



Connecting Our Community.

**BOARD OF DIRECTORS MEETING**  
**WEDNESDAY, NOVEMBER 6, 2019 – 8:00 A.M.**  
**OMNITRANS METRO FACILITY**  
**1700 WEST 5<sup>TH</sup> STREET**  
**SAN BERNARDINO, CA 92411**

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

**A. CALL TO ORDER**

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

**B. ANNOUNCEMENTS/PRESENTATIONS**

1. Next Board Meeting: Wednesday, December 4, 2019 – 8:00 a.m.
2. Employee of the Quarter Presentation

**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 #E11, Action on Consent Calendar.

1. Approve Board Minutes – October 2, 2019
2. Receive and File Plans and Programs Committee Minutes – July 24, 2019 (PPC 10/23/19)
3. Receive and File Executive Committee Minutes – August 2, 2019 (EXE 10/4/19)
4. Receive and File Administrative & Finance Committee Minutes – September 12, 2019 (A&F 10/10/19)
5. Receive and File Omnitrans' Equal Employment Opportunity Quarterly Report – *Misty Tshilonda*
6. Adopt Resolution No. 316-19, Hazard Mitigation Plan and Resolution No. 317-19, National Incident Management Plan – *Shawn Brophy*

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**BOARD OF DIRECTORS MEETING**  
**WEDNESDAY, NOVEMBER 6, 2019 – 8:00 A.M.**  
**OMNITRANS METRO FACILITY**  
**1700 WEST 5<sup>TH</sup> STREET**  
**SAN BERNARDINO, CA 92411**

**E. CONSENT CALENDAR CONTINUED**

- |   |    |
|---|----|
| 7. Approve Change to Policy 604: Life Insurance and Long-Term Disability Plans – <i>Suzanne Pfeiffer</i> (A&F 10/10/19)               | 31 |
| 8. Authorize Release - Request for Proposals RFP-HRS20-43, Assessment Testing – <i>Art Torres</i>                                     | 37 |
| 9. Authorize Release - Request for Proposals RFP-HRS20-44, Medical Examination Services – <i>Art Torres</i>                           | 39 |
| 10. Authorize Release - Request for Proposals RFP-HRS20-51, Department of Transportation Drug and Alcohol Testing – <i>Art Torres</i> | 41 |
| 11. Action on Consent Calendar  |    |

**F. DISCUSSION ITEMS**

- |  |     |
|--|-----|
| 1. Adopt the Service Adjustments Guiding Principles and Overall Scale of the Proposed Service Reductions at 71,000 Service Hours Per Year and Receive and File the Preliminary Draft Fixed-Route Service Proposals – <i>Jeremiah Bryant</i> (PPC 10/23/19) | 43  |
| 2. Receive and File Initial Draft Proposed ADA Access Service Changes - <i>Jeremiah Bryant</i> (PPC 10/23/19)  | 66  |
| 3. Receive and File County-Wide Transit Consolidation Study & Innovative Transit Review of the Metro Valley – <i>Erin Rogers</i> (A&F 10/10/19)  | 85  |
| 4. Receive and File West Valley Connector Project Update – <i>Anna Jaiswal &amp; SBCTA</i> (PPC 10/23/19)  | 96  |
| 5. Authorize Award - Sole Source Contract ITS20-38, SAP Annual Software Maintenance – <i>Art Torres</i>  | 103 |
| 6. CEO/General Manager's Report – <i>Erin Rogers</i>   | 105 |

**G. PUBLIC HEARING**

There is no Public Hearing Scheduled

**H. BOARD BUSINESS**

**Closed Session**

- Conference with Labor Negotiator, David Avila Concerning Labor Negotiations with Interim CEO/General Manager Pursuant to Government Code Section 54957.6 – *Steve DeBaun*
- Conference with Labor Negotiator, Suzanne Pfeiffer, Concerning Labor Negotiations with Amalgamated Transit Union Local No. 1704 Regarding the Coach Operator Unit, Pursuant to Government Code Section 54957.6

**Open Session**

- Approve the Amended and Restated Employment Agreement for Erin Rogers, Interim CEO/General Manager Effective November 6, 2019 – *Steve DeBaun*

**I. REMARKS AND ANNOUNCEMENTS**

**J. ADJOURNMENT**

ITEM #         D1        

**DATE:** November 6, 2019

**TO:** Board Chair David Avila and Members of the Omnitrans Board of Directors

**THROUGH:** Erin Rogers, Interim CEO/General Manager

**FROM:** Art Torres, Director of Procurement

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

**FORM MOTION**

Staff hereby provides a listing of principals and subcontractors associated with action items on the agenda for the Board of Director's Meeting scheduled November 6, 2019.

<b>Item</b>	<b>Contract</b>	<b>Principals &amp; Agents</b>	<b>Subcontractors</b>
#F5	Authorize Award Sole Source Contract ITS20-38 SAP Annual Software Maintenance	<i>SAP Public Services, Inc.</i> <i>Satish Mani</i> <i>Services Sales Director</i>	<i>N/A</i>

ER:AT

## CONFLICT OF INTEREST FORM

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

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

### BOARD MEMBER INFORMATION

BOARD MEMBER NAME	CITY/COUNTY NAME	MEETING DATE

### CAMPAIGN CONTRIBUTIONS

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

### FINANCIAL INTEREST

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

### SIGNATURE

Board Member Signature	Date
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ITEM # E1

**BOARD OF DIRECTORS' MEETING  
MINUTES OF OCTOBER 2, 2019**

**A. CALL TO ORDER**

Chairman David Avila called the regular meeting of the Omnitrans Board of Directors to order at 8:01 a.m., Wednesday, October 2, 2019, at the Omnitrans Facility located at 1700 West 5th Street, San Bernardino, California.

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

**BOARD MEMBERS PRESENT**

Council Member David Avila, City of Yucaipa – Chairman  
Mayor John Dutrey, City of Montclair – Vice Chairman  
Council Member Ron Dailey, City of Loma Linda  
Mayor Paul Foster, City of Redlands  
Supervisor Curt Hagman, County of San Bernardino  
Mayor Penny Lilburn, City of Highland  
Mayor Darcy McNaboe, City of Grand Terrace  
Council Member Ray Marquez, City of Chino Hills – Alternate  
Mayor Frank Navarro, City of Colton  
Council Member John Roberts, City of Fontana  
Mayor Deborah Robertson, City of Rialto  
Supervisor Janice Rutherford, County of San Bernardino  
Council Member Sam Spagnolo, City of Rancho Cucamonga  
Mayor Debbie Stone, City of Upland  
Mayor Eunice Ulloa, City of Chino  
Mayor John Valdivia, City of San Bernardino  
Council Member Alan Wapner, City of Ontario

**BOARD MEMBERS NOT PRESENT**

Supervisor Josie Gonzales, County of San Bernardino  
Supervisor Dawn Rowe, County of San Bernardino

**OMNITRANS' ADMINISTRATIVE STAFF PRESENT**

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

Aaron Moore, Director of Special Transportation Services  
Suzanne Pfeiffer, Director of Human Resources  
Connie Raya, Director of Maintenance  
Art Torres, Director of Procurement  
Wendy Williams, Director of Marketing  
Kevin Bleich, Rail Operations Analyst  
Diane Bojorquez, Sales Supervisor  
Mike Bonacio, Technical Services Supervisor  
Omar Bryant, Maintenance Manager  
Melissa Castillo, Customer Service Manager  
Joy Crutcher, Transportation Manager  
Jose Hernandez, Marketing Specialist  
Anna Jaiswal, Development Planning Manager  
Angelia Jara, Contracts Review Analyst  
Janice Kuhn, Marketing Specialist  
Ray Maldonado, Employee Relations Manager  
Megann Martinez, Administrative Clerk  
Frank Holland, Senior Contract Administrator  
Harry Morck, Network Administrator  
Eugenia Pinheiro, Contracts Manager  
Nicole Ramos, Marketing Manager  
Krystal Turner, Contracts Administrator  
Christine Van Matre, Contract Administrator  
Jennifer Villalobos, Sr. Human Resources Analyst

**LEGAL COUNSEL**

Steve DeBaun, Legal Counsel

**B. ANNOUNCEMENTS/PRESENTATIONS**

1. Next Board Meeting: November 6, 2019, 8:00 a.m.  
Omnitrans Metro Facility Board Room

Chair Avila announced that Mr. Steve DeBaun, Partner, BB&K would be serving as Legal Counsel for Omnitrans. Mr. DeBaun shared some of his background and experience and stated that he looked forward to working with the Board.

Marketing Manager, Nicole Ramos announced that Director of Marketing, Wendy Williams would be retiring after 28 years with Omnitrans. Chair Avila, CEO/General Manager, P. Scott Graham, and Deputy General Manager, Erin Rogers presented Ms. Williams with a token of appreciation for her service to the Agency and the community.

Ms. Williams shared some farewell remarks thanking Omnitrans and the Board for the opportunity to serve.

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

Tonya Miller deferred her speaking time to Ms. Shannon Ritchey.

Shannon Ritchey, employee at MV Transportation (MV) located in San Bernardino made several comments regarding her experience working at MV. She stated that the Call Center receives several complaints from customers regarding missed rides. Ms. Ritchie also claimed an ADA violation, stating that reservation times are being changed after the initial scheduling. Ms. Ritchie continued her comments by stating that some customers located out of the service area are paying more than others and mentioned that the Access vehicles are in poor condition and dirty. Lastly, she expressed concern regarding potential retaliation from MV regarding her comments made today.

Supervisor Hagman arrived at 8:10 a.m.

City of San Bernardino Council Member for the 3<sup>rd</sup> Ward, Juan Figueroa commented on his experience riding Omnitrans over the past few weeks and shared some positive and negative observations. He stated that the Omnitrans App was easy to use and helpful, however, noticed excessive trash and graffiti at some of the bus stops. Council Member Figueroa mentioned that he had the opportunity to take a tour of the sbX stations with Omnitrans staff where some landscaping issues were identified, however noted that improvements had been made since then and thanked staff for their attention to that matter. He concluded his comments by asking staff to stay abreast of these improvements in the future.

Tony Slaick, resident of Yucaipa and member of the Yucaipa Mobile Home Residence Association was speaking on behalf of the residents, who are mostly seniors, veterans and persons with disabilities. He stated that the mobile home park is located outside of the Access service area and the residents are having some difficulty getting from the mobile home park to the Access pickup location, which is about ¼ mile away. He asked that the Board look into this matter and suggested that a stop at the mobile home park be included in the Access program.

Michael Lawrence, resident of Yucaipa enjoys utilizing the Access service; however, mentioned that he is one of the passengers that has to travel the ¼ mile to get to the Access pick up location. He also stated that because the mobile home park is located outside of the boundary, he is required to \$5.00 fare, whereas other customers only pay \$3.25. Mr. Lawrence suggested that the Access boundary be expanded to include all of Yucaipa.

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

There were no Conflict of Interest Issues.

## **E. CONSENT CALENDAR**

1. Approve Board Minutes – September 4, 2019
2. Receive and File Administrative & Finance Committee Minutes – August 15, 2019
3. Adopt Resolution No. 316-19, Hazard Mitigation Plan and Resolution No. 317-19, National Incident Management Plan
4. Authorize Release – Request for Proposals RFP-FIN20-13, Insurance Broker Services
5. Authorize Award – Contract MNT20-02, Architectural and Engineering (A&E) Services

Chair Avila noted that Item #E3 would be pulled from the agenda. Member Navarro asked for clarification as to why the item was being pulled. CEO/General Manager, P. Scott Graham explained that errors were identified following the posting of the agenda and the corrected item would be brought back next month.

Member Rutherford noted a correction to page 7 of the minutes where it stated *Supervisor Rowe made a substitute motion to table this item to the October meeting*, and clarified that after some discussion, the point was made that tabling an item is not to a date certain and asked that the minutes reflect that change.

M/S (Dutrey/Ulloa) that approved Consent Calendar Items 1,2,4 and 5 with the correction to the minutes noted by Member Rutherford. Motion was passed unanimously by Members present.

Member Dailey left the room at 8:27 a.m. and returned at 8:29 a.m.

## **F. DISCUSSION ITEMS**

1. CEO/General Manager's Report

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

2. Authorize the CEO/General Manager to Award Call for Projects – 2019 Measure I Specialized Transportation Program for Fiscal Year 2020 and 2021

Director of Special Transportation Services, Aaron Moore provided a brief background on this item as detailed in the staff report.

Member Valdivia asked if the fund balance would be used to fund other entities or if the funds would be carried over to the following year. Mr. Moore responded that the balance would continue to fund current Measure I Partners and would also be carried over to a future Call for Projects. Member Valdivia stated that he would like to follow up with staff regarding San Bernardino's need for increased mobility integration.

Member Lilburn clarified that although the Highland Senior Center is a recipient of Measure I funds, they are not included in the 2021 Call for Projects.



M/S (Dailey/Hagman) that authorized the CEO/General Manager to award funds for the Call for Projects - 2019 Measure I Specialized Transportation Program for Fiscal Years 2020 and 2021. Motion was passed unanimously by Members present.

3. Authorize Award – Contract MNT19-78, Bus Painting & Decal Services

Director of Procurement, Art Torres provided a brief background on this item as detailed in the staff report.

Member Wapner asked for clarification regarding the type of rebranding for this project. Mr. Torres explained that the rebranding pertained to the red and white Access vehicles, and noted they would be updated to match Omnitrans fixed route bus colors and logo. Member Wapner had questions regarding funding for this project, noting that only a partial amount was shown and asked about the balance of the funding. Mr. Torres responded that additional costs would come from operational funds. Member Wapner asked that in the future, the entire funding breakdown be included in the staff memo.

Member Hagman inquired about the number of bids received and related costs. Mr. Torres replied that the vendor was the only bidder, and their offer was significantly lower than seen on previous efforts.

M/S (Hagman/Dutrey) that authorized the CEO/General Manager to award Contract MNT19-78 to Paint, Body, Vinyl and Graphics, Inc. of Fontana, CA, for the provision of Bus Painting and Decal Services in the amount of \$931,005, plus a ten percent contingency of \$93,100, and a 3.27% Cost Allocation Plan (CAP) of \$30,444, for a total not-to-exceed amount of \$1,054,549. Motion was passed unanimously by Members present.

**G. BOARD BUSINESS**

**Open Session**

1. Discussion and Action on Chief Executive Officer/General Manager Resignation and Selection Process of New CEO/General Manager

Legal Counsel, Steve DeBaun provided some background information as detailed in the staff report. He reviewed the two options in the form motion for the Board's consideration which were to:

- 1) Accept the resignation of CEO/General Manager, P. Scott Graham, with his last day of employment as November 6, 2019; and
- 2) Provide direction to the Board Chair and Vice Chair on filling the position of CEO/General Manager.

Member Wapner had questions as to whether the CEO/General Manager's resignation was revocable or irrevocable. Mr. DeBaun stated that it was his legal opinion that the

resignation could be revocable only with consent from both the CEO/General Manager and the Board.

Member Robertson referred to the terms of the CEO/General Manager's resignation and stated that the Board should begin by deciding if the terms are accepted by the Board.

A lengthy discussed ensued regarding Mr. Graham's last day scheduled for November and the notice being given in August. There was also some Members who did not receive the letter. A five-minute recess was called to allow staff to provide the Board with a copy of the email and letter distributed to the Board on August 2<sup>nd</sup>.

The Board reconvened and the letter was provided to the Members.

M/S (Lilburn/Hagman) that accepted the resignation of the CEO/General Manager, P. Scott Graham, with his last day of employment as November 6, 2019 as long as it is revocable upon mutual agreement. Motion was passed unanimously by Members present.

Chair Avila referred to second part of the item regarding filling the position of the CEO/General Manager and opened the floor for discussion.

Member Wapner recommended that a recruitment firm be selected to assist with locating candidates for the position. Additionally, he recommended that an Ad Hoc Committee be formed to review the recommendations.

M/S (Wapner/McNaboe) to utilize the current procurement process to hire a recruitment company with experience working with transit agencies and bring back the recommendation to the Board. The motion did not carry.

Member Rutherford expressed some concern regarding hiring a recruitment company given the recent action taken by the SBCTA Board to conduct a study of the transit agencies in the County. She suggested that the Board decide on an interim while Omnitrans and SBCTA work out the future structure, which will allow time to evaluate the interim's performance and determine if a new CEO/General Manager will be hired or if a different course of action will be taken.

Member Dailey was not aware of the study mentioned by Member Rutherford and asked for additional information. Member Rutherford provided additional information about the study.

Mr. DeBaun advised the Board that the study being discussed was not on today's agenda, therefore should not be discussed at length.

Member Lilburn reminded the Board that Ms. Erin Rogers has been in the position of Deputy General Manager for the past two years as part of a succession plan. She also noted that Ms. Rogers worked well with the Board, staff and SBCTA and did not agree with the idea of hiring a recruitment company.

Member Spagnolo stated that a couple of years ago, the direction from the Executive Committee was to begin a succession plan for the CEO/General Manager position and for other higher-level positions. He further stated that to dismiss the process would not be good for the morale. Additionally, Member Spagnolo noted the current budget situation and the potential cost of a recruitment.

Due to the personnel issues related to the succession plan, Legal Counsel, Steve DeBaun advised that it would be more appropriate to continue the discussion in Closed Session.

Following the discussion, Member Wapner withdrew his motion.

### **Closed Session**

1. Public Employee Appointment – Chief Executive Officer/General Manager, Pursuant to Government Code Section 54957
2. Conference with Labor Negotiator, Suzanne Pfeiffer, Concerning Labor Negotiations with Amalgamated Transit Union Local No. 1704 regarding the Coach Operator Unit, Pursuant to Government Code Section 54957.6

The Board adjourned into Closed Session at 9:12 a.m.

The Board reconvened at 10:15 a.m.

Mr. DeBaun reported that on the first Closed Session item, the Board moved to appoint Erin Rogers as Interim CEO/General Manager and appointed the Chair and Vice Chair to negotiate the contract and return to the Board in November for consideration effective November 7, 2019.

### **H. REMARKS AND ANNOUNCEMENTS**

There were no remarks or announcements.

### **I. ADJOURNMENT**

The Board adjourned 9:59 a.m. The next regular meeting is scheduled Wednesday, November 6, 2019, at 8:00 a.m., with location posted on the Omnitrans website and at Omnitrans' San Bernardino Metro Facility.

Prepared by:

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

ITEM # E2

**PLANS AND PROGRAMS COMMITTEE  
MINUTES  
JULY 24, 2019**

**A. CALL TO ORDER**

The Plans & Programs Committee Meeting was called to order by Committee Chair Penny Lilburn at 9:05 a.m., July 24, 2019.

**Committee Members Present**

Mayor Penny Lilburn, City of Highland – Committee Chair  
Council Member Ron Dailey, City of Loma Linda  
Mayor Cynthia Moran, City of Chino Hills – Via Teleconference  
Council Member Sam Spagnolo, City of Rancho Cucamonga  
Council Member Alan Warner, City of Ontario – Via Teleconference

**Committee Members Not Present**

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

**OmniTrans Administrative Staff Present**

P. Scott Graham, CEO/General Manager  
Trischelle Baysden, Director of Rail  
Shawn Brophy, Director of Operations  
Jeremiah Bryant, Director of Strategic Development  
Jacob Harms, Director of Information Technology  
Aaron Moore, Director of Special Transportation Services  
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  
Omar Bryant, Maintenance Manager  
Adrienne Fernandez, Executive Staff Assistant  
Anna Jaiswal, Development Planning Manager  
Harry Morck, Network Administrator  
Eugenia Pinheiro, Contracts 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 24, 2019

M/S (Spagnolo/Dailey) that approved the Committee Minutes of April 24, 2019. Roll call vote was taken and the motion was passed unanimously by Members present.

2. Receive and Forward to the Board of Directors Development Project Updates

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

Member Dailey asked when Omnitrans would know if the Low-No Grant application was successful and inquired what the implementation timeline would be. Ms. Jaiswal responded that the results would be available in September or October and stated that implementation of zero-emission buses would still begin by 2023 if the grant is not awarded; the grant would allow Omnitrans to purchase the first four electric buses in 2020.

Member Lilburn asked if the bus stops located at Crafton Hills College are solar powered. Ms. Jaiswal responded that they are. Member Lilburn asked if the 27 benches and 14 shelters were already spoken for. Ms. Jaiswal responded that staff worked with the cities to prioritize the locations by ridership and noted that the locations had been identified in the grant application.

The Committee received and forwarded this item to the Board.

3. Recommend the Board of Directors Approve the CEO/General Manager to Execute a New Revenue Agreement with California State University San Bernardino (CSUSB), Go Smart Program

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

Member Lilburn asked if this program included both fixed route and sbX services. Ms. Williams responded that it included all fixed route services.

Member Moran asked if Omnitrans has agreements with other colleges. Ms. Williams responded that Chaffey, San Bernardino Valley and Crafton Hills colleges also participate in the program.

M/S (Spagnolo/Dailey) that recommended the Board of Directors authorize the CEO/General Manager to execute a new revenue agreement with California State University, San Bernardino (CSUSB). Roll call vote was taken and the motion was passed unanimously by Members present.

#### **F. REMARKS AND ANNOUNCEMENTS**

There were no announcements.

#### **G. ADJOURNMENT**

The Plans & Programs Committee meeting adjourned at 9:19 a.m. The next Committee Meeting is scheduled Wednesday, October 23, 2019 at 09:00 a.m., with location posted on the Omnitrans website and at Omnitrans' San Bernardino Metro Facility.

Prepared by:

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

ITEM # E3

**EXECUTIVE COMMITTEE MEETING  
MINUTES  
AUGUST 2, 2019**

**A. CALL TO ORDER**

The Executive Committee Meeting was called to order by Chair David Avila at 9:01 a.m., Friday, August 2, 2019, at the Omnitrans Administrative Offices.

**COMMITTEE MEMBERS ATTENDING**

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

**OMNITRANS STAFF ATTENDING**

P. Scott Graham, CEO/General Manager  
Erin Rogers, Deputy General Manager  
Jeremiah Bryant, Development Planning Manager  
Adrianne Fernandez, Executive Staff Assistant

**OTHERS IN ATTENDANCE**

Andrea Zureick, Director of Fund Administration - SBCTA

**B. ANNOUNCEMENTS/PRESENTATIONS**

Next Committee Meeting: Friday, September 6, 2019, 9:00 a.m.  
Omnitrans Metro Facility

**C. COMMUNICATIONS FROM THE PUBLIC**

There were no communications from the public.

**D. POSSIBLE CONFLICT OF INTEREST ISSUES**

There were no Conflict of Interest Issues.

## **E. DISCUSSION ITEMS**

### **1. Approve Executive Committee Minutes – July 12, 2019**

M/S (Spagnolo/Lilburn) that approved the Executive Committee Minutes of July 12, 2019. Roll call vote was taken and the motion was passed by Members present, with the exception of Member Dutrey, who abstained.

### **2. Receive and File, Update on the Ad Hoc Committee**

CEO/General Manager, P. Scott Graham provided some background information by stating that Omnitrans recently met with SBCTA to review the proposed service reduction scenarios. He explained that SBCTA was receptive to the proposed changes and expressed their support for Scenario 2, which would be reviewed in detail during today's presentation. There was also some discussion regarding an item that would be presented to the SBCTA Transit Committee in August requesting additional local and state funding for Omnitrans. With the service reduction implementation and the additional funding, the Agency would have a balanced operating budget through 2040. Mr. Graham introduced Director of Strategic Development, Jeremiah Bryant, to review a PowerPoint presentation.

Member Dailey arrived at 9:06 a.m. during the presentation on Item #E2.

Mr. Bryant reviewed the 3 scenarios in more detail and stated that the staff would be presenting the recommendation to the Ad Hoc Committee in September.

Member Dailey stressed the importance of communicating with each of the respective cities regarding the proposed service reductions prior to presenting the information to the Board.

Deputy General Manager, Erin Rogers stated that the specific route information has not been determined, however staff would be updating the various Committees in the coming weeks and months as the plan develops. Additionally, Ms. Rogers reminded the Committee that Assembly Member Reyes asked that a response be provided to her in October regarding the Board's position on the legislation.

A discussion ensued regarding the meeting timeline. Member Dailey did not agree with the information being presented to the Board prior to being presented to the Ad Hoc Committee. SBCTA Director of Fund Administration, Andrea Zureick explained that SBCTA asked that the Ad Hoc Committee meet after the September SBCTA Board Meeting to ensure that the request for additional funding for Omnitrans was approved by their Board.

The Committee requested that the Ad Hoc Meeting be rescheduled to occur before Board meeting. SBCTA and Omnitrans staff noted the request.

The Committee received and filed this report.



### 3. CEO/General Manager's Report

The CEO Reported on the following items:

- Redlands Passenger Rail Groundbreaking Ceremony was held on 19 July in downtown Redlands. Members Avila, Spagnolo and McNaboe were in attendance along with several other distinguished guests.
- Safety Management System (SMS) training was held from 31-July – 2 Aug at Omnitrans. The participants learned about FTA's SMS framework including executive leadership and accountability for safety, creating a positive safety culture, preventive risk analysis, and building an effective employee safety reporting program.
- Omnitrans will be hosting the California Air Resources Board (CARB) meeting the 2<sup>nd</sup> week of October. The meeting will address implementing the Innovative Clean Transit (ICT) Regulation, funding programs available and the Low Carbon Fuel standard. Mr. Graham encouraged any Board Members interested to attend.
- At the APTA Transit Board & Transit Board Administrator conference held in Jacksonville, FL, a speaker named Artis Hampshire-Cowan gave a presentation on Transit Board Member and Transit CEO roles & responsibilities. He suggested that perhaps Omnitrans and RTA could host a joint workshop for the Members on this important topic.
- Lastly, Mr. Graham presented his letter of resignation to the Committee and stated that his last date of employment with the Agency would be November 6<sup>th</sup>.

### **F. BOARD BUSINESS**

1. Public Employee Performance Evaluation – Deputy General Manager pursuant to Government Code Section 54957

The Committee adjourned into Closed Session at 10:19 a.m.

The Committee reconvened at 10:59 am. with no reportable action.

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

There were no announcements.

### **H. ADJOURNMENT**

The Committee adjourned at 10:59 a.m. The next Executive Committee Meeting is scheduled Friday, September 6, 2019, at 9:00 a.m., with location posted on the Omnitrans website and at the Omnitrans San Bernardino Metro Facility.

Prepared by:

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

ITEM # E4

**ADMINISTRATIVE & FINANCE COMMITTEE  
MINUTES, SEPTEMBER 12, 2019**

**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, September 12, 2019.

1. Pledge of Allegiance
2. Roll Call

**Committee Members Present**

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

**Committee Members Not Present**

**Omnitrans Administrative Staff Present**

P. Scott Graham, CEO/General Manager  
Erin Rogers, Deputy General Manager  
Jeremiah Bryant, Director of Strategic Development  
Shawn Brophy, Director of Operations  
Jacob Harms, Director of Information Technology  
Aaron Moore, Director Special Transportation Services  
Art Torres, Director of Procurement  
Don Walker, Director of Finance  
Wendy Williams, Director of Marketing-Planning  
Omar Bryant, Maintenance Manager  
Mark Crosby, Security & Emergency Preparedness Coordinator  
Adrienne Fernandez, Executive Staff Assistant  
Harry Morck, Network Administrator  
Eugenia Pinheiro, Contracts Manager  
Loretta Rains, Rail and Safety Compliance  
Krystal Turner, Contracts Administrator

**B. ANNOUNCEMENTS/PRESENTATIONS**

The next Committee Meeting is scheduled Thursday, October 10, 2019, at 8:00 a.m.

**C. COMMUNICATIONS FROM THE PUBLIC**

There were no communications from the public.

**D. POSSIBLE CONFLICT OF INTEREST ISSUES**

There were no Conflict of Interest Issues.

**E. DISCUSSION ITEMS**

1. Approve Administrative & Finance Committee Minutes August 15, 2019

M/S (Dailey/Roberts) that approved Administrative & Finance Committee Minutes August 15, 2019. Motion was passed unanimously by Members present.

2. Recommend the Board of Directors Authorize the CEO/General Manager to Award Call for Projects - Measure I Specialized Transportation Program for FY20-FY21

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

Member Roberts asked for the name of the contact person at the City of Fontana for this program. Mr. Moore stated that the contact information would be provided following the meeting.<sup>1</sup>

Member Dutrey asked that a detailed break-down of the scoring be provided in the item that will be presented to the Board.

Member Dailey had some questions regarding the qualifications required for transporting disabled passengers under the Access program and the potential liabilities to Omnitrans. Mr. Moore described the requirements for Access certified drivers and explained that taxi and Lyft drivers are independent contractors. He further explained that the taxi and Lyft voucher program is an option offered to the customers, however noted that the training requirements may not be the same as for Access drivers.

Member Avila asked if there have been any incidents reported from customers using the taxi or Lyft programs. Mr. Moore stated that there have not been any incidents reported.

Member Hagman suggested that other alternatives be considered such as virtual appointments, partnering with Senior Centers, prescription delivery programs, and potential advancements in technology that can increase cost savings and increase

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<sup>1</sup> The contact information for the City of Fontana was sent to Member Roberts following the meeting.

efficiency.

M/S (Avila/Wapner) that recommended the Board of Directors authorize the CEO/General Manager to award funds for the Call for Projects- 2019 Measure I Specialized Transportation Program for Fiscal Years 2020 and 2021. Motion was passed unanimously by Members present.

3. Recommend the Board of Directors Authorize the CEO/General Manager to Award RFQ-MNT20-02 Architectural and Engineering Services

Director of Procurement, Art Torres provided a brief background on this item as detailed in the staff report.

M/S (Hagman/Avila) that recommended the Board of Directors authorize the CEO/General Manager to award Contract MNT20-02 to Huitt-Zollars, Inc., of Ontario, CA, for the provision of Architectural and Engineering (A&E) Services on an as needed basis for a three (3) year base period beginning October 2019 and ending October 2022, with the authority to exercise two (2) single option years ending no later than October 2024 in the amount of \$1,757,550, plus a ten percent contingency of \$175,755, and a 3.27% Cost Allocation Plan (CAP) of \$57,472, for a total not-to-exceed amount of \$1,990,777, if all options are exercised. Motion was passed unanimously by Members present.

#### **F. ADJOURNMENT**

The Administrative and Finance Committee meeting adjourned at 8:27 a.m.

The next Administrative and Finance Committee Meeting is scheduled Thursday, October 10, 2019, at 8:00 a.m., with location posted on the Omnitrans website and at Omnitrans' San Bernardino Metro Facility.

Prepared by:

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

ITEM # E5

**DATE:** November 6, 2019

**TO:** Board Chair David Avila and Members of the Omnitrans Board of Directors

**THROUGH:** Erin Rogers, Interim CEO/General Manager

**FROM:** Suzanne Pfeiffer, Director of Human Resources

**SUBJECT: OMNITRANS' QUARTERLY EEO STATUS REPORT**

**FORM MOTION**

Receive and file Omnitrans Quarterly EEO Status Report for August 20, 2019 through October 21, 2019. The report includes the following:

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

**BACKGROUND**

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

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

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

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

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

## **CONCLUSION**

Receive and file Omnitrans’ Quarterly EEO Status Report for the quarter covering August 20, 2019 through October 21, 2019.

ER:SP:MT

Attachment A: Quarterly EEO Status Report

Submitted for the  
Board Meeting of:  
**November 6, 2019**

**OMNITRANS  
EEO STATUS REPORT  
WITH INTERVIEWS AND HIRES BY DEPARTMENT  
As of October 21, 2019**

DEPARTMENT	Total Positions*	MALE ETHNIC COMPOSITION										FEMALE ETHNIC COMPOSITION										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	502	40	110	109	9	0	0	11	8	31	24	117	58	0	3	1	20	3	3	0	3	22	14	1	0	0	1	0	1	0	5	4	0	0	0	0	0	1				
Maintenance	104	26	12	53	6	2	0	1	5	12	4	0	0	0	0	0	0	0	0	0	13	4	26	2	0	0	0	2	3	2	0	4	0	0	0	0	1	0				
Executive Office	3	1	0	0	0	0	0	0	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Information Technology	10	3	1	1	4	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Marketing	17	0	0	3	0	0	0	1	0	1	1	0	12	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Strategic Development	14	3	1	7	1	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					
Human Resources	10	0	0	1	0	0	0	1	0	1	5	0	3	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Safety & Security	2	1	0	0	0	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Procurement	19	4	1	8	0	0	0	0	0	1	1	1	3	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Finance	11	1	2	0	2	0	0	0	0	1	2	0	2	2	0	0	0	0	0	0	6	1	13	2	0	0	3	2	0	0	0	0	1	0	0	0	0					
Special Transp. Services	12	3	0	4	0	0	0	0	0	0	1	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Rail	3	1	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						
Agency Totals	707	83	127	186	22	2	0	15	14	50	43	118	83	2	4	1	21	8	3	*	22	27	53	5	0	0	4	4	4	2	5	8	1	0	0	0	1					

435

272

\*Reflects numbers from the FY19 budget

\*Includes positions budgeted but not filled

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

COMPLETED BY:

Meredith Tshilonda

(Sr. HR Analyst)

## PERCENTAGES

C	B	H	AS	AI	NH	2+	IWD	VET
126	245	269	24	6	1	36	22	53
18%	35%	38%	3%	1%	0.1%	5%	3%	7%

ITEM # E6

**DATE:** November 6, 2019

**TO:** Board Chair David Avila and Members of the Omnitrans Board of Directors

**THROUGH:** Erin Rogers, Interim CEO/General Manager

**FROM:** Shawn Brophy, Director of Operations

**SUBJECT:** **ADOPT RESOLUTION NO. 316-19 OMNITRANS' HAZARD MITIGATION PLAN (HMP) AND RESOLUTION NO. 317-19 OMNITRANS' NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)**

### **FORM MOTION**

Adopt Resolution No. 316-19, Hazard Mitigation Plan (HMP) and Resolution No. 317-19, National Incident Management System (NIMS).

*This item was presented to the Board at its October 2, 2019 meeting; however, staff requested that the item be pulled due to errors that were identified following the posting of the agenda.*

### ***HAZARD MITIGATION PLAN (HMP)***

### **BACKGROUND**

The Robert T. Stafford Disaster Relief and Emergency Assistance Act (1988), as amended by the Disaster Mitigation Act (DMA), requires local, state, and tribal governments to adopt an approved Mitigation Plan. The Plan undertakes risk-based approaches to reduce natural hazards, limiting the impact of major hazard events in the community. DMA 2000 legislation recognizes hazard mitigation as necessary preparation for emergencies, rather than the final step in recovery. Adoption of the approved plan maintains eligibility for future hazard mitigation funding.

### **ANALYSIS**

The core of the Plan is the Mitigation Strategy which outlines Omnitrans' blueprint for minimizing the potential losses identified in the risk assessment, based on existing procedures, programs, and resources, and its ability to expand on and improve these existing tools.



A Third Draft Plan was submitted to Cal OES for input and forwarding to Federal Emergency Management Agency (FEMA) Region IX for a determination of approval pending adoption. The Board is requested to adopt the Final Draft Plan. A copy of the Board approved Resolution will be forwarded to FEMA along with a request for final approval.

The general public and other external agencies were involved in the planning process during the drafting stage. The Second Draft Plan was posted on the Omnitrans' website and external agencies were emailed information about the draft's availability for solicitation of input. Throughout the drafting process all stages of the plan were documented.

Consequences of not adopting a FEMA approved Hazard Mitigation Plan are significant. Without adoption, Omnitrans will be ineligible for FEMA mitigation programs including the Hazard Mitigation Grant Program, Flood Mitigation Assistance Program, Pre-Hazard Mitigation Program, and potentially lose public assistance for damaged facilities following a disaster.

There is no direct fiscal impact as a result of adopting the proposed plan; however, such adoption and subsequent submittal to FEMA is a prerequisite in receiving any future disaster relief or mitigation funds.

## ***NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)***

### **BACKGROUND**

Homeland Security Presidential Directive (HSPD-5), has directed that all federal, state, territorial, and tribal governments work together to prevent, protect against, respond to, recover from, and mitigate domestic incidents regardless of size or complexity. To accomplish this, the Department of Homeland Security (DHS) developed and issued the National Incident Management System (NIMS) as a tool to provide a comprehensive and rational approach to incident management, applicable to all jurisdictional levels across functional disciplines. The primary intent of NIMS is to improve coordination and cooperation between public and private entities in an emergency by using a common language and set of procedures.

### **ANALYSIS**

NIMS is built on existing structures such as the Incident Command System (ICS), creating uniform practices of emergency management and incident response throughout the country. Components include preparedness, communications and information management, resource management, command and management, and ongoing maintenance.

There is no direct fiscal impact as a result of adopting NIMS; however, such adoption ensures Omnitrans eligibility to receive federal preparedness grants and reimbursement of expenses incurred during a declared emergency or disaster.

## **CONCLUSION**

It is recommended that the Board of Directors adopt Resolution No. 316-19, Hazard Mitigation Plan (HMP) and Resolution No. 317-19, National Incident Management System (NIMS). Adoption of the NIMS ensures that Omnitrans is compliant with FEMA requirements and eligible for preparedness grants.

ER: SB: MC: MM

Attachment A: Resolution 316-19

Attachment B: Resolution 317-19

**RESOLUTION NO. 316-19**

**A RESOLUTION OF THE OMNITRANS BOARD OF DIRECTORS, SAN BERNARDINO COUNTY, CALIFORNIA ADOPTING AND AUTHORIZING REVISIONS TO THE LOCAL HAZARD MITIGATION PLAN IN COORDINATION WITH THE SAN BERNARDINO COUNTY OPERATIONAL AREA'S MULTI-JURISDICTIONAL HAZARD MITIGATION PLAN (MJHMP)**

WHEREAS, OMNITRANS the Disaster Mitigation Act of 2000 (DMA 2000) and the Federal Emergency Management Agency (FEMA) requires local jurisdictions to develop Hazard Mitigation Plans to identify measures which may be undertaken before natural disasters occur in order to reduce the potential for property damage and injury from such events;

WHEREAS, FEMA requires local jurisdictions to update their Hazard Mitigation Plan every five (5) years in order to remain eligible to receive funding for both pre-disaster and post-disaster mitigation grant program funding;

WHEREAS, FEMA has endorsed both Local and Multi-Jurisdictional Hazard Mitigation Plan as a partnership encouraging multi-hazard approaches to disaster resistant communities;

WHEREAS, Omnitrans has established both local and multi-jurisdictional coordination with the County of San Bernardino to include their specific risks, hazards, current and future mitigation measures and goals and objectives;

NOW, THEREFORE, BE IT RESOLVED that Omnitrans adopt Resolution No. 316-19, adopting the California State Hazard Mitigation Plan

I HEREBY CERTIFY that the foregoing resolution was duly adopted by the Omnitrans Board of Directors, at their regular meeting held on November 6, 2019, by the following vote to wit:

AYES:

NOES:

ABSENT:

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Erin Rogers, Interim CEO/General Manager  
Secretary, Omnitrans Board of Directors

The foregoing resolution is hereby approved this 6<sup>th</sup> day of November 2019.

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David Avila  
Board Chair, Omnitrans Board of Directors

Approved as to form:

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Steven DeBaun  
Counsel for Omnitrans

**RESOLUTION NO. 317-19**

**A RESOLUTION OF THE OMNITRANS BOARD OF  
DIRECTORS, SAN BERNARDINO COUNTY, CALIFORNIA  
ADOPTING THE NATIONAL INCIDENT MANAGEMENT  
SYSTEM**

WHEREAS, response and recovery from major emergencies and disasters requires integrated professional management and coordination; and

WHEREAS, the President of the United States directed the Secretary of the Department of Homeland Security to develop and administer a National Incident Management System (NIMS) to standardize and enhance incident management procedures nationwide; and

WHEREAS, the National Incident Management System provides a structure and process to effectively coordinate responders from multiple disciplines and levels of government and to integrate them with resources from the private sector and non-governmental organizations; and

WHEREAS, use of the National Incident Management System, will improve Omnitrans ability to manage major emergencies and disasters; and

NOW, THEREFORE, BE IT RESOLVED that Omnitrans adopts Resolution No. 317-19, adopting the National Incident Management System as the foundation for incident command, coordination, and support activities.

I HEREBY CERTIFY that the foregoing resolution was duly adopted by the Omnitrans Board of Directors, at their regular meeting held on November 6, 2019, by the following vote to wit:

AYES:

NOES:

ABSENT:

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Erin Rogers, Interim CEO/General Manager  
Secretary, Omnitrans Board of Directors

The foregoing resolution is hereby approved this 6th day of November 2019.

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David Avila  
Board Chair, Omnitrans Board of Directors

Approved as to form:

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Steven DeBaun  
Counsel for Omnitrans

ITEM # E7

**DATE:** November 6, 2019

**TO:** Board Chair David Avila and Members of the Omnitrans Board of Directors

**THROUGH:** Erin Rogers, Interim CEO/General Manager

**FROM:** Suzanne Pfeiffer, Director of Human Resources

**SUBJECT: CHANGE TO POLICY 604: LIFE INSURANCE AND LONG-TERM  
DISABILITY PLANS**

**FORM MOTION**

Approve changes to Policy 604.

*This item was reviewed by the Administrative and Finance Committee at its October 10, 2019 meeting and recommended to the Board of Directors for approval.*

**BACKGROUND**


A review of our current life insurance agreement shows there have been no increases to the life insurance policy amounts for Management and Confidential Job Levels 1-9 since July 1, 2006. In September 2019, a solicitation for renewal rates and options was conducted by our Insurance Broker, Marsh and McClennan. After review of our account, the renewal analysis from Standard Life Insurance Co. came back to include increases to our current life insurance policy amounts, a 9% premium rate reduction from \$168,812 to \$153,876 annually, with rates guaranteed through December 31, 2022. The policy has been updated to include the new life insurance amounts. (Attachment A, Attachment B)

**CONCLUSION**

It is recommended that the Board of Directors authorize the CEO/General Manager to approve the change to Policy 604.

ER:SP:MS

Attachment A: Policy 604 Clean Version  
Attachment B: Policy 604 Redline Version

 <b>PERSONNEL POLICY MANUAL</b>	POLICY <b>604</b> PAGE   1 OF 2
SUBJECT  <b>Life Insurance and Long Term Disability Plans</b>	APPROVED BY OMNITRANS BOARD OF DIRECTORS  DATE: November 6, 2019

## I. Purpose

To state Omnitrans' policy on the life insurance and long-term disability plans.

## II. Scope

All Departments

## III. Procedure

### A. Life Insurance

1. All regular full-time employees are covered by life insurance made available by Omnitrans. All full-time employees will be issued a life insurance policy. The effective date of coverage is the first of the month following date of hire or promotion to full-time status. Coverage amounts depend upon classifications and premiums are paid by Omnitrans. Coverage includes an Accidental Death and Dismemberment Policy Rider.
2. Optional term life insurance is extended or made available to each employee, and open enrollments will be held annually to provide opportunities to change or elect the voluntary life insurance.

### 3. Schedule of Life Insurance Coverage

#### **Class 1**

Class 1 consists of contract positions – CEO/General Manager and Deputy General Manager. Life Insurance including AD&D plus Long-Term Disability per contract.

#### **Class 2**

Class 2 consists of Policy 402 positions in Levels 1,2,3,4, & 5.

Life Insurance - \$100,000 including AD&D plus Long-Term Disability

#### **Class 3**

Class 3 consists of Policy 402 positions in Level 6.

Life Insurance - \$75,000 including AD&D plus Long-Term Disability

#### **Class 4**

Class 4 consists of Policy 402 positions in Levels 7, 8, and 9.

Life Insurance - \$50,000 including AD&D plus Long-Term Disability





## PERSONNEL POLICY MANUAL

POLICY 604 PAGE 2 OF 2

SUBJECT

**Life Insurance and  
Long Term Disability Plans**

APPROVED BY OMNITRANS  
BOARD OF DIRECTORS

DATE: November 6, 2019

4. Represented Employees: The terms, award, conditions, and group insurance plans will be specified by the Omnitrans agreement with the insuring company or person acting on behalf of the company. Please refer to the applicable MOU for details.

B. Long-Term Disability

Long Term Disability (LTD) coverage is available to all regular Management and Confidential Unit employees on the first day of the calendar month following the date of hire. Employees are considered disabled if unable, as a result of sickness, accidental bodily injury or pregnancy, to perform the essential job function of their occupation. All Management and Confidential Unit employees will be issued a LTD policy that will explain the benefits and requirements of the program.



## PERSONNEL POLICY MANUAL

POLICY 604 PAGE 1 OF 3

## SUBJECT

**Life Insurance and  
Long Term Disability Plans**

APPROVED BY OMNITRANS  
BOARD OF DIRECTORSDATE: ~~June 7, 2017~~ November 6, 2019**I. Purpose**

To state Omnitrans' policy on the life insurance and long-term disability plans.

**II. Scope**

All Departments

**III. Procedure**Life Insurance:

~~A.~~ All ~~probationary and~~ regular full-time Omnitrans employees are covered by life insurance made available by Omnitrans. All full-time employees will be issued a life insurance policy. The effective date of coverage is the first of the month following date of hire or promotion to full-time status. Coverage amounts depend upon classifications and premiums are paid by Omnitrans. Coverage includes an Accidental Death and Dismemberment Policy Rider with face values equal to the amount of life insurance provided.

~~B.A.~~

~~Additional life insurance is also available to employees that may be purchased through payroll deduction.~~

~~C.B.~~ Optional term life insurance is extended or made available to each employee, and open enrollments will be held annually to provide opportunities to change or elect the voluntary life insurance.

~~D.C.~~ Schedule of Life Insurance Coverage:Class 1

Class 1 consists of contract positions - CEO/General Manager and Deputy CEO. Full-paid Life Insurance including AD&D plus Long Term Disability.

~~A—~~ Upper Management Class 2

Upper Management Class 2 consists of Policy 402 positions in Levels 1,2,3,4,& 5. Full-paid Life Insurance - ~~\$60,000~~ \$100,000 including AD&D plus Long Term Disability

~~B—~~ Middle Management Class 3

Middle Management Class 3 consists of Policy 402 positions in Level 6. Full-paid Life Insurance - ~~\$40,000~~ \$75,000 including AD&D plus Long Term Disability



## PERSONNEL POLICY MANUAL

POLICY 604 PAGE 2 OF 3

### SUBJECT

### Life Insurance and Long Term Disability Plans

APPROVED BY OMNITRANS  
BOARD OF DIRECTORS

DATE: ~~June 7, 2017~~ November 6, 2019

#### ~~C – Technical/Clerical Class 4~~

~~Technical/Clerical Class 4~~ consists of Policy 402 positions in Levels 7, 8, and 9.

Full-paid Life Insurance - ~~\$30,000~~ \$50,000 including AD&D plus Long Term Disability

~~The Director of Human Resources will allocate newly established classifications belonging to the Management and Confidential Unit to the proper tier. Refer to Policy 402 for a list of classifications and corresponding levels.~~

#### D – Represented Employees

~~ATU full paid Life Insurance 30,000 Effective January 1, 2017 including AD&D~~

~~Teamsters Full-paid Life Insurance—\$25,000 including AD&D. Effective October 1, 2010.~~

The terms, award, conditions, and group insurance plans will be specified by the Omnitrans agreement with the insuring company or person acting on behalf of the company. Please refer to the applicable MOU for details. The MOU(s) define the amount available and the extent of how the comprehensive benefit allowance is applied for life insurance. Plan document summaries will be made available to each employee, and open enrollments will be held annually to provide opportunities to change or elect the voluntary life election as indicated in the MOU if applicable.

#### E. ~~Non-Represented Employees~~ Long-Term Disability

Long Term Disability (LTD) coverage is available to all regular Management and Confidential Unit employees on the first day of the calendar month following the date of hire. Employees are considered disabled if unable, as a result of sickness, accidental bodily injury or pregnancy, to perform the essential job function of their occupation. All Management and Confidential Unit employees will be issued a LTD policy that will explain the benefits and requirements of the program.

~~Optional term life insurance is extended or made available to each employee, and open enrollments will be held annually to provide opportunities to change or elect the voluntary life insurance.~~



## PERSONNEL POLICY MANUAL

POLICY 604 PAGE 3 OF 3

### SUBJECT

**Life Insurance and  
Long Term Disability Plans**

APPROVED BY OMNITRANS  
BOARD OF DIRECTORS

DATE: ~~June 7, 2017~~ [November 6, 2019](#)

ITEM #           E8          

**DATE:** November 6, 2019

**TO:** Board Chair David Avila and Members of the Omnitrans Board of Directors

**THROUGH:** Erin Rogers, Interim CEO/General Manager

**FROM:** Art Torres, Director of Procurement

**SUBJECT: AUTHORIZE RELEASE – RFP-HRS20-43  
ASSESSMENT TESTING**

**FORM MOTION**

Authorize the CEO/General Manager to release Request for Proposals RFP-HRS20-43 for the provision of Assessment Testing for a three (3) year base period beginning July 1, 2020 with the authority to exercise two (2) single option years ending no later than June 30, 2025.

**BACKGROUND**

Omnitrans requires the services of a qualified professional to assess job candidates' ability to perform the essential physical functions of a job by conducting pre-employment physicals, assessment testing and job analysis services. The pre-employment physicals must be in compliance with Americans with Disabilities Act (ADA) and Department of Fair Employment and Housing Act (FEHA) employment tests which are designed to reduce work related injuries, control injury related costs, and prevent fraudulent workers' compensation claims. The current agreement will expire on June 30, 2020.

In accordance with Procurement Policy 2000, Section 2.3.5.1.3 and FTA Circular 4220.1F, Board authorization and use of a formal procurement procedure is required to release Request for Proposals for procurements of good/services exceeding \$150,000. The Independent Cost Estimate for this project is \$399,199.

**FUNDING SOURCE**

The cost associated with this procurement is budgeted in the Human Resources Department's Operating Budget as follows:

Department	1600
Expenditure Code	503060

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

### **CONCLUSION**

By proceeding with this solicitation, Omnitrans will have the ability to continue to assess job candidate's ability to perform the essential physical functions of a job.

ER:AT:KT

ITEM # E9

**DATE:** November 6, 2019

**TO:** Board Chair David Avila and Members of the Omnitrans Board of Directors

**THROUGH:** Erin Rogers, Interim CEO/General Manager

**FROM:** Art Torres, Director of Procurement

**SUBJECT: AUTHORIZE RELEASE – RFP-HRS20-44  
MEDICAL EXAMINATION SERVICES**

**FORM MOTION**

Authorize the CEO/General Manager to release Request for Proposals RFP-HRS20-44 for the provision of Medical Examination Services for a three (3) year base period beginning July 1, 2020 with the authority to exercise two (2) single option years ending no later than June 30, 2025.

**BACKGROUND**

Omnitrans requires the services of Board certified medical professionals to perform Department of Transportation (DOT) and non-DOT pre-employment exams, DOT medical certification renewal, return-to-work exams, fitness-for-duty exams, annual audiometric evaluations, pulmonary function testing, Hepatitis B Vaccinations, and consultation on medical issues on an as needed basis. These services are primarily for safety-sensitive employees but may include exams for non-safety sensitive employees in accordance with local, state and federal policies, guidelines and regulations.

Omnitrans has an inherent operational responsibility for public safety and must ensure employees have the physical, sensory, and mental abilities to perform the job functions and meet all necessary requirements to hold and maintain the required licenses and certifications for their job. Omnitrans employees and all potential employees are required to submit to testing and health screening exams.

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 \$470,145.

### **FUNDING SOURCE**

The cost associated with this procurement is budgeted in the Human Resources Department's Operating Budgets as follows:

Department	1600
Expenditure Code	503360

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

### **CONCLUSION**

By proceeding with this solicitation, Omnitrans will remain in compliance with local, state and federal policies, guidelines and regulations.

ER:AT:KT



ITEM # E10

**DATE:** November 6, 2019

**TO:** Board Chair David Avila and Members of the Omnitrans Board of Directors

**THROUGH:** Erin Rogers, Interim CEO/General Manager

**FROM:** Art Torres, Director of Procurement

**SUBJECT: AUTHORIZE RELEASE – RFP-HRS20-51  
DEPARTMENT OF TRANSPORTATION DRUG AND ALCOHOL  
TESTING**

**FORM MOTION**

Authorize the CEO/General Manager to release Request for Proposals RFP-HRS20-51 for the provision of Department of Transportation (DOT) Drug and Alcohol Testing for a three (3) year base period beginning July 1, 2020 with the authority to exercise two (2) single option years ending no later than June 30, 2025.

**BACKGROUND**

Omnitrans is required to comply with the United States Department of Transportation (DOT) and the Federal Transit Administration's (FTA) Drug and Alcohol Testing requirements for safety sensitive employees. Omnitrans employs approximately 577 positions requiring a full-service drug and alcohol testing provider. Additionally, Omnitrans' policy allows for the performance of non-DOT testing for all employees under the Drug Free Workplace Act and Agency policy.

The services shall include all necessary staff, facilities or mobile facilities, a collection site, a laboratory, transportation to and from collection sites and laboratories, and all forms, supplies, and equipment to collect, test, verify, and report results to Omnitrans in compliance with 49 CFR Part 40, "Procedures for Transportation Workplace Drug and Alcohol Testing Programs", and with the applicable provisions of Omnitrans' Drug and Alcohol Policy Manual.

In accordance with Procurement Policy 2000, Section 2.3.5.1.3 and FTA Circular 4220.1F, Board authorization and use of a formal procurement procedure is required to release Request for Proposals for procurements of good/services exceeding \$150,000. The Independent Cost Estimate for this project is \$194,406.

### **FUNDING SOURCE**

The cost associated with this procurement is budgeted in the Human Resources Department's Operating Budgets as follows:

Department	1600
Expenditure Code	503360

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

### **CONCLUSION**

By proceeding with this solicitation, Omnitrans will remain in compliance with United States DOT, FTA regulations and Omnitrans' Drug and Alcohol Policy.

ER:AT:KT

ITEM # \_\_\_\_\_ F1 \_\_\_\_\_

**DATE:** November 6, 2019

**TO:** Board Chair David Avila and Members of the Omnitrans Board of Directors

**THROUGH:** Erin Rogers, Interim CEO/General Manager

**FROM:** Jeremiah Bryant, Director of Strategic Development

**SUBJECT: SERVICE ADJUSTMENT/REALIGNMENT: GUIDING PRINCIPLES,  
SCALE OF REDUCTIONS AND PRELIMINARY DRAFT  
PROPOSALS**

**FORM MOTION**

- A. Adopt the Service Adjustment/Realignment Guiding Principles and overall scale of the proposed service reduction/realignment at 71,000 service hours per year.
- B. Receive and file the preliminary draft fixed route service proposals.

*The Executive Committee was presented the Guiding Principles and scale of the proposed service changes at its meeting on October 4, 2019. The Executive Committee recommended approval. The Plans and Programs Committee recommended the Board of Directors adopt the guiding principles and scale of the service change at its meeting on October 23, 2019.*

**EXECUTIVE SUMMARY**

To implement the Ad Hoc Committee's recommendation of a \$5 million (71,000 service hour) reduction, staff has developed preliminary guiding principles that focus on minimizing the impact on customers, taking a data driven approach, reducing duplication and eliminating non-mandated ADA service. In addition to the guiding principles discussed at the September 2019 Board meeting, a new guiding principle is recommended, "Provide Service to All JPA Members." Based on these proposed guiding principles, a preliminary service reduction/realignment plan has been developed. This plan will align service levels with ridership and resources. The two largest types of adjustments proposed are frequency reductions (45% of the hours) and route realignments (36% of the hours). This is the first step in a strategy to prepare the Agency to meet the demands of the future. This plan includes the introduction of Micro Transit Pilot Projects and focuses on improved connections to Metrolink and intercounty connections. Deputy CEO Erin Rogers and Director of Strategic Development Jeremiah Bryant offered to meet with all Board Members and their staff to explain the proposals and receive feedback. Thus far, 18 individual Board Member meetings have occurred, with an additional one scheduled.

The next steps after this item will include refining this preliminary plan and beginning to schedule public meetings and hearings so that the full plan can be brought to the Board for approval in May 2020. The Board will be given monthly updates on progress and will be asked to open a call for Public Hearing in January 2020.

## **BACKGROUND**

In May 2018, Omnitrans issued the Financial White Paper, which accomplished three things:

1. It described \$4.5 million in annual cost reductions/efficiencies that Omnitrans was able to implement to deliver balanced budgets without impacting transit service levels;
2. It identified that Omnitrans was able to continue to deliver balanced budgets through the end of Fiscal Year 2020, but had a forecasted operating budget deficit starting in Fiscal Year 2021; and,
3. It initiated a series of discussions, meetings and reports that culminated in the development of an Updated Financial Forecast in February 2019 and ultimately the creation of a joint Omnitrans/SBCTA Ad Hoc committee.

The Ad Hoc committee was formed in April 2019 and met three times between April and August 2019. After directing staff to either develop a plan to close the forecasted deficit or to hire a consultant to develop this plan, the Ad Hoc committee adopted a joint recommendation from both Omnitrans and SBCTA staff to:

1. Reduce bus service by \$5 million equivalent to approximately 71,000 service hours (11%) per year; and,
2. To increase SBCTA's allocation of state and local funding to Omnitrans from a 2.8%-2.9% growth rate per year to a 3.5% growth rate per year through 2040.

The recommendation to reduce service was developed after a thorough evaluation of options. Omnitrans had already reduced administrative costs by \$4.5 million per year as described in the Financial White Paper. This did not leave viable alternatives to further reduce costs without also reducing service levels. Omnitrans staff evaluated three service reduction scenarios: five percent, eleven percent and twenty percent. In discussing these scenarios with SBCTA staff, the 11% service reduction was selected as it provided a sustainable operating budget forecast through 2040. The recommendation for SBCTA to increase state and local funding from 2.8%-2.9% to 3.5% per year generates approximately \$100 million in additional revenue for Omnitrans between FY2021 and FY2040.

The Ad Hoc Committee recommendations to reduce service by 71,000 service hours (11 percent) and to increase state and local funding are implemented by Omnitrans' Board of Directors and SBCTA's Board of Directors, this recommendation will:

1. **Operating Budget Forecast:** Provide a balanced overall operating budget for Omnitrans through Fiscal Year 2040, which is the final year of Measure I, the half-cent sales tax collected throughout San Bernardino County for transportation improvements;

2. **Capital Budget Forecast:** Provide a balanced overall capital forecast through 2025, which is the end of the current planning horizon for Omnitrans' upcoming Short-Range Transit Plan (SRTP). There remains a significant forecasted capital deficit from 2026-2040 primarily as a result of California Air Resources Board's (CARB's) Innovative Clean Transit (ICT) regulation that requires Zero Emission Buses (ZEBs) by 2040. Omnitrans and SBCTA are working collaboratively with a consultant to develop a Countywide Electrification Plan that will identify the vehicle, infrastructure and funding requirements to meet this regulation. The electrification study is expected to be completed by the end of 2019.

Omnitrans and SBCTA staff took initial staff reports to their respective Boards in September 2019 to describe the recommendations of the Ad Hoc Committee and to begin the approval process of implementing the two recommendations.

At its September 4, 2019 meeting, the Omnitrans Board of Directors received the update and adopted the Ad Hoc Committee's recommendation to move forward to examine adjusting service levels and increase long-term funding. This effectively directed Omnitrans staff to develop detailed service reduction recommendations and return to the Board to seek approval of the 71,000 service hour (11 percent) reduction.

At its September 4, 2019 meeting, the SBCTA Board of Directors:

- 1) Conditionally approved the increase in state and local funding to Omnitrans, contingent on the Omnitrans Board of Directors approving the recommended service reduction; and,
- 2) Directed SBCTA staff to bring back an item to the Board that would initiate a study to evaluate consolidation of Omnitrans, SBCTA, other transit providers in the county.

## **MOVING FORWARD**

In order to bring draft detailed service proposals to Committee in October and Board in November, staff began working on a potential service reduction strategy in June/July 2019. Staff diligently analyzed key ridership, service level, and duplication of service data. Service reduction strategies and the types of data that supports these strategies were shared with Omnitrans Executive Committee, Administrative and Finance Committee, Plans and Programs Committee and Operations and Safety Committee in August 2019. Each of these committees forwarded the report to the Omnitrans Board of Directors meeting in September 2019.

In each of these meetings, Omnitrans staff presented Draft Guiding Principles to be used in developing a service reduction. These principles include:

- 1) Minimize Customer Impact
- 2) Business Approach: Maximize Efficiency & Productivity
- 3) Maintain Core Weekday Productivity Network
- 4) Reduce Coverage Area Duplication
- 5) Provide Only Mandated ADA Service
- 6) Maintain Service Quality

7) Minimize Impact on Employees

In consideration of the discussion at the August Committee meetings and the September Board meeting, staff is recommending the addition of a principle related to ensuring service is available to all JPA member cities. When the guiding principles return to the Plans and Programs Committee and to the Board for adoption, an eighth principle will be added for consideration:

8) Provide Service to All JPA Members

Utilizing these eight guiding principles and the data collected, Omnitrans staff has developed a preliminary series of service change proposals. At a high level, the proposed service change is outlined in Attachment A. The detailed preliminary service changes are provided in Attachment B.

During late September and early October, Omnitrans' staff offered to meet with each Board Member and/or other city staff members to describe the initial specific service proposals in each city or supervisorial district. As of the writing of this report on October 24, 2019, Omnitrans staff had met with 18 Board Members and have meetings scheduled with one more Board Member. A summary of these meetings is in Attachment C.

Approving the guiding principles will allow staff to further complete the proposed service reductions.

Approving the scale of the service reductions will allow staff to:

- Further refine the service reduction/realignment plan; and,
- Work in collaboration with SBCTA during the development of the FY2021 Budget and Service Plan since SBCTA's funding plan was contingent upon Omnitrans implementing a service reduction.

The preliminary draft service proposals provide a background on how these principles and reduction scale will impact Omnitrans' customers. These specific proposals are draft and are not seeking approval as a public input process will continue to refine the proposals.

## **NEXT STEPS**

The proposals will be refined based on feedback received thus far. Staff will begin to schedule public meetings and public hearings. The Board will be asked to Call for a Public Hearing and Meeting in January. The plan will be fully vetted and will be up for adoption by the Board in May 2020. Staff will provide monthly status updates to the Board.

Additionally, staff will complete the required service equity analysis required under Title VI of the Civil Rights Act of 1964. If fully approved, the service realignment would begin in September 2020. Staff is evaluating the pros and cons of implementing the entire service reduction in one service change (September 2020) or phasing it in over multiple service changes (September 2020, January 2021).

## **CONCLUSION**

Adopting the guiding principles and the scale of the service changes will allow for further progress towards adopting the Ad Hoc Committee's recommendation.

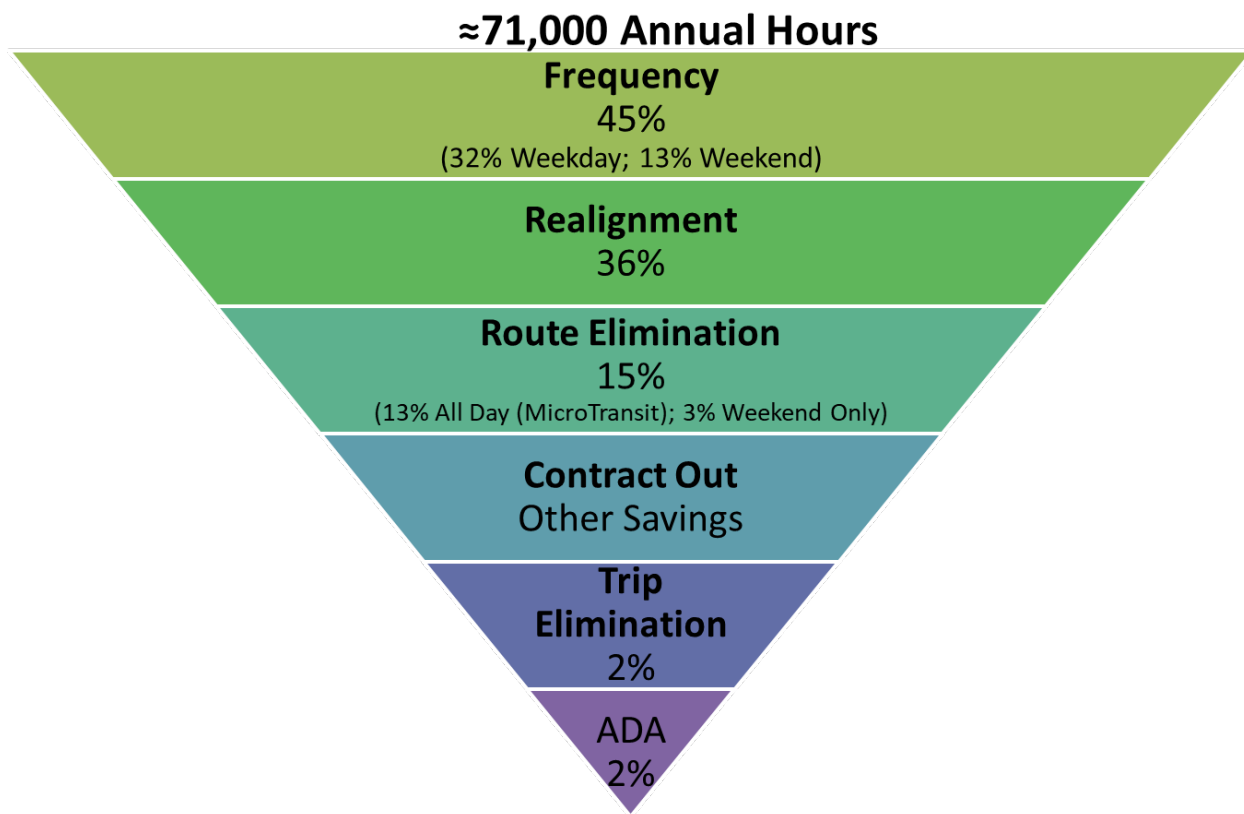
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Attachment A: Annual Service Hours Reduction by Strategy  
Attachment B: Preliminary Draft Proposed Service Changes  
Attachment C: Summary of Individual JPA Member Meetings  
Attachment D: PowerPoint Presentation

## Attachment A: Annual Service Hours Reduction by Strategy

The exhibit below quantifies the proposed service reduction strategies utilized to reach the 71,000 hour (11%) reduction in service. Each strategy is described below the exhibit.

**Exhibit 1: Annual Service Hours Reduction by Strategy**



The categories of service change mean:

- **Frequency Reduction:** The route remains, but the number of trips per hour is reduced. An example is a bus currently comes every 15 minutes may now be proposed to come every 20 minutes, or a bus that comes every 30 minutes now may come every hour.
- **Route Realignment:** Two routes currently may share some common service areas. In the proposal these routes may be combined to create a new route covering all or most of the service area of the previous two routes.
- **Route Elimination:** The route is eliminated in its entirety or the service is eliminated on weekends, but still runs on weekdays.
- **Contract Out:** In some areas or some days, Omnitrans can utilize Access/OmniGo contractor to utilize smaller vehicles to operate service. These potentially contracted hours may offer savings but were not specifically captured in the 71,000 hour service reductions.
- **Trip Elimination:** Low performing trips on some routes can be eliminated, even if the peak frequency and service area map remain unchanged.
- **ADA:** There are two types of ADA service changes. The first is the elimination of service that goes beyond the  $\frac{3}{4}$ -mile ADA service area mandate and the second is if there is a change to the fixed route network, then the ADA service in the area would change accordingly.



## Attachment B: Preliminary Draft Proposed Service Changes

		City															Area		Proposal	
Rt.	Rt. Name	Chino	Chino Hills	Colton	Fontana	Grand Terrace	Highland	Loma Linda	Montclair	Ontario	Rancho Cucamonga	Redlands	Rialto	San Bernardino	Upland	Yucaipa	Bloomington	Mentone		Muscoy
1	ARMC - SAN BERNARDINO - DEL ROSA			X			X							X						Modify north end loop to reduce duplication. Add service near San Gregornio High School in the redesign.
2	KENDALL & PALM - CAL STATE - E STREET- LOMA LINDA							X						X						No Map Change. Reduce frequency to 70-75 minutes from 60 minutes on Weekdays and Saturdays and to 70 minutes from 30 minutes on Sunday due to duplication with sbX
sbX	CSUSB - VA HOSPITAL							X						X						No change; changes on underlying local Route 2
3	BASELINE - HIGHLAND - SAN BERNARDINO						X							X						No Map Change. Reduce frequency on Weekends from 20 to 22-25 minutes. Weekdays unchanged.
4	BASELINE - HIGHLAND - SAN BERNARDINO						X							X						No Map Change. Reduce frequency on Weekends from 20 to 22-25 minutes. Weekdays unchanged.
5	SOUTH WATERMAN - DEL ROSA - CAL STATE			X										X						Significant realignment. See map. Combined with Route 7 and 325 to reduce duplication. Reduced frequency on south end of the route.
7	CAL STATE - SIERRA WAY - SAN BERNARDINO													X						Eliminated but incorporated into Route 5 realignment. See Map.
8	SAN BERNARDINO - MENTONE - CRAFTON HILLS COLLEGE							X				X		X		X		X		Frequency reduction between SBTC and Redlands Mall following launch of Arrow service. Currently 30 minute service moving to hourly service.
10	FONTANA - BASELINE - SAN BERNARDINO				X								X	X						No Change
12	FONTANA - MUSCOY - CAL STATE				X								X	X					X	No Change
14	FONTANA - FOOTHILL - SAN BERNARDINO				X								X	X						Reduced frequency on Weekends only. Currently 15 minute service moving to 20 minute service.
15	FONTANA - SAN BERNARDINO - HIGHLAND - REDLANDS			X	X		X					X	X	X						No Change
19	FONTANA - COLTON - REDLANDS - YUCAIPA			X	X			X				X	X				X		X	No Change
20	FONTANA METROLINK - VIA HEMLOCK - KAISER				X															Eliminated but incorporated into Route 82 realignment. See Map.
22	NORTH RIALTO - RIVERSIDE AVE - ARMC												X							Reduce frequency on Weekdays from 30 to 60 minutes. Weekends unchanged.
29	BLOOMINGTON - VALLEY BLVD - KAISER				X													X		Contract services on Weekdays and Saturday. Currently service is contracted for Saturday only. Currently there is no Sunday service. Minor map change to connect to Kaiser given change to the 82.
61	FONTANA - ONTARIO MILLS - ONTARIO INTERNATIONAL AIRPORT - POMONA				X				X	X	X									Reduced frequency on Weekends only. Currently 15 minute service moving to 20 minute service. No Map Change.
66	FONTANA - FOOTHILL BLVD - MONTCLAIR				X				X		X				X					Reduce frequency on Weekdays from 15 to 20 minutes. Weekends unchanged. No Map change.

49

		City														Area		Proposal		
Rt.	Rt. Name	Chino	Chino Hills	Colton	Fontana	Grand Terrace	Highland	Loma Linda	Montclair	Ontario	Rancho Cucamonga	Redlands	Rialto	San Bernardino	Upland	Yucaipa	Bloomington		Mentone	Muscoy
67	CHAFFEY COLLEGE - BASELINE - FONTANA				X						X									No Change
80	ONTARIO INTERNATIONAL AIRPORT - VINEYARD AVE - CHAFFEY COLLEGE									X	X									Major realignment. This route would no longer serve Ontario International Airport, service to ONT still provided by Route 61. Southern portion of the route is merged with Route 86. See map. Eliminate Sunday service only.
81	CHINO - HAVEN AVE - CHAFFEY COLLEGE	X								X	X									Route realignment this routes current service of Rancho Cucamonga City Hall and Ontario Mills will be served by Route 85 (City Hall) and Ontario Mills (Route 61). Add service to the Amazon Facility in Eastvale to create the cross-county connection with RTA. See map.
82	RANCHO CUCAMONGA - FONTANA - SIERRA LAKES				X					X	X									Minor realignment. Remove duplicative service off of Sierra Avenue and add service to Citrus to cover portions of the eliminated Route 20. Eliminate service to Palm Court. See map.
83	CHINO - EUCLID AVE - UPLAND	X								X					X					Realignment to transfer service in Upland above Foothill to a contracted OmniGo Route. See map.
84	CHINO - MOUNTAIN AVE - UPLAND	X								X					X					Realignment to transfer service in Upland north of Arrow to an Upland OmniGo. The northern terminus will be at the Montclair Transcenter. Weekend service will be contracted out. Weekday service will be directly operated. See map.
85	CHINO - MONTCLAIR - CHAFFEY COLLEGE	X							X		X				X					No Change
86	S. ONTARIO - CAMPUS - SAN ANTONIO HOSPITAL									X					X					Major realignment. Eliminate service to San Antonio Regional Hospital on this route. Hospital will still be served by Route 66 and 85. Northern portion of the route is merged with Route 80. See map. With the route merge, add Saturday service to Route 86.
88	CHINO HILLS - RAMONA AVE - MONTCLAIR	X	X						X											Contract Weekend service only.
215	SAN BERNARDINO - RIVERSIDE			X										X						No Change
290	SAN BERNARDINO - ARMC - ONTARIO MILLS - MONTCLAIR TRANSIT CENTER			X					X	X				X						Eliminate mid-day trips.
308	OMNIGO YUCAIPA															X				Eliminate Route 308. Coverage moves to Route 309/310.
309	OMNIGO YUCAIPA															X				Reduce frequency on Weekdays from 30 to 60 minutes. Eliminate Weekend service.
310	OMNIGO YUCAIPA															X				Merge with Route 309 with reduced frequency on Weekdays from 30 to 60 minutes. Eliminate Weekend service.
325	OMNIGO GRAND TERRACE			X		X		X												Eliminate Route 325. Service to Grand Terrace served by Route 5. See map.
365	OMNIGO CHINO HILLS	X	X																	Eliminate Route 365, replace with MicroTransit.

### **Attachment C: Summary of Individual JPA Member Meetings**

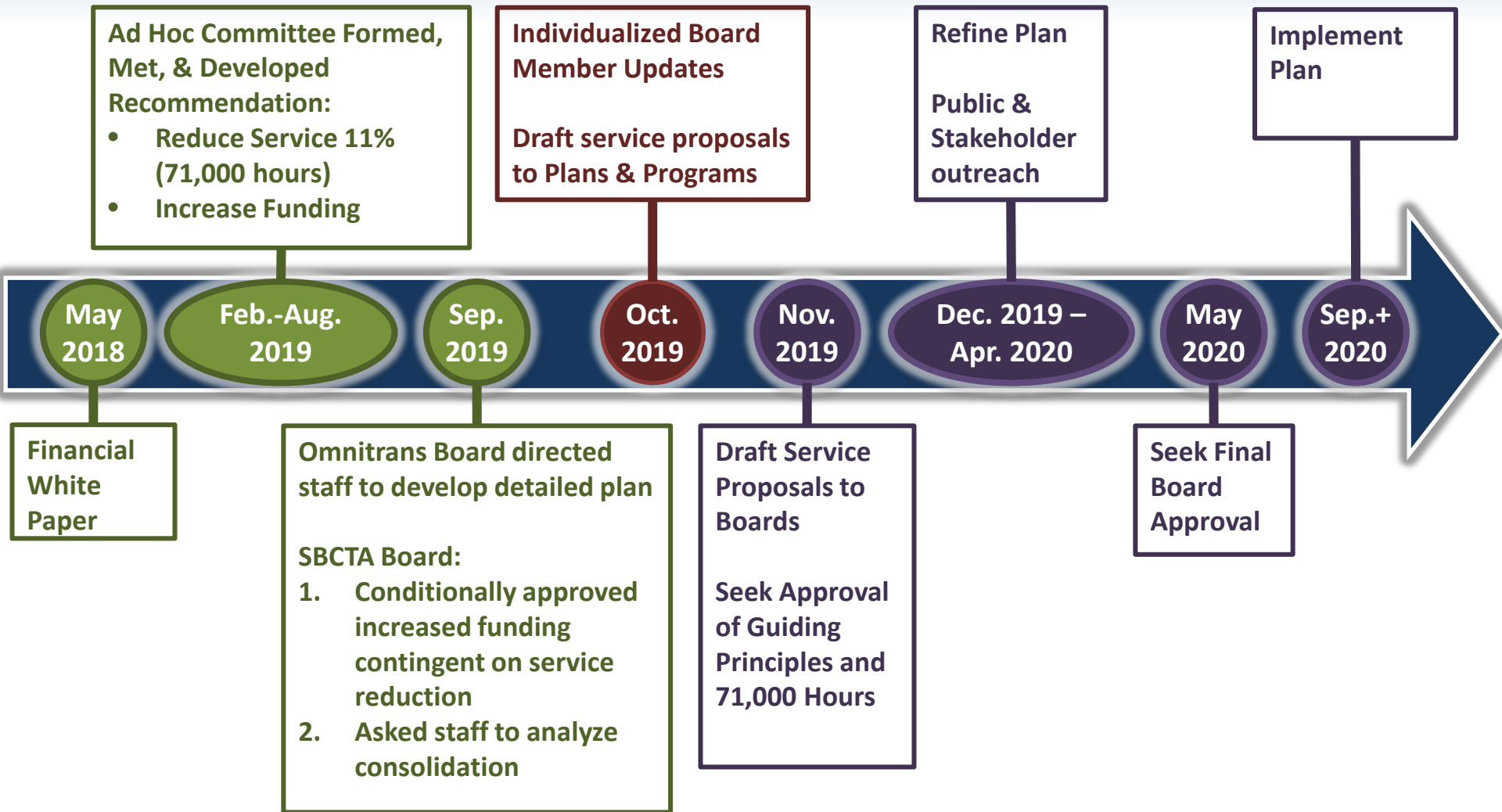
<b>JPA Member</b>	<b>Date</b>	<b>Attendees</b>	<b>Comments</b>	<b>Expected Outcome</b>
Chino	11/04		Scheduled for 11/4	
Chino Hills	09/25	Mayor Moran, Council Member Marquez & City Manager	Concern for specific trips tied to Chino Hills High School. Supportive of MicroTransit pilot.	Likely can accommodate HS trips.
Colton	10/29	Mayor Navarro & City Manager	Understand change. Desire future service for Aqua Mansa developments	Will meet to discuss future developments. Will evaluate after realignment as development and funding warrants.
County District 2	10/22	Supervisor Rutherford & Staff	Improved connection to Metrolink, Cross-county connections, resizing look good.	n/a
County District 3	10/30	Supervisor's Staff	Interested primarily in services for ADA customers.	Will work with ADA customers on other mobility options
County District 4	10/07	Supervisor's Staff	Interested in MicroTransit options discussed	n/a
County District 5	10/31	Supervisor's Staff	Understand changes. Interested in detailed refinements around St. Bernardine Medical Center.	Will evaluate during plan refinement.
Fontana	09/25	Council Member Roberts & City Manager	Do not want West Valley Connector on Sierra Ave.	Understood
Grand Terrace	10/11	Mayor McNaboe, Council Member Allen & City Staff	Future additional service to support development. STS funding for veteran transportation.	Will evaluate after realignment as development and funding warrants. Will provide information on MSI call for projects.
Highland	10/09	Mayor Lilburn & City Staff	Understanding of proposed changes.	n/a
Loma Linda	10/11	Council Member Dailey & City Manager	Ensure frequent service for VA Ambulatory Clinic	Likely can accommodate with a revised short/long route.
Montclair	10/07	Mayor Dutrey, Council Member Johnson, City Manager & City Staff	Additional future transit needs to support TOD	Will evaluate after realignment as development and funding warrants.
Ontario	10/08	Council Member Wapner & City Staff	Prefer extension to Countyline to Come from Route 86 instead of 81. Desires future enhanced transit for Ontario Ranch	Can accommodate initial Route 86/81 suggestion with shift of resources. Will evaluate future development after realignment as development and funding warrants.
Rancho Cucamonga	09/23	Council Member Spagnolo & City Staff	Future higher frequency service/BRT to support TOD	Will evaluate after realignment as development and funding warrants.
Redlands	10/28	Mayor Foster and Assistant City Manager	Discussion of future developments within the city.	Will evaluate after realignment as development and funding warrants.
Rialto	10/08	Mayor Robertson & City Staff	Preserve frequency on southern Riverside Ave, but at trade to northern Riverside Ave. Desires additional service to support development and needs of a more transit dependent community	Likely can accommodate with a revised short/long route.
San Bernardino	10/24	City Staff	Removal of old bus stops	Can partner with city to accommodate.
Upland	10/10	Mayor Stone & City Manager	Modification to proposed Upland OmniGo shuttle. Prefer different routing at end of Route 83.	Can accommodate both modifications. Still working to refine shuttle.
Yucaipa	10/09	Mayor Pro Tem Avila & City Manager	Desires future additional service to support development. Desires cross-country connection to Pass Area.	Will evaluate after realignment as development and funding warrants.

\* Omnitrans was represented by Deputy CEO Rogers & Director of Strategic Development Bryant at each meeting.



# **Service Adjustment/Realignment: Guiding Principles, Scale of Reduction and Preliminary Draft Proposals**

**Board of Directors  
November 6, 2019**



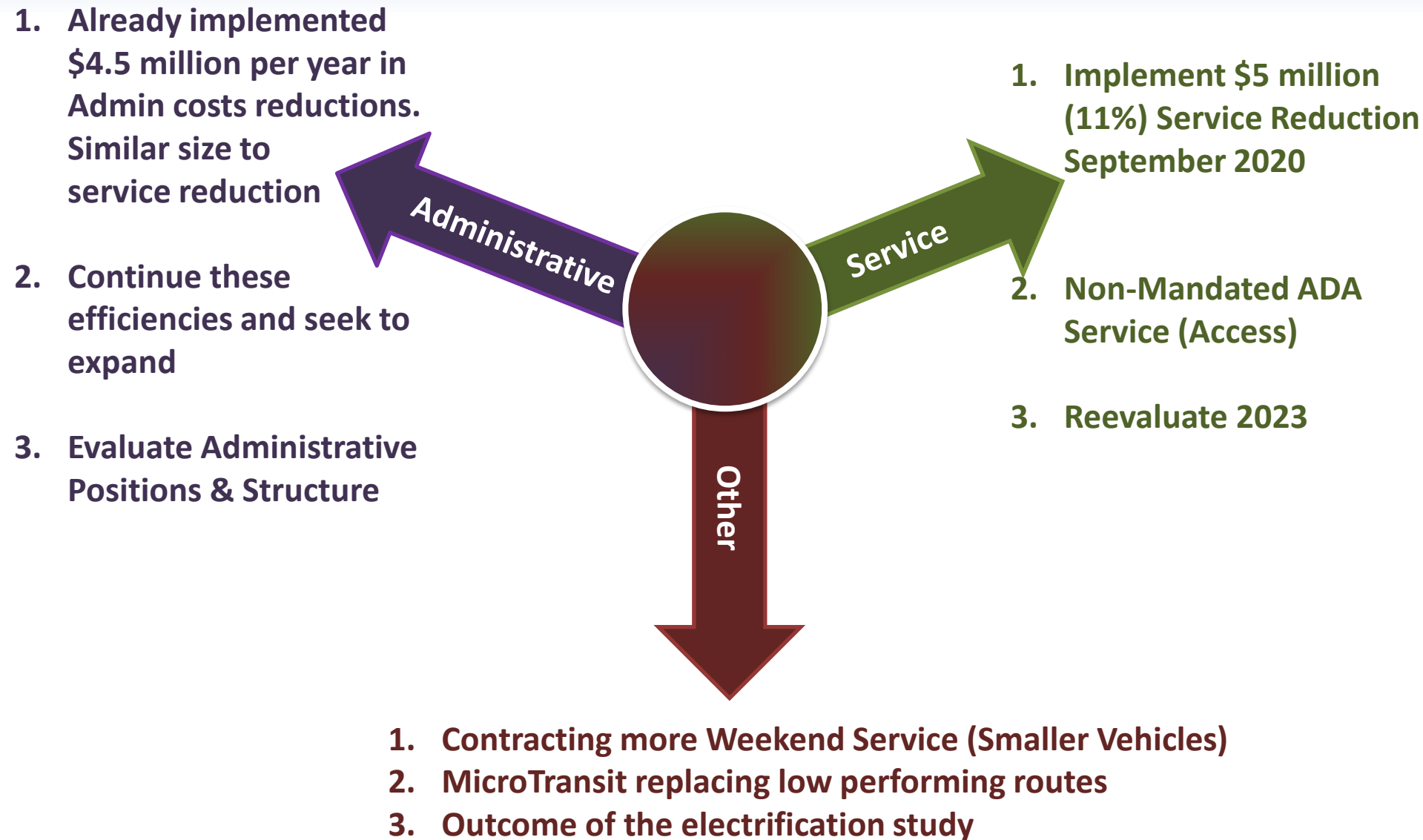
## Operating Budget Forecast

- Balanced through 2040

## Capital Budget Forecast

- Balanced through 2025
- Countywide Electric Bus Study evaluating out years
  - Expected completion end of 2019

# **OmniTrans Three-Pronged Approach**



- 1. Minimize Customer Impact**
- 2. Business Approach: Maximizes Efficiency & Productivity**
- 3. Maintain Core Weekday Productive Network**
- 4. Reduce Coverage Area Duplication**
- 5. Provide Only Mandated ADA Services**
- 6. Maintain Service Quality**
- 7. Minimize Impact on Employees**
- 8. Provide Service to All JPA Members**



≈71,000 Annual Hours

**Frequency**

45%

(32% Weekday; 13% Weekend)

**Realignment**

36%

**Route Elimination**

15%

(13% All Day (MicroTransit); 3% Weekend Only)

**Contract Out  
Other Savings**

**Trip  
Elimination**

2%

**ADA**

2%

≈71,000 Annual Hours

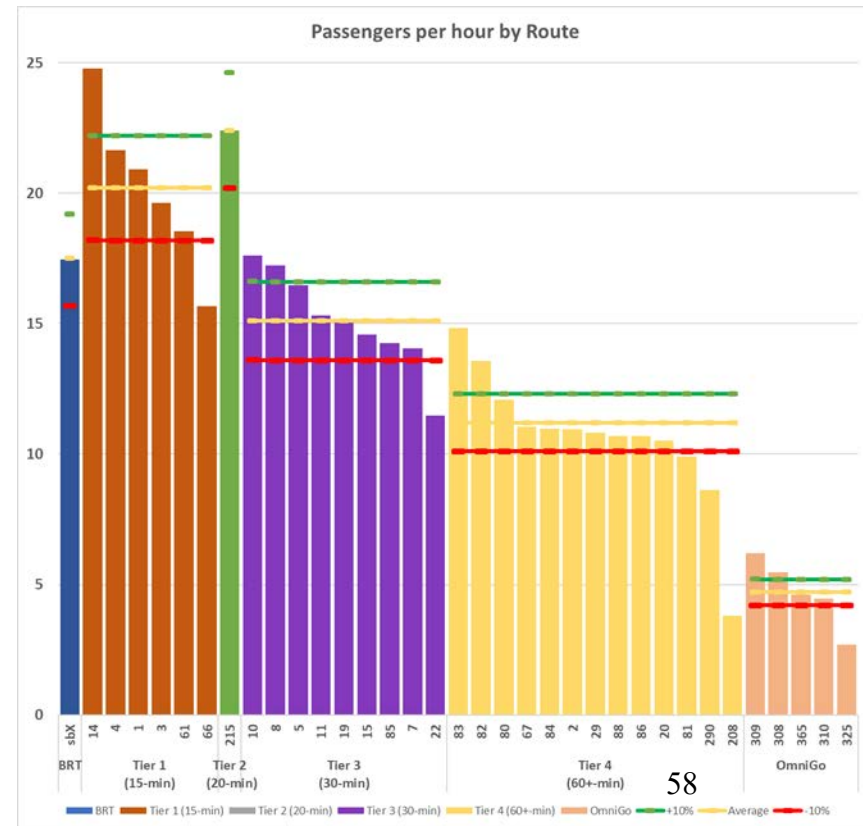
Frequency

45%

(32% Weekday; 13% Weekend)

Used data to recommend frequency reduction on lowest performing routes in frequency tier by day

**Proposed Policy Change:**  
Peak Frequency of 20 minutes on Weekends. Currently 15 minutes.

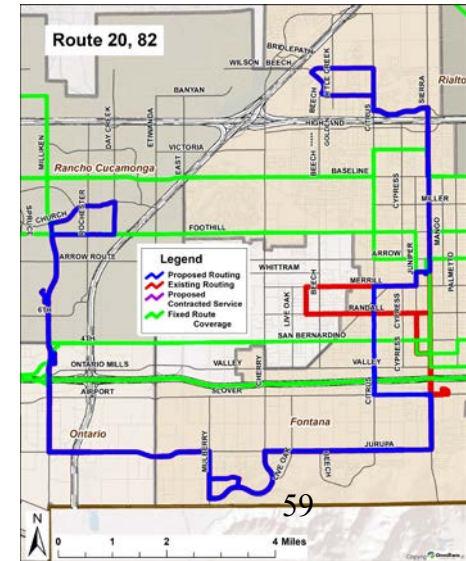
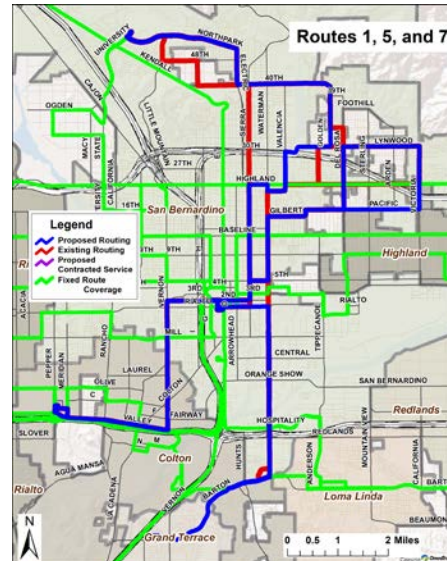
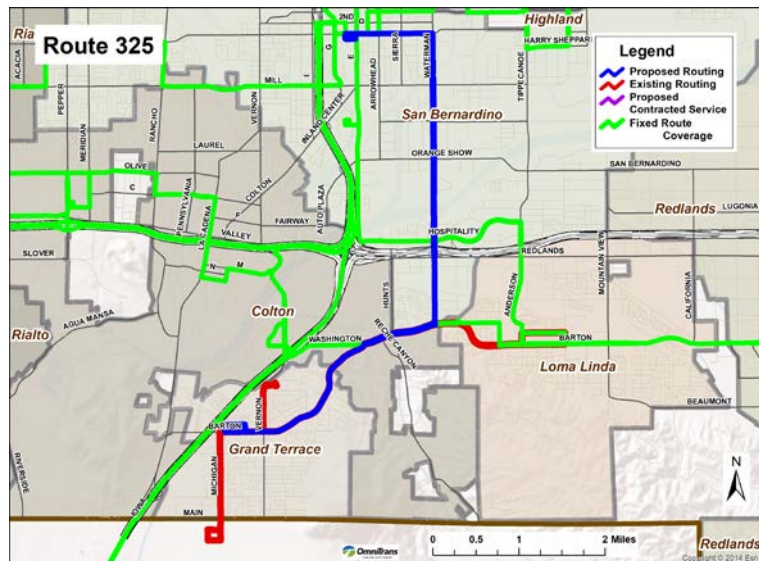


≈71,000 Annual Hours

**Realignment**  
36%

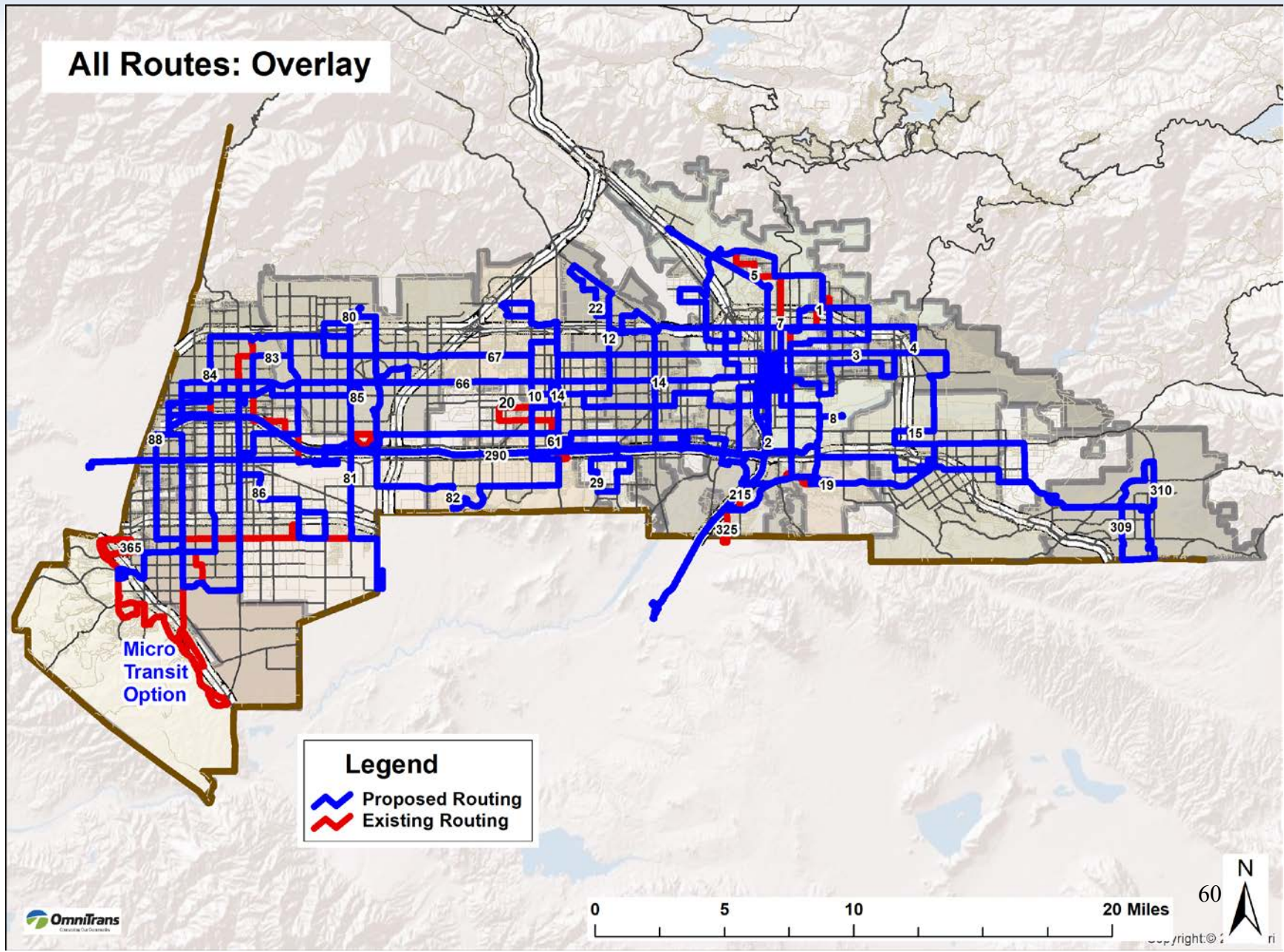
**Route Elimination**  
15%

(13% All Day (MicroTransit); 3% Weekend Only)





# **OmniTrans Systemwide Map Change**



**≈71,000 Annual Hours**

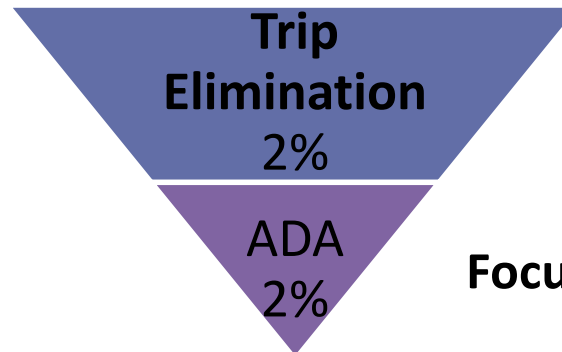
**Expanded use of small vehicles with contractor included in RFP released in September. Plan to ask Board to award in January.**

**Contract Out  
Other Savings**



≈71,000 Annual Hours

Minor changes to low  
performing midday  
trips



Focus of Next Item

≈71,000 Annual Hours

**Frequency**

45%

(32% Weekday; 13% Weekend)

**Realignment**

36%

**Route Elimination**

15%

(13% All Day (MicroTransit); 3% Weekend Only)

**Contract Out  
Other Savings**

**Trip  
Elimination**

2%

**ADA**

2%

- **Refine proposals**
- **Initiate public and stakeholder outreach**
- **Seek Board Approval: May 2020**
- **Implement: September 2020**

**Collectively, approval of this item is the first step to prepare the Agency to meet the demands of the future including:**

- **Aligning service levels with ridership**
- **Implementing a MicroTransit Pilot**
- **Improving connectivity: Cross-County and to Metrolink**





# Questions

ITEM #           F2          

**DATE:** November 6, 2019

**TO:** Board Chair David Avila and Members of the Omnitrans Board of Directors

**THROUGH:** Erin Rogers, Interim CEO/General Manager

**FROM:** Jeremiah Bryant, Director of Strategic Development

**SUBJECT: INITIAL DRAFT PROPOSED ADA ACCESS SERVICE CHANGES**

### **FORM MOTION**

Receive and file this report which identifies initial draft Access service change proposals based on the Ad Hoc Committee's recommendations.

*This item was reviewed by the Plans & Programs Committee at its October 23, 2019 meeting and recommended to the Board of Directors to receive and file.*

### **EXECUTIVE SUMMARY**

In order to implement the Ad Hoc Committee recommendations, Omnitrans has identified proposed draft fixed route service reductions and realignments. These changes have implications to the Access service area both in terms of the service area map and the days/hours of Access service. Additionally, the Ad Hoc Committee indicated a desire to align Access service with the mandated ADA service requirements. These requirements include providing Access service only within  $\frac{3}{4}$  mile of the fixed route service and on the same days and hours as the fixed route service. In reviewing best practices, staff also recommends shortening the Access advanced reservation window from up to 7-days to up to 3-days in order to reduce costs associated with trip cancellations and passenger no shows. For Access customers impacted by these changes, the Special Transportation Services (STS) Department will conduct individualized outreach to ensure these customers understand the changes and are informed of other mobility options available.

### **BACKGROUND**

In August 2019, the joint Omnitrans/SBCTA Ad Hoc Committee recommended that:

1. Omnitrans reduce bus service by \$5 million equivalent to approximately 71,000 service hours per year (11% reduction); and,
2. SBCTA increase the annual allocation of state and local funding to Omnitrans from a 2.8%-2.9% growth rate to a 3.5% growth rate through 2040.

Multiple reports to Omnitrans' Board of Directors and Board Committees have detailed these recommendations, how the recommendations were developed, and the path/timeline for implementing these service reductions.

The previous item, E3, focused on preliminary fixed route service change proposals. These changes have implications for Access service, Omnitrans' complementary ADA Paratransit Service. The Fixed Route and Access service changes are being presented separately because they are separate decisions, have separate community outreach plans, and may have slightly different implementation timelines.

49 CFR §37.121 requires that entities operating fixed route bus service also must operate complementary ADA paratransit service. Complementary Paratransit service (Access) must be provided within three quarters of a mile ( $\frac{3}{4}$ -mile) of the fixed route service and on the same days and hours as fixed route service. The ad hoc committee discussed the desire to provide services strictly in line with the ADA mandate. This discussion led to the creation of guiding principle "4. Provide Only Mandated ADA Service."

In addition to aligning Access service to the ADA mandate, staff conducted a review of industry best practices for Access. The review suggested that Omnitrans modify the reservation policy in order to reduce costs associated with passenger-initiated trip cancellations and passenger no shows.

Looking at adhering strictly to the mandates and best practices leads to four specific recommendations to Access service:

- 1) Eliminate the Beyond the Boundary ADA Service;
- 2) Reconfigure the new ADA Access boundary to conform to the  $\frac{3}{4}$ -mile boundary around the proposed fixed route service changes;
- 3) Adjust the ADA service days/hours to match the proposed fixed route service changes; and,
- 4) Modify the reservation window from an up to 7-day advance reservation window to an up to 3-day advance reservation window.

Each of these recommendations is detailed in the sections below. An additional section provides a high-level discussion of planned customer outreach.

### **BEYOND THE BOUNDARY ADA SERVICE**

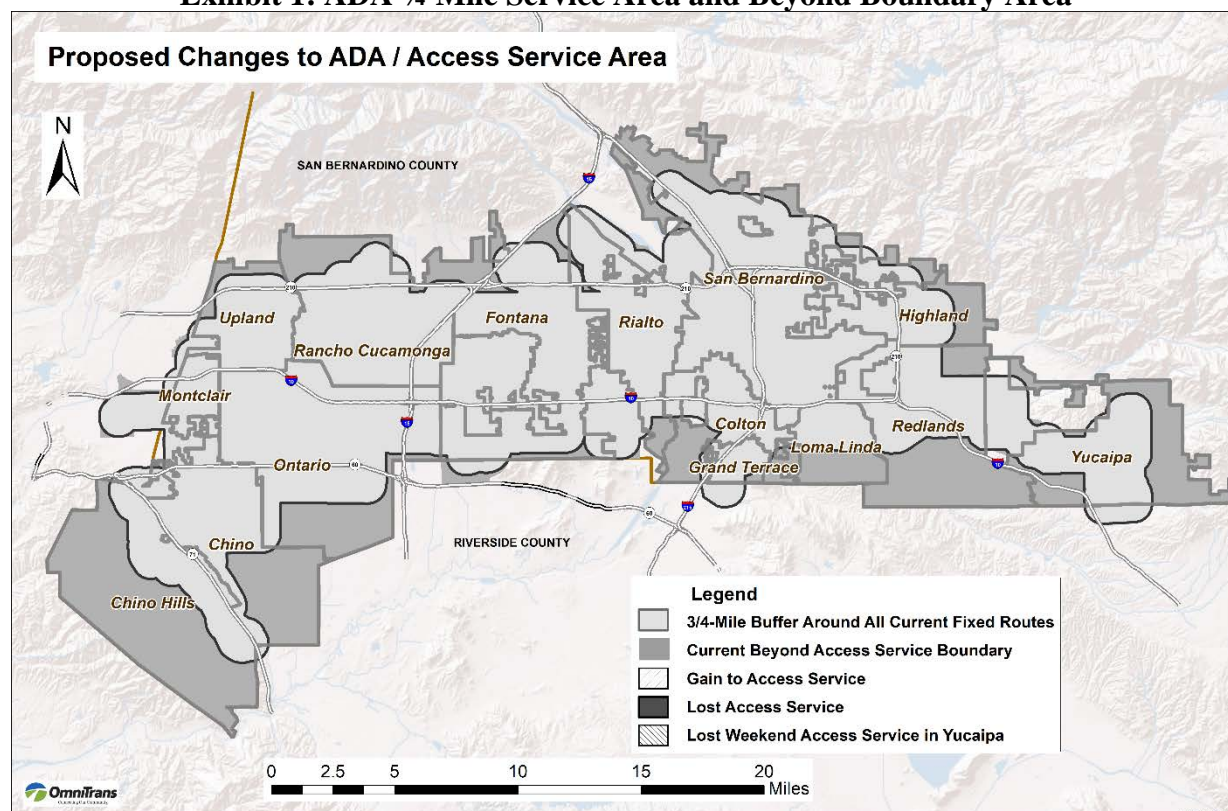
In 2009, Omnitrans implemented the Beyond ADA Boundary service (Beyond Boundary). Beyond Boundary extended Access service to the city limits of each city Omnitrans serves. This is additional non-mandated service outside of the  $\frac{3}{4}$ -mile boundary that ADA requires with some restrictions. Beyond Boundary could only provide trips if either the origin or destination was beyond the boundary, not both. Beyond Boundary operated in non-peak service times from 9:00 A.M. to 7:00 P.M. There was a \$5 premium fare placed per trip on Beyond Boundary Service, which brings the typical Beyond Boundary fare today to \$8.75, significantly below the average cost per standard ADA trip of \$45.

Initially, Beyond Boundary service was funded with FTA §5317 New Freedom grant funds. The additional grant funding for this program was exhausted in 2012. Since the grant funds were exhausted, Omnitrans has funded this program using traditional funding sources such as Passenger Fares, LTF and Measure I Senior and Disabled funds.

In addition to the Beyond Boundary Service initiated in 2009, Access serves three areas grandfathered in from earlier fixed route service changes. These include the entire cities of Grand Terrace and Chino Hills, and an area in Pomona surrounding the Pomona Valley Hospital Medical Center.

The draft proposal to “Eliminate the Beyond the Boundary ADA Service” would eliminate each of the services described above. A map of this service area can be seen below in Exhibit 1. The light grey area in the map is the currently required ADA service area and the area in darker grey represents the proposed elimination of Bound Boundary.

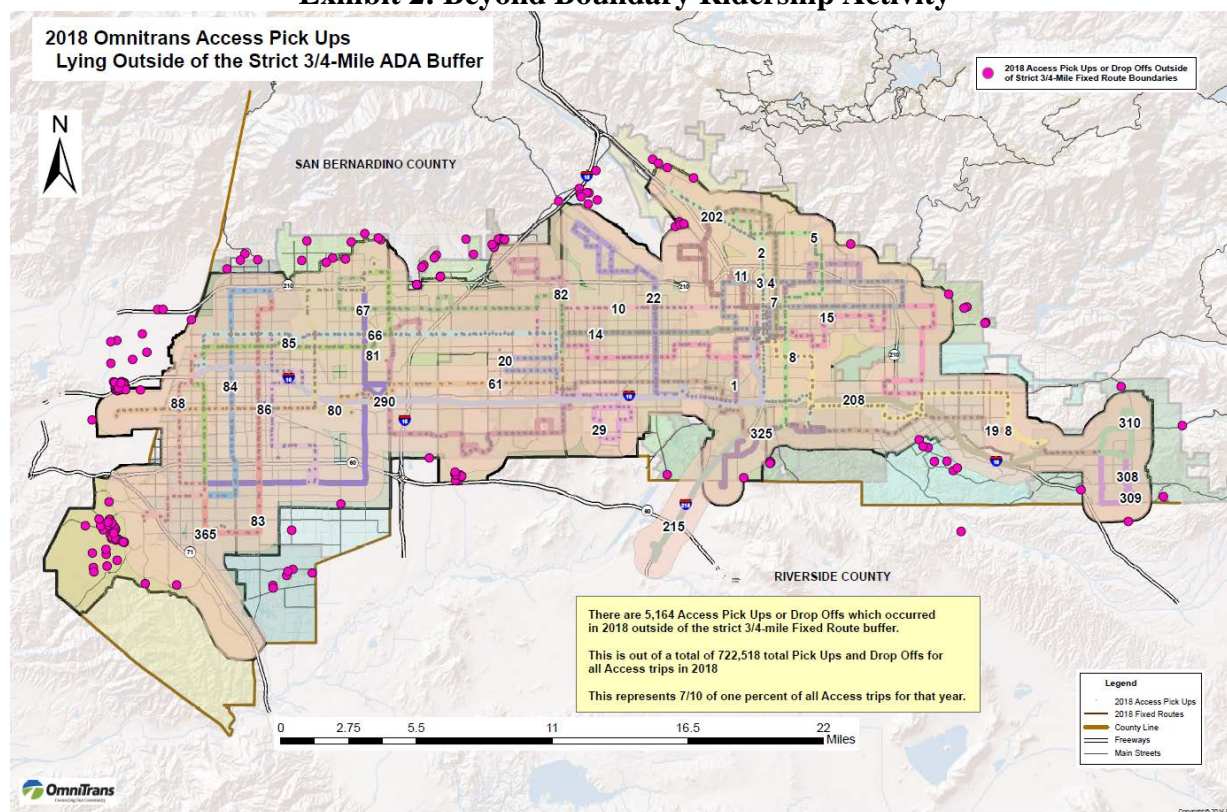
**Exhibit 1: ADA ¾-Mile Service Area and Beyond Boundary Area**



Last year, there were 5,164 pickups and drop offs that were Beyond Boundary representing 0.7% of all access pickups and drop offs. These trips were completed by a total of 198 unique riders. Of those 198 riders, the top 10 riders accounted for 61% of the total trips and the top 20 accounted for 75% of all trips. Conversely, 145 out of the 198 riders made two one-way trips or less. Exhibit 2 shows the ridership activity in the Beyond Boundary area.



### Exhibit 2: Beyond Boundary Ridership Activity



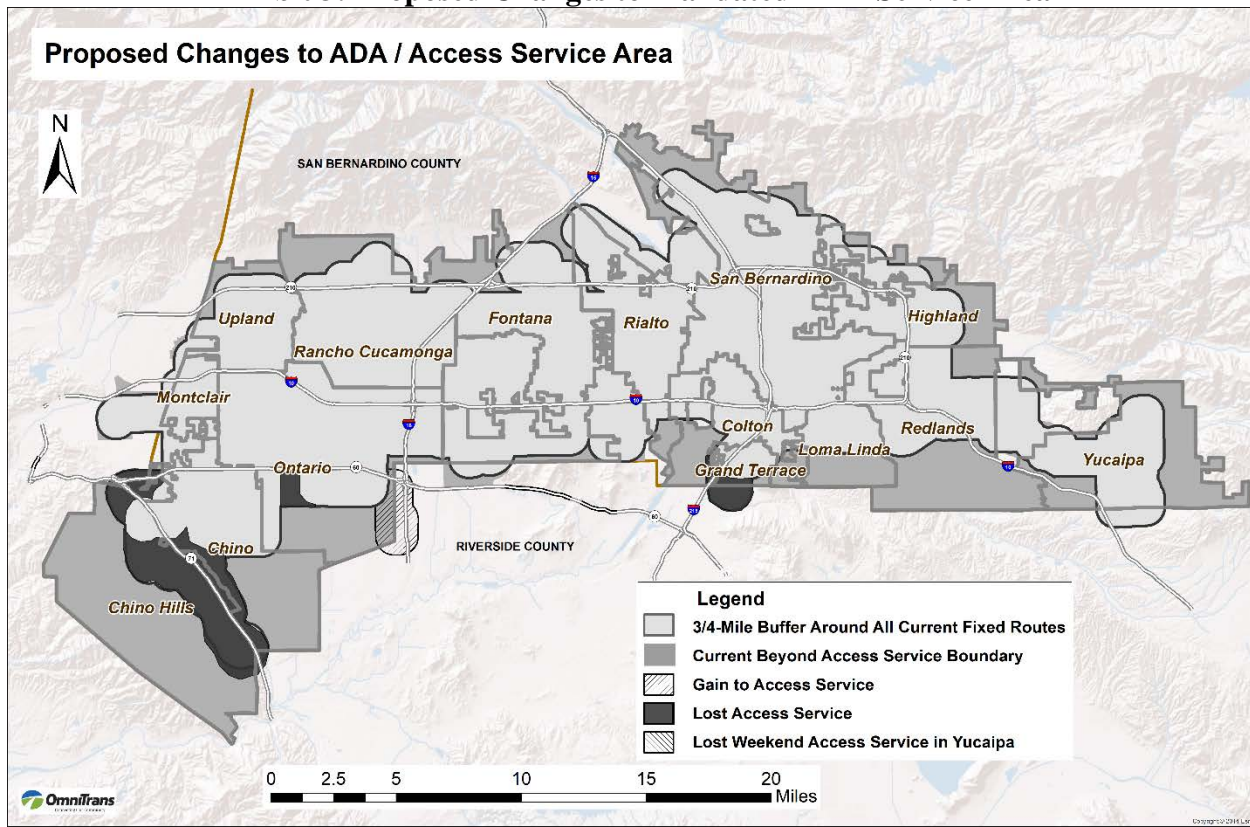
Unlike when Beyond Boundary started in 2009, Omnitrans now has other special transportation services available through the Special Transportation Services (STS) Department that can assist customers in identifying alternative modes of transportation. Services such as Ride Lyft/Taxi, Volunteer Driver and many of the 15 STS senior and disabled Partnership Programs funded through Measure I CTSA funds can maintain mobility for these Beyond Boundary access customers.

### NEW ADA SERVICE BOUNDARY

Map changes to traditional fixed route services, typically change the 3/4-mile required Access service area map. The proposed fixed route changes create four changes to the mandated Access service area. These areas can be seen in Exhibit 3. The darkest grey areas in the map illustrate three areas where mandated service would be removed, and the one hatch-marked area represents an addition to the ADA mandated service area.

In total, the areas where service would be reduced account for 3,775 annual pickups and drop-offs completed by 66 riders. 73% of the trips and 65% of the individuals are in Chino Hills, where the service is proposed to be provided through MicroTransit.

### Exhibit 3: Proposed Changes to Mandated ADA Service Area



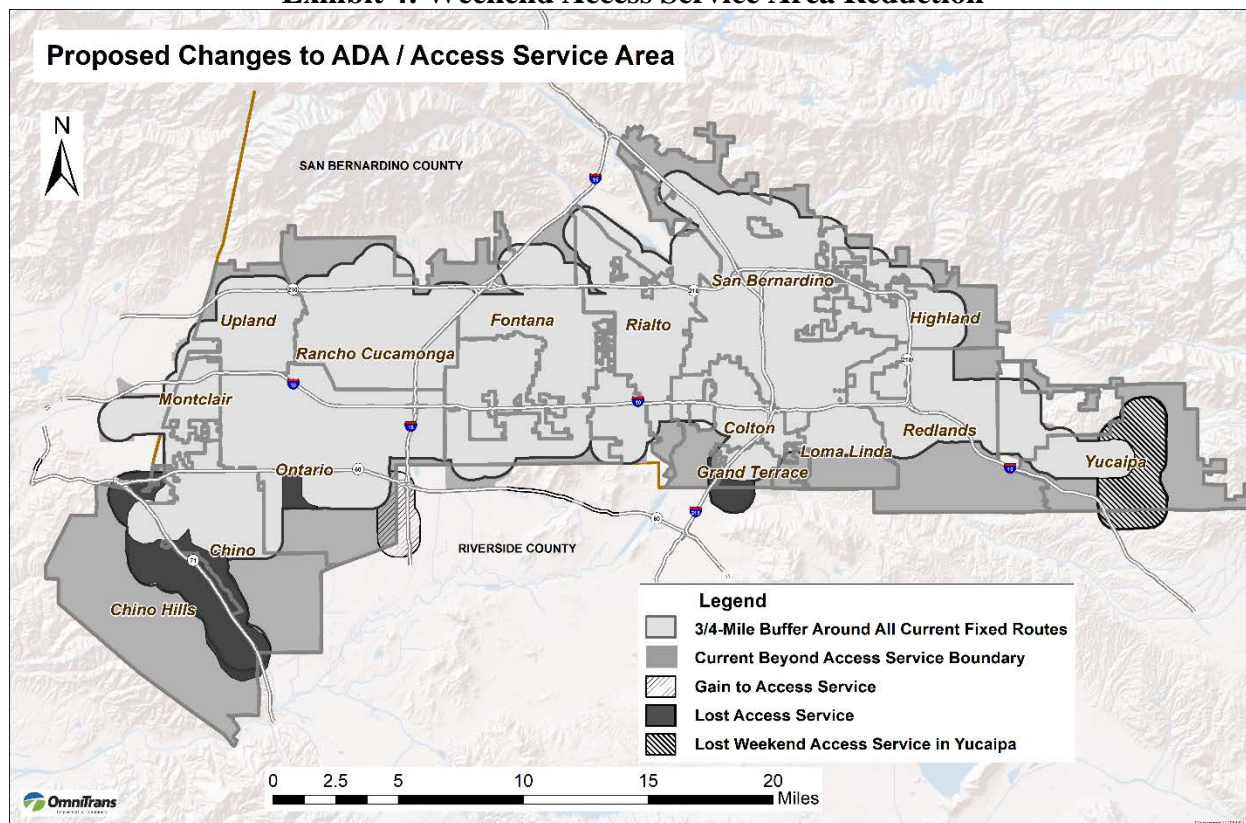
The proposed extension of Route 81 to connect to Riverside Transit Agency effectively at the Riverside San Bernardino County Boarder extends the mandated service area. The total population in the proposed ADA service addition is 5,060 people. If this area has a similar share of potentially active ADA riders as the rest of the San Bernardino Valley, Access would see an estimated increase of 10 active riders.

### DAYS AND HOURS OF OF ADA SERVICE

In addition to map changes, schedule changes on fixed route services impact the hours of service on Access in the related fixed route areas. This impact can be in terms of days of service or hours of operation. The current proposed service eliminates OmniGo service on Weekends. With this proposed change, the Access service would no longer be available in the area around OmniGo in Yucaipa. This can be seen in Exhibit 4 as shown in dark grey hatch-marked area. Like the other changes, STS programs funded through Measure I CTSA funds are available as mobility options in this area.



#### Exhibit 4: Weekend Access Service Area Reduction



#### RESERVATION WINDOW

There are two types of Access trips: 1) subscription trips and 2) standard advance reservation trips. Subscription trips are standing reservations for daily trips that do not require riders to call in to make a specific reservation. Subscription trips account for about 57% of all Access trips. Standard reservation trips can currently be reserved up to 7 days in advance of the requested trip. Nationwide transit agencies have continued to reduce the reservation window in order to reduce costs associated with passenger cancellations and passenger no shows, while also being able to take advantage of other schedule efficiencies from the shorter scheduling window.

The initial draft proposal is to shorten the reservation window to up to 3 days in advance instead of up to 7 days in advance. Omnitrans last shortened the reservation window in 2009. At that time, the window allowed for scheduling up to 14 days in advance. The majority of Omnitrans' peers in the American Bus Benchmarking Group (ABBG) have a reservation window of 3 days or less and some of the largest agencies schedule only one-day in advance.

Currently, Access trips are scheduled 57% subscription, 22% between 1 and 3 days in advance and 21% between 4 and 7 days in advance. During a typical year, Omnitrans has approximately 64,000 trips that are scheduled and later canceled and an additional 21,000 passenger no shows, where the vehicle showed up to pick up a passenger that wasn't present. While those that book between 4

and 7 days in advance account for only 21% of trips, they account for 63% and 66% of cancellations and no shows respectively.

Both cancellations and no shows reduce the customer experience on Access. Trips that are scheduled and later cancelled hold space that others cannot use. Trips that are no shows add to longer trips both for unnecessary travel to the no show destination and due to the waiting time while a driver waits for the no show to arrive before determining it is a now show. Additionally, no shows add unnecessary cost as Access is performing part of the trip (the pick-up) even though no rider or fare revenue is generated. While the annual cost of no shows is difficult to exactly determine it is anticipated to be in the range of \$250,000 to \$400,000 per year. Reducing the reservation window would help to reduce these costs.

The potential impact of reducing the Access reservation window is already being mitigated through the STS Department's implementation of Trapeze PASS Web, which allows for online booking of trips within the reservation window instead of calling. PASS Web is currently in implementation and testing phase and will be implemented prior to a reduction in the reservation window.

### **OUTREACH TO ACCESS RIDERS**

Unlike fixed route riders, Omnitrans has complete contact information for Access riders. During the refinement of these draft Access proposed service changes, each potentially impacted Access rider will be contacted by mail, email and/or phone and informed of the proposed changes and informed of alternative Omnitrans programs that offer other mobility options. High volume users of Access, and/or their caregivers that are impacted by map reductions will be offered individualized meetings to go over mobility options to ensure that the impact of these proposed service changes are as minimal as possible.

The mobility options that are available include services offered by Omnitrans and through partners. Omnitrans programs include Travel Training, Ride Lyft/Taxi and a volunteer driver reimbursement program. There are 14 partner programs funded through Measure I CTSA funds that are described in Attachment A.

### **CONCLUSION**

Receiving and filing this item will allow staff to continue to develop and refine specific ADA service changes in order to implement the Ad Hoc Committee's recommendation.

ER:JB

Attachment A: Omnitrans STS Partner Programs (Measure I)  
Attachment B: PowerPoint Presentation



## **Attachment A: Omnitrans STS Partner Programs (Measure I)**

1. **Anthesis (Formerly Pomona Valley Workshop):** Currently operates its Anthesis in Motion (AIM) transportation program which provides clients with free, reliable, and consistent transportation between their homes and the Anthesis facility and helps to mitigate the demand for the Omnitrans Access paratransit service.
2. **City of Grand Terrace:** Currently operates its Senior Transportation Program which provides weekday curb-to-curb transportation for seniors to and from the Grand Terrace Senior Center for lunch, social activities, and planned outings in the community
3. **City of Redlands:** Currently operates its Senior Transportation Program which provides transportation to seniors who are physically or mentally unable to use other forms of transportation. The transportation service is operated with two 14-passenger vans equipped with wheelchair lifts to provide weekday dial-a-ride service to destinations within the City.
4. **Community Senior Services:** Currently operates its Transportation Reimbursement Program for seniors and individuals with disabilities residing in the west San Bernardino County cities of Chino, Chino Hills, Montclair, Ontario, Rancho Cucamonga, and Upland. The program provides mileage reimbursement to defray out-of-pocket expenses incurred by volunteer drivers using their own vehicles to transport and escort clients.
5. **OPARC:** Currently operates its OPARC Connect and OPARC Link transportation programs which provide transportation for clients with disabilities between their homes, day programs, and employment centers. The target cities for the OPARC transportation programs include Chino, Chino Hills, San Bernardino, Colton, Highland, Loma Linda, Montclair, Ontario, Rancho Cucamonga, Upland, Yucaipa, Redlands, Grand Terrace, Rialto and Fontana.
6. **Central City Lutheran Mission:** Currently operates its transportation program which provides free transportation services for People Living with HIV/AIDS (PLWHA) to access critical medical and non-medical services. The target cities for the CCLM transportation program include San Bernardino, Colton, Highland, Loma Linda, Redlands, Grand Terrace, Rialto, and Fontana.
7. **City of Chino:** Currently operates a Senior Mobility and Reliable Transportation ("Get S.M.A.R.T") program which provides free door-to-door transportation for individuals age 50 and older who reside in Chino for medical appointments, shopping, and personal errands.
8. **Highland Senior Center:** currently operates its Transportation Assistance Program (TAP) which provides volunteer drivers to operate a 9-passenger van to transport Seniors who are unable to drive or otherwise arrange for their personal transportation.
9. **West End YMCA:** Currently operates its Senior Wellness Transportation Program, which provides curb-to-curb transportation for non-emergency medical (NEMT) needs such as doctors, dentists, and physical therapy. The target cities for this transportation service include Ontario, Upland, Rancho Cucamonga and Rialto.
10. **Loma Linda University Adult Day Health Services:** Currently operates its Adult Day Health Services/ Community Based Adult Services facility providing transportation, healthcare, rehabilitation, social, and nutritional services to individuals with cognitive and/or functional

impairments. The facility provides respite for individuals with impairments resulting from head injury, dementia, developmental disability, stroke, chronic illness, and frailty.

11. **Department of Aging and Adult Services:** This agency currently operates a bus pass program which provides bus passes to eligible seniors (age 60 and over) countywide to improve the seniors' mobility and independence enabling them to travel to work, volunteer, spend time with family and friends, make medical appointments, and enjoy socialization activities. DAAS currently uses the Measure I funding it receives from Omnitrans to operate the Valley Transportation Expansion Program (VTEP) to expand the DAAS bus pass program in the Omnitrans service area to eligible seniors age 62 and over and eligible persons with disabilities age fifty-five and over.

12. **City of Fontana:** Will utilize its awarded Measure I funding to operate its transportation program to provide door-to-door transportation for individuals with disabilities and seniors who reside in Fontana for medical appointments, shopping, and personal errands.

13. **City of Yucaipa:** Will use the awarded Measure I funding to operate its Yucaipa Senior Transportation program to provide door-to-door transportation seniors who reside in Yucaipa for medical appointments, shopping, proposed quality of life excursions, recreational trips and personal errands.

14. **Foothill AIDS Project:** Will utilize its Measure I funding to operate the Van-Connect San Bernardino Valley Program to provide transportation services for People Living with HIV/AIDS (PLWHA), seniors and individuals with disabilities to access critical medical and non-medical services. The target cities for the Van-Connect transportation program include Chino, Chino Hills, San Bernardino, Colton, Highland, Loma Linda, Montclair, Ontario, Rancho Cucamonga, Upland, Yucaipa, Redlands, Grand Terrace, Rialto, Fontana and unincorporated portions of the east and west regions of the San Bernardino Valley urbanized areas.



# INITIAL DRAFT PROPOSED ADA ACCESS SERVICE CHANGES

Board of Directors  
November 6, 2019

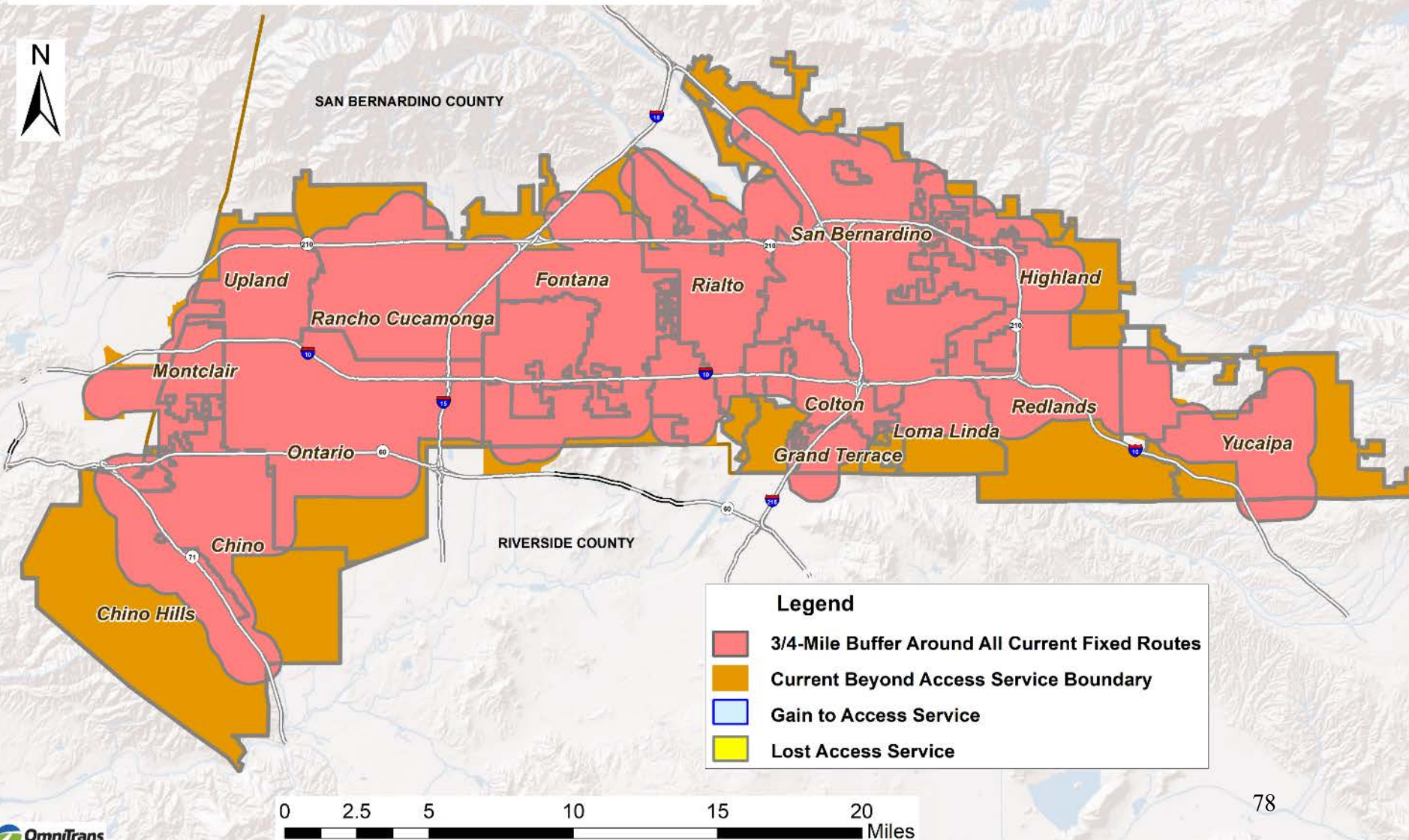
- **Access Service is ADA Paratransit service that is mandated to operate:**
  1. Within  $\frac{3}{4}$ -mile of fixed route service
  2. Same days and hours as fixed route service
- **Ad Hoc Committee: “only provide mandated service”**
- **Access is the most expensive cost per passenger**
- **Now with STS Department there are other mobility options**



- 1. Eliminate the Beyond the Boundary ADA Service**
- 2. Reconfigure the new ADA Access boundary for proposed fixed route service changes**
- 3. Adjust the ADA service days/hours to match the proposed fixed route service changes**
- 4. Modify the reservation window**



## Proposed Changes to ADA / Access Service Area



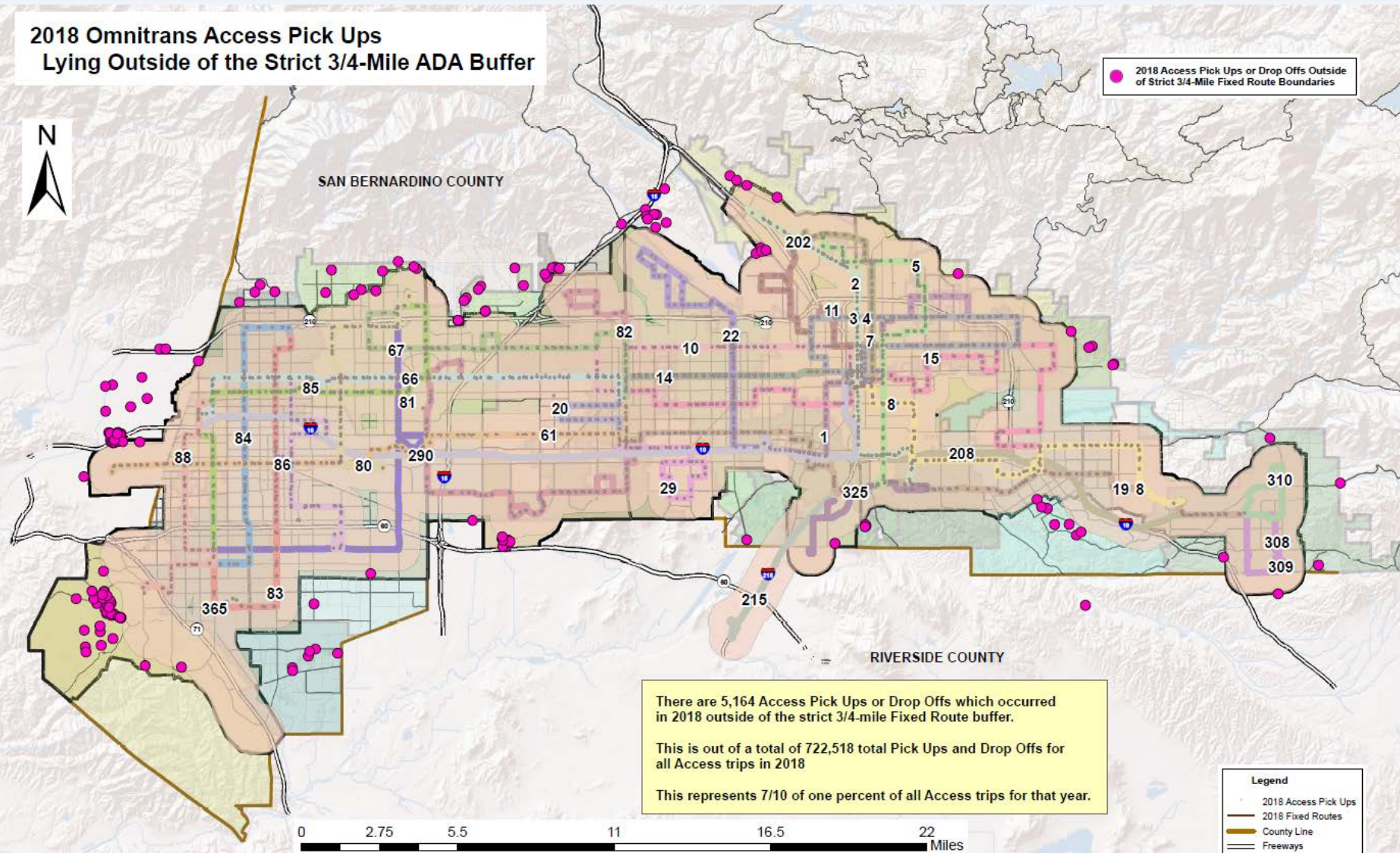


## 2018 Omnitrans Access Pick Ups Lying Outside of the Strict 3/4-Mile ADA Buffer



SAN BERNARDINO COUNTY

2018 Access Pick Ups or Drop Offs Outside of Strict 3/4-Mile Fixed Route Boundaries



There are 5,164 Access Pick Ups or Drop Offs which occurred in 2018 outside of the strict 3/4-mile Fixed Route buffer.

This is out of a total of 722,518 total Pick Ups and Drop Offs for all Access trips in 2018

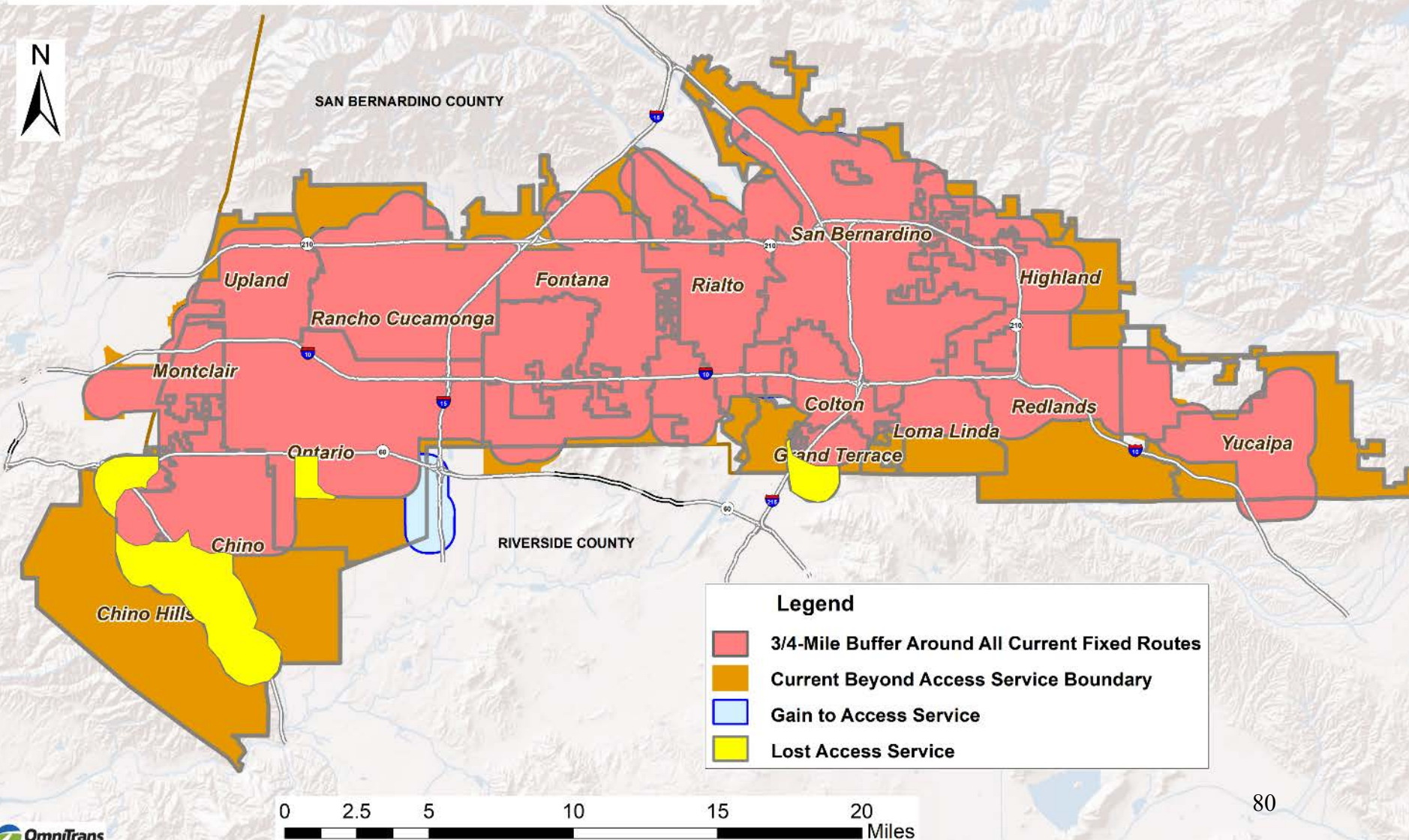
This represents 7/10 of one percent of all Access trips for that year.

### Legend

- 2018 Access Pick Ups
- 2018 Fixed Routes
- County Line
- Freeways
- Main Streets

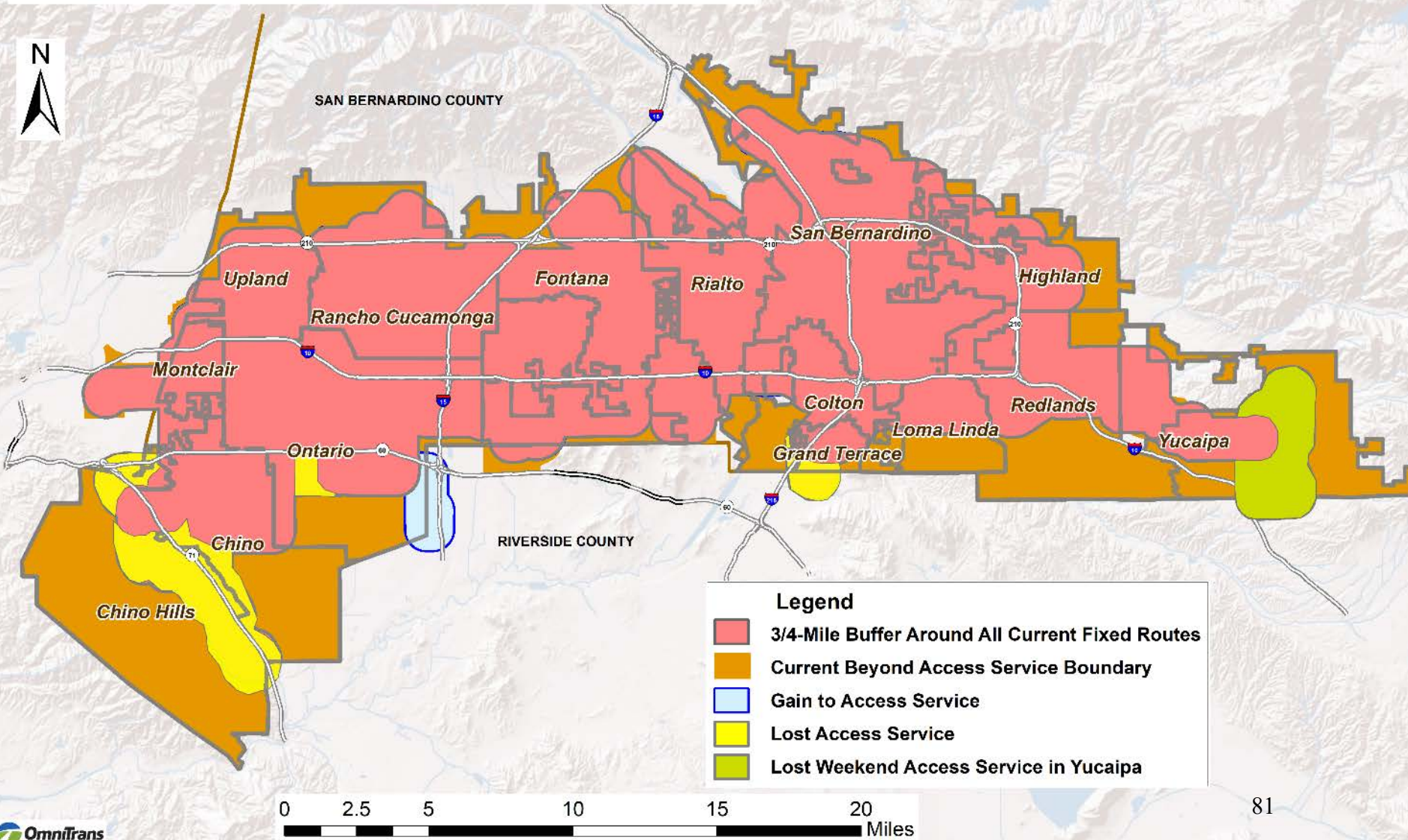


## Proposed Changes to ADA / Access Service Area





## Proposed Changes to ADA / Access Service Area



- **Access trip reservations:**
  - 57% subscription
  - 22% reserved 1-3 days in advance
  - 21% reserve 4-7 days in advance
- **Majority of Cancelations and No Shows come from 4-7 days in advanced reservations**
  - Annual cost: \$250,000-\$400,000 per year
- **Propose reducing window to up 3 days in advance**
- **Launching Pass Web to allow for online booking**
- **Proposal in line with peers**

- **Unlike fixed route, we know Access riders contact info and exact trips**
- **Will reach out directly to impacted customers**
- **Will provide information on mobility options through STS programs:**
  - Ride Lyft/Taxi
  - Volunteer Driver
  - Travel Training
  - Partner Programs



# Questions

ITEM #           F3          

**DATE:** November 6, 2019

**TO:** Board Chair David Avila and Members of the Omnitrans Board of Directors

**FROM:** Erin Rogers, Interim CEO/General Manager

**SUBJECT: COUNTY-WIDE TRANSIT CONSOLIDATION STUDY &  
INNOVATIVE TRANSIT REVIEW OF THE METRO-VALLEY**

**FORM MOTION**

Receive and file as an information item.

*This item was received and filed by the Administrative and Finance Committee at its October 10, 2019 meeting. Additional information has been added to this item in the “Update” section.*

**BACKGROUND**

While reviewing the SBCTA/Omnitrans Ad-Hoc Committee recommendation at the September 4, 2019 San Bernardino County Transportation Authority (SBCTA) Board of Directors meeting, SBCTA staff presented a recommendation to approve an annual increase in state and local revenue allocation to Omnitrans. This recommendation was part of the Ad-Hoc Committee recommendation to:

1. Reduce bus service by 11% equivalent to approximately 71,000 service hours per year; and,
2. To increase SBCTA’s allocation of state and local funding to Omnitrans from a 2.8%-2.9% growth rate per year to a 3.5% growth rate per year through 2040.

During the presentation of this item, there was discussion regarding Omnitrans’ financial forecast and the proposed service reductions which ultimately led to a motion to:

1. Accept the report of the Ad-Hoc Committee, that recommends an annual increase (from the current 2.8%-2.9%) of up to 3.5% in discretionary revenue allocations, contingent upon the Omnitrans Board enacting the cuts recommended by the Ad Hoc Committee; and
2. Direct SBCTA staff to conduct an analysis of consolidation of Transit operations countywide.

The SBCTA Board of Directors unanimously approved this motion.



Subsequently, during public comments at the October 2, 2019 SBCTA Board of Directors meeting, the Victor Valley Transit Authority (VVTA) Executive Director spoke in opposition to the Consolidation Study. Individual SBCTA Board members representing the mountain and desert regions also spoke in opposition to the study.

SBCTA conducted a similar study in 2015 to identify potential areas of cooperation between the six transit operators in San Bernardino County and SBCTA. The purpose of the study was to identify cost efficiencies that could be achieved through coordination and joint efforts among the transit operators and SBCTA.

SBCTA's upcoming Transit Committee Agenda Item indicates "the consultants role is to revisit the 2015 Study, highlight and document major changes to the organizations since that study effort and continue with a detailed assessment that would identify and quantify the benefits and drawbacks to consolidating one or more of the County 's transit operators under SBCTA. This study will also identify the steps and estimated cost to pursue and implement such a consolidation. The operators to be evaluated for consolidation include Morongo Basin Transit Authority, Mountain Transit, Needles Area Transit, Omnitrans, VVTA, and SBCTA." The report further indicates that the estimated cost of the study is \$1,050,000.

## **UPDATE**

*At the October 10, 2019 SBCTA Transit Committee meeting, additional public comments from the desert and mountain region transit operators and Committee discussion took place. This discussion ultimately led to an amended motion to move forward with the Consolidation Study, but to include only SBCTA and Omnitrans; not include the mountain and desert region operators. The scope of work has been revised accordingly and is included as Attachment A: SBCTA and Omnitrans Consolidation Study and Innovative Transit Review of the Metro-Valley. The estimated cost of the complete study is \$850,000.*

The 2015 Study did not identify any substantial cost efficiencies associated with consolidation of the Agencies. The only substantive action that resulted was the designation of Omnitrans as the Consolidated Transportation Services Agency (CTSA) for the San Bernardino Valley and the consolidation of the former CTSA, V-Trans, with Omnitrans.

In working to implement the Ad-Hoc Committee's recommendation, Omnitrans staff has developed service reduction/realignment proposals equivalent to a 71,000 service hour reduction. Staff is meeting with individual Board members and city staff to review and receive feedback on the draft proposals. After the required review and public input process, staff will bring final recommendations to the Board in May 2020 for proposed implementation in the upcoming fiscal year. This service reduction will align service levels with ridership and available funding which will result in a balanced operating budget through 2040.

In addition, several other initiatives are underway, such as the procurement for contracted bus service including Access Paratransit Service, contracted fixed route service, and Micro Transit Pilot Projects; evaluation of further administrative savings opportunities and evaluating the necessity of filling open positions. Further savings identified will be set aside to offset future capital costs.

## **CONCLUSION**

Receive and file information regarding the SBCTA's proposed County-Wide Transit Consolidation Study & Innovative Transit Review of the Metro-Valley as an information item.

ER

Attachment A:        Scope of Work SBCTA and Omnitrans Consolidation Study & Innovative  
Transit Review of the Metro-Valley

**SCOPE OF WORK (REVISED 10/17/19)**  
**SBCTA AND OMNITRANS CONSOLIDATION STUDY & INNOVATIVE TRANSIT**  
**REVIEW OF THE METRO-VALLEY**

**Project Understanding and Goals**

The San Bernardino County Transportation Authority (SBCTA) conducted a study to identify potential areas of cooperation among the six transit operators in San Bernardino County and SBCTA in 2015 (2015 Study). The purpose of the 2015 Study was to identify potential cost efficiencies that could be achieved through coordination and joint efforts among the operators and SBCTA.

Although the 2015 Study considered functional and full agency consolidation as strategies to improve efficiencies, the primary focus was to perform a detailed assessment of each operator's operational and administrative functions, systems, and assets, and identify specific areas where efficiencies could be achieved through combined efforts and within existing agency structures.

With the budgetary issues Omnitrans has experienced over the last several years, along with declining ridership for all the transit operators, the SBCTA Board of Directors directed SBCTA staff to conduct an analysis of consolidation of Omnitrans and SBCTA. The Consultant's role in this study is to revisit the 2015 Study, highlight and document major changes to the organizations and their operating strategies since that study effort, update the review of opportunities for additional efficiency improvements from the 2015 Study, and continue with a detailed assessment that would identify and quantify the benefits and drawbacks of consolidating Omnitrans and SBCTA (collectively "Agencies"). This study will also identify the steps and estimated cost to pursue and implement such a consolidation.

The Scope of Work outlines the tasks the Consultant, working with SBCTA and Omnitrans, will follow to conduct the Consolidation Study. Also included is an additional task focused on an Innovative Transit Review of the Metro-Valley area. The goal of this task is to match resources with the changing demand for public transportation in the Metro-Valley area.

**Task 1**

**1.1 Kick-Off Meeting**

The Consultant will meet with SBCTA staff to determine and confirm the goals of the Consolidation Study. This will include documenting the key elements of each agency and their operating structure. It will also include identification of potential areas of administrative efficiencies/cost savings, service and program coordination, and development of regional policies.

At or before this meeting, SBCTA will provide to the Consultant access to the 2015 Study deliverables, the Agencies' Fiscal Year (FY) 2018/2019 and FY 2019/2020 budgets, and the Agencies' FY 2014/15 through FY 2017/2018 comprehensive financial reports, as well as any other pertinent studies or planning documents that were prepared since the 2015 study concluded.



**Deliverable: Summary of the Kickoff meeting, proposed schedule, initial assessment, and if needed, a revised Scope of Work.**

## **1.2 Update the 2015 Agency Functional Assessment & Provide Initial Pros/Cons of Consolidation**

The Consultant will review the 2015 Study deliverables for the Agencies, including their functional duties, legislative mandates, restrictions on funding sources/uses, responsibilities, programs and services. As appropriate, Consultant will update the 2015 matrix inventory of functional areas for the Agencies, which will include revised written summary overview of each agency. This review and update will include the following areas:

- a. Current transit services provided, service delivery method (in-house operation or contracted), status/expiration dates of major operational contracts and/or labor contracts, service planning approach, direct and indirect support functions for providing service (maintenance, operations, bus stops and shelters, security, etc.), fare collection method/equipment, cash handling and fare policies, call centers, and customer service.
- b. Administrative support functions, such as marketing, finance, accounting, cash management, revenue claiming, grant management and compliance, budgeting, risk management, debt management, programming, governance system/representation, legal compliance (Title VI/DBE), procurement, project development, capital planning, construction, and personnel related items. Personnel related items include identification of approved staffing positions, job descriptions, status of labor contracts and summary of terms, and overview of the employee benefit package. The summary of benefits shall include health insurance and identification of what is employee paid versus what is employer paid, leave time, and retirement system including the employer contribution and any supplemental plans. Provide updated organizational charts, as well as salary ranges, salary schedules and benefits by position/class. Identify in-house positions as well as contract positions that are providing key functions for the agency. Highlight any major staffing changes by department since FY 2013/2014. Identify the any long-term pension or benefit liabilities.
- c. MIS/IT systems, including networks, hardware, software licenses, major databases, manner in which IT decisions are made and supported (in house vs. contract), scheduling, GPS/AVL, fueling systems, NTD reporting, shared drives, financial and accounting systems, payroll. Age of systems and hardware and replacement plans, including capital/reserves set aside to accomplish such.
- d. Fixed Asset review, including, but not limited to, revenue and non-revenue vehicle inventory, equipment, fueling stations, rail/commuter stations, real property, right-of-way and buildings.

- e. Short and long range planning documents that have been developed since the conclusion of the 2015 Study, so as to review the Agencies short and long term goals and objectives and the planning and funding strategies to continue and maintain operator assets and ensure quality of service provision.

The Consultant will provide an initial list of the pros and cons associated with consolidation and make a recommendation on which services and programs should be included in the detailed consolidation assessment. It is anticipated the initial assessment will take into account the cost, the number of employees, labor contract agreements, retirement system used, unfunded benefit liabilities, and cost associated with insurance and claims.

**Deliverables:**

- a. **Updated inventory of functional areas, with supporting written summary overview of each, outlining items that have changed since the 2015 Study.**
- b. **Updated review of opportunities for additional efficiency improvements from the 2015 Study.**
- c. **d. Deliverables for Task 1.2 a-e will be due January 17, 2020**

**1.3 Performance Review** – Using the Task 1.2 deliverables, the Consultant will conduct a high level review of FY 2018/2019 Omnitrans performance (actuals) compared against their adopted FY 2019/2020 goals, objectives, and service standards. The Consultant shall also provide a comparison to the performance of peer operators for the same period. The Consultant will identify current challenges and opportunities for the agencies since the 2015 efficiency study.

**Deliverables:**

- a. **Draft Performance Review Report**
- b. **Final Draft Performance Review Report**
- c. **Deliverables for Task 1.3 will be due January 17, 2020**

**1.4 Organizational Coordination and Optimization Alternatives and Financial Cost**– Based on Task 1.2 and 1.3 deliverables and the Coordination and Optimization Alternatives Report from the 2015 Study, the Consultant will summarize and describe which operators have implemented the coordination opportunities and recommendations from the 2015 Study and what remaining opportunities may exist under the current institutional structures, along with an estimate of achievable benefits.

While the 2015 Study outlined key features of three alternatives--Cooperative Agreements, Functional Consolidation and Complete Consolidation, the Consultant shall use only the “Complete Consolidation” strategy to provide detailed opportunities and challenges for each key function presented below. Please note additional key functions have been added to those originally identified in the 2015 Study, to reflect current needs.

Additionally, the Consultant will conduct a detailed analysis of the financial impacts and benefits of any proposed consolidation, and the impacted functional area(s). The Consultant will determine areas of impact (increase or decrease in costs) based on estimates of staffing changes, operational, contracting or policy changes, or transfer of functions, as well as a qualitative assessment for areas where costs are currently unknown (e.g., labor contract impacts).

Key Functions to review, include:

- a. Fixed route, commuter/express bus and bus rapid transit:
  - i. Services
  - ii. Dispatching/Coordination
  - iii. Customer service
- b. ADA and demand response:
  - i. Service
  - ii. Dispatching/Coordination
  - iii. Certification Process
  - iv. CTSA Administration/Oversight (if applicable)
  - v. Customer service
- c. Integration with existing and future rail service
- d. Assets and maintenance:
  - i. Revenue vehicles
  - ii. Vehicle overhauls and body work
  - iii. Non-revenue vehicles
  - iv. Facilities
  - v. Bus stop, shelter and transit centers
  - vi. Rail right of way, facilities and support equipment
  - vii. Other property and rights of way
  - viii. FTA processes and/or issues to transfer all FTA assets to a new agency
- e. Procurement:
  - i. Vehicle and support equipment
  - ii. Non-revenue vehicles
  - iii. Gas/diesel fuel
  - iv. Alternative fuels (CNG, LNG, solar, electric, etc.)
  - v. Fueling infrastructure installation and maintenance
  - vi. Professional services contracts
  - vii. Fare collection
  - viii. Other equipment
- f. Human Resources:
  - i. Labor Relations Staffing
  - ii. Drug & Alcohol Program Compliance
  - iii. Risk Management (handling claims, insurance, accidents, etc.)
  - iv. Training:
    - 1. Coach Operator
    - 2. Maintenance
    - 3. Dispatch
    - 4. Other Administrative training and staff development

- g. Planning:
  - i. Service planning/data analysis
  - ii. Scheduling/run cutting
  - iii. SRTPs
  - iv. COAs
  - v. Project development
  - vi. Construction management
- h. Finance:
  - i. Accounting
  - ii. Cash and investment management
  - iii. Inventory control
  - iv. Capital asset management and reporting
  - v. Grant application preparation and assistance
  - vi. Grant management and reporting
  - vii. Risk assessment and internal controls
  - viii. Sub-recipient monitoring
  - ix. Payroll
  - x. Personnel administration
  - xi. Labor relations (ATU and Teamsters)
  - xii. Funding - including LTF for Streets and Roads, Measure I compliance
  - xiii. Fare structure, fare collection methods and fare media
  - xiv. Shelter and bus advertising
- i. Other support functions:
  - i. Information Systems/Technology
  - ii. Security
  - iii. Marketing, social media, community outreach and advertising
  - iv. Telephone systems and information
- j. Compliance with FTA Requirements:
  - i. DBE
  - ii. Drug and alcohol
  - iii. Buy America
  - iv. Procurement
  - v. Title VI
  - vi. Transit Asset Management (TAM)
  - vii. Direct Recipient
  - viii. Asset management
  - ix. NTD reporting processes
- k. Board of Directors/Committees (Potential Restructure)

**Deliverables:**

- a. Draft report on estimated financial impacts of functional changes contemplated under the 2015 Study's "Complete Consolidation" strategy**
- b. Review session with SBCTA and Omnitrans staff.**
- c. Finalized Financial Review Report**

## **Task 2. Consolidation Report and Final Assessment**

### **2.1 Consolidation Report**

Based on Task 1 deliverables, the Consultant will identify the benefits and disadvantages to consolidating Omnitrans with SBCTA, versus remaining as stand-alone entities. If consolidation is recommended, the Consultant will develop a report that identifies the following for the new consolidated agency:

- a. Organization chart;
- b. Recommended staffing levels, identifying the change, if any, to current positions and their location. For example, is the position needed or eliminated or a change in location, along with recommendations to handle salary differences/disparities and the resulting additional expenses or savings;
- c. Staff and services locations (for example, which functions/activities or services are centralized at an administrative building and what functions will occur at operating bases, etc.) along with opportunities for contract management of services;
- d. Anticipated costs to consolidate, including, but not limited to: cost and structure of legal services, facility needs (i.e., whether keep/renovate existing facilities or move and/or construct new, and the associated cost), software system needs, additional studies, renaming and rebranding (vehicles, buildings, freeway signage, stop signs, etc.);
- e. Impact of consolidation to individual operators, from a service delivery, customer service, budget, funding and overall expense perspective;
- f. Impact to all as a result of consolidation, including the identification of additional risk, debt management and liabilities;
- g. A recommended governance structure and committees; and
- h. A preliminary estimate of the timeline for transitioning to a consolidated agency.

If the study reveals that the costs, disadvantages, and risks of consolidation outweigh the benefits to consolidate, the Consultant will outline the reasons for this recommendation and will highlight efficiencies that could still be achieved per the 2015 Study for the non-consolidation case, but that have not yet implemented.

**Deliverable: Draft and Final Report on findings from Consolidation Study.**

### **2.2 Implementation Plan (Optional Task)**

Based on Task 2.1 deliverables, the Consultant, if directed, will work with SBCTA and Omnitrans to identify timelines for implementation of the selected strategies and consolidation. This plan will likely identify a phased approach, with short, mid-range, and long term timelines for the selected strategies, as well as required additional funding and costs to implement those phases and strategies.

**Deliverable: Agency Consolidation Implementation Timeline and Plan**

### **2.3 Final Transit Agency Consolidation Report**

The Consultant will combine all work products from the study to produce a final agency consolidation plan. A draft of the Plan will be developed and submitted to SBCTA for review. Following receipt of comments, Consultant will finalize the Plan for submittal to SBCTA and Omnitrans.

#### **Deliverables:**

- a. Draft Final Consolidation Report**
- b. Final Consolidation Report**
- c. Present Final Report to Omnitrans Board of Directors, SBCTA Transit Committee and SBCTA Board of Directors**

### **Task 3. Innovative Transit Review**

#### **Introduction and Task Understanding**

Transit ridership has seen a decline across the country, and operational costs have increased without any noticeable change or improvements in the current systems. This has created an operational deficit for Omnitrans. Under this task, the Consultant will reimagine how transit service is provided in the San Bernardino County Metro-Valley area. Without using the current system map as the basis, the Consultant will use data including but not limited to, population density, employment centers, service/retail/health centers, and travel patterns, to determine the best high frequency fixed-route network and then identify best strategies to support the high frequency fixed-route network and existing and future rail corridors. The recommended high-frequency fixed-route network shall take into consideration rush hour demand, express service options, and limited stop service. Then the analysis shall take into account lower-demand areas and offer solutions for mobility based on ridership and productivity. The intent is to make the most of a high frequency fixed-route network and rail corridors, extending their reach via connecting trips, with a focus on existing and potential customer needs. The role of vanpooling and other shared-ride modes shall be included in the analysis. The Customer-Based Ridesharing and Transit Interconnectivity Plan developed in partnership with the Southern California Association of Governments and Omnitrans is available for reference and can be found at <http://gosbcta.com/sbcta/plans-projects/plans-rideshare-transit.html>.

This “re-imagining” shall review all reasonable service options available and use lessons-learned from other locations that have taken innovative steps to improve ridership while recognizing the need to be cost-effective. It is intended to provide logical new strategies maximizing the use of the limited operation funding available for the Metro-Valley area and to include a review of the existing fixed route service, commuter service, express bus service, on-demand service, route deviation, new technology, appropriate vehicle size, and micro-transit.

#### **3.1 Kick-Off Meeting**

The Consultant will meet with SBCTA staff to determine and confirm the goals for the Innovative Transit Review of the Metro-Valley area. Additionally this will include identifying any data needs as well as any mandatory regulatory compliance such as Americans with Disabilities Act, Federal Transit Administration guidelines, Title VI and California Department of Transportation guidelines. Additionally as part of the kick-off meeting the Innovated Transit Review Working group members will be identified and will include the General Managers and

Executive Directors from Mountain Transit, Morongo Basin Transit Authority and Victor Valley Transit Authority.

**Deliverable:**

- a. Summary of the Kickoff meeting, proposed schedule, data needs assessment, and if needed, a revised Scope of Work.**
- b. Creation of the Innovated Transit Review Working group.**

**3.2 Review of Data for San Bernardino County Metro-Valley**

The Consultant will review data collected for the Metro-Valley area. Based on the analysis of the data, the Consultant will formulate a list of strategies, including a high-frequency fixed-route network that complements the existing rail network and increases cost-effectiveness. The key measures for cost-effectiveness will be cost per boarding and cost per passenger mile. The Consultant should take into consideration the types of trips being served, service to the transit-dependent community as well as the “all-purpose riders”, “first and last mile” issues, regional goals, and connections to existing regional transit service providers coming into San Bernardino County such as Pass Transit, Riverside Transit Agency and Foothill Transit, as well as a desire to not have transit services competing with each other. The Consultant shall provide a proposed system map identifying supporting innovative services. The Consultant shall provide a matrix of the proposed strategies, identifying strengths and weaknesses from the perspectives of cost-effectiveness, the customer, and risk. In addition, the Consultant shall provide a recommendation for implementation and identify any potential legal and or governmental obstacles, as well as proposed actions to mitigate them.

**Deliverable:**

- a. Draft report outlining a proposed high-frequency fixed-route network with service type (express, limited stop, and vehicle size) identified and with the supporting innovative transit services identified geographically, also incorporating the opportunities and potential effectiveness for vanpooling and other shared-ride modes.**
- b. Strategies matrix**
- c. Proposed system map**
- d. Presentation to SBCTA detailing the approach in the above deliverables**
- e. 2<sup>nd</sup> Presentation to SBCTA staff, Omnitrans and Innovative Transit Review Working group**

**3.3 Final Innovative Transit Review Report**

Based on feedback during the Task 3.2 meetings, the Consultant will create the final report, matrix, system map, and implementation plan as described in Section 3.2.

**Deliverables:**

- a. Final Report**
- b. Presentation to the Omnitrans Board of Directors, SBCTA Transit Committee and Board**

ITEM # F4

**DATE:** November 6, 2019

**TO:** Board Chair David Avila and Members of the Omnitrans Board of Directors

**THROUGH:** Erin Rogers, Interim CEO/General Manager

**FROM:** Jeremiah Bryant, Director of Strategic Development

**SUBJECT: WEST VALLEY CONNECTOR PROJECT UPDATE**

**FORM MOTION**

Receive and file a project update for the West Valley Connector project.

*This item was reviewed by the Plans & Programs Committee at its October 23, 2019 meeting and recommended to the Board of Directors to receive and file.*

**BACKGROUND**

In 2010, the Omnitrans Board of Directors approved the *System-wide Transit Corridors Plan for the San Bernardino Valley*, which included a system of ten planned bus rapid transit (BRT) corridors, identified as the sbX System Corridors. The Green Line (E Street Corridor) in San Bernardino and Loma Linda was the first of the ten corridors and was implemented in 2014. The West Valley Connector Project (Project) is the proposed second corridor.

The West Valley Connector is 35 miles long and includes two phases that would connect the cities of Pomona, Montclair, Ontario, Rancho Cucamonga and Fontana. The proposed project includes up to 60 station platforms at 33 locations/major intersections and associated improvements, spaced 0.5 to 1 mile apart to facilitate higher operating speeds. Stations would be “rapid bus” style stations designed for fast boarding. Approximately 3.5 miles of exclusive lanes are anticipated in the City of Ontario which would include Transit Signal Priority (TSP) and other transportation systems management improvements, such as queue jump lanes. Implementation of the project is expected to increase transit usage, reduce traffic congestion and automobile vehicle miles traveled, and improve regional air quality.

In January 2017, the Omnitrans Board of Directors and the San Bernardino County Transportation Authority (SBCTA) Board of Directors approved the transfer of the lead role on the Project from Omnitrans to SBCTA, including the transfer of Omnitrans’ existing Architectural, Engineering and Final Design Services Contract with Parsons Transportation Group, Inc. (Parsons). Subsequent to the transfer, SBCTA staff conducted an independent assessment of the Project and presented the assessment findings at the April 2017 Transit Committee meeting, including six (6) alignment alternatives that were previously studied. In May 2017, the SBCTA Board directed staff to proceed to complete the environmental clearance of the West Valley Connector Alignment referred to as



Scenario 6, Minimal Operating Segment. The SBCTA Board of Directors approved a two-phase approach, with the portion of the alignment from Pomona to Victoria Gardens in Rancho Cucamonga to be completed in Phase I and the portion of the alignment from Ontario International Airport to Kaiser Permanente Medical Center in Fontana to be completed in Phase II. See Attachment A for proposed project alignment.

### **Environmental Review Process**

Omnitrans staff began the preparation of the environmental document in July 2016, which was continued by SBCTA staff and the Parsons team after the lead role on the Project was transferred to SBCTA. Omnitrans staff continued to review and give input on the draft environmental document and other input as needed for the Project.

The project is subject to State and Federal environmental review requirements because it involves the use of Federal funds administered by the FTA. Therefore, the project joint documentation has been prepared in compliance with both the California Environmental Quality Act (CEQA) and National Environmental Policy Act (NEPA). SBCTA is the lead agency under CEQA; FTA is the lead federal agency under NEPA.

The Draft Environmental Impact Report and Environmental Assessment (EIR/EA) were prepared, in cooperation with the FTA, to evaluate potentially significant environmental impacts associated with implementation of the proposed project and address appropriate and feasible mitigation measures and alternatives to the proposed project that would reduce or eliminate those impacts. The [draft EIR/EA](#) analyzed two Build Alternatives A and B. Alternative A – Rapid line with no dedicated bus-only lanes, would include the full 35 mile-long BRT corridor, which is comprised of the Phase I/Milliken Alignment, Phase II/Haven Alignment, and 60 side-running station platforms at 33 station locations/major intersections. Alternative B – Full BRT with 3.5 miles of dedicated bus-only lanes in Ontario is similar to Alternative A, with the exception that a 3.5 mile-long dedicated bus-only lane would be constructed between Benson Avenue and Vine Avenue and between Euclid Avenue and Vineyard Avenue in Ontario. This alternative would include 5 center-running station platforms and 50 side-running station platforms at 33 station locations/major intersections.

The FTA completed the review of the administrative draft EIR/EA in January 2017. As a result of the review, the FTA asked for additional public meetings to be conducted to reach out to the communities along the alignment and to property owners along the 3.5 mile long dedicated lane section on Holt Boulevard. Three (3) separate meetings were conducted by SBCTA and the Parsons team in June 2017. The first meeting was held on June 13, 2017 to serve the communities in the City of Ontario and the property owners along Holt Boulevard, the second meeting was held on June 14, 2017 to serve the communities in the Cities of Rancho Cucamonga and Fontana, and the third meeting on June 15, 2017 to serve the communities in the cities of Montclair and Pomona. Public comments generated from these meetings were provided back to the FTA and reflected in the draft environmental document.

SBCTA and the Parsons team updated the draft EIR/EA to address comments made by the FTA in their initial review, comments made by the public during the outreach meetings, and to include the scenario 6 modifications that were made to the alignment. This updated draft EIR/EA was reviewed by the FTA between December 15, 2017 and January 17, 2018. It examined a No Build Alternative and two Build Alternatives (Alternatives A and B). The No Build Alternative proposes

no improvements to the existing local bus services. The existing local bus service on Routes 61 and 66 would maintain current service of 15-minute headways, for a total of four buses per hour in each direction.

In January 2018, prior to the circulation of the draft EIR/EA, the SBCTA Board of Directors approved Alternative B, as depicted in Exhibit 1, as the SBCTA Locally Preferred Alternative (LPA) subject to completion of CEQA and NEPA review.

On January 8, 2018, during FTA's second review of the draft EIR/EA, FTA informed SBCTA staff that the Operations and Maintenance (O&M) facility must be included in the EIR/EA as it is a required component of the Project.

The draft EIR/EA has undergone legal review by both SBCTA and FTA, and was approved for public circulation by FTA in July 2019. A copy of the EIR/EA and draft comment responses can be found at the following link:

<https://www.gosbcta.com/project/west-valley-connector-brt/>

In compliance with Section 106 of the National Historic Preservation Act, FTA requires that a Preferred Alternative (PA) be selected prior to its submittal of the Finding of Effect (FOE) to the California State Historic Preservation Officer (SHPO) and consulting parties. The purpose of the FOE is to assess the effect of the PA on historic, architectural and archaeological resources. It is anticipated that FTA, on behalf of SBCTA, will request SHPO concurrence on a finding of no adverse effect on historic properties for the PA. Since the LPA is selected prior to circulating the draft EIR/EA, the local agency needs to select the PA based on the input received during the public comment period. Based on this requirement, SBCTA staff will present an item to the SBCTA Board in November 2019 to obtain approval on the PA as described in this update.

#### **45-day Public Comment Period and Hearing**

As part of the environmental process, the draft EIR/EA was circulated for forty-five (45) calendar days to allow government agencies, the public and all stakeholders to provide comments to the environmental document and to the Project in general. The 45-day public circulation period commenced in June 2019 and ended in August 2019. The meetings were led by SBCTA staff and the Parsons team with support from Omnitrans staff.

Four public meetings were held at the following dates, times and locations to inform the public of the proposed project and encourage public input.

<b>Date</b>	<b>Time</b>	<b>Location</b>
July 17, 2019	6:00-8:00 p.m.	City of Fontana-Flex Conference Room, City Hall
July 18, 2019	6:00-8:00 p.m.	City of Ontario-Senior Center MPR
July 31, 2019	6:00-8:00 p.m.	City of Pomona-City Council Chambers
August 1, 2019	6:00-8:00 p.m.	City of Rancho Cucamonga-Central Park – Etiwanda Room

The meetings were arranged in an open house format with various exhibits and a brief presentation explaining details of the project. Following the presentation, attendees were encouraged to review the exhibits and consult with members from the FTA, SBCTA, Omnitrans and the consultant team.

### **Public Review comments and Preferred Alternative Workshop**

During the comment review period, a total of 38 comments were received. Of the 38 comments, 13 of the comments were from public agency stakeholders, wherein both Caltrans District 7 and District 8 expressed support and the City of Rancho Cucamonga expressed conditional support for the project. The remaining 10 agencies provided comments but did not state explicitly in their comments if they were in support of the project or not.

The remaining 25 comments received from the community were from the general public and Native American Tribes. Of these, seven expressed support for the project, one did not support the project based on his opinion of the existing BRT corridor in San Bernardino (Omnitrans sbX Green Line), three were not in support of Alternative B, and 14 did not express if they were for or against the project.

These results were reviewed at a Preferred Alternative Workshop held at SBCTA on September 16, 2019. The attendees of the Workshop included SBCTA and Omnitrans staff and consultant teams from Parsons and HDR. The purpose of the Workshop was to review the comments received including other considerations related to Alternatives A and B and the No Build Alternative, and to evaluate whether the Locally Preferred Alternative approved by the SBCTA Board in 2018 should remain or whether staff should recommend to the Board to consider another alternative. Considerations used in comparing the alternatives included the project Purpose and Need, Environmental Impacts, Financial Implications, Stakeholder Support, Community Input, Travel Time, Safety and Security.

A summary of the assessment is included in the table below:

<b>Consideration</b>	<b>No Build</b>	<b>Alternative A</b>	<b>Alternative B</b>
Purpose and Need	Does not meet	Meets - same as B	Meets - same as A
Environmental Impacts	No short term/Long term air quality impacts	Short term - less than B/Long term same as B	Short term - more than A/Long term same as A
Financial Implications	Less cost than A and B	Less cost than B	Most cost
Revenues	Does not apply	Less than B	More than A
Stakeholder support	None expressed favor of No Build	3 expressed support – no Alt specified	3 expressed support – no Alt specified
Community Input	1 in favor of No build/3 specifically against B	7 in support – no Alt specified	7 in support – no Alt specified
Travel Time	Existing local service has slower travel time than A and B	Travel time slower than B, faster than existing local service	Travel time faster than existing local service and A.
Safety and Security	Existing local does not include safety and security amenities in A and B	Includes same Safety and Security Amenities as B	Includes same Safety and Security Amenities as A

In addition to the preferred alternative selection, the Workshop attendees also discussed the preferred Operation & Maintenance (O&M) facility site. Three optional sites all located in the City of Ontario (Site 1: 1516 S. Cucamonga Avenue; Site 2: 1440 S. Cucamonga Avenue, and Site 3: 1333 S. Bon View Avenue) were analyzed in the draft EIR/EA. All three sites are owned by the

City of Ontario. Impacts from construction and operation of either site would be similar; however, the cost to obtain Site 3 may be higher if hazardous material remediation is required. Based on the City of Ontario's comments received during the public review period, Site 1 and Site 2 are currently not available. Therefore, SBCTA and Omnitrans staff recommend that Site 3 be chosen for the targeted O&M facility construction. Should Site 3 become unavailable in the future or cost-prohibitive to be used, SBCTA staff will seek other locations to construct the O&M facility. The new site will undergo environmental review pursuant to CEQA and NEPA requirements.

### **Staff Recommendation**

Prior to public circulation and dating back to the approved Alternatives Analysis report in 2014, Omnitrans and SBCTA have worked in cooperation with the five city jurisdictions in which the West Valley Connector will operate. Omnitrans staff also presented the Alternatives Analysis report at each city's City Council meeting in 2014. Several Project Development Team (PDT) meetings have also taken place, to review factors such as routing, station location, traffic, aesthetics, safety, security and cost. The current build alternatives, A and B, reflect the discussions held with the cities during project development.

It should be noted that the difference between Alternative A and B applies only within the City of Ontario. Further, the City of Ontario's General Plan supports improved transit along the Holt Boulevard corridor. In addition, the proposed improvements included with Alternative B are consistent with the *Holt Boulevard Mobility and Streetscape Strategic Plan* approved by the Ontario City Council in 2013. Based on an assessment of these factors, SBCTA and Omnitrans staff recommends that Alternative B be the Preferred Alternative for the Final Environmental Document.

Lastly, to complete the approval process and comply with NEPA requirements and since City of Pomona does not have representation on the SBCTA Board, SBCTA staff will be presenting and seeking concurrence on the PA from the City of Pomona City Council.

The following are remaining project approval milestones:

### **Environmental Clearance Schedule**

Tasks	Start	Finish
FTA Review of Response to Public Comments and Draft Finding of No Significant Impact (FONSI)	11/19	12/19
Filing of Notice of Determination/Complete CEQA Approval	3/20	3/20
FTA /NEPA approval of FONSI	3/20	3/20

Strategic Initiative Supported – Omnitrans Strategic Plan FY2017-2020 Service and Operations Goal, Strategy 1.1 Introduce new service modes and/or adjust service to address needs of non-riders.

**CONCLUSION**

Receive and file a project update for the West Valley Connector project.

ER:JB:AMJ

## Attachment A – West Valley Connector Project Alignment





ITEM #           F5          
**DATE:** November 6, 2019

**TO:** Board Chair David Avila and Members of the Omnitrans Board of Directors

**THROUGH:** Erin Rogers, Interim CEO/General Manager

**FROM:** Art Torres, Director of Procurement

**SUBJECT: AUTHORIZE AWARD – SOLE SOURCE ITS20-38  
SAP ANNUAL SOFTWARE MAINTENANCE**

### **FORM MOTION**

Authorize the CEO/General Manager to award Purchase Order ITS20-38 to SAP Public Services, Inc., of Palo Alto, CA for SAP Enterprise Resource Planning (ERP) software maintenance services for Omnitrans' business systems for three (3) years beginning January 1, 2020 and ending December 31, 2022 in the amount of \$822,090, plus a ten percent contingency of \$82,209, for a total not-to-exceed amount of \$904,299.

### **BACKGROUND**

In May 2008, Omnitrans' Board of Directors approved award of a Purchase Order to SAP Public Services, Inc. for the provision of SAP ERP application, licenses and implementation under the General Services Administration's Cooperative Purchasing Program. SAP Public Services, Inc. is the sole provider of SAP licenses, upgrades, maintenance and help desk support. The annual renewal fees include maintenance and support of various SAP ERP modules, such as Human Resources, Procurement and Finance in addition to software and license upgrades, maintenance and support of required third party software and all applicable taxes.

The current annual fees are:

SAP Enterprise Support – Appendix 1, Application License	\$173,210.40
Additional Users, BOBJ & Sybase	\$ 46,343.13
Appendix 5 – Visualization & Reporting, Business Objects Portfolio	\$ 26,730.00
BSI U.S. Payroll Tax Processing	\$ 5,443.20
Payroll Processing	\$ 5,346.00
SAP Enterprise Support – Appendix 8, Sybase Software	\$ 5,474.26
SAP Enterprise Support – Adobe	\$ 4,618.90
RWD Productivity Pak	\$ 6,864.22
<b>TOTAL</b>	<b>\$274,030.11</b>

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. SAP Public Services, Inc. is the Original Equipment Manufacturer (OEM) and sole manufacturer and seller of these services.

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

### **FUNDING SOURCE**

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

Department	1320
Expenditure Code	505170

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

### **CONCLUSION**

Approval of this sole source Purchase Order will allow Omnitrans to renew licenses and maintenance agreements with SAP for the next three (3) years.

ER:AT:KNT



ITEM #         F6        

**DATE:** November 6, 2019

**TO:** Board Chair David Avila and Members of the Omnitrans Board of Directors

**FROM:** Erin Rogers, Interim CEO/General Manager

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

The **American Public Transportation Association’s (APTA) TRANSform Conference** was held in New York City from November 12-16. Over 2,500 participants attended general and breakout sessions on topics such as technology, zero emission buses, workforce development, diversity and inclusion, procurement, mobility, safety and security as well as other relevant topics. Omnitrans received the **2019 AdWheel Grand Prize for Best Marketing and Communications to Increase Ridership or Sales** for the “New Bus Service to Ontario International Airport” campaign. Since the inception of 15-minute service to ONT in late 2017, ridership activity has more than doubled at the airport. The conference was a wonderful opportunity to learn from, and connect with, transit professionals to exchange information and discuss best practices.

Omnitrans hosted its **4<sup>th</sup> Annual Sidewalk Chalk Art Contest at the San Bernardino Transit Center**. Approximately 150 people, including reporters from the San Bernardino Sun and community newspapers, attended the event and enjoyed original artwork by 18 competitors, original local music, and refreshments. The agency partnered with community arts group Untapped Hip Hop for the event, and hosted volunteer judges from the San Bernardino Fine Arts Commission, San Bernardino Arts Connection, and San Bernardino Generation Now.



The Government Finance Officers Association (GFOA) awarded a **Certificate of Achievement for Excellence in Financial Reporting** to Omnitrans for its Comprehensive Annual Financial

Report (CAFR) for the fiscal year ended June 30, 2018. The Certificate of Achievement is a prestigious national award, recognizing conformance with the highest standards for preparation of a state or local government financial report.

Director of Maintenance Connie Raya attended the **National Transit Institute's Bus Testing Program Peer-to-Peer Exchange** held at the U.S. Department of Transportation in Washington DC. This workshop focused on best practices in frontline maintenance worker training and the need for advanced training on zero-emission buses. Agencies shared their experience with bus maintenance training programs.

Omnitrans celebrated **Transit Appreciation Day (TAD)** on Tuesday, October 22 in the East Valley and on Thursday, October 24 in the West Valley. This event is held to recognize the public transit employees that provide vital services to the community. The theme for the celebration was "You are the Key to Safety". All departments participated in delivering a high-spirited appreciation bar-b-que for all the employees.



ER