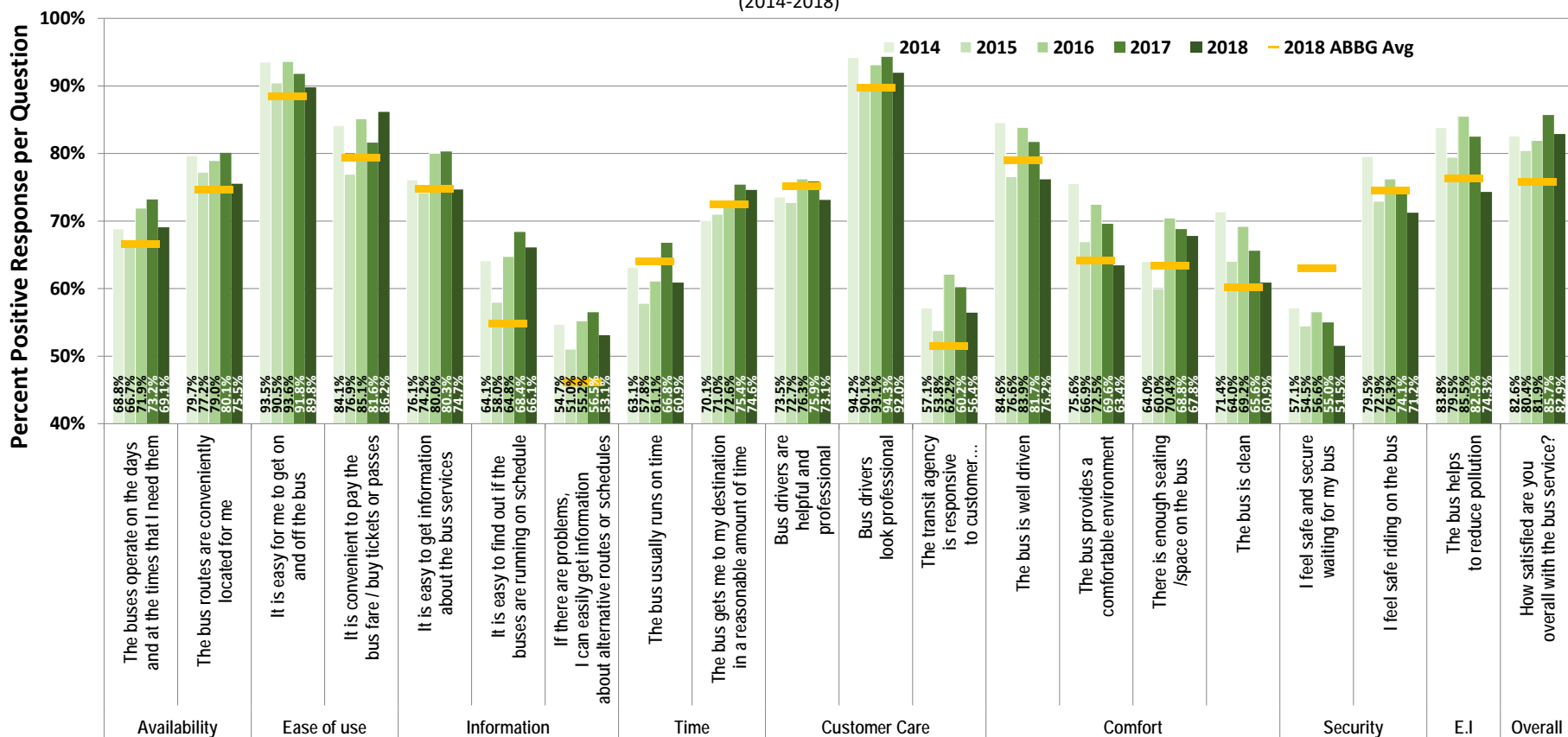
Availability and **Time** have **reduced** in priority in the last four years, while **Security**, **Information** and **Ease of Use** have **increased**



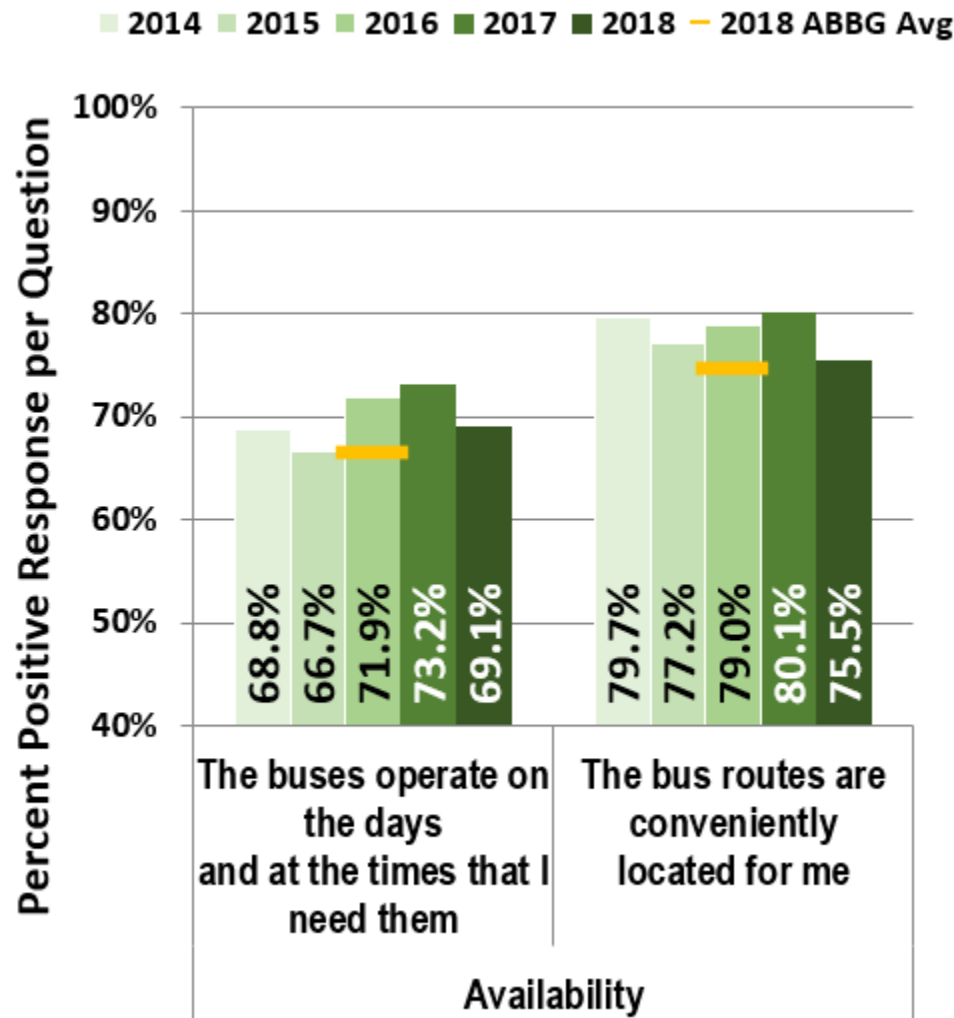
20 Satisfaction Questions in 9 Areas

OmniTrans' Positive Customer Satisfaction Rating by Category in ABBG CSS

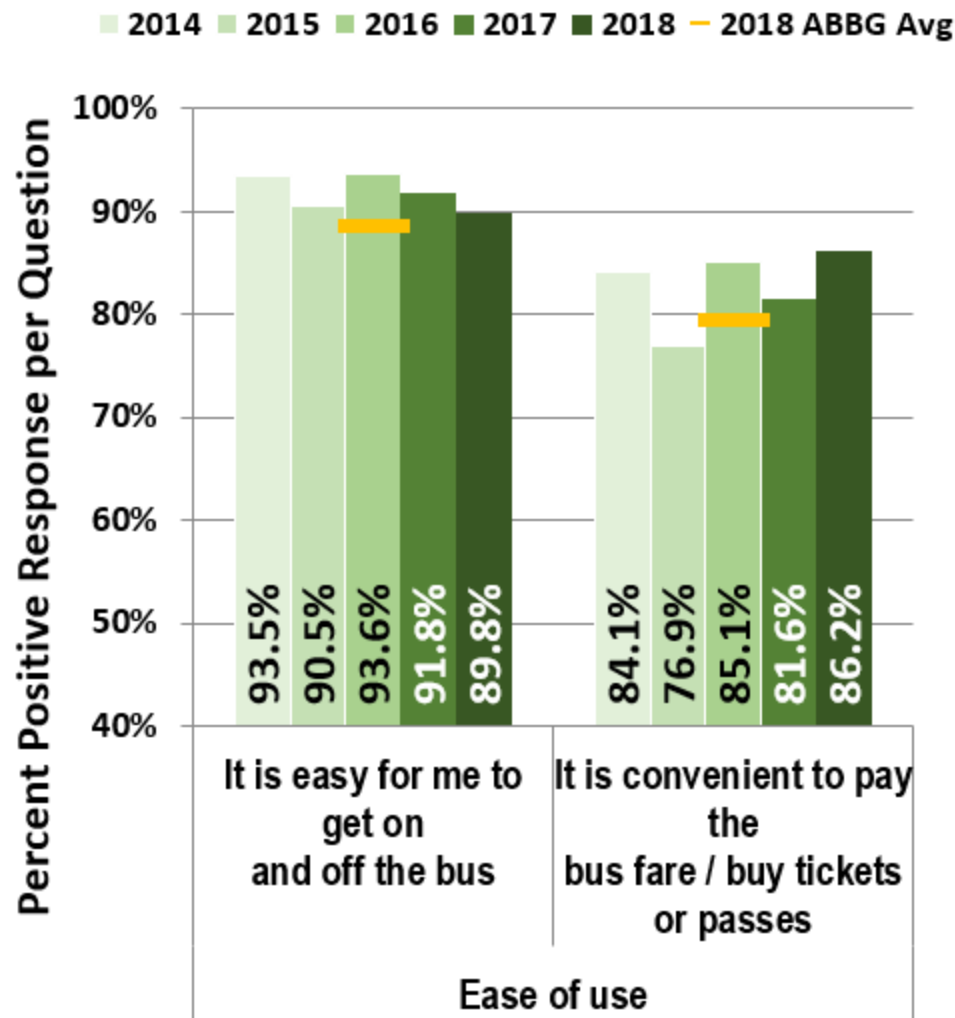
(2014-2018)



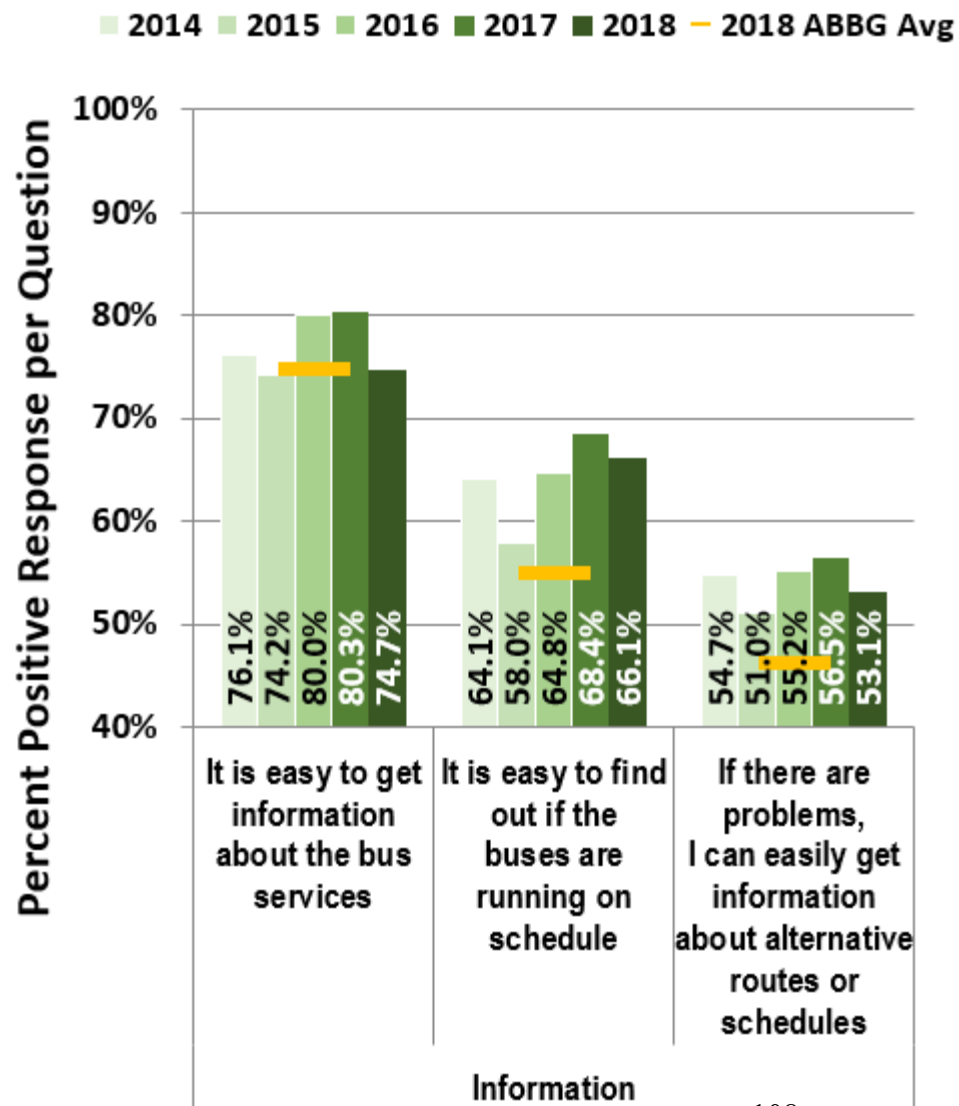
- **Days/Time:**
 - 69.1% agree/strongly agree (positive) that buses operate days and times that they are need
- **Conveniently Located:**
 - 75.5% Positive



- **Get on/off Bus:**
 - 89.8% Positive
- **Ease of Payment:**
 - 86.2% Positive
 - **Largest Increase**
 - **Top Quartile**



- **Ease of Acquiring Information**
 - 74.7% Positive
- **Easy to find out if buses are on-time:**
 - 66.1% Positive
- **If problems, easy to find alternative information:**
 - 53.1% Positive

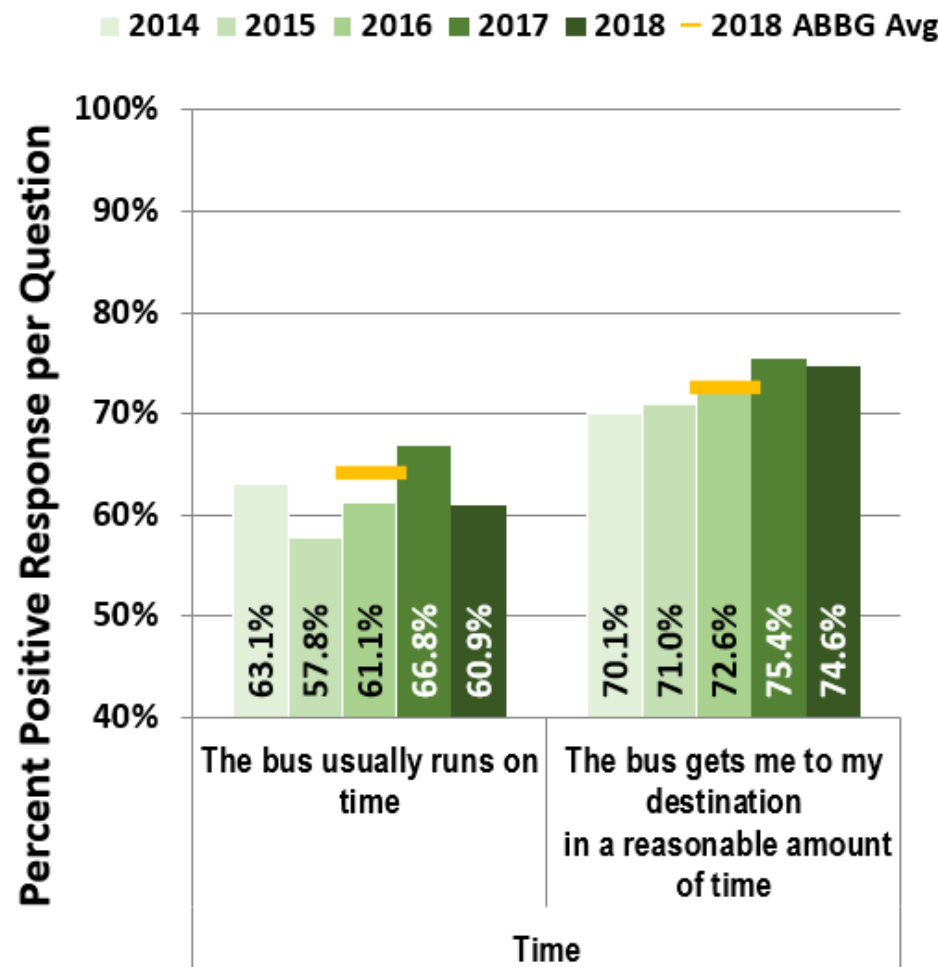


- **Buses Usually Run on Time:**
 - 60.9% Positive
 - Actual OTP: 86.7%
- **Reasonable Travel Time:**
 - 74.6% Positive
 - Focus of Planning Efforts

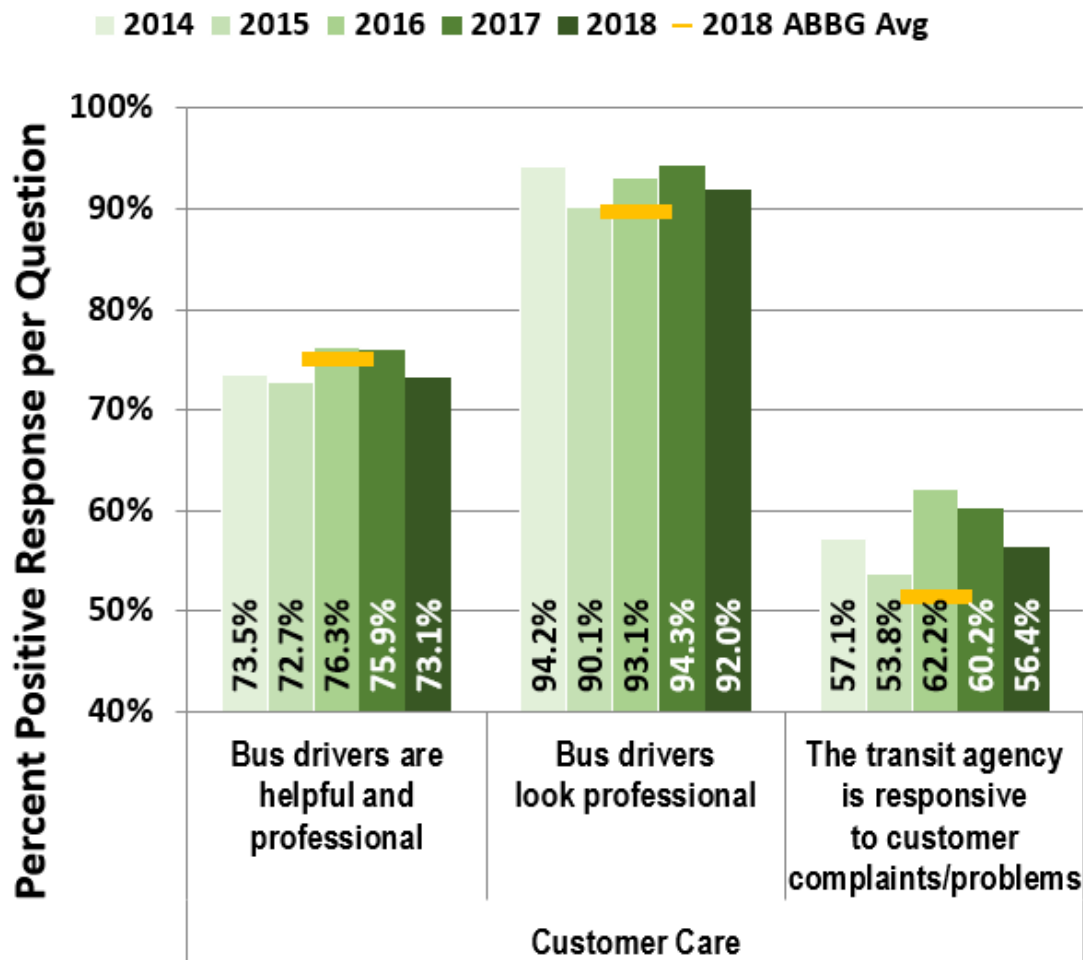


Skip the stress. Ride Freeway Express.

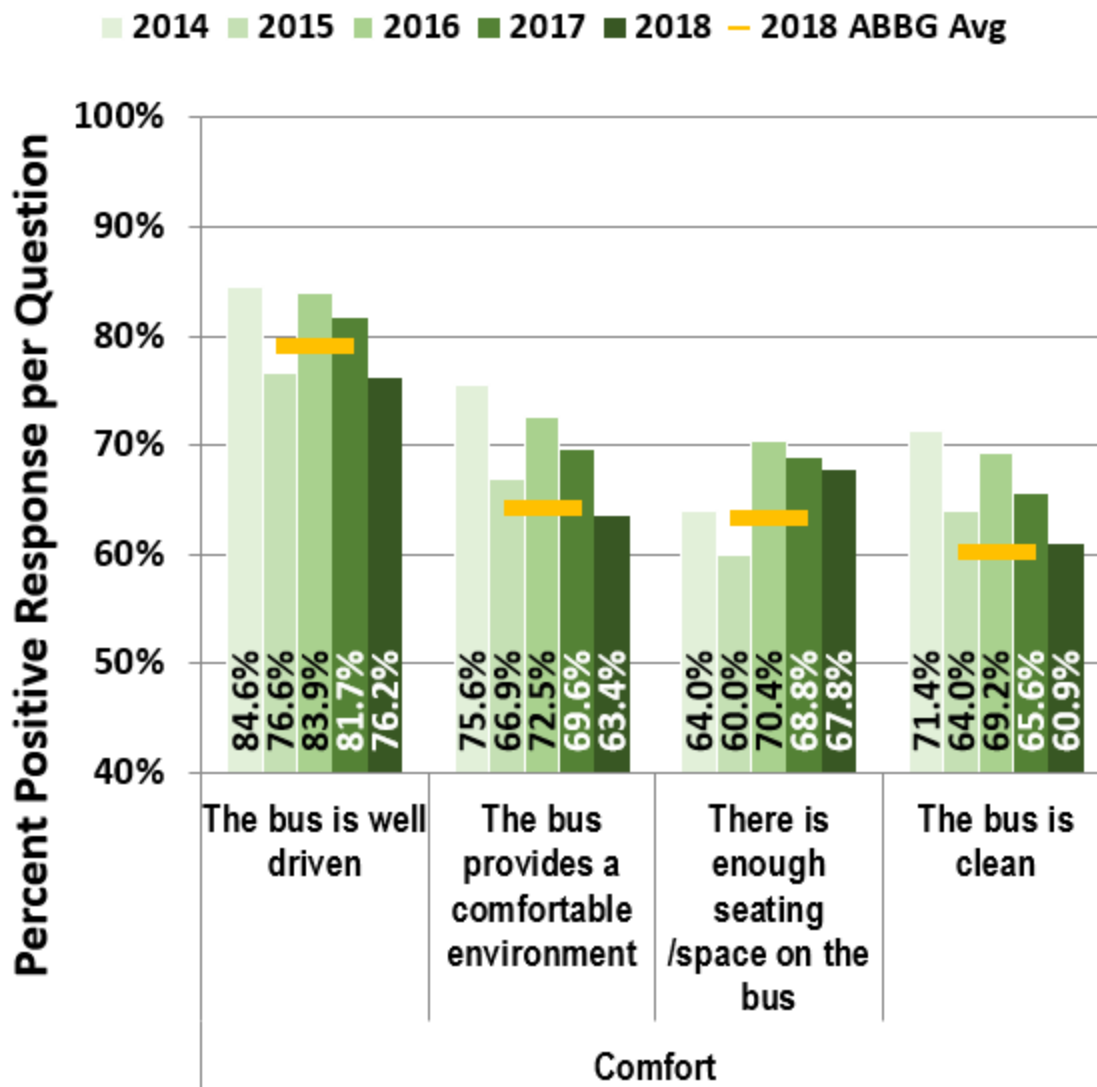
Relax and ride the new Route 390 on I-10 or Route 215 on I-215. Free onboard Wi-Fi. Details at www.omnitrans.org.



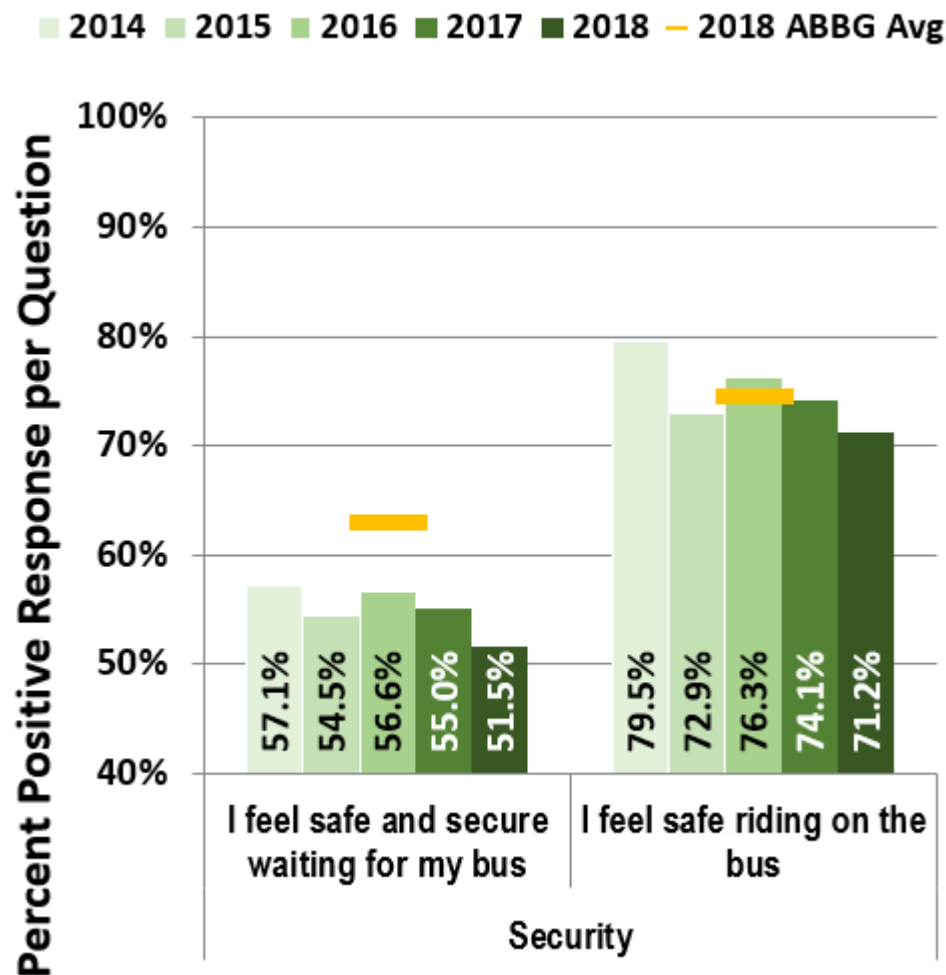
- **Drivers Helpful & Professional:**
 - 73.1% Positive
- **Drivers Look Professional:**
 - 92.0% Positive
- **Agency Responsiveness to issues:**
 - 56.4% positive



- **Well Driven:**
 - 76.2% Positive
- **Comfortable Environment:**
 - 63.4% Positive
- **Seating Availability:**
 - 67.8% Positive
- **Bus Cleanliness:**
 - 60.9% Positive

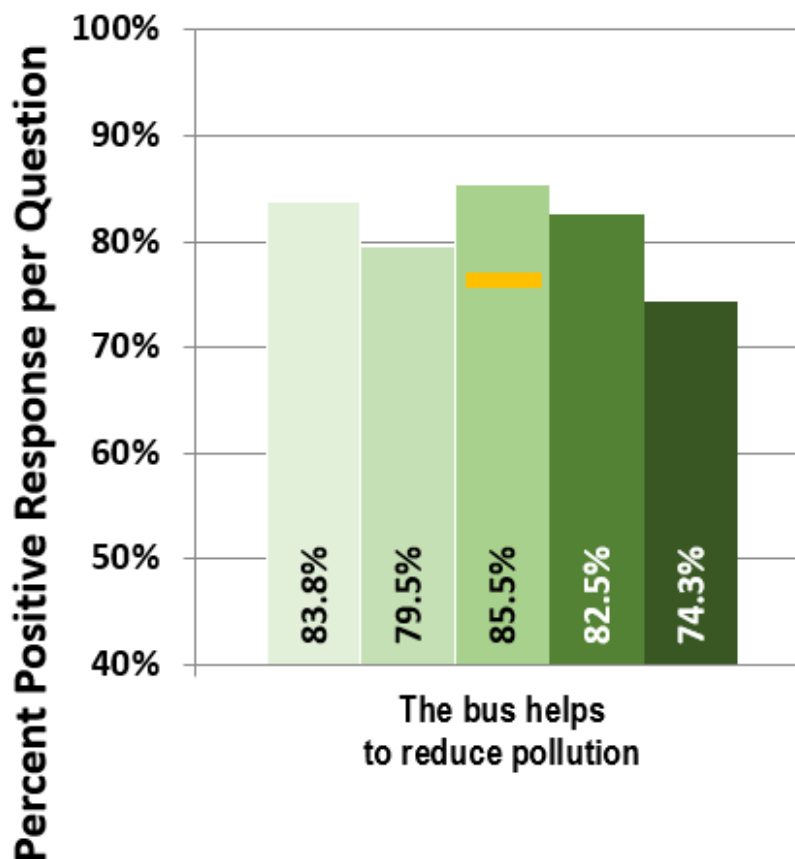


- **Waiting at Stop:**
 - 51.5% Positive
 - 30.8% Neutral
- **Riding the Bus:**
 - 71.2% Positive
 - 22.8% Neutral



- **Helps the environment**
 - **74.3% Positive**
 - **20.7% Neutral**

2014 2015 2016 2017 2018 — 2018 ABBG Avg



- **Overall Customer Satisfaction remains high 83%**
- **Customer Satisfaction in technology based solutions have grown**
- **Customers continue to state importance of Availability of Service (location & days of operation) & Time Competitiveness of Service**
- **Satisfaction with Safety at stops is significantly lower than peers.**
 - **Clearinghouse study initiated.**



Thank You

ITEM # F4

DATE: November 7, 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, Contracts Manager

**SUBJECT: AUTHORIZE AWARD - CONTRACT ITS19-03
COPIER EQUIPMENT AND MAINTENANCE**

FORM MOTION

Authorize the CEO/General Manager to award Contract ITS19-03 to SEMA, Inc. dba CBE Office Solutions of Irvine, CA, for the provision of Copier Equipment and Maintenance services for five (5) years beginning November 2018 and ending no later than December 31, 2023, in the amount of \$172,207, plus a ten percent contingency of \$17,221 for total not-to-exceed amount of \$189,428.

BACKGROUND

Omnitrans requires fourteen (14) copiers and maintenance services to support the Agency's administrative functions. The contract period of performance includes a transition period to purchase, configure and install equipment, followed by a five-year maintenance program. Contract ITS14-02 for copier equipment and maintenance services expires December 31, 2018.

On July 11, 2018, Omnitrans' Board of Directors authorized the CEO/General Manager to release Request for Proposals RFP-ITS19-03. The solicitation included acquisition options to allow staff to conduct a lease versus purchase analysis of the proposals received. Notices were published in two (2) local newspapers of general circulation, two minority publications, and posted on Omnitrans' online bidding system.

Nine (9) proposals were received by the August 14, 2018 deadline, eight were deemed responsive and evaluated in accordance with the selection criteria included in the RFP. At the conclusion of the evaluations, five (5) firms were short-listed based on technical scores.

The five firms are ranked from highest to lowest score:

Selection Criteria	Total Possible Points	SEMA, Inc. DBA CBE Office Solutions of Irvine, CA	SoCal Office Technologies of Cypress, CA	Konica Minolta Business Solutions U.S.A., Inc. of Ramsey, NJ	Advanced Imaging Solutions of Corona, CA	Canon Solutions America, Inc. of Melville, NY
Equipment	35	30.22	27.77	30.68	27.88	29.28
Quality of Work Plan	25	22.33	22.25	22.25	21.50	22.25
Qualifications of Firm	20	18.33	17.87	16.00	17.00	17.87
Technical Total	80	70.88	67.89	68.93	66.38	69.40
LEASE						
Price	20	17.29	20.00	16.69	17.17	12.49
Total Points	100	88.17	87.89	85.62	83.55	81.89
Lease Price*		\$183,684	\$158,760	\$190,290	\$184,920	\$254,285
PURCHASE						
Price	20	18.82	20.00	18.89	18.01	12.49
Total Points	100	89.70	87.89	87.82	84.39	81.89
Purchase Price*		\$167,112	\$157,277	\$166,554	\$174,646	\$243,051

* Price is exclusive of sales tax

The two highest scoring firms declared no exceptions to Omnitrans' contractual or technical requirements and were invited to submit Best & Final Offers (BAFOs). Both firms reduced their pricing and the points were adjusted accordingly and are ranked from highest to lowest score:

Selection Criteria	Total Possible Points	SEMA, Inc. CBE Office Solutions of Irvine, CA	SoCal Office Technologies of Cypress, CA
Technical Total	80	70.88	67.89
LEASE			
Price	20	17.03	20.00
Total Points	100	87.92	87.89
Lease Price		\$182,247	\$155,220
PURCHASE			
Price	20	18.53	20.00
Total Points	100	89.41	87.89
Purchase Price		\$165,922	\$153,737

SEMA, Inc. dba CBE Office Solutions (CBE) was deemed responsible and scored highest technically. The proposed Sharp copier equipment and maintenance plan meet all the requirements of the scope of work. The firm is highly qualified, has successful experience with government entities and school districts, and received excellent references.

CBE's purchase option including maintenance is priced at \$165,922, which is a savings of \$16,325 over the lease option pricing of \$182,247. Although CBE's pricing is not the lowest price offered, it is fair and reasonable as determined through competition and it is \$112,523 less than the Independent Cost Estimate of \$278,445. Pricing is deemed fair and reasonable.

Staff recommends contract award to CBE for the purchase of the copier equipment and five years of full maintenance in the amount of \$165,922, plus sales tax of \$6,285 for a total contract amount of \$172,207.

As copier equipment is manufactured outside of the United States of America, the proposed equipment does not meet the Federal Transit Administration Buy America requirements for manufactured goods. Omnitrans will use Prop 1B and operating funds for this award.

The Evaluation Committee's recommendation for this item was reviewed by Internal Audit. This procurement meets the requirements of Omnitrans' Procurement Policies and Procedures.

FUNDING SOURCE

The cost for the purchase of the copier equipment, the contingency, and the first year of maintenance is budgeted in Omnitrans' Capital budget as follows:

FUNDING	GRANT	YEAR	PROJECT NAME	INTERNAL ORDER	AMOUNT
Prop 1B	Prop 1B	2013	Copier Equipment and Maintenance	D1322022B	\$ 48,121
Prop 1B	Prop 1B	2014	Copier Equipment and Maintenance	D1422000B	\$ 130,685
Prop 1B	Prop 1B	2015	Copier Equipment and Maintenance	D1522000B	\$ 10,622
Total					\$ 189,428

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

Short Range Transit Plan/Strategic Initiative Supported – N/A

CONCLUSION

By proceeding with this award, Omnitrans will ensure continuity of copier and maintenance services.

PSG:EFP:CVM

ITEM # F5

DATE: November 7, 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, Contracts Manager

**SUBJECT: AUTHORIZE AWARD – SOLE SOURCE PURCHASE ORDER
ITS19-52 TRAPEZE PASS-WEB SOFTWARE APPLICATION**

FORM MOTION

Authorize the CEO/General Manager to award Purchase Order ITS19-52 to Trapeze Software Group, Inc., for the provision of Trapeze PASS-Web Software Application in the amount of \$165,651, plus a ten percent contingency of \$16,565, and a 3.27% Cost Allocation Plan (CAP) of \$4,767, based on federal funds portion \$145,773, for a total not-to-exceed amount of \$186,983.

BACKGROUND

Omnitrans utilizes a fully integrated suite of software applications licensed by Trapeze Software Group, Inc. (Trapeze) in support of transit operations across a variety of areas including computer-aided bus dispatching, fixed-route schedule development, and real-time access to schedule information.

Trapeze PASS is currently used to facilitate routing, dispatching and to manage demand response service reservations via the telephone. Trapeze PASS-Web enhances the capabilities of the Trapeze PASS reservation system by providing clients the ability to independently manage, confirm, cancel, change and book trips online 24-hours a day. The additional functionality is anticipated to improve the clients' ability to quickly and conveniently place reservation and interact with Omnitrans online.

In accordance with FTA Circular 4220.1F, Section VI-17, procurement by noncompetitive proposals 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. Trapeze is the principal owner and sole provider of this licensing and software application.

A detailed cost analysis was performed and pricing is deemed fair and reasonable.

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

FUNDING SOURCE

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

FUNDING	GRANT #	YEAR	PROJECT NAME	INTERNAL ORDER	AMOUNT
FTA 5307	CA-90-Z280	2015	ITS Projects	D1522011F	\$ 149,586
Prop 1B	Prop 1B	2013	ITS Projects	D1322022B	\$ 37,397
Total					\$ 186,983

_____ 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 has the ability to provide customers the online capability to confirm, cancel and book their own trips.

PSG:EFK:KT