# OmniCONNECTS

## OMNITRANS' FY2015-2020 SHORT-RANGE TRANSIT PLAN (SRTP)

## APRIL 2014



This draft report is provided for content review and recommendation by the Omnitrans Board of Directors Plans and Programs Committee. If recommended for approval by the committee and approved by Omnitrans Board of Directors, staff will develop a finalized print quality document for subsequent distribution to the Board, public, stakeholders and similar purposes.

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# MESSAGE FROM OMNITRANS' CEO/GENERAL MANAGER

I am excited to present Omnitrans' business plan for the next six years -- the OmniConnects Short Range Transit Plan for fiscal years 2015-2020. This plan embodies Omnitrans' mission of connecting communities, and it outlines our plan for providing high-quality, effective and fiscally responsible public transportation services for the communities of the San Bernardino Valley.

Omnitrans always welcomes suggestions from our passengers, partners, or anyone who has an interest in what we do. During the formation of this plan, we spoke with hundreds of passengers and members of the public, as well as representatives of our member cities and partner agencies, all of whom provided us valuable feedback on the changes and policies presented in the OmniConnects plan. The OmniConnects plan codifies Omnitrans' direction through 2020 as established by our Board of Directors. That being said, it will be a living document, which will be refined in our annual Service Element. The policies set forth in the plan will not preclude innovation but will provide a blueprint and a strategy for Omnitrans to continually become a better agency.

In the OmniConnects plan, Omnitrans strives to do more with less. In the face of a constrained financial reality, the plan lays out a balanced budget for the agency over the next six years. The OmniConnects plan coupled with previous agency actions resolved a projected $12.8 million budget shortfall without making overall cuts to service.

In order to continue providing the same level of service to our passengers, it became apparent in the preparation of this plan that a difficult decision would have to be made to propose three fare increases during fiscal years 2015-2020. Historically, Omnitrans has raised fares every two years; but due to the recent economic climate we have not raised fares in five years, since 2009. The OmniConnects plan proposes returning to the historic pattern of raising fares every two years.

**P. Scott Graham, Omnitrans' CEO and General Manager**

The OmniConnects plan reaffirms and strengthens our Board of Directors' goals for improving the service we provide to our communities. The plan reaffirms Omnitrans' goal of putting 65% of our resources toward the provision of "productivity-oriented services," primarily straight, fast, direct, frequent routes with high rates of ridership and a bus at least every 20 minutes. The other 35% of our resources will go toward providing lifeline services to ensure Omnitrans meets its goal that 85% of homes or jobs in our service area will have a bus stop within ¼ mile. By focusing more than half of our resources on highly productive service, we will be providing faster, better service for everyone in the Valley.

While the 65/35 goal was set forth in 2001, the OmniConnects plan now redefines it as necessitating the restructuring and adjusting of existing routes to move gradually from the current 50/50 split to a 65/35 split in the future. The OmniConnects plan outlines a variety of proposals to make our routes more direct in order to serve passengers better.

The OmniConnects plan outlines a better system for measuring Omnitrans' progress toward meeting the goals outlined in the plan, such as on-time performance and passengers per hour. It uses a stop light system with red, yellow, and green ranges of acceptability to provide guidance on when routes need to be adjusted or changed to perform better. A central idea behind the proposals in OmniConnects is to reward high-performing routes with more frequency in order to provide the highest level of service where the most passengers are riding. The Omnitrans Board of Directors will be regularly informed of how all routes are performing so they can help to guide future decisions.

Within the OmniConnects plan, several new projects are proposed that will provide much faster, more direct service in the future. These are currently unfunded projects; adoption of this plan will give us approval to go forward with seeking grant funding and planning to make them a reality. This includes the three major proposals, listed below. Omnitrans also proposes to add frequency and/or more operating hours to our high-performing routes if additional operating funding comes available.

- The West Valley Connector Corridor – a bus rapid transit line through Fontana, Rancho Cucamonga, Ontario, Montclair, and Pomona. The route will reduce end-to-end travel times by 10% by reducing the number of stops to space them ½-mile to one mile apart, as well as using transit signal priority to bypass traffic congestion. The project will also include significant improvements to bus stops/stations. A future phase will include 3.5 miles of dedicated transit lanes on Holt Boulevard in the City of Ontario, as well as 60' articulated transit vehicles to operate the route.

## Omnitrans' Mission

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

- The Foothill Central Corridor – a limited-stop route along Foothill Boulevard/Fifth Street through San Bernardino, Rialto, and Fontana. The route will stop approximately every one mile. In future phases, capital improvements such as transit signal priority and stop/station improvements will be implemented as funding becomes available.

- A network of freeway express services, which will use HOV lanes on freeways where available to provide express peak commuter service between major downtown areas/employment centers or park-and-rides.

The OmniConnects plan also contains an exciting step forward for our agency in that we will be signing on to the American Public Transportation Association's Sustainability Commitment. This is a reaffirmation of our agency's commitment to reducing our footprint and using resources more efficiently. Omnitrans has engaged in many initiatives in the past decade to reduce our vehicle emissions, reduce our water usage, paper usage, electricity usage, and waste, and much more. The signing of the Sustainability Commitment signifies that we will continue to generate as many creative and cost-saving ideas as we can to continue these efforts in the future.

I look forward to seeing how Omnitrans can serve our riders better over the coming years. With our recently opened sbX Green Line in San Bernardino and Loma Linda, along with the proposals outlined in the OmniConnects plan for future sbX bus rapid transit lines as well as freeway express services, we will greatly improve the speed of travel on public transportation, making it a more competitive mode of transportation for everyone in our communities. This is a necessary part of the regional solution, in cooperation with our partner agencies, to improve air quality and overall quality of life in our region.

I extend a huge thank you to our Board of Directors, as well as Omnitrans staff, passengers, partners, and supporters for assisting us as we chart the path forward toward Omnitrans' future.

Yours truly,

P. Scott Graham
CEO/General Manager

## Omnitrans:

- Provides 16 million passenger trips annually and over 50,000 trips per weekday.
- Serves 1.5 million residents in 15 cities in the San Bernardino Valley.
- Just launched the sbX Green Line, a $192 million Bus Rapid Transit project that is bringing faster and more frequent bus service to the San Bernardino Valley.
- Has partnered with the San Bernardino Associated Governments (SANBAG) to deliver in 2015 the state-of-the-art multi-modal San Bernardino Transit Center that will connect over 6,000 riders per day with high-quality bus and Metrolink commuter rail service.

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# 1 EXECUTIVE SUMMARY

OmniConnects is Omnitrans' FY2015-2020 Short Range Transit Plan (SRTP), which is Omnitrans' business plan to connect people, businesses and our community with safe, reliable and convenient public transportation in a financially and environmentally sustainable manner.

## 1.1 Introduction

- Omnitrans is a Joint Powers Authority (JPA) formed to provide public transportation in the San Bernardino Valley including the County of San Bernardino and 15 member cities: Chino, Chino Hills, Colton, Fontana, Grand Terrace, Highland, Loma Linda, Montclair, Ontario, Rancho Cucamonga, Redlands, Rialto, San Bernardino, Upland and Yucaipa.

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

- Omnitrans' key goals in OmniConnects are:

  - Deliver safe, reliable, clean, frequent, convenient, comfortable and equitable service.
  - Enhance Omnitrans' network design to increase ridership and minimize costs by reducing redundancy.
  - Minimize impact to existing riders while seeking opportunities to expand ridership.
  - Support the local economy by providing connections to where people want to go.
  - Maximize cost recovery while charging a fair fare.
  - Support initiatives that are financially and environmentally sustainable in the short and long term.
  - Expand, maintain and improve existing vehicles, facilities and passenger amenities.

- Several strategies to focus on these goals were developed in the areas of Core Mission, Cost Efficiency, Connections, and Partnerships.

- Since the last SRTP was completed Omnitrans has had many accomplishments including the delivery of the sbX Green Line on time and on budget; new transit centers in Rancho Cucamonga at Chaffey College, Yucaipa and Ontario; the Go Smart student pass program; Rebranding; introduction of NexTrip real-time bus arrival information; and, the introduction of OmniGo Community Circulators, all while maintaining fare stability for Omnitrans' riders.

## 1.2 Our Community

- As of 2014, Omnitrans' service area is 456 square miles with a population of 1.48 million residents, with 74% of the population defined as a minority.

- The cities of San Bernardino and Ontario have higher population urban centers, while communities like Yucaipa are more rural and less densely populated.

- Ontario and Chino are projected to see fast population growth during the next 10-25 years.

- Population density in the cities ranges from 1,700 people per square mile in Chino Hills to 7,333 people per square mile in Montclair.

- Ontario and Loma Linda have the highest concentration of jobs compared to population, which is indicative of the need for greater inflow transit options in the morning and outflow options in the afternoon/evening.

- Higher numbers of younger people tend to cluster centrally in the service area, especially in cities and communities lying between the I-10 and I-210 freeways. Older populations tend to locate more often to the north of the I-210 freeway or south of the I-10 freeway or at the periphery of Omnitrans' service area.

## 1.3 Our Riders

- In FY2013, Omnitrans delivered 16.1 million passenger trips, which has grown 9% over the last five years.

- Omnitrans' average weekday boardings were just over 54,000 during FY2013.

- Omnitrans' ridership varies in age, ethnicity and gender. Omnitrans' most typical rider is a female between the ages of 19-29 years old, who rides transit to work or to school.

- More than half of Omnitrans riders are 39 years old or younger. The largest individual age cohort of riders is between the ages of 20-29 years old (26%). The smallest share of riders is 60 years old or older at 9%.

- More than half of the riders indicate that they have at least one auto in their household.

- Nearly two-thirds of riders live in a household that earns less than $35,000 annually. Most riders (61%) reported earning less than $20,000 per household. In contrast, over half of non-riders surveyed reported household income levels of at least $50,000 per year.

- Riders continue to express the need for increased regional connectivity, which can be seen by the growth of Omnitrans' freeway express route, Route 215, which connects Downtown San Bernardino to Riverside via Interstate 215. 64% of riders surveyed expressed an interest in additional express routes.

- Between FY2007 and FY2013 ridership system-wide grew by 4.3%. During the same period, senior ridership grew more than six times faster at 26.7%.

- Student ridership has increased approximately 19% each year from FY2007 through FY 2013.

## 1.4 Our Services

- Omnitrans offers a family of services designed to match the service with the land use, ridership activity and needs of the community. These include: sbX Bus Rapid Transit; Omnitrans Local; Omnitrans Express; OmniGo Community Circulators; Access ADA Paratransit and OmniLink General-Public Dial-a-ride.

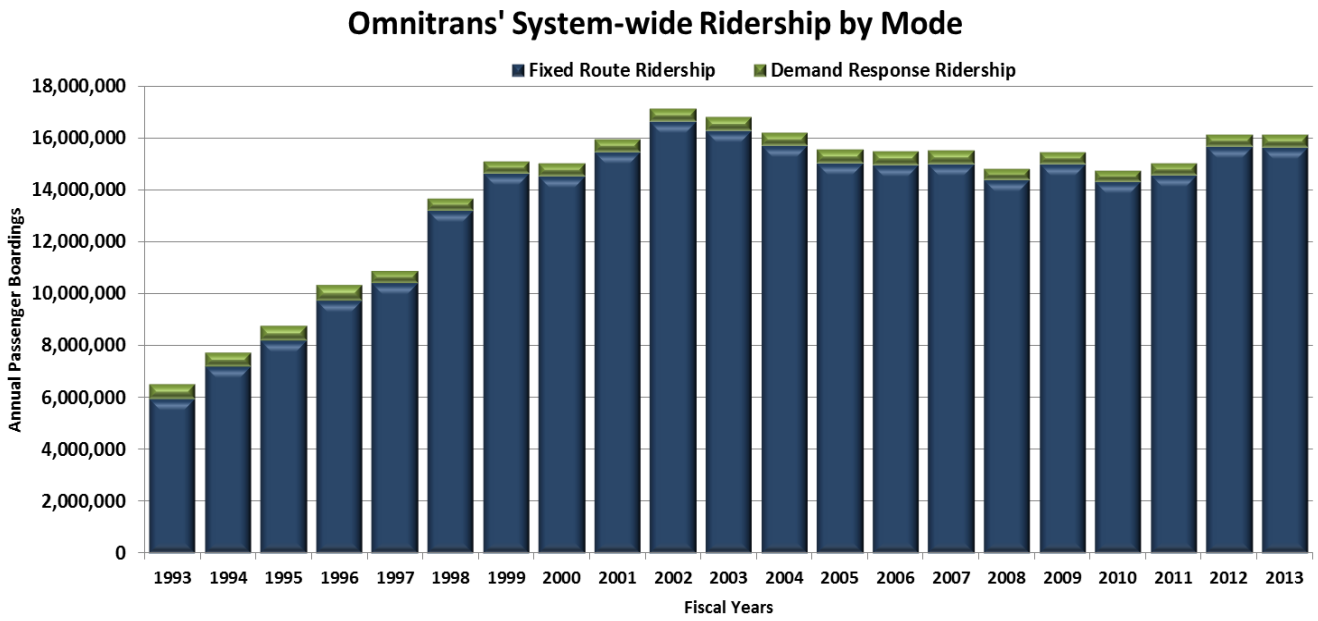
- In FY2013, Local bus service delivered 93.9% of Omnitrans' ridership, 72.3% of Omnitrans' revenue hours of service and 77.4% of operating costs; Express Bus service delivered 2.2% of ridership, 1.4% of revenue hours and 1.8% of costs; OmniGo delivers 0.9% of ridership, 3.5% of revenue hours and 2.7% of costs; Access delivers 2.9% of ridership, 22.0% of revenue hours and 17.5% of costs and OmniLink provides 0.1% of ridership, 0.8% of revenue hours and 0.6% of costs.

- The sbX Program is the first-of-its-kind Bus Rapid Transit (BRT) service to be constructed in the Inland Empire. It includes frequent 10-minute peak service, limited stops, traffic signal prioritization, dedicated transit stations, dedicated right-of-way, branded vehicles and dedicated corridor capital improvements.

- Omnitrans currently operates 32 fixed routes with service frequency ranging from every 15 minutes to every 70 minutes. Most of Omnitrans' routes operate seven-days per week and Omnitrans weekday system hours of service operation are from 3:48 A.M. to 11:13 P.M.

- Omnitrans overall ridership can be seen in Exhibit 1. Detailed route performance statistics can be found in the Comprehensive Operational Analysis of Omnitrans. Key route

**Exhibit 1: Omnitrans Systemwide Ridership FY1993-2013**



level statistics can be seen in Chapter 5.

## 1.5 Our Partners

- Omnitrans services are delivered in cooperation with many partners including neighboring transit agencies, funding partners, planning partners and member cities.
- Omnitrans services offer direct connections to Riverside Transit Authority, Foothill Transit, Orange County Transportation Authority, Victor Valley Transit Authority, Mountain Transit, Pass Transit, Metrolink, Greyhound and Amtrak.
- Omnitrans funding and planning activity relies on many successful partnerships. Omnitrans' key partners include the Federal Transit Administration (FTA), California Transportation Commission, CalTrans, Southern California Association of Governments (SCAG), San Bernardino County, San Bernardino Associated Governments (SANBAG), Omnitrans' JPA-member cities, and VTrans.

## 1.6 Financial Plan

- Omnitrans' FY2015-2020 financial plan is based on the revenue and cost projections developed to close out the Comprehensive Operational Analysis (COA) of Omnitrans.
- In December 2013, the Omnitrans Board of Directors received a seven-year funding plan (Fiscal Year 2014 – Fiscal Year 2020) that originally showed an operating deficit of $12.81 million.
- Since the conclusion of the COA, Omnitrans has worked to resolve the projected budget shortfall. Omnitrans is proud to present this OmniConnects plan which is a fiscally balanced and financially sustainable plan that closes the previously projected $12.81 million shortfall while maintaining the overall level of service that Omnitrans provides.
- Closing of the shortfall revolved around three key items: 1) Organizational Restructuring; 2) Proposed Fare Changes; and 3) Risk Management.
- **Organizational Restructuring** – Omnitrans restructured its senior management team by combining four departments into two. This provided Omnitrans the opportunity to reduce operating costs and gain operational efficiencies by reducing headcount. (Pending approval at Omnitrans' May 2014 Board of Directors Meeting).
- **Proposed Fare Changes** – The original financial plan contained fare increases in FY2015 and FY2018. The Fare policy was revised to implement the fare increases in FY2015, FY2017 and FY2019. These provided Omnitrans the ability to generate an additional $3.31 million in fare revenue.
- **Risk Management –** A major component of Omnitrans' operating cost is the reserves for outstanding workers compensation and liability claims. The reserves to settle outstanding claims are maintained at high confidence levels. After review of historical data, risk assessment, and industry standard, it was determined that Omnitrans can operate with lower reserves while aggressively pursuing cost containment
- Detailed operating revenue and costs projects by funding category can be found in the Financial Plan chapter. A summary table with total projected operating revenue and projected operating costs is shown in Exhibit 2.
- Omnitrans' capital plan was balanced at the completion of the COA and remains so in OmniConnects. The Capital Plan includes funding for revenue vehicles, support vehicles, IT projects, facilities and transit

**Exhibit 2: Omnitrans Operating Revenues and Operating Cost Forecast (Millions)**

| SOURCE | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 | FY2020 | TOTAL |
|---|---|---|---|---|---|---|---|---|
| Total Operating Revenue | $71.56 | $75.47 | $77.31 | $79.59 | $81.56 | $84.01 | $86.09 | $555.59 |
| Total Operating Cost | $71.56 | $75.47 | $77.31 | $79.59 | $81.56 | $84.01 | $86.09 | $555.59 |
| Surplus (Shortfall) | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |

enhancements. The revenue vehicle replacement cycle is established as fifteen 40-foot coaches and fifteen demand response/OmniGo vehicles per year through the completion of the plan.

## 1.7 Standards & Performance Measures

- The OmniConnects plan defines four main types of performance measures, standard or metrics:
  - **Service Warrants** describe and set Omnitrans' principles, conditions and expectations when considering new service.
  - **Service Standards** describe and set Omnitrans' routing principles, frequency requirements, span of service, walking standards and similar measures.
  - **Service KPIs** track the performance of specific routes and modes to determine which specific service offerings are most productive, most effective, and most efficient. The measures are tracked and analyzed with the highest frequency at the greatest level of granularity.
  - **Business KPIs** track the performance of broader levels of Omnitrans performance that is not specifically tied to a route. These include measures associated with safety, staffing efficiency, attendance, maintenance, and costs.
- For key measures, specifically within Service KPIs, OmniConnects standards are based on a stop-light approach that provide green (exceptional), yellow (acceptable) and red (unacceptable) targets. This allows for a better tool to manage multiple offsetting goals rather than using simple pass/fail goals.
- The OmniConnects plan reiterates the direction set by Omnitrans' Board of Directors in 2001 to allocate 65% of resources to productivity-oriented service and 35% of resources to coverage-oriented services.
- Following lengthy discussions with the Plans and Programs Committee, the OmniConnects plan proposes to modify this 65/35 productivity/coverage goal by: 1) Seeking to reach this goal by shifting current resources and services rather than waiting for funding to add additional services; and 2) firmly defining productivity-oriented service as frequent local service (20 minutes or better); BRT; limited stop; freeway express; and/or a local route underlay of one of the previous service types.
- The monitoring program defined in OmniConnects is based on both historic trend data and peer data. For peer data, Omnitrans is a member of the American Bus Benchmarking Group, which is currently a collaboration of 17 mid-sized agencies that share data annually on several hundred data points.
- The OmniConnects plan's monitoring program proposes regular reporting of system and route level measures to the Plans and Programs Committee.

## 1.8 Sustainability

- Sustainability is balancing the economic, social and environmental needs of a community. It is also adopting policies and programs that make good business and environmental sense.
- Omnitrans follows and is involved in implementation plans associated with California Senate Bill 375, SCAG's Sustainable Community Strategy, and the San Bernardino County Active Transportation Network.
- Omnitrans is a national leader in sustainability among the public transportation industry, having been among the first agencies in the country to implement clean natural gas vehicles, along with a host of other initiatives.
- The OmniConnects plan proposes that Omnitrans become a signatory of the American Public Transportation Association's (APTA's) Sustainability Commitment.
- Signatory agencies must commit to the following: Make sustainability part of the agency's strategic objectives; Identify a sustainability champion within the agency who tracks key sustainability indicators and targets; Establish an outreach program on sustainability for staff; and, Establish a baseline measurement for key indicators.

## 1.9 Unconstrained Service Plan

- The unconstrained plan provides the broad vision of what Omnitrans wants overall service to look like.
- An unconstrained plan is a service plan for which there are not currently enough available financial, capital and/or operating resources to provide the full complement of services described. It is used to develop services that Omnitrans believes would meet service delivery standards if the service were to be offered. Within the context of OmniConnects, the unconstrained plan will be used primarily as a mechanism to develop the constrained plan and then to seek additional grant funding when opportunities arise.
- Key elements of the unconstrained service plan are to streamline routes in order to improve travel directness, travel times, ease of understanding, reduce redundancy and build upon Omnitrans key high-frequency routes such as sbX and local Routes 14, 66 and 61.
- The plan provides detailed route by route map, frequency and service hour recommendations.
- Proposed East Valley changes focus on extending the travel time benefits of sbX by developing stronger east-west connections to sbX that connect into Yucaipa, Redlands, Highland, Loma Linda, Colton, Rialto and Fontana.
- To this end the plan proposes consolidating three partially duplicative routes of Route 8, 9 and 19, into two higher frequency versions of Route 8 and 9. This creates better sbX connections along Redlands Boulevard and Barton Avenue.
- Frequency in proposed to be improved on Routes 3 and 4 due to high ridership which connects to sbX along Highland Avenue.
- In order to add these improvements, low ridership routes like Route 20 are proposed to see a reduction in service frequency.
- In West Valley, the unconstrained plan focuses on improving the directness of north-south travel to feed into two of Omnitrans highest ridership routes (Routes 61 & 66) that travel primarily on Foothill Boulevard and Holt Boulevard.
- To this end, routes are straight-lined to improve the directness of travel on Haven Avenue, Milliken Avenue, Mountain Avenue and Euclid Avenue.
- Ridership and frequency are matched by proposing to move higher frequency service (30 minutes) to Central Avenue and from Ramona Avenue on Routes 65 and 68.
- Low ridership areas and areas with duplicative service offerings are proposed to be consolidated or eliminated. Travel from Holt Boulevard to Montclair Transit Center is consolidated from three routes to two.
- Service on Omnitrans lowest performing local route (Route 67 along Baseline Avenue between Fontana, Upland and Montclair) is redirected to establish a one-seat ride between Fontana and Chaffey College.
- Omnitrans proposes continuing working on two future BRT corridors.
- One corridor is the West Valley Connector as a multi-phase BRT, BRT-light or rapid corridor. The West Valley Connector is a corridor that connects Fontana, Rancho Cucamonga, Ontario, Montclair and Pomona on a combination of Sierra Avenue, Foothill Boulevard, Milliken Avenue and Holt Boulevard.
- A second corridor is the Foothill Corridor which connects from Highland to Montclair. The central portion of the Foothill Corridor, which corresponds to Omnitrans Route 14, is proposed to be the first segment of the Foothill Corridor improved.
- Omnitrans proposes seeking funding options to develop a series of freeway express routes designed to greatly expedite east-west travel throughout the San Bernardino Valley.
- Omnitrans identifies the overlap between OmniLink and OmniGo service as a potential area to eliminate redundancies in order to work to fund key service enhancements.

## 1.10 Constrained Service Plan

- The OmniConnects Constrained Plan is the proposed implementation plan derived based on the forecasted revenue presented in the Financial Plan and the desired services detailed in the Unconstrained Plan. The

Constrained Plan proposals are designed to be implemented with the adoption of each annual service element.

- Key elements of the constrained plan are: proposed service changes, estimated service levels, estimated performance, and planned questions that should be answered when developing the implementation plan each year.

- When developing ridership and revenue forecasts, Omnitrans takes a highly conservative approach. The forecast drivers for ridership are: three proposed fare increases; conservative organic growth typically at one-percent per year; conservatively assuming sbX ridership remains at opening year levels; and Access ridership growth consistent with recent trends.

- **FY2015 Service Proposals**:

  - A 16% fare increase that brings the base fare from $1.50 to $1.75 and increases other fares by a similar percentage.
  - East valley proposed service changes designed to build strong east-west local routes that connect into sbX; this includes changes to Routes 3, 4, 5, 8, 9 and 19. The largest of these is the combining of resources on 8, 9 and 19 to develop two strong 30 minute routes, rather than a mix of 60 and 30 minute routes.
  - Matching of ridership levels with service offered including additional weekend service on the Route 215 connection between Downtown Riverside and Downtown San Bernardino, a reduction of frequency on Route 20 and a number of other minor modifications.
  - Elimination of OmniLink Service in Chino Hills and Yucaipa, due to the duplication with OmniGo service that has more than three times the ridership of OmniLink.
  - Omnitrans is projected to see a 2.9% increase in ridership, reaching 16.4 million riders during 2015. This increase is driven by the introduction of sbX in late FY2014, but the ridership increase is offset by a fare increase, which reduces ridership.

- **FY2016 Service Proposals**:

  - There are no fare changes proposed for FY2016.
  - There are a series of service changes proposed that are designed to improve travel directness and time in West Valley. The primary design change is the development of more dedicated key north-south routes that provide direct unduplicated connections to the high-frequency future BRT/Rapid routes on Holt Boulevard and Foothill Boulevard.
  - The straightening of service in West Valley impacts route 65 (Central Avenue), 68 (Ramona Avenue), 80 (Vineyard Avenue), 81 (Haven Avenue), 82 (Milliken Avenue) and 83 (Euclid Avenue).
  - Service on the east-west route on Baseline, Route 67, has a proposed change that shortens the route to serve as a key connection between Fontana and Chaffey College.
  - There are also a number of key questions to be evaluated in the development of the FY2016 implementation plan: What has been the ridership transition from Route 2 to sbX and does it warrant further changes?; What is the status of the San Bernardino Transit Center and corresponding Rail Projects?; Were the FY2015 changes successful or are adjustments needed?; What savings were generated from the proposed elimination of OmniLink and can they be implemented in an express/rapid route?; and, What is the status of the Goldline Extension to Azusa?

- **FY2017-2020 Considerations**:

  - There are fare changes proposed in FY2017 and FY2019 which are 14% and 12%, respectively.
  - Given the budgetary limitations, the planned hours of service remain constant from FY2017 through FY2020. This implies that all service changes would need to have a savings offset to any service increase. Since Omnitrans is proposing East Valley and West Valley changes in FY2015 and FY2016, Omnitrans does not propose any specific changes FY2017-2020 until the impact of the previous changes are known in late FY2015 and FY2016.
  - Omnitrans does propose specific key considerations to be evaluated during these years that will help shape the annual implementation plans including: Status of funding and/or construction of West

Valley Connector capital improvements and then develop corresponding timing plan to shift resources from existing Route 60 and 66 to the West Valley Connector?; What is the status of revenue service on Redlands Rail and should routing be modified to serve as a feeder service to the Redlands Downtown Station?; and, What has been the performance of the West Valley Service improvements and the move towards more of a grid system?

## 1.11 Fare Policy

- Omnitrans' proposed fare policy is set based on the need to close a $12.8 million funding shortfall that existed at the completion of the COA.
- Fare policy is in compliance with California's Transportation Development Act (TDA) Farebox recovery rules, half fare requirements for seniors and the disabled; no greater than twice fare for ADA service and fare equity considerations that are based on Title VI of the Civil Right Act of 1964.
- Omnitrans' current base fare is $1.50. Other fares are set based on volume/usage discount strategies or regulations from this base fare. Omnitrans completed a local (California) and a national comparison and found that the average base fares were $1.69 and $1.75, respectively.
- Omnitrans proposes raising fares every other year in FY2015, FY2017 and FY2019. In each case, the base fare is proposed to increase $0.25, which at these fare levels is the next easily transactable fare that meets farebox recovery targets. The three $0.25 fare increases correspond to a 16%, 14% and 12% fare increase every other year.
- Omnitrans Board will have the opportunity to approve the FY2017 and FY2019 fare increases prior to implementation. The FY2015 fare increase is proposed to be implemented with simultaneously with the OmniConnects plan.
- Omnitrans proposes changing all fares generally in line with the percentage increases indicated above.
- Omnitrans proposes modifying the zone boundaries within the Access Zone Map by moving the dividing streets a few blocks to the west. The current boundaries from east-to-west are Wabash, Tippecanoe, Cactus, Etiwanda and Campus. The proposed boundary streets are Ford, E Street, Sierra, Milliken and Mountain. These changes are proposed to remain in compliance with ADA regulations given the proposed changes to Omnitrans Fixed Route service.

## 1.12 Title VI Fare and Service Equity Analyses

- Omnitrans is required by FTA guidelines to complete a Title VI Analysis of major service changes and fare changes as part of the planning process to ensure compliance with Title VI of the Civil Rights Act of 1964.
- The Fare Equity Analysis shows that the proposed changes in the OmniConnects Plan do not unfairly impact the low income or minority (LIM) population in terms of disparate treatment or disparate impact. The Fare Equity Analysis was completed based on rider intercept surveys that indicated race/ethnicity and also the fare types used.
- The Service Equity Analysis shows that Omnitrans does not unfairly impact the LIM population in terms of disparate treatment or disparate impact. The Service Equity Analysis was completed using geo-spatial analysis combined with US Census demographic information to evaluate the populations served and impacted by each route proposal.

## 1.13 Public Outreach

- Public outreach for OmniConnects began with the output from the two rounds of Public Information Gatherings completed by AECOM in the development of the COA.
- In developing and reviewing the proposals within OmniConnects, Omnitrans reached out to riders, cities, stakeholders, neighboring transit providers, the Consolidated Transportation Service Agency and Omnitrans' employees.
- Public input was gathered at 11 individual meetings with seven of the meetings occurring at major transit centers so that Omnitrans could reach directly out to the riding public rather than waiting for the public to come to Omnitrans.
- Omnitrans distributed information about OmniConnects proposals through the required newspaper legal ad in the Sun and in the

Inland Valley Daily Bulletin. Omnitrans also disseminated information about the changes and invitations to the meeting through take-one flyers on all buses, press releases, email newsletters, Omnitrans.Org, and through the agency's strong social media presence.

- Omnitrans staff spoke with over 450 individuals regarding the plan and received over 190 comments.
- The comments generally related to fare and service changes.
- The public was generally opposed to any fare increase; however, once it was explained that Omnitrans hasn't raised fares in over five years and that the fare increase was necessary to meet funding requirements and retain funding members of the public generally thought the fare increases were reasonable. However, the public was also concerned about the frequency of fare increases.
- Many members of the public whom Omnitrans spoke with who did not leave comments were supportive of the service changes proposed, specifically the straightening out of West Valley routes.
- Primary concerns related to the service changes related to new transfers or longer walking distance to a bus stop.
- Disabled riders voiced concerns about three specific changes: service near the Chaffey College Learning Development Center on 9th St. in Rancho Cucamonga; Goodwill Industries on Palm Lane between 3rd and 4th Streets in San Bernardino; and Empire Bowl on Colton Ave in Redlands. Omnitrans evaluated these concerns and based on the public input and based on VTrans Travel Training History at the facility, Omnitrans will revise the proposal for the Chaffey College Learning Development Center when it is proposed for implementation. The other areas have adjacent service on another route and/or the ridership levels remain so low that the service levels are not sustainable. Access service will be available at both locations.
- Riders voiced concern over the proposed elimination of OmniLink, much more so in Yucaipa than in Chino Hills. Upon reviewing the comments, the majority of residents who voiced concern are within a very short walk (often less than 1/10 of a mile) from an OmniGo stop or are likely eligible for Access ADA paratransit service. So while the change has an immediate impact on the service that is currently used, very few current OmniLink riders are left without service. As the proposal draws near, Omnitrans will reach out to offer additional information about other transit options.
- The most common requests from the public were not specifically related to the OmniConnects Plan, but for longer service hours both on weekdays and weekends and for more frequent service on nearly all routes. While Omnitrans is supportive of increasing service hours and frequency, the financial resources are not available to do so at this time.

# 2 INTRODUCTION

Omnitrans is a Joint Powers Authority (JPA) established in 1976 to provide public transportation in the San Bernardino Valley. Omnitrans' JPA includes 15 cities and the County of San Bernardino. The JPA-member cities are Chino, Chino Hills, Colton, Fontana, Grand Terrace, Highland, Loma Linda, Montclair, Ontario, Rancho Cucamonga, Redlands, Rialto, San Bernardino, Upland and Yucaipa.

## 2.1 Mission

Omnitrans' mission is:

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

## 2.2 OmniCONNECTS

OmniConnects is Omnitrans' FY2015-2020 Short Range Transit Plan (SRTP).

OmniConnects is Omnitrans' business plan to connect people, businesses and our community with safe, reliable and convenient public transportation in a financially and environmentally sustainable manner.

OmniConnects seeks to enhance Omnitrans' service to continue to meet the community's public transportation needs.

OmniConnects focuses on Omnitrans' community, riders, existing services, finances, and plans for the future. The plan is divided into 14 Chapters

**Chapter 1**: Executive Summary
**Chapter 2**: Introduction
**Chapter 3**: Our Community
**Chapter 4**: Our Riders
**Chapter 5**: Our Services
**Chapter 6**: Our Partners
**Chapter 7**: Financial Plan
**Chapter 8**: Standards & Performance Measures
**Chapter 9**: Sustainability
**Chapter 10**: Unconstrained Service Plan
**Chapter 11**: Constrained Service Plan
**Chapter 12**: Fare Policy
**Chapter 13**: Title VI Evaluation
**Chapter 14**: Public Comments

OmniConnects is built upon a series of reports that are available from Omnitrans that are not duplicated within this plan including the Comprehensive Operational Analysis (COA) of Omnitrans, regular performance monitoring, and ongoing rider and general public surveys.

## 2.3 Purpose of SRTP:

The Short Range Transit Plan (SRTP) sets the FY2015-2020 objectives in a six (6) year capital and operating plan, which is submitted to the Omnitrans Board of Directors and the San Bernardino Associated Governments for approval. The SRTP is typically updated every three (3) years. The FY2015-2020 update of the SRTP is called OmniConnects.

The SRTP is developed within the context of the Regional Transportation Improvement Plan overseen by the Southern California Association of Governments (SCAG).

The SRTP consists of information on Omnitrans' services and operating characteristics, which are integrated into the Regional Transportation Improvement Plan (RTIP), State Transportation Improvement Plan (STIP), and Federal Transportation Improvement Plan (FTIP).

## 2.4 Goals

An integral element in developing OmniConnects was the establishment of key goals that build upon Omnitrans' mission statement. These goals assist in setting a strategy to deliver services to meet the community's needs. The key goals expressed in OmniConnects are:

- Deliver safe, reliable, clean, frequent, convenient, comfortable and equitable service.
- Enhance Omnitrans' network design to increase ridership and minimize costs by reducing redundancy.
- Minimize impact to existing riders while seeking opportunities to expand ridership.
- Support the local economy by providing connections to where people want to go.
- Maximize cost recovery while charging a fair fare.

- Support initiatives that are financially and environmentally sustainable in the short and long term.
- Expand, maintain and improve existing vehicles, facilities and passenger amenities.

## 2.5 Strategies

In order to accomplish the goals outlined above and to continue to meet Omnitrans' mission, several strategies will be employed over the life of the OmniConnects plan. The strategies are consolidated into four key areas: 1) Core Mission, 2) Cost Efficiency, 3) Enhancing Connections, and 4) Partnerships.

### 2.5.1 Core Mission

These strategies target key elements of providing bus services and are broadly focused on matching ridership demand and service levels offered.

- Focus on the core mission of providing bus service that connects the communities of the San Bernardino Valley.
- Provide a range of bus services including express routes and community circulators, using the type of service that most efficiently meets ridership demand for each community.
- Evaluate every proposed project by the value it provides for customers, for the community and for the agency.
- Consider new services as market development routes with a defined trial period and ridership target.

### 2.5.2 Cost Efficiency

These strategies look for ways to reduce the local subsidy per passenger by finding additional grant funding or minimizing costs through other service delivery strategies.

- Leverage existing resources with potential new funding sources (such as available grants) in order to provide improvements for passengers and to make service more efficient.
- Make adjustments to routes, as needed, that move Omnitrans service to be more productivity-oriented, and reevaluate unproductive routes each time the Short Range Transit Plan is updated (every 2-3 years).
- Report route level statistics such as ridership, productivity, farebox recovery, subsidy per passenger, and on-time performance to the Board of Directors quarterly, so that the Board is informed of the mix of services Omnitrans offers and how they perform.
- Explore available technology for improved efficiency, such as the following:
  - Intelligent transportation systems (ITS) like transit signal priority (TSP) along high-traffic corridors.
  - Fare collection technologies to reduce boarding time.

### 2.5.3 Connections

These strategies look to improve the ease of multi-modal transfer connections while improving the ability of passengers to transfer within Omnitrans' system or connect to a neighboring system.

- Take advantage of efficiencies from the sbX Green Line bus rapid transit route, such as adjusting other local bus routes to feed into the sbX Green Line.
- Provide connections with other transit systems (bus and rail), including future Redlands Rail service.
- Use transit centers to provide efficient transfer connections for passengers.
- Enhance transfer ease to neighboring transit agencies by improving cooperative service agreements to more seamlessly facilitate transfer timing and payments.

### 2.5.4 Partnerships

With limited funding projected in OmniConnects' planning horizon, the need for partnerships, both public and private, to offset costs or expand a revenue stream are crucial. The strategies listed below relate to partnership opportunities.

- Explore ways to reduce costs, such as sharing resources with other agencies or participating in joint procurements.
- Expand partnerships with the community, including schools, medical facilities and job centers.
- Support partner agencies' initiatives that have the potential to generate additional Omnitrans ridership (e.g., improvements to Metrolink

commuter rail service, or transit-oriented development).

- Align Omnitrans' goals, strategies, and plans with those of partner agencies including member cities, the County of San Bernardino, San Bernardino Associated Governments (SANBAG), Southern California Association of Governments (SCAG), and neighboring transit providers.

## 2.6 Recent Accomplishments

Since Omnitrans' last SRTP (FY2008-2013) was adopted in FY2007, Omnitrans has accomplished many things.

Since 2007, ridership has grown 9% and fare revenue is up 13%. Growing student and senior ridership has caused Omnitrans' ridership base to more closely reflect the diverse community Omnitrans serves.

Omnitrans has scored well in multiple Customer Satisfaction Surveys, with positive scores ranging from 82% positive public perception to a 91% positive customer perception.

The services and amenities Omnitrans provides customers has expanded and improved. This has been accomplished through the completion of three Transit Centers, the introduction of NexTrip real-time arrival information, the rebranding and deployment of New Flyer Xcelsior buses, the introduction of the Go Smart student pass program, and the development of the nearly completed sbX Green Line.

Omnitrans' seven key accomplishments that have helped shape the agency are described below.

### 2.6.1 sbX

sbX, Omnitrans' Bus Rapid Transit (BRT) service, is a frequent, limited-stop service that saves travel time with dedicated lanes and traffic signal priority. It includes a significant investment in passenger amenities such as stations with ticket vending machines, level boarding, public art, and real-time arrival information.

As of the writing of the SRTP, sbX Green Line is near completion with the start of revenue service expected in April 2013. The sbX Green Line on the E Street Corridor connects California State University, San Bernardino on the north to Loma Linda University Medical Center and the Jerry L. Pettis Memorial VA Hospital in the south. It is one of 10 planned sbX BRT corridors for the San Bernardino Valley.

When the SRTP is adopted, Omnitrans will have delivered a $192 million project on-time and on budget to provide an enhanced service that is expected to deliver 1.4 million passenger trips per year. Additionally, the infrastructure investment in sbX coupled with the expected $20 million investment in the adjoining San Bernardino Transit Center (SBTC) will help to revitalize San Bernardino.

### 2.6.2 Transit Centers

Through partnerships, Omnitrans has worked to deliver improved passenger amenities in many cities and at many stops. The largest improvements since the completion of the last SRTP were the construction and completion of three transit centers: Chaffey College Transit Center, Yucaipa Transit Center and the Ontario Civic Center Transit Station.

- **Chaffey College Transit Center**: A four-bay transit center in the heart of Chaffey College's main campus in Rancho Cucamonga that opened in December 2010. The station has two large shelters and is prewired for NexTrip information. Chaffey Transit Center serves 800 passengers per weekday. This transit center was built as a pass-through of Proposition 1B funds from CalTrans through Omnitrans to Chaffey College. Coupled with the rollout of the Go Smart program, students at Chaffey College have much greater access to high quality transit as a result of this project.

- **Yucaipa Transit Center**: An eight-bay transit center built adjacent to Yucaipa City Hall that opened in July 2010. The station has eight shelters, driver restroom facilities and a design that fits seamlessly into the civic center's craftsman design. The transit center was built by the city of Yucaipa as Omnitrans provided a pass-through of Federal America Recovery and Reinvestment Act (ARRA) funding and Local Transit Funds. The introduction of the Yucaipa Transit Center was a necessary precursor to the development of the successful OmniGo Local Circulator Routes in Yucaipa. This transit center serves 400 passengers per weekday.

- **Ontario Civic Center Transit Station**: An on-street transfer station that provides enhanced amenities at a major transfer hub along Holt Boulevard between Euclid Avenue and Sultana Avenue which surrounds the Ontario Civic

Center. The multiple stops in this area provide service to approximately 550 passengers per weekday. Omnitrans partnered with the City of Ontario to deliver this project by passing through federal and local funding to the city.

Additionally, Omnitrans is partnering with SANBAG to deliver the San Bernardino Transit Center (SBTC). The 22-bay transit center will replace an on-street transfer mall that currently serves as Omnitrans' primary transfer location for approximately 6,000 passengers per weekday. Plans for the SBTC have evolved over the last ten years. SANBAG recently awarded a construction contract to build the SBTC, with completion currently slated for mid-2015.

### 2.6.3 Go Smart

Omnitrans' Go Smart program is a University Pass program where all students at partnering schools can ride Omnitrans fare-free. Go Smart is funded through student registration fees and/or administrative funds at partner schools. As of April 2013, Go Smart partner schools include the following: Chaffey College; Crafton Hills College; San Bernardino Valley College; California State University, San Bernardino; the Art Institute of California-Inland Empire; and a few charter high schools.

Go Smart began as a series of one-week promotional periods at the four largest colleges in Omnitrans' service area. These promotions showed proof of concept in August and September in 2009 and 2010.

This was followed by a one-year pilot program funded through JPA member cities and county AB2766 subvention funds which led to a vote by the student bodies of Chaffey, Valley and Crafton Hills Colleges to self-impose a student transportation fee. These passed with positive approval votes of 92%, 82% and 55%, respectively.

During its first full year, Go Smart delivered 1.5 million boardings while achieving revenue neutrality. Additionally, 13,186 students tried Go Smart during the first year in FY2012, representing 24.8% of the students at partner schools

### 2.6.4 Rebranding

In August 2012, Omnitrans unveiled its third new logo since Omnitrans' inception in 1976. Agency rebranding elements included a new logo, the tagline "Connecting our Community," fleet graphics for local fixed route vehicles, bus stop signs, a refresh of bus stop amenities, facility signs, printed materials, employee apparel, updated agency mascot, and a new generation agency website.

Omnitrans' rebranding effort began as an element of the agency's 2009-14 strategic plan, with the desired goal to increase overall awareness among the general public. Workshops on brand strategy led to the development of a logo, color scheme and tagline that appropriately reflected the vital service that Omnitrans provides to the community, including the environmental aspects.

The rebranding implementation coincided with the delivery of 20 New Flyer Xcelsior buses. By timing the rebranding with arrival of new buses, the rebranding costs associated with vehicle livery were minimized.

Feedback on the rebranding from community stakeholders, Omnitrans' passengers, both on-board and in social media, and from Omnitrans' peer agencies has been overwhelmingly positive. The rebranded website helped generate an immediate 55% increase in website traffic.

### 2.6.5 NexTrip

In January 2013, Omnitrans provided real-time bus arrival information to passengers. NexTrip provided passengers with an instant way to answer the age-old question of "When is my bus coming?"

NexTrip provides up-to-the-minute arrival times for any Omnitrans bus at any stop via Omnitrans Website, smart phone apps, QR code reader, SMS text, or interactive voice response (IVR)-based phone call.

Within six months of the launch of NexTrip, Omnitrans was delivering approximately 85,000 real-time arrival notifications to passengers per month, equivalent to 7% of a typical month's boardings.

### 2.6.6 OmniGo Community Circulators

In September 2010, Omnitrans launched OmniGo Community Circulators in the cities of Chino Hills, Grand Terrace and Yucaipa. Traditionally, these three cities have had the lowest ridership levels in Omnitrans system.

In an attempt to add mode share, reduce costs and improve service in these communities, Omnitrans developed a community circulator program that became known as OmniGo, Your Hometown Shuttle.

OmniGo was developed using Job Access Reverse Commute (JARC FTA §5316) funding and resources that had previously been deployed for OmniLink general public dial-a-ride in the cities of Chino Hills and Yucaipa.

Immediately following the launch of OmniGo, ridership in the three cities surged. During the last twelve months of the previous OmniLink system with nine vehicles in service, OmniLink delivered 45,000 trips.

During the 12 months prior to December 2013, OmniGo delivered 142,000 trips. This is an increase of 215% using fewer vehicles in a different service configuration.

The remaining three vehicles in OmniLink service carry 18,000 boardings per year; however, the majority of these are within walking distance of existing OmniGo routes. The total combined ridership increase for OmniGo and OmniLink is 255% compared to the previous system, with OmniGo carrying 89% of the two services ridership.

As a result of this increase in ridership, OmniGo was successful in bringing down OmniLink's cost per passenger. In FY2010, an average passenger trip on Omnilink cost Omnitrans $22.24. During FY2013, OmniGo's cost per passenger was $12.87 a reduction of 42% despite a modest level of inflation that would have typically driven costs slightly higher over the period.

### 2.6.7 Fare Stability

Omnitrans last raised fares in September 2009, which was in fiscal year 2010 (FY2010). Since that time, Omnitrans has successfully maintained passenger fares at the same level.

In the FY2008-2013 SRTP, the plan was to increase fares in FY2011 and FY2012. If those increases had occurred, Omnitrans' base fare would be 33% higher today at $2.00 instead of the existing $1.50.

In the midst of a recession with area unemployment levels peaking at 15%, the Board directed staff to maintain fares in order to continue to provide affordable transportation options for the community.

While maintaining fares, Omnitrans' farebox recovery rate improved due to a combination of growing ridership, a slight reduction in service, and a significant effort to maintain costs.

Omnitrans' blended farebox recovery ratio that includes both general public and specialized services grew from 20.36% in FY2008 to 21.25% in FY2013. Looking at only fixed route bus service, farebox recovery rate grew from 21.86% in FY2008 to 23.17% in FY2013. This exceeds the minimum target of 20% set forth by California's Transportation Development Act (TDA).

## 2.7 Guiding Documents and Groups

The OmniConnects plan is based on many planning and partner agencies documents that are all aimed at improving transit, transportation and coordination of effort between transit and land use. Many documents feed into the OmniConnects program. The key guiding documents are:

- **FY2008-2013 Short Range Transit Plan**, which is the current SRTP and represents status quo policies for Omnitrans.
- **Comprehensive Operational Analysis (COA) of Omnitrans**, which was a recently completed detailed review of all aspects of Omnitrans operations. The COA will be used especially for existing conditions, proposed standards and policy enhancements, public outreach (general public, Board members, city staff and other stakeholders), routing, and status quo financial projections. The feedback provided by the COA Ad Hoc committee will be utilized as well.
- **SANBAG's 2009 Long Range Transit Plan**, is a long-term vision for transit in San Bernardino County and will be used to verify uniformity of transit vision and goals within the San Bernardino Valley.
- **SCAG's 2012-2035 Regional Transportation Plan and Sustainable Communities Strategy**: for uniformity of transit vision and goals within Southern California.
- **Several Regional BRT and related land use studies,** including:
  - Baseline BRT Study, City of Highland;
  - Foothill Blvd BRT Study, City of Rancho Cucamonga;
  - Foothill/5th St. Corridor BRT Study, SANBAG and SCAG;
  - Holt Blvd. Corridor Mobility & Streetscape Strategic Plan, City of Ontario;
  - Holt Blvd/San Bernardino Ave Corridor Alternatives Analysis, Omnitrans;

- Sierra and Valley Land Use Study, City of Fontana; and,
- Downtown Fontana Transit Oriented Development Study, City of Fontana.

In addition to these formal reports, several groups provided specific direct input into OmniConnects. These include the following:

- **Omnitrans Board of Directors,** through two workshops held in early 2013 to reaffirm Omnitrans' policies and goals.

- **Omnitrans Board of Directors Planning and Programs Committee**, which recommended a detailed path forward at workshops in January and February 2014.

- **Public Hearings**: The COA process involved two extensive public input sessions. The summary of the input sessions along with the recommendations derived from them was used in the initial formation of the SRTP.

  Once OmniConnects' draft service and fare recommendations were prepared, Omnitrans held 11 public input meeting in March and April 2001 including four public hearings to refine the recommendations. During the same time period Omnitrans also met with Cities' staff at two meetings and with SANBAG Planning and Transit staff.

- **Omnitrans' Senior Leadership Team**: Provided strategies to meet established goals and refine goals.

- **Omnitrans' Service Planning, Monitoring and Implementation Committee**: Served as the technical advisory committee that provided input and reviewed the SRTP prior to submission to Senior Leadership or the Board of Directors.

Omnitrans also reached out to several other community groups during the planning process. These included SANBAG's PASTACC, VTrans' Travel Trainers and staff from Rolling Start.

## 2.8 Upcoming Challenges

Omnitrans' primary challenge during the OmniConnects planning horizon is delivering additional transit options and improving service levels while Omnitrans' funding level is expected to grow at a rate that may just cover core inflation.

The outcome of the Comprehensive Operational Analysis of Omnitrans was a status quo financial plan that shows Omnitrans with a cumulative operating deficit of $12.8 million between FY2015 and FY2020, which matches the planning horizon of OmniConnects.

Omnitrans' non-fare revenue (Local Transportation Funds, State Transit Assistance Funds, Measure I Funds and similar) is projected to increase by 2.3% per year between FY2015 and FY2020. Omnitrans has to juggle the demands of maintaining existing services, expanding service (request for more routes, more frequency on existing routes and longer service hours) and maintaining low fares, while also experiencing the broad based cost increases driven by inflation.

The projected non-fare revenue increases are not sufficient to maintain all existing service, expand service and keep fares at current levels. The OmniConnects plan addresses these challenges and delivers a six-year program that meets these challenges head-on in order to enhance the transit offered in the San Bernardino Valley.

# 3 Our Community

Omnitrans serves the urbanized area of San Bernardino County from the cities of Chino Hills, Montclair and Upland on the west to Yucaipa on the east. The northern boundary is the San Bernardino foothills and the southern border is the Riverside County line. This area is referred to as the San Bernardino Valley.

## 3.1 Service Area Characteristics

Key characteristics of the San Bernardino Valley and Omnitrans' service area include:

- **Geographic Size**: 456 square miles.
- **Population:** 1.48 million residents.
- **Population Density:** 3,240 people per square mile.
- **15 Cities**: Chino, Chino Hills, Colton, Fontana, Grand Terrace, Highland, Loma Linda, Montclair, Ontario, Rancho Cucamonga, Redlands, Rialto, San Bernardino, Upland, and Yucaipa.
- **Unincorporated County**: Omnitrans provides service to the unincorporated county areas interspersed within the 15 cities, including the communities of Bloomington, Mentone and Muscoy.
- **Colleges and Universities**: California State University, San Bernardino, Chaffey College, Crafton Hills College, San Bernardino Valley College and many technical and trade schools.
- **Largest Employers**: Loma Linda University Medical Center; Ontario International Airport; Kaiser Foundation Clinic; Colton Joint Unified School District; San Antonio Community Hospital; San Manuel; San Bernardino County Sheriff; California State University, San Bernardino; Community Hospital; San Bernardino County Schools; ESRI; Roadway Express; Caltrans; and, Pettis Memorial VA Medical Center.
- **Minority**: Omnitrans service area is a minority-majority area where 74% of the population is defined as a minority.

## 3.2 Community Characteristics

These key service area characteristics describe at a high level the community that Omnitrans serves. However, with 15 individual cities, the cities Omnitrans serves are quite diverse.

Within the service area, San Bernardino and Ontario are the higher population density urban centers, while communities like Yucaipa are more rural and less densely populated.

Ontario and Chino are projected to see fast population growth during the next 10-25 years, while other cities are projected to remain closer to the current population.

The Cities of San Bernardino and Colton tend to have higher proportions of relatively lower-income residents, while Rancho Cucamonga, Upland and Chino Hills are more affluent.

Residents in the cities of San Bernardino, Rialto and Colton tend to be younger than residents in the communities of Grand Terrace and Yucaipa.

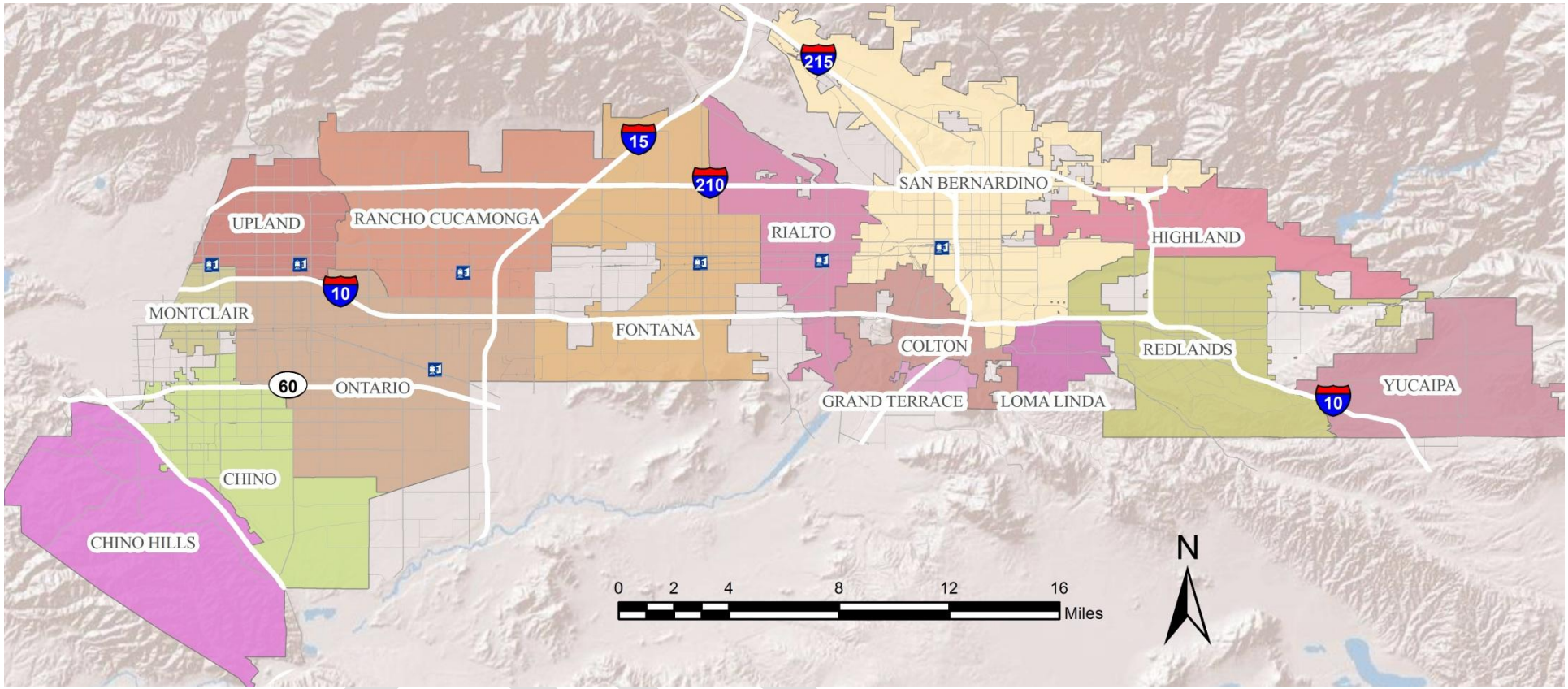
The following maps and exhibits illustrate Omnitrans' service area overall. They also illustrate areas of key difference. The following maps include Omnitrans' service area, residential density, employment density, employment and residential density, and largest employers.

As evidenced in these exhibits, Omnitrans does not serve a traditional central business district. Instead, Omnitrans serves fifteen cities and the intermingled and unincorporated communities, each of which possesses very different demographic characteristics.

Exhibit 3 shows the geography of the cities Omnitrans serves.

Exhibit 4 shows that Omnitrans' service area consists of denser areas interspersed with less densely populated regions. The greater the population density, the more efficient and effective traditional fixed route service is going to be. Going from one resident-dense area to another may necessitate crossing less-dense, and hence, low-productivity areas. Areas with high transit usage are often broken up by intervening areas of low transit usage, and the entire service area is elongated along an east-west axis which necessitates long commutes and/or multiple transfers.

**Exhibit 3: Omnitrans Service Area with Cities Identified**



## Exhibit 4: Omnitrans' Service Area Population Densities, 2013

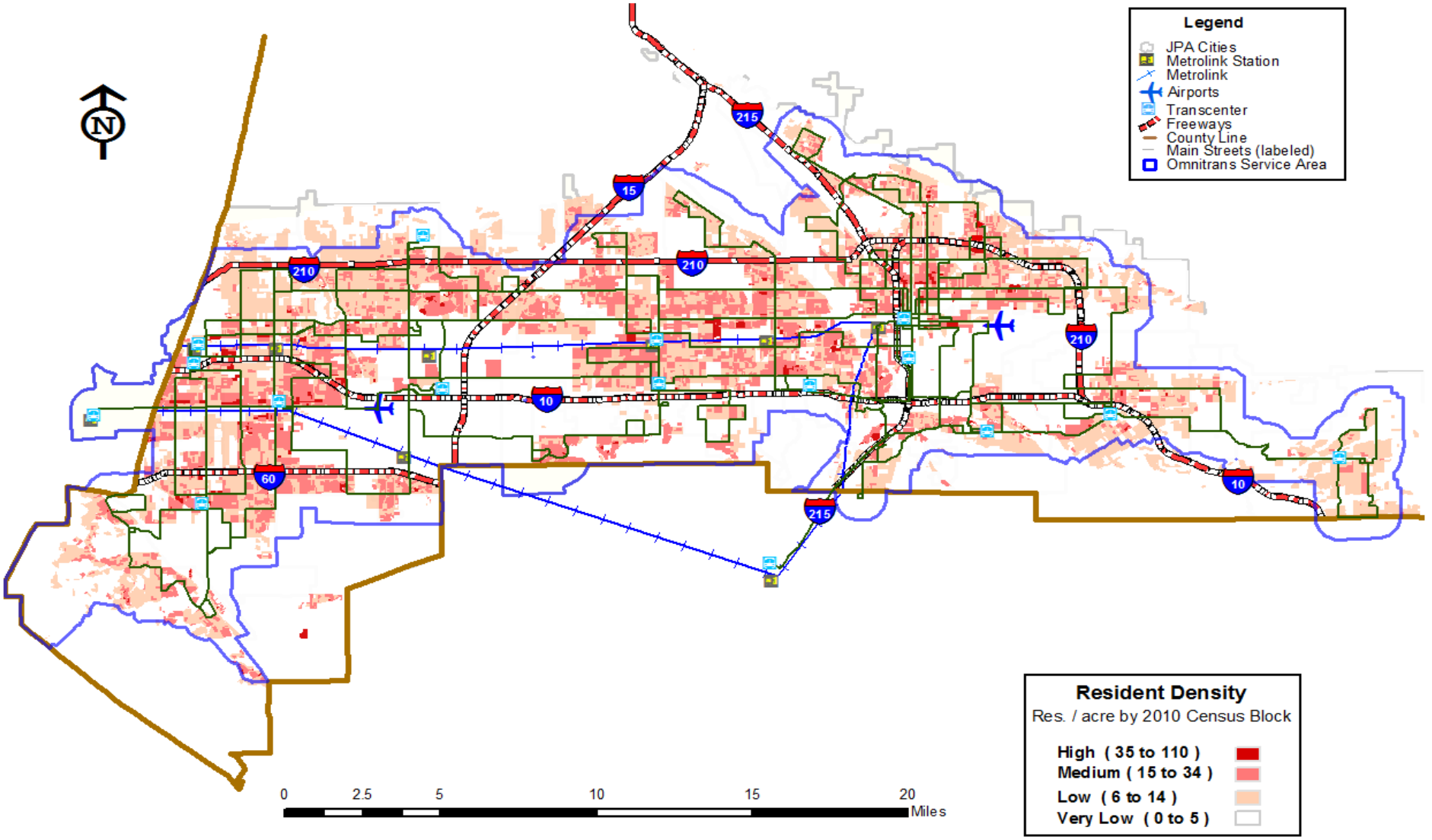
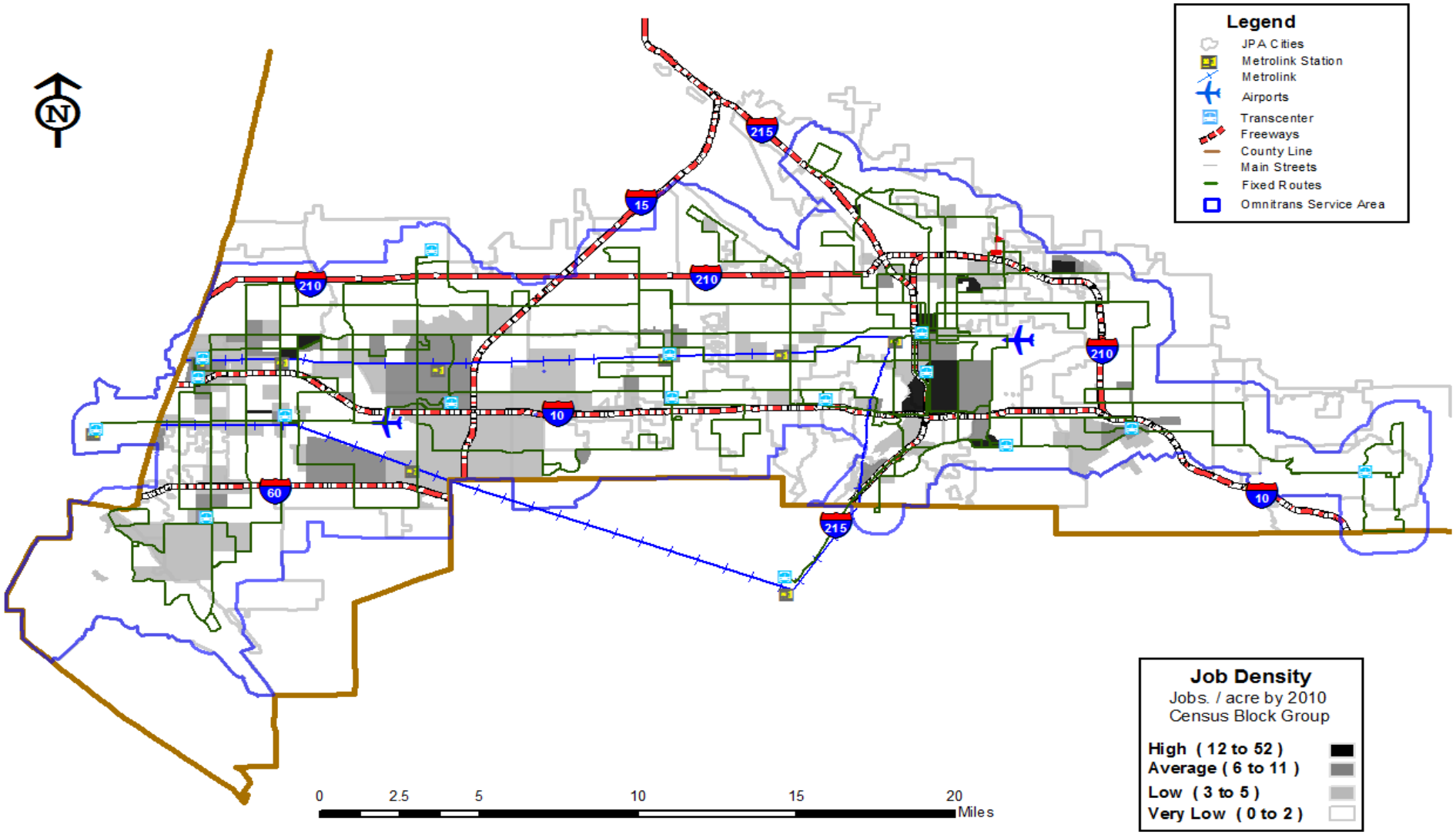
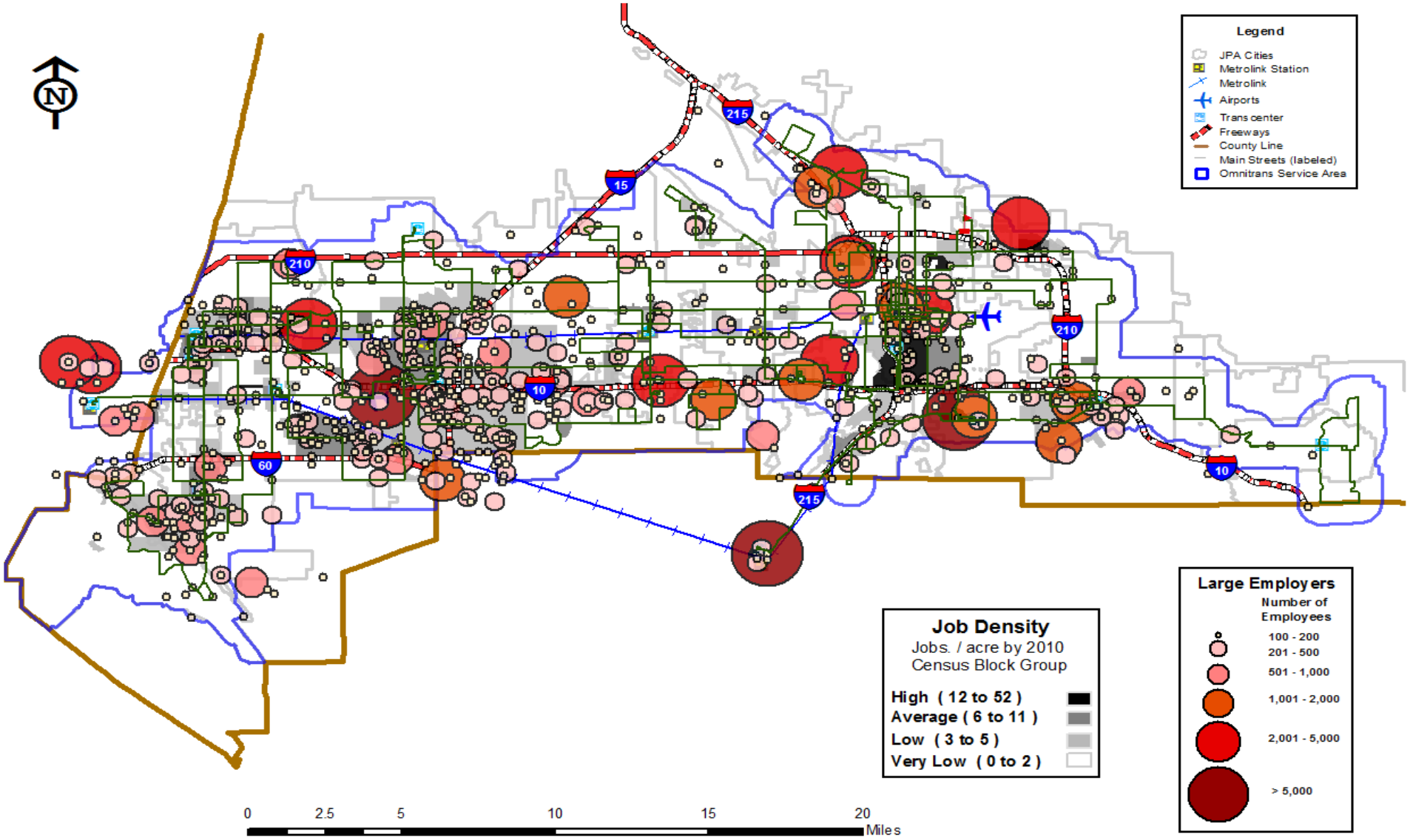


**Exhibit 5: Omnitrans' Service Area Employment Densities, 2013**



## Exhibit 6 Major Employers and Job Density in Omnitrans' Service Area, 2013



## Exhibit 7: Omnitrans' Bivariate Map with Population and Employment Densities along with Stop Level Ridership Activity

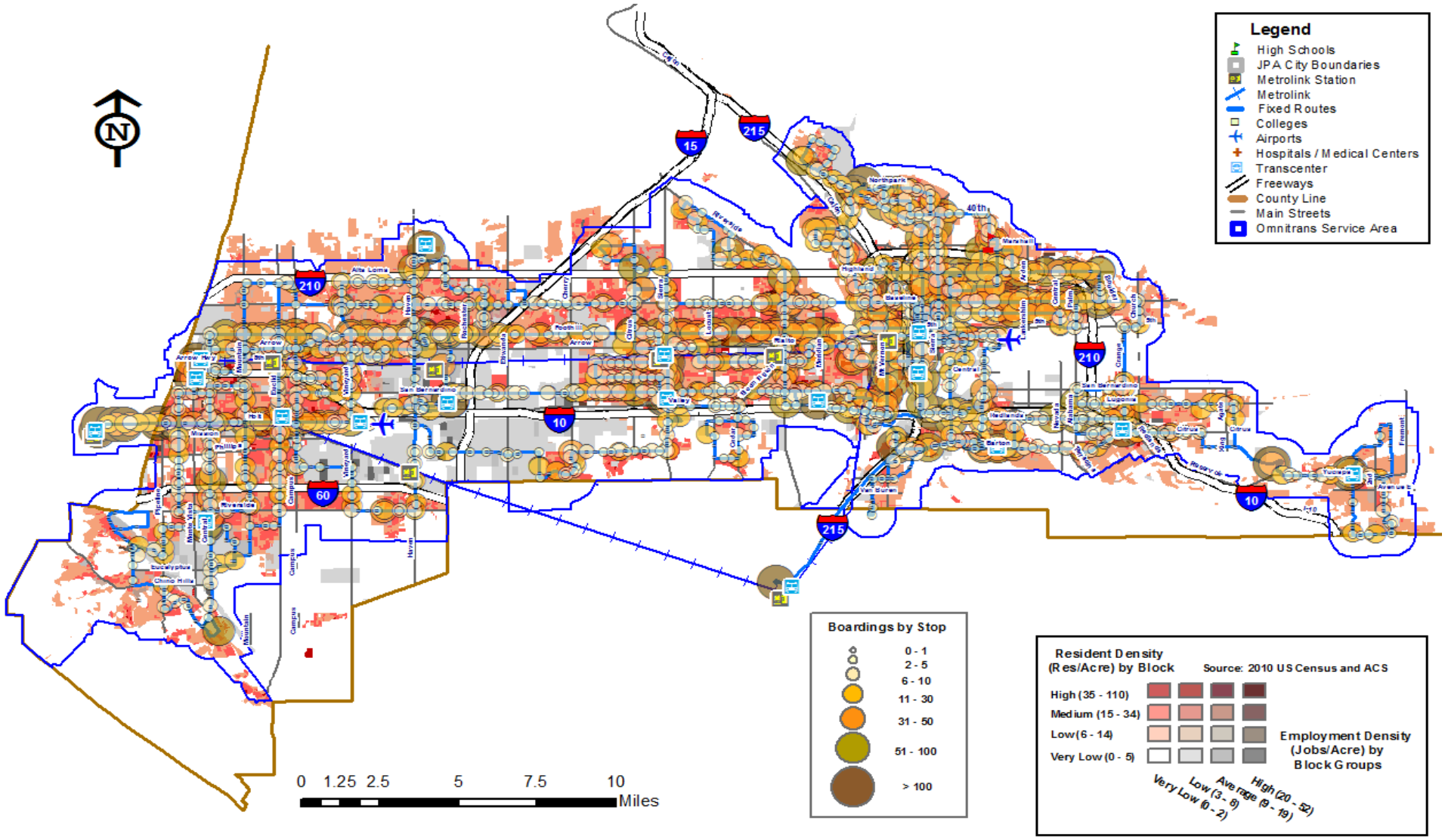


Exhibit 4 also shows the general spatial distribution of population and job densities over Omnitrans' service area. Resident density in the service area is not uniform in distribution, and has two major clusters with limited residential activity in the industrial areas of west Fontana and east Ontario, and near the San Bernardino airport.

Exhibit 5 illustrates employment density within the service area. The major employment density rich regions are centered in the cities of San Bernardino, Ontario and Loma Linda.

Exhibit 6 shows where major employers are located in the service area. Major employers were defined as those with at least one-hundred employees. By juxtaposing both job densities and the locations of major employers, more information about employment can be obtained. Exhibit 7 shows a bivariate map that combines employment and residential density into one map.

**Exhibit 8: West Valley City Demographics**

| | Chino Hills | Chino | Montclair | Ontario | Upland | Rancho Cucamonga | Fontana |
|---|---|---|---|---|---|---|---|
| **Population** | 74,799 | 77,983 | 36,664 | 163,924 | 73,732 | 165,269 | 196,069 |
| **Land Area (sq. miles)** | 44 | 21 | 5 | 49 | 15 | 37 | 36 |
| **Population Density** | 1,700 | 3,713 | 7,333 | 3,345 | 4,915 | 4,467 | 5,446 |
| **Median Age** | 36.6 | 33.2 | 30.7 | 29.9 | 36.1 | 34.5 | 28.7 |
| **% over age 65** | 7.0% | 7.3% | 8.4% | 6.7% | 6.7% | 7.9% | 5.7% |
| | | | | | | | |
| **Households** | 22,941 | 20,772 | 9,523 | 44,931 | 44,931 | 54,383 | 49,116 |
| **Home Ownership** | 83.2% | 67.0% | 57.8% | 55.1% | 57.5% | 68.5% | 70.0% |
| **Avg. Household Size** | 3.5 | 3.6 | 3.9 | 3.8 | 2.9 | 3.2 | 4.0 |
| **% of Residents that use Public Transit** | 2.1% | 1.5% | 3.0% | 2.6% | 2.5% | 2.0% | 2.4% |
| **Median Household Income** | $107,727 | $73,633 | $52,299 | $55,923 | $59,351 | $80,430 | $64,388 |
| | | | | | | | |
| **% Minority** | 66.6% | 72.2% | 85.6% | 81.8% | 55.8% | 57.3% | 84.6% |
| **% Below Poverty Level** | 4.1% | 6.2% | 15.2% | 12.7% | 8.9% | 4.8% | 12.5% |
| **% Veteran** | 5.2% | 6.8% | 3.6% | 4.1% | 7.9% | 6.4% | 4.4% |
| | | | | | | | |
| **Jobs** | 8,522 | 42,670 | 15,067 | 102,678 | 25,187 | 55,790 | 43,762 |
| **Ratio of Jobs to Population** | 0.11 | 0.55 | 0.41 | 0.63 | 0.34 | 0.33 | 0.22 |
| **Avg. Salary per Job** | $38,129 | $41,057 | $38,903 | $42,624 | $39,458 | $41,780 | $44,503 |

## 3.3 City Demographics

Detailed city profiles can be found in Phase I of the Comprehensive Operational Analysis (COA) of Omnitrans. Key city level demographics are included in this section.

Exhibit 8 shows population, household and job statistics for the West Valley cities of Chino Hills, Chino, Montclair, Ontario, Upland, Rancho Cucamonga and Fontana.

Population density in the cities ranges from 1,700 people per square mile in Chino Hills to a high of 7,333 people per square mile in Montclair. The median ages of West Valley cities are similar, with the cities of Ontario and Fontana at slightly under 30 years and the other west valley cities seeing a median age between 30 and 36.

The City of Montclair, the densest city in the group, had the highest transit usage rate at 3.0%, but the city also had the highest share of minorities 85.6% and the lowest median household income. This demonstrates that it is likely a confluence of factors that bring about higher transit ridership. The three densest cities in Omnitrans service area are in West Valley.

Ontario has the highest concentration of jobs compared to its population, which is indicative of need of greater inflow transit options in the morning and outflow options in the afternoon/evening. Conversely, cities with a lower ratio would generally need the opposite travel patterns.

The ratio of jobs to population in West Valley ranged from a low of 0.11 jobs per person in Chino Hills to a high of 0.63 in Ontario. The only other city in West Valley over 0.5 was Chino.

Exhibit 9 shows population, household and job statistics for the East Valley cities of Rialto, Colton, San Bernardino, Grand Terrace, Loma Linda, Redlands, Highland and Yucaipa.

Exhibit 9: East Valley Cities Demographics

| | Rialto | Colton | San Bernardino | Grand Terrace | Loma Linda | Redlands | Highland | Yucaipa |
|---|---|---|---|---|---|---|---|---|
| **Population** | 99,171 | 52,154 | 209,924 | 12,040 | 23,261 | 68,747 | 53,104 | 51,367 |
| **Land Area (sq. miles)** | 21 | 15 | 58 | 4 | 8 | 35 | 13 | 27 |
| **Population Density** | 4,722 | 3,477 | 3,619 | 3,344 | 3,101 | 1,964 | 4,085 | 1,902 |
| **Median Age** | 28.3 | 28.4 | 28.5 | 36.1 | 33.2 | 36.2 | 30.6 | 37.8 |
| **% over age 65** | 7.0% | 7.0% | 7.9% | 12.5% | 13.9% | 13.1% | 7.7% | 13.3% |
| | | | | | | | | |
| **Households** | 25,202 | 14,971 | 59,283 | 4,403 | 8,764 | 24,764 | 15,471 | 18,231 |
| **Home Ownership** | 66.9 | 51.0 | 51.5 | 60.8 | 1,228 | 1,171 | 1,993 | 3,038 |
| **Avg. Household Size** | 3.9 | 3.4 | 3.3 | 2.8 | 2.5 | 2.7 | 3.4 | 2.8 |
| **% of Residents that use Public Transit** | 2.3% | 2.2% | 3.1% | 1.0% | 1.7% | 1.4% | 1.8% | 0.7% |
| **Median Household Income** | $51,785 | $45,927 | $40,233 | $70,884 | $47,751 | $63,483 | $54,439 | $56,132 |
| | | | | | | | | |
| **% Minority** | 87.4% | 87.0% | 81.0% | 53.6% | 63.0% | 46.0% | 69.2% | 34.1% |
| **% Below Poverty Line** | 14.7% | 17.9% | 27.4% | 3.9% | 12.7% | 10.1% | 17.3% | 10.4% |
| **% Veteran** | 5.4% | 4.3% | 5.6% | 9.8% | 5.2% | 8.6% | 7.7% | 10.7% |
| | | | | | | | | |
| **Jobs** | 20,837 | 22,301 | 94,171 | 2,749 | 17,415 | 38,007 | 5,496 | 8,878 |
| **Ratio of Jobs to Population** | 0.21 | 0.43 | 0.45 | 0.22 | 0.75 | 0.55 | 0.10 | 0.17 |
| **Avg. Salary per Job** | $44,514 | $43,838 | $42,992 | $43,078 | $46,011 | $42,753 | $40,082 | $40,996 |

The East Valley cities' population density ranges from a low of over 1,900 people per square mile in Yucaipa and Redlands to a high of 4,722 people per square mile in Rialto.

There is greater disparity in median ages in East Valley than in West Valley. The median age in Grand Terrace, Redlands and Yucaipa exceed 36, which was the highest in West Valley. Conversely, the median age in Rialto, Colton and San Bernardino are below that of the youngest West Valley city.

The City of San Bernardino has the highest reported percentage of residents that use transit at 3.1%, which is the highest of all of the cities that Omnitrans serves.

The lowest transit usage share is in Yucaipa, at 0.7%, which is the lowest of the cities Omnitrans serves.

In East Valley, Loma Linda has the highest concentration of jobs compared to its population, which is indicative of need of greater inflow transit options in the morning and outflow options in the afternoon/evening. The ratio of jobs to population in East Valley ranges from a low of 0.10 jobs per person in Highland to a high of 0.75 in Loma Linda. The only other city in East Valley over 0.5 was Redlands.

## 3.4 Population & Employment Growth Trends

Residential population and employment densities are currently concentrated in two regions: the City of San Bernardino and the cities of Ontario and Fontana. The two most populous cities in the service area are San Bernardino and Fontana followed closely by Rancho Cucamonga and Ontario. Population projections for the 15 cities in the service area from 2010 to 2035 are shown in Exhibit 10.

Omnitrans' service area population is expected to grow dramatically in the coming years. In the process, a shift in demographics from San Bernardino and the eastern portion of the service area to Ontario and the western portion of the service area is also projected. This trend is demonstrated by Exhibit 11.

Ontario has one of the highest population growth rates of all fifteen cities. Projections indicate that by 2015, Ontario's population will exceed that of Rancho Cucamonga's, and by 2025, Ontario will be more populous than Fontana, and second only to San Bernardino in number of residents. By 2030, its population is projected to outstrip even San Bernardino's.

With respect to employment data, the two cities with the highest numbers of jobs continue to be San Bernardino and Ontario. Currently, Ontario leads San Bernardino in job numbers, has the highest number of jobs of any JPA city, and this disparity is expected to grow in the coming years.

**Exhibit 10 Population Projections for JPA Cities**

| Population Estimates for Omnitrans' Service Area (2010 to 2035) | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| CITY | 2010 | 2015 | 2020 | 2025 | 2030 | 2035 | Δ 2010-20 | %Δ 2010-20 | Δ 2010-35 | %Δ 2010-35 |
| Chino | 78,000 | 83,000 | 89,000 | 94,000 | 101,000 | 107,000 | 11,000 | 14.1% | 29,000 | 37.2% |
| Chino Hills | 75,000 | 76,000 | 77,000 | 77,000 | 78,000 | 78,000 | 2,000 | 2.7% | 3,000 | 4.0% |
| Colton | 52,000 | 56,000 | 61,000 | 64,000 | 68,000 | 72,000 | 9,000 | 17.3% | 20,000 | 38.5% |
| Fontana | 196,000 | 209,000 | 223,000 | 234,000 | 246,000 | 259,000 | 27,000 | 13.8% | 63,000 | 32.1% |
| Grand Terrace | 12,000 | 12,000 | 13,000 | 13,000 | 14,000 | 14,000 | 1,000 | 8.3% | 2,000 | 16.7% |
| Highland | 53,000 | 57,000 | 60,000 | 63,000 | 67,000 | 70,000 | 7,000 | 13.2% | 17,000 | 32.1% |
| Loma Linda | 23,000 | 25,000 | 27,000 | 28,000 | 30,000 | 32,000 | 4,000 | 17.4% | 9,000 | 39.1% |
| Montclair | 37,000 | 38,000 | 40,000 | 41,000 | 42,000 | 44,000 | 3,000 | 8.1% | 7,000 | 18.9% |
| Ontario | 164,000 | 188,000 | 216,000 | 243,000 | 273,000 | 308,000 | 52,000 | 31.7% | 144,000 | 87.8% |
| Rancho Cucamonga | 165,000 | 166,000 | 167,000 | 167,000 | 167,000 | 167,000 | 2,000 | 1.2% | 2,000 | 1.2% |
| Redlands | 69,000 | 72,000 | 75,000 | 79,000 | 84,000 | 88,000 | 6,000 | 8.7% | 19,000 | 27.5% |
| Rialto | 99,000 | 104,000 | 110,000 | 115,000 | 120,000 | 125,000 | 11,000 | 11.1% | 26,000 | 26.3% |
| San Bernardino | 210,000 | 220,000 | 231,000 | 241,000 | 251,000 | 261,000 | 21,000 | 10.0% | 51,000 | 24.3% |
| Upland | 74,000 | 75,000 | 77,000 | 78,000 | 79,000 | 80,000 | 3,000 | 4.1% | 6,000 | 8.1% |
| Yucaipa | 51,000 | 54,000 | 56,000 | 58,000 | 60,000 | 62,000 | 5,000 | 9.8% | 11,000 | 21.6% |
| **Total Municipal Population** | 1,358,000 | 1,435,000 | 1,522,000 | 1,595,000 | 1,680,000 | 1,767,000 | 164,000 | 12.1% | 409,000 | 30.1% |
| Unincorporated Areas | 126,000 | 133,000 | 141,000 | 148,000 | 155,000 | 163,000 | 15,000 | 11.9% | 37,000 | 29.4% |
| **Omnitrans Service Area Pop** | **1,484,000** | **1,568,000** | **1,663,000** | **1,743,000** | **1,835,000** | **1,930,000** | **179,000** | **12.1%** | **446,000** | **30.1%** |
| | | | | | | | | | | |
| Riverside Additional | 33,000 | 36,000 | 39,000 | 42,000 | 46,000 | 50,000 | 6,000 | 18.2% | 17,000 | 51.5% |
| Pomona Additional | 65,000 | 71,000 | 78,000 | 85,000 | 92,000 | 101,000 | 13,000 | 20.0% | 36,000 | 55.4% |
| **GRAND TOTAL** | **1,582,000** | **1,675,000** | **1,780,000** | **1,870,000** | **1,973,000** | **2,081,000** | **198,000** | **12.5%** | **499,000** | **31.5%** |
| **SAN BERNARDINO COUNTY** | **2,035,000** | **2,219,000** | **2,419,000** | **2,637,000** | **2,875,000** | **3,134,000** | **384,000** | **18.9%** | **1,099,000** | **54.0%** |

* Projections for the years 2010, 2020, and 2035 were obtained from SCAG. The intervening years (2015, 2025, and 2030) were interpolations taken from growth rates derived from these data points.

NOTE: Data were taken from, and revised according to, the SCAG RTP 2012 Forecast. They were revised using local input and the latest data from the 2010 Census, California Employment Development Department (EDD), and California Department of Finance.

Together, these data lead to the observation that the concentrated centers of residents and employment are currently split and tend to be focused in San Bernardino and Ontario. However, the trend is shifting westward for employment opportunities, and by 2020 the primary concentration of jobs will be found in the western portion of the service area.

**Exhibit 11 Projected Population Growth of San Bernardino and Ontario**

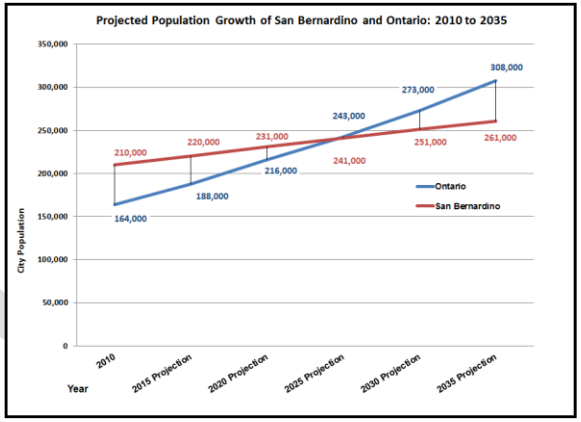
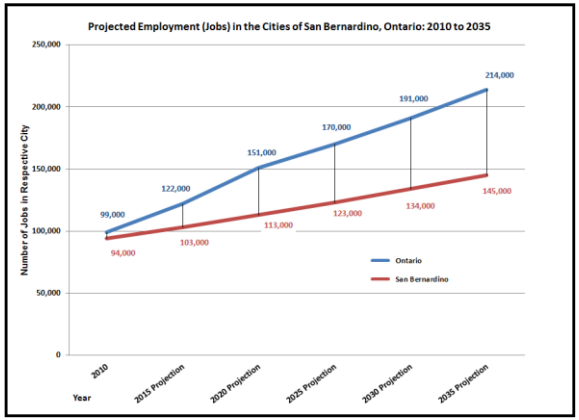
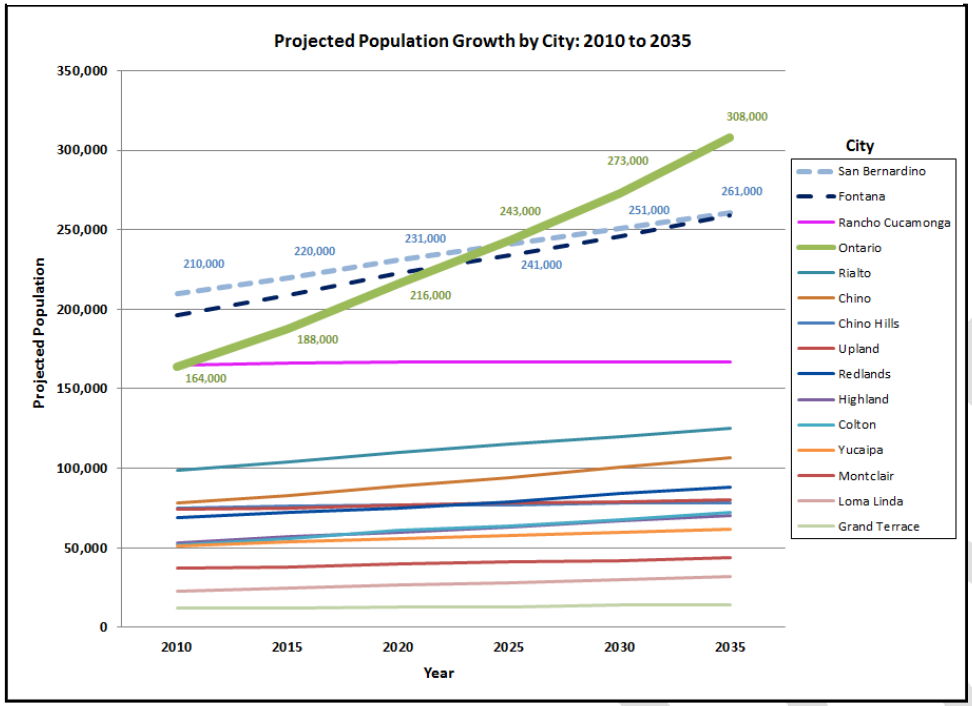


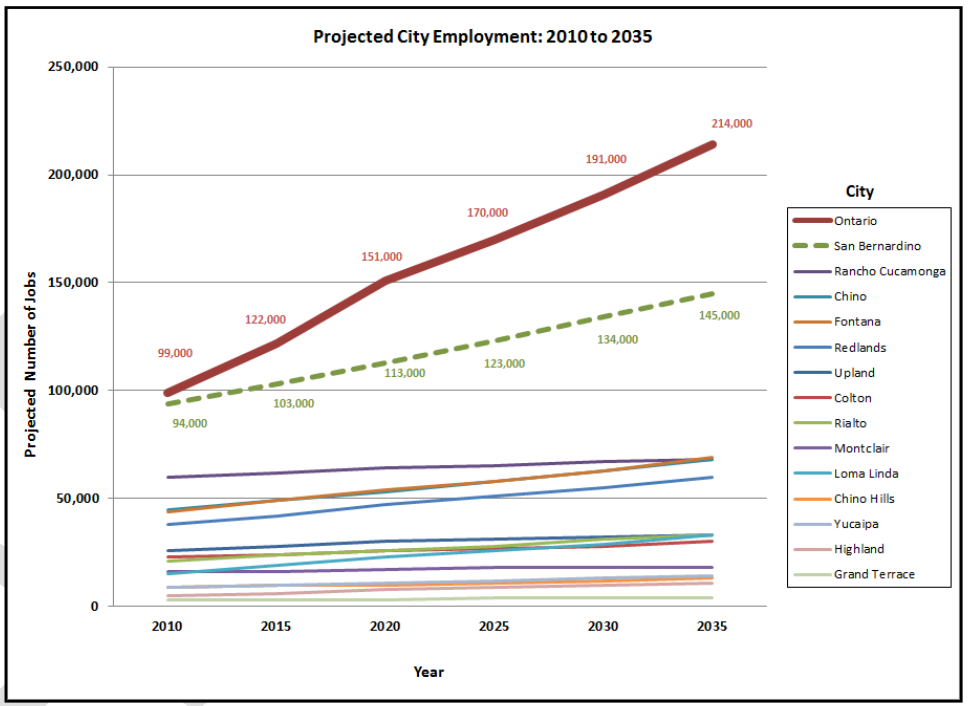

**Exhibit 12 Projected Jobs for San Bernardino and Ontario**



### Exhibit 13: Projected Population Growth by City




### Exhibit 14: Projected Job Growth by City



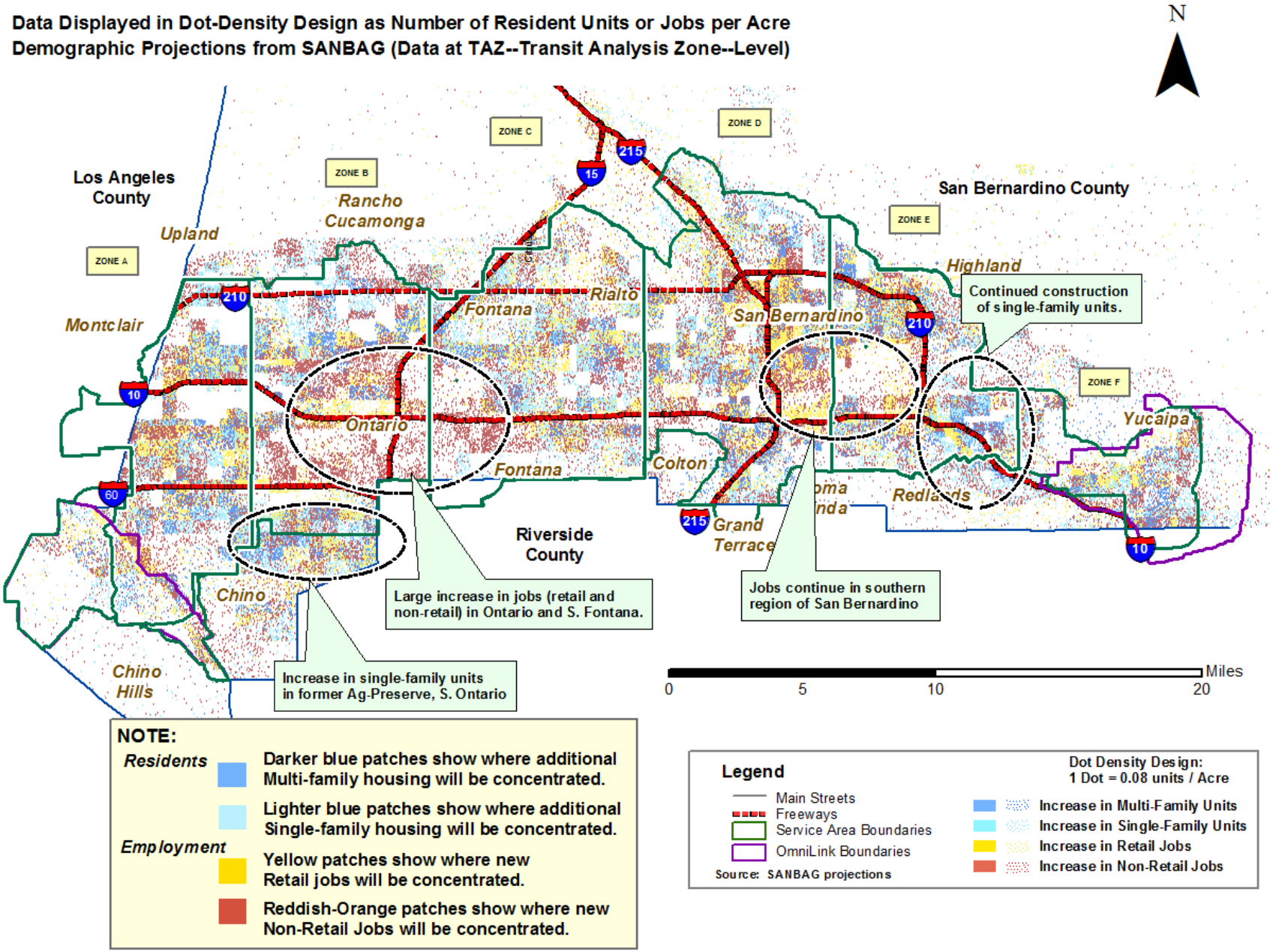

From these exhibits, it can be seen that the cities with the most dynamic population growth are Ontario, San Bernardino, and Fontana. Of these, the most dynamic growth is to be seen in Ontario.

Some cities have high growth rates but significantly lower populations (i.e., Colton, Rialto, Chino), while others are built out and do not expect much growth (i.e., Rancho Cucamonga, Upland, Montclair).

With respect to employment, however, the issue is very clear, as seen in Exhibit 15. From the first year in 2010, West Valley offers more jobs than the East (roughly 3,000 more), and the difference between them will only grow (till 2035, when the west is projected to offer 15,000 more jobs than the east). Ontario's growth in job opportunities outpaces all other cities from 2010 to 2035.

Longer term, more precise projections of job and population growth can be seen in the Exhibit 15, which uses dot-density to illustrate projected regions of resident and job growth in the next quarter century.

Exhibit 15 Projected Areas of Growth for Residents and Jobs, Omnitrans' Service Area



## 3.5 Young and Elderly Populations

The employment and population characteristics described above correlate with the distribution of the young and elderly populations within Omnitrans service area.

Age is a significant determinant of transit usage, as both younger and older segments of the population tend to be more limited in mobility choice. As such, areas where younger or older people cluster demographically tend to be areas of potentially greater transit demand.

While both seniors and youth are more likely to ride public transit than other age cohorts, the demand from each group is different, as can be seen spatially in Exhibit 16 and Exhibit 17.

Higher numbers of younger people tend to cluster centrally in the service area, especially in cities and communities lying between the 10 and 210 freeway corridors or associated with either of the freeways.

Older populations tend to locate more often to the north of the I-210 freeway or south of the I-10 freeway or at the periphery of Omnitrans' service area.

The elderly population trends indicate that Omnitrans will continue to see demand growing at the edges of the service area, particularly for community circulator service and for services like Access (ADA paratransit). While age is not a qualifying ADA condition, age increases the likelihood of having a disability that may be ADA qualifying for origin-to-destination paratransit service.

Conversely, the concentrations of youth are where higher productive services to schools, colleges, universities or technical schools would be needed.

**Exhibit 16: Youths per Square Mile, Omnitrans' Service Area**

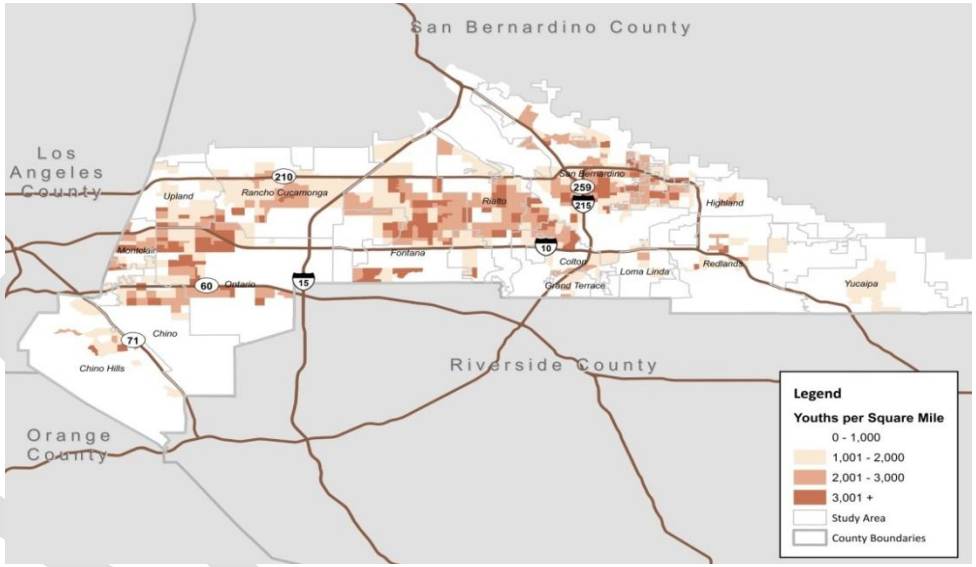
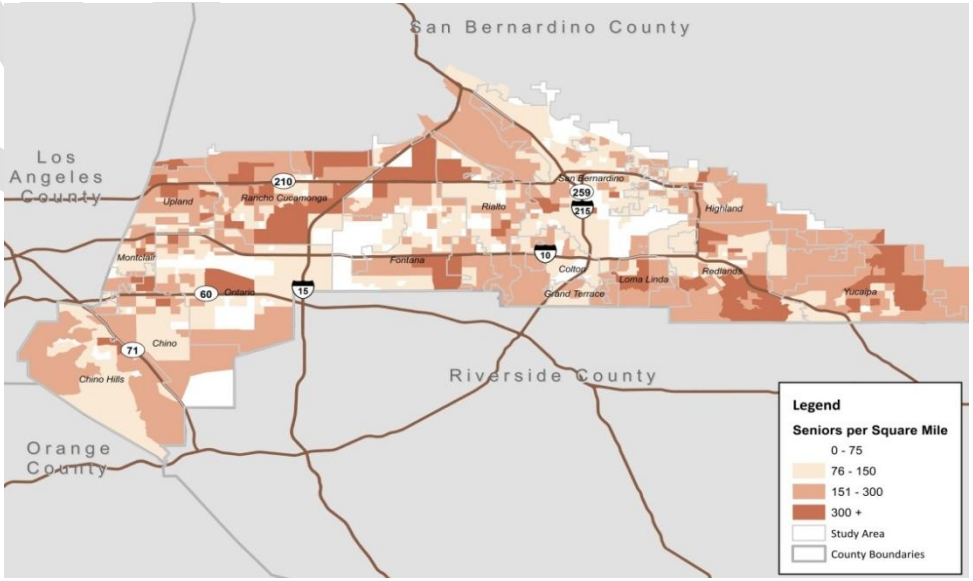



**Exhibit 17: Seniors per Square Mile, Omnitrans' Service Area**



## 3.6 Income and Poverty

The cities on the periphery tend to be more affluent and trend toward an older demographic. In contrast to peripheral affluence, the more centrally-located cities have the highest incidence of poverty. For instance, the City of San Bernardino has the highest rate of poverty, with 27.4% of its residents falling below the poverty line. Exhibit 19 shows the spatial distribution of residents in Omnitrans' service area who live below the poverty line.

The distribution of median household incomes within the service area reveals that more affluent populations are found at the periphery, away from higher resident concentrations. This coincides with the situating of older residents in less-densely populated areas. The distribution of median income by census tract is shown in Exhibit 18.

Similar to the youth/elderly distinctions above, the services Omnitrans offers need to be tailored to Omnitrans' target demographics. Both low-income and high-income workers need faster and time-efficient services in order to routinely use public transportation. Those with higher incomes often need additional amenities before considering public transit usage. Meeting these disparate transit needs will continue to be a challenge Omnitrans faces.

**Exhibit 18: Median Household Income in Omnitrans Service Area**

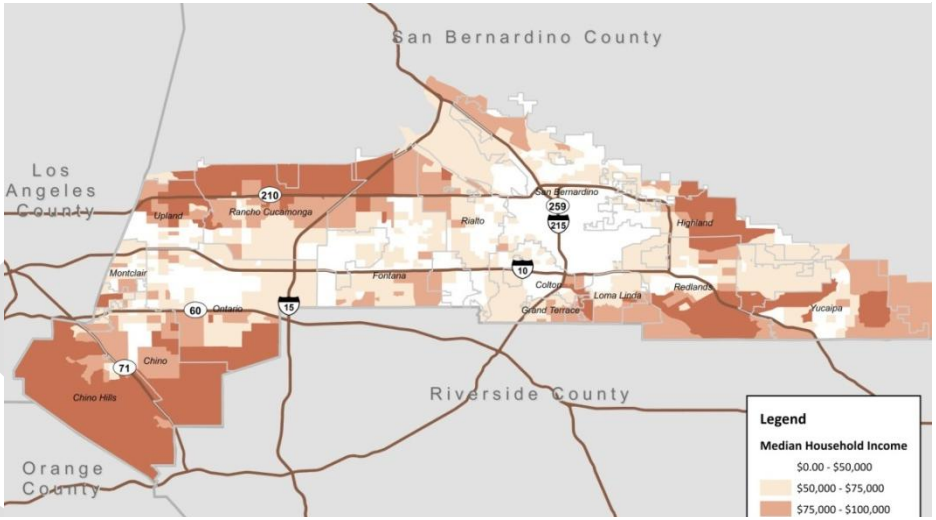
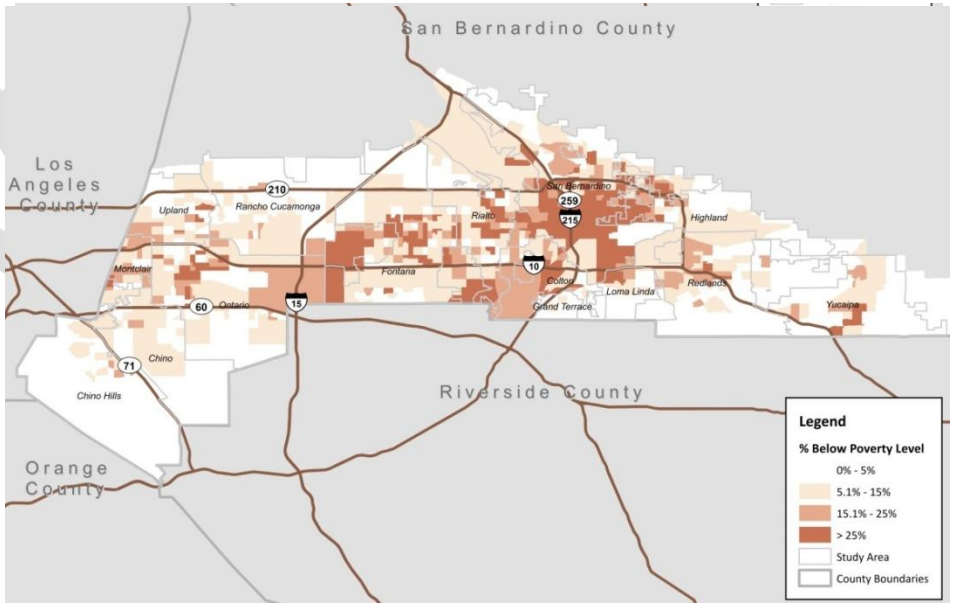



**Exhibit 19: Percentage of Residents below Poverty Level in Omnitrans' Service Area**



## 3.7 Ridership by City

The demographic, socioeconomic and land use characteristics of each community levels of transit usage in each community. Exhibit 20 shows Omnitrans fixed route boardings by city for FY2011 including unincorporated areas and the two areas (Downtown Riverside and Pomona) that Omnitrans serves outside of our service area. The data shows all boardings including and excluding transit or transfer centers. The number excluding transfer centers more closely associates with the population and employment activity within the cities. Including the transfer centers over emphasis cities were residents of all cities transfer.

Overall, San Bernardino, the city with the largest population has the greatest number of boardings. It also has the highest boarding per capita at an average of 18 boardings per person per year.

Grand Terrace, the city with the smallest population, also has the smallest overall ridership. The ridership per capita averages 1.5 boardings per person per year.

Cities with OmniGo service, Yucaipa, Grand Terrace and Chino Hills, have the lowest overall per capita ridership levels. This can be explained both by the demographics, primarily income levels, and population density. These factors are why OmniGo has been the preferred service delivery method, rather than expansion of the larger traditional 40-foot buses.

Additionally, the data presented here (FY2011) underestimates the ridership per capita in the OmniGo cities. Since FY2011, OmniGo ridership has increased by an additional 32%.

Exhibit 20 – FY 2011 Omnitrans Ridership by City

| JPA Member CITY | 2011 Population * | Annual Boarding (FY2011) | |
|---|---|---|---|
| | | All Boardings | All Boardings Except Transit Centers |
| San Bernardino | 211,076 | 5,417,138 | 3,957,233 |
| Fontana | 198,456 | 2,016,807 | 1,127,690 |
| Rancho Cucamonga | 168,181 | 749,448 | 654,581 |
| Ontario | 165,392 | 1,196,410 | 781,070 |
| San Bernardino County (unincorporated) | 121,334 | 712,504 | 615,556 |
| Rialto | 100,021 | 793,451 | 793,451 |
| Area Served outside of San Bernardino County | 94,923 | 294,792 | 56,916 |
| Chino | 78,537 | 289,440 | 207,391 |
| Chino Hills | 75,345 | 49,011 | 49,011 |
| Upland | 74,207 | 401,583 | 401,583 |
| Redlands | 69,231 | 439,734 | 277,950 |
| Highland | 53,444 | 585,282 | 585,282 |
| Colton | 52,498 | 709,207 | 507,601 |
| Yucaipa | 51,717 | 172,868 | 118,180 |
| Montclair | 37,031 | 678,611 | 348,484 |
| Loma Linda | 23,395 | 274,234 | 170,973 |
| Grand Terrace | 12,109 | 18,274 | 18,274 |

# 4 Our Riders

In FY2013, Omnitrans delivered 16.1 million passenger trips. Average weekday boardings were just over 54,000 during the year. System total ridership trends over the last five years have shown an increase of 9% in ridership, which slightly outpaced the nationwide transit industry.

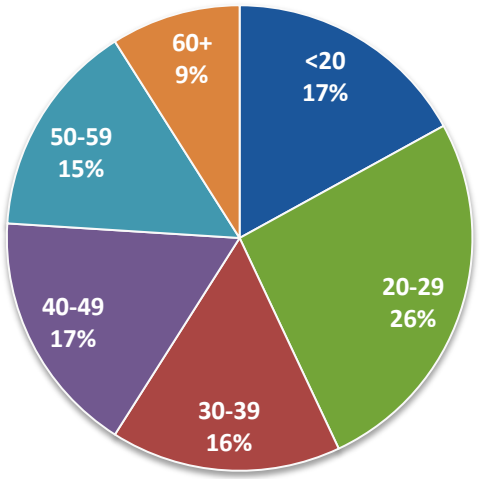
Omnitrans' ridership varies in age, ethnicity and gender. The most recent survey of Omnitrans' customers completed in April 2013 confirmed findings of previous surveys that Omnitrans' typical rider is a female between the ages of 19-29 years old, who rides transit to work or to school. The basic demographic patterns can be seen in Exhibit 22.

## 4.1 Rider Characteristics

In 2011, as part of the Before Study for sbX, Omnitrans conducted an on-board rider intercept survey. Key demographic and travel demand findings from the survey include:

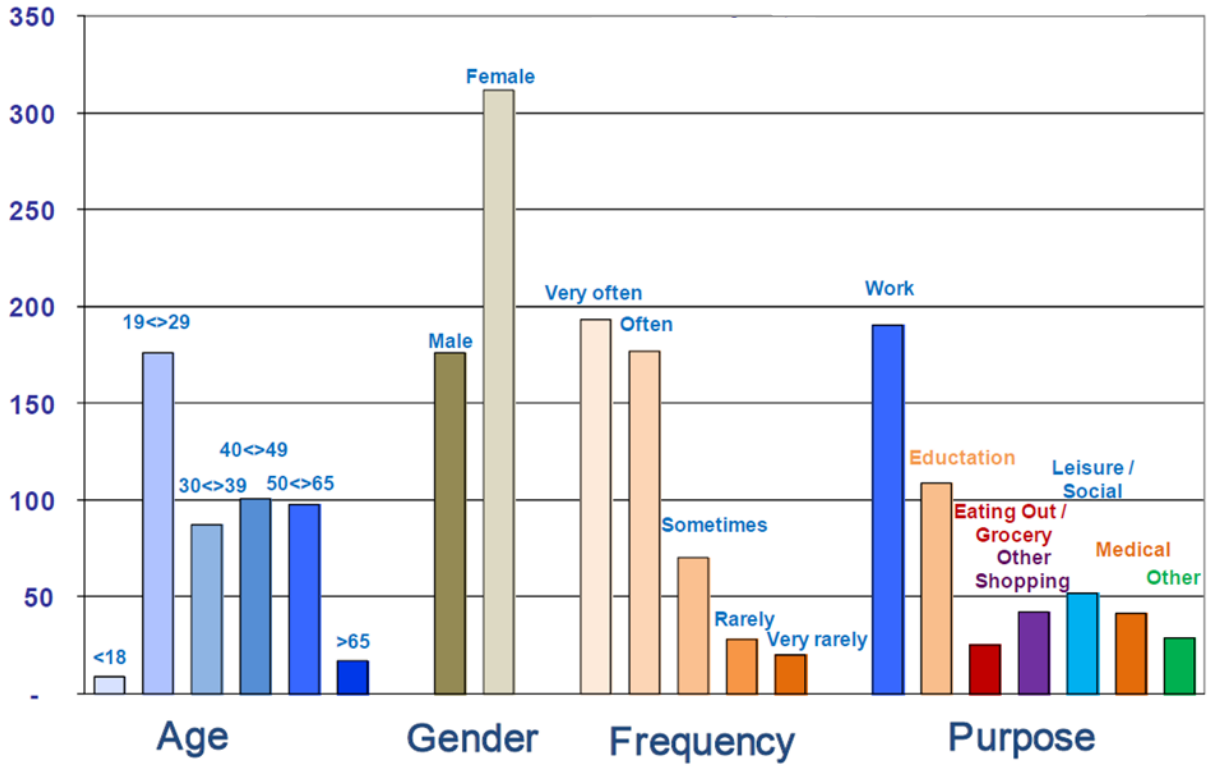
- Age: More than half of Omnitrans riders are 39 years old or younger. The largest segment, that totaled 26 percent of riders, was between the ages of 20-29 years old. The smallest share of riders was 60 years old or older at 9%. The rider age distribution is shown in Exhibit 21.

Exhibit 21: Distribution of Riders by Age




- **Vehicle Availability**: More than half of the riders indicated they had at least one auto in their household. Yet, only 18 percent of the survey participants stated they had an option of driving alone if bus service was not available.
- **Driver's License:** 45% of the riders surveyed reporting having a driver license.

Exhibit 22: Omnitrans Rider Demographics from ABBG Customer Satisfaction Survey (n=506)



- **Key Destinations:**
  - Work: 34% of trips are home/work trips.
  - School: 16% of trips were home/school trips.
- **Days of Travel:**
  - Weekdays: 70% of riders travel on weekdays.
  - Saturdays: 41% of riders travel on Saturdays.
  - Sundays: 30% of riders travel on Sundays.

Review of data collected from rider surveys dating back to 1994 have also shown that the majority of riders have been using our bus services for over two years (53%). The 2011 survey showed that 28 percent of Omnitrans bus riders have been riding a year or less, up from 17 percent in 2007.

The majority of riders report being in the work force, with 27 percent employed full-time, 20 percent working part-time and 5 percent self-employed. Students made up 16 percent of passengers.

In 2011, a quarter of riders reported that they were unemployed or not employed, in comparison with 18 percent of non-riders.

Nearly two-thirds of riders live in a household that earns less than $35,000 annually. Most riders (61%) reported earning less than $20,000 per household. In contrast, over half of non-riders surveyed reported household income levels of at least $50,000 per year.

In addition, the 2011 survey of Access and OmniLink indicated that users of both of these demand-response services are more transit-dependent than fixed-route riders. Only 18 percent of OmniLink and only 7 percent of Access riders have a driver's license compared to almost half (45%) of fixed route riders.

Omnilink and Access riders also tend to be more long-term users of the service. 90 percent of Access riders and 71 percent of OmniLink riders have ridden for more than two years.

The primary trip purposes for Access were medical (30%), work (28%), and school (23%). For OmniLink most common trips were to shopping (48%), medical (36%), and school (7%).

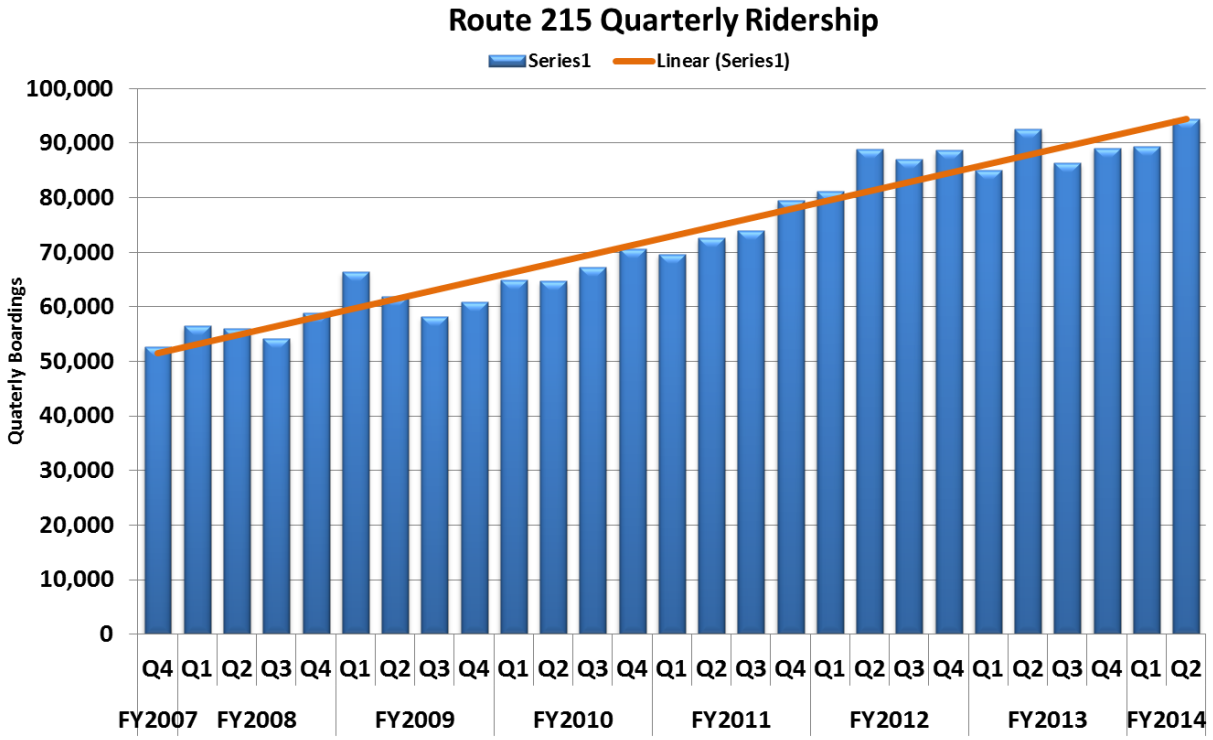
## 4.2 Express Route Commuters

Riders continue to express the need for increased regional connectivity, which can be seen by the growth of Omnitrans' freeway express route, Route 215, which connects Downtown San Bernardino to Riverside via Interstate 215.

Omnitrans conducted a survey of nearly 400 express route passengers during November 2012 to determine their interest in expanding this type of service.

The results indicated that nearly 64% of the current express riders were interested in

Exhibit 23: Omnitrans Freeway Express Ridership by Quarter



additional express routes. The Route 215 has displayed a successful ridership trend and is one of the fastest-growing routes over the last five years. Route 215 has grown by 58% since its current configuration was put in place in FY2008. Over the same time, Omnitrans overall service has grown by 9%. Neighboring transit agencies, including Riverside Transit Agency and Foothill Transit, have also seen significantly faster growth on their freeway-based express routes than on traditional local bus service.

The same rider survey indicated that a slight majority (51%) of riders would be willing to pay a higher fare for freeway express service. Of those willing to pay more, typically they were willing to pay between $0.25 and $0.50 more for a freeway express trip.

## 4.3 Senior and Student Ridership

Ridership data shows that Senior and Student fare categories are the fastest-growing fare categories.

Between FY 2007 and FY 2013 ridership system wide grew by 4.3 percent. During the same period, senior ridership grew by 26.7% (see Exhibit 25) and student ridership nearly tripled with growth of 181%.

This trend was led by Omnitrans implementing new programs such as the Go Smart fare and the Omnitrans travel training bus.

Omnitrans successfully implemented the Go Smart program for colleges, universities, high schools and trade schools. This program provides students at participating schools and educational institutions a discounted pre-paid group fare through their school. Since FY 2007 through FY 2013, student ridership has increased approximately 19% each year (Exhibit 24). This enabled Omnitrans to build upon the existing student ridership and provide that segment of riders with a program tailored to fit their fare needs. In FY 2013, Go Smart accounted for 8.7 percent. Ridership trends indicated that full fare customers and students make up over half (69.7%) of Omnitrans' total fixed route ridership, see Exhibit 26 - FY 2013 Fare Type Comparison. In FY 2013, ridership displayed a significant increase from years past; however, fare media reports indicated that the full fare category actually decreased by 1 percent, while the student category grew by 5.1 percent compared to the previous year. The senior/disability/Medicare discounted fare accounted for 6.6 percent of trips.

**Exhibit 24: Omnitrans Student Ridership from FY2007-FY2013**

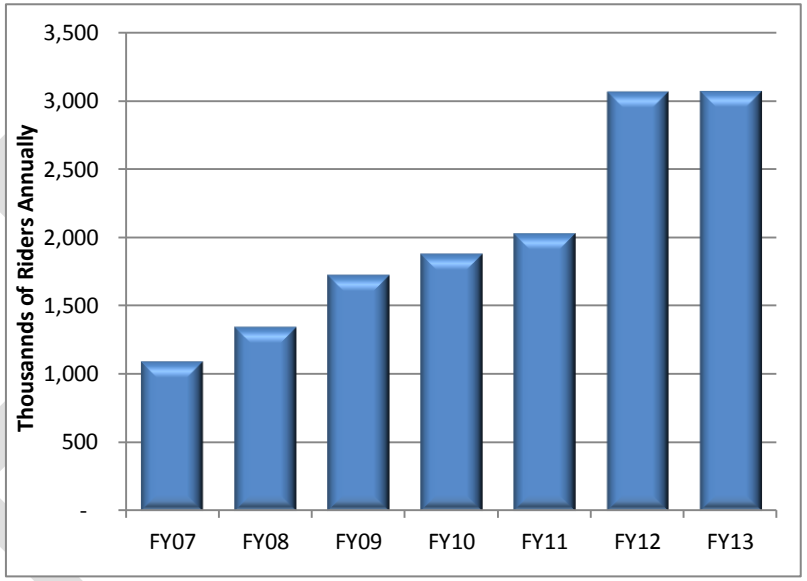



**Exhibit 25: Omnitrans Senior & Disabled Ridership from FY2007-FY2013**

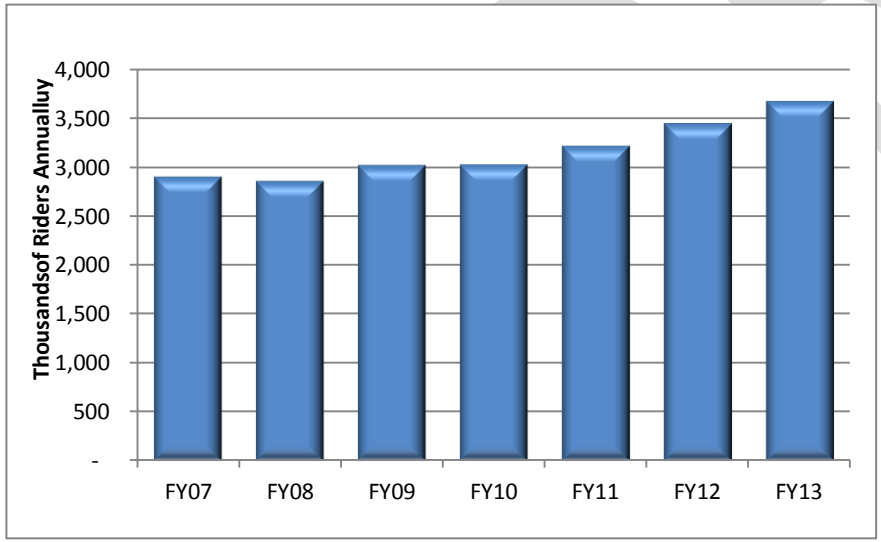
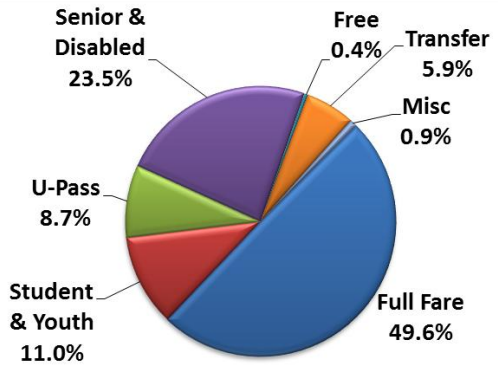



**Exhibit 26 - FY 2013 Fare Type Comparison**



# 5 Our Services

Omnitrans offers a family of services designed to match the service with the land use, ridership activity and needs of the community.

Omnitrans' family of services, as seen in Exhibit 27, includes local fixed route, express fixed route, bus rapid transit (BRT), community circulators, general public demand response, and American's with Disabilities Act (ADA) paratransit demand response services.

Since the adoption of the FY2008-2013 SRTP, two services have been added to Omnitrans' family of services: sbX and OmniGo.

The sbX Green Line, the first in a future system of 10 sbX lines, is scheduled to begin service in April 2014. The sbX Green Line is a significant service enhancement along Omnitrans' local route 2, which has historically been one of Omnitrans' best performing routes. sbX service characteristics are detailed in Section 5.1 sbX.

OmniGo was introduced in September 2010 as a way to improve service offered, increase ridership and utilize grant funding in communities that had previously only been served with OmniLink.

OmniGo routes were implemented in Chino Hills, Grand Terrace, and Yucaipa. The result was a significant increase in ridership in the communities compared to the previously existing OmniLink services. Now that OmniGo has proven successful, Omnitrans must decide which service(s) remain: OmniGo and/or OmniLink.

**Exhibit 27: Omnitrans' Family of Services**

| Service | Type | Brand | Image | Description |
|---|---|---|---|---|
| Fixed Route | Bus Rapid Transit (BRT) | sbX |  | BRT service mirrors light-rail service on rubber tires with dedicated lanes, enhanced amenities, stand-alone stations, level boarding and significantly reduced travel times while utilizing dedicated branded BRT buses. (Launch April 2014) |
| | Local | Omnitrans |  | Traditional large bus service operating on a set route with a set schedule at defined frequencies. |
| | Express | Omnitrans | | Freeway bus service using a traditional large bus on a set route with a set schedule and frequency that is designed to connect two or more areas of highly concentrated activity. Route(s) typically travel mostly by freeway and stops are placed several miles apart. |
| | Community Circulator | OmniGo |  | Smaller bus service designed to offer lifeline mobility for areas with relatively low population and employment density. OmniGo provides service to key locations within Grand Terrace, Chino Hills and Yucaipa. |
| Demand Response | ADA Paratransit | Access |  | Origin-to-destination service provided to comply with the Americans with Disabilities Act (ADA) that is complementary to fixed-route service, and is provided within ¾-mile of a fixed route. Beyond-the-boundary Access service extends Access past the ¾-mile fixed route boundary to the edge of each JPA member city, for a nominal fee. |
| | General Public Dial-a-ride | OmniLink |  | Origin-to-destination general public lifeline service in Chino Hills and Yucaipa for cities where tradi-tional fixed route service have not historically been efficient due to the intensity of activity and the lack of directness of the road network. |

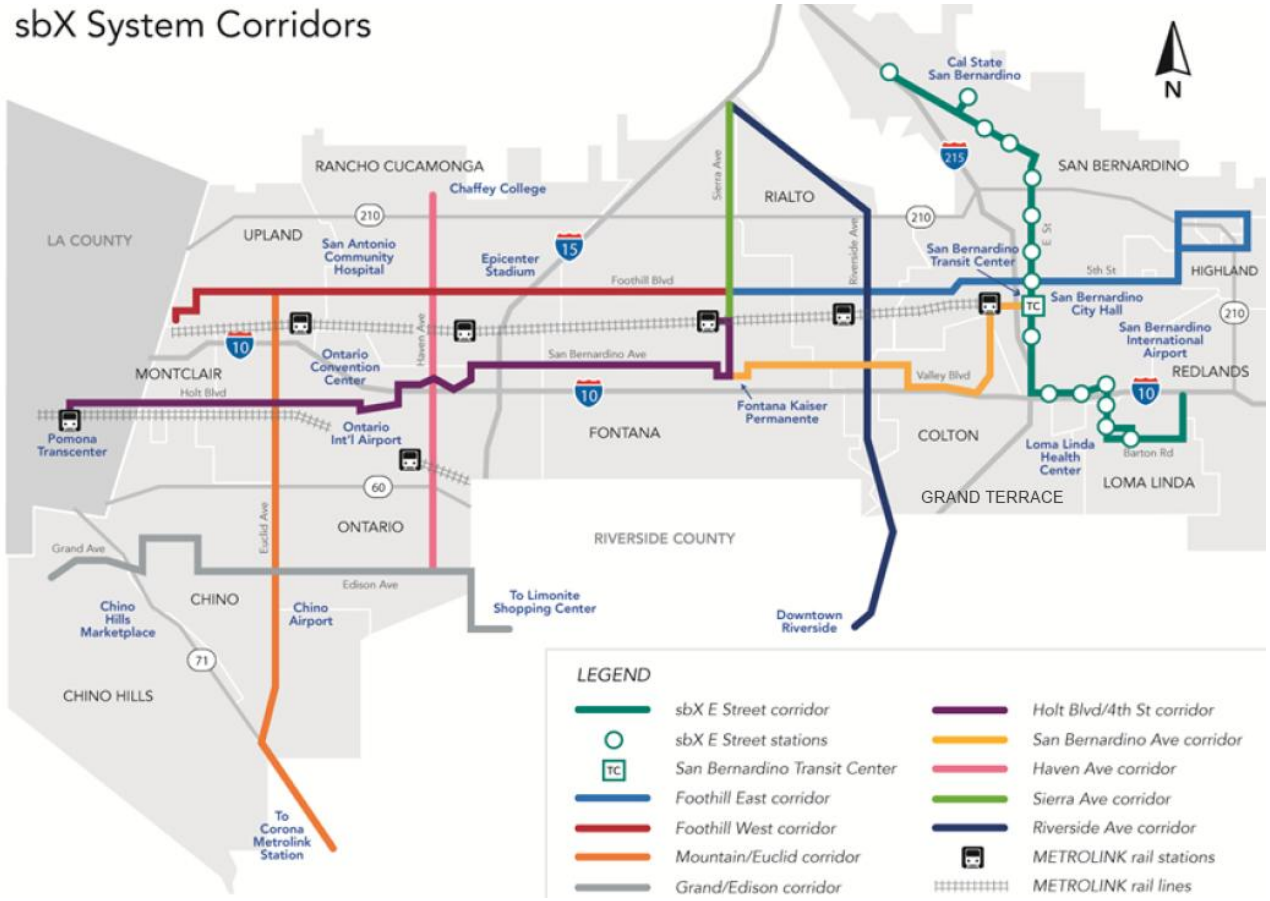
## 5.1 sbX

The sbX Program is the first-of-its-kind Bus Rapid Transit (BRT) service to be constructed in the Inland Empire. The sbX Program is designed to provide more frequent and direct transit service along major corridors in the Omnitrans service area.

While Omnitrans' traditional network of local bus services provides good coverage in its general service area, sbX lines provides a "premium" level of service that is more competitive with the automobile and designed to capture riders who are making medium- to long-distance trips.

By the year 2035, substantial changes are projected for the San Bernardino Valley in the form of population and employment growth, development and travel patterns, all of which will require additional transit service. To address these needs, ten sbX corridors were identified in the Omnitrans' 2004 System-Wide Plan. These are shown in Exhibit 28.

**Exhibit 28: sbX Planned System Corridors**




The first sbX corridor to be developed and launched into service is the sbX Green line serving the E Street Corridor in San Bernardino and Loma Linda. The Green Line is shown in Exhibit 29.

Omnitrans' proposed BRT program consists of a variety of components including:

- **Frequent service** with ten-minute peak and fifteen-minute off-peak frequencies or better while operating at least fourteen hours per weekday;
- **Limited Stops** with typical stop spacing of between 1/2-mile to 1-mile depending on activity centers in order to improve travel speeds;
- **Traffic Signal Priority (TSP) and Queue Jump Lanes** designed to minimize wait time at signals and improve travel time;
- **Dedicated transit stations** that combine high-level passenger amenities, technology, off-board fare payment, level boardings and unique brand;
- **Dedicated Right-of-Way** where possible and where traffic conditions dictate in order to achieve faster travel speeds;
- **Branded Vehicles** that clearly identify the vehicle as an express BRT bus, with advance amenities like level boardings, all-door boarding, Wi-Fi on board, and precision docking;

- **Dedicated Corridor Capital Investments** including: park-and-ride lots; real-time bus arrival and departure signage; and Intelligent Transportation System (ITS) technology.

The sbX Green line begins revenue service in April 2014. It is expected to carry 1.4 million passengers per year.

The corridor is 15.7 miles long stretching from Kendall Drive and Palm Avenue in the north, about 1-mile north of California State University, San Bernardino to the Jerry L. Pettis Veterans Affairs (VA) Hospital in the south.

Of the 15.7 mile Green Line, 5.6 miles are on dedicated center-running bus lanes and the remaining 10.1 miles are side-running mixed flow lanes.

The sbX Green line has 23 platforms at 16 locations. The platforms have ticket vending machines, NexTrip bus arrival signs, station Wi-Fi, blue emergency phones, customer service phones, public art and many other advanced features.

As of the writing of OmniConnects, sbX is weeks away from opening. After the start of service, detailed quarterly reports of its performance will be provided, as stated in the sbX Operations and Management Plan.

**Exhibit 29 – sbX Green line**

## 5.2 Fixed Route

Currently Omnitrans operates 32 fixed routes that include the following types:

- **Express routes:** These routes use traditional large passenger buses that utilize the freeway system to connect communities to regional areas of highly concentrated activity. Limited stops are placed several miles apart which allow for faster service.

- **Local routes:** These routes use traditional large passenger buses and operate on a set route and frequency. They serve as the feeder service and are designed to accommodate shorter community trips throughout Omnitrans' service area. As such, bus stop placing is approximately every 0.2 miles, where curb and gutter improvements permit.

- **OmniGo:** These routes use smaller buses to provide lifeline service in communities that have minimal transit activity and low population and employment density. Omnitrans currently provides OmniGo services in Grand Terrace, Chino Hills and Yucaipa.

Fixed Route service characteristics are defined by three key elements.

- **Route map**, which shows the destinations and travel path for each route (Exhibit 30).

- **Span of service**, which shows the hours the route operates (see Exhibit 31).

- **Frequency or headway** measures how often the bus comes. The frequency measures how often a bus comes per hour, and a headway is the number of minutes between buses in the same direction. A route with a short headway has a high frequency. See Exhibit 32 for the headways of Omnitrans' routes.

### 5.2.1 Express

Omnitrans currently offers one freeway express route. This is Route 215, which connects Downtown San Bernardino to Downtown Riverside with one intermediary stop in Colton.

Route 215 has been one of Omnitrans' fastest growing routes over the last five years when it took its current form. Since FY2008, Route 215 ridership has grown 58% in total and at a compound annualized growth rate of 9.6%. This is six and half times faster than Omnitrans overall fixed route growth over the same time, which saw total growth of 8.9% and annualized growth of 1.7%.

This faster growth in Express service is particularly notable because Omnitrans had reduced weekend service in FY2010, due to budget limitations. It is now necessary to reconsider this reduction in OmniConnects, because Saturday and Sunday Route 215 service are Omnitrans' most productive route/day combination with nearly 40 passengers per hour and a fare box recovery rate of 30%, well above the average fare box recovery rate of 20% for weekend fixed routes.

Regionally, express service has been performing well. Specifically, Riverside Transit Agency has posted several record high ridership months, and much of this is attributed to their Commuter Express Routes. RTA's Commuter Express Routes operate similarly to Omnitrans Route 215 express as freeway routes designed to connect major destinations or transfer hubs, with only a few intermediary stops. Unlike Omnitrans' Route 215, RTA's Commuter Express routes focus only on peak AM/PM periods instead of all day service.

During 2013, Omnitrans' express service (Route 215) accounted for 2.2% of all ridership, 1.4% of revenue hours (11,313.5 out of 798,073.5), and 1.8% of operating costs ($1.2 million out of $69.3 million).

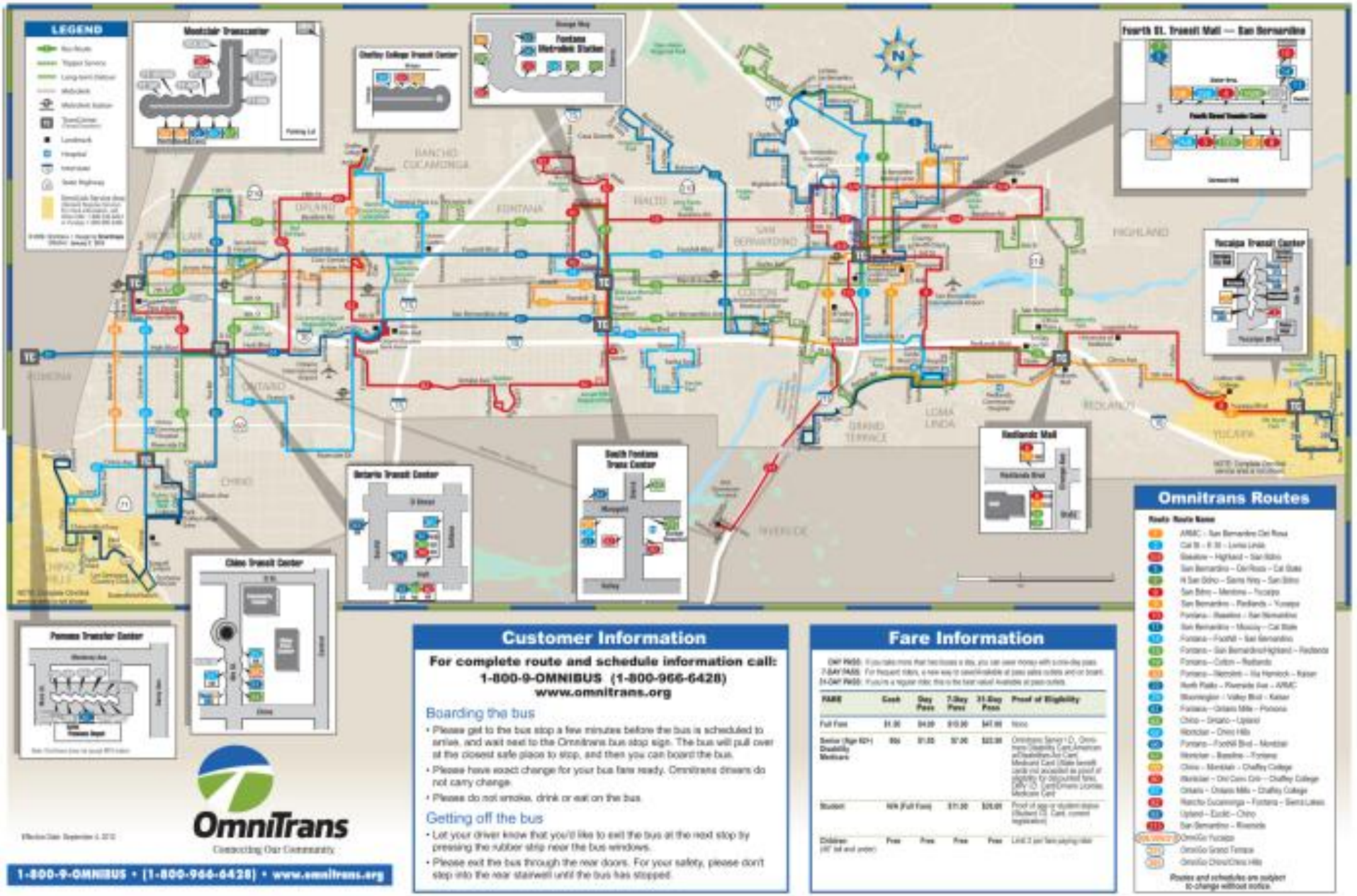
### 5.2.2 Local Routes

Local fixed route services are operated using traditional large buses out of two facilities: the main Omnitrans facility ("East Valley") located at 1700 West Fifth Street in San Bernardino, and the "West Valley" facility located at 4748 Arrow Highway in Montclair. Both facilities support the operation of the services, which include a maintenance facility, fueling stations, and dispatching facilities.

Omnitrans' current weekday span of fixed route service is from 3:48 A.M. until 11:13 P.M. but varies by route as seen in Exhibit 31 – FY 2014 Fixed Route Service Span.

Omnitrans' current frequency can be seen in Exhibit 32 – FY2014 Fixed Route Service Frequency. High frequency local routes operate every 15 to 20 minutes, and less frequent more coverage-oriented services operate between every 30 and 70 minutes.

**Exhibit 30 – FY 2014 Fixed Route Service Map**



### Exhibit 32 – FY2014 Fixed Route Service Frequency

| Rt | Route Name | FY2014 Headways | | |
|---|---|---|---|---|
| | | Weekday | Saturday | Sunday |
| Fixed Route EAST VALLEY | | | | |
| 1 | ARMC-San Bernardino-Del Rosa | 15/30 | 30 | 30 |
| 2 | Cal State-E Street-Loma Linda | 15/30 | 20 | 20/30 |
| 3 | Baseline-Highland-San Bernardino | 15/20 | 20 | 20 |
| 4 | Baseline-Highland-San Bernardino | 15/20 | 20 | 20 |
| 5 | San Bernardino-Del Rosa-Cal State | 30/35 | 60 | 60 |
| 7 | N. San Bernardino-Sierra Way-San Bernardino | 30/60 | 60 | 60 |
| 8 | San Bernardino-Mentone-Yucaipa | 60 | 60 | 120 |
| 9 | San Bernardino-Redlands-Yucaipa | 60 | 60 | 120 |
| 10 | Fontana-Baseline-San Bernardino | 30/60 | 60 | 60 |
| 11 | San Bernardino-Muscoy-Cal State | 60 | 60 | 60 |
| 14 | Fontana-Foothill-San Bernardino | 15 | 15/30 | 15 |
| 15 | Fontana-San Bndo/Highland-Redlands | 30 | 60 | 60 |
| 19 | Redlands-Colton-Fontana | 30 | 60 | 60 |
| 20 | Fontana Metrolink-Via Hemlock-Kaiser | 30 | 60 | 60 |
| 22 | North Rialto-Riverside Ave-ARMC | 30 | 60 | 60 |
| 29 | Bloomington-Valley Blvd-Kaiser | 60 | 60 | n/a |
| 215 | San Bernardino-Riverside | 30 | 60 | 60 |
| 308 | OmniGo Yucaipa | 30/60 | 30 | 60 |
| 309 | OmniGo Yucaipa | 30 | 60 | 60 |
| 310 | OmniGo Yucaipa | 30/60 | n/a | n/a |
| 325 | OmniGo Grand Terrace | 70 | 70 | 70 |
| sbX | Green Line | 10/15 | n/a | n/a |
| Fixed Route WEST VALLEY | | | | |
| 61 | Fontana-Ontario Mills-Pomona | 15 | 15 | 15 |
| 63 | Chino-Ontario-Upland | 60 | 60 | 60 |
| 65 | Montclair-Chino Hills | 60 | 60 | 60 |
| 66 | Fontana-Foothill-Montclair | 15/30 | 30 | 30 |
| 67 | Montclair-Baseline-Fontana | 60 | n/a | n/a |
| 68 | Chino-Montclair-Chaffey College | 20 | 60 | n/a |
| 80 | Montclair-Ontario Conv Ctr-Chaffey College | 60 | 60 | 60 |
| 81 | Ontario-Ontario Mills-Chaffey College | 60 | n/a | n/a |
| 82 | Rancho Cucamonga-Fontana-Sierra Lakes | 60 | 60 | 60 |
| 83 | Upland-Euclid-Chino | 60 | 60 | 60 |
| 365 | OmniGo Chino Hills | 60 | 60 | 60 |

### Exhibit 31 – FY 2014 Fixed Route Service Span

| Rt | Route Name | FY2014 Service Hours | | |
|---|---|---|---|---|
| | | Weekday | Saturday | Sunday |
| Fixed Route EAST VALLEY | | | | |
| 1 | ARMC-San Bernardino-Del Rosa | 4:50-22:49 | 6:07-21:00 | 6:07-19:40 |
| 2 | Cal State-E Street-Loma Linda | 4:30-22:55 | 6:30-21:24 | 6:30-19:30 |
| 3 | Baseline-Highland-San Bernardino | 4:36-23:13 | 6:04-20:54 | 6:09-19:15 |
| 4 | Baseline-Highland-San Bernardino | 4:32-22:56 | 6:22-20:54 | 6:14-19:24 |
| 5 | San Bernardino-Del Rosa-Cal State | 4:51-22:23 | 6:48-21:34 | 6:33-19:34 |
| 7 | N. San Bernardino-Sierra Way-San Bernardino | 6:13-19:52 | 7:16-18:48 | 8:08-17:58 |
| 8 | San Bernardino-Mentone-Yucaipa | 4:50-21:17 | 6:43-19:22 | 8:05-19:00 |
| 9 | San Bernardino-Redlands-Yucaipa | 5:29-22:03 | 5:13-22:01 | 7:05-18:43 |
| 10 | Fontana-Baseline-San Bernardino | 5:10-20:18 | 6:20-19:25 | 7:20-18:18 |
| 11 | San Bernardino-Muscoy-Cal State | 5:28-22:17 | 6:50-18:44 | 7:17-19:22 |
| 14 | Fontana-Foothill-San Bernardino | 3:48-23:09 | 6:05-22:28 | 6:05-19:24 |
| 15 | Fontana-San Bndo/Highland-Redlands | 5:15-22:39 | 7:14-19:32 | 6:37-19:32 |
| 19 | Redlands-Colton-Fontana | 4:50-22:30 | 5:58-19:35 | 6:15-19:00 |
| 20 | Fontana Metrolink-Via Hemlock-Kaiser | 4:51-21:41 | 6:26-18:26 | 6:56-17:56 |
| 22 | North Rialto-Riverside Ave-ARMC | 5:00-22:23 | 7:35-18:59 | 6:35-19:35 |
| 29 | Bloomington-Valley Blvd-Kaiser | 6:45-18:35 | 7:45-18:35 | n/a |
| 215 | San Bernardino-Riverside | 5:05-22:00 | 6:35-22:00 | 7:05-19:00 |
| 308 | OmniGo Yucaipa | 6:11-19:25 | 7:00-20:25 | 8:00-18:25 |
| 309 | OmniGo Yucaipa | 6:14-20:55 | 7:00-20:25 | 7:30-18:39 |
| 310 | OmniGo Yucaipa | 6:00-19:54 | n/a | n/a |
| 325 | OmniGo Grand Terrace | 5:08-20:22 | 7:17-18:14 | 8:27-18:14 |
| sbX | Green Line | 6:00-20:00 | n/a | n/a |
| Fixed Route WEST VALLEY | | | | |
| 61 | Fontana-Ontario Mills-Pomona | 4:20-23:08 | 5:55-22:34 | 6:05-19:49 |
| 63 | Chino-Ontario-Upland | 5:45-20:36 | 6:43-18:41 | 6:38-19:26 |
| 65 | Montclair-Chino Hills | 4:36-22:34 | 6:40-19:30 | 6:40-19:30 |
| 66 | Fontana-Foothill-Montclair | 4:19-23:12 | 5:46-22:15 | 5:51-19:29 |
| 67 | Montclair-Baseline-Fontana | 5:37-20:22 | n/a | n/a |
| 68 | Chino-Montclair-Chaffey College | 4:40-23:01 | 6:05-19:25 | n/a |
| 80 | Montclair-Ontario Conv Ctr-Chaffey College | 4:33-21:24 | 6:30-19:40 | 6:30-19:40 |
| 81 | Ontario-Ontario Mills-Chaffey College | 4:12-22:20 | n/a | n/a |
| 82 | Rancho Cucamonga-Fontana-Sierra Lakes | 4:35-22:00 | 6:14-19:10 | 6:14-19:10 |
| 83 | Upland-Euclid-Chino | 5:49-21:44 | 5:51-20:36 | 5:51-19:37 |
| 365 | OmniGo Chino Hills | 4:59-22:09 | 6:04-18:59 | 6:05-17:59 |

In addition, Omnitrans operates tripper service on some routes in order to meet ridership demand that occurs at specific locations at certain times of day. For example, school trippers are routes that deviate to serve schools only at morning and afternoon bell times when schools are in session.

Fixed routes are grouped into four tiers reflecting weekday frequency:

- **Tier 1 routes** operate on a 15 minute or better headway;
- **Tier 2 routes** operate on a 16 to 20 minute peak headway;
- **Tier 3 routes** on a 21-40 minute headway, typically operating at a 30 minute headway; and,
- **Tier 4 routes** operate at 41 minute or greater headway, typically operating at a 60 minute headway.

Tier 1 and Tier 2 local routes, combined with express and BRT corridors, including the local route that share the BRT corridor, are considered Omnitrans' productivity-oriented services. Tier 3 and Tier 4 local routes, combined with OmniGo and OmniLink, are Omnitrans' coverage-oriented services.

Productivity-oriented services are designed to effectively and efficiently transport the greatest number of people. These routes should have more passenger amenities and strive to find significant travel time savings in order to positively impact the greatest number of riders.

Coverage-oriented service is designed as life-line service to ensure that the community has access to transit and that the majority of residents have some level of transit availability.

Increasing the frequency of a route tends to generate additional ridership because it reduces transfer and wait times, thereby reducing the customer's total trip time from origin to destination. Omnitrans' productivity-oriented routes (Tier 1, Tier 2, express, and BRT routes) carry an average of 30.3 passengers per hour, while coverage-oriented routes (Tier 3, Tier 4, OmniGo, and OmniLink) carry an average of 21.2 passengers per hour.

Omnitrans' routes 1, 3/4, and 14 have the highest passengers per hour on weekdays and Route 215 has the highest on weekends. See Exhibit 36. The passengers per hour data also illustrate the relative performance of routes and can be used later for a reevaluation of resource allocation between the routes.

Local fixed-route bus service accounts for the vast majority of Omnitrans' service, accounting for 93.9% of Omnitrans' 16.1 million trips, 72% of Omnitrans' 798,073 revenue hours, and 77.4% of Omnitrans' $69.3 million operating budget.

### 5.2.3 OmniGo Service

Omnitrans' OmniGo services are community circulators that function like a fixed-route service but utilize smaller vehicles that are more effective in areas with local roads and lower passenger demand.

The OmniGo program was designed to augment OmniLink demand-response service by providing higher productivity and efficiency along routes connecting community destinations.

In Yucaipa, Grand Terrace and Chino Hills, the OmniGo circulators were designed to provide transportation to the areas that previously had seen the highest OmniLink usage while ensuring integration and easy transferability to the main Omnitrans local route network. The result was a community circulator system that provided Omnitrans and Omnitrans' riders with a cost-effective way to connect passengers to the broader Omnitrans fixed-route network.

OmniGo routes operate between every 30 to 70 minutes depending on route with a span of service ranging from 4:59 A.M. until 10:09 P.M. on weekdays.

OmniGo is a relatively small share of Omnitrans' service offerings, despite delivering strong results for areas that do not support larger local bus service. OmniGo provides 0.9% of Omnitrans Systemwide ridership, accounts for 3.5% of the system's revenue hours and 2.7% of system-wide operating costs.

## 5.3 Fixed Route Performance Stats

Detailed route performance statistics can be found in several of the appendices to this report. The Comprehensive Operational Analysis (COA) of Omnitrans includes detailed route characteristics and evaluates those characteristics compared to

**Exhibit 33: Share of Ridership, Revenue Hours and Operating Costs for each Family of Service**

| Service | Ridership | Revenue Hours | Operating Costs |
|---|---|---|---|
| Local Bus | 93.9% | 72.3% | 77.4% |
| Express Bus | 2.2% | 1.4% | 1.8% |
| OmniGo | 0.9% | 3.5% | 2.7% |
| OmniLink | 0.1% | 0.8% | 0.6% |
| Access | 2.9% | 22.0% | 17.5% |
| **Total** | **100%** | **100%** | **100%** |

other standards.

The Origin, Boarding, Alighting and Destination (OBAD) analysis provides an update of key service characteristics on weekdays and weekends and route-level travel patterns developed from a 7,000 rider survey.

The Route Profiles Appendix describes each route, its performance, and key areas served along each route.

This section provides a high-level overview of the Route Profiles by highlighting three key statistics by route:

- **Ridership**: the raw general measure of how many boardings occur by route that has not been adjusted by how much service is being delivered.
- **Passengers per Hour**: the main measure of a route's productivity that measures the effectiveness of a service. At the detailed route and day level, passengers per hour can be a more accurate measure of performance than farebox recovery ratio because it is not adjusted by revenue or cost allocations.
- **On-Time Performance**: the main measure of the reliability of a route. A route is considered on-time if it departs between zero to five minutes after the scheduled departure time of the route.

In evaluating a route's performance, Omnitrans divides routes into tiers as defined in Section 5.2.2 Local Routes on the previous page. Tiers subdivide routes by the frequency of service so that the higher the tier (with Tier 1 being the highest), the more frequently the service is offered. OmniGo is in its own tier; it differs from the other tiers because 1) it is offered through a contractor; and, 2) it uses smaller 16-passenger cutaway vans instead of traditional 40-passenger buses.

### 5.3.1 Ridership

Ridership is the basic performance statistic; however, it shows only scale of activity, not necessarily how well the route performed compared to other routes.

Route 61 is the highest ridership route, primarily serving the Holt and San Bernardino Avenues corridor between Fontana, Ontario and connecting into Pomona. The OmniGo routes offer the smallest amount of annual ridership ranging from approximately 50,000 boardings annually on 365 to 4,500 on Route 310. Route ridership levels can be seen in Exhibit 34

**Exhibit 34: Omnitrans' Annual Fixed Route Ridership by Tier and Route**

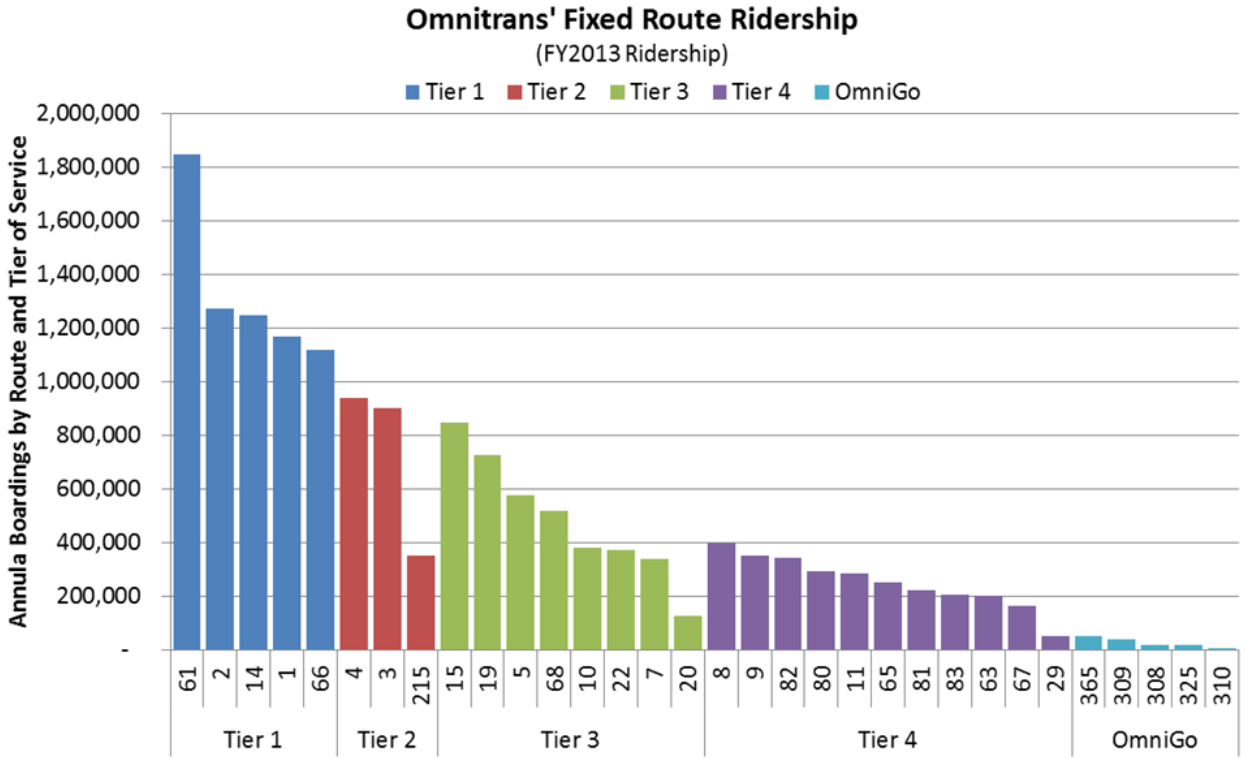


Exhibit 35 provides historical context for Omnitrans' ridership by looking at two decades of system-wide ridership trends.

The period of 1993 through 2002 was characterized by high ridership growth. During that period Omnitrans' system-wide total ridership increased from 6.5 million to 17.1 million; a total increase of 162% or a compounded annualized increase of 11.3%.

This period of high growth occurred as Omnitrans refined its fixed route system and developed a fare structure based on multi-use passes instead of cash fares and transfers. This growth coincided with population growth in the Inland Empire.

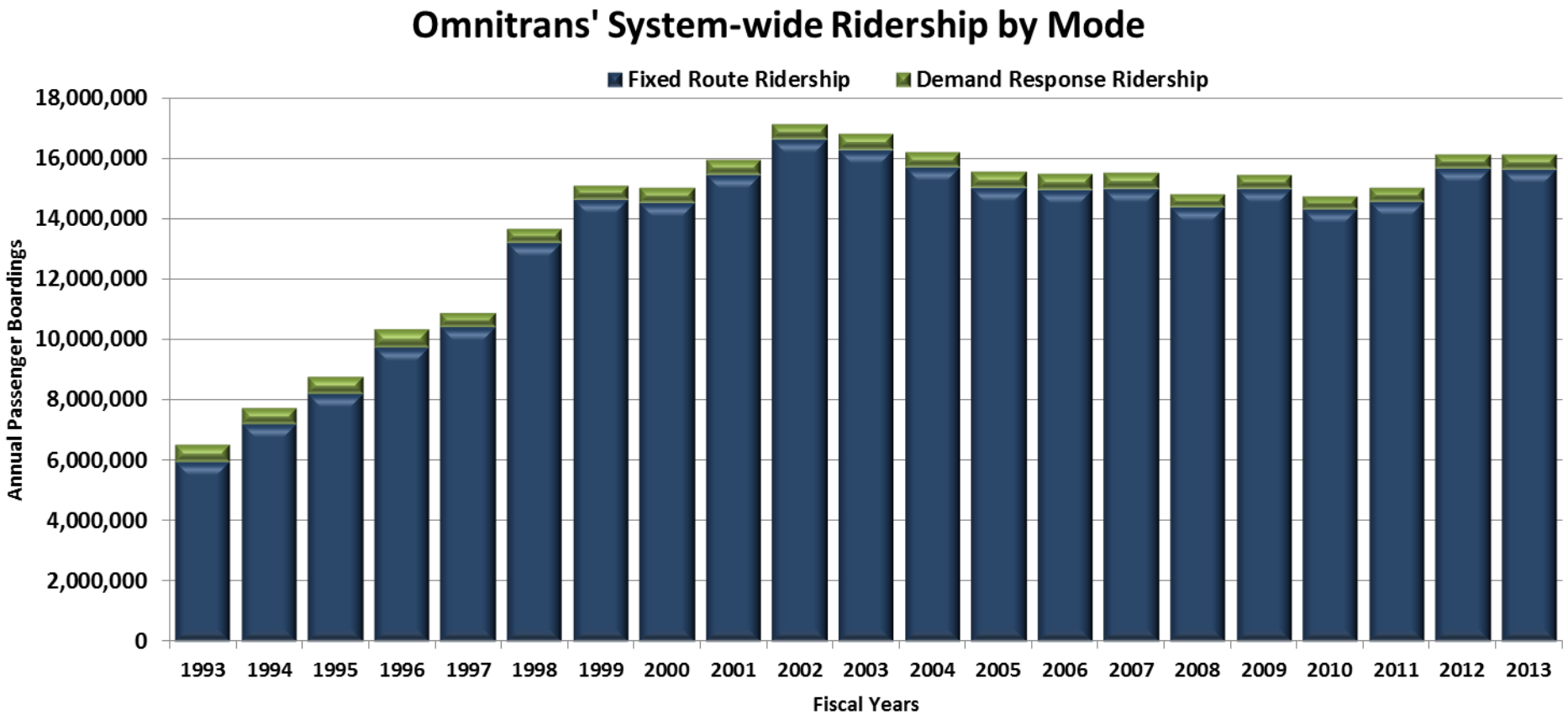
The period 2002-2005 was characterized by a decline in ridership from the high of 17.1 million passenger boardings to 15.5 million boardings.

The period 2005-2010 saw slight declines associated with two budget driven service reductions and fare increases.

Since 2010, Omnitrans has seen growth tied to growing senior and student ridership couple with growth from OmniGo and Express bus service.

Moving forward Omnitrans strives to recapture some of the growth trend established in the 1990s by focusing on developing higher-quality services like sbX and using technology to improve information and fare payment designed to again coincide with an expected period of population growth for the Inland Empire.

**Exhibit 35: Omnitrans System-wide Ridership by Mode for Fiscal Years 1993 to 2013**



### 5.3.2 Passengers per Hour

Adjusting a route's ridership by the amount of hours of service delivered provides a more accurate measure of productivity.

The data provided in Exhibit 36 and Exhibit 37 illustrates the productivity of each of Omnitrans' routes by tiers as defined in Section 5.2.2 Local Routes. The higher the productivity, the better the route performs. The higher the productivity of the route, compared to the next tier higher, the more likely that route is to warrant additional resources.

Conversely, the lower the productivity, particularly compared to the next lower tier, the more likely

Exhibit 36: Fixed Route Passengers per Hour (All Days)

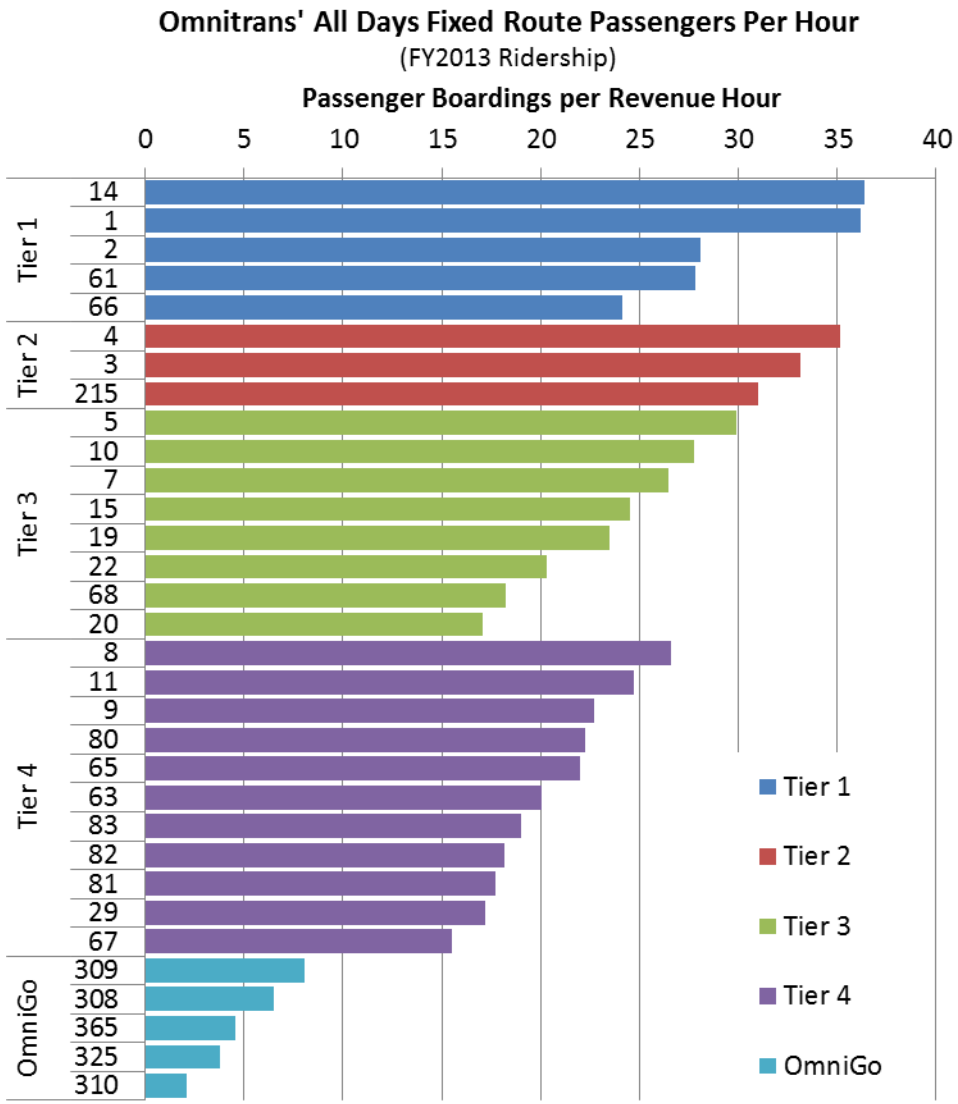
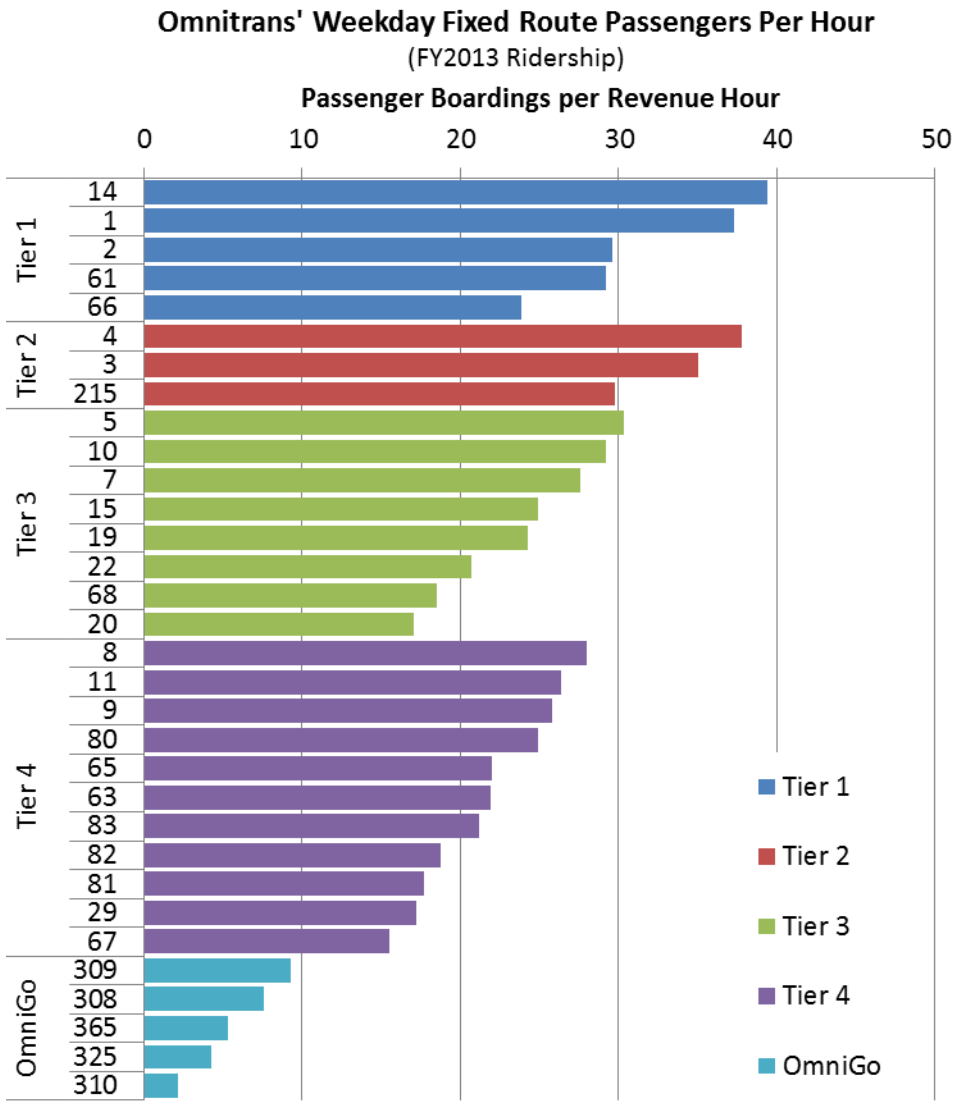



Exhibit 37: Fixed Route Passengers per Hour (Weekday)



the route is to warrant a reduction in resources (i.e., frequency, span of service, or days of operation).

For example, routes 3 and 4, both Tier 2 routes, exceed the productivity of the majority of Tier 1 routes and as a result should be evaluated for additional resources. Similarly, Routes 8, 9, 11, and 80 are higher-performing Tier 4 routes that may warrant additional resources (i.e., higher frequency, longer service span, peak service offerings or similar).

Evaluating the Saturday and Sunday data, shows one route in particular, Route 215, that greatly

**Exhibit 39: Fixed Route Passengers per Hour (Saturdays)**

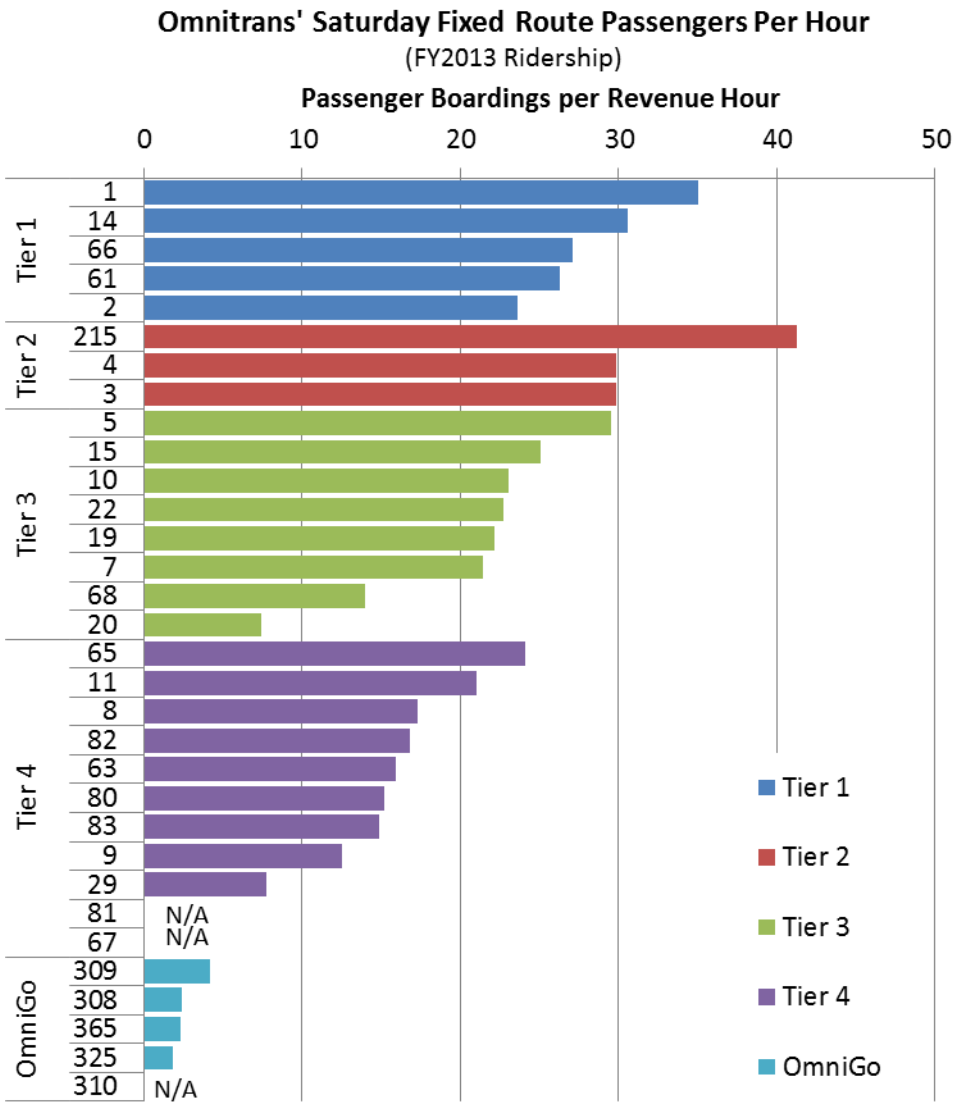
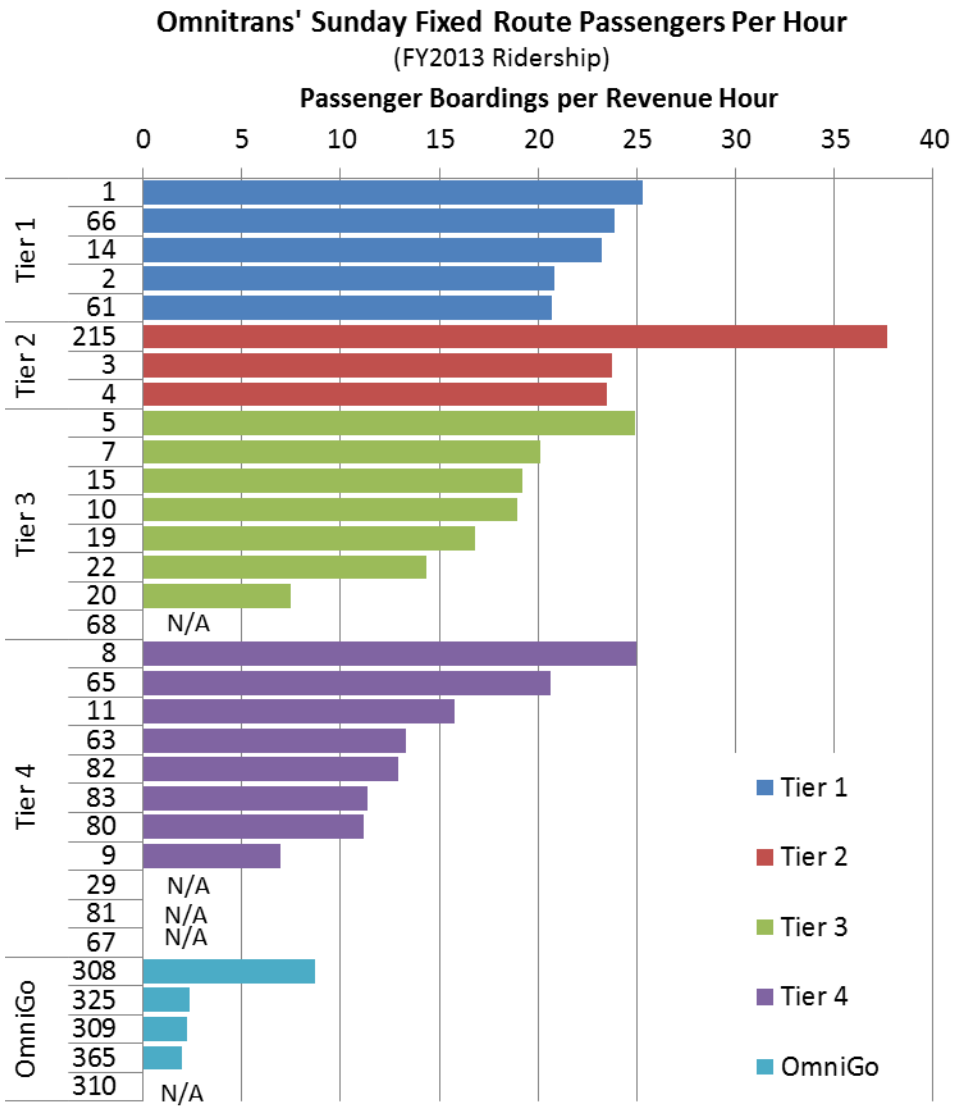



**Exhibit 38: Fixed Route Passengers per Hour (Sunday)**



exceeds the productivity of all other routes. While Route 215 is operating as a Tier 2 route during the weekday, its 60-minute weekend frequency should be enhanced based on the findings here. The performance of Route 215 is also noteworthy because it follows the regional trend towards the importance of express service.

On Saturday and Sunday, several routes have "n/a," which indicates that the route is not in service on those days.

### 5.3.3 On-Time Performance

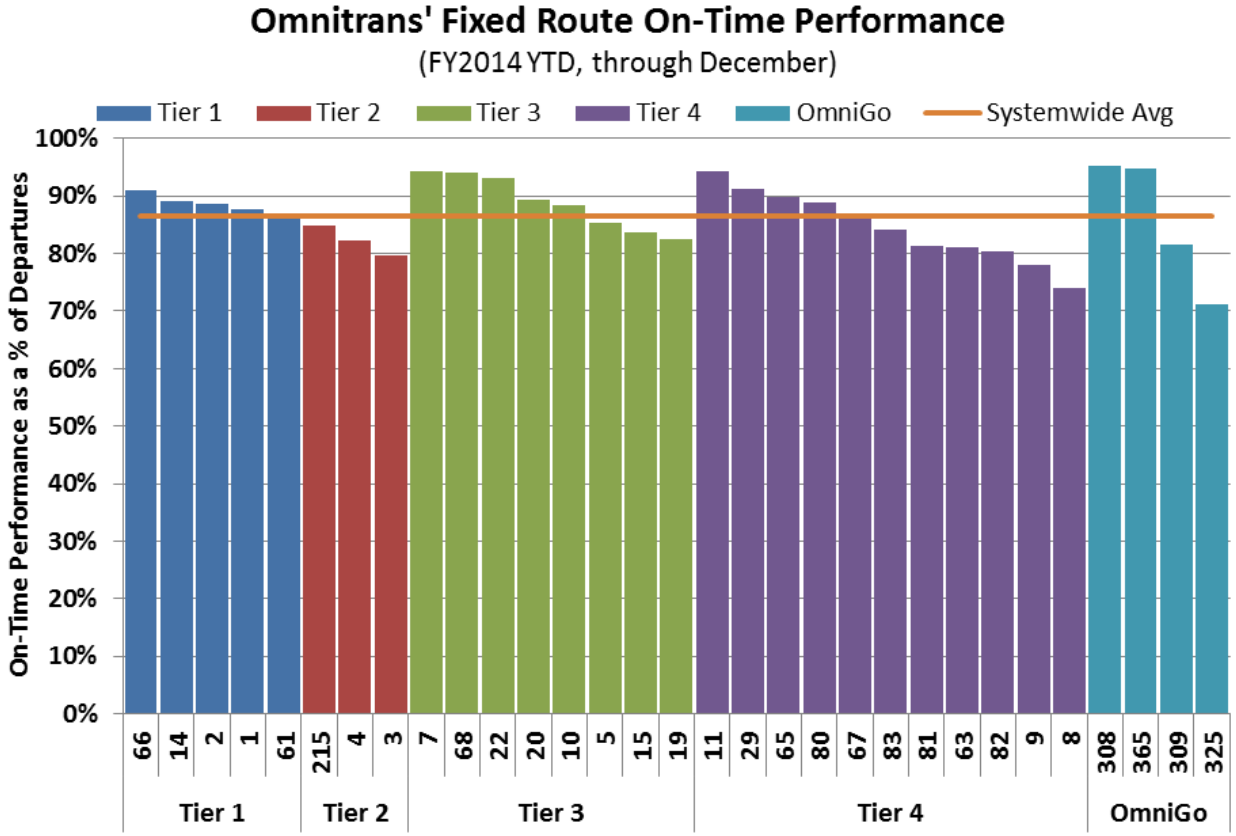
On-time performance is the primary measure of a route's reliability. Like passengers per hour, higher numbers are better. Unlike passengers per hour, the lower the on-time performance, the more likely the route is to need additional resources.

Routes 3 and 4 have the lowest on-time performance (near 80%) of the higher-tier routes. Routes 3 and 4 were also amongst the highest passenger-per-hour routes. Omnitrans has worked to resolve on-time performance issues on Routes 3 and 4 with small tweaks, but the routes continue to underperform on on-time performance. The remaining options to improve on-time performance revolve around either adding resources or reducing frequency. Given the overall success of the Routes 3 and 4, additional resources to more evenly load the routes for better on-time performance and to build upon the higher passengers per hour is warranted.

Similarly, routes 19, 8 and 9 have a reliability score below the system-wide average and well below their Tier peers. As a result, resources should be allocated or routes redesigned to improve the reliability while also working to build upon reasonable productivity.

The route with the lowest on-time performance is OmniGo Route 325 at just over 70% on-time. While this low number indicates a problem, a detailed analysis of the route shows that it suffers from an isolated issue that is improving service rather than a reliability issue that degrades service. At one time-point the route departs approximately 20% early. This time point is the Grand Terrace Senior Center, where the time point is at the curb outside of the parking lot for the senior center. The bus departs early because it drops of and picks up the seniors in the senior center parking lot that it uses as a turn-around, thus giving better service to the seniors. Unfortunately this counts against the performance of the route because Omnitrans timepoints and official stops are street-side not on private property.

**Exhibit 40: Fixed Route On-Time Performance by Route (All Days)**



## 5.4 Demand Response

Omnitrans currently provides two forms of demand-response service operated by a subcontractor: OmniLink and Access. Both services provide origin-to-destination service and require customers to make trip reservations in advance of their trip.

Unlike fixed-route service, demand-response service does not operate on a specific route map or at a specific frequency. Rather, it is a shared-ride service that attempts to maximize efficiency while maintaining reasonable passenger travel times for riders.

### 5.4.1 OmniLink

OmniLink is an origin-to-destination general public demand-response service designed for low-density areas. The service currently operates within the city boundaries of Chino Hills and Yucaipa where traditional fixed-route service has not historically been efficient due to the low density of land uses and the lack of direct road network found in these areas.

The service is designed to provide feeder service to/from Omnitrans' fixed route bus service. Riders using the service are required to book the trips in advance up to three days. In both Chino Hills and Yucaipa, service is provided Monday to Friday, 7:00 A.M. to 6:00 P.M.

OmniLink is Omnitrans' smallest service in the family of services in terms of ridership and revenue hours. OmniLink accounts for 0.1% of Omnitrans' system wide ridership at just 18,547 trips compared to Omnitrans' total of 16.1 million. OmniLink accounts for 0.8% of Omnitrans revenue hours and 0.6% of Omnitrans annual operating budget.

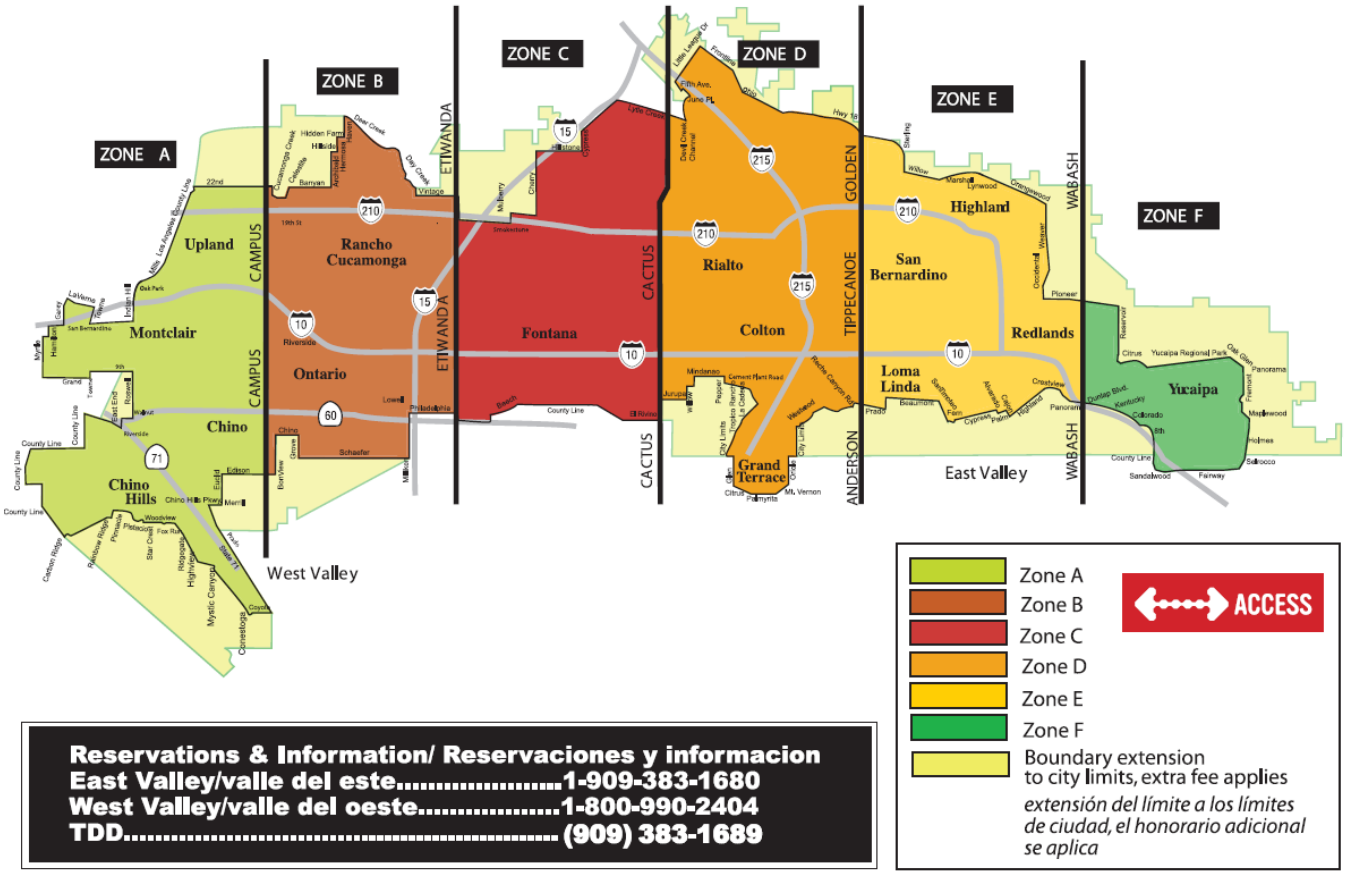
The OmniGo routes added in FY2011 overlap much of OmniLink's service area. Currently, the origins and destinations of 85.5% of OmniLink trips in Yucaipa and 60.4% in Chino Hills are within ½-mile walking distance of an OmniGo stop.

### 5.4.2 Access

The American with Disabilities Act (ADA) requires that fixed route transit operators provide, or ensure the provision of, "complementary paratransit service for those individuals who, because of their disability, cannot use the regular general public fixed route service."

Access service is Omnitrans' ADA complementary paratransit service for eligible persons who are physically or cognitively unable to use regular fixed route transit. Access provides service seven days a

Exhibit 41: Access Service Area and Zone Map (Effective FY2014)



week and requires eligible riders to book each trip in advance. A map of the Access service area can be seen in Exhibit 41.

Access service is available throughout the Omnitrans service area within a ¾-mile radius of either side of an existing Omnitrans regular fixed bus route.

Beyond-the-ADA-boundary Access service extends past the 3/4-mile boundary required by ADA, to the edge of each JPA member city for a nominal fee. Beyond-the-ADA-boundary Access service is available Monday through Friday from 9:00 am to 8:00 pm, and Saturday and Sunday from 7:00 a.m. to 7:00 p.m.

Access services consume a large share of Omnitrans' operating budget compared to the ridership generated. Access ridership is only 2.9% of Omnitrans' 16.1 million trips annually; however, the costs to run access account for 17.5% of Omnitrans' total budget. This is largely due to the individualized and regulated nature of the ADA trips provided.

In order to minimize the overall costs of Access trips, Omnitrans has partnered with VTrans and SANBAG to provide pass-through of FTA Job-Access Reverse Commute (JARC, FTA §5316) and New Freedom (FTA §5317) funding to several community groups. The purpose of Omnitrans' involvement is to help the community groups replace travel on Access with other services.

Since the majority of Access trips are to or from large workshops served by these community groups, partnering with these groups will help reduce Access ridership and associated costs.

Over time, Omnitrans must seek other partnering opportunities in order to minimize the cost of providing Access service. One key area where Omnitrans and VTrans can partner is the development of in-person functional assessments.

Functional assessments work to ensure that riders using Access are truly qualified for Access. While Omnitrans has a fairly detailed paper screening process, it is still a paper screening process.

The use of functional assessments could allow a better referral process from Omnitrans to VTrans' travel training program. Additionally, the functional assessments can open up additional opportunities to incentivize transition from Access to fixed-route, where the per passenger cost falls from approximately $26 per passenger to $4 per passenger.

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# 6 Our Partners

As the service provider and FTA designated recipient of federal funds within the San Bernardino Valley, Omnitrans works in partnership with neighboring transit agencies and federal, state, and local funding agencies. Omnitrans has active cooperative service agreements and grant agreements with the agencies identified in this section.

## 6.1 Neighboring Transit Agencies

Omnitrans works collaboratively with surrounding regional transit providers to provide a connected regional network that reaches the destinations where people need to go. Exhibit 42- Fixed Route Network displays Omnitrans' current fixed route network and connectivity to the regional transit providers with a description of each provider detailed below.

### 6.1.1 Riverside Transit Agency (RTA)

Riverside Transit Agency is the Consolidated Transportation Service Agency for western Riverside County. The agency provides both local and regional bus service including 36 fixed routes, eight CommuterLink routes, and demand response service. RTA routes, 14, 21, 49 and 204 provide transfers into the San Bernardino Valley. The interagency agreement provides that Omnitrans and RTA will accept each other's transfers/passes on fixed routes, valued at each agency's base fare.

- **RTA Route 14** provides 70-minute headways between Riverside's Galleria at Tyler and Loma Linda's Jerry L. Pettis Veterans Administration Hospital, where it connects to Omnitrans' Routes 2, 9, 19, OmniGo 325, and sbX Green Line. The route provides a vital connection to a major destination within Omnitrans, service area and operates between 5:15 a.m. to 8:38 pm on weekdays and between 6:54 a.m. to 7:44 p.m. on weekends.
- **RTA Route 21** provides 60-minute headways between Riverside and Fontana, where it connects to Omnitrans' Route 82. The route operates between 6:18 a.m. to 8:18 p.m. on weekdays and between 8 a.m. to 6:45 p.m. on weekends.
- **Route 49** provides 70-minute headways between Downtown Riverside and Fontana, where it connects to Omnitrans' Route 82. The route operates between 4:27 a.m. to 8:33 p.m. on weekdays and between 6:00 a.m. to 7:52 p.m. on weekends.
- **Route 204** is a commuter service that provides 60-minute service between downtown Riverside, Ontario Mills Mall, and the Montclair Transcenter on weekdays only. The route connects to Omnitrans routes 61, 65, 66, 67, 68, 80, 81 and 82. It operates between 4:33 a.m. to 8:11 p.m. on weekdays only.

### 6.1.2 Victor Valley Transit Authority

Victor Valley Transit Authority (VVTA) provides service in the high deserts of Adelanto, Apple Valley, Hesperia, Victorville and San Bernardino County. The agency provides three types of fixed routes: county routes, local fixed routes, and local deviated routes. In addition, VVTA provides ADA demand response service.

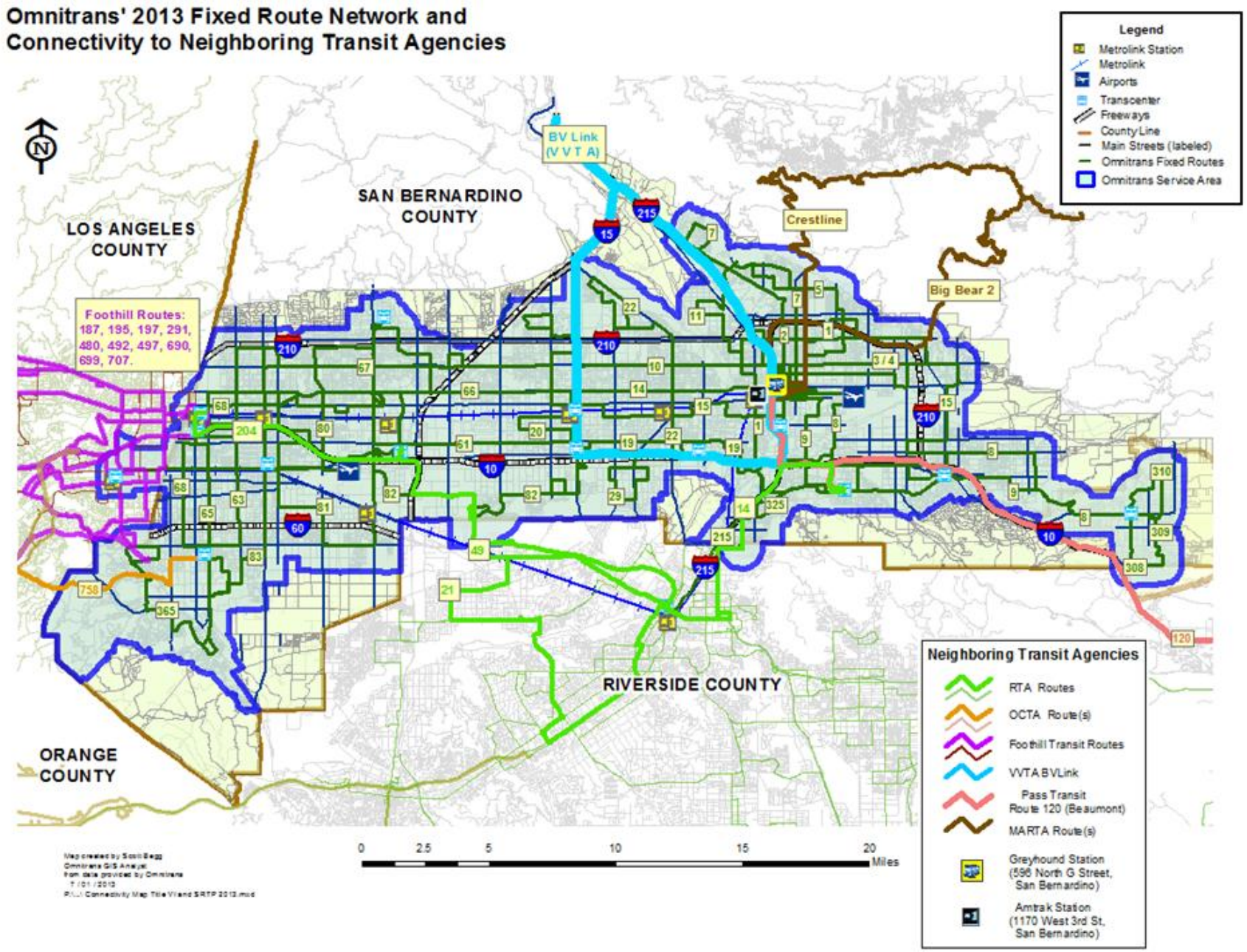
- **B-V Link** is VVTA's only route that provides a connection from Fort Irwin, Barstow, Victorville and then into Omnitrans' service area on weekdays. The lifeline service operates from 6:00 a.m. to 7:00 p.m. with the last trip departing from the Fontana Transit Center at 3:40 p.m. The route stops at the following five locations within Omnitrans' service area: Fourth Street San Bernardino Transfer Center, San Bernardino Metrolink Depot, Arrowhead Medical Center, Kaiser Hospital Fontana, and the Fontana Transit Center.

### 6.1.3 Mountain Area Regional Transit Authority

Mountain Area Regional Transit Authority (Mountain Transit) provides services to Big Bear Valley, Running Springs, Lake Arrowhead, Crestline, and San Bernardino. The agency operates local and ADA demand-response service.

- **Off-the-Mountain Service** is operated by Mountain Transit Monday through Saturday with stops in Highland and San Bernardino. This service provides a connection to 13 Omnitrans routes at the San Bernardino 4th Street Transfer Center.

**Exhibit 42- Fixed Route Network**



### 6.1.4 Orange County Transportation Authority

Orange County Transportation Authority (OCTA) provides service within Orange County and offers a bus system made up of 77 fixed routes. OCTA's Route 758 provides a transfer into Omnitrans' service area. As such, the interagency agreement provides that Omnitrans and OCTA will accept each other's transfers/passes on fixed routes, valued at each agency's base fare.

- **OCTA Route 758** is a commuter route that provides connections to Omnitrans routes 63, 65, 68, 83, and OmniGo 365. The service operates four trips on weekdays from 4:18 a.m. to 7:37 p.m. The trips provide transfer opportunities for passengers traveling between the City of Irvine and the Chino Transit Center.

### 6.1.5 Pass Transit

Pass Transit is operated by the City of Beaumont and provides service to Beaumont, Banning, Cherry Valley and Cabazon.

- **Commuter Route 120** connects to Omnitrans' service area by running a shuttle service to the VA Hospital in Loma Linda and to the San Bernardino Metrolink Station. The service runs on weekdays only and does not accept free transfers from Omnitrans.

### 6.1.6 Foothill Transit

Foothill Transit serves the Pomona and San Gabriel Valleys in Los Angeles County, abutting Omnitrans' service area. Foothill offers several routes into Omnitrans' service area with transfers occurring at the Montclair Transit Center and Pomona Transit Center. Agreements between the two agencies allow passengers and employees with easy transfers between the agencies at points of contact as long as a rider has a valid multi-use pass.

### 6.1.7 Metrolink

Metrolink commuter rail service is operated by the Southern California Regional Rail Authority, which is comprised of five counties including San Bernardino. Metrolink's San Bernardino Line, Inland Empire-Orange County Line, and Riverside Line have eight stations within the Omnitrans service area, with most transfer activity occurring at the Fontana, Montclair, and Downtown Pomona stations. Riders transferring from Metrolink can use the Metrolink fare media on Omnitrans routes: 1, 10, 14, 15, 19, 20, 22, 61, 63, 65, 66, 67, 68, 80, 81, 82, and 83.

### 6.1.8 Greyhound

Greyhound is the largest provider of intercity bus transportation, serving more than 3,800 destinations nationwide. Greyhound's San Bernardino station is located at 596 North G Street. It is serviced by Omnitrans' Route 11 and located less than a quarter of a mile from the San Bernardino 4th Street Transfer Center that provides connections to 13 Omnitrans routes, VVTA's BV Link route, and Mountain Transit's Off-the-Mountain service.

### 6.1.9 Amtrak

Amtrak is the national rail operator for intercity passenger service, serving over 500 destinations in 46 states. Amtrak's Southwest Chief Line stops at the Santa Fe Depot in San Bernardino, which is served by Omnitrans' Route 1. In addition, Amtrak's Sunset Limited and Texas Eagle lines stop at 198 East Emporia Street in Ontario, which is less than a quarter of a mile walk from Omnitrans' routes 61, 63, 80, 82, and 83..

Amtrak's Thruway buses provide feeder service from the Ontario and San Bernardino Amtrak stations to Amtrak's other California routes, as well as provide bus service to tourist destinations such as Las Vegas, Palm Springs/Cabazon, and beach cities.

## 6.2 Federal and State Agencies

Omnitrans also interacts with various federal, state, and local agencies.

### 6.2.1 Federal Transit Administration

The Federal Transit Administration (FTA) is the primary federal entity for public transportation, under the United States Department of Transportation (USDOT). The FTA provides financial and technical assistance to local public transit systems. The FTA has review authority over the federal environmental documentations, grants, and federally funded projects produced by Omnitrans. As a direct recipient, Omnitrans receives a large portion of programmed funding from the FTA, including pass-through funds awarded to sub-recipients. More information can be found at www.fta.dot.gov.

### 6.2.2 California Transportation Commission

The California Transportation Commission (CTC) is the primary decision making body within California for state funding programmed and allocated to Omnitrans for capital projects. The CTC was established in 1978 by Assembly Bill 402 and is the Commission responsible for adopting the State Transit Improvement Program (STIP), which details

all agency expenditures over the next five years on a biannual basis. Every change that is made to Omnitrans' capital and operating programs must ultimately be approved by the CTC before it can be included in a grant that goes to the FTA. More information can be obtained about the CTC on the state's web site, www.catc.ca.gov.

### 6.2.3 Caltrans

The California Department of Transportation (Caltrans) plays a role in implementing the programming and monitoring of some grant funds for transit projects in California. As such, Omnitrans submits reports to Caltrans for state-funded projects. Omnitrans is located within Caltrans District 8. Additional information can be found on Caltrans website www.dot.ca.gov.

### 6.2.4 Southern California Association of Governments

The Southern California Association of Governments (SCAG) is the designated Metropolitan Planning Organization overseeing the cities and counties of Imperial, Los Angeles, Orange, Riverside, Ventura, and San Bernardino. SCAG researches and plans transportation, growth management, hazardous waste management, and air quality for the six-county region. SCAG is responsible for adopting the Regional Transportation Plan/Sustainable Communities Strategy (RTP/SCS). Transportation projects outlined in the RTP/SCS's long-term vision for multimodal transportation are later programmed in the Federal Transportation Improvement Program (FTIP), the capital listing of all transportation projects proposed over a six-year period . Capital and operating projects must be approved and listed within the FTIP before they can be included in a grant application to the FTA. Additional information about SCAG and the current RTP/SCS can be found at www.scag.ca.gov.

## 6.3 County Agencies

The County of San Bernardino is a member of the Joint Powers Authority of Omnitrans and has representation on Omnitrans' Board of Directors. Omnitrans works with the County as it does with its member cities, as the County is responsible for planning and engineering for its unincorporated areas. In addition, Omnitrans works in close partnership with the County Transportation Commission, the San Bernardino Associated Governments.

### 6.3.1 San Bernardino Associated Governments

The San Bernardino Associated Governments (SANBAG) is the council of governments and transportation planning agency for San Bernardino County. SANBAG is responsible for cooperative regional planning and serves as the County Transportation Commission, which programs funds for bus transportation. As the County Transportation Commission, SANBAG has the responsibility under State law of proposing county projects, using the current RTP's policies, programs, and projects as a guide, from among submittals by cities and local agencies. The locally prioritized lists of projects are forwarded to SCAG for review. From this list, SCAG develops the FTIP based on consistency with the current RTP, inter-county connectivity, financial constraint, and conformity satisfaction. Further information about SANBAG can be found by reviewing their website at www.sanbag.ca.gov.

## 6.4 Cities

Omnitrans works closely with its JPA member cities and neighboring cities to coordinate planning efforts and projects. Omnitrans staff often reviews cities' transportation project plans and development proposals for coordination with the transit system (for example, bus stop placement and amenities). Cities also frequently include future transit plans in their General Plan updates or require property developers to build transit amenities.

Omnitrans works in partnership with the cities to develop infrastructure improvements, such as bus stop improvements and transit centers or transfer centers. Several cities in Omnitrans' service area are planning transit-oriented development along future bus rapid transit (BRT) routes, in order to help capture the benefit of BRT and to promote high ridership in the areas around the stations.

## 6.5 Consolidated Transportation Service Agency

In October 2010, SANBAG created and designated Valley Transportation Services (VTrans) to be the Consolidated Transportation Service Agency (CTSA) for the San Bernardino Valley. CTSA's were created under auspices of the Social Services Transportation Improvement Act to achieve the intended transportation coordination goals of that Act. VTrans is an eligible recipient of Measure I Senior/Disabled funds collected in the Valley portion of San Bernardino. VTrans has introduced and partnered on various transportation programs focused on improving the mobility for seniors, persons with disabilities and persons of low income.

# 7 FY2015 – FY2020 Financial Plan

This chapter lays out Omnitrans' FY2015-2020 finance plan based on the revenue and cost projections developed to close out the Comprehensive Operational Analysis (COA) of Omnitrans. The detailed fully-balanced plan that results as an outcome from the OmniConnects plan can be found in Chapter 12.

In December 2013, the Omnitrans Board of Directors received a seven-year funding plan (Fiscal Year 2014 – Fiscal Year 2020) that originally showed an operating deficit of $12.81 million. The plan was developed based on Omnitrans' projected operating costs, the economy, and San Bernardino Associated Governments' (SANBAG) funding forecast. Omnitrans was tasked with developing a plan to reduce the deficit during the current fiscal year. After reviewing various options, a revised plan was developed, and is presented in Exhibit 1 and Exhibit 3. The plan is based on three major areas; 1) Organizational Restructuring, 2) Proposed Fare Changes, and 3) Risk Management.

**Organizational Restructuring** – Omnitrans restructured its senior management team by combining four departments into two. This provided Omnitrans the opportunity to reduce operating costs and gain operational efficiencies by reducing headcount.

**Proposed Fare Changes** – The original plan contained fare increases in FY2015 and FY2018. The Fare policy was revised to implement the fare increases in FY2015, FY2017 and FY2019 of the plan. These provided Omnitrans the ability to generate an additional $3.31 million in fare revenue.

**Risk Management** – A major component of Omnitrans' operating cost is the reserves for outstanding workers compensation and liability claims. The reserves to settle outstanding claims are maintained at high confidence levels. After review of historical data, risk assessment, and industry standard, it was determined that Omnitrans can operate with lower reserves while aggressively pursuing cost containment.

## 7.1 Funding Sources

The funding assumptions are based on the funding sources currently available to Omnitrans. This includes existing revenue sources at the federal, state and local levels. The level of funding estimated to be available over the next six years (FY2015 - FY2020) is based on the fund estimates provided by the San Bernardino Associated Governments (SANBAG) and Omnitrans' projections.

### 7.1.1 Fare Revenues

The financial plan also assumes fare increases in FY2015 FY2017 and FY2019 of 16%, 14%, and 12% respectively. Details of the fare proposals are in Chapter 12

### 7.1.2 Local Transit Funds

In 1972, SB 325 created a fund for local transportation purposes. These funds are derived from a ¼-cent sales tax and distributed by SANBAG. These Local Transit Funds (LTF) are intended to be "transit first" funding, meaning that funds are expected to be spent on transit projects to the extent that such projects are meeting all "transit needs that are reasonable to meet."

There is no universally accepted definition of reasonable to meet, and individual Regional Transportation Planning Agencies (RTPAs) must make their own determination. These funds can be used for capital expenditures, operations, or a combination thereof. Omnitrans' standard practice is LTF funds are assumed to be used for operations first, then as local match to federally funded capital projects when State Transit Assistance (STA) funds cannot be used.

SANBAG is responsible for allocating LTF in the San Bernardino Valley. Current SANBAG practice is to allocate the balance of LTF after commuter rail needs are met. LTF is currently at $36.3 million in FY2014 and is estimated to grow by 3.0% annually through FY2020.

### 7.1.3 State Transit Assistance Funds

State Transit Assistance funds (STA) are derived from the statewide sales tax on gasoline and diesel fuel through the Public Transportation Account (PTA) as part of the State Transportation Improvement Program (STIP). Proposition 42, passed by the voters in 2002, requires that state sales and use taxes on the sale of motor vehicle fuel be used for public transportation, city and county street and road repairs and improvements, and state highway improvements. Proposition 42 revenue partially funds the Public Transportation

Account, with some of those funds available for STIP projects and some for STA.

STA funds are allocated to SANBAG and to each public operator. Funds apportioned to SANBAG are made available to operators based on their service area population.

STA funds can be used either for transit operations or capital projects. There are eligibility requirements that must be met in order for a transit operator to receive these funds. The operator must meet the applicable ratio of passenger fares to operating cost. In addition, operators seeking STA for operations must show that their most-recent audited operating cost per revenue vehicle hour does not exceed the prior year's or average of the prior three years' operating cost per revenue hour adjusted by the change in the Consumer Price Index for the same period.

Omnitrans uses STA funds for both operating cost and capital projects.

### 7.1.4 FTA Formula Funds

The FTA Section 5307 Large Urban Cities is a formula program with funds apportioned to urbanized areas with populations over 50,000. Funds can only be used for capital projects, including the purchase of vehicles and facility maintenance. While Section 5307 funds are targeted for capital purposes, operating expenses associated with vehicle maintenance may be "capitalized" and paid for with Section 5307 funds, up to 80% of total vehicle maintenance costs. Section 5307 funds require a 20% local match.

Omnitrans receives Section 5307 funds from two urbanized areas (UZAs): 1) Los Angeles/Long Beach UZA; and 2) Riverside/San Bernardino UZA.The Southern California Association of Governments (SCAG) is the designated recipient. Using federal transit data, SCAG determines the amount of Section 5307 funds apportioned to the areas based on a variety of variables. In the Riverside/San Bernardino UZA, funds are apportioned by SANBAG based on a variety of variables.

The level of Section 5307 funds available to Omnitrans is currently at $16.9 million for FY2014 and is forecasted to remain at current levels through FY2020.

### 7.1.5 FTA Discretionary Funds

Historically, the Bus and Bus Facilities program (Section 5309 Bus and Bus Facilities) provided discretionary earmarks to transit agencies to fund vehicle purchases and facility improvement projects. In recent years, these were competitive grants.

With the recent passage of MAP-21, the competitive Bus and Bus Facilities program has been eliminated and replaced with the Section 5339 Bus and Bus Facilities Formula Program. Formula funding in FY2013 and FY2014 will be used to buy buses. The financial model assumes this funding continues through FY2020.

Other competitive grants are still available under Section 5309, such as New Starts/Small Starts for corridor and fixed guideway transit projects.

### 7.1.6 Congestion Mitigation and Air Quality (CMAQ)

Certain funds made available through the Federal Highway Administration are considered flexible funds and can be used for transit capital projects. They are the Surface Transportation Program (STP) and the Congestion Mitigation and Air Quality Program (CMAQ). In reality, STP funds are generally used for streets and road projects and are not available for transit. The exception to this rule is discussed under new funding alternatives.

The CMAQ program provides funds for projects that contribute to the attainment or maintenance of federal air quality standards. These funds are distributed by SANBAG to all eligible jurisdictions in the County. A wide variety of public agencies is eligible for CMAQ funds; however, Omnitrans has received a set-aside of funds for the purchase of vehicles. CMAQ funds are primarily used for capital projects, and are restricted to projects that improve air quality. A portion of CMAQ funding may be used to support the operating expenses for new or expanded transit service, but only for the first three years of operation.

SANBAG has determined priorities for the allocation of CMAQ funds estimated to be available between FY2014 and FY2020. Omnitrans has secured a commitment of approximately $40.8 million in CMAQ funds for fixed route replacement vehicles for FY2014 – FY2020.

### 7.1.7 Measure I Local Sales Tax For Transit

The ½-cent sales tax available for transportation projects in San Bernardino County is administered by SANBAG. As part of the Measure I sales tax, 8 percent of the Valley subarea's total share is

apportioned to the Senior and Disabled (S&D) fund. From the S&D fund, a minimum of 25 percent was used to implement, and will continue to be used to support operation of the Consolidated Transportation Services Agency (CTSA). This agency, known as Valley Transportation Services (VTrans), is responsible for the coordination of social service transportation for elderly individuals, individuals with disabilities and families of limited financial means.

The remaining 75 percent of Measure I - S&D funds are to be used to reduce fares and enhance transit service for elderly individuals and individuals with disabilities. Funding for Measure I – S&D expenditures are approved by SANBAG.

Projected Measure I - S&D estimates reflect SCAG's 2012 RTP Population Valley Programs. This estimate was developed for planning purposes and assumes a 4.7 percent annual increase in Measure I sales tax revenue, including 2.5 percent in annual inflation. The annual growth rates are consistent with the growth rates included in the Measure I Ten-Year Delivery Plan. Omnitrans' Measure I & Subsidy revenue currently at $5.1 million for FY2014 assumes annual of $0.2 - $0.3 million annually through FY2020.

### 7.1.8 Other Federal Grant Programs

There are other federal funding sources available to Omnitrans. These funding sources include FTA Section 5310 Transportation for Elderly Persons and Persons with Disabilities; Section 5316 Job Access and Reverse Commute (JARC), and Section 5317 New Freedom Program.

Section 5310 funds are used to provide transportation services to meet the special needs of the elderly and persons with disabilities. Funds are obligated based on the annual program of projects included in a statewide grant application. In the past, the program was administered by Caltrans and grants were awarded on a competitive basis. Under MAP-21, this program will be administered at the local level. Omnitrans has not included any of this funding in our current plan since these funds are currently uncertain.

Section 5316 funds are used to develop transportation services designed to transport welfare recipients and low-income individuals to and from jobs and to develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities.

Section 5317 is a new program established with the passage of SAFETEA-LU was designed to encourage services and facility improvements to address the transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act. Both of these programs have undergone changes under MAP-21, therefore Omnitrans is uncertain of funding levels it may receive and has therefore not included these in the current plan.

### 7.1.9 Proposition 1B State Infrastructure Bonds

The Highway Safety, Traffic Reduction, Air Quality, and Port Security Bond Act of 2006, approved by the voters as Proposition 1B on November 7, 2006, authorized $19.9 billion in general obligation bond proceeds, of which $2 billion were to be available for projects in the State Transportation Improvement Program to augment funds otherwise available for the STIP from other sources.

Funds are distributed by formula to transit operators and regional agencies for rehabilitation, safety or modernization improvements, capital service enhancements or expansions, new capital projects, bus rapid transit improvements and, and for rolling stock procurement, rehabilitation and replacement. Omnitrans' share of Proposition 1B Public Transportation Modernization, Improvement, and Service Enhancement Account Program (PTMISEA) funds is $30.8 million through FY2020. The ability of the State of California to issue bonds will greatly impact the timing of these funds.

### 7.1.10 In-Kind Transfers

In-kind transfers are donations of land or other assets used to complete an infrastructure project. In-kind transfers can be of various forms, including transfers from private developers and/or from other government agencies.

### 7.1.11 Advertising and Auxiliary Revenues

Omnitrans generates revenues from investment income and advertising allowed on its vehicles. On an annual basis, these two sources generated about $0.4 million in FY2013 that was used for operations. In FY2014, $0.4 million is budgeted based on low interest rates and an uncertain economy. There are signs of advertising picking up again and these funds are projected at $0.7 million from FY2015 – FY2020.

Exhibit 43 identifies the operating funding and Exhibit 44 identifies the capital funding sources and the revenue projections for FY2014 – FY2020.

**Exhibit 43: Omnitrans Operating Revenues Forecast (Millions)**

| SOURCE | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 | FY2020 | TOTAL |
|---|---|---|---|---|---|---|---|---|
| LTF | $36.34 | $37.44 | $38.56 | $39.72 | $40.91 | $42.14 | $43.40 | $278.52 |
| Measure I - S&D | $5.10 | $5.30 | $5.60 | $5.80 | $6.10 | $6.40 | $6.70 | $41.00 |
| STA - Operator | $1.10 | $0.90 | $0.90 | $0.90 | $0.90 | $0.90 | $0.90 | $6.51 |
| STA - Population[1] | $2.98 | $3.17 | $3.10 | $3.10 | $3.10 | $3.10 | $3.10 | $21.65 |
| Federal | $10.90 | $10.90 | $10.90 | $10.90 | $10.90 | $10.90 | $10.90 | $76.30 |
| Other | $0.39 | $0.56 | $0.70 | $0.70 | $0.70 | $0.70 | $0.70 | $4.45 |
| Fares[2] | $14.75 | $17.20 | $17.54 | $18.47 | $18.95 | $19.87 | $20.38 | $127.16 |
| **Total Operating Revenue** | **$71.56** | **$75.47** | **$77.31** | **$79.59** | **$81.56** | **$84.01** | **$86.09** | **$555.59** |

[1] Use of STA – Population funds for operations requires compliance with efficiency standards defined in CPUC Section 99314.6 related to total operating cost per revenue hour annual increase to CPI.

[2] Fare revenue are adjusted to include implementation of the sbX Green Line and Fare increases.

**Exhibit 44: Omnitrans Capital Revenues Forecast (Millions)**

| SOURCE | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 | FY2020 | TOTAL |
|---|---|---|---|---|---|---|---|---|
| FTA Section 5307 | $6.04 | $6.04 | $6.04 | $6.04 | $6.04 | $6.04 | $6.04 | $42.28 |
| FTA Section 5339 | $3.53 | $1.76 | $1.76 | $1.76 | $1.76 | $1.76 | $1.76 | $14.09 |
| CMAQ | $5.20 | $5.15 | $5.18 | $6.66 | $5.56 | $5.47 | $7.62 | $40.84 |
| STA - Pop. Alloc. | $0.17 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.17 |
| Prop 1B PTMISEA | $7.90 | $4.05 | $4.22 | $2.94 | $4.34 | $4.67 | $2.72 | $30.84 |
| Prop 1B TSGP | $0.13 | $0.13 | $0.13 | $0.13 | $0.13 | $0.13 | $0.13 | $0.91 |
| **Total Capital Revenue** | **$22.97** | **$17.13** | **$17.33** | **$17.53** | **$17.83** | **$18.07** | **$18.27** | **$129.13** |

## 7.2 Operating Expenses

Omnitrans is accounted for as an enterprise fund (proprietary fund type) using the economic resources measurement focus, and the accrual basis of accounting. A fund is an accounting entity with a self-balancing set of accounts established to record the financial position and results of operations of a specific governmental activity. The activities of enterprise funds closely resemble those of ongoing businesses in which the purpose is to conserve and add to basic resources while meeting operating expenses from current revenues. Enterprise funds account for operations that provide services on a continuous basis and are substantially financed by revenues derived from user charges. Revenues are recognized when earned and expenses are recognized as they are incurred.

Enterprise funds distinguish operating revenues and expenses from non-operating items. Operating revenues and expenses generally result from providing services and producing and delivering goods in connection with an enterprise fund's principal operations. The principal operating revenues of Omnitrans consist of bus transit services. Non-operating revenues consist of federal, state and local operating grants, investment income, and special charges that can be used for either operating or capital purposes. Operating expenses for enterprise funds include the cost of sales, administrative expenses and depreciation on capital assets.

Omnitrans operating expenses are the expenses associated with the operation of the transit agency and goods and services purchased for system operation. It is the sum of either the functions or the object classes listed below:

Operating Expense Function is an activity performed or cost center of a transit agency. The four basic functions are:

- **Vehicle Operations** includes all activities associated with the subcategories of the vehicle operations function: transportation administration and support; revenue vehicle operation; ticketing and fare collection; and system security.
- **Vehicle Maintenance** includes all activities associated with revenue and non-revenue (service) vehicle maintenance, including administration, inspection and maintenance, and servicing (cleaning, fueling, etc.) vehicles.
- **Non-Vehicle Maintenance** includes all activities associated with facility maintenance, including: maintenance of vehicle movement control systems; fare collection and counting equipment; structures, tunnels and subways; roadway and track; passenger stations, operating station buildings, grounds and equipment; communication systems; general administration buildings, grounds and equipment; and electric power facilities.
- **General Administration** includes all activities associated with the general administration of the transit agency, including transit service development, injuries and damages, safety, personnel administration, legal services, insurance, data processing, finance and accounting, purchasing and stores, engineering, real estate management, office management and services, customer services, promotion, market research and planning.

Operating Expense Object Class is a grouping of expenses on the basis of goods and services purchased. Eight Object Classes are reported on as follows:

- **Salaries and Wages** are the pay and allowances due employees in exchange for the labor services they render on behalf of the transit agency. The allowances include payments direct to the employee arising from the performance of a piece of work.
- **Fringe Benefits** are the payments or accruals to others (insurance companies, governments, etc.) on behalf of an employee and payments and accruals direct to an employee arising from something other than a piece of work.
- **Services** include the labor and other work provided by outside organizations for fees and related expenses. Services include management service fees, advertising fees, professional and technical services, temporary help, contract maintenance services, custodial services and security services.
- **Materials and Supplies** are the tangible products obtained from outside suppliers or manufactured internally. These materials and supplies include spare parts, tires, fuel and lubricants. Freight, purchase discounts, cash discounts, sales and excise taxes (except on fuel and lubricants) are included in the cost of the material or supply.

- **Occupancy/Utilities** include the payments made to various utilities for utilization of their resources (e.g., electric, gas, water, telephone, etc.). Utilities include propulsion power purchased from an outside utility company and used for propelling electrically driven vehicles, and other utilities such as electrical power for purposes other than for electrically driven vehicles, water and sewer, gas, garbage collection, and telephone.

- **Casualty and Liability** Costs are the cost elements covering protection of the transit agency from loss through insurance programs, compensation of others for their losses due to acts for which the transit agency is liable, and recognition of the cost of a miscellaneous category of corporate losses.

- **Purchased Transportation** is transportation service provided to a public transit agency or governmental unit from a public or private transportation provider based on a written contract. Purchased transportation does not include franchising, licensing operation, management services, cooperative agreements or private conventional bus service.

- **Other Operating Expenses** is the sum of taxes, membership dues, travel, and other miscellaneous expenses.

Omnitrans' Operating Expense Forecast is shown in the table below by operating expense object class. Included in the forecast are operating costs associated with the introduction of the sbX Green Line service scheduled to launch in the second half of FY2014. The operating budget for FY2014 is approximately $71.6 million. This is an increase of approximately $2.3 million or 3.3% over FY2013.

**Exhibit 45: Omnitrans Operating Expenses Forecast (Millions)**

| OBJECT CLASS | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 | FY2020 | TOTAL |
|---|---|---|---|---|---|---|---|---|
| Salary & Wages | $25.52 | $26.98 | $27.79 | $28.62 | $29.48 | $30.37 | $31.28 | $200.05 |
| Fringe Benefits | $15.98 | $17.28 | $17.91 | $18.58 | $19.27 | $19.98 | $20.73 | $129.72 |
| Services | $3.09 | $3.11 | $3.32 | $3.39 | $3.45 | $3.52 | $3.59 | $23.47 |
| Materials & Supplies | $9.30 | $9.89 | $10.09 | $10.31 | $10.52 | $10.74 | $10.97 | $71.82 |
| Occupancy/Utilities | $3.22 | $3.67 | $4.10 | $4.18 | $4.26 | $4.35 | $4.43 | $28.20 |
| Casualty & Liability | $5.16 | $4.46 | $3.43 | $3.63 | $3.46 | $3.70 | $3.50 | $27.34 |
| Purchased Transp. | $9.06 | $9.12 | $9.31 | $9.49 | $9.68 | $9.88 | $10.07 | $66.61 |
| Other Expenses | $0.23 | $0.96 | $1.36 | $1.40 | $1.44 | $1.48 | $1.52 | $8.37 |
| **Total Operating Expenses** | **$71.56** | **$75.47** | **$77.31** | **$79.59** | **$81.56** | **$84.01** | **$86.09** | **$555.59** |

## 7.3 Finance Plan – Capital

### 7.3.1 Agency-Wide Capital Plan

The components of the project capital plan are summarized and incorporated into the agency-wide capital plan. The agency plan presents capital funding and spending for each individual funding source and each individual capital project planned during FY2014 – FY2020. Capital plan documentation includes project names and descriptions, total capital costs and schedules, and proposed federal funding contributions for each planned capital project. The agency-wide capital plan includes bus and service vehicle replacement consistent with the fleet management plans prepared by the transit agency.

Omnitrans' six–year capital plan emphasizes replacement and state of good repair first, and includes significant constraints compared to previous expansion plans. The forecasted six–year total capital revenues presented in detail earlier in Exhibit 44.

### 7.3.2 Revenue Vehicles

Omnitrans' capital plan includes funding for the purchase of revenue vehicles. Omnitrans' revenue vehicles are principally three types: (1) Forty-foot CNG powered vehicles for operations in its fixed-route service; (2) Sixty-foot CNG powered vehicles for operations of sbX service; and (3) Sixteen

passenger medium-sized vehicles and eleven passenger vans to operate its demand response service. Omnitrans has leveled the replacement schedule of these vehicles to coincide with available funding. The proposed capital plan calls for the purchase of fifteen forty-foot vehicles and fifteen demand response vehicles per year. This replacement schedule conforms to FTA's recommended replacement cycle for revenue vehicles. The new sbX articulated buses lifespan is longer than the planning horizon of OmniConnects.

### 7.3.3 Service Vehicles

Omnitrans utilizes various non-revenue service vehicles including relief cars used by coach operators and administrative staff. Trucks and vans are also used for support activities. These vehicles may be purchased or leased based on their use, and the needs of the agency. The capital plan includes the funding necessary for replacement of these support vehicles.

### 7.3.4 Management Information Systems (MIS)

This capital expenditure is necessary to enhance, improve and maintain all management information systems, communications systems and other systems throughout Omnitrans. The MIS investments will be used to replace/supplement outdated equipment with the intent of improving operating efficiencies.

### 7.3.5 Facilities

Facility expenditures are necessary to maintain and enhance Omnitrans' infrastructure. These costs include facility upgrades, office and shop equipment acquisitions, and other capital items needed to ensure that Omnitrans' facilities are kept in working order. These capital expenditures do not include any major stops or stations costs.

### 7.3.6 Transit Enhancements

Section 5307 guidelines stipulate that the recipient for an urbanized area with a population of at least 200,000 must expend not less than one percent of the amount the recipient receives each fiscal year under Section 5307 for transit enhancements. Transit enhancement expenditures represent costs for pedestrian improvements, bus stops, and other capital projects within the service area.

The table below shows Omnitrans' capital expenditures forecasts for the six years covering FY2014 – FY2020 compared to forecasted revenues and the resulting surplus or deficit.

The Capital Plan for Omnitrans presented in the Exhibit 46 below detail the federal and non-federal funding sources for the capital projects

**Exhibit 46: Omnitrans Capital Expense Forecast (Millions)**

| PROJECT | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 | FY2020 | TOTAL |
|---|---|---|---|---|---|---|---|---|
| Revenue Vehicles | $10.80 | $10.82 | $11.02 | $11.22 | $11.52 | $11.70 | $11.90 | $78.98 |
| Support Vehicles | $0.57 | $0.63 | $0.63 | $0.63 | $0.63 | $0.75 | $0.75 | $4.59 |
| IT Projects | $3.37 | $2.40 | $2.40 | $2.40 | $2.40 | $2.50 | $2.50 | $17.97 |
| Facilities | $5.35 | $1.63 | $1.63 | $1.63 | $1.63 | $1.73 | $1.73 | $15.32 |
| Transit Enhancements | $0.25 | $0.25 | $0.25 | $0.25 | $0.25 | $0.25 | $0.25 | $1.75 |
| **Total Capital Projects** | **$20.34** | **$15.73** | **$15.93** | **$16.13** | **$16.43** | **$16.93** | **$17.13** | **$118.61** |
| **Total Capital Revenue** | **$22.97** | **$17.13** | **$17.31** | **$17.53** | **$17.83** | **$18.07** | **$18.27** | **$129.13** |
| **Surplus/(Deficit)** | **$2.63** | **$1.40** | **$1.40** | **$1.40** | **$1.40** | **$1.14** | **$1.14** | **$10.52** |

| FY 2014 | FTA 5307 | FTA 5339 | CMAQ | STA | Prop 1B TGSP | Prop 1B PTMISEA | Totals |
|---|---|---|---|---|---|---|---|
| Revenue Vehicles | $1.20 | $3.40 | $5.20 | | | $1.00 | $10.80 |
| Support Vehicles | $0.45 | | | $0.07 | | $0.04 | $0.57 |
| IT Projects | $2.70 | | | $0.03 | | $0.64 | $3.37 |
| Facilities | $1.50 | | | $0.02 | $0.13 | $3.70 | $5.35 |
| Transit Enhancements | $0.20 | | | $0.05 | | $0.00 | $0.25 |
| **Totals** | **$6.05** | **$3.40** | **$5.20** | **$0.17** | **$0.13** | **$5.38** | **$20.34** |

| FY 2015 | FTA 5307 | FTA 5339 | CMAQ | STA | Prop 1B TGSP | Prop 1B PTMISEA | Totals |
|---|---|---|---|---|---|---|---|
| Revenue Vehicles | $0.88 | $1.70 | $5.15 | | | $3.09 | $10.82 |
| Support Vehicles | $0.50 | | | | | $0.13 | $0.63 |
| IT Projects | $1.92 | | | | | $0.48 | $2.40 |
| Facilities | $1.20 | | | | $0.13 | $0.30 | $1.50 |
| Transit Enhancements | $0.20 | | | | | $0.05 | $0.25 |
| **Totals** | **$4.70** | **$1.70** | **$5.15** | **$0.00** | **$0.13** | **$4.05** | **$15.73** |

| FY 2016 | FTA 5307 | FTA 5339 | CMAQ | STA | Prop 1B TGSP | Prop 1B PTMISEA | Totals |
|---|---|---|---|---|---|---|---|
| Revenue Vehicles | $0.88 | $1.70 | $5.18 | | | $3.26 | $11.02 |
| Support Vehicles | $0.50 | | | | | $0.13 | $0.63 |
| IT Projects | $1.92 | | | | | $0.48 | $2.40 |
| Facilities | $1.20 | | | | $0.13 | $0.30 | $1.63 |
| Transit Enhancements | $0.20 | | | | | $0.05 | $0.25 |
| **Totals** | **$4.70** | **$1.70** | **$5.18** | **$0.00** | **$0.13** | **$4.22** | **$15.93** |

| FY 2017 | FTA 5307 | FTA 5339 | CMAQ | STA | Prop 1B TGSP | Prop 1B PTMISEA | Totals |
|---|---|---|---|---|---|---|---|
| Revenue Vehicles | $0.88 | $1.70 | $6.66 | | | $1.98 | $11.22 |
| Support Vehicles | $0.50 | | | | | $0.13 | $0.63 |
| IT Projects | $1.92 | | | | | $0.48 | $2.40 |
| Facilities | $1.20 | | | | $0.13 | $0.30 | $1.63 |
| Transit Enhancements | $0.20 | | | | | $0.05 | $0.25 |
| **Totals** | **$4.70** | **$1.70** | **$6.66** | **$0.00** | **$0.13** | **$2.94** | **$16.13** |

| FY 2018 | FTA 5307 | FTA 5339 | CMAQ | STA | Prop 1B TGSP | Prop 1B PTMISEA | Totals |
|---|---|---|---|---|---|---|---|
| Revenue Vehicles | $0.88 | $1.70 | $5.56 | | | $3.38 | $11.52 |
| Support Vehicles | $0.50 | | | | | $0.13 | $0.63 |
| IT Projects | $1.92 | | | | | $0.48 | $2.40 |
| Facilities | $1.20 | | | | $0.13 | $0.30 | $1.63 |
| Transit Enhancements | $0.20 | | | | | $0.05 | $0.25 |
| **Totals** | **$4.70** | **$1.70** | **$5.56** | **$0.00** | **$0.13** | **$4.34** | **$16.43** |

| FY 2019 | FTA 5307 | FTA 5339 | CMAQ | STA | Prop 1B TGSP | Prop 1B PTMISEA | Totals |
|---|---|---|---|---|---|---|---|
| Revenue Vehicles | $0.88 | $1.70 | $5.47 | | | $3.65 | $11.70 |
| Support Vehicles | $0.60 | | | | | $0.15 | $0.75 |
| IT Projects | $2.00 | | | | | $0.50 | $2.50 |
| Facilities | $1.28 | | | | $0.13 | $0.32 | $1.73 |
| Transit Enhancements | $0.20 | | | | | $0.05 | $0.25 |
| **Totals** | **$4.96** | **$1.70** | **$5.47** | **$0.00** | **$0.13** | **$4.67** | **$16.93** |

| FY 2020 | FTA 5307 | FTA 5339 | CMAQ | STA | Prop 1B TGSP | Prop 1B PTMISEA | Totals |
|---|---|---|---|---|---|---|---|
| Revenue Vehicles | $0.88 | $1.70 | $7.62 | | | $1.70 | $11.90 |
| Support Vehicles | $0.60 | | | | | $0.15 | $0.75 |
| IT Projects | $2.00 | | | | | $0.50 | $2.50 |
| Facilities | $1.28 | | | | $0.13 | $0.32 | $1.73 |
| Transit Enhancements | $0.20 | | | | | $0.05 | $0.25 |
| **Totals** | **$4.96** | **$1.70** | **$7.62** | **$0.00** | **$0.13** | **$2.72** | **$17.13** |

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# 8 Performance Measures and Standards

Omnitrans uses key performance indicators (KPIs) to evaluate performance in order to refine services offered and business practices. These KPIs are compared to the established goals and standards outlined in this chapter.

## 8.1 Performance Metric Origins

The goals and standards set in this section are guided by the strategic vision set by Omnitrans' Board of Directors as expressed through Omnitrans' Senior Leadership.

The specific targets are based on Omnitrans' established pattern of setting reach goals and an evaluation of historical and peer performance.

Omnitrans' KPIs are compared to historical performance in order to identify and capitalize on positive trends and to reverse negative trends.

Omnitrans participates in the American Bus Benchmarking Group (ABBG) in order to facilitate a routine sharing and comparison of peer data to Omnitrans' own performance.

The Comprehensive Operational Analysis (COA) of Omnitrans evaluated multiple standards, goals and metrics. The recommendations from the COA were considered in the development of these KPIs.

The specific tracking of current performance against established goals was completed in the COA and not replicated within the OmniConnects plan. The COA also completed a peer benchmark on goals rather than performance that also facilitated the establishment of the goals presented.

## 8.2 Measurement Objectives

In developing metrics, there are multiple considerations included. For instance, the measurement must be useful in improving the customer experience, reducing costs or be of value in improving the effectiveness or efficiency of the business. Some key considerations included were:

- Customer Focused;
- Cost-Effective;
- Clear, Measurable & Quantifiable;
- Equally Applied in All Municipalities;
- Equally Applied to All Residents;
- Easy to Implement and Monitor; and,
- Responsive to Change.

## 8.3 Omnitrans' OmniConnects Goals

The introduction to OmniConnects identified seven key overarching goals associated with the plan. Omnitrans intends to track measures for each of these goals against Omnitrans' trend and as compared to ABBG peer agencies at least annually (at the end of each fiscal year) in order to quantify the impact of the OmniConnects Short Range Transit Plan.

The seven goals and measurement strategies are:

1. **Deliver safe, reliable, clean, frequent, convenient, comfortable and equitable service.**

- **Safe**: Preventable Collisions per million miles
- **Reliable**: On-time performance, headway adherence, pull-out reliability, vehicle failure rates
- **Clean**: Customer satisfaction survey
- **Frequent**: 65/35 Productivity/Coverage Split; share of route by tier
- **Convenient**: Stop Spacing, Waking Distance, Share of Population in route draw area
- **Comfortable**: Customer satisfaction survey and load factor
- **Equitable**: Title VI Compliance

2. **Enhance Omnitrans' network design to increase ridership and minimize costs by reducing redundancy.**

- **Ridership**: Overall trend; trend versus forecast; trend versus peers and average weekday ridership.
- **Minimize costs**: Cost per hour compared to trend and peers
- **Reducing redundancy**: Ratio of Road Miles to Route miles.

3. **Minimize impact to existing riders while seeking opportunities to expand ridership.**

**Ridership**: Overall trend; trend versus forecast; trend versus peers and average weekday ridership.

4. **Support the local economy by providing connections to where people want to go.**

- **Draw Area**: Share of population and trip generators within ½ mile of Omnitrans' routes.

- **Investment in key Transit Corridors**: Value of private and public investments made adjacent to high-quality service, such as the sbX Green Line or the San Bernardino Transit Center.

5. **Maximize cost recovery while charging a fair fare.**

- **Cost Recovery & Fare:** Farebox recovery ratio; trend and compared to peers.

6. **Support initiatives that are financially and environmentally sustainable in the short and long term.**

- **Financially Sustainable**: Annual budget variance.
- **Environmentally Sustainable**: Placement on APTA's Sustainability Commitment

7. **Expand, maintain and improve existing vehicles, facilities and passenger amenities.**

- Amenity and Stop based Customer Satisfaction Ratings based on Omnitrans participation the ABBG customer satisfaction survey.
- Share of amenities at total number of stops compared to peers and trend.

For measuring these high level goals, Omnitrans did not set specific targets. These particular goals are targeted at continual improvement compared to past performance and peer performance. However, for many of the specific measures, described below, these same measures do have targets established.

## 8.4 Types of Performance Measures

Omnitrans goals, standards and performance metrics are divided into four key areas:

- **Service Warrants** describe and set Omnitrans' principles, conditions and expectations when considering new service.

- **Service Standards** describe and set Omnitrans' routing principles, frequency requirements, span of service, walking standards and similar measures.

- **Service KPIs** track the performance of specific routes and modes to determine which specific service offerings are most productive, most effective, and most efficient. The measures are tracked and analyzed with the highest frequency at the greatest level of granularity.

- **Business KPIs** track the performance of broader levels of Omnitrans performance that is not specifically tied to a route. These include measures associated with safety, staffing efficiency, attendance, maintenance, and costs.

Each of these measure are used for different purposes, tracked at different intervals and are evaluated at different levels of granularity.

## 8.5 Performance Ranges

In previous Short-Range Transit Plans (SRTPs), Omnitrans had set performance metrics as a single number to target. This type of metric is easy to measure against and easy to explain. This creates a scenario where all measures are pass/fail and do not necessarily mix well with the concept of reach goals.

In this SRTP, Omnitrans is adopting a more holistic view of metrics. All of the service KPIs are expressed in ranges which allow the measures to better define exceptional, acceptable and unacceptable outcomes. These will be evaluated as if looking at a stoplight where green represents exceptional, yellow is acceptable and red is unacceptable. In defining the measures this way, the standards can be more easily used to manage the service offered because routes will have multiple measurable outcomes. The standards and warrants are not measured in the same manner because they do not track performance but determine if service should be offered or what the service that is offer should look like.

## 8.6 Service Warrants

Service warrants are goals and standards that are used to determine if new services are warranted and viable. They address when services should be considered as part of this SRTP or should land use change before the next SRTP is developed.

### 8.6.1 Productive-Oriented and Coverage-Oriented Service

In 2001, the Omnitrans Board of Directors established a standard for resource allocation amongst routes and services. The standard was expressed in the FY2002-FY2007 Short-Range Transit Plan that as new service resources are added, they should be added such that Omnitrans moves to 65% productive-oriented service and 35% coverage-oriented services.

In 2001, Omnitrans' service was allocated approximately 50%/50% to productive-oriented and coverage-oriented service. Through a number of service changes, Omnitrans 2013 split remained near 50%/50% because the overall hours of service Omnitrans operated remained about the same.

In OmniConnects, Omnitrans proposes to meet this goal by modifying existing service as well as focusing on adding productivity-oriented services. As a result, evaluations for service warrants will be weighted heavily towards productivity-oriented service compared to coverage-oriented service. The purpose for this is the cost per passenger on productivity-oriented services is often 30% to 50% less than the cost on coverage-oriented services. As a result, Omnitrans can deliver significantly more passengers on productivity-oriented services with the same sized budget.

The OmniConnect plan also defines Productive-oriented services as:

- **Frequent service**, 20 minute headway or better
- **Direct Travel** typically straight-line corridor oriented routes.
- **Faster travel**
- **Bus stop amenities** are more prevalent since there is higher ridership
- **Express, Limited Stop or BRT Service** by design are productivity-oriented service as are any local underlay route related to one of these higher quality transit options.

### 8.6.2 Service Warrants Detail

Prior to the recommendation of new services an analysis of ridership is required. A decision should be based on the probability of attracting sufficient ridership to meet the approved minimum farebox recovery ratio.

In some cases, new services may only be warranted during weekday peaks when hourly productivity is sufficient to support farebox recovery requirements. In other cases, service requests to new business parks or new residential subdivisions could be considered through a joint partnership with major employers or developers to offset farebox recovery shortfalls when initial ridership during the early phases of development is too low to support the approved farebox recovery minimum.

#### *8.6.2.1 Fixed Route & OmniGo Warrants*

The goals and standards used for the introduction of new or increased fixed route service are summarized in the Exhibit 47.

### 8.6.3 OmniLink Warrants

Omnitrans proposes the elimination of OmniLink within this OmniConnects because OmniGo has proven to be a more successful model of delivering transit service. Therefore, Omnitrans

**Exhibit 47: Fixed Route and OmniGo Service Warrants**

| Description | Measure | Target |
|---|---|---|
| Coverage Gap | Distance from nearest service | Closest service greater than ½ mile |
| Residential Market | Minimum Residential Density | Express: 4 dwelling units /acre in 20 mile catchment<br>Hourly: 4 dwelling units /acre<br>30 Minute: 7 dwelling units /acre<br>OmniGo: 4 dwelling units /acre |
| Employment Market | Min commercial retail, office density—million square feet (MSF) | Express: 11 MSF in 20 mile catchment area<br>Hourly: 11 MSF<br>30 minute: 18 MSF<br>OmniGo: 11 MSF |
| Employment Market | Min industrial / business park density—million square feet | Express: 5MSF in 20 mile catchment area<br>Hourly: 5 MSF<br>30 minute: 8 MSF<br>OmniGo: 5 MSF |
| Performance | Farebox recovery | Must show growth during first 12 months and meet standards within 24 months. |
| Route Deviation | Ratio of through passenger time added divided by deviation passenger time savings less walking time | Ratio less than 1 (net savings in total passenger travel time because of deviation) |

proposes no service warrant for OmniLink service as Omnitrans does not foresee the need to add a new general-public dial-a-ride service to the family of service offerings.

### 8.6.4 Access Warrants

In accordance with ADA regulations, Access service coverage warrants are reliant upon fixed routes and are adjusted with the expansion or decrease of them to meet the federal guidelines of providing ADA demand response service. Access service is warranted and required within ¾-mile of any regular local fixed route.

### 8.6.5 Service Warrant Policy

If a new service is implemented following the warrant process, its performance should be evaluated in the following manner:

- **Trial Period of Operation**: New or enhanced routes would be operated on a trial basis for a period of 12 months and evaluated.

- **Warrants for Continuance**:
  - A new or changed route would be continued after the nine month trial period if the performance of the route reaches 75% of the minimum passengers per hour standard established for its route type
  - If the 75% performance level is not reached, the route would be subject to additional marketing and/or corrective actions such as further changes to the route structure, spans and headways.
  - New or changed routes would be expected to reach or exceed the minimum passengers per hour standard after twelve months of operation.

- **Warrants for Discontinuance:**
  - If a new or changed route remains below the minimum passengers per hour standard for six months following the implementation of marketing and corrective actions, the route would be discontinued or redesigned as appropriate.
  - Normally, discontinuance would occur if a route cannot achieve 50% of the minimum passengers per hour standard established for the route.
  - If the new or changed route reaches or exceeds the minimum passengers per hour standard after twelve months of operation, it would become a normal part of the transit system and subject to the same adjustment and review procedures as existing routes.

## 8.7 Service Standards

The service standards describe the key service characteristics once service is delivered. These characteristics describe frequency of service, hours of service, stop spacing and similar items.

### 8.7.1 Fixed Route, OmniGo and sbX

Express, local, OmniGo and sbX service standards are summarized in Exhibit 48. These standards are desired levels of service that Omnitrans wishes to offer. Occasionally, these standards are not met because of budgetary realities or the performance of a route does not meet requirements and hence may be modified below these prescribed standards.

**Exhibit 48: sbX, Fixed Route and OmniGo Service Warrants**

| Description | Measure | Target |
|---|---|---|
| Route Coverage | Bus stop distance from all consumer destinations (residencies, employment, schools, shopping centers, etc) | 85% within ½ mile of a bus stop. |
| Route Structure | The route coverage should use the appropriate family and tier of service to achieve satisfactory service KPI results. | Routes should operate in a direct straight line manner, the more frequent the service and the higher quality the service the more direct the routing should be. |
| Bus Stop Spacing | Distance between stops | Local & OmniGo: stops should be placed approximately 0.25 miles apart (0.2-0.3 miles)<br>Express: Stops should be a major transfer centers or destinations; typically spaced several miles apart.<br>BRT: Stops should be placed no closer than 0.5 miles apart with average spacing near 1.0 miles apart. |
| Days of Service | Days of operations | Local & OmniGo: Routes should operate 7-days per week, unless performance does not warrant.<br>Express: Should operate at least on weekdays, with evaluation of weekend service needs.<br>BRT: Should operate at least on weekdays, with evaluation of weekend service needs. |
| Span of Service | Minimum Hours of Service | Weekdays: 6:00 A.M. to 9:00 P.M.<br>Saturdays: 7:00 A.M. to 9:00 P.M.<br>Sundays: 7:00 A.M. to 7:00 P.M. |
| Service Frequency | Minimum desired service frequency | Local: 30 minute weekday; 60 minute weekend<br>OmniGo: 60 minute weekday; 60 minute weekend<br>Express: 30 minute weekday; 60 minute weekend<br>BRT: 10 minute peak weekday 15 minute off-peak weekday; 15 minute weekend |
| Vehicle Loads | Peak load factor (Ratio of number of people on-board to number of seats) | Local & OmniGo: 1.2; Freeway Express: 1.0; BRT: 1.5 |
| Route Selection | Roads and streets that route will operate along | Buses will only operate along street engineered to facilitate safe and effective bus operations. Turning radii, street widths, bus size, overhead clearances and nature of intersection are considered in these standards. |

### 8.7.2 OmniLink

Omnitrans proposes the elimination of OmniLink within this OmniConnects because OmniGo has proven to be a more successful model of delivering transit service. Therefore, Omnitrans proposes no new service standards for OmniLink. OmniLink should only be considered if it can achieve the required 20% farebox recovery ratio.

### 8.7.3 Access

Access must operate in accordance with ADA regulations and be provided in conjunction with fixed route service coverage.

## 8.8 Service KPIs

This category of evaluation includes service coverage and availability, productivity, and fiscal performance, as well as standards related to patron convenience and comfort. Some measures of service availability, including a comparison of the Omnitrans system with the underlying demographic and socio-economic conditions of the region and a congruency analysis as part of a determination of service needs. Other measures of service coverage, productivity and efficiency will be analyzed in this chapter.

These performance measures take into consideration the following five categories:

- **Service Development** – Guidelines form a consistent basis for service planning, and, in particular, for establishing minimum levels of service. Judgment and flexibility remain, but the guidelines assist in the development of new services and the refinement of existing services.
- **Evaluation** – Service design guidelines provide targets in the form of indicators and standards that enable individual route performance to be evaluated and monitored by management decision-makers.
- **Budgeting** – The preparation of annual budgets should reflect the goal of providing service to the policy levels established in the service design guidelines. This should enable the Board of Directors to focus on policy level decisions and the service impacts of budget adjustments.
- **Public Accountability** – Political decision-makers, transit customers, voters and taxpayers should be able to readily identify the minimum levels of service and performance that are to be provided. The allocation of the resources of the transit system must be seen to be based on equitable and rational criteria that are explicit and available for public scrutiny.
- **Title VI** – Title VI of the Civil Rights Act requires public transit agencies receiving federal funding to ensure that their service is provided without regard to race or the economic status of the residents. Application of service design guidelines provides a tool for design and evaluating service that does not discriminate on race or economic status.

In order to effectively measure the performance of routes three specific measures are evaluated:

- **Service Effectiveness:** – Measured by passengers per revenue hour to determine the "output" in terms of ridership for each unit of service that Omnitrans delivers. Service effectiveness measures are measured monthly and reported quarterly and annually.
- **Service Efficiency:** Measured by farebox recovery ratio. This measure is positively impacted when fare revenue and ridership increase or costs are reduced. The measure is measured monthly and quarterly, but reported annually due to seasonal fluctuations in revenue and cost data.
- **Service Reliability**: Measured in terms of on-time performance and headway adherence. This measure is designed to determine if Omnitrans is delivering the service as advertised in public time tables and in line with customer expectations.

Measures for service effectiveness and service efficiency are based on both the family of service and the tier of service. There are different standards for sbX, OmniGo, and Fixed Route. Since regular fixed route ridership accounts for over 90% of Omnitrans' overall ridership, these are also broken into more refined measures by tier. Tier 1 routes are 15 minutes service or better; Tier 2 routes are 20 minute service, Tier 3 is 30 minute and Tier 4 is 60 minute service.

**Exhibit 49: Service Effectives KPIs (Passengers per hour)**

| Service | Day | Green | Yellow | Red |
|---|---|---|---|---|
| **sbX** | Weekday | 40 | 35 | 30 |
| | Saturday | n/a | n/a | n/a |
| | Sunday | n/a | n/a | n/a |
| **Local Tier 1** | Weekday | 35 | 30 | 25 |
| | Saturday | 30 | 25 | 20 |
| | Sunday | 25 | 20 | 18 |
| **Local Tier 2** | Weekday | 30 | 25 | 20 |
| | Saturday | 25 | 20 | 18 |
| | Sunday | 25 | 20 | 18 |
| **Local Tier 3** | Weekday | 30 | 25 | 20 |
| | Saturday | 25 | 20 | 18 |
| | Sunday | 22 | 18 | 16 |
| **Local Tier 4** | Weekday | 28 | 22 | 18 |
| | Saturday | 25 | 20 | 15 |
| | Sunday | 20 | 18 | 14 |
| **OmniGo** | Weekday | 10 | 7 | 5 |
| | Saturday | 8 | 6 | 4 |
| | Sunday | 7 | 5 | 4 |
| **General Public Total** | Weekday | 25 | 22 | 20 |
| | Saturday | 22 | 20 | 18 |
| | Sunday | 20 | 18 | 15 |
| **Access** | Weekday | 3.1 | 2.8 | 2.6 |
| | Saturday | 2.0 | 1.5 | 1.2 |
| | Sunday | 2.0 | 1.5 | 1.2 |
| **Formula:** | Total number of passengers by route and day type divided by the total number of revenue hours by route and day type. | | | |

**Exhibit 50: Service Efficiency KPIs (Farebox Recovery Ratio)**

| Service | Day | Green | Yellow | Red |
|---|---|---|---|---|
| **sbX** | Weekday | 30% | 25% | 20% |
| | Saturday | n/a | n/a | n/a |
| | Sunday | n/a | n/a | n/a |
| **Local Tier 1** | Weekday | 30% | 25% | 20% |
| | Saturday | 25% | 20% | 18% |
| | Sunday | 25% | 20% | 18% |
| **Local Tier 2** | Weekday | 28% | 25% | 20% |
| | Saturday | 25% | 20% | 18% |
| | Sunday | 20% | 18% | 15% |
| **Local Tier 3** | Weekday | 25% | 22% | 20% |
| | Saturday | 22% | 18% | 15% |
| | Sunday | 20% | 18% | 15% |
| **Local Tier 4** | Weekday | 28 | 22 | 18 |
| | Saturday | 25 | 20 | 15 |
| | Sunday | 20 | 18 | 14 |
| **OmniGo** | Weekday | 15% | 9% | 7% |
| | Saturday | 10% | 8% | 6% |
| | Sunday | 10% | 8% | 6% |
| **General Public Total** | Weekday | 25% | 22% | 20% |
| | Saturday | 22% | 20% | 18% |
| | Sunday | 22% | 20% | 15% |
| **Access** | Weekday | 13% | 11% | 10% |
| | Saturday | 12% | 11% | 10% |
| | Sunday | 12% | 11% | 10% |
| **Formula:** | Total fares collected by route and day type divided by total operating costs by route and day type. | | | |

**Exhibit 51: Service Reliability KPIs (On-time Performance and Headway Adherence)**

| Service | Measure | Green | Yellow | Red |
|---|---|---|---|---|
| **sbX** | Headway Adherence (percentage of trips spaced within ±3 minutes of scheduled headway) | 90% | 85% | 82% |
| **All Fixed Routes** | Percentage of departures at all time points within 0 to +5 minutes of the scheduled departure time. | 90% | 85% | 82% |
| **Access** | Share of trips delivered within the 30-minute scheduling window. | 90% | 88% | 85% |
| **Formula:** | Headway Adherence: Share of trips within ±3 minutes of the expected 10 minute peak or 15 minute off-peak headway (bus spacing). Tracked using AVL data.<br>On-Time performance: Share of trips that depart timepoints between 0 minutes and 5 minutes after the scheduled departure time. Before 0 minutes counts as early; After 5 minutes late. All are measured using AVL data. | | | |

## 8.9 Business KPIs

The Business KPIs standards are designed to allow decision makers to ensure Omnitrans' performances are consistent with reaching established targets and using actual financial resources. These measures monitor safety, staffing efficiency, attendance, maintenance, and costs. A summary of each measurement is shown in Figure 4.

These measures are tracked separately because they are not tied to the delivery of a specific route, but to the totality of Omnitrans service.

Business KPIs are tracked in the following areas:

- Customer Satisfaction
- Reliability
- Safety & Security
- Labor
- Efficiency
- Access Measures

**Exhibit 52: Business KPIs: Customer Satisfaction**

| Customer Satisfaction KPIs | Goal | Measure |
|---|---|---|
| Customer Satisfaction | 90% or better | Positive response on overall customer satisfaction surveys. Omnitrans Attitude and Awareness Study, On-Board Intercept Studies or ABBG-based customer satisfaction study. |
| Complaints and compliments - Per 100,000 fixed route boardings | 10 complaints<br>1 compliment | Tracked using customer feedback at the call center compared to overall ridership. |
| Complaints and compliments - Per 100,000 demand response boardings | 15 complaints: (per month<br>.5 compliment: (per month) | Tracked using customer feedback at the call center compared to overall ridership. |

**Exhibit 53: Business KPIs: Reliability**

| Reliability KPIs | Goal | Measure |
|---|---|---|
| Mechanical | 6,500 miles | Average distance between mechanical failures |
| Loss of Service - Operations | <500 hours per month (annual average) | Scheduled service that was not delivered. Average lost service less than 1% of all service. |
| Loss of Service - Maintenance | <35 hours per month (annual average) | Scheduled service that was not delivered. Average lost service less than 0.1% of all service. |
| Equipment Availability | 100% | Vehicle availability at time of scheduled pullout |
| Preventable accidents | < 1 per 100,000 miles | Preventable accidents divided by number agency total miles. |

**Exhibit 54: Business KPIs: Labor**

| Labor KPIs | Goal | Measure |
|---|---|---|
| Passenger Trips/Employee (Annual) | 21,870 | Passenger trips divided by direct Omnitrans full time equivalent employees |
| Turnover | <10% exclusive of planned reductions | Number of annual separations from the agency divided by direct Omnitrans full time equivalent employees |
| Operations Absenteeism - Represented | <101,200 hours | Annual number of hours unplanned absenteeism by represented staff. |
| Training - Development (Annual) | 5,000 hours | Annual number of training hours for all non-ATU staff. |
| ATU Represented (Annual) | 4,400 hours | Annual number of training hours for all ATU represented staff. |

**Exhibit 55: Business KPIs: Safety & Security**

| Safety & Security KPIs | Goal | Measure |
|---|---|---|
| Injuries - Employee | Reduction of 3% OSHA Recordable Injuries measured annually for each fiscal year. | Measured as a trend against previous year's total (92) to determine compliance with trend standard. |
| Losses/Claims - Passengers (FY) | < 80 | Claims for a loss by Omnitrans passengers per year. |

**Exhibit 56: Business KPIs: Efficiency**

| Efficiency KPIs | Goal | Measure |
|---|---|---|
| Systemwide Scheduling Efficiency | 1.04 | Total operating hours/revenue hours |
| Transportation Operator Efficiency | 1,570 | Annual operating hours/FTE operator |
| Transportation Supervision Efficiency | 25,000 | Annual revenue miles per employee controlling the operation (dispatch and field supervision) |
| Vehicle Maintenance Efficiency | 80,000 | Annual vehicle miles/maintenance employee (including clerical staff in vehicle maintenance administration; does not include plant and facility maintenance staff) |
| Administrative Efficiency | 10,000 | Annual revenue hours/non-line administrative employee (defined as Administration [Executive Director, Administrative Secretaries], IT Services, Marketing, Planning, Human Resources, Safety and Security, and Finance) |

**Exhibit 57: Business KPIs: Efficiency**

| Efficiency KPIs | Goal | Measure |
|---|---|---|
| Systemwide Scheduling Efficiency | 1.04 | Total operating hours/revenue hours |
| Transportation Operator Efficiency | 1,570 | Annual operating hours/FTE operator |
| Transportation Supervision Efficiency | 25,000 | Annual revenue miles per employee controlling the operation (dispatch and field supervision) |
| Vehicle Maintenance Efficiency | 80,000 | Annual vehicle miles/maintenance employee (including clerical staff in vehicle maintenance administration; does not include plant and facility maintenance staff) |
| Administrative Efficiency | 10,000 | Annual revenue hours/non-line administrative employee (defined as Administration [Executive Director, Administrative Secretaries], IT Services, Marketing, Planning, Human Resources, Safety and Security, and Finance) |

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**Exhibit 58: Business KPIs: Access**

| Efficiency KPIs | Goal | Measure |
|---|---|---|
| Trips per Capita | 2.8 | Total ADA passenger trips (registrants) / population of the entire Omnitrans Access service area (use for budgetary purposes/track trends over time) |
| Average Travel Time | Comparable to length of time that the same trip would take on fixed route including walking tame and transfer wait time. | % of passengers onboard travel time below maximum time |
| Trip Denial Rate | Per ADA requirement: zero denials (within prescribed guidelines / scheduling parameters) | % total passenger trips denied |

# 9 SUSTAINABILITY

Sustainability is balancing the economic, social and environmental needs of a community. It is also adopting policies and programs that make good business and environmental sense.

Sustainability means making smarter choices with our resources today without sacrificing the quality of life and resources for our communities and environment tomorrow.

The public transportation industry is committed on a national level to the following:

- Employing practices in design and capital construction, such as using sustainable building materials, recycled materials, and solar and other renewable energy sources to make facilities as "green" as possible;
- Employing practices in operations and maintenance such as reducing hazardous waste, increasing fuel efficiency, creating more efficient lighting and using energy-efficient propulsion systems; and,
- Employing (and participating in) community-based strategies to encourage land use and transit-oriented development designed to increase public transit ridership.

*Source:* American Public Transportation Association, www.apta.com/sustainability

## 9.1 Regional Sustainability Efforts

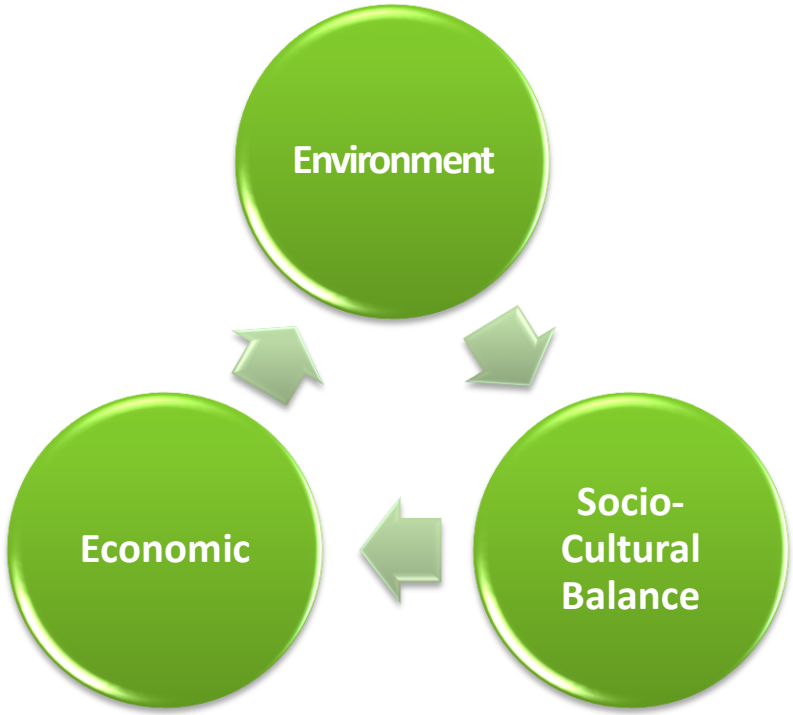
Omnitrans' present and future sustainability efforts are impacted by the following efforts occurring on a regional and statewide scale.

### 9.1.1 Senate Bill 375

The state of California adopted SB 375 as a sustainable environmental policy; which has the expressed goal of encouraging regions to work together to reduce greenhouse gas (GHG) emissions. The plans emerging from this process will lead to more efficient communities that provide residents with alternatives to using single occupant vehicles.

SB 375 requires the California Air Resource Board to develop regional reduction targets for automobiles and light trucks GHG emissions. The regions, in turn, are tasked with creating "sustainable communities strategies," (SCS) which combine transportation and land-use elements in order to achieve the emissions reduction target, if feasible.

SB 375 also offers local governments regulatory and other incentives to encourage more compact new development and transportation alternatives (http://www.scag.ca.gov/sb375/factsheets.htm).



### 9.1.2 Southern California Association of Governments' Sustainable Communities Strategy

The Southern California region has responded to these targets as defined by SB 375 through Southern California Association of Governments' (SCAG)'s incorporation of the Sustainable Communities Strategy (SCS) and the GHG reduction targets in SCAG's Regional Transportation Plan (RTP).

With a sustained commitment to collaborative and integrated planning, SCAG's 2012 RTP/SCS, approved in May 2012, focuses on the following key elements:

- A land use growth pattern that accommodates the region's future employment and housing needs and that protects sensitive habitat and resource areas;
- A transportation network that consists of public transit, highways, local streets, bikeways, and walkways;
- Transportation Demand Management (TDM) measures that reduce or eliminate peak-period demand on the transportation network, such as carpooling, telecommuting, vanpooling, and other innovative programs such as "parking pay-out;" and
- Transportation System Management (TSM) measures that maximize the efficiency of the transportation network, such as signal timing, freeway ramp metering, and bottleneck relief/auxiliary lane projects.

*Source:* SCAG, http://rtpscs.scag.ca.gov/

### 9.1.3 San Bernardino County Active Transportation Network

Active transportation refers to human-powered transportation and low-speed electronic assist devices for elderly and disabled. Examples include bicycle, electric assist bicycle, tricycle, wheelchair, scooter and skateboard (*source: SCAG, 2013 Active Transportation Subcommittee*). These modes of transportation have the ability to increase an individual's likelihood of meeting the recommended amount of daily physical activity, reduce traffic congestion, and improve air quality, among other benefits.

Active transportation is of critical importance to Omnitrans, as the majority of Omnitrans' riders access the bus stop either by walking -- 94 percent -- or biking -- 4 percent (*source: 2011 Omnitrans On-Board, OmniLink, and Access Rider Study, Redhill Group*). There are many impediments facing active transportation users, such as discontinued or poorly maintained sidewalks, the lack of dedicated or connected bicycle facilities, poorly marked crosswalks, etc. This impacts safety and access to transit for Omnitrans' passengers.

While most communities in the San Bernardino Valley are working on projects to increase the walkability and bikeability of their streets, the cost of the pedestrian and bicycle facility projects planned by local municipalities far exceeds the amount of funding currently available for them.

For this reason, Omnitrans is an active participant in SANBAG's San Bernardino County Active Transportation Network (SBCATN), along with the County of San Bernardino, Mov.I.E., the Inland Empire Biking Alliance, Safe Routes to School National Partnership, and the American Lung Association.

The goals of the Network are to provide clean transportation choices and to improve public safety, quality of life, the environment, and wellness and image of San Bernardino County by focusing on planning and partnership efforts that assist members in expanding their active transportation networks and encourage sustainability in transportation and planning.

## 9.2 Omnitrans' Sustainability Efforts

Omnitrans is a national leader in sustainability among the public transportation industry, having been among the first agencies in the country to implement clean natural gas vehicles, along with a host of other initiatives as shown in Exhibit 59.

**Exhibit 59: Omnitrans' Sustainability Initiatives – Past and Present**

| Description | Department | Year Started | Future Objectives |
|---|---|---|---|
| CNG Fueled Revenue vehicles | Maintenance | 1997 | Electric buses |
| Electric Vehicles (Relief Vehicles) | Maintenance | 1998 | |
| Paper Recycling | The Green Team | 2007 | |
| Smart Landscaping | Maintenance | 2007 | |
| Hybrid-Electric Revenue Vehicles | Maintenance | 2000 | |
| Water filter for tap, instead of buying water | Maintenance | | Greywater reuse: Landscaping, toilets |
| Recycling Programs e.g. CRV bottles & cans | The Green Team | 2010 | Green cleaning Program |
| Office Supply email group | The Green Team | 2010 | |
| Ink Cartridge Recycling | The Green Team | 2010 | |
| Aluminum Recycling | Maintenance | 2010 | |
| Used Engine Oil Filters | Maintenance | 2010 | |
| Used Shop Rags | Maintenance | 2010 | |
| Household Batteries | Maintenance | 2010 | |
| Fluorescent Light Bulbs | Maintenance | 2010 | |
| Green Waste | Maintenance | 2010 | |
| Electronic Waste | Maintenance | 2010 | |
| Used Motor Oil | Maintenance | 2011 | Purchase recycled motor oil |
| Mixed Scrap Metal Recycling | Maintenance | 2011 | |
| Cardboard Recycling | Maintenance | 2011 | |
| Hybrid Cars (Relief Vehicles) | Maintenance | 2012 | |
| Motion-activated lighting | Maintenance | 2012 | Photovoltaic Panels |
| Light interior/reflects light | | | Low VOC materials |
| Solar-powered lights on bus shelters | Marketing/Maintenance | 2013 | Solar panels on facilities |

Omnitrans' San Bernardino Transit Center, which is being designed and constructed by the San Bernardino Associated Governments (SANBAG) and is expected to open in late 2015, is designed to meet LEED Gold standards.

The Transit Center will provide connections between 13 of Omnitrans' local bus routes, Omnitrans' new sbX Green Line bus rapid transit service, Metrolink service, and other regional bus transportation providers.

The LEED Gold features of the San Bernardino Transit Center will include: drought-tolerant landscaping, smart heating/cooling systems and lighting systems, rooftop solar panels, bicycle parking, and other green features.

The Transit Center will provide information to the public about sustainability and how to reduce carbon footprint by utilizing the newly available public transportation options in San Bernardino.

Exhibit 60: San Bernardino Transit Center Design (expected opening 2015)

*Image provided by HDR for SANBAG, 2013*

## 9.3 APTA Sustainability Commitment

Sustainability is one of the core goals of the American Public Transportation Association (APTA).

APTA's Sustainability Commitment Program is a voluntary program in which member agencies pledge their commitment to sustainability. Signatories receive credit for their efforts to become more sustainable, facilitate the exchange of ideas, and promote sustainable practices.

Signatory agencies must commit to the following:

- Make sustainability part of the agency's strategic objectives;
- Identify a sustainability champion within the agency who tracks key sustainability indicators and targets, reports annually to APTA, engages with the agency and community, and recommends and implements short and long term goals and programs;
- Establish an outreach program on sustainability for staff; and
- Establish a baseline measurement for key indicators.

After signing on, agencies can work up to Bronze, Silver, Gold, and Platinum recognition levels by committing to and achieving progressively more action items and measurable targets. Targets are set to reduce or increase certain key indicators, measured by APTA's standard methodology. The indicators include the following:

- Water usage and pollutant discharge;

- Criteria air pollutant emissions;
- GHG emissions/savings;
- Energy use;
- Recycling levels/waste;
- Operating expense;
- Unlinked passenger trips; and
- Vehicle miles traveled.

Staff recommends signing onto the APTA Sustainability Commitment as part of the implementation of the OmniConnects Plan.

Omnitrans already has an employee sustainability outreach program through its interdepartmental employee-led Green Team.

The Green Team has identified and proposed several tentative action items:

- Institute a policy for purchasing eco-friendly vehicles;
- Institute a policy for purchasing recycled paper;
- Reduce paper use;
  - Electronic filing;
  - Paperless meetings;
- More direct deposit of checks / electronic transfer;
- Recycle ink cartridges;
- Install electric hand dryers in all facility restrooms;
- Initiate a solar (photovoltaic panel) purchase program;
- Reduce trash/increase recycling;
- Utilize more conference calls and videoconferences to reduce driving to meetings;
- Increase participation in employee Rideshare program; and,
- Employee bike share.

### 9.3.1 Omnitrans' Proposed Sustainability Targets

In order to advance in APTA's recognition levels, Omnitrans must set and meet measureable targets to increase or decrease certain defined indicators by at least 2% in 2 years. Omnitrans' staff recommends the following targets:

- Increase total fixed-route ridership by at least 2% in 2 years (FY 2013 to FY 2015);
- Reduce energy use (heating/cooling) by at least 2% in 2 years (FY 2013 to FY 2015);
- Reduce operating expense (increase cost efficiency) by 2% in 2 years;
- Increase GHG savings (displacement) by 2% in 2 years; and
- Reduce waste by 2% in 2 years.

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# 10 UNCONSTRAINED PLAN

An unconstrained plan is a service plan for which there are not currently enough available financial, capital and/or operating resources to provide the full complement of services described.

The unconstrained plan is not a just wish list of services, but the development of services that meet service delivery standards without being restrained by a budget. The unconstrained plan becomes the menu of choices that are used to derive the constrained plan.

Within the context of OmniConnects, the unconstrained plan will be used primarily as a mechanism to develop the constrained plan. The financial constraints that Omnitrans faces for the FY2015-2020 planning horizon currently require that Omnitrans strive to maintain the level of service offered today rather than see an expansion of service.

The OmniConnects unconstrained plan is designed and developed to:

- Provide policy makers with possible alternatives from which to select, refine and put forward into the constrained plan;
- Identify services that Omnitrans desires to provide in order to seek grant funding;
- Identify services that Omnitrans should consider implementing should existing services not meet standards and previously allocated resources become available; and,
- Continue to move projects towards a fully planned status to seek additional funding.

Many inputs are utilized to develop the unconstrained plan that ultimately expresses the need of the community described through public outreach, ongoing service requests, stakeholder input, and regular interactions with city staff.

In developing this plan, the majority of the outreach was completed during two separate rounds of public input sessions conducted during the Comprehensive Operational Analysis (COA) of Omnitrans. The COA public input and initial recommendations are a foundational document for OmniConnects.

## 10.1 Unconstrained Plan Approach

In developing the OmniConnects' unconstrained plan, the goals expressed in the introduction of this report were paramount. The two goals that were particularly relevant were:

- Enhance Omnitrans' network design to increase ridership and minimize costs by reducing redundancy; and,
- Minimize impact to existing ridership while seeking opportunities to expand ridership.

These goals were specifically implemented in the unconstrained plan through a five-fold approach:

- **Local routes**: streamline to improve travel speeds, directness of travel and transfer connections while also reconfiguring routes to build into the systems key corridors such as the sbX Green Line in the East Valley and Routes 61 and 66 in the West Valley.
- **sbX Green Line**: maximize the capital investment in the sbX Green Line by proposing weekend service and longer weekday service hours that matches existing trunk routes.
- **Future sbX BRT Corridors**: utilize the findings of the Foothill Corridor study, the Holt Corridor study and several city BRT studies to focus the development of the next two potential BRTs, both BRT-lights (rapids), on the West Valley Connector corridor and on the central portion the Foothill East and West Corridor.
- **Freeway Express**: build upon the continued ridership and productivity growth seen on Omnitrans' only freeway express route and the success of freeway programs at neighboring agencies, propose the expansion of the freeway express system from one route to a system of freeway express routes.
- **Other Services**: Access and OmniLink demand response service are derived based on the outcomes from the fixed route network, rather than being based on their own developments.

The unconstrained plan laid out below is not in a priority order. They are organized based on the structured approach above and then organized geographically and then by route number. A summary table can be found in Exhibit 61.

Exhibit 61: Summary of Proposed Unconstrained Plan by Family of Service

| Route | Annual Revenue Hours | | | Annual Fully Allocated Cost (2013 $s) | | |
|---|---|---|---|---|---|---|
| | Today | Proposed | Δ | Today | Proposed | Δ |
| **Local Fixed Route Service** | 582,131 | 583,605 | 1,474 | $ 54,204,977 | $ 54,342,318 | $ 137,341 |
| **OmniGo Fixed Route Service** | 25,994 | 25,994 | 0 | $ 2,422,641 | $ 2,422,641 | $ - |
| **sbX Green Line** | 0 | 31,300 | 31,300 | $ - | $ 4,300,000 | $ 4,300,000 |
| **Future sbX Corridors** | 0 | 59,630 | 59,630 | $ - | $ 7,200,000 | $ 7,200,000 |
| **Freeway Express Totals** | 11,645 | 27,241 | 15,596 | $ 1,085,314 | $ 2,538,861 | $ 1,453,547 |
| **Demand Response Services** | 182,214 | 182,214 | 0 | $ 12,569,094 | $ 12,569,094 | $ - |
| **Grand Total** | 801,984 | 909,984 | 108,000 | $ 70,282,026 | $ 83,372,914 | $ 13,090,888 |

Exhibit 61 shows the total estimated cost and revenue hours for each member of Omnitrans' family of services. The "today" baseline is annualized 2013 service levels compared to 2013 costs for the proposed unconstrained services. Once constrained service levels are developed for each fiscal year in the constrained plan, the estimated costs for each year will be developed based on year of introduction.

Each part of the family of services is detailed in their respective sections below.

## 10.2 Local Routes

Omnitrans proposes improvements to local routes in order to allocate resources to the routes with the highest performance levels and opportunities for growth. Routing proposals also looked to remove duplication of service on the same corridors in order to deliver more frequent service. Service design was also modified to improve reliability of service while also working to improve the transfer to high-frequency trunk routes.

Omnitrans utilized regular route performance measures compared to established standards and the analysis from the COA to develop a series of routing suggestions. Once the plan is constrained by budgetary realities, growth in higher performance areas will need to be offset by reductions in lower performing routes.

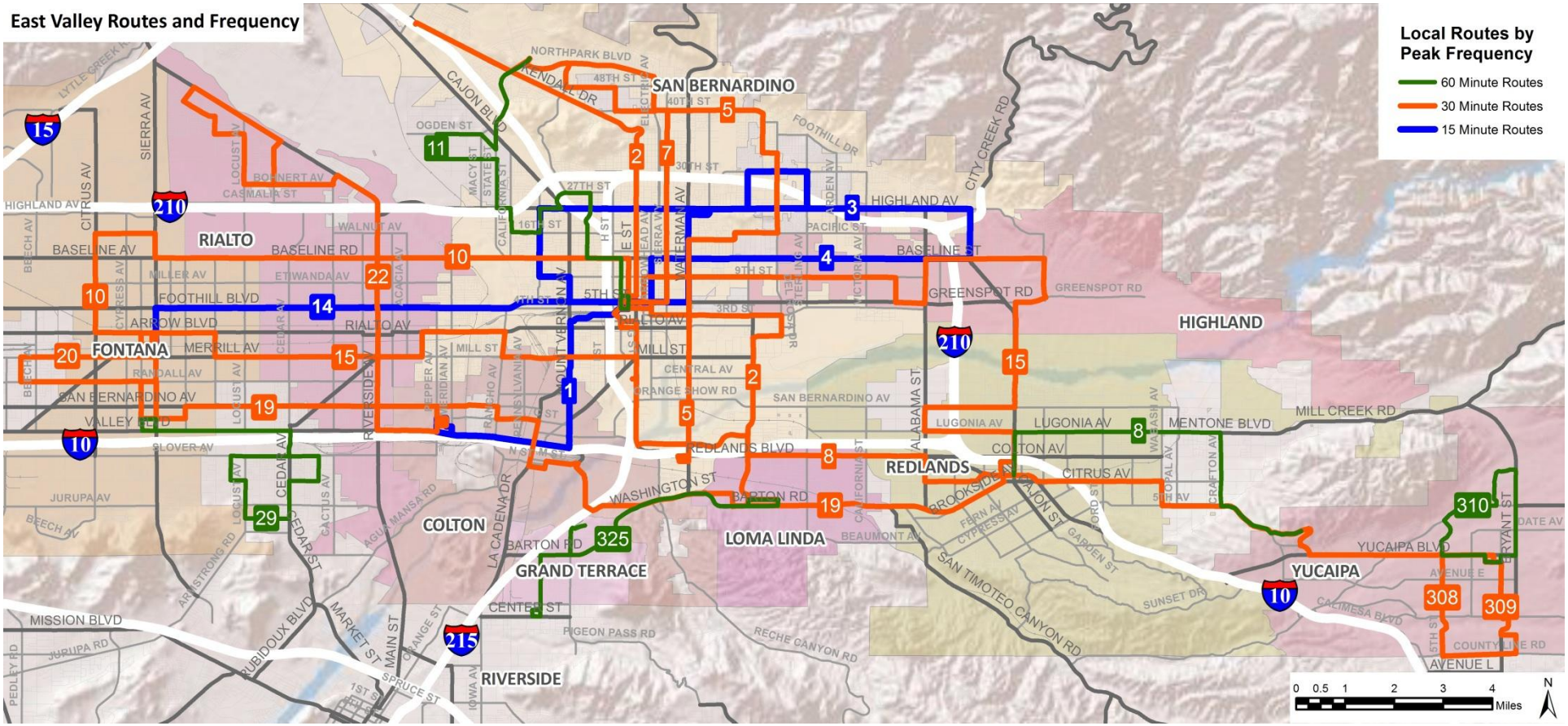
### 10.2.1 East Valley

The proposed modifications to local routes in East Valley recognize sbX as the primary north-south transit backbone. Specifically, in the southern sections of the east valley, routes were slightly modified in order to make effective and efficient transfers to the sbX Green Line without the need to head northward and duplicate travel options that already exist with the sbX Green Line.

Frequency improvements are recommended for Routes 3 & 4 in order to better facilitate connections with sbX and because of their own high productivity compared to standard and compared to other routes.

The other suggestions in east valley were

**Exhibit 62: Proposed East Valley Routes and Frequency**



designed to reduce duplication, shorten end of line turn around loops and improve connection ease.

### *10.2.1.1 Route 1*

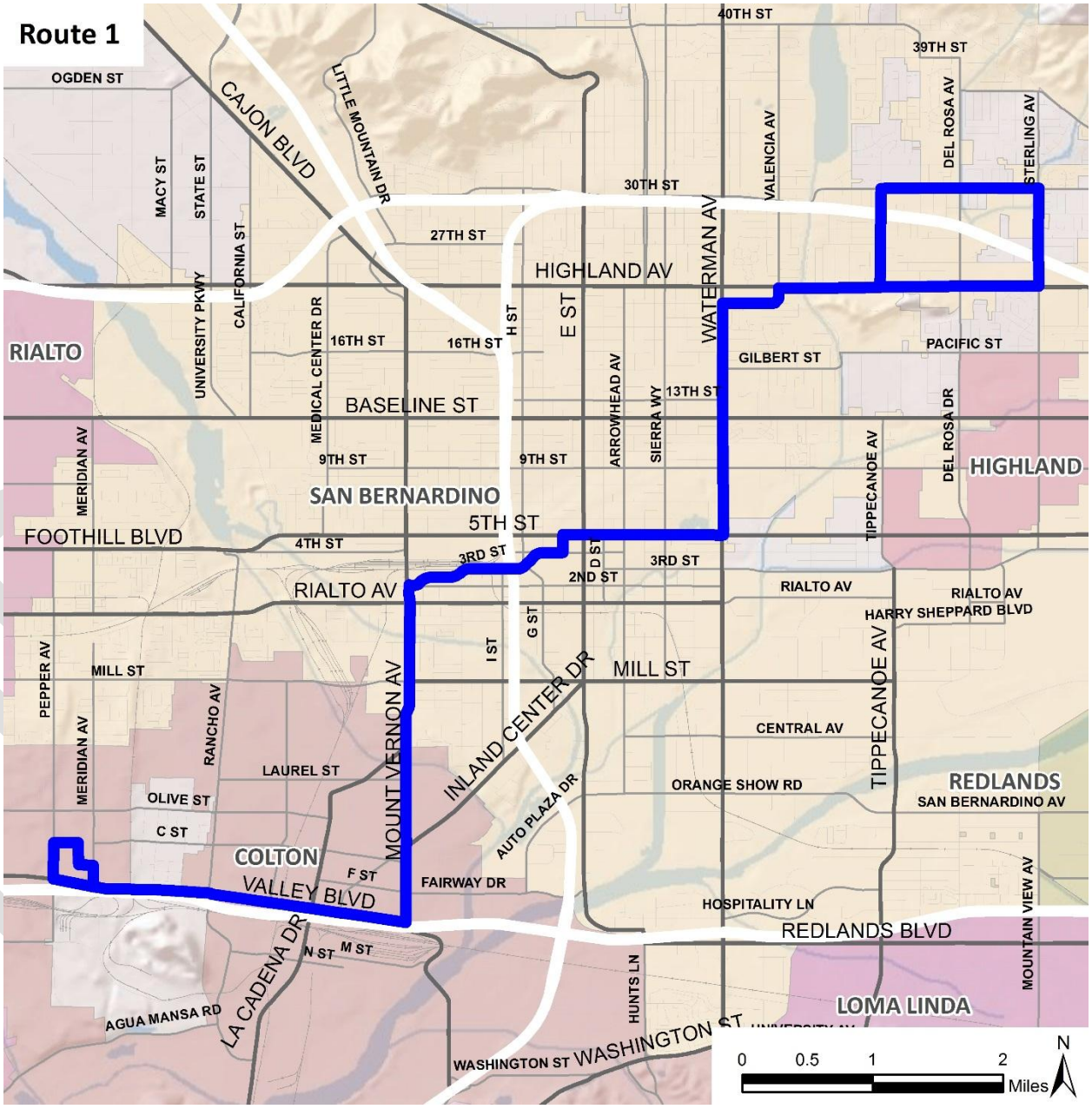
Route 1 is a highly productive route with weekday productivity in excess of 35 passengers per hour. Currently the route is broken into a short and a long. The short operates south of downtown San Bernardino at a 15 minute headway. The long operated the entire distance of the route and extends the short with 30 minute service north of Downtown San Bernardino. Key areas served by this route include Downtown San Bernardino, the San Bernardino Metrolink Station, Valley College and Arrowhead Regional Medical Center.

During the OmniConnects timeline, the introduction of SBTC and the First Mile extension of Metrolink will impact this route to a greater extent than any other. The route's peak load occurs typically between the Metrolink Station and Valley College; when the two projects open, Metrolink traffic will be distributed directly to many routes instead of just to Route 1. If it were not for this development, Route 1 would be in

**Exhibit 64: Route 1 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 7 | 4 | 4 |
| Frequency | 15/30 | 15/30 | 15/30 |
| Span | 04:50-22:49 | 6:07-21:00 | 6:07-19:40 |
| Rev. Hours | | | |
| Daily | 107.48 | 51.03 | 45.78 |
| Annual | 27,407 | 2,654 | 2,381 |
| Annual Total Revenue Hours | | | 32,442 |

**Exhibit 63: Route 1 Map**



consideration for improved frequency on the short leg. As it stands now, continued growth on this route may encourage Omnitrans to consider the deployment of some articulated buses in local service on this Route.

### *10.2.1.2 Route 2*

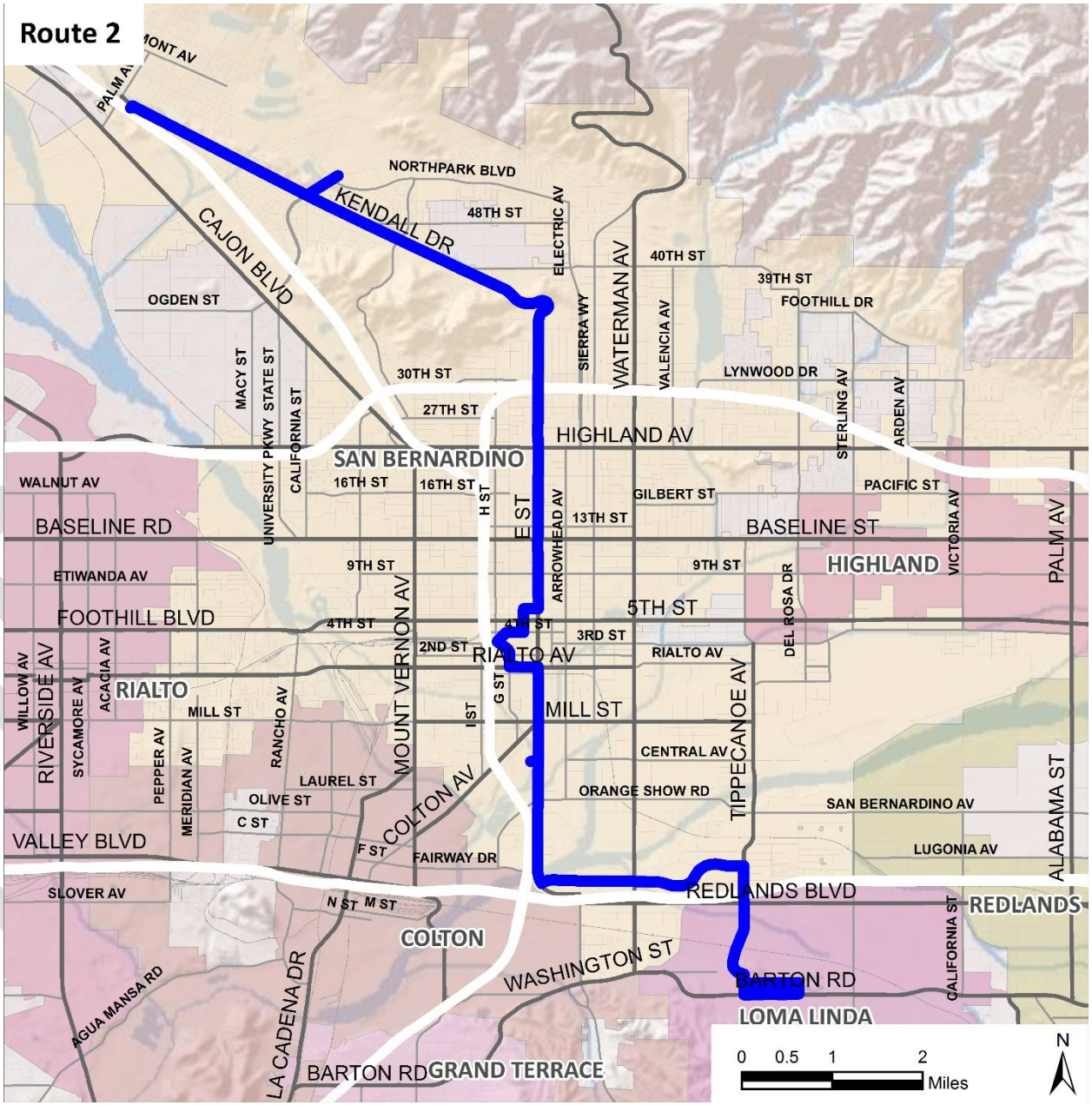
Route 2 has seen the northern end of line extended to Kendall and Palm and the weekday frequency reduced from 15 minutes to 30 minutes as a result of the introduction of the sbX Green Line. Other planned changes to Route 2 are premature at this time and must wait until Omnitrans has had a chance to evaluate the effectiveness of the sbX Green Line and its impact on Route 2.

Should the sbX Green Line warrant the introduction of weekend service or the addition of early morning or late evening service span, Route 2 would be in line for a corresponding decrease in frequency during those periods. sbX's service characteristics are discussed separately.

**Exhibit 66: Route 2 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 6 | 8 | 8 |
| Frequency | 30 | 15 | 15 |
| Span | 04:30-22:55 | 06:30-21:24 | 06:30-19:30 |
| Rev. Hours | | | |
| Daily | 101.50 | 111.20 | 96.00 |
| Annual | 25,883 | 5,782 | 4,992 |
| Annual Total Revenue Hours | | 36,657 | |

**Exhibit 65: Route 2 Map**



### *10.2.1.3 Routes 3 & 4*

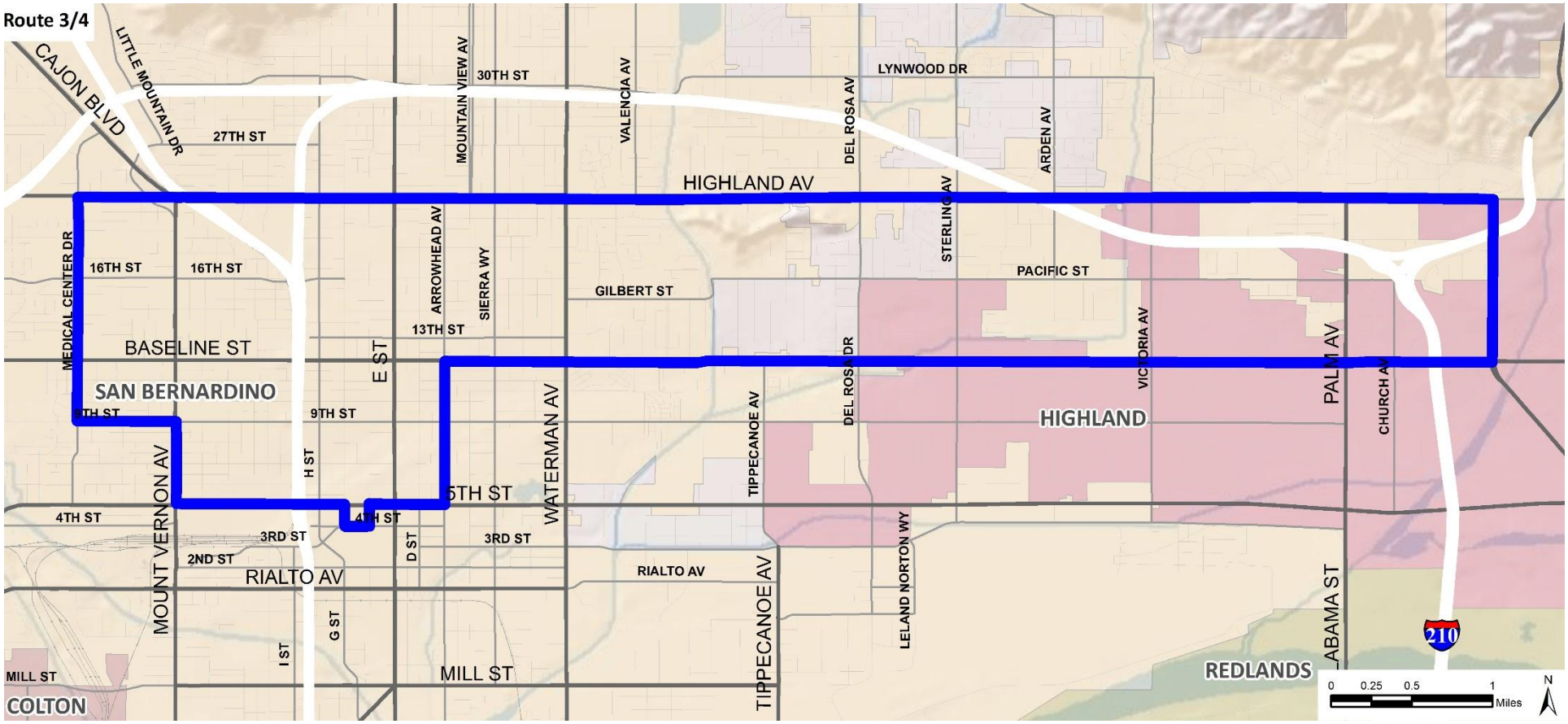
Route 3 & 4 are two route numbers but they are effectively one loop route with Route 3 operating counterclockwise and route 4 operating clockwise.

Route 3 & 4 currently operate at a 20 minute headway before noon and a fifteen minute headway afternoon. The two routes both have weekday productivity in excess of 35 passengers per hour; however, the routes often suffer from poor on-time performance typically just at or below 80%. The route is expected to be a significant east-west feeder route into sbX. Because of these factors, Omnitrans recommends adding one additional peak vehicle to each route, which will allow for a frequency improvement in the morning and an improvement in on-time performance all day. This increase is recommended in an unconstrained environment and is recommended even if it requires finding savings on another route and allocating the resources to Routes 3 & 4.

Exhibit 68: Routes 3/4 Service Summary

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 14 | 10 | 10 |
| Frequency | 15 | 15 | 15 |
| Span | 4:32-23:13 | 6:04-20:54 | 6:09-19:24 |
| Rev. Hours | | | |
| Daily | 163.70 | 128.11 | 114.32 |
| Annual | 41,744 | 6,661 | 5,944 |
| Annual Total Revenue Hours | | 54,349 | |

Exhibit 67: Routes 3 & 4 Map



### *10.2.1.4 Route 5*

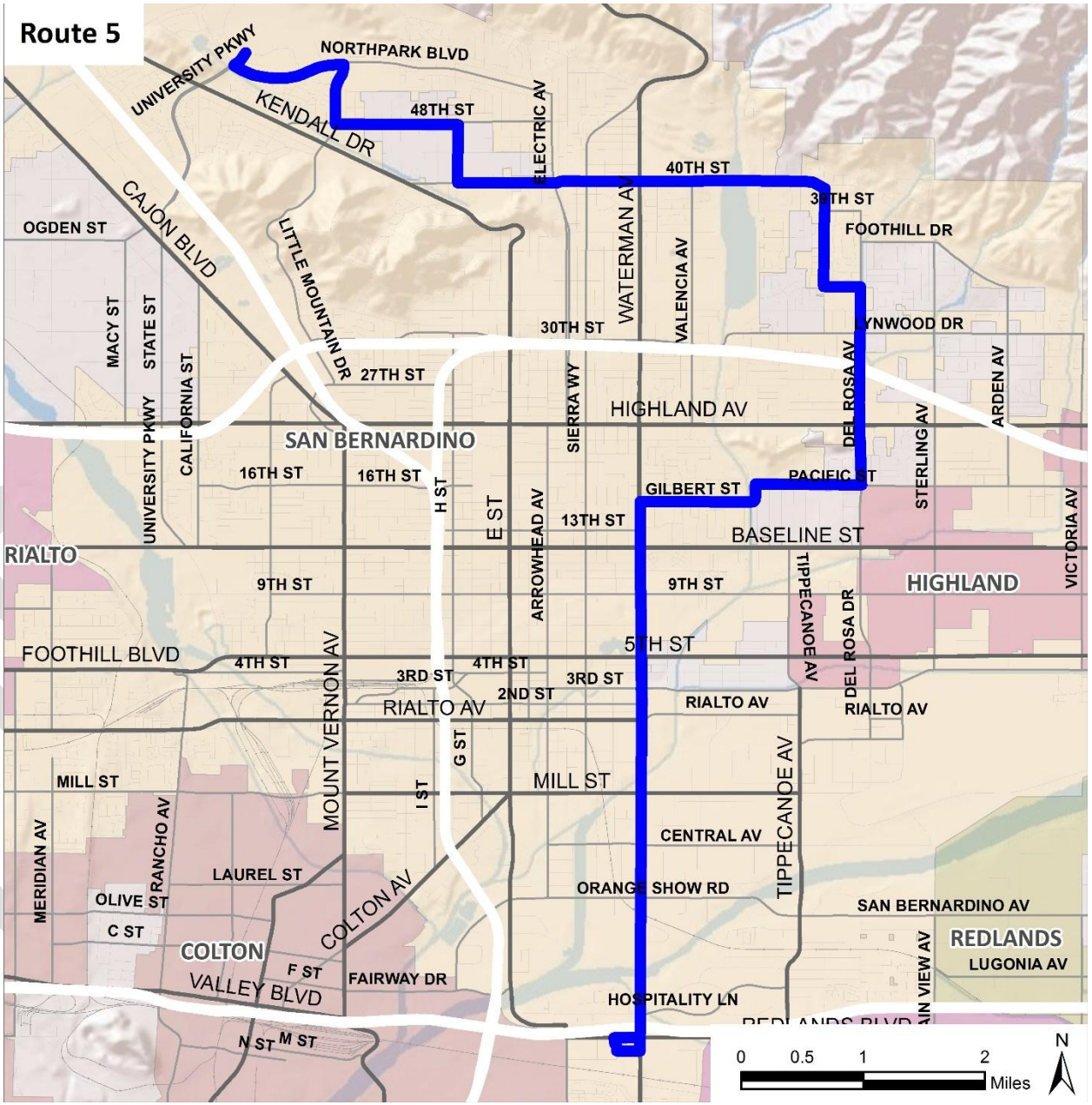
Route 5 is a route that meets productivity standards but has consistently suffered from on-time challenges. As a parallel route to sbX, the route may see some ridership shifts to sbX, particularly from those travelling near CSUSB to downtown San Bernardino.

Since the last SRTP, route 5 has seen its headway slip from 30 minutes to 35 minutes in order to improve upon its on-time performance. Omnitrans has also received several requests to improve and straighten travel along Waterman Avenue as a parallel grid route with the sbX Green Line serving as the other main north-south route on E Street. The route used to "meander" as a coverage route south of Gilbert on Waterman, and much of this area is already covered by other routes. This new alignment has been made faster and more productive by going straight along Waterman south of the freeway to Colony Park, south of Redlands Boulevard to Caroline and Club Center Drive. This is in order to absorb and cover that portion of Route 9 which will be given up when it is combined to form the new Route 19.

**Exhibit 70: Route 5 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 5 | 3 | 3 |
| Frequency | 30 | 30 | 30 |
| Span | 4:51-22:23 | 6:48-21:34 | 6:33-19:34 |
| Rev. Hours | | | |
| Daily | 81.37 | 42.30 | 37.05 |
| Annual | 20,825 | 2,200 | 1,927 |
| Annual Total Revenue Hours | | 24,951 | |

**Exhibit 69: Route 5 Map**



### *10.2.1.5 Route 7*

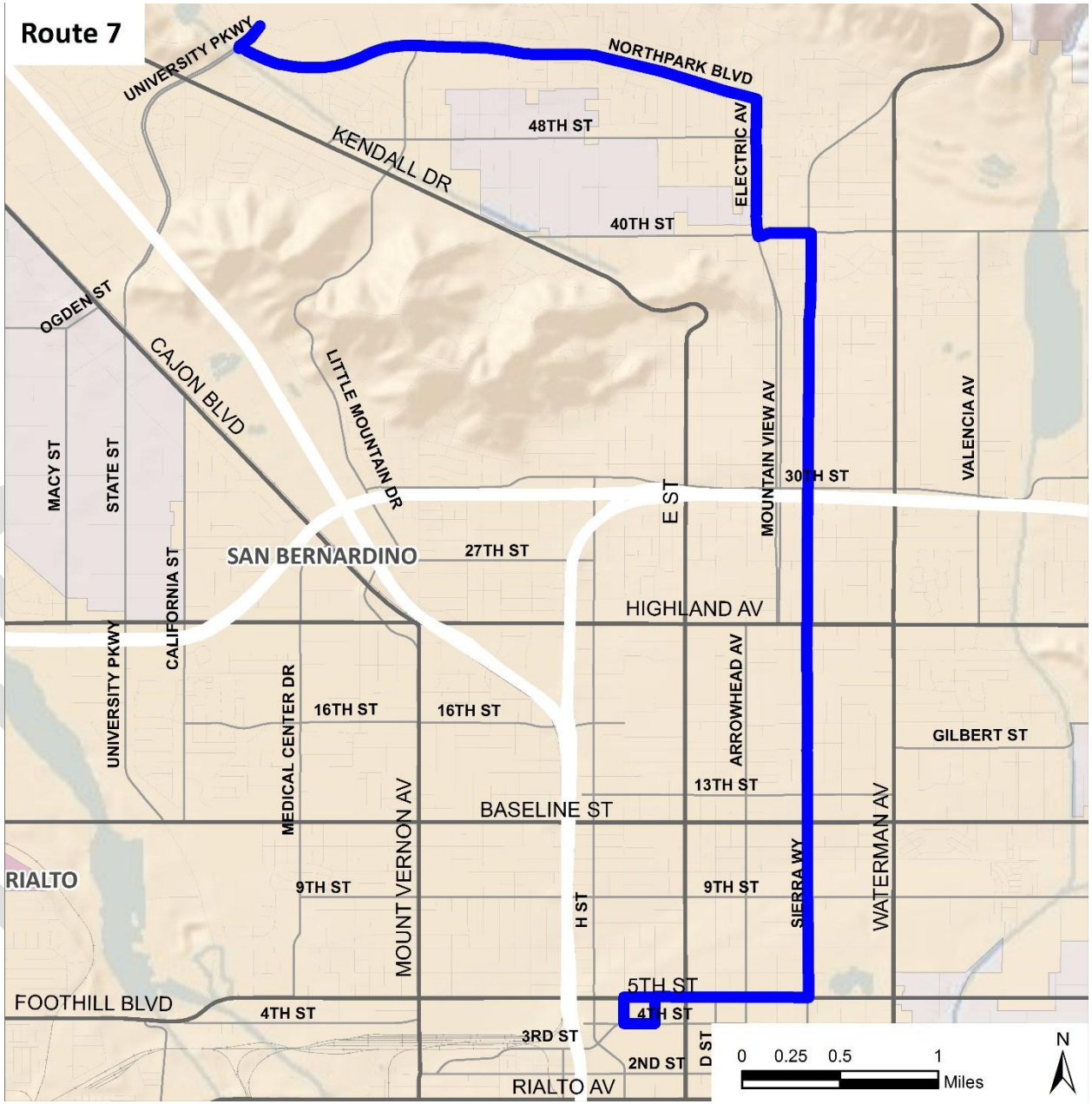
Route 7 meets but does not exceed productivity and farebox recovery standards. The route currently exceeds the 90% on-time performance goal. As a result, no additional resources are recommended to be allocated to Route 7.

Compared to service exiting in January 2014, Route 7's terminus is moving from Kendall and Palm to CSUSB as approved in the FY2013 Service Element. Route 7 terminus is moved as a result of the extension of Route 2 to cover much of the same area and the introduction of sbX to the Kendall and Palm Station. This shift saves one vehicle compared to status quo FY2013 which will be used to improve service elsewhere.

**Exhibit 72: Route 7 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 3 | 2 | 2 |
| Frequency | 30 | 60 | 60 |
| Span | 6:13-19:52 | 7:16-18:48 | 8:08-17:58 |
| Rev. Hours | | | |
| Daily | 38.95 | 21.07 | 17.67 |
| Annual | 9,932 | 1,095 | 919 |
| Annual Total Revenue Hours | | 11,946 | |

**Exhibit 71: Route 7 Map**



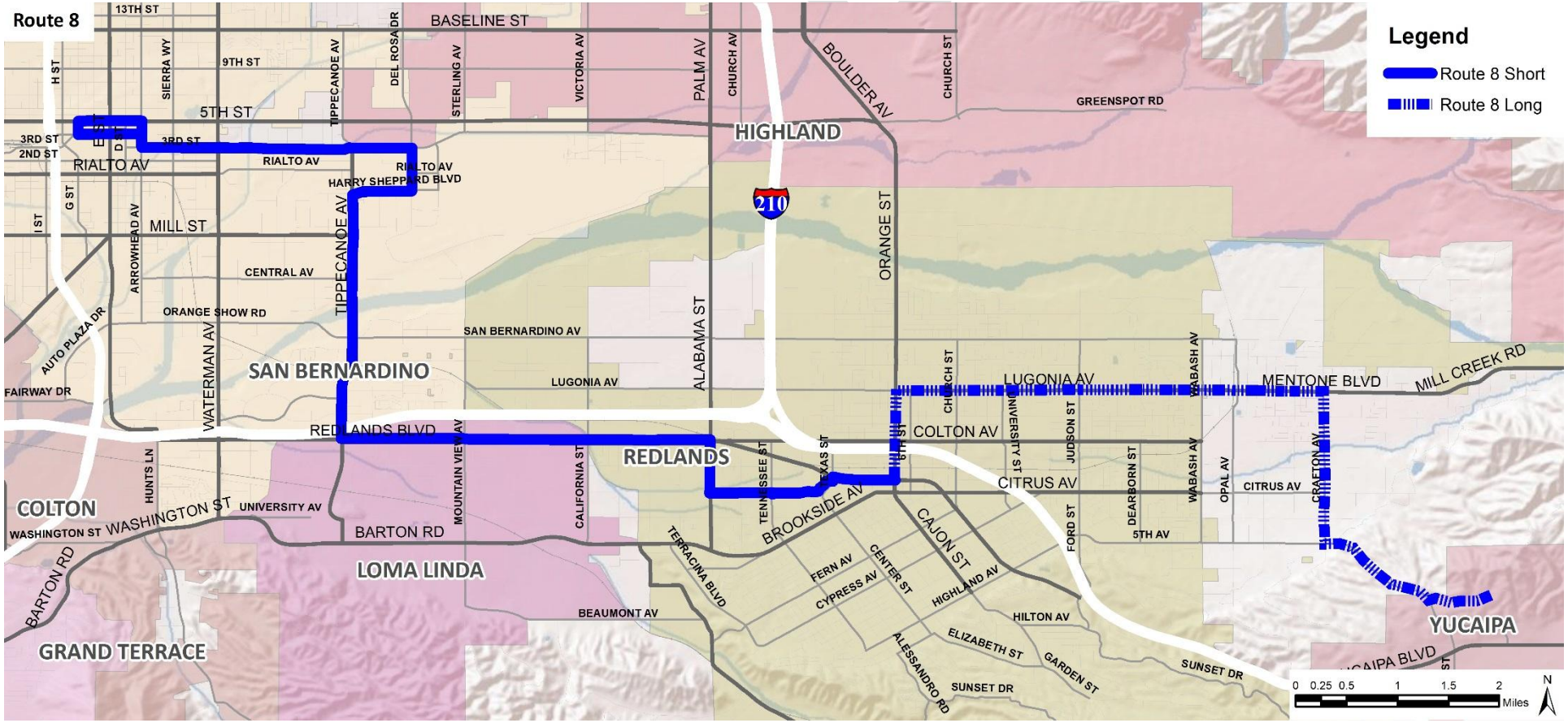
### *10.2.1.6 Route 8*

Currently, routes 8, 9, and 19 share various segments of the east-west corridors between Yucaipa, Redlands and Loma Linda. Through most of these cities two of these three routes serve Yucaipa Boulevard, Redlands Boulevard and Barton Avenue depending on the specific segment. Route 8 and Route 9 are currently 60 minute routes with offset clock headways such that if one route arrives at the top of the hour the other route arrives at the bottom of the hour. While this makes sense to transit experts, it can be confusing to newcomers. It is proposed to split this route into two portions: 8 Long, and 8 Short; 8 Short will have its frequency increased to 30-minutes and will serve two important endpoints: Redlands Transit Center, and the 4th Street Downtown Transfer Center. For the less productive 8 East section, frequency will remain at 60 minutes, and will serve both the high school and Crafton Hills College.

**Exhibit 74: Route 8 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 5 | 3 | 2 |
| Frequency | 60/30 | 30 | 60 |
| Span | 4:50-21:17 | 6:43-19:22 | 8:05-19:00 |
| Rev. Hours | | | |
| Daily | 46.35 | 34.95 | 29.75 |
| Annual | 11,820 | 1,818 | 1,547 |
| Annual Total Revenue Hours | | 15,183 | |

**Exhibit 73: Route 8 Map**



Aligning resources along Barton and Redlands Boulevard, while maintaining the existing level of service on Yucaipa Boulevard, will help develop two stronger east-west transfer connections on the southern end of the sbX Green Line.

Additionally, Route 8 has seen particularly strong growth in ridership following the elimination of high school bus service in Redlands Unified School District. As a result an extra bus in the morning and afternoon has been deployed to alleviate over-crowding of this hourly route.

As part of a broad level change, Omnitrans recommends developing a Route 8 Short between downtown San Bernardino and Redlands Mall and a Route 8 Long that extends the Route 8 Short to Crafton Hills College. This shifts the service on Redlands Boulevard from a share between Route 8 and Route 19 to one that is focused just on Route 8. The segment of Route 8 that is on Yucaipa Boulevard would be covered by a frequency improvement to Route 9.

Collectively, the proposed changes to Route 8, 9 and 19, eliminate duplication of service in some areas in order to improve one of the routes in each area. As a result, Route 8 does see an increase in resources, but this is offset by a decrease in resources contributed to the combined 8 & 9

#### *10.2.1.7 Route 9*

Route 9 is a well-performing 60 minute route that suffers from poor on-time performance and its productivity is offset because other routes share key corridor segments along Yucaipa Boulevard and Barton Avenue.

Omnitrans recommends the elimination of the designation Route 9, with the service subsumed into a newly extended Route 19. The net result of this is the area served by Route 9 will see an increase in service frequency coinciding with route 19s peak 30 minute service. The new route 19 would allow riders that used to be only able to reach as far east as San Bernardino with a one seat ride to now reach Fontana. Additionally, because of the speed and frequency of sbX, Route 9 riders that previously had a direct ride into San Bernardino, will be able to make the trip with a transfer to sbX at the VA Hospital slightly faster than they can today.

This route is proposed to combine elements of Route 9 and Route 19 in order to provide a continuous trip from Yucaipa to Fontana Metrolink station without need for transfers. This makes for a longer route, but one with numerous advantages. It connects Redlands and Loma Linda to sbX, and has important stops at both the VA Hospital at Loma Linda and at ARMC in Colton.

The net result of this consolidation of Route 9 and 19, saves one vehicle all day and one additional peak vehicle that goes to Redlands High School to alleviate overcrowding of the bus. With the improved frequency, overcrowding will be less of an issue. And the improved frequency from 60 minutes to 30 minutes means that if an over-crowding event occurs, the passenger cost in terms of time is not as high.

Route 19 is described separately in its own section.

### *10.2.1.8 Route 10*

Route 10 is a moderately productive route which has seen productivity over all days average between 24 and 29 passengers per hour.

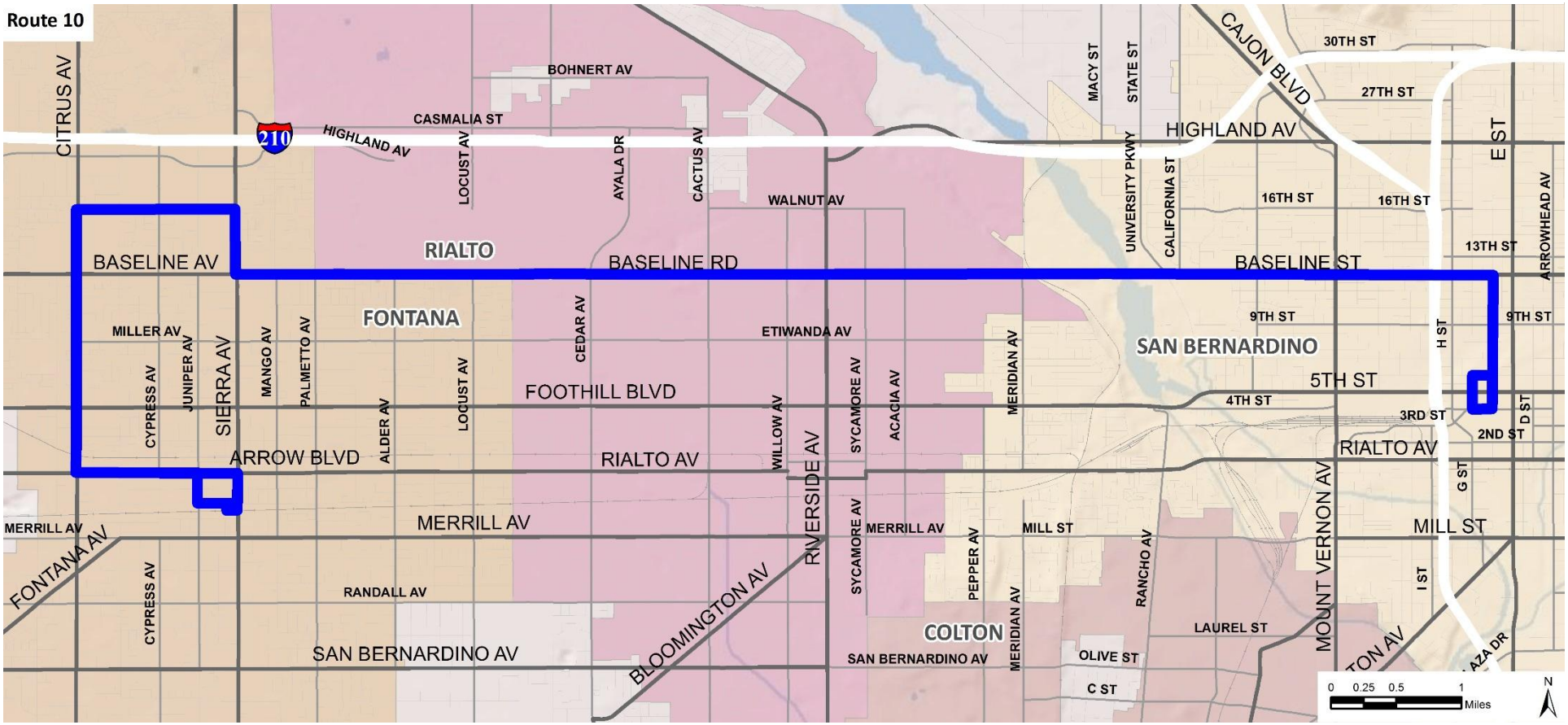
Farebox recovery ratios have fluctuated around 25% for all days for the last six months, and have always exceeded 20% for weekdays and nearly always exceeded 20% every month for Saturdays. Due to this level of productivity and its meeting of standards overall, no change to Route 10 has been recommended within OmniConnects.

Moving forward, Route 10's mid-day service levels should continue to be evaluated. The route sees a frequency reduction to hourly between 10:00 A.M. and 2:00 P.M.. While the data does not support improving frequency during this time period, an increase in this period is a common rider request.

**Exhibit 76: Route 10 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 4 | 2 | 2 |
| Frequency | 30 | 60 | 60 |
| Span | 5:10-20:18 | 6:20-19:25 | 7:20-18:18 |
| Rev. Hours | | | |
| Daily | 44.9 | 25.87 | 21.65 |
| Annual | 11,450 | 1,345 | 1,126 |
| Annual Total Revenue Hours | | 13,921 | |

**Exhibit 75: Route 10 Map**



### *10.2.1.9 Route 11*

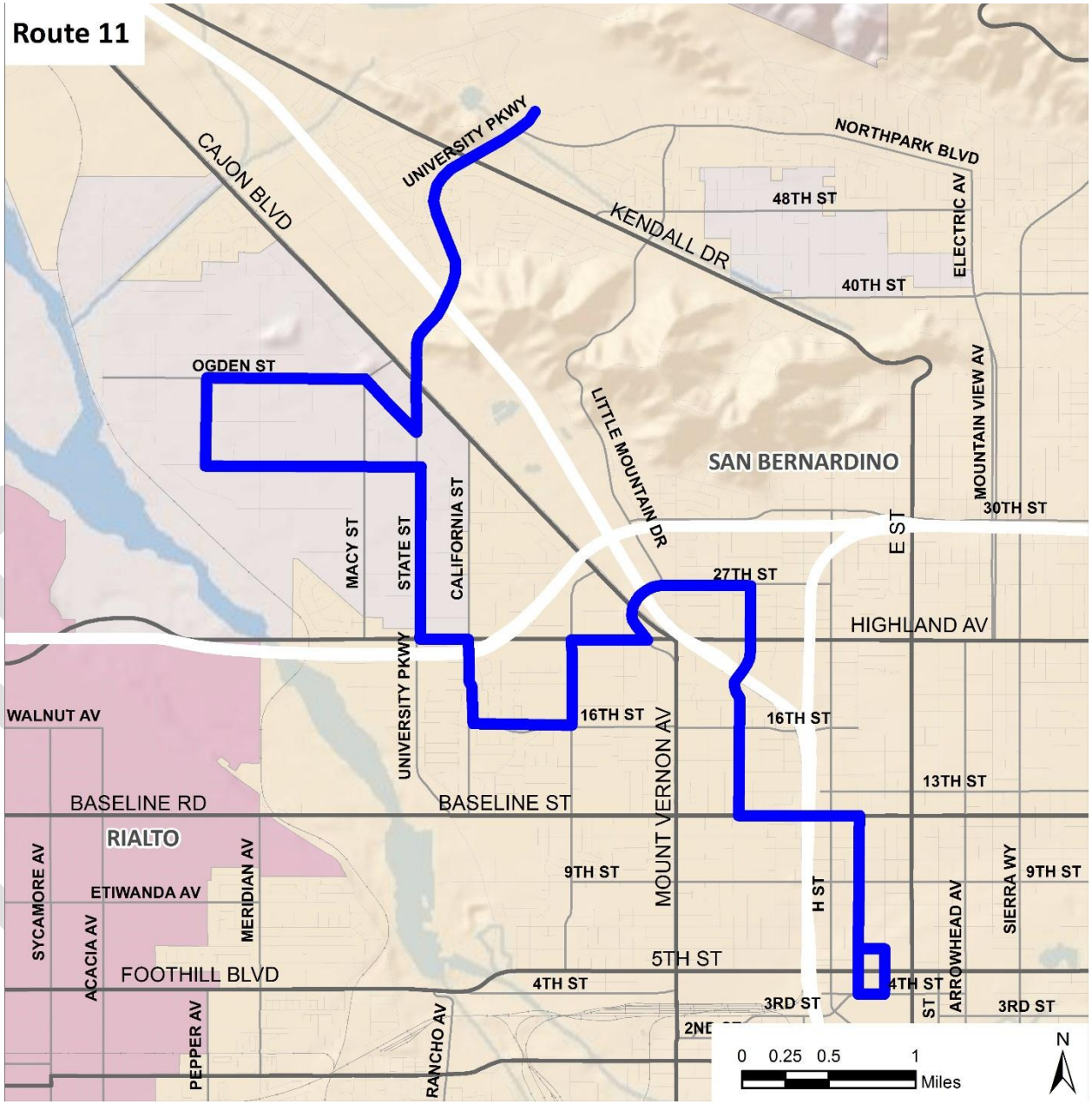
Route 11 is primarily a coverage route and it provides lifeline service to the unincorporated area of Muscoy. The route takes a circuitous route to maximize the coverage. The route serves one of the highest-propensities of low-income and minority riders in Omnitrans' service area.

The route may become a feeder route to sbX at Cal State San Bernardino. It will continue to be evaluated, but there are no recommended changes to this route in the unconstrained plan.

**Exhibit 77: Route 11 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 3 | 2 | 2 |
| Frequency | 60 | 60 | 60 |
| Span | 5:28-22:17 | 6:50-18:44 | 7:17-19:22 |
| Rev. Hours | | | |
| Daily | 36.1 | 21.77 | 22.81 |
| Annual | 9,206 | 1,132 | 1,186 |
| Annual Total Revenue Hours | | 11,524 | |

**Exhibit 78: Route 11 Map**



### *10.2.1.10 Route 14*

Route 14 exceeds standards for Passengers per Hour productivity and for Farebox recovery for all days.

Route 14 is one of Omnitrans most productive routes with passengers per hour score of over 35 passengers per hour. During peak periods the route often experiences standing loads, but the loads do not typically exceed Omnitrans' loading standard.

Route 14 is the Central portion of the Foothill Corridor which was studied as a BRT Corridor.

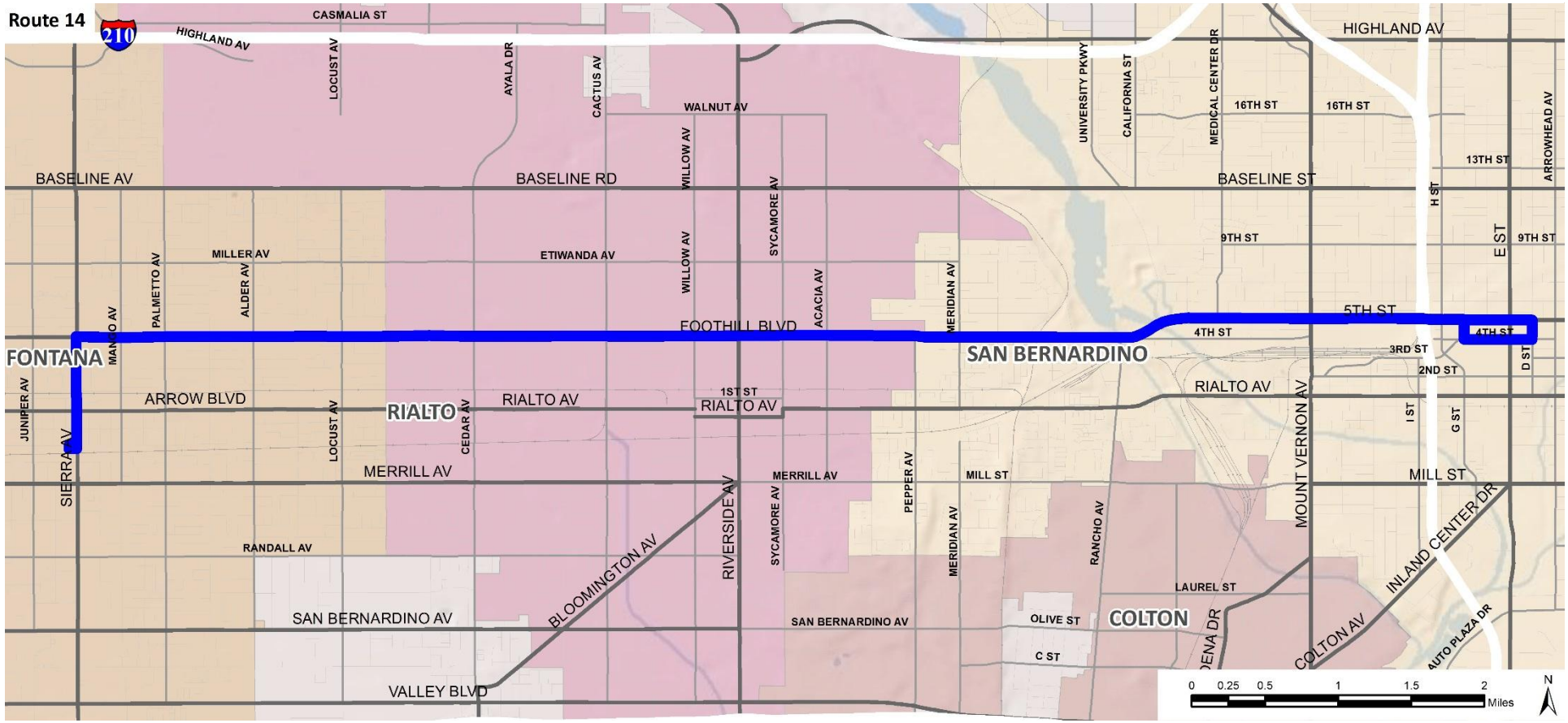
There is no plan to modify the Route 14 in the unconstrained plan, but that is because the route is addressed in the future BRT section of the unconstrained plan.

If Route 14 continues to see growth and funding is not found to develop a BRT or a limited stop-rapid route, the route may be in line for usage of articulated buses on the local route by the end of the OmniConnects' planning horizon.

**Exhibit 80: Route 14 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 8 | 7 | 7 |
| Frequency | 15 | 15 | 15 |
| Span | 3:48-23:09 | 6:05-22:28 | 6:05-19:24 |
| Rev. Hours | | | |
| Daily | 103.38 | 83.96 | 76.78 |
| Annual | 26,362 | 4,366 | 3,993 |
| Annual Total Revenue Hours | | 34,721 | |

**Exhibit 79: Route 14 Map**



### *10.2.1.11 Route 15*

Route 15 meets productivity standards and provides a key east-west connection between Redlands, Highland, San Bernardino, Rialto and Fontana. The route is expected to see growth as a feeder route to sbX.

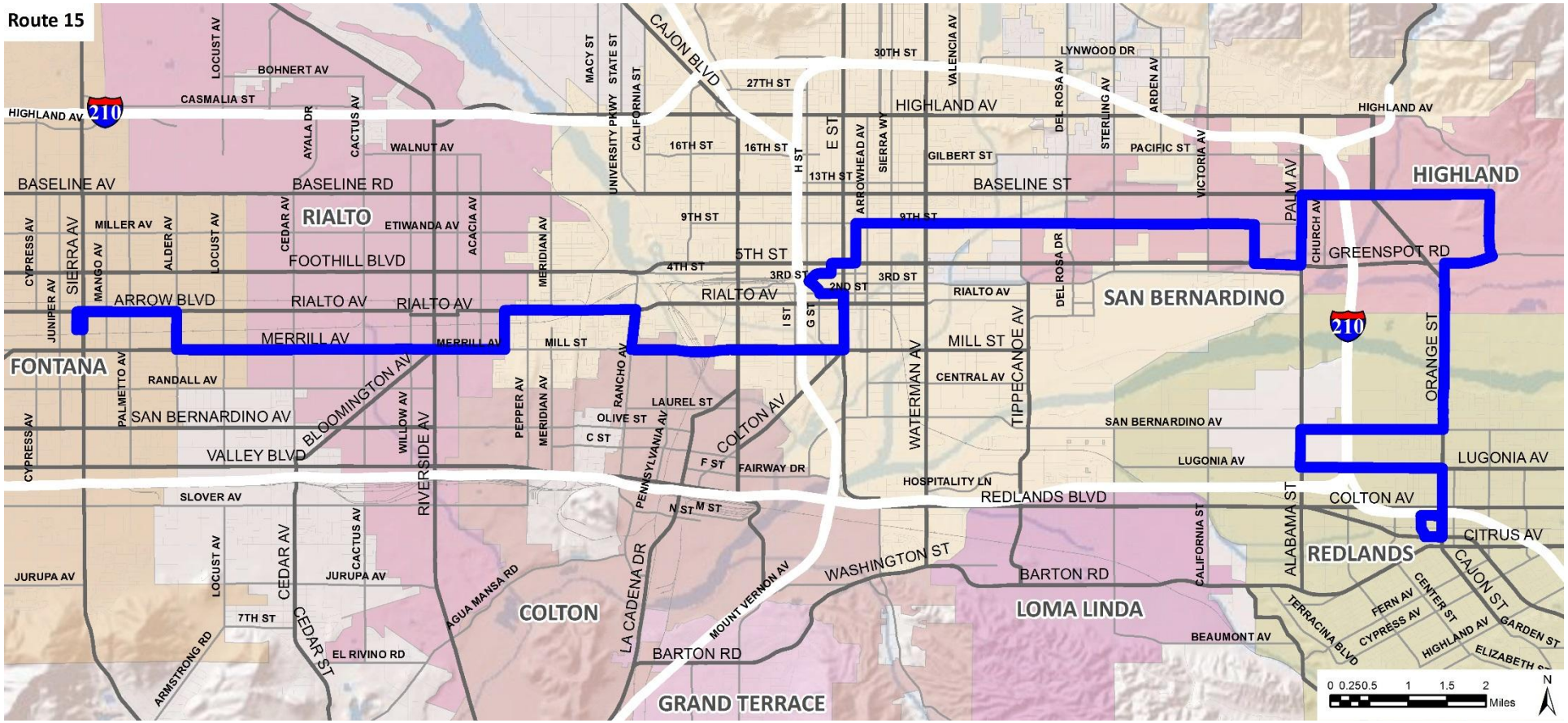
As the route meets standards, there are no proposed changes for the route with in this plan.

Moving forward, the most necessary change to Route 15 is removing many of the twists and turns. Should a new service be developed in Redlands, particularly following the introduction of Redlands Rail, Omnitrans should continue straight lining the route so that it stays on Orange Street rather than deviating on San Bernardino Avenue and Lugonia Avenue. This would not be recommended until another service is available to serve the Citrus Plaza shopping center.

**Exhibit 82: Route 15 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 8 | 4 | 4 |
| Frequency | 30 | 60 | 60 |
| Span | 5:15-22:39 | 7:14-19:32 | 6:37-19:32 |
| Rev. Hours | | | |
| Daily | 117.9 | 45.98 | 44.42 |
| Annual | 30,065 | 2,391 | 2,310 |
| Annual Total Revenue Hours | | 34,766 | |

**Exhibit 81: Route 15 Map**



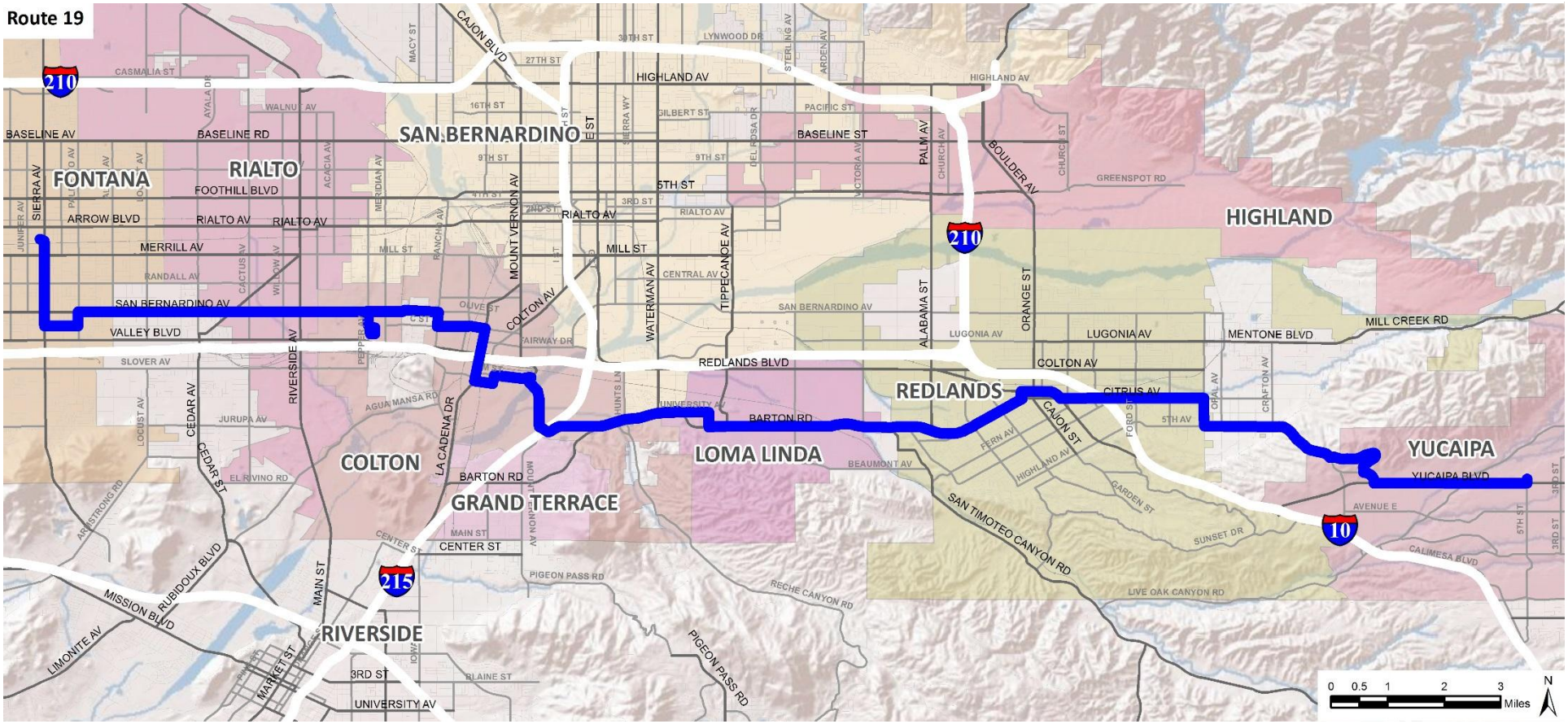
### *10.2.1.12 Route 19*

With the elimination of Route 9, the new Route 19 will combine elements of Route 9 and the old Route 19 in order to provide a continuous trip from Yucaipa to Fontana Metrolink station without need for transfers. This makes for an extended route, but has numerous advantages: it will connect Redlands and Loma Linda to sbX, and provides important stops at both the VA Hospital and Loma Linda and at ARMC in Colton. An important consideration, however, will be the impact a route of this length would have on Access fares, as it will traverse four fare zones. This will necessitate an accompanying revision to the boundaries of our Access fare zones.

**Exhibit 84: Route 19 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 9 | 9 | 5 |
| Frequency | 30 | 30 | 30 |
| Span | 4:50-22:30 | 5:58-19:35 | 6:15-19:00 |
| Rev. Hours | | | |
| Daily | 139.00 | 102.55 | 57.75 |
| Annual | 35,445 | 5,333 | 3,003 |
| Annual Total Revenue Hours | | 43,781 | |

**Exhibit 83: Route 19 Map**



### *10.2.1.13 Route 20*

Route 20 is currently the lowest performing of all 30-minute fixed routes. It is proposed that its frequency of service be reduced from 30 minutes to 60-minute service in order to more effectively deploy Omnitrans resources.

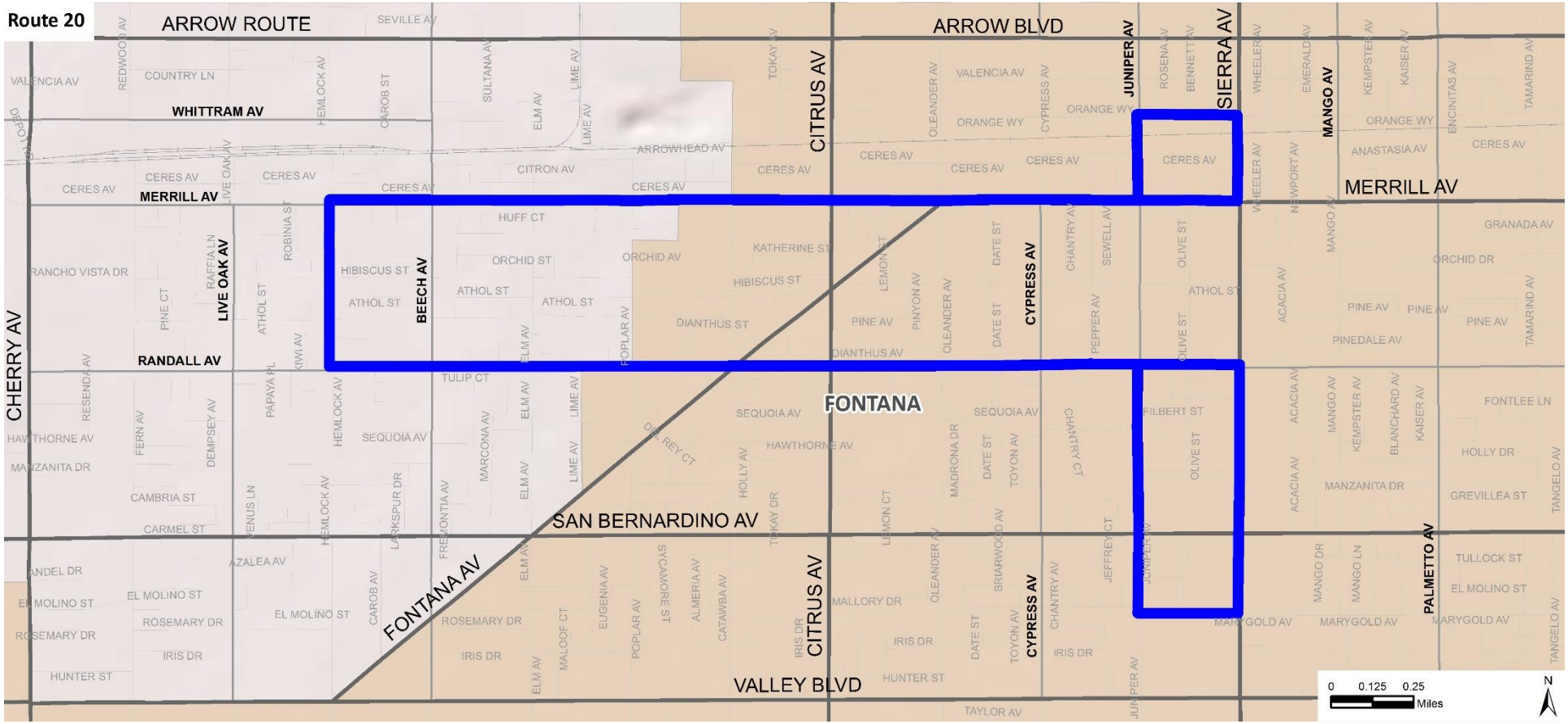
Several route configurations have been considered. Should the proposal move forward, Omnitrans may consider interlining routes 20 and 29 now that they are both on the same 60 minute frequency. This would allow riders a greater expanse to travel rather than the smaller route that exists today.

If the West Valley Connector route moves forward, route 20 may be in line for a complete restructuring to take advantage of the higher quality of service on Sierra and potential changes to service on San Bernardino Avenue. While these suggestions are proposed for future consideration, the only proposal in OmniConnects is the reduction in service frequency.

**Exhibit 86: Route 20 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 1 | 1 | 1 |
| Frequency | 60 | 60 | 60 |
| Span | 4:51-21:41 | 6:26-18:26 | 6:56-17:56 |
| Rev. Hours | | | |
| Daily | 16.83 | 12.00 | 11.00 |
| Annual | 4,293 | 624 | 572 |
| Annual Total Revenue Hours | | 5,489 | |

**Exhibit 85: Route 20 Map**



### *10.2.1.14 Route 22*

The OmniConnects proposal for Route 22 remains largely unchanged from it current status. Signal improvements at Arrowhead Regional Medical Center allow for more direct routing at the southern end-of-line and as a result the route is proposed to approach and depart from ARMC in the same way.

A small section of the southern turnaround loop on San Bernardino Avenue is left by this proposed change; however, the area is served by the current Route 19 and will still be served by the proposed Route 19.

**Exhibit 87: Route 22 Map**

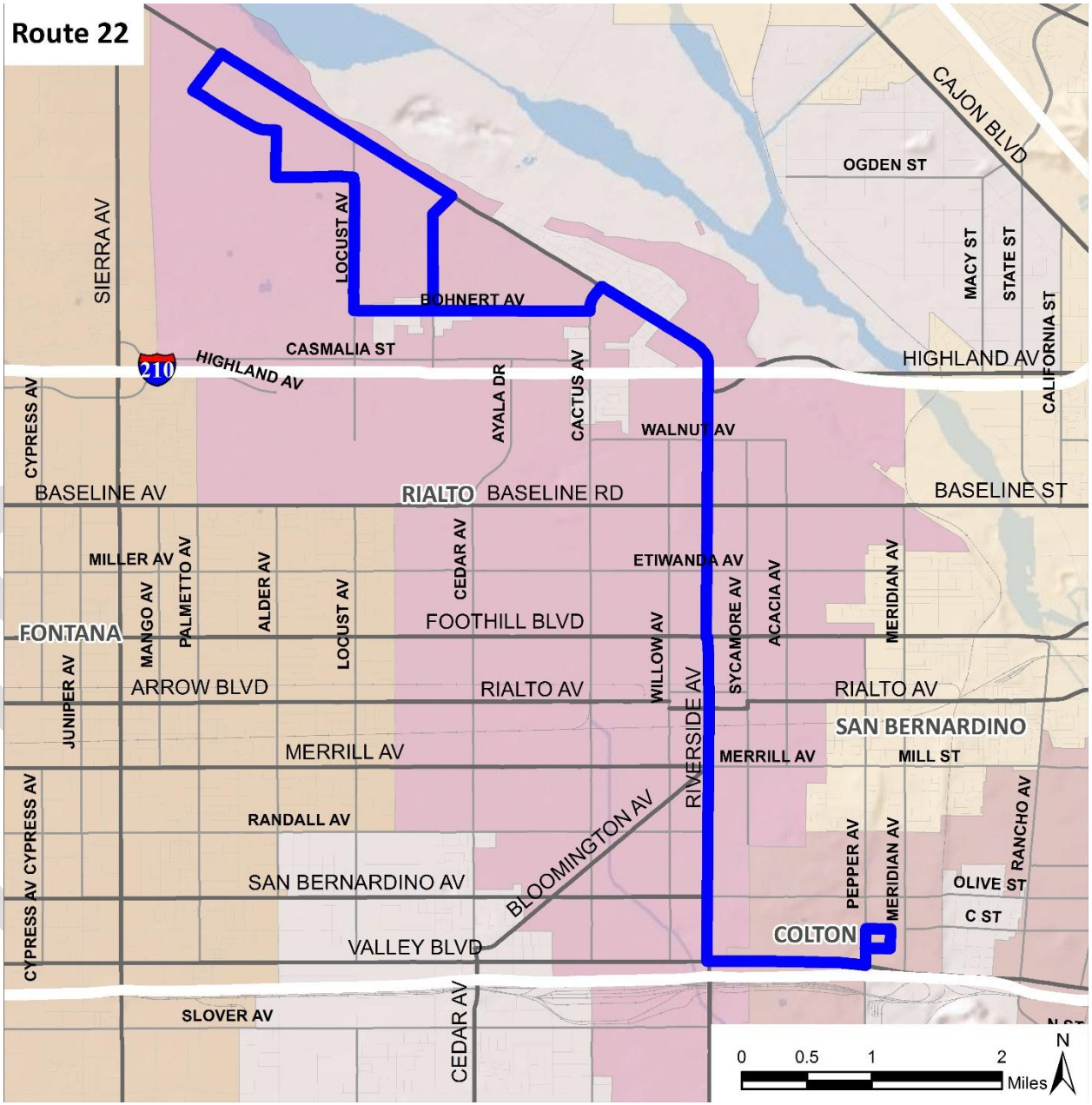



**Exhibit 88: Route 22 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 4 | 2 | 2 |
| Frequency | 30 | 60 | 60 |
| Span | 5:00-22:23 | 7:35-18:59 | 6:35-19:35 |
| Rev. Hours | | | |
| Daily | 65.53 | 20.80 | 24.00 |
| Annual | 16,711 | 1,082 | 1,248 |
| Annual Total Revenue Hours | | 19,041 | |

### *10.2.1.15 Route 29*

Route 29 is a historically low performer in terms of passengers per hour and farebox recovery ratio. However, the route serves a key lifeline function for the community of Bloomington with connections to the Kaiser Hospital and the South Fontana Transfer Center. The route already has the lowest acceptable service frequency, no Sunday service, and a small 16 passenger cutaway on Saturday.

Given that the route provides the only service to the community of Bloomington, there is not recommended service change at this time. Should the route continue to underperform, Omnitrans should consider turning the route into an OmniGo route to use cutaway vehicles on the route at all times. This is not recommended at this point because of two high school trips.

**Exhibit 89: Route 29 Map**

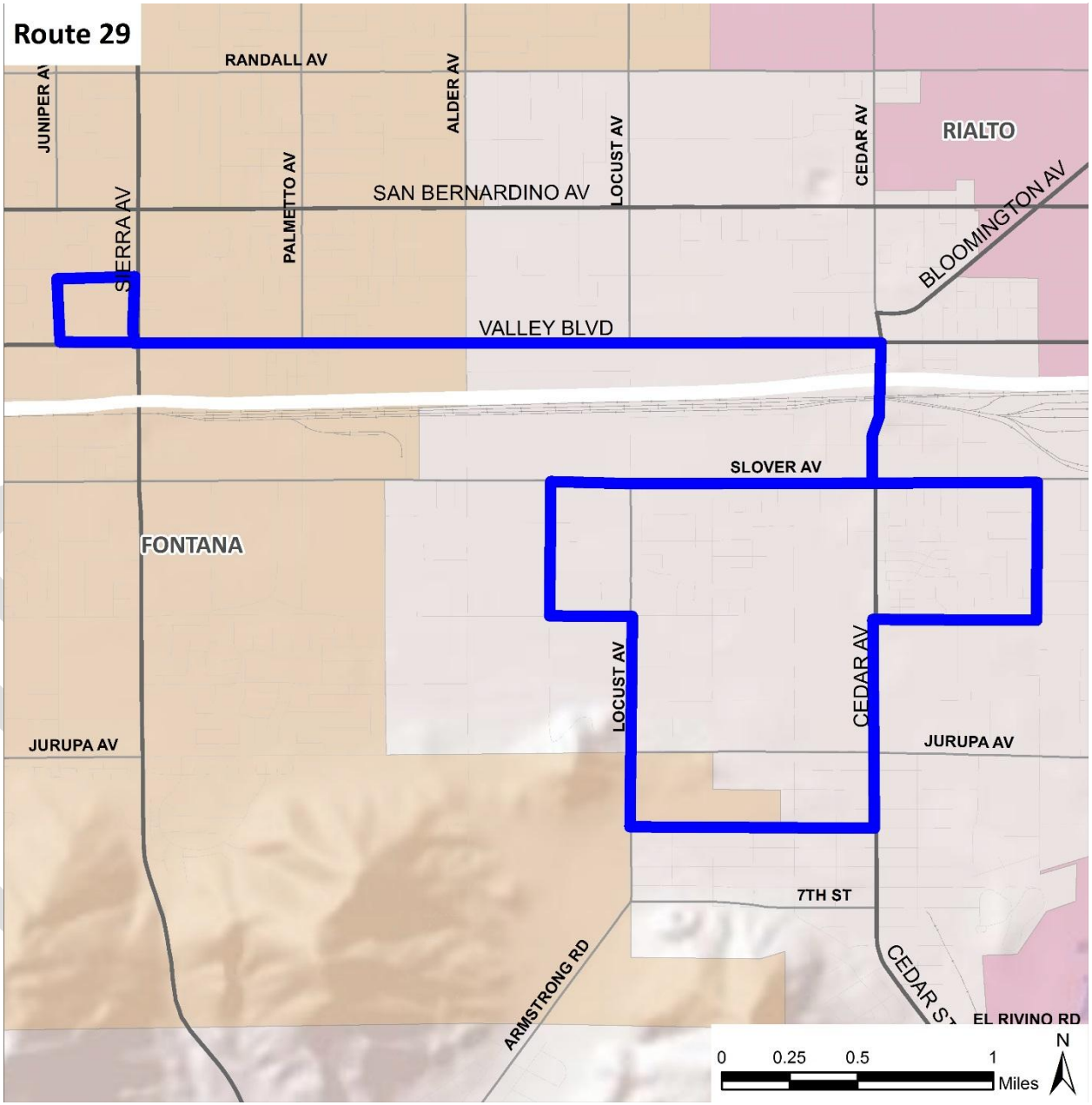



**Exhibit 90: Route 29 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 1 | 1 | NA |
| Frequency | 60 | 60 | NA |
| Span | 6:45-18:35 | 7:45-18:35 | NA |
| Rev. Hours | | | |
| Daily | 11.83 | 10.83 | NA |
| Annual | 3,018 | 563 | NA |
| Annual Total Revenue Hours | | 3,581 | |

### 10.2.1.16 OmniGo Yucaipa: Routes 308, 309 & 310

OmniGo Yucaipa has greatly improved service in Yucaipa compared to the previously existing OmniLink Service. Ridership in the community has more than doubled.

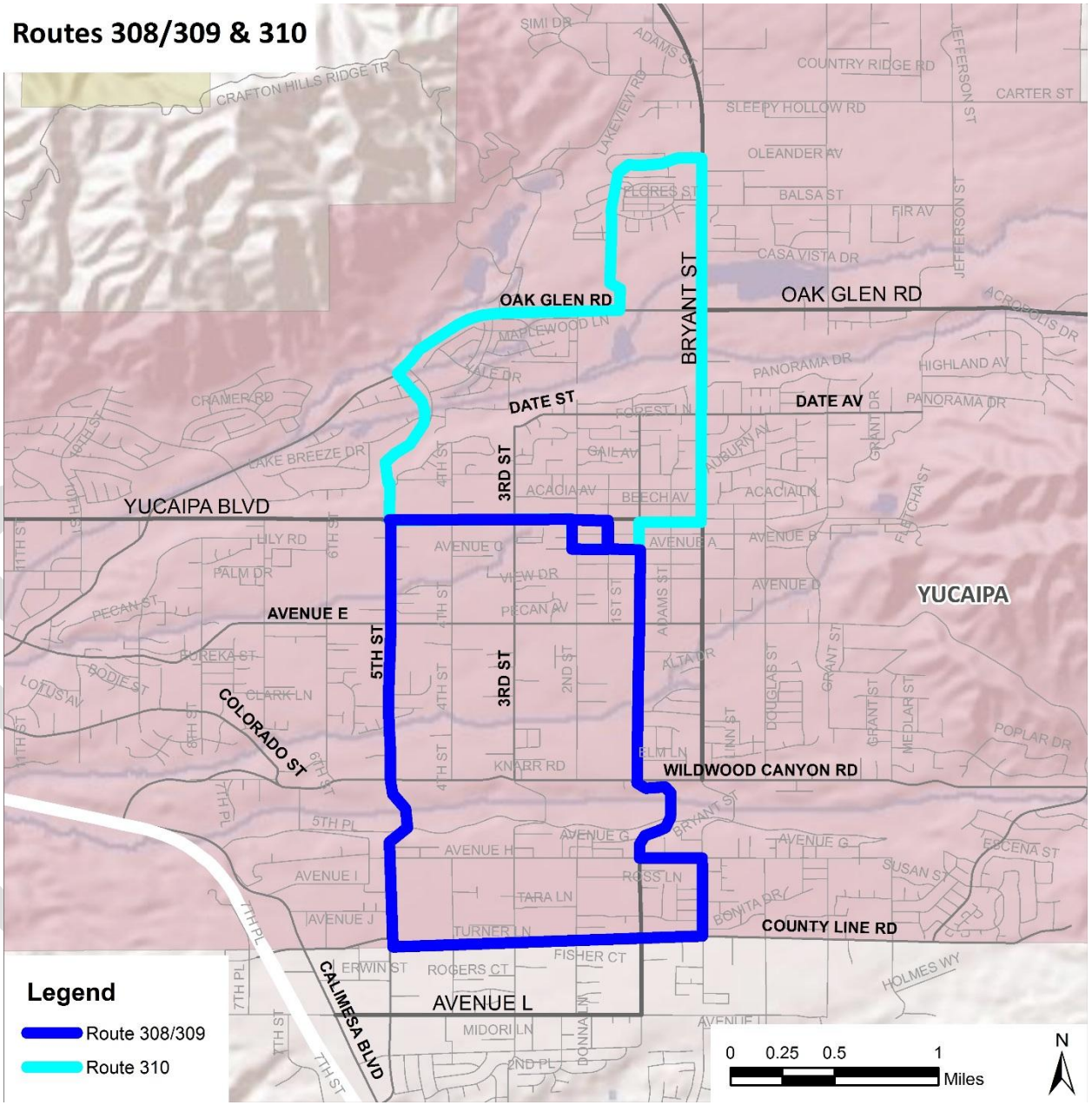
Overall, Farebox recovery rates for OmniGo Yucaipa continue to hover around 10%, making the service a low performer, but the routes continue to see double-digit ridership growth even three years after introduction.

Within OmniConnects, Omnitrans proposes no changes to OmniGo Yucaipa. Instead, an evaluation of OmniLink service in Yucaipa is warranted due to the duplicative nature of OmniGo and OmniLink.

**Exhibit 91: Routes 308, 309 & 310 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 3 | 2 | 1 |
| Frequency | 30/60 | 30/NA | 60/NA |
| Span | 6:00-20:55 | 7:00-20:25 | 7:30-18:39 |
| Rev. Hours | | | |
| Daily | 31.32 | 26.84 | 11.15 |
| Annual | 7,987 | 1,396 | 580 |
| Annual Total Revenue Hours | | 9,962 | |

**Exhibit 92: OmniGo Yucaipa Maps (Routes 308, 309 310)**



### 10.2.1.17 OmniGo Grand Terrace: Route 325

Ridership for Route 325 has increased nearly every month over last year, as has its farebox recovery. At this time, there are no recommendations to change Route 325 in the Unconstrained Plan.

**Exhibit 93: Route 325 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 1 | 1 | 1 |
| Frequency | 70 | 70 | 70 |
| Span | 5:08-20:22 | 7:17-18:14 | 8:27-18:14 |
| Rev. Hours | | | |
| Daily | 15.23 | 10.95 | 9.78 |
| Annual | 3,884 | 569 | 509 |
| Annual Total Revenue Hours | | 4,962 | |

### 10.2.1.18 Other Areas for Consideration

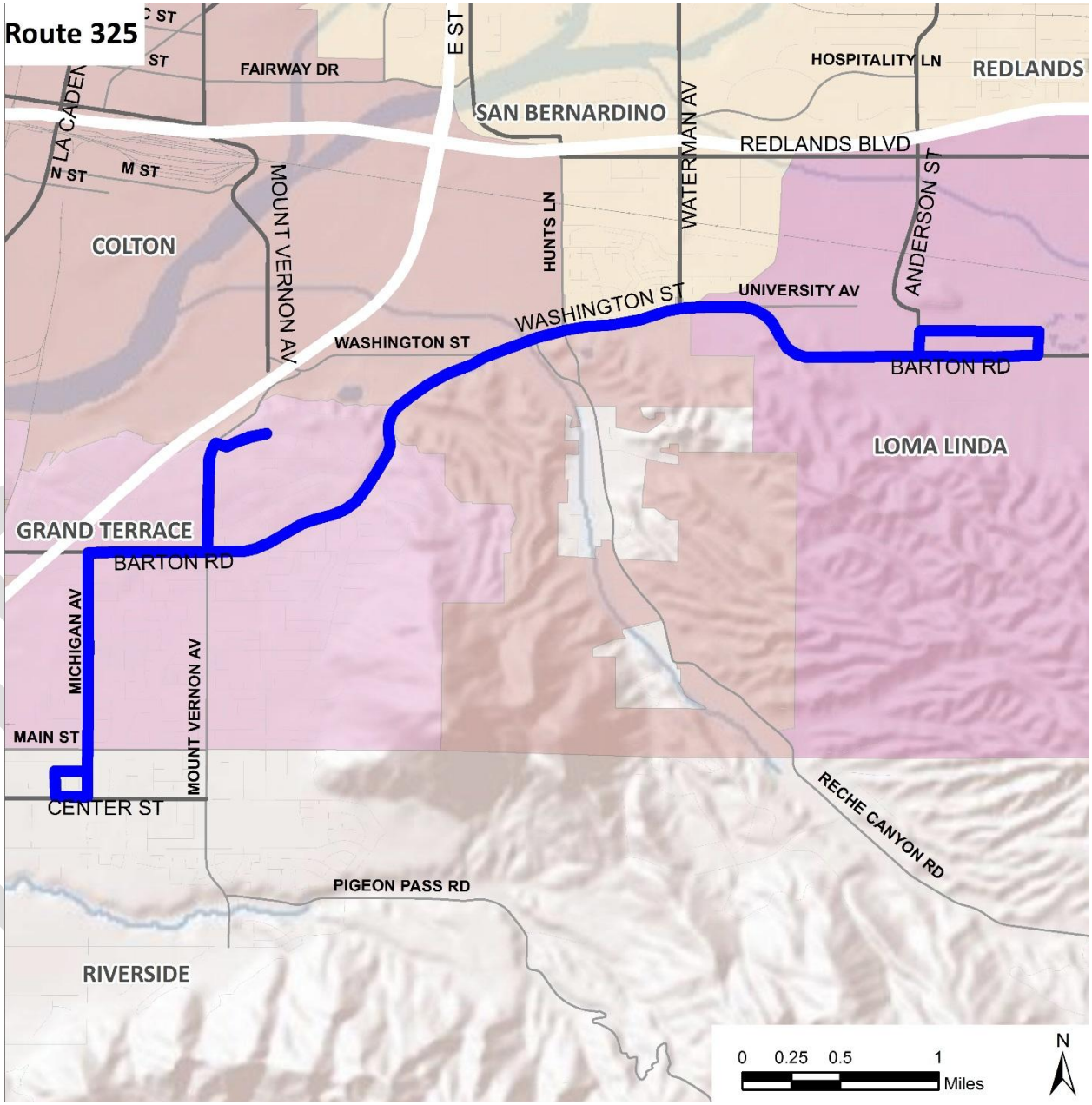
Within East Valley, there are three primary areas where service is frequently requested; however, Omnitrans does not have the additional resources to provide service at this time. These areas are:

- San Manuel Indian Bingo and Casino;
- Redlands Community Hospital, and,
- Lugonia Avenue between Alabama Ave. and Mt. View Ave.

Omnitrans will continue to evaluate these areas, but does not propose service at this time.

Omnitrans has not addressed the planned introduction of Redlands Rail in 2018 in the current routing plan, but will do so in the next SRTP update.

**Exhibit 94: OmniGo Grand Terrace (Route 325)**



### 10.2.2 West Valley

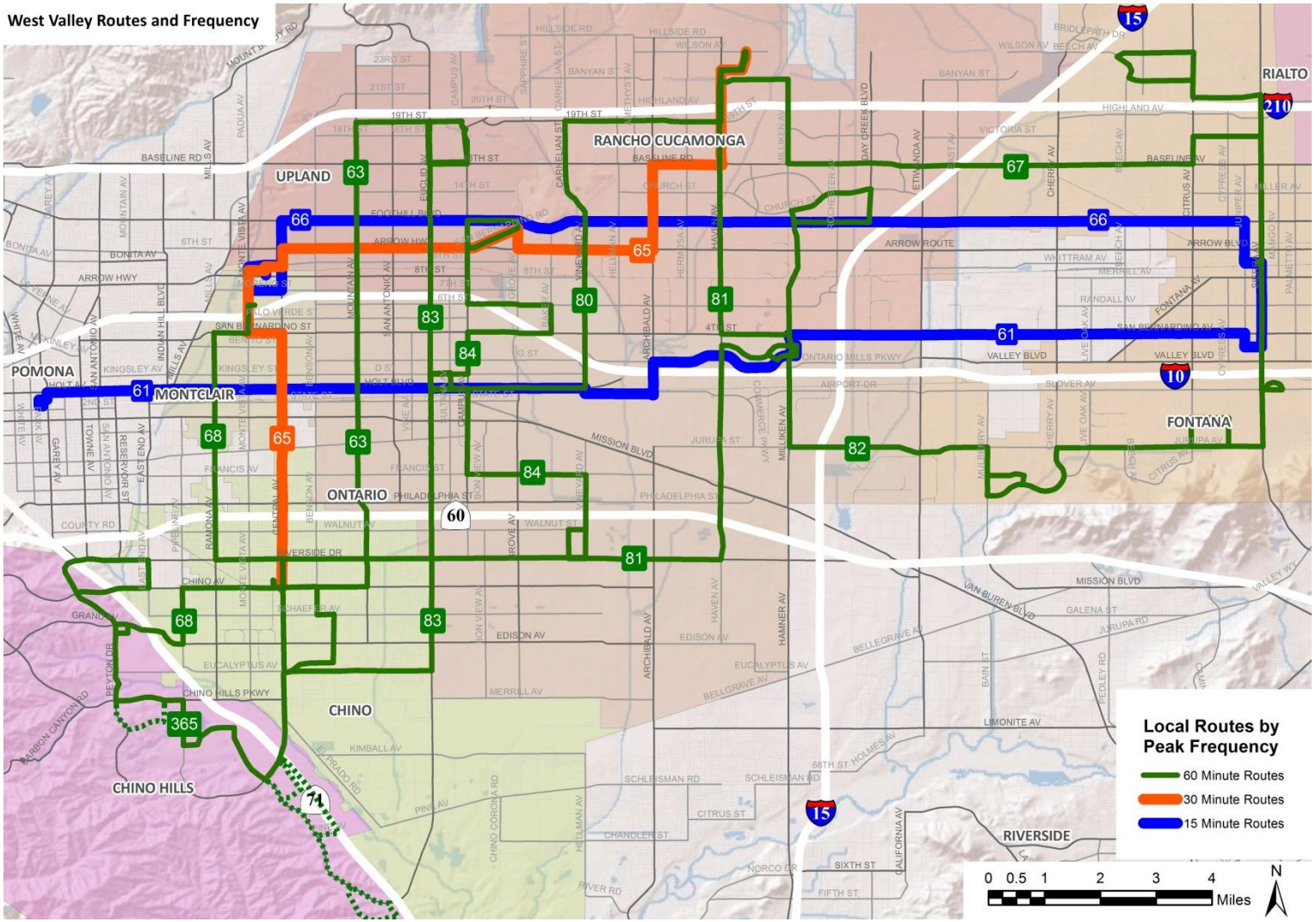
The proposed changes in West Valley are designed to improve travel directness, travel times, and the ease of understanding of Omnitrans system of local bus routes, especially for new riders. This is accomplished while also reducing areas of route overlap in order to minimize service duplication.

At first glance, the proposal shifts West Valley towards more of a grid based system where the primary north-south routes are made more direct generally focusing on one key corridor. This mimics the way that people are inclined to drive. While the grid becomes clear in Exhibit 95, the system remains largely hub-and spoke based. Nearly every route stops at two transfer centers and provides connection to the areas in between. The exception to this is route 63, which becomes a route focused exclusively on Mountain Avenue, without deviating to Montclair Transit Center. While this does deviate from a true hub and spoke design, the route does provide an easy transfer to Route 66 to reach the Transit Center.

The desired outcome of the proposed routing is a more efficient service delivery that focuses ridership on the core high-frequency east-west routes, rather than having the north south route travel at various angels. This should strengthen the east-west routes which will improve ridership and improve the desirability and fundability of limited stop, rapid or bus rapid transit services in in the future.

The route by route details of the West Valley proposals can be seen in the sections below.

**Exhibit 95: Proposed West Valley Local Bus Routes and Service Frequency**



### *10.2.2.1 Route 61*

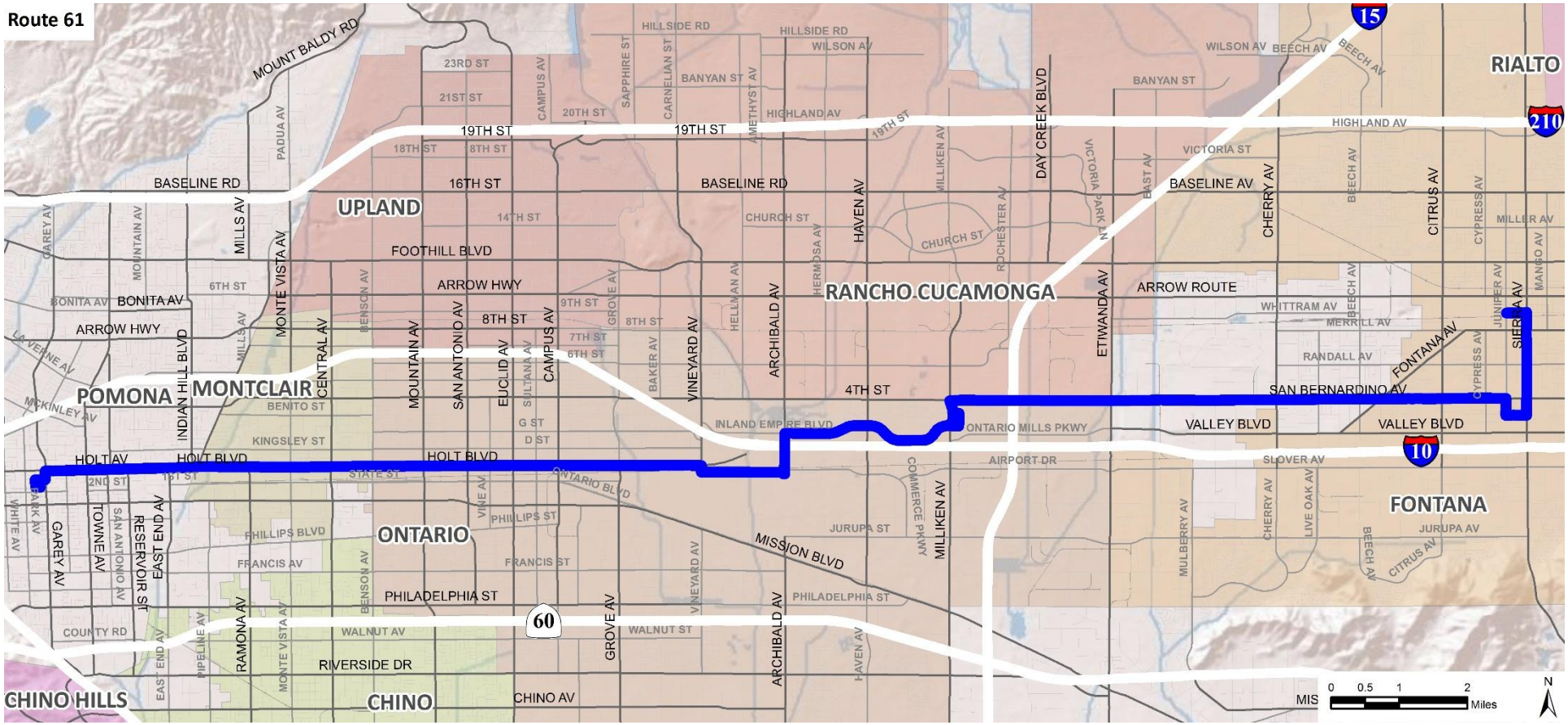
Route 61 is Omnitrans' highest ridership route carrying over 1.8 million passengers per year. The route meets farebox recovery and passengers per hour standards. The route also provides generally direct east-west connections. Within the OmniConnects plan, the route should benefit from the proposed changes to Routes 80 and 63, which would no longer travel as far on Holt Blvd leaving route 61 with higher ridership and also reducing confusion amongst passengers.

The primary change for Route 61 within OmniConnects is the proposal to work towards delivering the West Valley Connector as the next sbX route. This plan is discussed in the future BRT portion of the unconstrained plan. Should the West Valley Connector begin revenue service during the OmniConnects time period, Route 61 would see resources transferred to the West Valley Connector similarly to resources from Route 2 being transferred to sbX upon the startup of service.

**Exhibit 96: Route 61 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 14 | 13 | 13 |
| Frequency | 15 | 15 | 15 |
| Span | 4:20-23:08 | 5:55-22:34 | 6:05-19:49 |
| Rev. Hours | | | |
| Daily | 197.56 | 161.78 | 149.62 |
| Annual | 50,378 | 8,413 | 7,780 |
| Annual Total Revenue Hours | | 66,571 | |

**Exhibit 97: Route 61 Map**



### *10.2.2.2 Route 63*

Omnitrans riders have often requested direct north-south service on Mountain Avenue between Chino, Ontario and Upland. Currently, this trip requires three buses.

The proposed change to Route 63 is to deliver the direct service on Mountain Avenue from Chino Avenue to 19th Street to cover an area that is removed from the Route 67 Proposal.

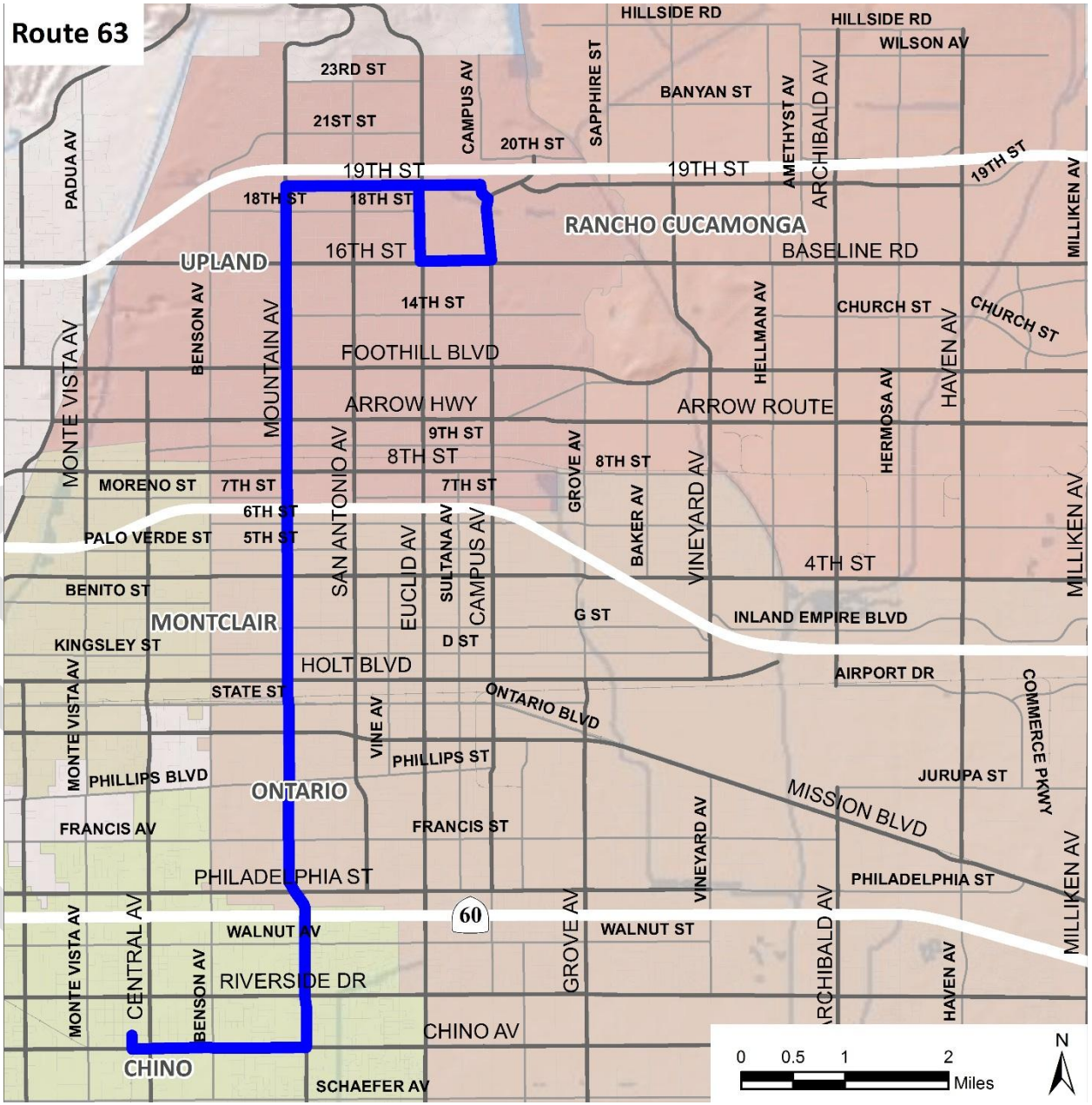
The current portion of Route 63 that serves Campus Avenue and San Antonio Community Hospital is transferred to new proposed Route 84.

By combining these two changes the route no longer travels on Holt Blvd, which eliminates some service duplication on that corridor.

**Exhibit 98: Route 63 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 4 | 4 | 4 |
| Frequency | 60 | 60 | 60 |
| Span | 5:45-20:36 | 6:43-18:41 | 6:38-19:26 |
| Rev. Hours | | | |
| Daily | 51.40 | 39.87 | 43.20 |
| Annual | 13,107 | 2,073 | 2,246 |
| Annual Total Revenue Hours | | 17,426 | |

**Exhibit 99: Route 63 Map**



### *10.2.2.3 Route 65*

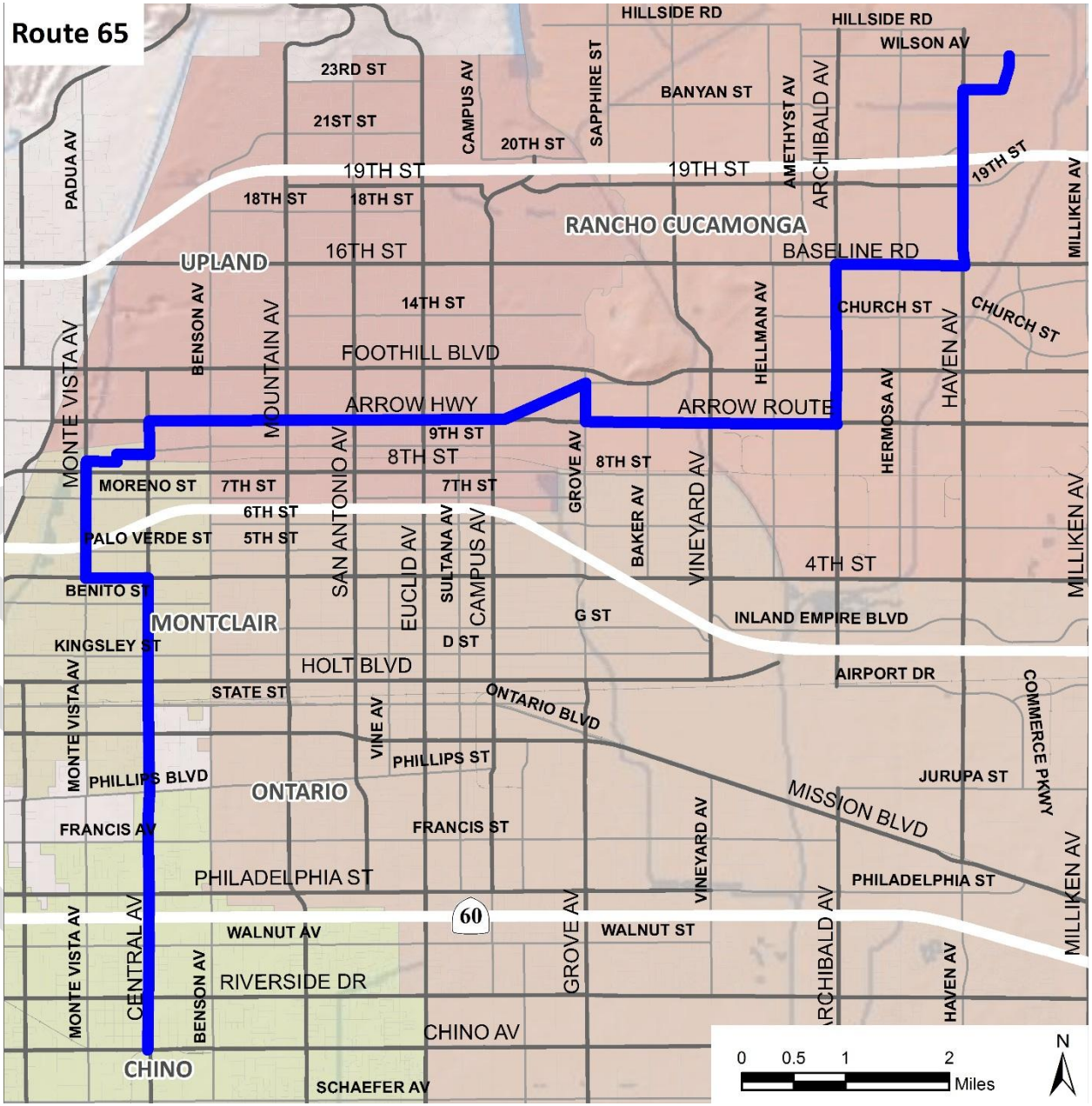
The proposal switches the Montclair and Chino portions of Route 65 and Route 68 in the interest of increasing efficiency in both overall. This change is in direct response to the recommendation in the Comprehensive Operational Analysis (COA) of Omnitrans. It aligns frequency better with ridership demand by transferring frequency and resources from Ramona Avenue to Central Avenue between Chino Transit Center and Montclair Transit Center. The Arrow Hwy section of the current Route 68 is moved onto the now higher frequency Route 65 to maintain the level of service on Arrow.

Additionally, the route is moved to serve Archibald from Haven Avenue between Arrow Route and Baseline. This extends the North-South service in the City of Rancho Cucamonga because Haven Avenue has service provided by Route 81.

**Exhibit 100: Route 65 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 6 | 3 | 3 |
| Frequency | 30 | 60 | 60 |
| Span | 4:36-23:01 | 6:05-19:30 | 6:40-19:30 |
| Rev. Hours | | | |
| Daily | 100.50 | 36.25 | 34.50 |
| Annual | 25,628 | 1,885 | 1,794 |
| Annual Total Revenue Hours | | 29,307 | |

**Exhibit 101: Route 65 Map**



### *10.2.2.4 Route 66*

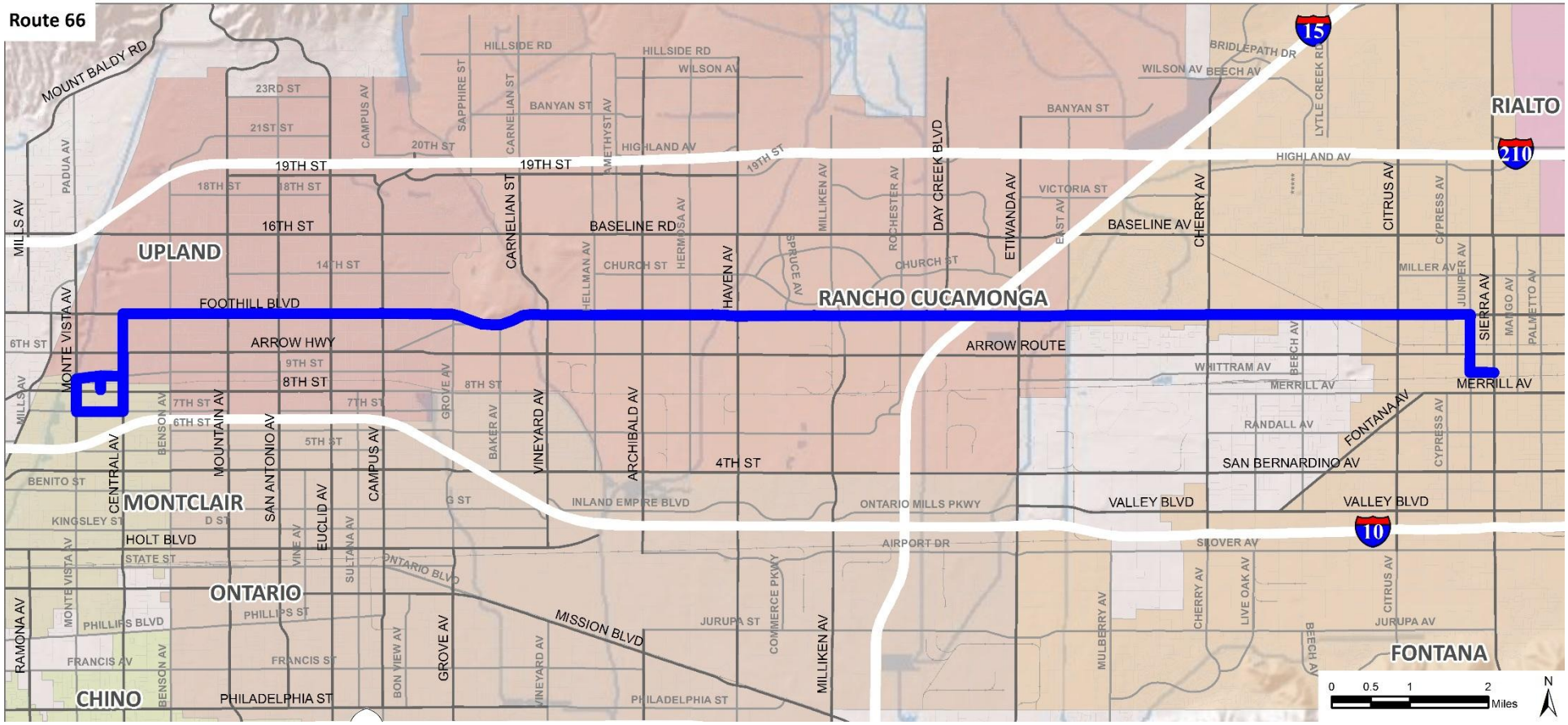
Route 66 is key east-west high-frequency route that serves the western portion of the Foothill BRT Corridor that was studied by SANBAG.

The route is among Omnitrans highest-ridership routes and the route provides direct east-west travel between Fontana, Rancho Cucamonga, Upland and Montclair. There are no proposed changes for Route 66 within the OmniConnects plan.

**Exhibit 103: Route 66 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 10 | 6 | 6 |
| Frequency | 15 | 30 | 30 |
| Span | 4:19-23:12 | 5:46-22:15 | 5:51-19:29 |
| Rev. Hours | | | |
| Daily | 154.35 | 79.70 | 60.50 |
| Annual | 39,359 | 4,144 | 3,146 |
| Annual Total Revenue Hours | | 46,649 | |

**Exhibit 102: Route 66 Map**



### *10.2.2.5 Route 67*

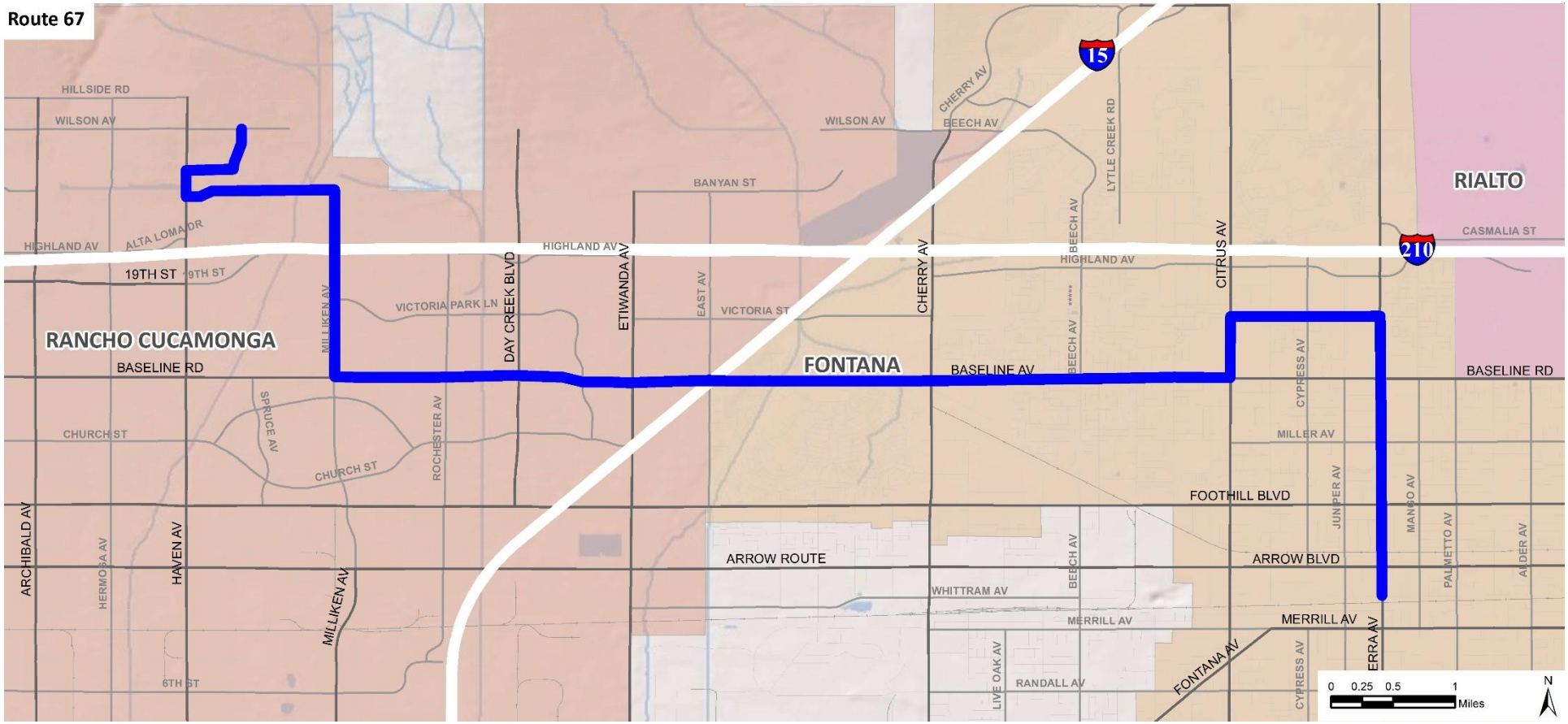
Route 67 is currently the second worst performing regular fixed route in terms of passengers per hour and farebox recovery rate. Omnitrans proposes shortening the route to serve as a direct connection between the City of Fontana and Chaffey College. This also offers a one-seat ride between the Chaffey College Fontana Campus and the Chaffey College main campus. This should work to expand ridership and may address the overcrowding issues on Haven Avenue.

The proposal does eliminate Route 67's current travel on Baseline west of Milliken Avenue and on Mountain Avenue. The Mountain Avenue portion is picked up by the realignment of Route 63. The baseline portion has two key stops at Archibald and Carnelian which are picked up by the restructuring of the north-south routes in the area. This change should help focus longer-distance east-west travel on Route 66 on Foothill rather than reduce the travel options.

**Exhibit 105: Route 67 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 2 | NA | NA |
| Frequency | 60 | NA | NA |
| Span | 5:37-20:22 | NA | NA |
| Rev. Hours | | | |
| Daily | 32.17 | NA | NA |
| Annual | 8,203 | NA | NA |
| Annual Total Revenue Hours | | 8,203 | |

**Exhibit 104: Route 67 Map**



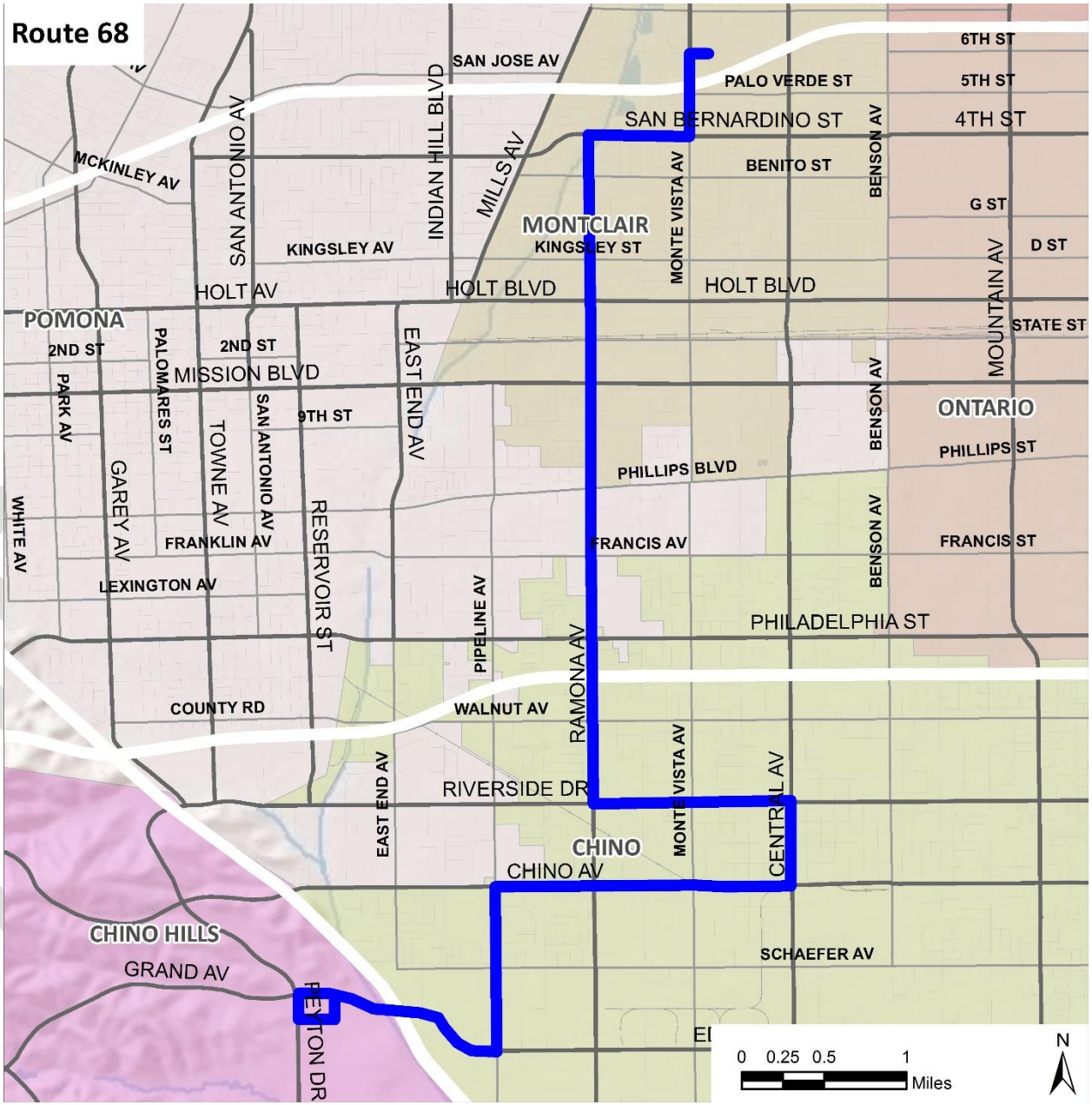
### *10.2.2.6 Route 68*

The Route 68 proposal is a counterbalancing change to Route 65. Route 65 combined the higher preforming sections of the two routes and provided them with higher 30 minute frequency. Route 68, took the lower performing sections of the two routes, primarily on Ramona Avenue, Chino Avenue and Grand Avenue, and delivers 60 minute service frequency. This change helps match resource deployment and ridership demand between the two routes in the area, without abandoning any sections of the routes in Chino Hills, Chino or Montclair.

**Exhibit 107: Route 68 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 2 | 2 | 2 |
| Frequency | 60 | 60 | 60 |
| Span | 4:36-22:34 | 6:40-19:30 | 6:40-19:30 |
| Rev. Hours | | | |
| Daily | 33.93 | 23.67 | 23.67 |
| Annual | 8,653 | 1,231 | 1,231 |
| Annual Total Revenue Hours | | 11,115 | |

**Exhibit 106: Route 68 Map**



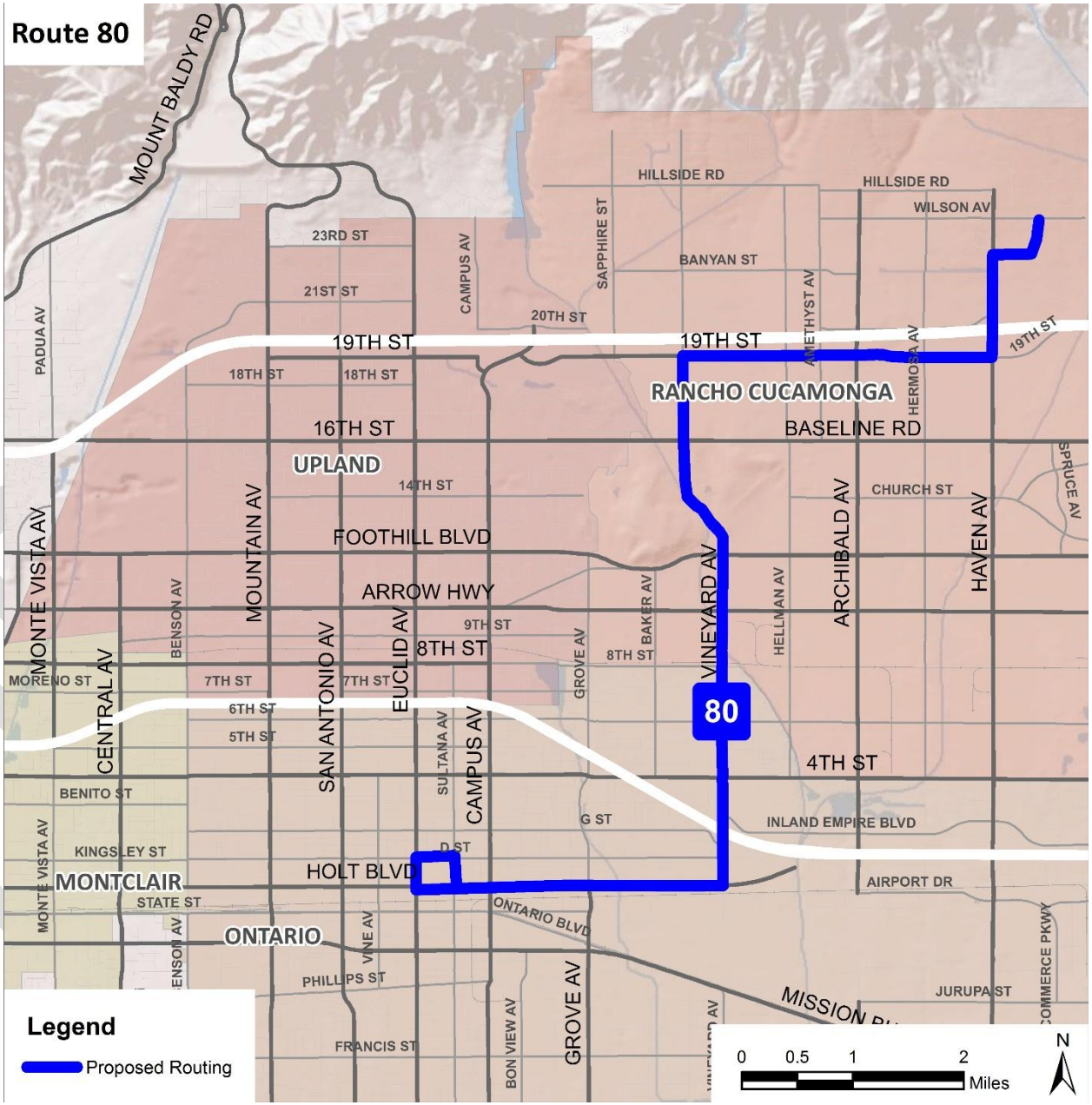
### *10.2.2.7 Route 80*

The proposed changes to Route 80 are designed to reduce the redundancy of service on Holt Blvd., Mountain Avenue and between Holt Blvd. and the Montclair Transit Center. By focusing the route primarily as a north-south route primarily between downtown Ontario and Chaffey College, Omnitrans system remains largely unchanged. Eliminating the duplication allows for an increase in reliability on the route while also allowing the north-south travel to fall on a signal route either Route 80 on Vineyard, Route 63 on Mountain or Route 65 on Central.

**Exhibit 109: Route 80 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 2 | 2 | 2 |
| Frequency | 60 | 60 | 60 |
| Span | 4:33-21:24 | 6:30-19:40 | 6:30-19:40 |
| Rev. Hours | | | |
| Daily | 39.57 | 28.63 | 28.63 |
| Annual | 10,090 | 1,489 | 1,489 |
| Annual Total Revenue Hours | | 13,068 | |

**Exhibit 108: Route 80 Map**



### *10.2.2.8 Route 81*

The proposed revision to Route 81 incorporates a combination of some of the elements of old Route 81 and Route 82. What was a more circuitous coverage route, especially in its northern leg, along Milliken to Foothill, Day Creek, and Victoria Park to serve Victoria Gardens is proposed to be straightened and remain essentially on Haven, leaving it only to serve Ontario Mills.

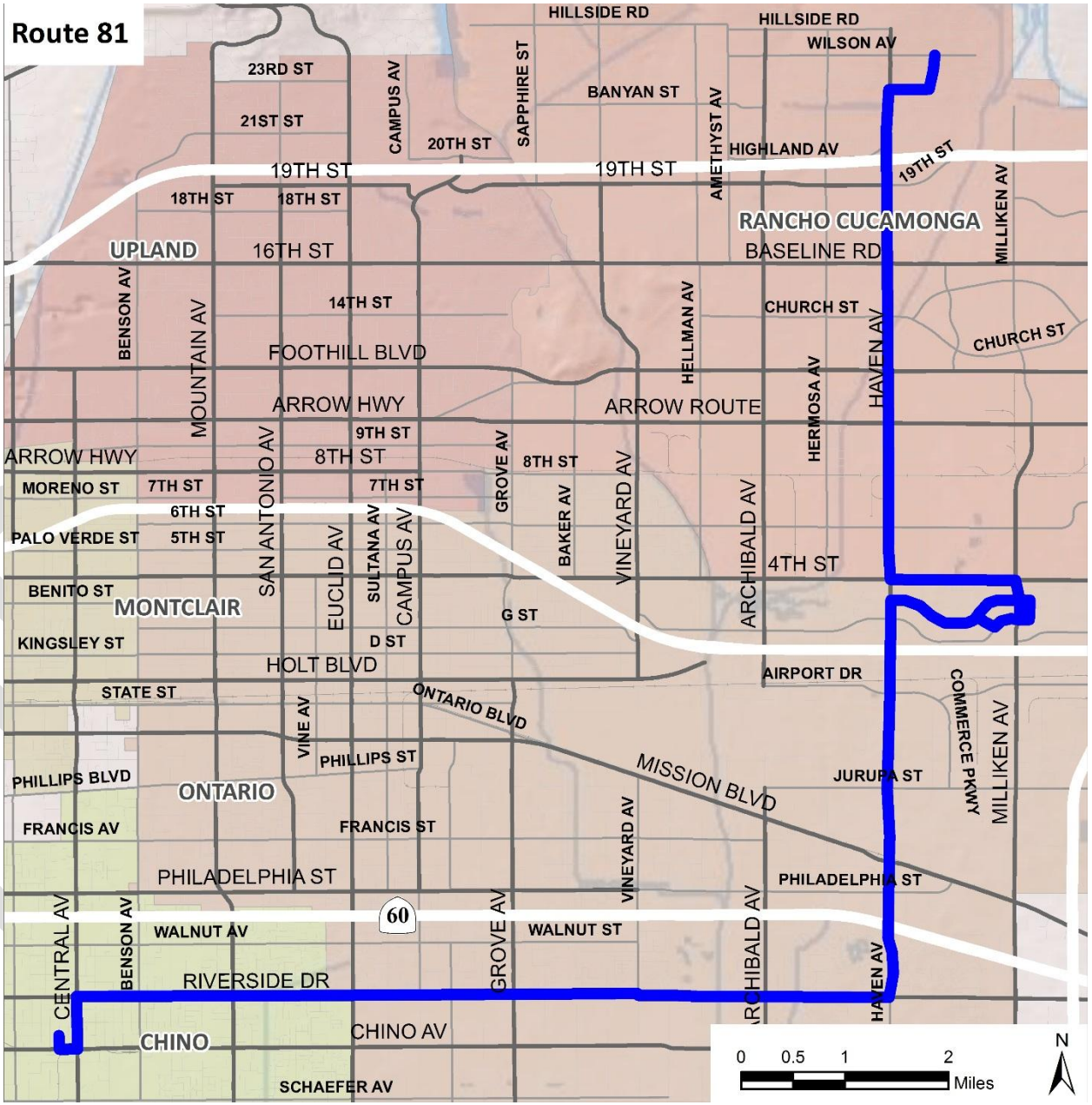
Route 82 will be left to cover this region (including Victoria Gardens), and by moving 81 to Haven, it frees 82 to concentrate on Milliken. Between these two routes, riders from that short stretch of Commerce can walk to Haven and take 81, or walk to Milliken and take 82 (about half a mile either way). This alignment removes a great deal of the coverage aspect of both routes, and is much straighter both along Milliken and along Riverside.

Longer-term Omnitrans may wish to also consider a short-long combination of this route designed to increase frequency between Ontario Mills and Chaffey College to 30 minutes prior to seeking an improvement of frequency along the entire route.

**Exhibit 111: Route 81 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 3 | 3 | NA |
| Frequency | 60 | 60 | NA |
| Span | 4:12-22:20 | 6:14-1910 | NA |
| Rev. Hours | | | |
| Daily | 40.55 | 31.90 | NA |
| Annual | 10,340 | 1,659 | NA |
| Annual Total Revenue Hours | | 12,000 | |

**Exhibit 110: Route 81 Map**



### *10.2.2.9 Route 82*

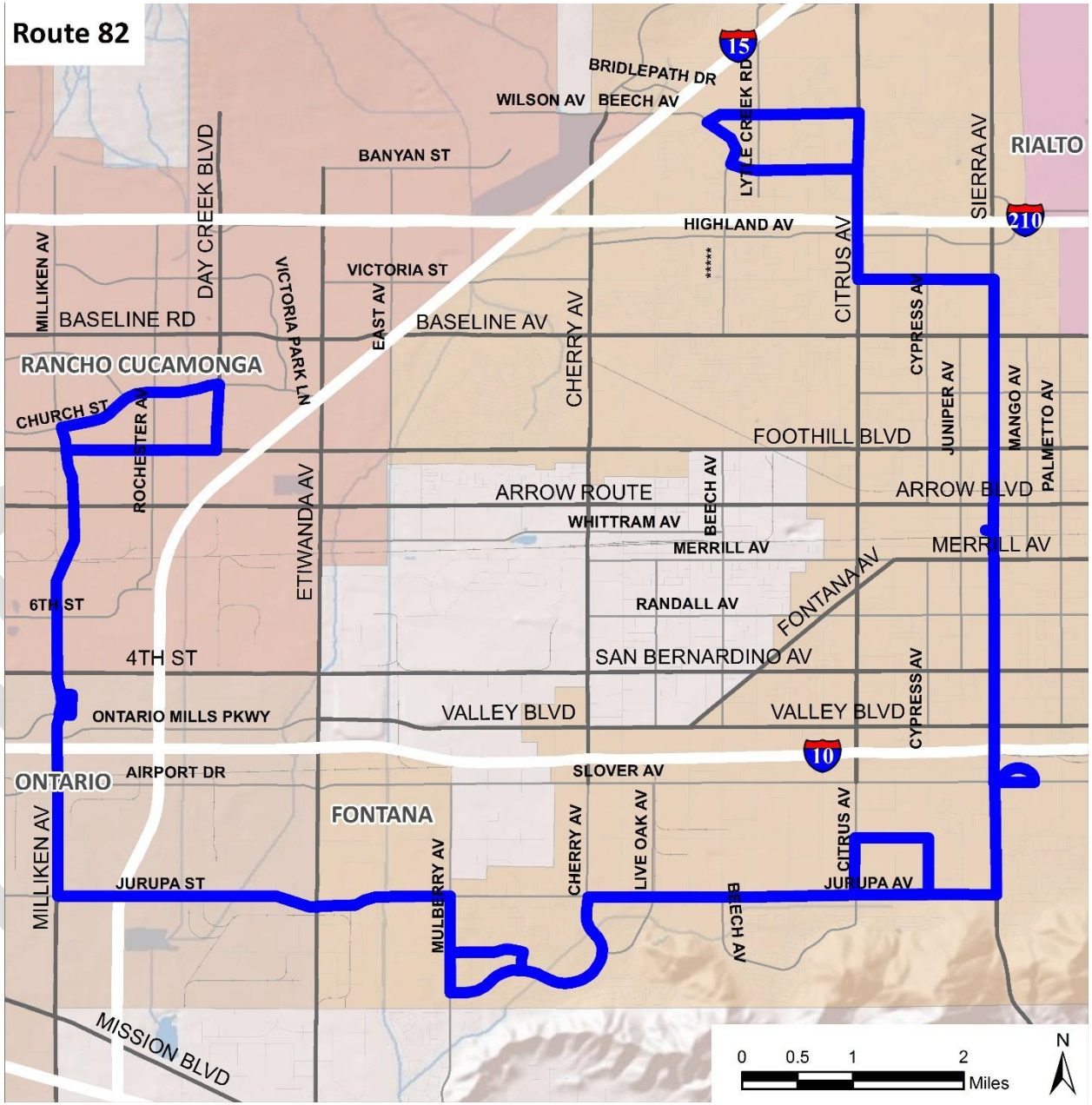
Route 82 was originally designed to travel north-south on Milliken between Jurupa and Ontario Mills. This was abandoned due to traffic concerns. However, with the completion of the North Milliken Railroad Grade Separation Project near Milliken Ave and Airport Drive, Omnitrans can return to the originally planned routing.

This change will create a new connection between Ontario Mills Mall and Victoria Gardens and will include a stop at the Rancho Cucamonga Metrolink Station.

**Exhibit 113: Route 82 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 5 | 2 | 2 |
| Frequency | 60 | 60 | 60 |
| Span | 4:35-22:00 | 6:14-19:10 | 6:14-19:10 |
| Rev. Hours | | | |
| Daily | 69.95 | 23.87 | 23.87 |
| Annual | 17,837 | 1,241 | 1,241 |
| Annual Total Revenue Hours | | 20,319 | |

**Exhibit 112: Route 82 Map**



### *10.2.2.10 Route 83*

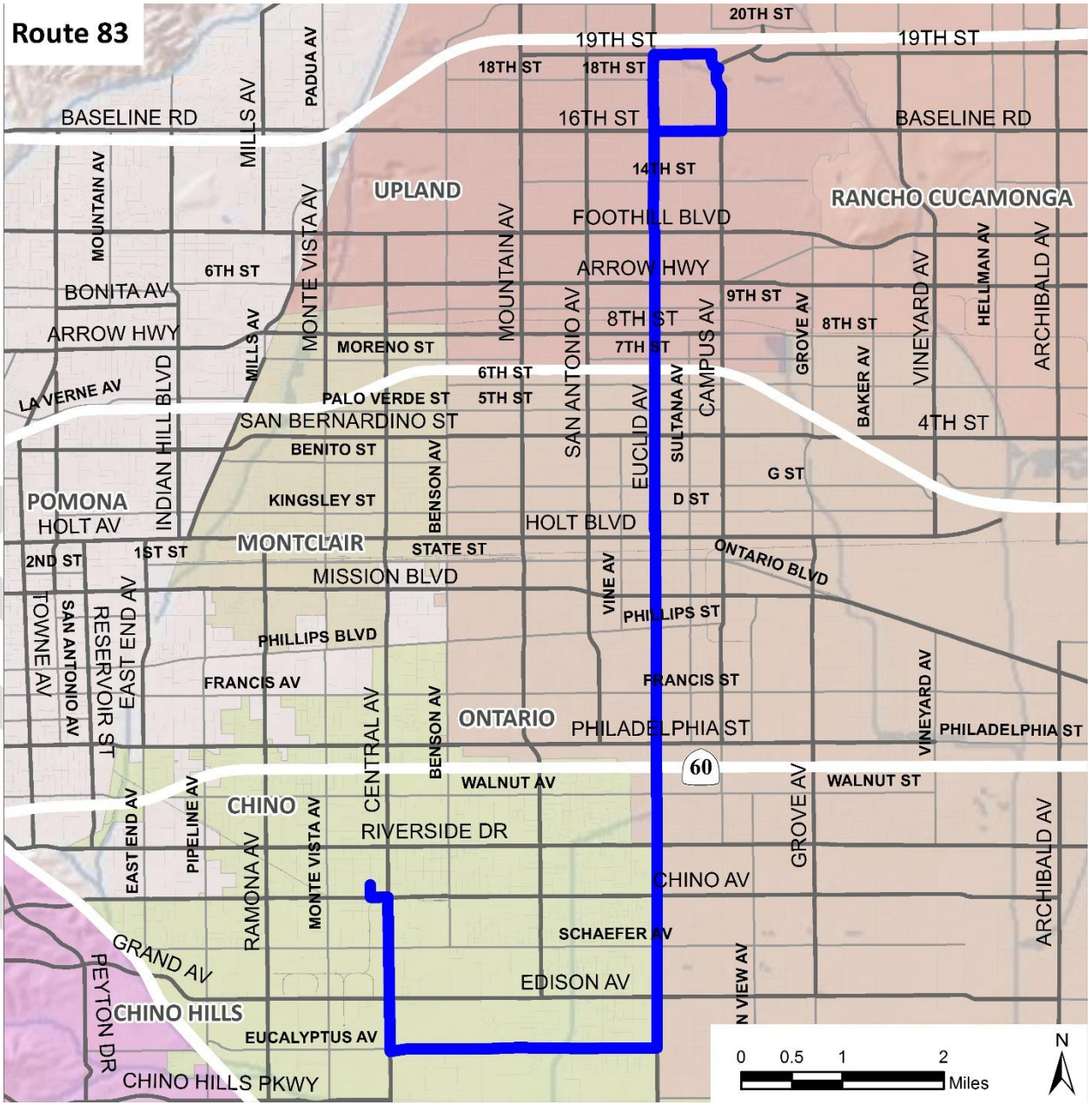
This proposed alignment to Route 83 reduces the number of turns at the southern portion of the route, and makes it straighter and more efficient. It also takes advantage of more of the full length of College Park so that the alignment may better serve the ridership of the Chaffey College Chino campus there.

The College Park development in Chino was planned with bus service in mind. Bus turnouts and shelters were built in many areas even prior to some of the home construction. This proposed service change is designed to follow through on Omnitrans commitment to working with cities and developers as they build infrastructure for transit.

**Exhibit 114: Route 83 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 2 | 2 | 2 |
| Frequency | 60 | 60 | 60 |
| Span | 5:49-21:44 | 5:51-20:36 | 5:51-19:37 |
| Rev. Hours | | | |
| Daily | 29.83 | 27.50 | 25.53 |
| Annual | 7,608 | 1,430 | 1,328 |
| Annual Total Revenue Hours | | 10,366 | |

**Exhibit 115: Route 83 Map**



### *10.2.2.11 Route 84*

Route 84 is proposed as a coverage-oriented route designed to pick up portions of Route 63 (North of Holt Blvd on Campus) and Route 81 (South of Holt Blvd. on Campus, Francis and Vineyard) that were left off of those routes due to the straightening of service.

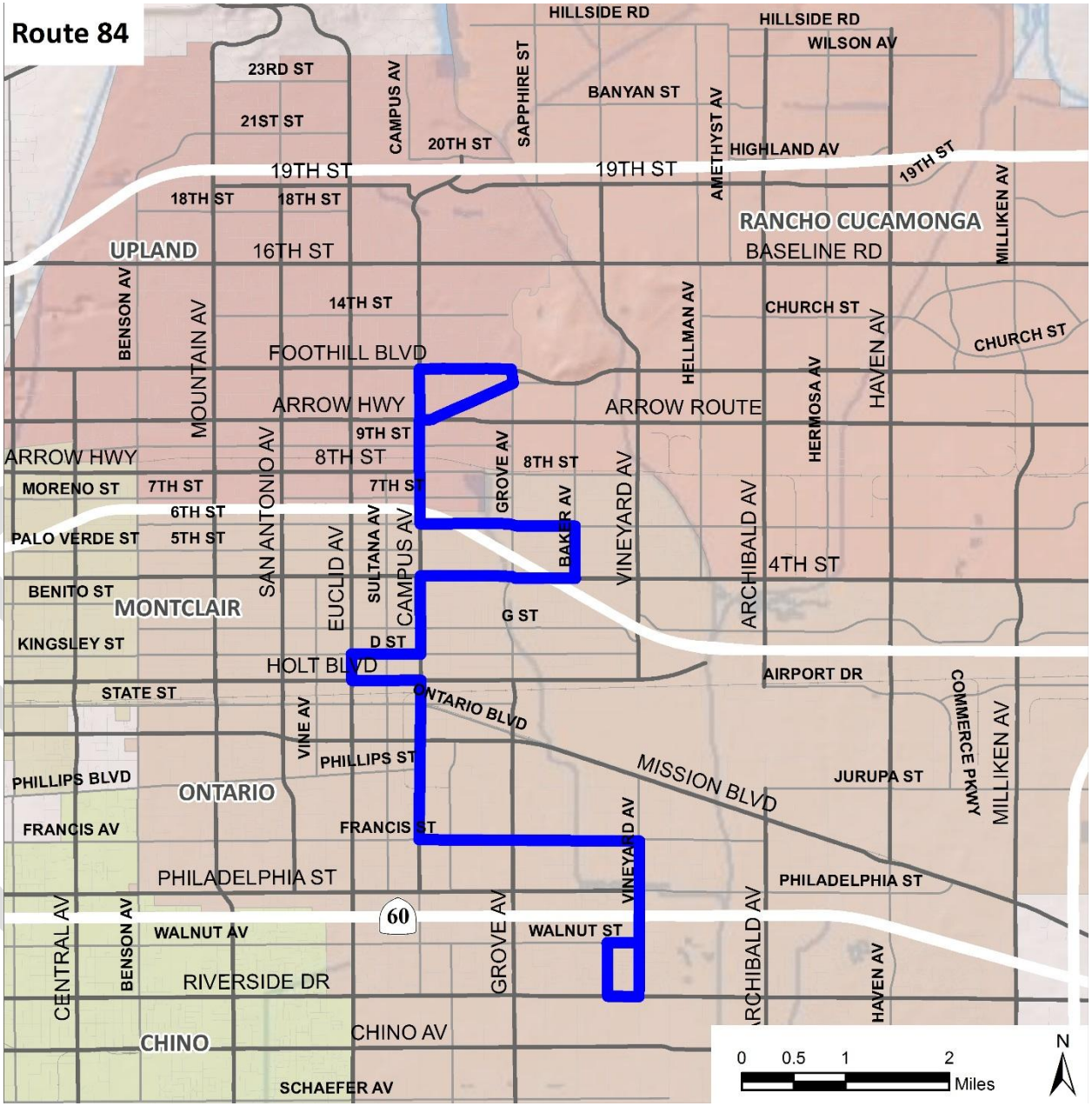
The route does connect with Route 61 in downtown Ontario. This will provide Route 61 riders with transfers to two important destinations: San Antonio Community Hospital and the Kaiser Permanente Ontario Medical Center. There is also ample residential ridership opportunities along the route to feed into the more business oriented Route 61.

The route does not offer as direct north-south travel as Omnitrans would prefer for travel speed, reliability and ease of understanding, but in this case the ridership patterns on Baker Avenue and at the Ontario Civic Center warranted the proposed deviations.

**Exhibit 116: Route 84 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 2 | NA | NA |
| Frequency | 60 | NA | NA |
| Span | 4:12-22:20 | NA | NA |
| Rev. Hours | | | |
| Daily | 35.00 | NA | NA |
| Annual | 8,925 | NA | NA |
| Annual Total Revenue Hours | | | 8,925 |

**Exhibit 117: Route 84 Map**



### 10.2.2.12 OmniGo Chino Hills: Route 365

OmniGo Route 365 will remain essentially unchanged except for the addition of one more of three tripper services: in addition to the Peyton/Glen Ridge/Rolling Ridge tripper and the shorter Butterfield Ranch tripper, a third tripper is proposed along Highway 71 to Pine, then to Butterfield Ranch to serve the high school. No further changes are recommended to this route. The route is expected to see an increase in ridership and usage should the proposal to eliminate OmniLink service continue.

**Exhibit 118: Route 365 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 2 | 2 | 2 |
| Frequency | 60 | 60 | 60 |
| Span | 4:59-22:09 | 6:04-18:59 | 6:05-17:59 |
| Rev. Hours | | | |
| Daily | 33.3 | 25.78 | 23.78 |
| Annual | 8,492 | 1,341 | 1,237 |
| Annual Total Revenue Hours | | 11,070 | |

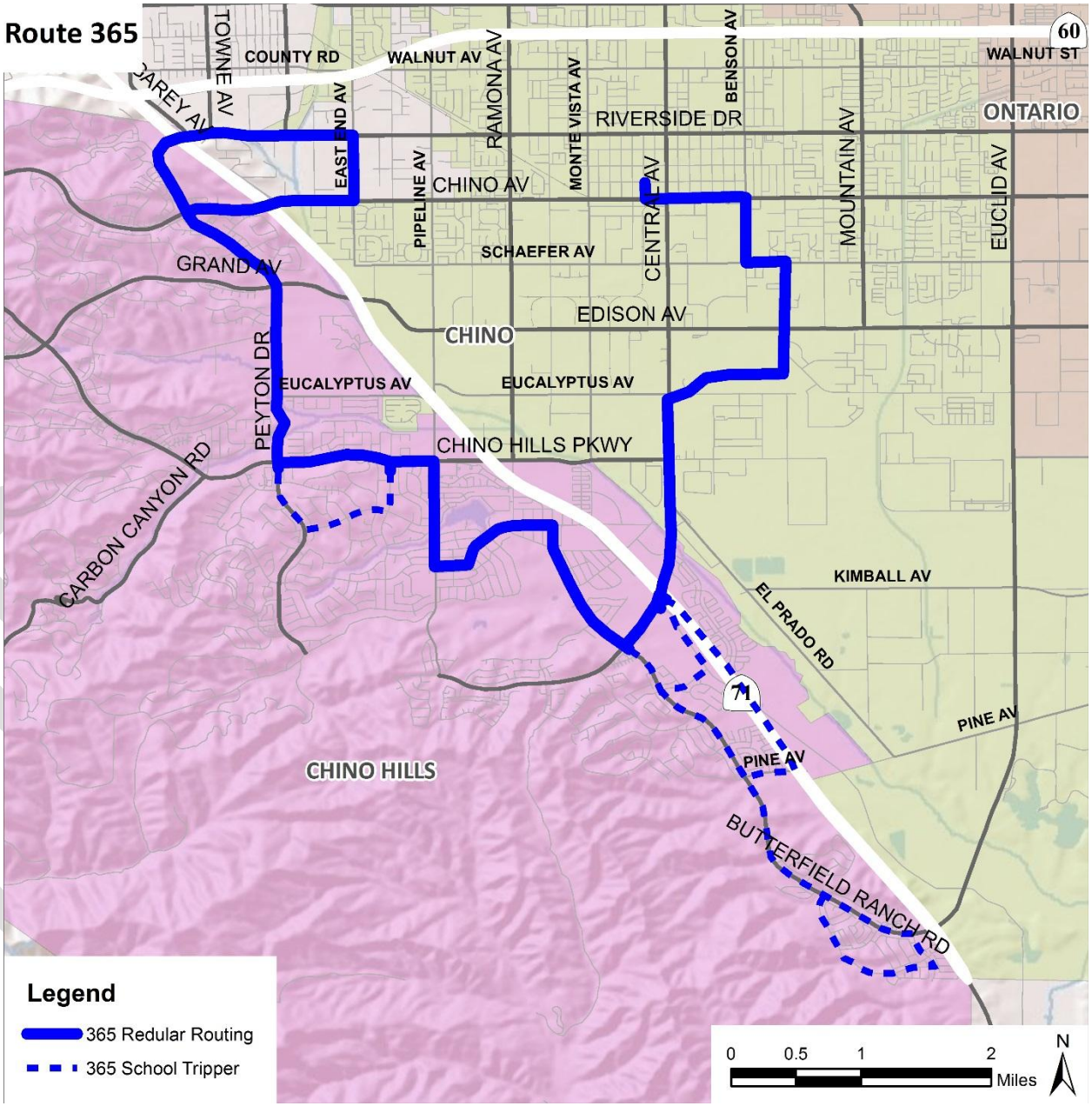
### 10.2.2.13 Other Areas for Consideration

The proposed restructuring of West-Valley routes addresses many of the reoccurring requests from riders and stakeholders. There are additional requests that Omnitrans received that warranted evaluation, but did not fit into the plan included:

- Connection to Eastvale and Corona, and;
- City of Industry Metrolink Station.

Omnitrans will continue to monitor developments in the area and work with partner agencies on longer-term service plans..

**Exhibit 119: OmniGo Chino Hills Map (Route 365)**



### 10.2.3 Summary of Local Route Proposals

Exhibit 120 provides a route and day type summary of the routing proposals outlined above in the unconstrained plan.

**Exhibit 120: Summary Statistics of Proposed Local and OmniGo Route Changes**

| Route | Day | Frequency | | Peak Vehicles | | | Annual Revenue Hours | | | Annual Fully Allocated Cost (2013 $s) | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Today | Proposed | Today | Proposed | Δ | Today | Proposed | Δ | Today | Proposed | Δ |
| **Local Routes** | | | | | | | | | | | | |
| 1 | Weekday | 15/30 | 15/30 | 7 | 7 | 0 | 27,407 | 27,407 | 0 | $ 2,554,332 | $ 2,554,332 | $ - |
| | Saturday | 30 | 15/30 | 4 | 4 | 0 | 2,654 | 2,654 | 0 | $ 247,353 | $ 247,353 | $ - |
| | Sunday | 30 | 15/30 | 4 | 4 | 0 | 2,381 | 2,381 | 0 | $ 221,909 | $ 221,909 | $ - |
| 2 | Weekday | 15/30 | 30 | 11 | 6 | -5 | 36,049 | 25,883 | -10,166 | $ 3,359,767 | $ 2,412,296 | $ (947,471) |
| | Saturday | 20 | 15 | 8 | 8 | 0 | 5,198 | 5,782 | 584 | $ 484,454 | $ 538,882 | $ 54,429 |
| | Sunday | 20/30 | 15 | 8 | 8 | 0 | 4,273 | 5,061 | 788 | $ 398,244 | $ 471,685 | $ 73,442 |
| 3 | Weekday | 15/20 | 15 | 6 | 7 | 1 | 21,331 | 26,444 | 5,113 | $ 1,988,049 | $ 2,464,581 | $ 476,532 |
| | Saturday | 20 | 20 | 5 | 5 | 0 | 3,233 | 3,233 | 0 | $ 301,316 | $ 301,316 | $ - |
| | Sunday | 20 | 20 | 5 | 5 | 0 | 2,970 | 2,970 | 0 | $ 276,804 | $ 276,804 | $ - |
| 4 | Weekday | 15/20 | 15 | 6 | 7 | 1 | 20,413 | 26,444 | 6,031 | $ 1,902,492 | $ 2,464,581 | $ 562,089 |
| | Saturday | 20 | 20 | 5 | 5 | 0 | 3,428 | 3,428 | 0 | $ 319,490 | $ 319,490 | $ - |
| | Sunday | 20 | 20 | 5 | 5 | 0 | 2,974 | 2,974 | 0 | $ 277,177 | $ 277,177 | $ - |
| 5 | Weekday | 30/35 | 30 | 4 | 5 | 1 | 16,685 | 20,825 | 4,140 | $ 1,555,042 | $ 1,940,890 | $ 385,848 |
| | Saturday | 60 | 60 | 2 | 2 | 0 | 1,436 | 1,436 | 0 | $ 133,835 | $ 133,835 | $ - |
| | Sunday | 60 | 60 | 2 | 2 | 0 | 1,245 | 1,245 | 0 | $ 116,034 | $ 116,034 | $ - |
| 7 | Weekday | 30/60 | 30/60 | 4 | 3 | -1 | 10,774 | 8,657 | -2,117 | $ 1,004,137 | $ 806,832 | $ (197,304) |
| | Saturday | 60 | 60 | 2 | 2 | 0 | 1,096 | 1,002 | -94 | $ 102,147 | $ 93,406 | $ (8,741) |
| | Sunday | 60 | 60 | 2 | 2 | 0 | 1,005 | 919 | -86 | $ 93,666 | $ 85,651 | $ (8,015) |
| 8 | Weekday | 60 | 60/30 | 3 | 5 | 2 | 12,725 | 18,934 | 6,209 | $ 1,185,970 | $ 1,764,649 | $ 578,679 |
| | Saturday | 60 | 60 | 3 | 3 | 0 | 1,772 | 1,772 | 0 | $ 165,150 | $ 165,150 | $ - |
| | Sunday | 120 | 60 | 3 | 2 | -1 | 797 | 800 | 3 | $ 74,280 | $ 74,560 | $ 280 |
| 9 | Weekday | 60 | NA | 4 | 0 | -4 | 12,431 | 0 | -12,431 | $ 1,158,569 | $ - | $ (1,158,569) |
| | Saturday | 60 | NA | 3 | 0 | -3 | 2,363 | 0 | -2,363 | $ 220,232 | $ - | $ (220,232) |
| | Sunday | 120 | NA | Inter. 8 | 0 | 0 | 848 | 0 | -848 | $ 79,034 | $ - | $ (79,034) |
| 10 | Weekday | 30/60 | 30/60 | 4 | 4 | 0 | 11,450 | 11,450 | 0 | $ 1,067,140 | $ 1,067,140 | $ - |
| | Saturday | 60 | 60 | 2 | 2 | 0 | 1,345 | 1,345 | 0 | $ 125,354 | $ 125,354 | $ - |
| | Sunday | 60 | 60 | 2 | 2 | 0 | 1,126 | 1,126 | 0 | $ 104,943 | $ 104,943 | $ - |
| 11 | Weekday | 60 | 60 | 3 | 3 | 0 | 9,206 | 9,206 | 0 | $ 857,999 | $ 857,999 | $ - |
| | Saturday | 60 | 60 | 2 | 2 | 0 | 1,132 | 1,132 | 0 | $ 105,502 | $ 105,502 | $ - |

| Route | Day | Frequency | | Peak Vehicles | | | Annual Revenue Hours | | | Annual Fully Allocated Cost (2013 $s) | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Today | Proposed | Today | Proposed | Δ | Today | Proposed | Δ | Today | Proposed | Δ |
| | Sunday | 60 | 60 | 2 | 2 | 0 | 1,186 | 1,186 | 0 | $ 110,535 | $ 110,535 | $ - |
| 14 | Weekday | 15 | 15 | 8 | 8 | 0 | 26,362 | 26,362 | 0 | $ 2,456,938 | $ 2,456,938 | $ - |
| | Saturday | 15/30 | 15 | 7 | 7 | 0 | 4,366 | 4,366 | 0 | $ 406,911 | $ 406,911 | $ - |
| | Sunday | 15 | 15 | 7 | 7 | 0 | 3,993 | 3,993 | 0 | $ 372,148 | $ 372,148 | $ - |
| 15 | Weekday | 30 | 30 | 8 | 8 | 0 | 30,065 | 30,065 | 0 | $ 2,802,058 | $ 2,802,058 | $ - |
| | Saturday | 60 | 60 | 4 | 4 | 0 | 2,391 | 2,391 | 0 | $ 222,841 | $ 222,841 | $ - |
| | Sunday | 60 | 60 | 4 | 4 | 0 | 2,310 | 2,310 | 0 | $ 215,292 | $ 215,292 | $ - |
| 19 | Weekday | 30 | 30 | 7 | 9 | 2 | 26,135 | 35,445 | 9,310 | $ 2,435,782 | $ 3,303,474 | $ 867,692 |
| | Saturday | 60 | 60 | 4 | 9 | 5 | 2,515 | 2,916 | 401 | $ 234,398 | $ 271,771 | $ 37,373 |
| | Sunday | 60 | 60 | 4 | 5 | 1 | 2,362 | 2,686 | 324 | $ 220,138 | $ 250,335 | $ 30,197 |
| 20 | Weekday | 30 | 60 | 2 | 1 | -1 | 7,599 | 4,293 | -3,306 | $ 708,227 | $ 400,108 | $ (308,119) |
| | Saturday | 60 | 60 | 1 | 1 | 0 | 624 | 624 | 0 | $ 40,560 | $ 40,560 | $ - |
| | Sunday | 60 | 60 | 1 | 1 | 0 | 572 | 572 | 0 | $ 37,180 | $ 37,180 | $ - |
| 22 | Weekday | 30 | 30 | 4 | 4 | 0 | 16,027 | 16,027 | 0 | $ 1,493,716 | $ 1,493,716 | $ - |
| | Saturday | 60 | 60 | 2 | 2 | 0 | 1,143 | 1,143 | 0 | $ 106,528 | $ 106,528 | $ - |
| | Sunday | 60 | 60 | 2 | 2 | 0 | 1,278 | 1,278 | 0 | $ 119,110 | $ 119,110 | $ - |
| 29 | Weekday | 60 | 60 | 1 | 1 | 0 | 3,017 | 3,017 | 0 | $ 281,184 | $ 281,184 | $ - |
| | Saturday | 60 | 60 | 1 | 1 | 0 | 564 | 564 | 0 | $ 36,660 | $ 36,660 | $ - |
| | Sunday | NA | NA | 0 | 0 | 0 | 0 | 0 | 0 | $ - | $ - | $ - |
| 61 | Weekday | 15 | 15 | 14 | 13 | -1 | 50,378 | 48,052 | -2,326 | $ 4,695,230 | $ 4,478,484 | $ (216,746) |
| | Saturday | 15 | 15 | 13 | 13 | 0 | 8,413 | 8,413 | 0 | $ 784,092 | $ 784,092 | $ - |
| | Sunday | 15 | 15 | 13 | 13 | 0 | 7,780 | 7,780 | 0 | $ 725,096 | $ 725,096 | $ - |
| 63 | Weekday | 60 | 60 | 2 | 2 | 0 | 7,515 | 6,554 | -962 | $ 700,398 | $ 610,786 | $ (89,612) |
| | Saturday | 60 | 60 | 2 | 2 | 0 | 1,229 | 1,037 | -193 | $ 114,543 | $ 96,602 | $ (17,941) |
| | Sunday | 60 | 60 | 2 | 2 | 0 | 1,269 | 1,123 | -146 | $ 118,271 | $ 104,664 | $ (13,607) |
| 65 | Weekday | 60 | 30 | 2 | 6 | 4 | 9,096 | 25,628 | 16,532 | $ 847,747 | $ 2,388,530 | $ 1,540,782 |
| | Saturday | 60 | 60 | 2 | 3 | 1 | 1,195 | 1,885 | 690 | $ 111,374 | $ 175,682 | $ 64,308 |
| | Sunday | 60 | 60 | 2 | 3 | 1 | 1,195 | 1,794 | 599 | $ 111,374 | $ 167,201 | $ 55,827 |
| 66 | Weekday | 15/30 | 15/30 | 11 | 11 | 0 | 39,359 | 39,359 | 0 | $ 3,668,259 | $ 3,668,259 | $ - |
| | Saturday | 30 | 30 | 6 | 6 | 0 | 4,144 | 4,144 | 0 | $ 386,221 | $ 386,221 | $ - |
| | Sunday | 30 | 30 | 6 | 6 | 0 | 3,146 | 3,146 | 0 | $ 293,207 | $ 293,207 | $ - |
| 67 | Weekday | 60 | 60 | 3 | 2 | -1 | 10,526 | 5,203 | -5,323 | $ 981,023 | $ 484,920 | $ (496,104) |
| | Saturday | NA | NA | 0 | 0 | 0 | 0 | 0 | 0 | $ - | $ - | $ - |
| | Sunday | NA | NA | 0 | 0 | 0 | 0 | 0 | 0 | $ - | $ - | $ - |
| 68 | Weekday | 30 | 60 | 7 | 2 | -5 | 27,145 | 8,653 | -18,492 | $ 2,529,914 | $ 806,460 | $ (1,723,454) |
| | Saturday | 60 | 60 | 3 | 2 | -1 | 1,931 | 1,231 | -700 | $ 179,969 | $ 114,729 | $ (65,240) |

| Route | Day | Frequency | | Peak Vehicles | | | Annual Revenue Hours | | | Annual Fully Allocated Cost (2013 $s) | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Today | Proposed | Today | Proposed | Δ | Today | Proposed | Δ | Today | Proposed | Δ |
| | Sunday | NA | NA | 0 | 0 | 0 | 0 | 0 | 0 | $ - | $ - | $ - |
| 80 | Weekday | 60 | 60 | 2 | 2 | 0 | 10,090 | 10,090 | 0 | $ 940,388 | $ 940,388 | $ - |
| | Saturday | 60 | 60 | 2 | 2 | 0 | 1,489 | 1,489 | 0 | $ 138,775 | $ 138,775 | $ - |
| | Sunday | 60 | 60 | 2 | 2 | 0 | 1,489 | 1,489 | 0 | $ 138,775 | $ 138,775 | $ - |
| 81 | Weekday | 60 | 60 | 3 | 3 | 0 | 12,615 | 12,852 | 237 | $ 1,175,718 | $ 1,197,806 | $ 22,088 |
| | Saturday | NA | 60 | 0 | 3 | 3 | 0 | 1,659 | 1,659 | $ - | $ 154,619 | $ 154,619 |
| | Sunday | NA | NA | 0 | 0 | 0 | 0 | 0 | 0 | $ - | $ - | $ - |
| 82 | Weekday | 60 | 60 | 4 | 4 | 0 | 16,409 | 16,409 | 0 | $ 1,529,319 | $ 1,529,319 | $ - |
| | Saturday | 65 | 65 | 2 | 2 | 0 | 1,288 | 1,288 | 0 | $ 120,042 | $ 120,042 | $ - |
| | Sunday | 65 | 65 | 2 | 2 | 0 | 1,288 | 1,288 | 0 | $ 120,042 | $ 120,042 | $ - |
| 83 | Weekday | 60 | 60 | 2 | 2 | 0 | 7,992 | 7,608 | -384 | $ 744,854 | $ 709,066 | $ (35,789) |
| | Saturday | 60 | 60 | 2 | 2 | 0 | 1,474 | 1,430 | -44 | $ 137,377 | $ 133,276 | $ (4,101) |
| | Sunday | 60 | 60 | 2 | 2 | 0 | 1,420 | 1,328 | -92 | $ 132,344 | $ 123,770 | $ (8,574) |
| 84 | Weekday | NA | 60 | 0 | 2 | 2 | 0 | 8,925 | 8,925 | $ - | $ 831,810 | $ 831,810 |
| | Saturday | NA | NA | 0 | 0 | 0 | 0 | 0 | 0 | $ - | $ - | $ - |
| | Sunday | NA | NA | 0 | 0 | 0 | 0 | 0 | 0 | $ - | $ - | $ - |
| **Local Total** | | | | | | | 582,131 | 583,605 | 1,474 | $ 54,204,977 | $ 54,342,318 | $ 137,341 |
| **OmniGo Routes** | | | | | | | | | | | | |
| Chino Hills | Weekday | 60 | 60 | 2 | 2 | 0 | 8,492 | 8,492 | 0 | $ 791,454 | $ 791,454 | $ - |
| | Saturday | 60 | 60 | 2 | 2 | 0 | 1,341 | 1,341 | 0 | $ 124,981 | $ 124,981 | $ - |
| | Sunday | 60 | 60 | 2 | 2 | 0 | 1,237 | 1,237 | 0 | $ 115,288 | $ 115,288 | $ - |
| Grand Terrace | Weekday | 70 | 70 | 1 | 1 | 0 | 3,884 | 3,884 | 0 | $ 361,989 | $ 361,989 | $ - |
| | Saturday | 70 | 70 | 1 | 1 | 0 | 569 | 569 | 0 | $ 53,031 | $ 53,031 | $ - |
| | Sunday | 70 | 70 | 1 | 1 | 0 | 509 | 509 | 0 | $ 47,439 | $ 47,439 | $ - |
| Yucaipa | Weekday | 30/60 | 30/60 | 3 | 3 | 0 | 7,987 | 7,987 | 0 | $ 744,388 | $ 744,388 | $ - |
| | Saturday | 30/NA | 30/NA | 2 | 2 | 0 | 1,396 | 1,396 | 0 | $ 130,107 | $ 130,107 | $ - |
| | Sunday | 60/NA | 60/NA | 1 | 1 | 0 | 579 | 579 | 0 | $ 53,963 | $ 53,963 | $ - |
| **OmniGo Total** | | | | | | | 25,994 | 25,994 | 0 | $ 2,422,641 | $ 2,422,641 | $ - |

## 10.3 sbX Green Line

The sbX Green Line begins revenue service on April 28, 2014. The Green Line is Omnitrans' first sbX Bus Rapid Transit Corridor. It will operate on the E Street Corridor connecting the cities of San Bernardino and Loma Linda offering key connections at California State University San Bernardino, Downtown San Bernardino, Hospitality Lane, the Loma Linda University Medical Center and the Jerry Pettis VA Hospital. The sbX route and stations can be seen in Exhibit 121.

The OmniConnects plan does not propose changes to sbX at this time. Prior to proposing changes, Omnitrans needs to evaluate the route as it preforms. There are multiple areas of interest that staff will monitor include ridership, costs, fare revenue and the impact sbX has on Route 2 and neighboring routes. Once these trends have been established, Omnitrans will develop proposals to refine and improve sbX.

Within each of the Annual Service Elements, staff may present to Omnitrans' Board of Directors recommendations on potentially expanding sbX hours of operation in the evening or in the morning and also adding weekend service. These changes could be implemented though changes to the existing combination of Route 2 and sbX service, but it is too early to make a recommendation prior to the launch of revenue service.

**Exhibit 121: Map of sbX Green Line**

## 10.4 Future sbX BRT Corridors

Exhibit 122 shows the sbX bus rapid transit corridors outlined in Omnitrans' 2010 *System-Wide Transit Corridor Plan for the San Bernardino Valley* and SANBAG's 2010 *Long Range Transit Plan.* These corridors were identified as having potential for premium transit service, with possible features such as limited stops, enhanced bus stops (stations), and mechanisms for bypassing traffic congestion such as queue jumpers, transit signal priority, and/or dedicated bus lanes. Such service has the potential to greatly increase transit ridership in the Valley by reducing travel times to be more competitive with the automobile and providing connections with rail service and other regional transit systems.

### 10.4.1 The West Valley Connector

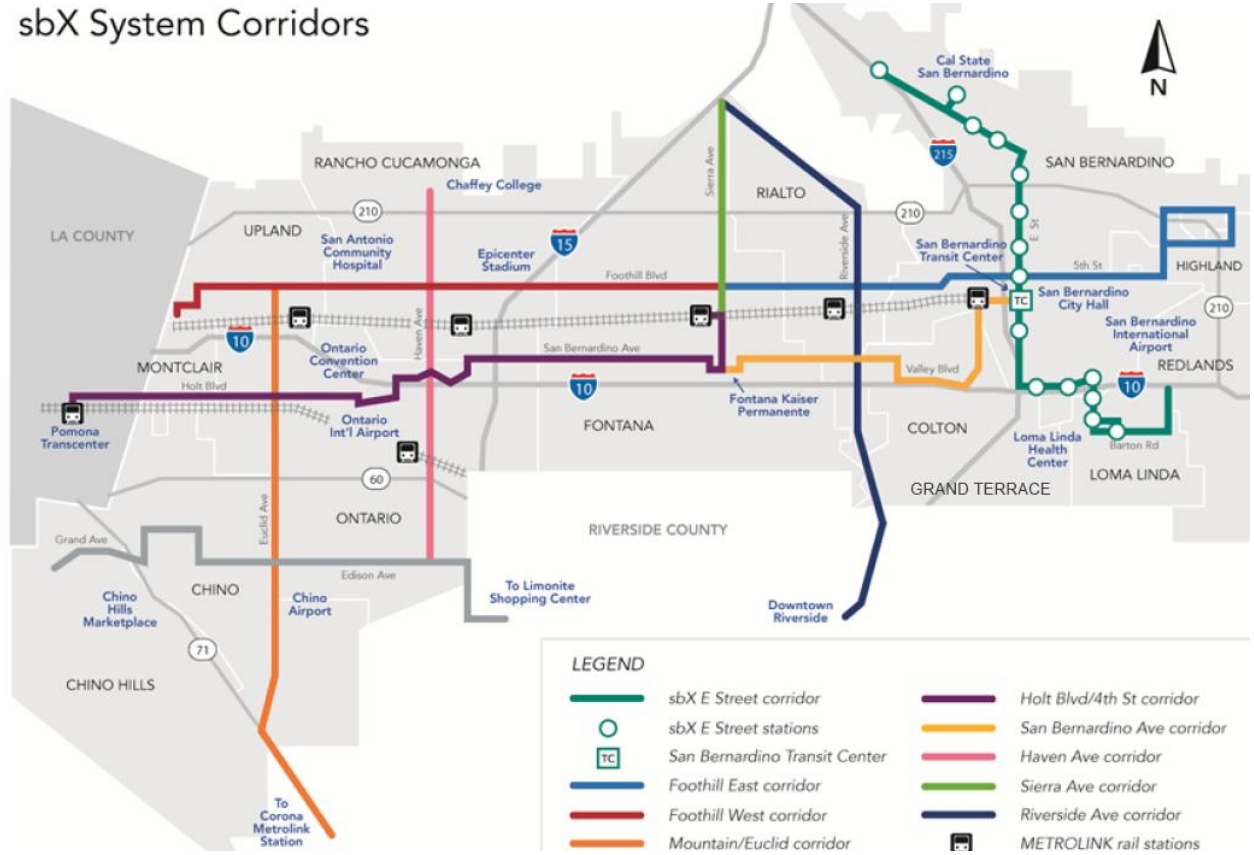
The Holt Boulevard/4th Street (Route 61) corridor, shown in purple, is based on Omnitrans' existing local Route 61. The Route 61 currently has the highest ridership in the Omnitrans network (at around 6,100 boardings per average weekday). The cities of Pomona, Ontario, and Fontana each completed studies in 2012/2013 related to the Holt Avenue/4th Street (Route 61) corridor within their communities. Building off of that momentum, Omnitrans applied for and received a grant from the Federal Transit Administration (FTA) to conduct an Alternatives Analysis for the corridor.

Parsons Transportation Group began work on the Alternatives Analysis for the Route 61 (Holt Blvd/San Bernardino Ave) corridor in January 2013. The study supplemented the work completed by the cities of Ontario, Fontana, and Pomona related to the corridor, particularly the City of Ontario's Holt Boulevard Mobility & Streetscape Strategic Plan, which identified street cross-sections and center-running dedicated lanes on portions of Holt Boulevard.

The Project Development Team (PDT) led by Omnitrans includes representatives of the major stakeholders along the corridor, including the cities of Fontana, Ontario, Rancho Cucamonga, Montclair, and Pomona, the County of San Bernardino, San Bernardino Associated Governments (SANBAG), Southern California Association of Governments (SCAG), LA Metro, Foothill Transit, Metrolink, the Ontario Airport (Los Angeles World Airports), Ontario Mills Mall, and others.

The PDT members and the Parsons team evaluated several initial alternatives and came to a consensus on the corridor alignment, which is shown below. The West Valley Connector Corridor, as it is now called, combines the Holt/San Bernardino/4th St. Corridor and the Foothill Corridor that were originally shown in the

**Exhibit 122: Omnitrans Proposed sbX BRT Corridors**




*Produced by Parsons Transportation Group / MIG for Omnitrans Route 61 Alternatives Analysis, 2013*

**Exhibit 123: West Valley Connector Corridor Proposed Alignment and Station Locations**


*Produced by Parsons Transportation Group / MIG for Omnitrans Route 61 Alternatives Analysis, 2013*

System-Wide Transit Corridor Plan for the San Bernardino Valley and in the Long Range Transit Plan. Based upon requests from the public, the cities of Ontario and Rancho Cucamonga, and SANBAG, this altered route provides more direct connections between the Ontario Airport, Ontario Mills Mall, the Rancho Cucamonga Metrolink Station (Metrolink San Bernardino Line), Victoria Gardens, the Fontana Transit Center, and Kaiser Medical Center Fontana.

Several alternatives were evaluated with different levels of capital expenditures. A full bus rapid transit (BRT) line similar to the E Street Corridor / sbX Green Line was found to have the most travel time benefits and highest ridership but also the highest cost. A Rapid/BRT Lite alternative (without dedicated bus lanes), could also provide significant benefits of ridership and travel time savings, and would cost from $20 million to $50 million depending upon the level of amenities provided and the type of vehicles used.

Given the high level of benefits and ridership that could be provided by a Rapid or BRT project on the West Valley Connector Corridor, Omnitrans staff

recommends moving forward with the West Valley Connector Corridor project as the first priority project on the unconstrained service plan and unconstrained capital plan. Because there is not anticipated to be additional operating funding available to operate the West Valley Connector Corridor route, it is recommended to shift operating resources from existing routes in the vicinity of the Corridor, primarily by reducing frequency on local Routes 61 and 66 where they overlap the Corridor.

Once the operating and capital budget are in place, the project would move from the unconstrained list to the constrained list. To move forward with the West Valley Connector Corridor, the next steps involve public outreach, environmental screening, engineering design, and construction.

Out of the ten future corridors, Omnitrans staff recommends going forward with the West Valley Connector Corridor (Rapid/BRT-Lite option) first, due to several factors. The Route 61 is currently the highest ridership corridor in the Omnitrans system, and the West Valley Connector Corridor (Rapid/BRT-Lite option) will increase ridership by 30% in the near-term along the corridor (currently Route 61 and portion of Route 66).

As discussed in the Our Community section, the City of Ontario has the highest and fastest-increasing employment in the San Bernardino Valley. Its population and employment will have doubled from 2010 to 2035, resulting in traffic congestion that cannot be easily solved by increasing vehicular capacity alone. For this reason, the City of Ontario identified a long-term goal of widening and reconstructing Holt Boulevard through the City of Ontario with center-running dedicated transit lanes on a portion of the corridor; thereby giving a competitive advantage transit by allowing it to bypass traffic congestion.

The West Valley Connector has the capability of moving to the Constrained Plan, given that enough changes are made to the underlying local Routes 66 and 61. In order to determine what the best approach is to having the local and West Valley Connector in place, Omnitrans staff also recommends that the West Valley Connector remain in the unconstrained plan for the time being in order to gather lessons learned from the introduction of the sbX Green Line.

The unconstrained service plan for the West Valley Connector is based off of the completion of Phase 1 of the plan which is a limited-stop rapid with 10-minute peak and 15 minute-off peak service.

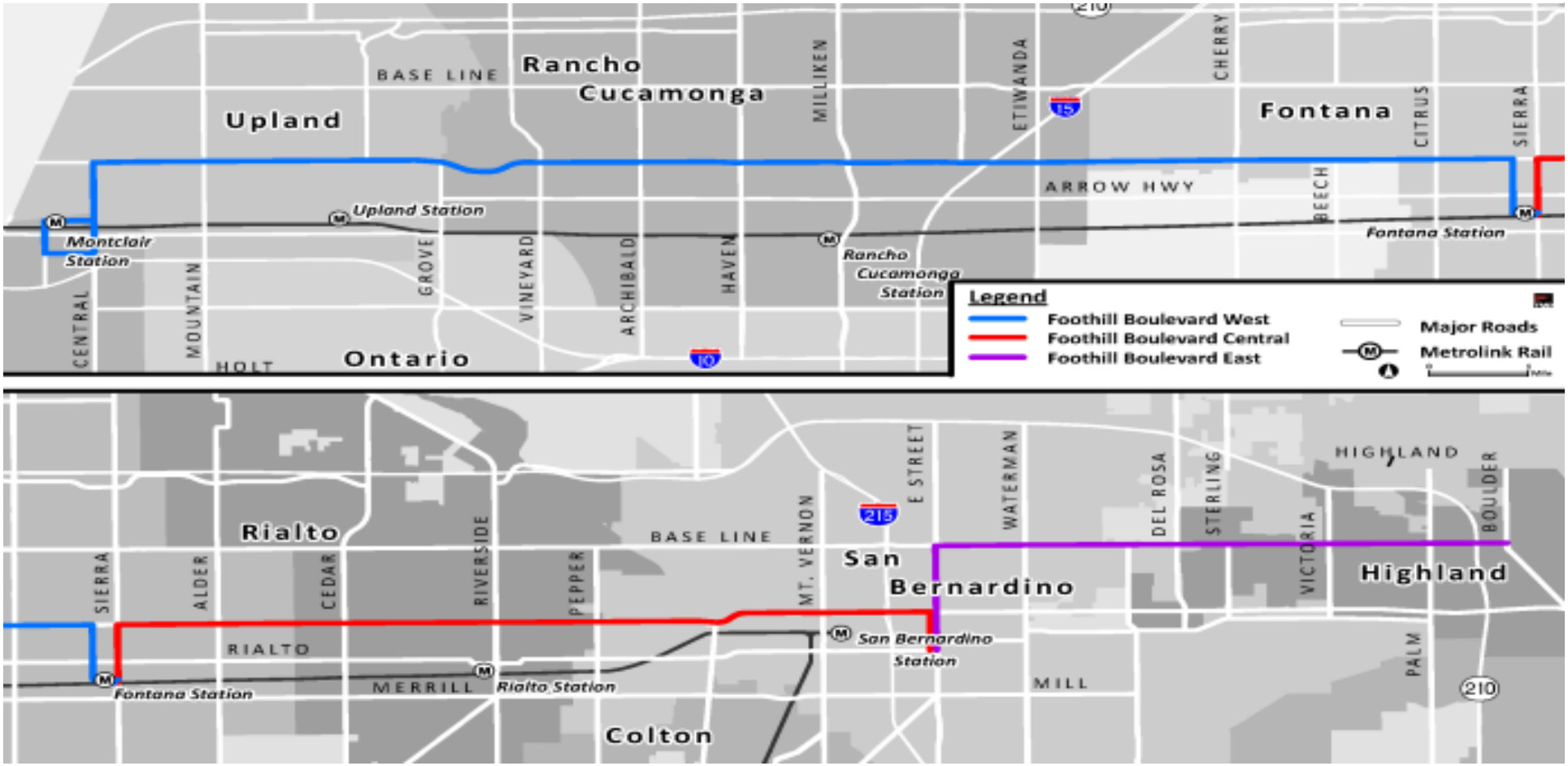
Currently, Route 66 and 61 have a combined expense of $8.3 million on weekday service. The estimated cost of the West Valley Connector is $5.1 million, which can be covered by the current expense on Routes 66 and 61. Determining what share of the $8.3 million that can be transferred to the West Valley Connector when it is proposed for operation will be determined based on the lessons learned from the launch of sbX Green line service.

### 10.4.2 Foothill Central Corridor Rapid / Limited-Stop Express Route

Omnitrans staff recommends the Foothill Central Corridor as the second project on the unconstrained service and capital plans because it provides a connection between the West Valley Connector Corridor and the sbX Green Line.

In SANBAG's 2010 *Long Range Transit Plan*, the Foothill East corridor from Fontana to Highland was identified as the corridor with the highest potential future ridership in the Omnitrans system (see Exhibit 122). In SANBAG's *Integrated Transit and Land Use Planning for the Foothill Boulevard/5th Street/Baseline Road Transit Corridor* study completed in 2013, the central section of the Foothill Corridor, from Fontana to San Bernardino, was identified as the section with the most near-term ridership potential based on the ridership productivity (passengers per hour) on Omnitrans' existing local Route 14. The Foothill Central Corridor is shown in red in Exhibit 124 below.

**Exhibit 124: Map of Foothill West and Foothill East Corridors**




*Produced by TMD for SANBAG's Integrated Transit and Land Use Planning for the Foothill Boulevard/5th Street/Baseline Road Transit Corridor study, 2013*

**Exhibit 125: Limited-Stop Overlay Service with Local Service**

| Service | Frequency | # of Stops | Stop Spacing |
|---|---|---|---|
| Limited Overlay | 15 min | 37 | 1 mile |
| Local | 30 min | 118 | ¼ mile |

| Corridor Segment | Net Yearly Operating Cost | Yearly Operating Cost per Route Mile |
|---|---|---|
| West | ($2.7M) | ($421,000) |
| Central | ($1.7M) | ($575,000) |
| East | ($731,000) | ($542,000) |

*Produced by TMD for SANBAG's Integrated Transit and Land Use Planning for the Foothill Boulevard/5th Street/Baseline Road Transit Corridor study, 2013*

SANBAG's *Integrated Transit and Land Use Planning for the Foothill Boulevard/5th Street/Baseline Road Transit Corridor* study, 2013, found that a full bus rapid transit (BRT) line along the Foothill Corridor would have the greatest long-term benefits and highest projected ridership compared with Rapid/BRT-Lite or limited stop express route options. The study recommended moving forward with a phased approach to implementing the corridor, starting with a limited-stop express route and transit signal priority equipment as funds become available, then building up to full BRT in the future.

The initial phase recommended in SANBAG's *Integrated Transit and Land Use Planning for the Foothill Boulevard/5th Street/Baseline Road Transit Corridor* study is a limited-stop express service overlaid on top of existing local service. The operating scenarios and estimated operating costs are outlined Exhibit 125

### 10.4.3 Future BRT Corridors Summary

While Omnitrans strives to realize the 10-corridor sbX BRT system that was originally planned, this plan is a many year plan that may be realized over the course of the next several short-range transit plans. Within OmniConnects, Omnitrans proposes working towards delivering service improvements to the next two proposed corridors. While there is limited capital and operating funding available, Omnitrans will seek to maximize the opportunities as they are presented. The estimated annual operating costs and key service characteristics for the next two BRT corridors are described in

**Exhibit 126: Summary Service Characteristics for Two Future BRT Corridors**

| Route | Day | Frequency | | Peak Vehicles | | | Annual Revenue Hours | | | Annual Fully Allocated Cost (2013 $s) | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Today | Proposed | Today | Proposed | Δ | Today | Proposed | Δ | Today | Proposed | Δ |
| **Future BRT Corridors** | | | | | | | | | | | | |
| West Valley Connector | Weekday | n/a | 10/15 | 0 | 17 | 17 | 0 | 41,000 | 41,000 | $ - | $ 5,500,000 | $ 5,500,000 |
| | Saturday | n/a | n/a | 0 | 0 | 0 | 0 | 0 | 0 | $ - | $ - | $ - |
| | Sunday | n/a | n/a | 0 | 0 | 0 | 0 | 0 | 0 | $ - | $ - | $ - |
| Foothill Central Corridor | Weekday | n/a | 15 | 0 | 6 | 6 | 0 | 18,630 | 18,630 | $ - | $ 1,700,000 | $ 1,700,000 |
| | Saturday | n/a | n/a | 0 | 0 | 0 | 0 | 0 | 0 | $ - | $ - | $ - |
| | Sunday | n/a | n/a | 0 | 0 | 0 | 0 | 0 | 0 | $ - | $ - | $ - |
| **Future BRT Corridor Total** | | | | | | | 0 | 59,630 | 59,630 | $ - | $ 7,200,000 | $ 7,200,000 |

## 10.5 Freeway Express

The primary impediment to increased use of transit is travel time. Omnitrans' Route 215, which connects Downtown San Bernardino and Downtown Riverside, with one intermediary stop in Colton has been one of Omnitrans' fastest growing routes in terms of ridership averaging gains of 16% per year over the last five years. One of the primary reasons for this is the route now travels and two-to-three times the speed of regular bus service.

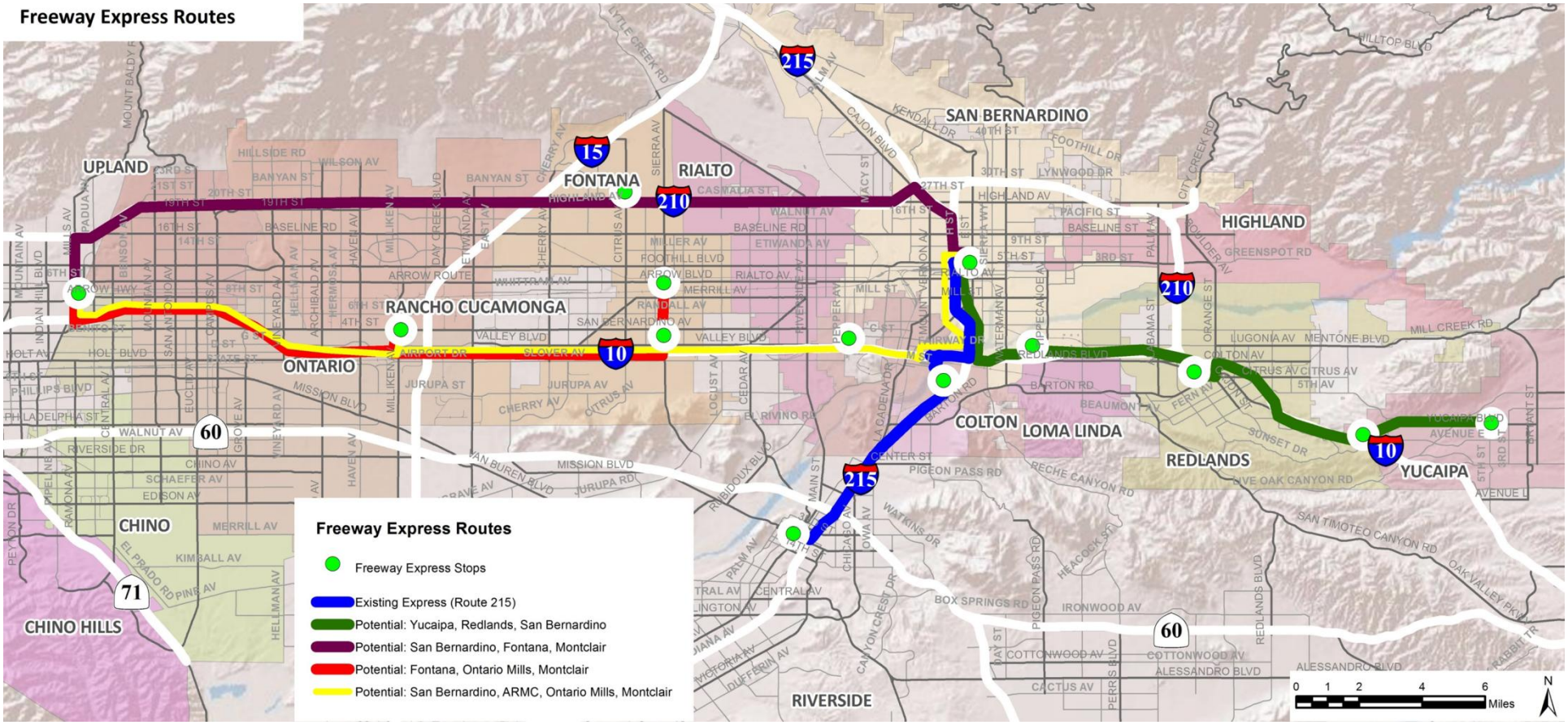
Omnitrans partner agencies including Riverside Transit Agency with the CommuterLink, Foothill Transit with Silver Streak and Victor Valley Transit Authority with BV Link have also seen strong growth and the successful deployment of freeway routes.

Omnitrans' customers routinely ask that the old Route 90 be returned, which was a freeway express route between San Bernardino and Montclair similar to the yellow route below.

Exhibit 127 shows a potential addition of four freeway express routes in addition to the existing Route 215. Within the OmniConnects planning horizon, Omnitrans plans to seek funding opportunities for these routes. They become an important east-west connection that may supplement the future BRT corridors, or be the east-west connection should the east-west BRT's be delayed.

Omnitrans does not propose a priority to the routing only that they be evaluated as part of

**Exhibit 127: Potential Freeway Express System**



Omnitrans future as funding becomes available.

Each of the proposed freeway express routes would be primarily evaluated as a peak time of day service offering two to three bi-directional trips in the morning and late afternoon/evening.

### 10.5.1 Route 215

Route 215 is Omnitrans' only existing freeway express service. It has Omnitrans' best performing route and day combination in terms of passengers per hour. Route 215's productivity on weekends exceeds 40 passengers per hour on Saturday and 35 on Sunday. The result of this high ridership is occasionally a standing load, which is somewhat problematic on a freeway express route compared to traditional local service.

In order to better accommodate this growing and high weekend ridership, it is proposed that frequency for Saturdays and Sundays be increased from 60-minute to 30-minute frequency of service.

**Exhibit 128: Route 215 Map**

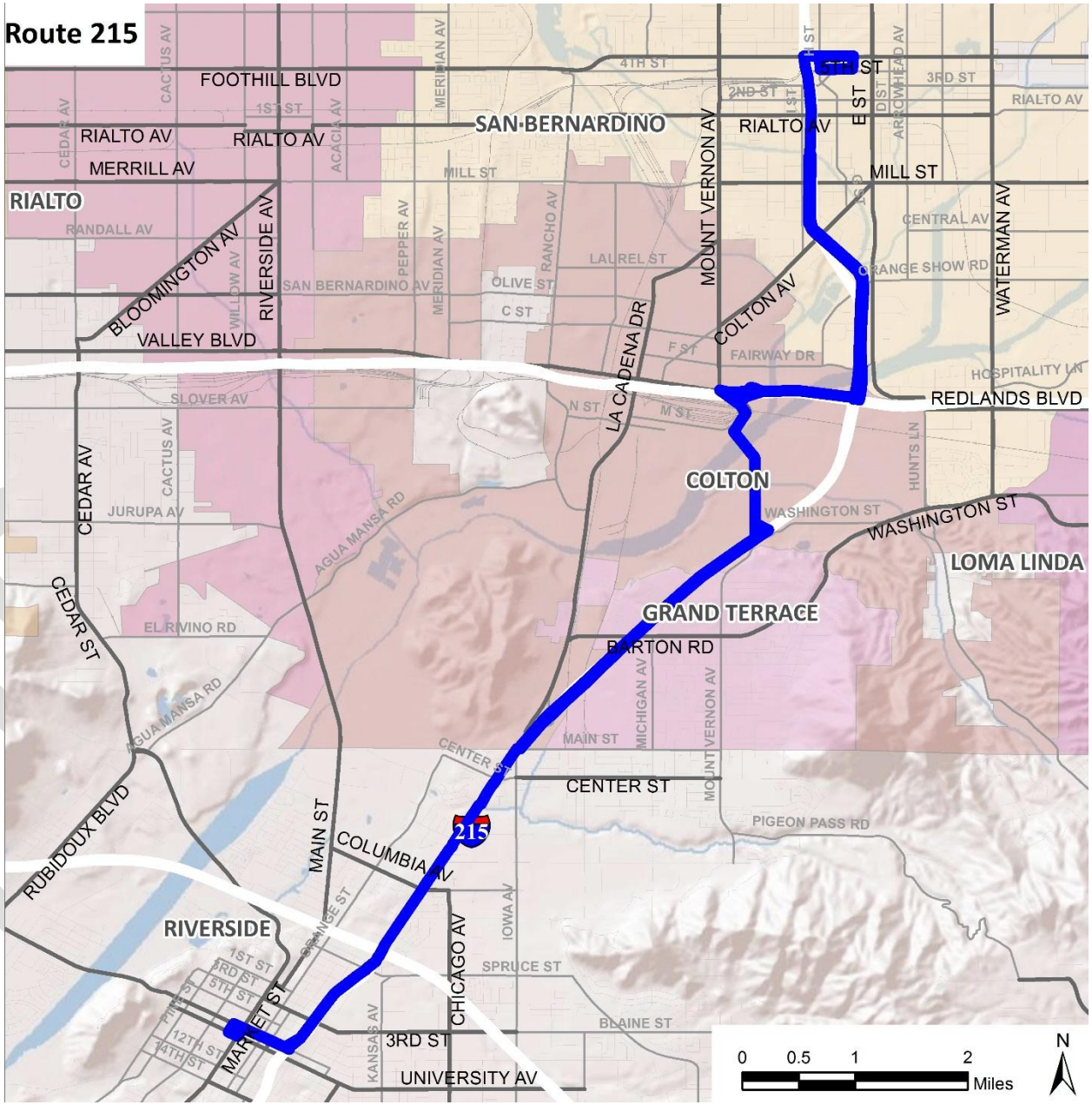



**Exhibit 129: Route 215 Service Summary**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| Peak Vehicles | 4 | 2 | 2 |
| Frequency | 30 | 30 | 30 |
| Span | 5:05-22:00 | 6:35-22:00 | 7:05-19:00 |
| Rev. Hours | | | |
| Daily | 63.67 | 29.83 | 22.83 |
| Annual | 16,235 | 1,551 | 1,187 |
| Annual Total Revenue Hours | | 18,974 | |

### 10.5.2 Summary of Potential Freeway Express Routes

The primary service characteristics of potential freeway express is described in Exhibit 130.

As described above, the revenue hours and costs associated with services are for peak hour service only. Omnitrans passengers have continued to express the need for Freeway Express Service as a way to reduce travel times. Omnitrans plans to continue working with funding partners and refining service in order to begin to introduce additional freeway express service beyond the existing route 215.

**Exhibit 130: Summary Service Characteristics for Potential Freeway Express Routes**

| Route | Day | Frequency | | Peak Vehicles | | | Annual Revenue Hours | | | Annual Fully Allocated Cost (2013 $s) | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Today | Proposed | Today | Proposed | Δ | Today | Proposed | Δ | Today | Proposed | Δ |
| **Freeway Express** | | | | | | | | | | | | |
| 215 | Weekday | 30/60 | 30/60 | 4 | 4 | 0 | 10,223 | 10,223 | 0 | $ 952,784 | $ 952,784 | $ - |
| | Saturday | 60 | 30 | 1 | 2 | 1 | 802 | 1,551 | 749 | $ 74,746 | $ 144,553 | $ 69,807 |
| | Sunday | 60 | 30 | 1 | 2 | 1 | 620 | 1,187 | 567 | $ 57,784 | $ 110,628 | $ 52,844 |
| I-10: SB to Ontario & Montclair | Weekday | n/a | 60 | 0 | 4 | 4 | 0 | 7,140 | 7,140 | $ - | $ 665,448 | $ 665,448 |
| | Saturday | n/a | n/a | 0 | 0 | 0 | 0 | 0 | 0 | $ - | $ - | $ - |
| | Sunday | n/a | n/a | 0 | 0 | 0 | 0 | 0 | 0 | $ - | $ - | $ - |
| I-10: Fontana to Ontario & Montclair | Weekday | n/a | 60 | 0 | 2 | 2 | 0 | 3,570 | 3,570 | $ - | $ 332,724 | $ 332,724 |
| | Saturday | n/a | n/a | 0 | 0 | 0 | 0 | 0 | 0 | $ - | $ - | $ - |
| | Sunday | n/a | n/a | 0 | 0 | 0 | 0 | 0 | 0 | $ - | $ - | $ - |
| I-10: Yucaipa & Redlands to SB | Weekday | n/a | 60 | 0 | 2 | 2 | 0 | 3,570 | 3,570 | $ - | $ 332,724 | $ 332,724 |
| | Saturday | n/a | n/a | 0 | 0 | 0 | 0 | 0 | 0 | $ - | $ - | $ - |
| | Sunday | n/a | n/a | 0 | 0 | 0 | 0 | 0 | 0 | $ - | $ - | $ - |
| **Freeway Express Totals** | | | | | | | 11,645 | 27,241 | 15,596 | $ 1,085,314 | $ 2,538,861 | $ 1,453,547 |

## 10.6 Other Services

Omnitrans operates two additional services beyond the fixed route, BRT and express bus services described above. These two services are Access and OmniLink. Both are dial-a-ride origin-to-destination (curb-to-curb) services.

### 10.6.1 Access Service

Access is Omnitrans' Americans with Disabilities Act (ADA) required complementary paratransit service. The service is required by law to provide service within ¾-mile of Omnitrans fixed routes. Omnitrans does not propose any changes to the Access service; however, the agency is committed to working with VTrans, San Bernardino County's Consolidated Transportation Services Agency (CTSA) when opportunities arise.

In order to mitigate cost growth on Access, Omnitrans does partner with VTrans and many community organizations through Job Access Reverse Commute (JARC, FTA §5316) and New Freedom (FTA §5317) funds so that these partners can offer similar trips that reduce the demand on Access.

### 10.6.2 OmniLink

OmniLink is a general public dial-a-ride service in Chino Hills and Yucaipa. As discussed in previous sections, OmniLink has been outperformed by OmniGo service in these communities. Using the same resources, OmniGo has been able to deliver a 300% increase in ridership compared to the previously existing OmniLink levels. Generally, the industry trend over the last decade has been an elimination of General Public Dial-a-Ride services because of the inherent cost and inefficiency of these services. In the Unconstrained Plan, Omnitrans does not propose a change to OmniLink, but the service is a likely service reduction should Omnitrans seek additional improvements as outline above due to the duplication with OmniGo Routes.



**Exhibit 131: Summary Service Characteristics for Demand Responsive Services**

| Route | Day | Frequency | | Peak Vehicles | | | Annual Revenue Hours | | | Annual Fully Allocated Cost (2013 $s) | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Today | Proposed | Today | Proposed | Δ | Today | Proposed | Δ | Today | Proposed | Δ |
| **Demand Response Services** | | | | | | | | | | | $ - | |
| Access | Weekday | DR | DR | 96 | 96 | 0 | 159,542 | 159,542 | 0 | $ 11,030,379 | $ 11,030,379 | $ - |
| | Saturday | DR | DR | 26 | 26 | 0 | 8,642 | 8,642 | 0 | $ 600,332 | $ 600,332 | $ - |
| | Sunday | DR | DR | 23 | 23 | 0 | 7,477 | 7,477 | 0 | $ 517,910 | $ 517,910 | $ - |
| OmniLink | Weekday | DR | DR | 3 | 3 | 0 | 6,553 | 6,553 | 0 | $ 420,473 | $ 420,473 | $ - |
| | Saturday | n/a | n/a | 0 | 0 | 0 | 0 | 0 | 0 | $ - | $ - | $ - |
| | Sunday | n/a | n/a | 0 | 0 | 0 | 0 | 0 | 0 | $ - | $ - | $ - |
| **Demand Response Services** | | | | | | | 182,214 | 182,214 | 0 | $ 12,569,094 | $ 12,569,094 | $ - |

## 10.7 Capital Plan

Capital projects include infrastructure (such as stops and stations), facilities, technology or equipment purchases, or vehicle purchases. Chapter 7, Financial Plan, shows the financially constrained capital plan for Omnitrans for FY 2015-2020. This reflects the capital expenses that Omnitrans expects to be able to fund based on the funding projections available.

This chapter contains the financially unconstrained capital plan, which reflects the additional capital projects that Omnitrans would like to pursue if additional grant funding becomes available. Grant funding is typically on a short application cycle, so much of the planning has to be done before grant funding can be applied for. In addition to project readiness, grant funding applications are typically awarded more points for local and regional support, local match funding availability (or in-kind support), and potential for reducing greenhouse gas emissions and/or increasing transit mode share (increasing transit ridership).

The OmniConnects plan contains a both a service plan and a capital plan. Previous sections of this chapter contained the financially unconstrained service plan, which represents the services Omnitrans would like to provide if additional operating funding should become available. In some cases, additional services bring with them capital costs for vehicles or for new or improved bus stops, so those services are reflected in the unconstrained service plan and in the unconstrained capital plan.

In the development of the OmniConnects plan, Omnitrans' member agencies were asked for input on suggested capital projects to improve transit service in their communities. The list below is a summary of the projects proposed by member agencies as well as by Omnitrans staff. The proposed projects are sorted into priority order based upon the following criteria:

- Number of passengers served;
- Potential to increase ridership;
- Potential to reduce travel time and increase average speed of operations; and
- Ease of implementation.

### 10.7.1 Proposed Projects

The proposed projects are as follows:

- Corridor Improvements:
  - West Valley Connector Corridor (see description below); and
  - Foothill Corridor (see description below).
- Implementation of new technology such as smart cards or other new fare media system, which will help reduce the amount of cash taken on-board and thereby reduce delays on-board and improve travel times.
- Vehicles for operating additional services, such as the following:
  - Freeway express routes (requires ongoing operating funding to be identified); and
  - 60' articulated vehicles to carry more passengers on high-ridership local bus routes, which will help increase efficiency and reduce overloading.
- Bus stop improvements:
  - ADA accessibility improvements at bus stops, including ADA-compliant concrete boarding areas, connecting sidewalk, curb ramps, intersection safety improvements, and other transit access improvements;
  - Shelters and/or benches, typically prioritized by number of passengers served at stop;
  - Lighting (solar-powered or hard-wired lighting placed inside shelters for safety at bus stops);
  - Trash receptacles (typically placed at stops located near retail establishments to prevent litter at the bus stop);
  - Electronic real-time arrival information signage, to help ease riders' anxieties while waiting for the bus -- installation of signs is prioritized at stops with the highest ridership (at stops without electronic signs, Omnitrans' NexTrip information is available via the web at http://www.omnitrans.org/nextrip/, mobile apps, and a telephone hotline);
  - Pavement rehabilitation and installation of reinforced concrete bus pads at bus stops where high-volume bus traffic has deteriorated the pavement; and

- Bicycle and pedestrian access to transit projects, such as sidewalks, crosswalks, bike lanes, etc. within ½ mile of bus stop.

- Facilities improvements or operational improvements:
  - Improved or new operating and maintenance facility;
  - Additional security cameras to improve safety and security on routes, at stations, or at facilities;
  - Rooftop solar panels to reduce long-term electricity costs; and
  - Computer equipment, software, or other technology purchases, to improve staff productivity and operational efficiencies.

### 10.7.2 West Valley Connector Corridor

The map in Exhibit 132 shows the sbX bus rapid transit corridors outlined in Omnitrans' 2010 System-Wide Transit Corridor Plan for the San Bernardino Valley and SANBAG's 2010 Long Range Transit Plan. These corridors were identified as having potential for premium transit service, with possible features such as limited stops, enhanced bus stops (stations), and mechanisms for bypassing traffic congestion such as queue jumpers, transit signal priority, and/or dedicated bus lanes. Such service has the potential to greatly increase transit ridership in the Valley by reducing travel times to be more competitive with the automobile and providing connections with rail service and other regional transit systems.

The Holt Boulevard/4th Street (Route 61) corridor, shown in purple in Exhibit 132, is based on Omnitrans' existing local Route 61. The Route 61 currently has the highest ridership in the Omnitrans network (at around 6,100 boardings per average weekday).

The cities of Pomona, Ontario, and Fontana each completed studies in 2012/2013 related to the Holt Avenue/4th Street (Route 61) corridor within their communities. The City of Ontario is the fastest-growing city in Omnitrans' service area, with employment projected to double between 2010 and 2035. Thus, the City of Ontario is anticipating rapidly increasing levels of traffic congestion and is looking forward to offering public transit travel options that are competitive with the private automobile in order to increase the mode share of public transit and alleviate roadway congestion in the long term.

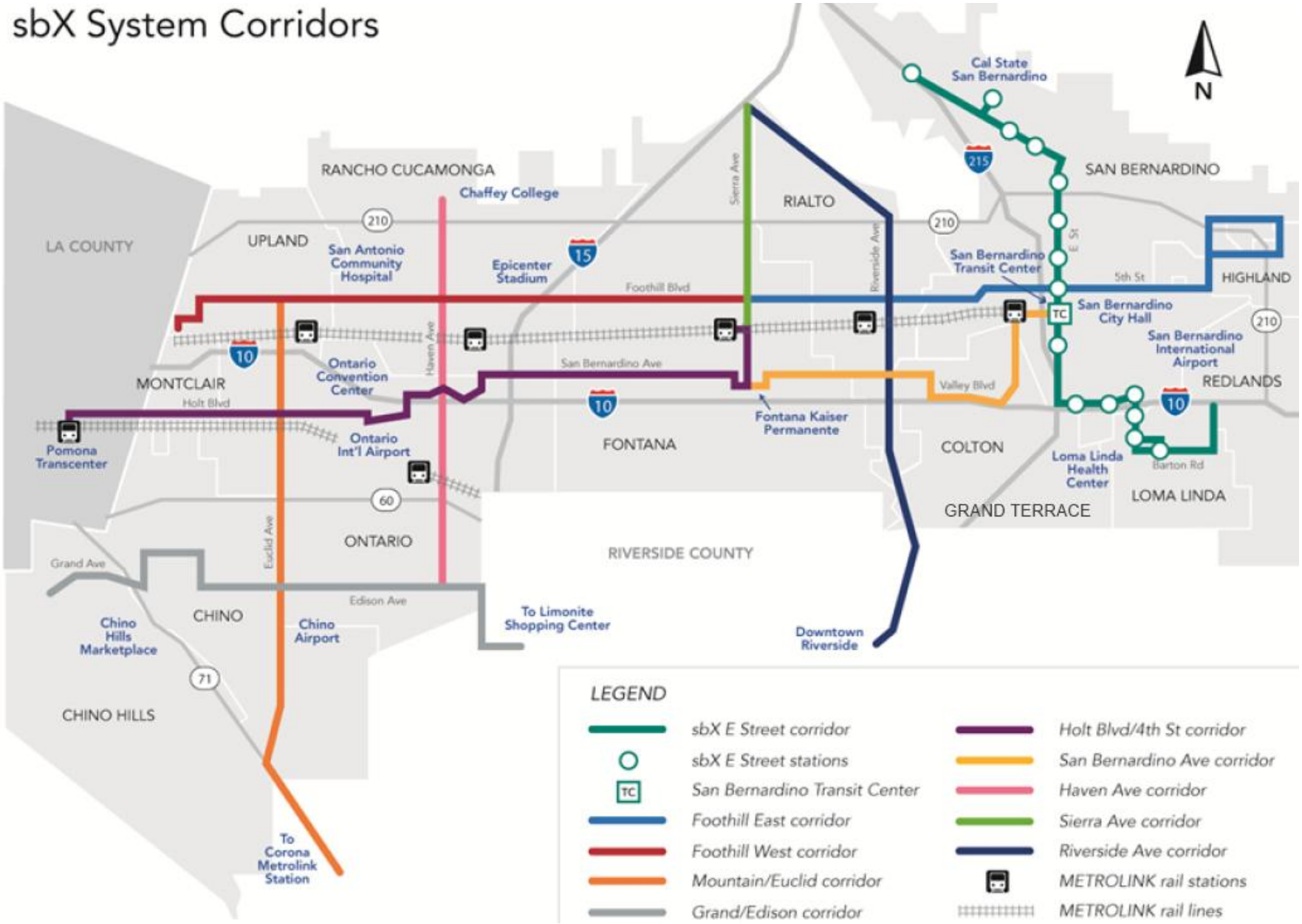
Ontario's City Council adopted the *Holt Boulevard Mobility & Streetscape Strategic Plan* in May 2013, which outlined a vision to integrate transit seamlessly with streetscaping such as community-specific artwork, landscaping, and street furnishings along Holt Boulevard throughout the City limits. The plan calls for 3.5 miles of center-running dedicated transit lanes along a portion of Holt Boulevard that has been identified in City plans for future widening.

Building off of the local support and momentum, Omnitrans applied for and received a grant from the Federal Transit Administration (FTA) to conduct an Alternatives Analysis for the corridor, and started work on it in January 2013.

The project development team (PDT) led by Omnitrans includes representatives of the major stakeholders along the corridor, including the cities of Fontana, Ontario, Rancho Cucamonga, Montclair, and Pomona, the County of San Bernardino, San Bernardino Associated Governments (SANBAG), Southern California Association of Governments (SCAG), LA Metro, Foothill Transit, Metrolink, the Ontario Airport (Los Angeles World Airports), Ontario Mills Mall, and others.

The PDT members and the Parsons consulting team evaluated several initial alternatives and came to a consensus on the corridor alignment, which is shown in Exhibit 133. The West Valley Connector Corridor, as it is now called, combines the Holt/San Bernardino/4th St. Corridor and part of the Foothill Corridor that were originally shown in the System-Wide Transit Corridor Plan for the San Bernardino Valley and in the Long Range Transit Plan. Based upon requests from the public, the cities of Ontario and Rancho Cucamonga, and SANBAG, this altered route provides more direct connections between the Ontario Airport, Ontario Mills Mall, the Rancho Cucamonga Metrolink Station (Metrolink San Bernardino Line), Victoria Gardens, the Fontana Transit Center, and Kaiser Medical Center Fontana.

**Exhibit 132: sbX System Corridors**




**Produced by Parsons Transportation Group / MIG for Omnitrans Route 61 Alternatives Analysis, 2013**

**Exhibit 133: West Valley Connector Corridor Proposed Alignment and Station Locations**


**Produced by Parsons Transportation Group and MIG for Omnitrans Route 61 Alternatives Analysis, 2013**

The PDT evaluated several alternatives with a wide range of capital costs. A full bus rapid transit (BRT) line similar to the E Street Corridor / sbX Green Line was found to have the most travel time benefits and highest ridership but also the highest cost. Dedicated transit lanes contribute the bulk of the capital cost, which puts a full BRT line out of the affordable cost range.

An initial project definition has been developed out of the Alternatives Analysis process, which includes two phases. Phase I includes Rapid, limited stop service on short headways, with stops spaced at ½ mile to 1 mile apart, improved stations, transit signal priority, and other robust intelligent transportation systems throughout the corridor. Phase II will add 3.5 miles of dedicated, center-running BRT lanes in the City of Ontario and additional station enhancements. Grant funding sources will be sought for both phases. Phase II can potentially be matched with local funds available for widening Holt Boulevard in the City of Ontario.

In Phase I of the project, Rapid improvements will increase ridership along the corridor (currently served by routes 61 and 66) by 30% near-term and will reduce end-to-end travel times by 10%. Adding dedicated lanes in the City of Ontario in Phase II will further increase ridership by another 52% and further reduce travel times by another 10 to 12%. By attracting new riders, the West Valley Connector project will also reduce regional vehicle miles traveled (VMT) by more than 4.5 million miles per year by 2035.

Given the high level of benefits and ridership that could be provided by a Rapid or BRT project on the West Valley Connector Corridor, Omnitrans staff recommends moving forward with the West Valley Connector Corridor project as the first priority project on the unconstrained service plan and unconstrained capital plan. Because there is not anticipated to be additional operating funding available to operate the West Valley Connector Corridor route, it is recommended to shift operating resources from existing routes in the vicinity of the Corridor, primarily by reducing frequency on local Routes 61 and 66 where they overlap the Corridor. The operating cost is discussed in Chapter 9, Unconstrained Service Plan.

Omnitrans staff recommends the Foothill Central Corridor as the second project on the unconstrained service and capital plans because it provides a connection between the West Valley Connector Corridor and the sbX Green Line. See description below.

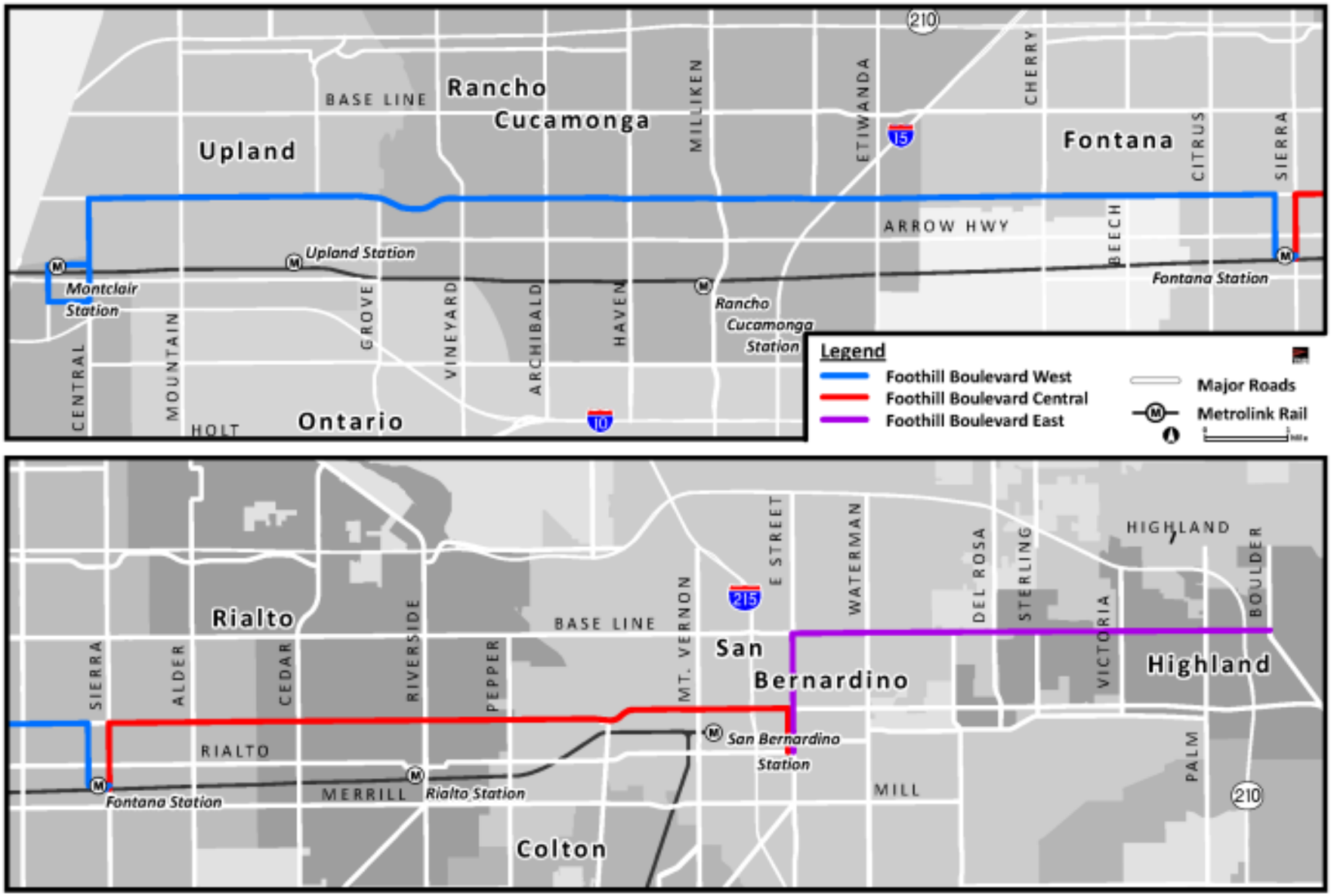
### 10.7.3 Foothill Central Corridor (Route 14) Rapid/Limited-Stop Route

In SANBAG's 2010 Long Range Transit Plan, the Foothill East corridor from Fontana to Highland was identified as the corridor with the highest potential future ridership in the Omnitrans system (see sbX Corridor Map in the previous section). In SANBAG's Integrated Transit and Land Use Planning for the Foothill Boulevard/5th Street/Baseline Road Transit Corridor study, completed in 2013, the central section of the Foothill Corridor, from Fontana to San Bernardino, was identified as the section with the most near-term ridership potential based on the ridership productivity (passengers per hour) on Omnitrans' existing local Route 14. The Foothill Central Corridor is shown in red in the map below.

SANBAG's Integrated Transit and Land Use Planning for the Foothill Boulevard/5th Street/Baseline Road Transit Corridor study, 2013, found that a full bus rapid transit (BRT) line along the Foothill Corridor would have the greatest long-term benefits and highest projected ridership compared with Rapid/BRT-Lite or limited stop express route options. The study recommended moving forward with a phased approach to implementing the corridor, starting with a limited-stop express route and transit signal priority equipment as funds become available, then building up to full BRT in the future.

The initial phase recommended in SANBAG's Integrated Transit and Land Use Planning for the Foothill Boulevard/5th Street/Baseline Road Transit Corridor study is a limited-stop service overlaid on top of existing local service. The operating cost is discussed in Chapter 9, Unconstrained Service Plan.

Exhibit 134: Map of Foothill West and Foothill East Corridors




Produced by TMD for SANBAG's Integrated Transit and Land Use Planning for the Foothill Boulevard/5th Street/Baseline Road Transit Corridor study, 2013

### 10.7.4 Freeway Express Routes

Omnitrans has identified service options for Freeway Express Routes in Section 10.5. The ability to delvier these route may hinge on the realized savings genreated from a propsoed elimination of OmniLink.

The capital needs for implementing freeway express routes are also derived directly from current proposed savings. As sbX is implemented, Omnitrans is reducing Route 2 service. This reduces Omnitrans revenue vehciles needs by five vehicles. If the operating savings are found and established by the end of FY2015, Omnitrans will be able to repurpose the vehciles coming off of Route 2 service for freeway express service. Thus adding no additional capital costs for implmenting one of the four potential freeway express routes.

## 10.8 Constrained Capital Plan

The constrained capital plan was presented Chapter 7. It focused on the funding necessary to delivery planed replacements or improvements to:

- Revenue Vehicles;
- Service Vehicles;
- Management Information Systems;
- Facilities; and,
- Transit Enhancements.

The largest component of the capital plan is the replacement of revenue vehicles. During the period of FY2015-2020, Omnitrans anticipates replacing 15 fixed route 40-foot buses per year and also 15 smaller Access/OmniGo vehicles per year. These are determined based on maintaining the size of the current fleet while also responding to the useful life of a vehicle

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# 11 CONSTRAINED SERVICE PLAN

The OmniConnects Constrained Plan is the proposed implementation plan derived based on the forecasted revenue presented in the Financial Plan and the desired services detailed in the Unconstrained Plan.

The Constrained Plan proposals are designed to be implemented with the adoption of each annual service element. The FY2015 Service Element is directly derived from the Constrained Plan, and each subsequent annual service element will begin with the proposals in the Constrained Plan and be adjusted based on community developments, ridership needs and financial adjustments.

The key elements of the Constrained Plan are:

- **Proposed Service Changes**: Route, Route Map, Service Hours and Frequency Changes
- **Estimated Service Levels**: Hours and Miles of service offered
- **Estimated Performance**: Ridership and Fare Revenue
- **Planned Questions**: Recommend follow up evaluations that must be conducted based on the initial service changes.

## 11.1 Key Constrained Plan Considerations

Omnitrans' revenue forecasts were developed through the completion of the Comprehensive Operational Analysis (COA) and described in the OmniConnects Financial Plan. The expected revenue is sufficient for Omnitrans to maintain the current overall service level. This generally means that Omnitrans can afford to maintain current systemwide revenue hours, but does not have the financial resources to expand revenue hours beyond the planned addition of sbX service. As a result, any proposed increase in service in one area or in a specific family of service, must be funded through savings and efficiencies in another service.

Through the completion of the COA, the development and refinement of performance metrics and the formation of the unconstrained plan, Omnitrans has developed two years of specific proposed changes for FY2015 and FY2016 that are outlined in this chapter.

For subsequent years, the OmniConnects Constrained Plan poses key questions to be answered in the development of the following years' annual service elements. This approach is taken because the service changes that will be proposed in FY2017 through FY2020 will be based on the outcome of the changes proposed and implemented in FY2015 and FY2016. Since these outcomes cannot be adequately predicted before they are implemented, it is more advantageous to establish the questions for later years rather than assuming the answer.

Since Omnitrans' overall service levels remain constant through FY2020, the driving assumptions of the revenue and ridership forecasts are:

- **Proposed fare increases** as detailed in Chapter 13 Fare Policy. Each one-percent fare increase creates a 0.36 percent reduction in ridership during the following year. Typically, ridership recovers during years two and three. Each of the proposed fare increases within OmniConnects is spaced two years apart, and as a result, ridership levels are not projected to fully recover prior to the subsequent fare increase. This leaves most of Omnitrans' services with a downward forecast for ridership, but expected growth in fare revenue.
- **Conservative Organic Growth:** Omnitrans' existing fixed route services are expected to see organic growth in the absence of other factors of approximately one percent per year. This one percent organic growth matches historical data and also tracks with the expected increase in population within Omnitrans' service area.
- **sbX:** Within OmniConnects, Omnitrans estimates sbX ridership to remain constant at the projected opening year levels with the exception of responding to fare changes. This is a conservative forecast and is chosen because: 1) Omnitrans does not currently have historic data as a base for sbX growth rates; and, 2) the growth drivers for sbX will come from land-use and density changes in Transit Oriented Developments built around stations, and also from expected increased congestion in the area that will make sbX travel time more competitive. In a longer term 10 to 20 year

forecast, it is somewhat easier to estimate these changes will occur. In a short-term forecast, it is difficult to predict in which year these changes will truly begin to take place. As a result, the forecasts for sbX are conservatively static by design and do not assume immediate land-use or density changes.

- **Access:** The continued aging of the population and the continued increase in Access ADA applications combined with the recent history of typical two percent to six percent annual increases in Access ridership over the last five years present Omnitrans with an expected organic growth in Access ridership of three percent per year. This growth may be mitigated by the proposed fare increases, a change to the eligibility process, such as in-person functional eligibility assessments, and the further development of partnerships with organizations like VTrans. VTrans seeks to provide travel training to encourage migration from Access for fixed route service; and though funding partnership with health and human services organizations to provide transportation options other than Access.

## 11.2 FY2015 Service Proposals

The FY2015 proposed service changes center on strengthening the east-west connections to the sbX Green line in order to expand the reach of the travel time improvements brought on by sbX to riders traveling from Yucaipa, Redlands, Highland, Loma Linda and San Bernardino. Strong westward connections to sbX already exist through Route 14. Funding for improvements on the east-west connections to sbX are found by eliminating routing redundancies. The FY2015 proposals are focused on East Valley routes in order to take advantage of sbX opportunities. The FY2016 proposals are focused on West Valley service improvements.

The following is a list of FY2015 proposals, which if approved would be implemented on September 2, 2014:

**Fare Proposals**

- Implementation of the 16.7% increase in base fare and corresponding fares detailed in the fare Policy Chapter.

**Frequency and Timing Changes**

- Reduce weekday frequency on Route 20 to 60 minute frequency from 30 minute frequency due to low ridership as described in the unconstrained plan.
- Improve frequency and reliability on routes 3/4 to 15 minutes for the majority of the day from 20 minute morning service and 15 minute afternoon service as described in the Unconstrained Plan.
- Improve weekend frequency on Route 215 to 30 minute service from 60 minute service due to high and growing ridership as described in the unconstrained plan.
- Reschedule Route 61 to improve travel times and eliminate unnecessary dwell time.

**Service Eliminations**

- Eliminate all remaining OmniLink service due to redundancy with OmniGo service.

**Primarily Map Changes**

- Merging of Route 9 and 19 into the newly proposed Route 19 to improve frequency on Yucaipa Boulevard and Barton Rd. creating an east-west connection to sbX on Barton Road from Yucaipa to Fontana as described in the Unconstrained Plan.
- Restructure Route 5 south of Pacific High School in San Bernardino to serve as a direct north-south route on Waterman Avenue to Redlands Boulevard. Route 5 will bypass the main downtown hub in San Bernardino, but connecting routes offer seven transfer opportunities. This change improves travel directness and frequency on Waterman. This change covers the lost sections of Route 9 that previously traveled into San Bernardino. These changes are also detailed in the Unconstrained Plan.
- Create a short and long route 8 that improves frequency to 30 minutes from Redlands to San Bernardino, providing a strong connection to sbX on Redlands Boulevard, while offering a long route with 60 minute service to Crafton Hills College. The route would no longer travel to the Yucaipa Transit Center, but this would be replaced by the improved frequency on Route 19; as described in the Unconstrained Plan.
- Create bi-directional ingress and egress on Valley Boulevard. to Arrowhead Regional Medical Center for Route 22 rather than having a loop to San Bernardino Avenue.

Each of the proposed map changes are described in the following exhibits.

**Exhibit 136: Route 5 Map Change**

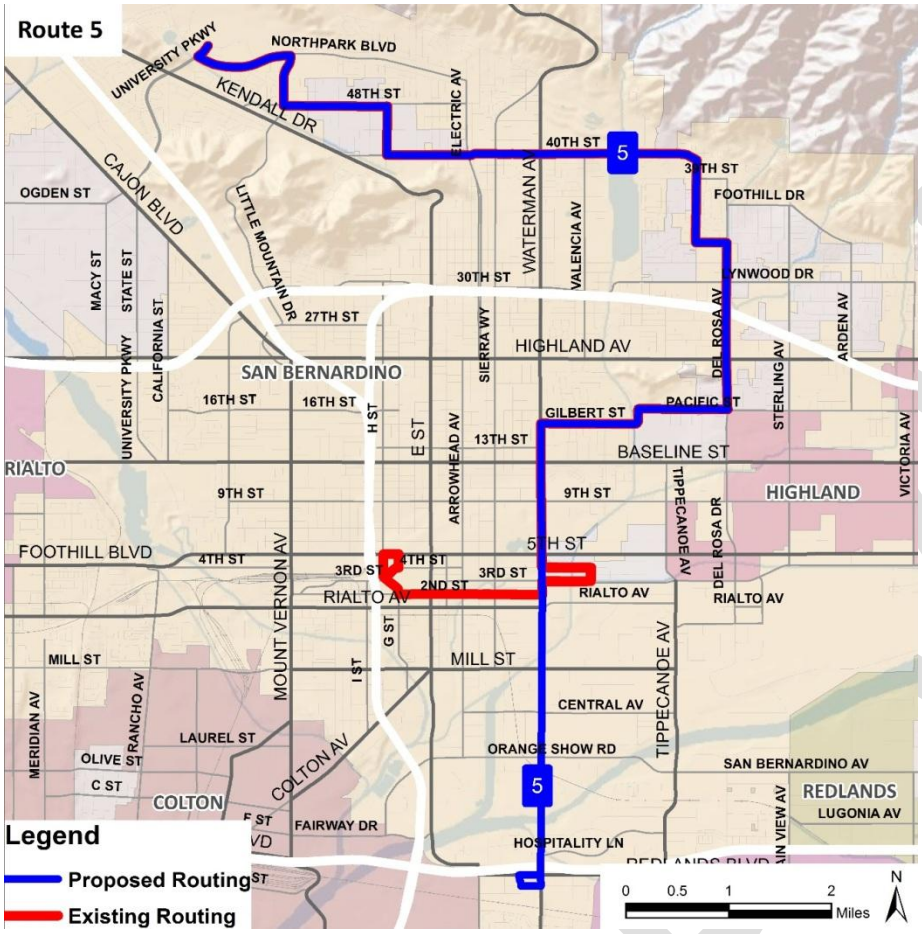



**Exhibit 135: Route 22 Map Change**

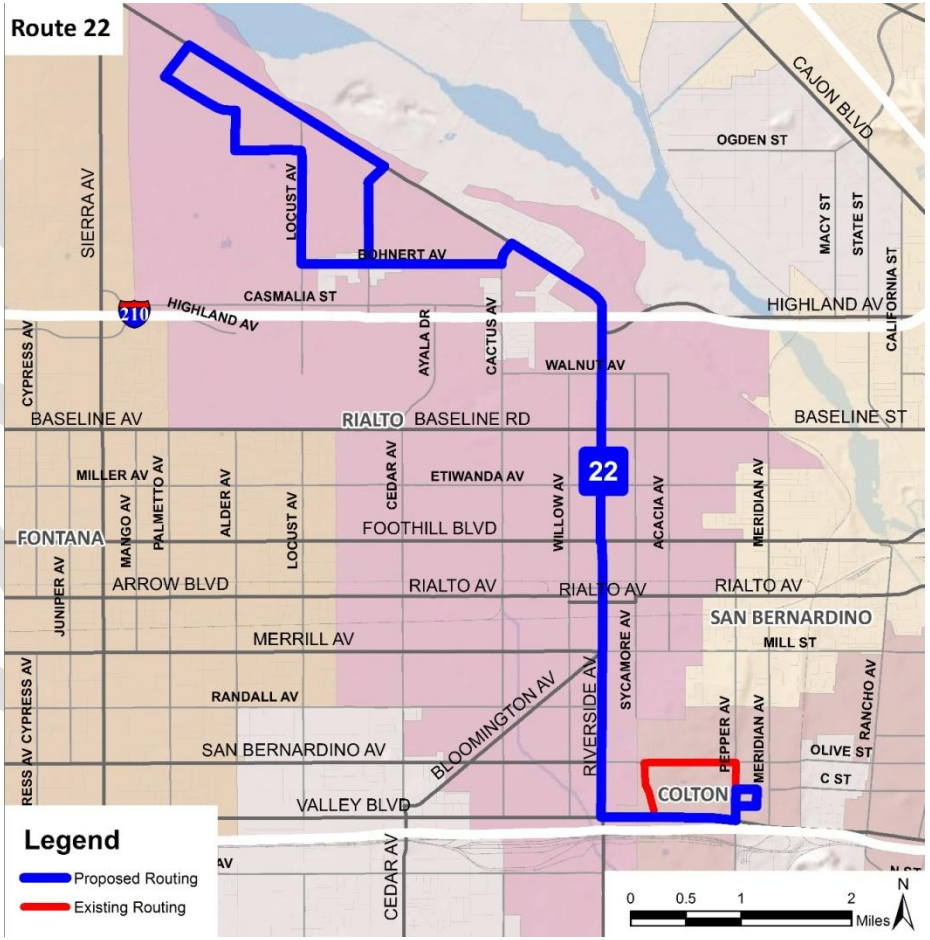


Exhibit 137: Route 8 Map Change

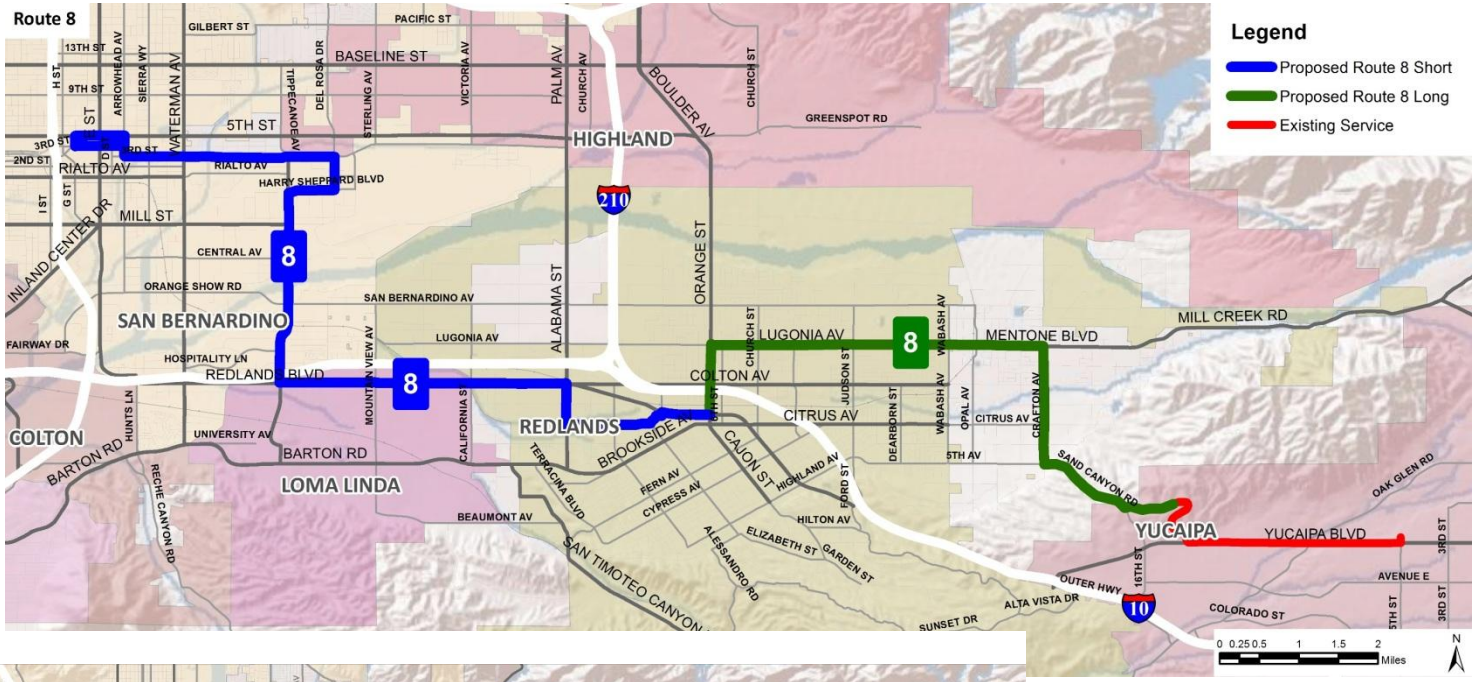
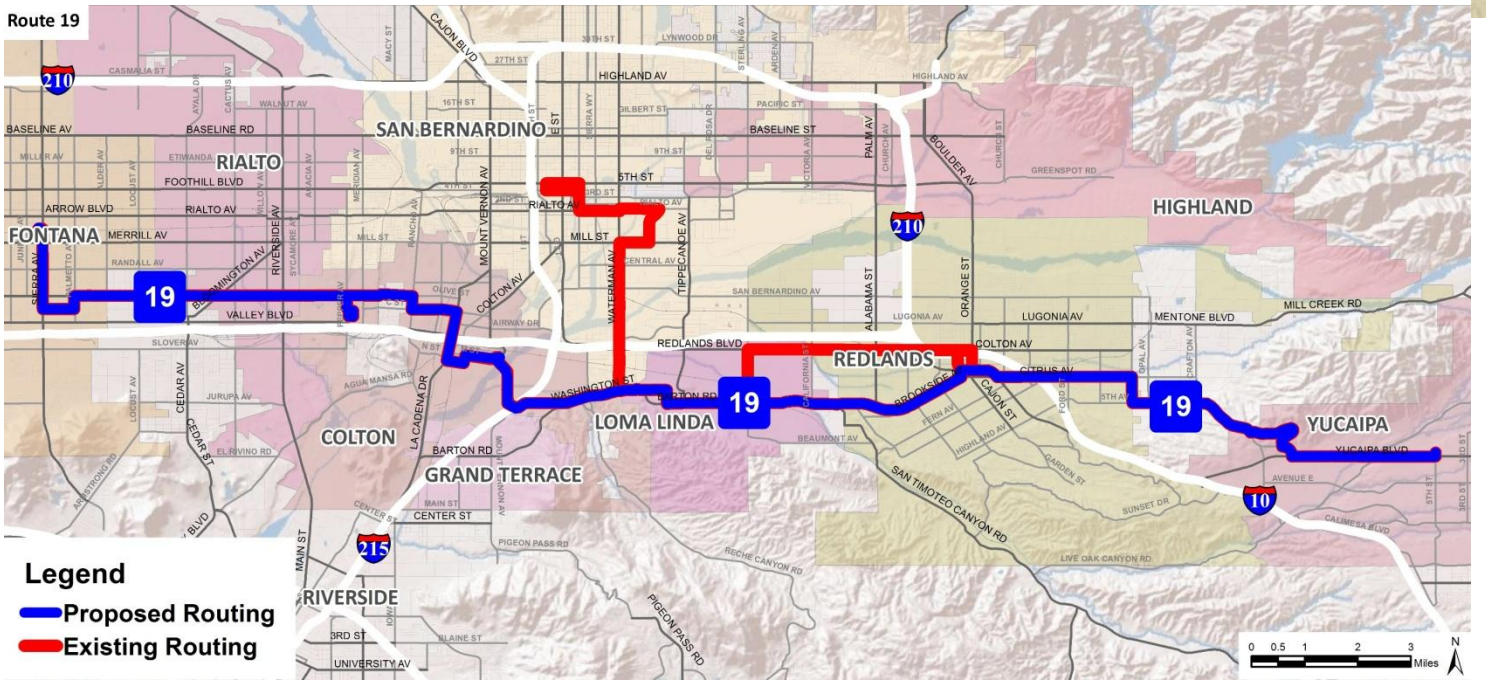



Exhibit 138: Route 19 (9 & 19) Map Change



## 11.3 FY2015 Ridership, Fare Revenue and Service Level Forecasts

The following nine tables are based on the service changes proposed above and the assumptions described in Section 11.1 Key Constrained Plan Considerations. The primary drivers of the forecasts are the introduction of sbX service and the fare increase. They take a conservative approach to forecasting ridership as described above in Section 11.1.

**System Total (All Services, Fixed Route, OmniGo, OmniLink, sbX, and Contracted Weekend)**

| System Total (in Thousands except vehicles and ratios) | | Actuals | | | | Estimated | Projection | Change |
|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2015 |
| Financial | Fare Revenue | $ 14,527 | $ 15,053 | $ 14,930 | $ 14,738 | $ 14,857 | $ 17,418 | 17.2% |
| Operating Data | Revenue Miles | 10,810 | 10,598 | 10,851 | 10,866 | 10,786 | 11,173 | 3.6% |
| | Total Miles | 12,155 | 11,817 | 12,019 | 12,073 | 11,967 | 12,311 | 2.9% |
| | Revenue Hours | 807 | 783 | 796 | 797 | 793 | 812 | 2.4% |
| | Total Hours | 884 | 857 | 868 | 870 | 865 | 881 | 1.8% |
| | Passengers | 14,751 | 14,891 | 16,152 | 16,146 | 15,951 | 16,413 | 2.9% |
| Fleet Data | Peak Revenue Fleet | 237 | 236 | 241 | 241 | 252 | 247 | -2.0% |
| Key Stats | Passengers per Hour | 18.3 | 19.0 | 20.3 | 20.3 | 20.1 | 20.2 | 0.5% |

Note: Fare Revenue includes the Measure I Fare Subsidy for Senior and Disabled Riders.

**All Fixed Route (40', sbX, OmniGo and Contracted Weekend)**

| Total Fixed Route (in Thousands except vehicles and ratios) | | Actuals | | | | Estimated | Projection | Change |
|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2015 |
| Financial | Fare Revenue | $ 13,137 | $ 13,530 | $ 13,359 | $ 13,153 | $ 13,260 | $ 15,697 | 18.4% |
| Operating Data | Revenue Miles | 8,274 | 7,929 | 7,910 | 7,861 | 7,945 | 8,449 | 6.3% |
| | Total Miles | 8,901 | 8,560 | 8,555 | 8,508 | 8,597 | 9,084 | 5.7% |
| | Revenue Hours | 638 | 615 | 612 | 614 | 619 | 645 | 4.3% |
| | Total Hours | 667 | 643 | 641 | 642 | 647 | 674 | 4.1% |
| | Passengers | 14,307 | 14,437 | 15,674 | 15,655 | 15,456 | 15,939 | 3.1% |
| Fleet Data | Peak Revenue Fleet | 139 | 138 | 143 | 143 | 154 | 149 | -3.2% |
| Key Stats | Passengers per Hour | 22.4 | 23.5 | 25.6 | 25.5 | 25.0 | 24.7 | -1.1% |

Note: Fare Revenue includes the Measure I Fare Subsidy for Senior and Disabled Riders.

**All Demand Response (Access & OmniLink)**

| Total Demand Response (in Thousands except vehicles and ratios) | | Actuals | | | | Estimated | Projection | Change |
|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2015 |
| Financial | Fare Revenue | $ 1,389 | $ 1,523 | $ 1,571 | $ 1,585 | $ 1,598 | $ 1,722 | 7.8% |
| Operating Data | Revenue Miles | 2,536 | 2,669 | 2,940 | 3,005 | 2,841 | 2,724 | -4.1% |
| | Total Miles | 3,255 | 3,257 | 3,464 | 3,564 | 3,370 | 3,227 | -4.2% |
| | Revenue Hours | 168 | 169 | 184 | 182 | 174 | 167 | -4.6% |
| | Total Hours | 217 | 214 | 228 | 227 | 218 | 207 | -5.0% |
| | Passengers | 445 | 454 | 478 | 491 | 495 | 475 | -4.1% |
| Fleet Data | Peak Revenue Fleet | 98 | 98 | 98 | 98 | 98 | 98 | 0.0% |
| Key Stats | Passengers per Hour | 2.6 | 2.7 | 2.6 | 2.7 | 2.8 | 2.8 | 0.5% |

**Traditional Fixed Route**

| Motor Bus Directly Operated (MBDO) Excludes sbX (in Thousands except vehicles and ratios) | | Actuals | | | | Estimated | Projection | Change |
|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2015 |
| Financial | Fare Revenue | $ 13,137 | $ 13,461 | $ 13,249 | $ 13,031 | $ 13,121 | $ 14,324 | 9.2% |
| Operating Data | Revenue Miles | 8,274 | 7,650 | 7,550 | 7,491 | 7,485 | 7,526 | 0.5% |
| | Total Miles | 8,901 | 8,236 | 8,137 | 8,074 | 8,068 | 8,081 | 0.2% |
| | Revenue Hours | 638 | 593 | 585 | 587 | 586 | 586 | 0.0% |
| | Total Hours | 667 | 619 | 612 | 613 | 612 | 611 | -0.2% |
| | Passengers | 14,307 | 14,320 | 15,523 | 15,510 | 15,055 | 14,324 | -4.9% |
| Fleet Data | Peak Revenue Fleet | 139 | 131 | 136 | 136 | 136 | 131 | -3.7% |
| Key Stats | Passengers per Hour | 22.4 | 24.2 | 26.5 | 26.4 | 25.7 | 24.4 | -4.9% |

**sbX**

| Bus Rapid Transit (BRT) sbX (Not included in MBDO or MBPT) | | Actuals | | | | Estimated | Projection | Change |
|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2015 |
| Financial | Fare Revenue | | | | | $ - | $ 1,221 | |
| Operating Data | Revenue Miles | | | | | 92 | 553 | 501.1% |
| | Total Miles | | | | | 97 | 570 | 487.6% |
| | Revenue Hours | | | | | 5 | 31 | 502.0% |
| | Total Hours | | | | | 6 | 32 | 490.0% |
| | Passengers | | | | | 233 | 1,454 | 524.0% |
| Fleet Data | Peak Revenue Fleet | | | | | 11 | 11 | 0.0% |
| Key Stats | Passengers per Hour | | | | | 45.7 | 51.9 | 13.7% |

### OmniGo and Contracted Weekend Fixed Route

| Motor Bus Purchased Transportation (MBPT) (in Thousands except vehicles and ratios) | | Actuals | | | | Estimated | Projection | Change |
|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2015 |
| Financial | Fare Revenue | | $ 69 | $ 110 | $ 122 | $ 139 | $ 151 | 8.3% |
| Operating Data | Revenue Miles | | 279 | 360 | 370 | 368 | 370 | 0.6% |
| | Total Miles | | 324 | 417 | 434 | 432 | 433 | 0.3% |
| | Revenue Hours | | 22 | 27 | 28 | 28 | 28 | 2.6% |
| | Total Hours | | 24 | 29 | 30 | 30 | 30 | 2.7% |
| | Passengers | | 117 | 150 | 145 | 168 | 160 | -4.9% |
| Fleet Data | Peak Revenue Fleet | | 7 | 7 | 7 | 7 | 7 | 0.0% |
| Key Stats | Passengers per Hour | | 5.3 | 5.5 | 5.2 | 6.1 | 5.7 | -7.3% |

### Access

| Access (in Thousands except vehicles and ratios) | | Actuals | | | | Estimated | Projection | Change |
|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2015 |
| Financial | Fare Revenue | $ 1,298 | $ 1,473 | $ 1,532 | $ 1,551 | $ 1,566 | $ 1,717 | 9.6% |
| Operating Data | Revenue Miles | 2,376 | 2,568 | 2,845 | 2,918 | 2,755 | 2,710 | -1.6% |
| | Total Miles | 3,011 | 3,119 | 3,346 | 3,456 | 3,263 | 3,209 | -1.6% |
| | Revenue Hours | 154 | 160 | 177 | 176 | 168 | 165 | -1.6% |
| | Total Hours | 197 | 202 | 218 | 218 | 209 | 205 | -1.6% |
| | Passengers | 399 | 431 | 459 | 473 | 477 | 472 | -1.1% |
| Fleet Data | Peak Revenue Fleet | 90 | 95 | 95 | 95 | 95 | 95 | 0.0% |
| Key Stats | Passengers per Hour | 2.6 | 2.7 | 2.6 | 2.7 | 2.8 | 2.85 | 0.5% |

### OmniLink Yucaipa

| OmniLink-Yucaipa (in Thousands except vehicles and ratios) | | Actuals | | | | Estimated | Projection | Change |
|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2015 |
| Financial | Fare Revenue | $ 66 | $ 37 | $ 28 | $ 25 | $ 22 | $ 4 | -83.3% |
| Operating Data | Revenue Miles | 109 | 67 | 62 | 57 | 53 | 9 | -83.3% |
| | Total Miles | 166 | 91 | 76 | 70 | 65 | 11 | -83.3% |
| | Revenue Hours | 10 | 5 | 4 | 4 | 4 | 1 | -83.3% |
| | Total Hours | 13 | 7 | 6 | 6 | 6 | 1 | -83.3% |
| | Passengers | 33 | 18 | 14 | 14 | 13 | 2 | -83.3% |
| Fleet Data | Peak Revenue Fleet | 5 | 2 | 2 | 2 | 2 | 2 | 0.0% |
| Key Stats | Passengers per Hour | 3.3 | 3.3 | 3.2 | 3.1 | 3.2 | 3.2 | 0.0% |

**OmniLink Chino Hills**

| OmniLink-Chino Hills | | Actuals | | | | Estimated | Projection | Change |
|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2015 |
| Financial | Fare Revenue | $ 25 | $ 13 | $ 11 | $ 9 | $ 10 | $ 2 | -83.3% |
| Operating Data | Revenue Miles | 51 | 34 | 34 | 30 | 34 | 6 | -83.3% |
| | Total Miles | 77 | 47 | 42 | 38 | 43 | 7 | -83.3% |
| | Revenue Hours | 5 | 3 | 2 | 2 | 2 | 0 | -83.3% |
| | Total Hours | 7 | 4 | 3 | 3 | 3 | 1 | -83.3% |
| | Passengers | 13 | 6 | 5 | 5 | 5 | 1 | -83.3% |
| Fleet Data | Peak Revenue Fleet | 3 | 1 | 1 | 1 | 1 | 1 | 0.0% |
| Key Stats | Passengers per Hour | 2.6 | 2.2 | 2.1 | 2.2 | 2.2 | 2.2 | 0.0% |

## 11.4 FY2016 Service Proposals

The FY2016 service change proposals center on improving travel directness in West Valley. Specifically the proposals focus on improving the north-south connections to the key east-west high frequency Routes 66 and 61 on Foothill Blvd and Holt Avenue.

The proposals seek to reduce redundancy on many routes or routes that provide similar connections. The proposals seek to straighten Omnitrans routes to make the routes much easier to understand for new riders.

The outcome of the route design changes is a move closer to a grid system in West Valley, although the key hub connections still exist.

**Fare Proposals**

- There are no fare change proposals in FY2016.

**Frequency and Timing Changes**

- There are no independent frequency changes in FY2016. Frequency changes on Routes 65 and 68 are coupled with map changes to both routes.

**Service Eliminations**

- There are no service eliminations proposed for FY2016.

**Primarily Map Changes**

- Route 63 is proposed to become a more direct north-south route serving Mountain Avenue between Chino, Ontario and Upland rather than a meandering route that provides duplicative service on Holt. This change was proposed in the Unconstrained Plan.
- Route 65 and Route 68 switch segments in order to match higher ridership segments with higher frequency segments. Route 65 is proposed to provide service on Central Avenue and Arrow Highway before connecting North to Chaffey College by adding service on Archibald Ave with 30 minute service. Route 68 becomes an hour route connecting Chino Hills to Montclair Transit Center by traveling on Ramona Avenue. Route 68 service is provided at a 60 minute frequency. Both changes were described in the Unconstrained Plan.
- Route 67 is shortened to provide a direct connection between Fontana and Chaffey College with primary path of travel on Baseline. The route no longer continues on Baseline to Upland and the Montclair Transit Center. This change is due to growing ridership at Chaffey and due to low ridership on Baseline west of Milliken. This change was described in the Unconstrained Plan.
- Route 80 service is shortened between downtown Ontario and Chaffey College rather than continuing from Chaffey College to Montclair Transit Center. The reason for this is there are currently three routes that connect Holt Boulevard. to the Montclair Transit Center. None of the three is particularly strong in terms of passengers per hour or farebox recovery and this proposal helps to grow ridership on the remaining two routes. This modifies the proposal in the Unconstrained Plan to make the totality of the proposed changes fall within the constrained budget.
- Route 81 service is proposed to travel from Chaffey College to Chino Transit Center using a direct path of Haven north-south and Riverside Dr. east-west. This greatly straightens the existing Route 81.
- Route 82 service is proposed to travel on Milliken Ave. between Jurupa Ave and Foothill Blvd rather than meandering back and forth between Milliken Ave. and Haven Ave.
- Route 83 is extend south on Euclid Avenue to serve the College Park development as planned during the development of College Park.
- Route 84 is a new route that is comprised of portions of the old route 81 and old route 63 to maintain coverage. Route 84 travels from Ontario into Upland on Vineyard Ave and Campus Ave.

Each of the proposed map changes are described in the exhibits on the following pages.

**Key Questions for Consideration**

These potential route changes are dependent on the results of data derived from previously implemented service changes or capital projects. The following questions will be asked:

- Has ridership shifted sufficiently from Route 2 to sbX to consider shifting resources from route 2 to sbX later evening or weekend services or to other areas?
- What is the status of the San Bernardino Transit Center and the Downtown San Bernardino Passenger Rail Project to the San

Bernardino Transit Center? Prepare routing proposals for Downtown San Bernardino based on the rail improvements.

- The FY2015 changes moved Route 5 from a hub and spoke route to a grid based route on Waterman. Was that change successful? Should more routes see similar changes or should Route 5 reconnect to downtown?
- What were the archived savings from the proposed elimination of OmniLink? Were the savings sufficient as planned for the development and deployment of one freeway express route?
- What is the status of the Goldline Extension to Azusa? If Omnitrans can provide one freeway express route, should it focus on improving intra-county or inter-county travel?

Additional questions will be derived during Omnitrans' regular performance monitoring process.

The proposed map changes are illustrated in the exhibits below.

**Exhibit 139: Route 67 Map Change**

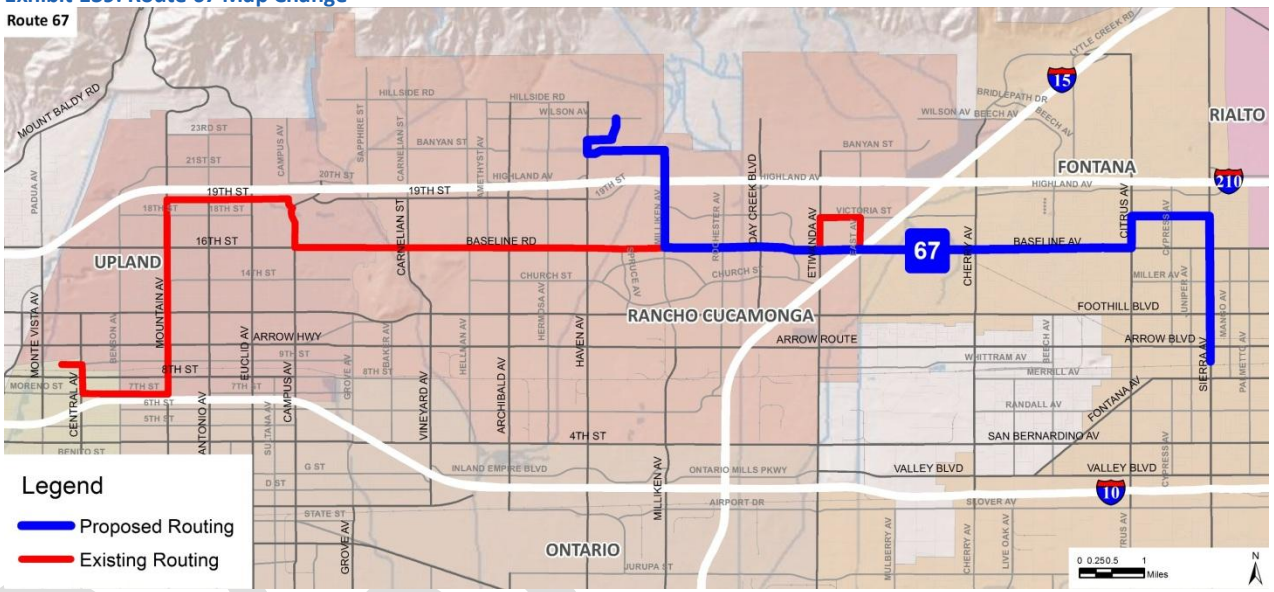



**Exhibit 141: Route 83 Map Change**

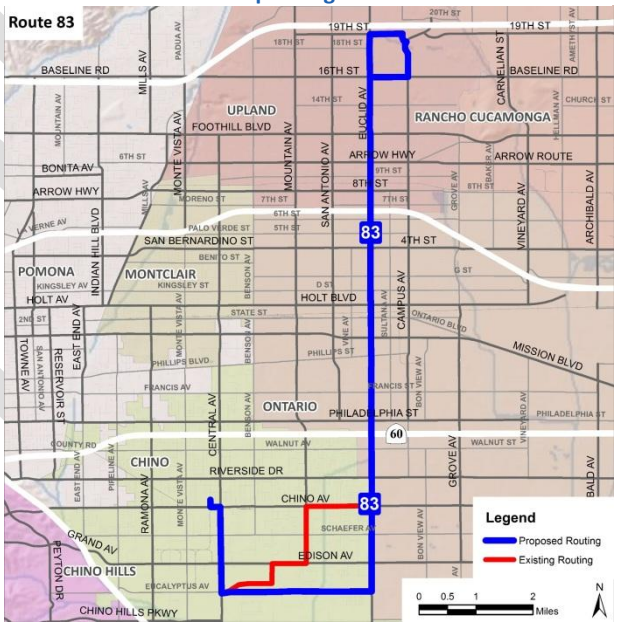
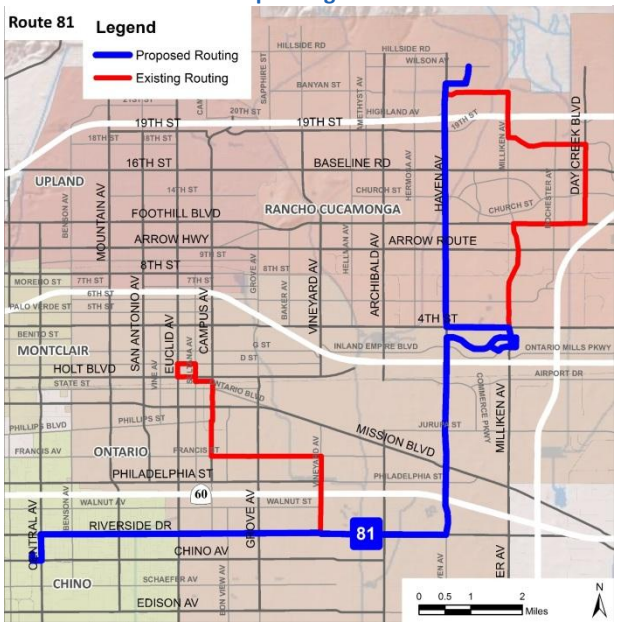
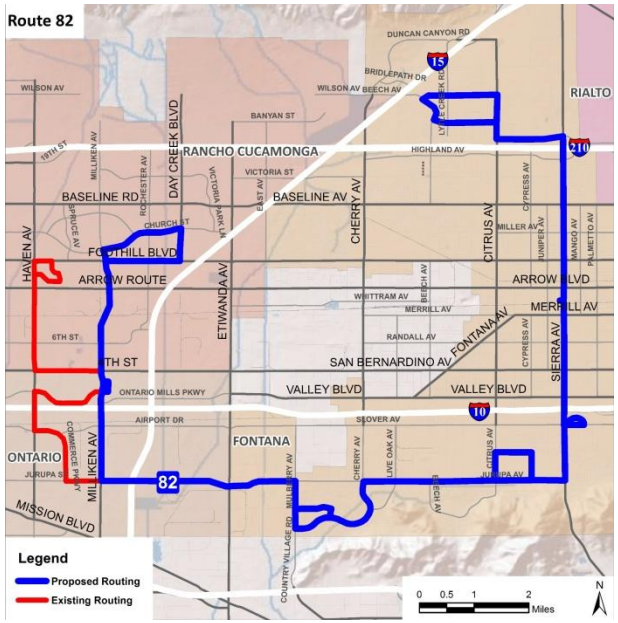


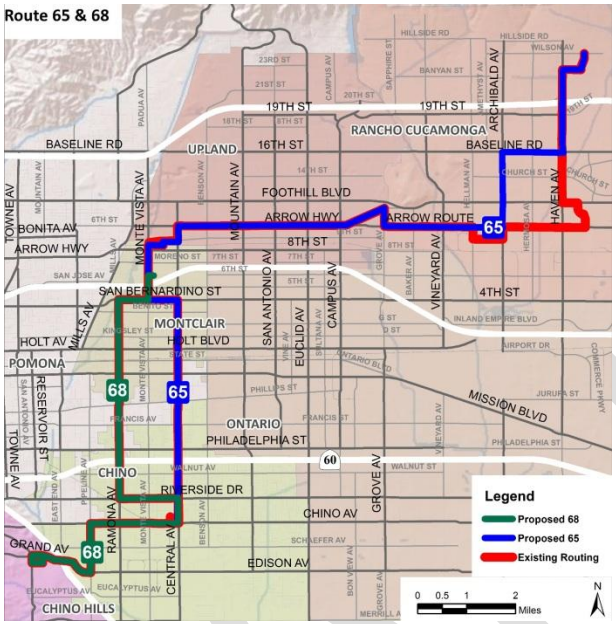

**Exhibit 140: Route 81 Map Change**



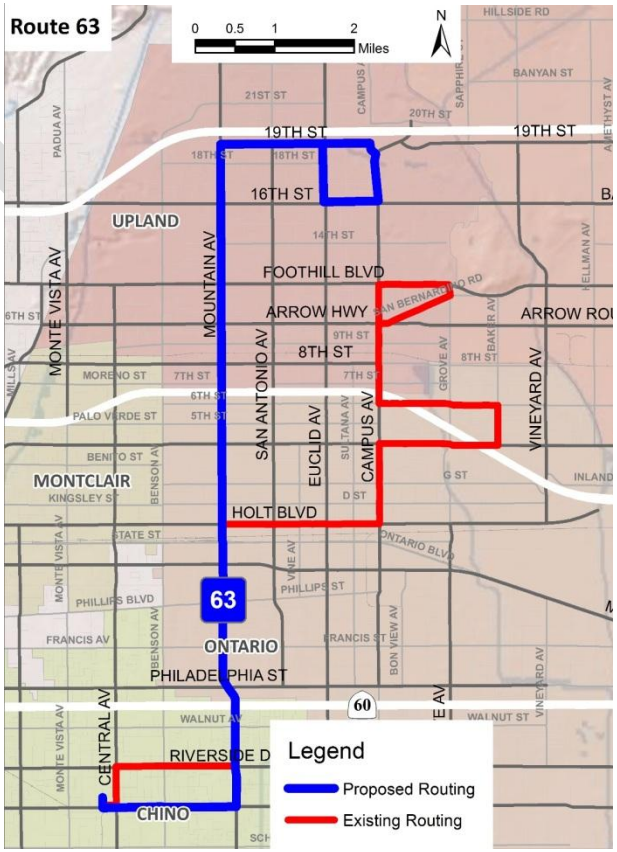
### Exhibit 143: Route 82 Map Change



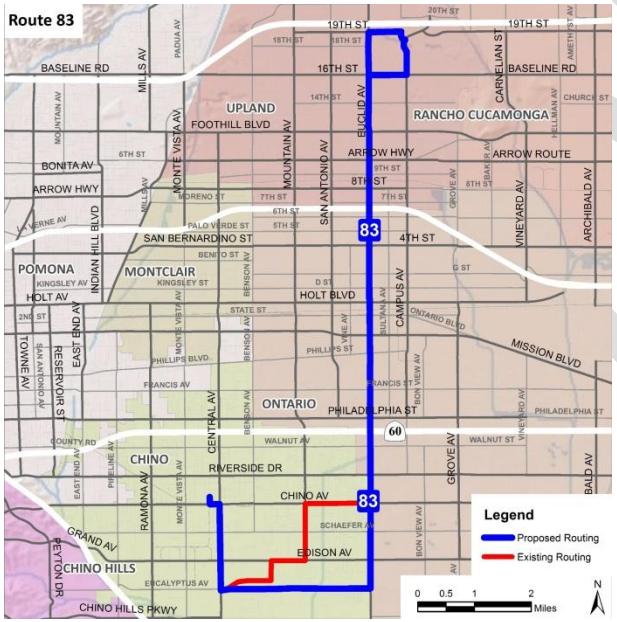

### Exhibit 145: Routes 65 & 68 Map Changes



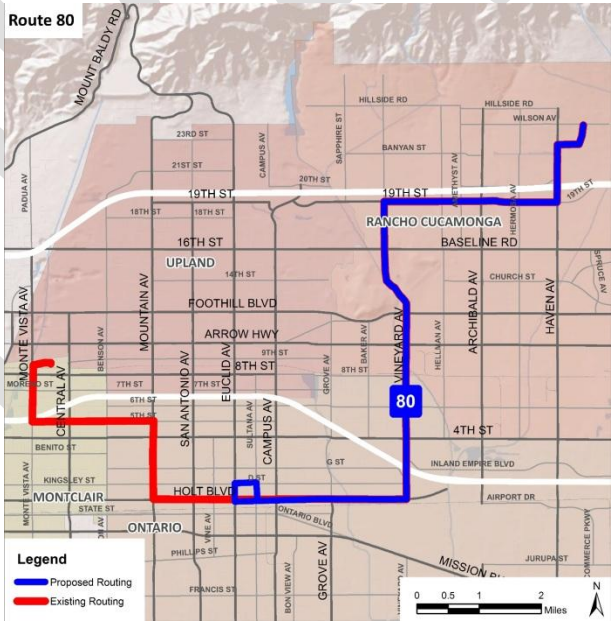

### Exhibit 144: Route 63 Map Changes




### Exhibit 142: Route 83 Map Change




### Exhibit 146: Route 80 Map Change



## 11.5 FY2016 Ridership, Fare Revenue and Service Level Forecasts

The following seven tables are based on the service changes proposed above and the assumptions described in Section 11.1 Key Constrained Plan Considerations. The primary drivers of the forecasts are the introduction of sbX service and the fare increase. They take a conservative approach to forecasting ridership as described above in Section 11.1.

**System Total (All Services, Fixed Route, OmniGo, OmniLink, sbX, and Contracted Weekend)**

| System Total (in Thousands except vehicles and ratios) | | Actuals | | | | Estimated | Projection | | Change |
|---|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2016 | FY2016 |
| Financial | Fare Revenue | $ 14,527 | $ 15,053 | $ 14,930 | $ 14,738 | $ 14,857 | $ 17,418 | $ 17,841 | 2.4% |
| Operating Data | Revenue Miles | 10,810 | 10,598 | 10,851 | 10,866 | 10,786 | 11,173 | 11,212 | 0.3% |
| | Total Miles | 12,155 | 11,817 | 12,019 | 12,073 | 11,967 | 12,311 | 12,352 | 0.3% |
| | Revenue Hours | 807 | 783 | 796 | 797 | 793 | 812 | 815 | 0.4% |
| | Total Hours | 884 | 857 | 868 | 870 | 865 | 881 | 884 | 0.4% |
| | Passengers | 14,751 | 14,891 | 16,152 | 16,146 | 15,951 | 16,413 | 16,508 | 0.6% |
| Fleet Data | Peak Revenue Fleet | 237 | 236 | 241 | 241 | 252 | 247 | 244 | -1.2% |
| Key Stats | Passengers per Hour | 18.3 | 19.0 | 20.3 | 20.3 | 20.1 | 20.2 | 20.3 | 0.2% |

Note: Fare Revenue includes the Measure I Fare Subsidy for Senior and Disabled Riders.

**All Fixed Route (40', sbX, OmniGo and Contracted Weekend)**

| Total Fixed Route (in Thousands except vehicles and ratios) | | Actuals | | | | Estimated | Projection | | Change |
|---|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2016 | FY2016 |
| Financial | Fare Revenue | $ 13,137 | $ 13,530 | $ 13,359 | $ 13,153 | $ 13,260 | $ 15,697 | $ 16,072 | 2.4% |
| Operating Data | Revenue Miles | 8,274 | 7,929 | 7,910 | 7,861 | 7,945 | 8,449 | 8,482 | 0.4% |
| | Total Miles | 8,901 | 8,560 | 8,555 | 8,508 | 8,597 | 9,084 | 9,120 | 0.4% |
| | Revenue Hours | 638 | 615 | 612 | 614 | 619 | 645 | 648 | 0.5% |
| | Total Hours | 667 | 643 | 641 | 642 | 647 | 674 | 677 | 0.5% |
| | Passengers | 14,307 | 14,437 | 15,674 | 15,655 | 15,456 | 15,939 | 16,024 | 0.5% |
| Fleet Data | Peak Revenue Fleet | 139 | 138 | 143 | 143 | 154 | 149 | 149 | 0.0% |
| Key Stats | Passengers per Hour | 22.4 | 23.5 | 25.6 | 25.5 | 25.0 | 24.7 | 24.7 | 0.1% |

Note: Fare Revenue includes the Measure I Fare Subsidy for Senior and Disabled Riders.

**All Demand Response (Access & OmniLink)**

| Total Demand Response (in Thousands except vehicles and ratios) | | Actuals | | | | Estimated | Projection | | Change |
|---|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2016 | FY2016 |
| Financial | Fare Revenue | $ 1,389 | $ 1,523 | $ 1,571 | $ 1,585 | $ 1,598 | $ 1,722 | $ 1,769 | 2.7% |
| Operating Data | Revenue Miles | 2,536 | 2,669 | 2,940 | 3,005 | 2,841 | 2,724 | 2,730 | 0.2% |
| | Total Miles | 3,255 | 3,257 | 3,464 | 3,564 | 3,370 | 3,227 | 3,233 | 0.2% |
| | Revenue Hours | 168 | 169 | 184 | 182 | 174 | 167 | 167 | 0.1% |
| | Total Hours | 217 | 214 | 228 | 227 | 218 | 207 | 207 | 0.0% |
| | Passengers | 445 | 454 | 478 | 491 | 495 | 475 | 483 | 1.9% |
| Fleet Data | Peak Revenue Fleet | 98 | 98 | 98 | 98 | 98 | 98 | 95 | -3.1% |
| Key Stats | Passengers per Hour | 2.6 | 2.7 | 2.6 | 2.7 | 2.8 | 2.8 | 2.9 | 1.8% |

Note: Fare Revenue includes the Measure I Fare Subsidy for Senior and Disabled Riders.

**Traditional Fixed Route**

| Motor Bus Directly Operated (MBDO) Excludes sbX (in Thousands except vehicles and ratios) | | Actuals | | | | Estimated | Projection | | Change |
|---|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2016 | FY2016 |
| Financial | Fare Revenue | $ 13,137 | $ 13,461 | $ 13,249 | $ 13,031 | $ 13,121 | $ 14,324 | $ 14,691 | 2.6% |
| Operating Data | Revenue Miles | 8,274 | 7,650 | 7,550 | 7,491 | 7,485 | 7,526 | 7,556 | 0.4% |
| | Total Miles | 8,901 | 8,236 | 8,137 | 8,074 | 8,068 | 8,081 | 8,113 | 0.4% |
| | Revenue Hours | 638 | 593 | 585 | 587 | 586 | 586 | 589 | 0.5% |
| | Total Hours | 667 | 619 | 612 | 613 | 612 | 611 | 614 | 0.5% |
| | Passengers | 14,307 | 14,320 | 15,523 | 15,510 | 15,055 | 14,324 | 14,403 | 0.6% |
| Fleet Data | Peak Revenue Fleet | 139 | 131 | 136 | 136 | 136 | 131 | 131 | 0.0% |
| Key Stats | Passengers per Hour | 22.4 | 24.2 | 26.5 | 26.4 | 25.7 | 24.4 | 24.4 | 0.0% |

Note: Fare Revenue includes the Measure I Fare Subsidy for Senior and Disabled Riders.

**sbX**

| Bus Rapid Transit (BRT) sbX (Not included in MBDO or MBPT) | | Actuals | | | | Estimated | Projection | | Change |
|---|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2016 | FY2016 |
| Financial | Fare Revenue | | | | | $ - | $ 1,221 | $ 1,226 | 0.4% |
| Operating Data | Revenue Miles | | | | | 92 | 553 | 555 | 0.4% |
| | Total Miles | | | | | 97 | 570 | 572 | 0.4% |
| | Revenue Hours | | | | | 5 | 31 | 31 | 0.4% |
| | Total Hours | | | | | 6 | 32 | 33 | 0.4% |
| | Passengers | | | | | 233 | 1,454 | 1,460 | 0.4% |
| Fleet Data | Peak Revenue Fleet | | | | | 11 | 11 | 11 | 0.0% |
| Key Stats | Passengers per Hour | | | | | 45.7 | 51.9 | 47.4 | -8.8% |

Note: Fare Revenue includes the Measure I Fare Subsidy for Senior and Disabled Riders.

**OmniGo and Contracted Weekend Fixed Route**

| Motor Bus Purchased Transportation (MBPT) (in Thousands except vehicles and ratios) | | Actuals | | | | Estimated | Projection | | Change |
|---|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2016 | FY2016 |
| Financial | Fare Revenue | | $ 69 | $ 110 | $ 122 | $ 139 | $ 151 | $ 155 | 2.7% |
| Operating Data | Revenue Miles | | 279 | 360 | 370 | 368 | 370 | 371 | 0.2% |
| | Total Miles | | 324 | 417 | 434 | 432 | 433 | 434 | 0.2% |
| | Revenue Hours | | 22 | 27 | 28 | 28 | 28 | 28 | 0.2% |
| | Total Hours | | 24 | 29 | 30 | 30 | 30 | 30 | 0.2% |
| | Passengers | | 117 | 150 | 145 | 168 | 160 | 161 | 0.6% |
| Fleet Data | Peak Revenue Fleet | | 7 | 7 | 7 | 7 | 7 | 7 | 0.0% |
| Key Stats | Passengers per Hour | | 5.3 | 5.5 | 5.2 | 6.1 | 5.7 | 5.7 | 0.3% |

Note: Fare Revenue includes the Measure I Fare Subsidy for Senior and Disabled Riders.

**Access**

| Access (in Thousands except vehicles and ratios) | | Actuals | | | | Estimated | Projection | | Change |
|---|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2016 | FY2016 |
| Financial | Fare Revenue | $ 1,298 | $ 1,473 | $ 1,532 | $ 1,551 | $ 1,566 | $ 1,717 | $ 1,769 | 3.1% |
| Operating Data | Revenue Miles | 2,376 | 2,568 | 2,845 | 2,918 | 2,755 | 2,710 | 2,730 | 0.7% |
| | Total Miles | 3,011 | 3,119 | 3,346 | 3,456 | 3,263 | 3,209 | 3,233 | 0.7% |
| | Revenue Hours | 154 | 160 | 177 | 176 | 168 | 165 | 167 | 0.7% |
| | Total Hours | 197 | 202 | 218 | 218 | 209 | 205 | 207 | 0.7% |
| | Passengers | 399 | 431 | 459 | 473 | 477 | 472 | 483 | 2.5% |
| Fleet Data | Peak Revenue Fleet | 90 | 95 | 95 | 95 | 95 | 95 | 95 | 0.0% |
| Key Stats | Passengers per Hour | 2.6 | 2.7 | 2.6 | 2.7 | 2.8 | 2.85 | 2.9 | 1.8% |

Note: Fare Revenue includes the Measure I Fare Subsidy for Senior and Disabled Riders.

## 11.6 FY2017-FY2020 Service Considerations

As described in the introduction to the Constrained Plan, OmniConnects does not propose detailed service changes for the FY2017-FY2020 time frame. Changes during this period will be driven by the goals established of improving travel time and directness of travel while working to shift Omnitrans resource allocation to a 65% productivity-oriented allocation.

Omnitrans' proposals from FY2017-FY2020 will be driven by the performance monitoring program outlined within OmniConnects.

Omnitrans will monitor many key developments to see how projects are progressing. Omnitrans will actively seek to improve travel times though the implementation of limited stop, rapid or BRT-light services that are detailed in the Unconstrained Plan.

Key considerations for FY2017 and beyond include:

- Funding availability for capital improvements to implement BRT-light on the West Valley Connector Corridor. Should the capital funding be found, Omnitrans' service plan would seek to restructure Routes 61 and 66 to free up resources to fund the operating costs of the West Valley Connector.
- What is the status of revenue service on Redlands Rail? Omnitrans would seek to structure feeder service in Redlands, Yucaipa and Highland to build a multi-modal connection at the Downtown Redlands Rail Station. Additional resources would be needed for significant improvement, but restructuring of Route 8 which parallels Redlands rail maybe possible depending on the rail services fare and frequency.
- Monitoring of the new West Valley north-south routes to determine if one of the routes clearly outperforms the others in order to develop strong transfer connections and continue the move to a grid based system.

Since many of these changes are dependent on the outcomes of others or on the outcomes of Omnitrans' previous proposals, specific recommendations are not made here.

Based on normal scheduling, Omnitrans next SRTP would be scheduled to be completed in FY2017 or FY2018 and would address these issues moving forward.

Proposed FY2017-FY 2020 fare changes:

- FY2017: The Fare Policy Chapter proposes a 14% increase in the fixed route base fare from $1.75 to $2.00 and a corresponding increase in other fares.
- FY2019: The Fare Policy Chapter proposes a 12% increase in fixed route base fare from $2.20 to $2.25 and a corresponding increase in other fares.

These fare increases are assumed in the six year ridership, fare revenue and service assumption detailed on the next few pages.

## 11.7 OmniConnects Six Year Forecasts

**System Total (All Services, Fixed Route, OmniGo, OmniLink, sbX, and Contracted Weekend)**

| System Total (in Thousands except vehicles and ratios) | | Actuals | | | | Estimated | Projection | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 | FY2020 |
| Financial | Fare Revenue | $ 14,527 | $ 15,053 | $ 14,930 | $ 14,738 | $ 14,857 | $ 17,418 | $ 17,841 | $ 18,774 | $ 19,249 | $ 20,174 | $ 20,675 |
| Operating Data | Revenue Miles | 10,810 | 10,598 | 10,851 | 10,866 | 10,786 | 11,173 | 11,212 | 11,178 | 11,246 | 11,241 | 11,319 |
| | Total Miles | 12,155 | 11,817 | 12,019 | 12,073 | 11,967 | 12,311 | 12,352 | 12,314 | 12,396 | 12,389 | 12,480 |
| | Revenue Hours | 807 | 783 | 796 | 797 | 793 | 812 | 815 | 812 | 817 | 816 | 821 |
| | Total Hours | 884 | 857 | 868 | 870 | 865 | 881 | 884 | 881 | 886 | 886 | 892 |
| | Passengers | 14,751 | 14,891 | 16,152 | 16,146 | 15,951 | 16,413 | 16,508 | 15,954 | 16,050 | 15,548 | 15,651 |
| Fleet Data | Peak Revenue Fleet | 237 | 236 | 241 | 241 | 252 | 247 | 244 | 244 | 244 | 244 | 244 |
| Key Stats | Passengers per Hour | 18.3 | 19.0 | 20.3 | 20.3 | 20.1 | 20.2 | 20.3 | 19.6 | 19.7 | 19.0 | 19.1 |

Note: Fare Revenue includes the Measure I Fare Subsidy for Senior and Disabled Riders.

**All Fixed Route (40', sbX, OmniGo and Contracted Weekend)**

| Total Fixed Route (in Thousands except vehicles and ratios) | | Actuals | | | | Estimated | Projection | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 | FY2020 |
| Financial | Fare Revenue | $ 13,137 | $ 13,530 | $ 13,359 | $ 13,153 | $ 13,260 | $ 15,697 | $ 16,072 | $ 16,915 | $ 17,318 | $ 18,123 | $ 18,542 |
| Operating Data | Revenue Miles | 8,274 | 7,929 | 7,910 | 7,861 | 7,945 | 8,449 | 8,482 | 8,464 | 8,465 | 8,464 | 8,472 |
| | Total Miles | 8,901 | 8,560 | 8,555 | 8,508 | 8,597 | 9,084 | 9,120 | 9,100 | 9,101 | 9,100 | 9,109 |
| | Revenue Hours | 638 | 615 | 612 | 614 | 619 | 645 | 648 | 647 | 647 | 647 | 647 |
| | Total Hours | 667 | 643 | 641 | 642 | 647 | 674 | 677 | 675 | 675 | 675 | 676 |
| | Passengers | 14,307 | 14,437 | 15,674 | 15,655 | 15,456 | 15,939 | 16,024 | 15,474 | 15,558 | 15,056 | 15,147 |
| Fleet Data | Peak Revenue Fleet | 139 | 138 | 143 | 143 | 154 | 149 | 149 | 149 | 149 | 149 | 149 |
| Key Stats | Passengers per Hour | 22.4 | 23.5 | 25.6 | 25.5 | 25.0 | 24.7 | 24.7 | 23.9 | 24.1 | 23.3 | 23.4 |

**All Demand Response (Access & OmniLink)**

| Total Demand Response (in Thousands except vehicles and ratios) | | Actuals | | | | Estimated | Projection | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 | FY2020 |
| Financial | Fare Revenue | $ 1,389 | $ 1,523 | $ 1,571 | $ 1,585 | $ 1,598 | $ 1,722 | $ 1,769 | $ 1,860 | $ 1,931 | $ 2,051 | $ 2,132 |
| Operating Data | Revenue Miles | 2,536 | 2,669 | 2,940 | 3,005 | 2,841 | 2,724 | 2,730 | 2,714 | 2,782 | 2,777 | 2,847 |
| | Total Miles | 3,255 | 3,257 | 3,464 | 3,564 | 3,370 | 3,227 | 3,233 | 3,214 | 3,295 | 3,289 | 3,371 |
| | Revenue Hours | 168 | 169 | 184 | 182 | 174 | 167 | 167 | 166 | 170 | 170 | 174 |
| | Total Hours | 217 | 214 | 228 | 227 | 218 | 207 | 207 | 206 | 211 | 210 | 216 |
| | Passengers | 445 | 454 | 478 | 491 | 495 | 475 | 483 | 481 | 493 | 492 | 504 |
| Fleet Data | Peak Revenue Fleet | 98 | 98 | 98 | 98 | 98 | 98 | 95 | 95 | 95 | 95 | 95 |
| Key Stats | Passengers per Hour | 2.6 | 2.7 | 2.6 | 2.7 | 2.8 | 2.8 | 2.9 | 2.9 | 2.9 | 2.9 | 2.9 |

**Traditional Fixed Route**

| Motor Bus Directly Operated (MBDO) Excludes sbX (in Thousands except vehicles and ratios) | | Actuals | | | | Estimated | Projection | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 | FY2020 |
| Financial | Fare Revenue | $ 13,137 | $ 13,461 | $ 13,249 | $ 13,031 | $ 13,121 | $ 14,324 | $ 14,691 | $ 15,445 | $ 15,770 | $ 16,530 | $ 16,821 |
| Operating Data | Revenue Miles | 8,274 | 7,650 | 7,550 | 7,491 | 7,485 | 7,526 | 7,556 | 7,541 | 7,541 | 7,541 | 7,548 |
| | Total Miles | 8,901 | 8,236 | 8,137 | 8,074 | 8,068 | 8,081 | 8,113 | 8,097 | 8,097 | 8,097 | 8,105 |
| | Revenue Hours | 638 | 593 | 585 | 587 | 586 | 586 | 589 | 588 | 588 | 588 | 588 |
| | Total Hours | 667 | 619 | 612 | 613 | 612 | 611 | 614 | 613 | 613 | 613 | 613 |
| | Passengers | 14,307 | 14,320 | 15,523 | 15,510 | 15,055 | 14,324 | 14,403 | 13,915 | 13,956 | 13,549 | 13,565 |
| Fleet Data | Peak Revenue Fleet | 139 | 131 | 136 | 136 | 136 | 131 | 131 | 131 | 131 | 131 | 131 |
| Key Stats | Passengers per Hour | 22.4 | 24.2 | 26.5 | 26.4 | 25.7 | 24.4 | 24.4 | 23.7 | 23.7 | 23.1 | 23.1 |

**sbX**

| Bus Rapid Transit (BRT) sbX (Not included in MBDO or MBPT) | | Actuals | | | | Estimated | Projection | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 | FY2020 |
| Financial | Fare Revenue | | | | | $ - | $ 1,221 | $ 1,226 | $ 1,306 | $ 1,381 | $ 1,417 | $ 1,542 |
| Operating Data | Revenue Miles | | | | | 92 | 553 | 555 | 553 | 553 | 553 | 553 |
| | Total Miles | | | | | 97 | 570 | 572 | 570 | 570 | 570 | 570 |
| | Revenue Hours | | | | | 5 | 31 | 31 | 31 | 31 | 31 | 31 |
| | Total Hours | | | | | 6 | 32 | 33 | 32 | 32 | 32 | 32 |
| | Passengers | | | | | 233 | 1,454 | 1,460 | 1,403 | 1,446 | 1,355 | 1,429 |
| Fleet Data | Peak Revenue Fleet | | | | | 11 | 11 | 11 | 11 | 11 | 11 | 11 |
| Key Stats | Passengers per Hour | | | | | 45.7 | 51.9 | 47.4 | 45.7 | 47.1 | 44.1 | 46.6 |

**OmniGo and Contracted Weekend Fixed Route**

| Motor Bus Purchased Transportation (MBPT) (in Thousands except vehicles and ratios) | | Actuals | | | | Estimated | Projection | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 | FY2020 |
| Financial | Fare Revenue | | $ 69 | $ 110 | $ 122 | $ 139 | $ 151 | $ 155 | $ 164 | $ 167 | $ 176 | $ 179 |
| Operating Data | Revenue Miles | | 279 | 360 | 370 | 368 | 370 | 371 | 370 | 371 | 370 | 371 |
| | Total Miles | | 324 | 417 | 434 | 432 | 433 | 434 | 433 | 434 | 433 | 434 |
| | Revenue Hours | | 22 | 27 | 28 | 28 | 28 | 28 | 28 | 28 | 28 | 28 |
| | Total Hours | | 24 | 29 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| | Passengers | | 117 | 150 | 145 | 168 | 160 | 161 | 156 | 156 | 152 | 152 |
| Fleet Data | Peak Revenue Fleet | | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 |
| Key Stats | Passengers per Hour | | 5.3 | 5.5 | 5.2 | 6.1 | 5.7 | 5.7 | 5.5 | 5.5 | 5.4 | 5.4 |

## Access

| Access (in Thousands except vehicles and ratios) | | Actuals | | | | Estimated | Projection | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 | FY2020 |
| Financial | Fare Revenue | $ 1,298 | $ 1,473 | $ 1,532 | $ 1,551 | $ 1,566 | $ 1,717 | $ 1,769 | $ 1,860 | $ 1,931 | $ 2,051 | $ 2,132 |
| Operating Data | Revenue Miles | 2,376 | 2,568 | 2,845 | 2,918 | 2,755 | 2,710 | 2,730 | 2,714 | 2,782 | 2,777 | 2,847 |
| | Total Miles | 3,011 | 3,119 | 3,346 | 3,456 | 3,263 | 3,209 | 3,233 | 3,214 | 3,295 | 3,289 | 3,371 |
| | Revenue Hours | 154 | 160 | 177 | 176 | 168 | 165 | 167 | 166 | 170 | 170 | 174 |
| | Total Hours | 197 | 202 | 218 | 218 | 209 | 205 | 207 | 206 | 211 | 210 | 216 |
| | Passengers | 399 | 431 | 459 | 473 | 477 | 472 | 483 | 481 | 493 | 492 | 504 |
| Fleet Data | Peak Revenue Fleet | 90 | 95 | 95 | 95 | 95 | 95 | 95 | 95 | 95 | 95 | 95 |
| Key Stats | Passengers per Hour | 2.6 | 2.7 | 2.6 | 2.7 | 2.8 | 2.85 | 2.9 | 2.9 | 2.9 | 2.9 | 2.9 |

## OmniLink Yucaipa

| OmniLink-Yucaipa (in Thousands except vehicles and ratios) | | Actuals | | | | Estimated | Projection | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 | FY2020 |
| Financial | Fare Revenue | $ 66 | $ 37 | $ 28 | $ 25 | $ 22 | $ 4 | $ - | $ - | $ - | $ - | $ - |
| Operating Data | Revenue Miles | 109 | 67 | 62 | 57 | 53 | 9 | - | - | - | - | - |
| | Total Miles | 166 | 91 | 76 | 70 | 65 | 11 | - | - | - | - | - |
| | Revenue Hours | 10 | 5 | 4 | 4 | 4 | 1 | - | - | - | - | - |
| | Total Hours | 13 | 7 | 6 | 6 | 6 | 1 | - | - | - | - | - |
| | Passengers | 33 | 18 | 14 | 14 | 13 | 2 | - | - | - | - | - |
| Fleet Data | Peak Revenue Fleet | 5 | 2 | 2 | 2 | 2 | 2 | - | | | | |
| Key Stats | Passengers per Hour | 3.3 | 3.3 | 3.2 | 3.1 | 3.2 | 3.2 | - | - | - | - | - |

## OmniLink Chino Hills

| OmniLink-Chino Hills | | Actuals | | | | Estimated | Projection | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | FY2010 | FY2011 | FY2012 | FY2013 | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 | FY2020 |
| Financial | Fare Revenue | $ 25 | $ 13 | $ 11 | $ 9 | $ 10 | $ 2 | $ - | $ - | $ - | $ - | $ - |
| Operating Data | Revenue Miles | 51 | 34 | 34 | 30 | 34 | 6 | - | - | - | - | - |
| | Total Miles | 77 | 47 | 42 | 38 | 43 | 7 | - | - | - | - | - |
| | Revenue Hours | 5 | 3 | 2 | 2 | 2 | 0 | - | - | - | - | - |
| | Total Hours | 7 | 4 | 3 | 3 | 3 | 1 | - | - | - | - | - |
| | Passengers | 13 | 6 | 5 | 5 | 5 | 1 | - | - | - | - | - |
| Fleet Data | Peak Revenue Fleet | 3 | 1 | 1 | 1 | 1 | 1 | - | | | | |
| Key Stats | Passengers per Hour | 2.6 | 2.2 | 2.1 | 2.2 | 2.2 | 2.2 | - | - | - | - | - |

# 12 Fare Policy

Omnitrans' Fare Policy sets the fare (price) for all services that Omnitrans offers. This includes any discounts for prepaid passes (i.e., daily, weekly, monthly), or bulk purchases and the parameters for other fare offerings such as Go Smart.

Omnitrans' fare policy is set by the Board of Directors through approval of this SRTP. Each actual fare change is approved and implemented following the approval of each year's Annual Management Plan.

Fare policies at Omnitrans and all transit agencies are designed based on an understanding of the tradeoffs inherent in setting fares. These tradeoffs require a balance between the desire to increase ridership, increase fare revenue, and increase service offerings, while keeping the fare reasonable for the rider and keeping the public subsidy reasonable for tax payers.

Another key tradeoff is between the frequency and size of successive fare changes. Omnitrans' experience is that a fare increase of every three to four years, based on financial needs, balances this tradeoff best.

More frequent changes can be smaller, but leave riders with the perception of being nickeled and dimed with increases. Too frequent increases also have each increase occurring before ridership levels recovered from previous increases. This can lead to a plateau or decline in ridership. Conversely, infrequent but large fare increases cause some financial instability for the agency and leave riders with a sense of shock at each increase.

## 12.1 Fare Policy Requirements

Omnitrans must comply with federal, state, and local regulations when setting and changing fares. Five of these criteria drive Omnitrans' fare policy:

- **Farebox Recovery Ratio:** California' Transportation Development Act (TDA) requires that transit fares and local fare subsidies cover a minimum of twenty percent (20%) of operating costs for general public fixed-route service and cover ten percent (10%) of operating costs for ADA paratransit services.
- **Half Fare**: In order to receive FTA §5307 formula funding, a transit agency must provide seniors, disabled persons and Medicare recipients with an off-peak fare that is no greater than half of the full fare during the peak period. Given Omnitrans' flat fare structure by time of day, this means that the senior/disability/Medicare fare must be no more than 50% of the full fare. *{49 CFR § 5307(d)(1)(D)}*
- **Access Fares**: The maximum fare for ADA complementary paratransit service (Access) is two times the regular base fare on general public fixed route service. *{49 CFR § 37.131 (c)}*
- **Fare Equity**: Title VI of the Civil Rights Act of 1964 requires that when transit agencies change fares, the change does not place a disproportionate impact on low income or minority individuals without ensuring that any disparate impact is mitigated. Fare changes must be evaluated in a fare equity analysis while being planned and prior to being approved.
- **Measure I**: Senior and disabled riders' fares on fixed route and paratransit are offset by a Measure I-funded fare subsidy. This subsidy has a two-fold purpose: 1) help fund the half-fare and two-times fare mandates discussed previously; and, 2) provide fare relief to the senior and disabled populations. Currently, Measure I provides a $0.05 or $0.10 subsidy depending on the exact fixed route fare. On Access, Measure I provides a $0.25 fare subsidy. The exact amount of the fare subsidy can be changed through agreement between SANBAG and Omnitrans; however, any increase in fare subsidy would be funded by a decrease in other Measure I operating funding.

## 12.2 Fare Goals

Setting fares is a crucial component of establishing an agency's place in the market.

While ridership levels are determined primarily by the demographic, land use and density traits of a community, these are outside of a transit agency's control. Fares, along with the quality and time-competitiveness of the service offered, are a key element within an agency's control that can influence overall ridership levels.

Increasing ridership and increasing fare revenue through appropriate fare choices are counterbalancing goals. An increase in fare will generally reduce ridership and increase fare revenue simultaneously because ridership does not typically fall by as much as the fare increases (transit fares are own-price inelastic).

The stated OmniConnects goal related to fares is:

- Maximize cost recovery while charging a fair fare.

This goal was essentially developed into a broader set of goals in previous SRTPs. Omnitrans' existing fare revenue goals consist of the following:

- Build ridership while maximizing revenue.
- Price fares so that passengers pay a reasonable amount and Omnitrans achieves system-wide farebox recovery targets.
- Maintain ease of understanding, ease of use, enforcement, and customer convenience of the fare structure and ensure fare media are recognizable and durable.
- Provide fare media options that meet rider needs.
- Promote regional integration.
- Minimize boarding times through fare technology and media options.
- Provide for regular fare structure reviews and adjustments.

These goals continue to be appropriate within the context of OmniConnects, and provide specific guidance in determining the fare policy for the FY2015-2020.

The financial plan that resulted from the conclusion of the Comprehensive Operational Assessment (COA) of Omnitrans had specific fare revenue targets. Fare revenue was projected to grow from $14.8 million in FY2014 to $19.2 million in FY2020. Hitting these targets requires a minimum 16.7% fare increase in FY2015 and a 14.3% fare increase in FY2018 in addition to the revenue generated by the launch of sbX.

Based on the remaining goals, the proposed fares strive to reach fare revenue and farebox recovery goals while also selecting levels that are easy to use, easy to remember and allow the easiest transactions possible with exact change.

## 12.3 Fare Analysis

In the COA financial plan, the base fare was proposed to increase from $1.50 today to $1.75 in FY2015 and $2.00 in FY2018 in order to meet the plan's fare revenue goals.

In the previous FY2008-2013 SRTP, Omnitrans was expected to reach the $1.75 base fare in FY2011 and the $2.00 base fare threshold in FY2012. These fare increases were delayed as the economy recovered from a recession marked by persistently high unemployment rates.

These base fares were compared to peers both locally and nationally. In each case, Omnitrans' current fares are below the peer group averages for 2013. Locally, base fares ranged from $1.25 at Foothill Transit to $2.00 at OCTA with a 2013 average of $1.69. Given an increase to $1.75 proposed for FY2015, Omnitrans' base fare remains comparable to peers. Nationally, peers' base fares ranged from $1.00 to $2.50, with a $1.75 average.

The proposed senior/disability/Medicare cash fares are proposed based on the half-fare regulation and in light of the Measure I fare subsidy.

The Youth Fare has historically been discounted 25% compared to standard fixed-route fares. This generally matches slightly lower pass usage trends by youth compared to full fare riders.

With base fare and fare category discounts determined, the next crucial element are determining fare multiples. A fare multiple is the number of trips a rider needs to take before the next fare category becomes the lower priced fare.

Omnitrans' existing fare multiples have been successful in encouraging riders to use prepaid passes instead of cash at the farebox in higher rates than many peers. Since cash payments slow down boarding, the existing fare multiples were generally left in place and validated compared to ridership patterns.

## 12.4 Fixed Route Fares

Exhibit 147 describes Omnitrans' proposed fixed route fare structure through FY2020. Fare increases are proposed for September 2014 (FY2015), September 2016 (FY2017) and September 2018 (FY2019). Other than the specific fares, no fare policy was changed.

**Exhibit 147 Proposed Fixed Route Fare Structure**

| | FY2013 | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 | FY2020 |
|---|---|---|---|---|---|---|---|---|
| **Cash/Ticket Fares** | | | | | | | | |
| Full-Fare | $1.50 | $1.50 | $1.75 | $1.75 | $2.00 | $2.00 | $2.25 | $2.00 |
| Senior/Disability/Medicare | $0.60 | $0.60 | $0.75 | $0.75 | $0.90 | $0.90 | $1.00 | $1.00 |
| **Day Passes** (Single) | | | | | | | | |
| Full-Fare | $4.00 | $4.00 | $5.00 | $5.00 | $6.00 | $6.00 | $6.75 | $6.75 |
| Senior/Disability/Medicare | $1.85 | $1.85 | $2.25 | $2.25 | $2.25 | $2.75 | $3.00 | $3.00 |
| **Day Passes (10-Pack)** | | | | | | | | |
| Full-Fare | $36.00 | $36.00 | $45.00 | $45.00 | $54.00 | $54.00 | $60.75 | $60.75 |
| Senior/Disability/Medicare | $15.50 | $15.50 | $20.00 | $20.00 | $24.75 | $24.75 | $27.00 | $27.00 |
| **7-Day Passes** | | | | | | | | |
| Full-Fare | $15.00 | $15.00 | $18.00 | $18.00 | $20.00 | $20.00 | $23.00 | $23.00 |
| Senior/Disability/Medicare | $7.00 | $7.00 | $8.00 | $8.00 | $9.00 | $9.00 | $11.00 | $11.00 |
| Youth | $11.00 | $11.00 | $14.00 | $14.00 | $15.00 | $15.00 | $17.00 | $17.00 |
| **31-Day Passes** | | | | | | | | |
| Full-Fare | $47.00 | $47.00 | $55.00 | $55.00 | $60.00 | $60.00 | $69.00 | $69.00 |
| Senior/Disability/Medicare | $23.50 | $23.50 | $27.50 | $27.50 | $30.00 | $30.00 | $34.50 | $34.50 |
| Youth | $35.00 | $35.00 | $41.00 | $41.00 | $45.00 | $45.00 | $52.00 | $52.00 |
| **Go Smart** | | | | | | | | |
| Go Smart | The Go Smart fare is a pre-negotiated fare for all riders that attend a partner university, college, trade/technical school, or high school, or work at a partner employer. Participants must have an active, valid Omnitrans-compatible ID card as proof of fare. | | | | | | | |
| **Free Fares** | | | | | | | | |
| Children | Height < 46"; limit 2 free per fare-paying rider. | | | | | | | |
| Personal Care Attendant | Accompanying an ADA Rider. | | | | | | | |
| Transit Agency Employees | Omnitrans and RTA Employees and family with Employee/Family ID; OCTA, LA Metro and Foothill Transit Employees with Employee ID. | | | | | | | |
| Promotional Fares | Free or reduced fares for promotional efforts may be authorized by the Director of Marketing, the CEO/General Manager or the Board of Directors in accordance with their purchasing authority levels. Promotional fares shall be made available on a limited time basis only. Free or reduced fares cannot be provided for ongoing use by any group or organization as this would circumvent the fare policy. Special event free-ride vouchers for community organizations shall be limited to no more than two events per year. | | | | | | | |
| **Regional Transfers** | | | | | | | | |
| OmniLink Transfer | Free with a valid transfer. | | | | | | | |
| Metrolink Transfer | Free to rider; SCRRA pays one base fare for two boardings with a MetroLink ticket/pass. A one-way Metrolink ticket can be used leaving a Metrolink station. A round trip Metrolink ticket or pass may be used to/from a Metrolink station. | | | | | | | |
| RTA Transfer | Omnitrans accepts valid RTA passes as a one-ride transfer at a point of contact. RTA reciprocates for local service and a $1.50 charge for CommuterLink. | | | | | | | |
| Foothill Transit Transfer | Omnitrans accepts current valid Foothill Transit Passes as a one-ride transfer at a point of contact. Foothill Transit reciprocates. | | | | | | | |
| OCTA Transfer | Omnitrans accepts current valid OCTA Passes as a one ride transfer at a point of contact, currently only the Chino Transit Center. OCTA reciprocates. | | | | | | | |
| **Measure I Subsidy** | | | | | | | | |
| On Board S&D | $0.10 per boarding | | | | | | | |
| Outlet S&D | $0.05 per boarding | | | | | | | |
| **Average Fare** | $0.84 | $0.86 | $1.00 | $1.02 | $1.11 | $1.13 | $1.22 | $1.24 |

Fixed route fares apply to sbX Bus Rapid Transit, Local, Express and OmniGo Routes. Omnitrans has proposed keeping fixed-route fares consistent amongst classes of fixed-route service in order to maintain fare simplicity for the rider.

Omnitrans has surveyed 390 express bus riders on Route 215 and found that the slightly more than half have expressed a willingness to pay between $0.25 and $0.50 more per trip for additional express bus service due to the higher speed of travel and additional amenities on express services.[1]

Omnitrans currently has just one express route and one sbX bus rapid transit route. Providing an additional fare structure for one additional route in each case would be confusing to the rider and offer only a limited financial return. Thus, Omnitrans may consider different fare structures for express bus and sbX service when additional Express routes or sbX lines are in service.

For fixed route fares, the fare categories are defined as follows:

- **Senior**: 62 years of age and older that can be proven with a birth certificate, driver's license, D.M.V. ID card or a social security Medicare card.
- **Disability/Medicare**: Individuals can qualify if they can present: a C.A letter confirming 50% disability, D.M.V. Disability Placard receipt, Social Security insurance award letter, Omnitrans physician statement form, or Medicare card.
- **Youth**: An individual 18 years of age or younger who is not already covered by the children free fare. D.M.V. ID or high school ID may be required.

For senior/disability/Medicare fares, Omnitrans offers specific ID Cards rather than requiring this information at the time of boarding.

## 12.5 OmniLink Fares

Exhibit 148 provides the proposed fare structure for OmniLink service through FY2020.

OmniLink fares are based on the same rules as fixed-route fares. The OmniLink base fare is two times the fixed route base fare. The youth and senior discounts apply as in fixed route service.

In addition to cash fare, Omnilink riders have an opportunity to buy books of tickets. Each book of 10 tickets are sold for the price of 9 tickets in order to offer an incentive to pre-purchase. This matches the discount schedule in place today.

Other than the fare increases scheduled for September 2014 (FY2015), September 2016 (FY2017) and September 2018 (FY2019), all OmniLink fare policies remain in place.

**Exhibit 148: Proposed OmniLink Fare Structure**

| | FY2013 | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 | FY2020 |
|---|---|---|---|---|---|---|---|---|
| **Cash Fares** | | | | | | | | |
| Full-Fare | $3.00 | $3.00 | $3.50 | $3.50 | $4.00 | $4.00 | $4.50 | $4.50 |
| Senior/Disability/Medicare | $1.50 | $1.50 | $1.75 | $1.75 | $2.00 | $2.00 | $2.25 | $2.25 |
| Youth | $2.00 | $2.00 | $2.50 | $2.50 | $3.00 | $3.00 | $3.50 | $3.50 |
| **10-Ticket Books** | | | | | | | | |
| Full-Fare | $27.00 | $27.00 | $31.50 | $31.50 | $36.00 | $36.00 | $40.50 | $40.50 |
| Senior/Disability/Medicare | $13.50 | $13.50 | $15.75 | $15.75 | $18.00 | $18.00 | $20.25 | $20.25 |
| Youth | $18.00 | $18.00 | $22.50 | $22.50 | $27.00 | $27.00 | $31.50 | $31.50 |
| **Free Fares** | | | | | | | | |
| Children | Height < 46"; limit 2 per fare-paying rider. | | | | | | | |
| Personal Care Attendant | Accompanying an ADA-eligible Rider. | | | | | | | |
| **Average Fare** | $1.80 | $1.80 | $2.03 | $2.13 | $2.40 | $2.33 | $2.63 | $2.70 |

[1] Route 215 Rider Survey, December 2012.

## 12.6 Access Fares

Access is the complementary paratransit service required by the Americans with Disability Act (ADA). As described in Section 12.1 Fare Policy Requirements, Access fares are governed by a mandate that fares cannot exceed two times the base fare for fixed route service.

Exhibit 149 shows Omnitrans' proposed Access fares through FY2020. There are no changes to policy, other than the proposed fare increases scheduled for September 2014 (FY2015), September 2016 (FY2017) and September 2018 (FY2019). These changes are designed to remain consistent with the two times base fare requirement minus the $0.25 fare subsidy provided by Measure I.

Access riders must have met ADA eligibility requirements prior to riding.

The Access fare covers the ADA-eligible rider, and each Access rider may transport up to two children at no additional cost. An ADA-qualified Access rider may have a Personal Care Attendant (PCA) accompany them at no charge. If space permits, a qualified Access rider may bring companions along; however, the companions are required to pay full Access fare.

Access fares are based on the number of zones traveled. The base fare for access covers 1-3 Zones, which is a distance comparable to the longest routes in Omnitrans' fixed route network.

The Access zone map is shown in Exhibit 150. The OmniConnects plan proposes a slight shift to the west of the zone boundaries by approximately one major street to accommodate FTA regulations and proposed changes in fixed route service.

Traditional Access service is provided within a ¾-mile area around each Omnitrans fixed route. If a resident lives within one of the JPA member cities but outside of the 3/4–mile boundary of an existing route, the individual is eligible for Beyond the Boundary Service if they agree to pay the "Beyond the Boundary" fee of $5.00 in addition to the regular Access fares.

**Exhibit 149: Proposed Access Fare Structure**

| | FY2013 | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 | FY2020 |
|---|---|---|---|---|---|---|---|---|
| **Access Fares** | | | | | | | | |
| 1-3 Zone Cash/Ticket | $2.75 | $2.75 | $3.25 | $3.25 | $3.75 | $3.75 | $4.25 | $4.25 |
| Each Additional Zone | $1.00 | $1.00 | $1.00 | $1.00 | $1.00 | $1.00 | $1.00 | $1.00 |
| Beyond the Boundary additional fee | $5.00 | $5.00 | $5.00 | $5.00 | $5.00 | $5.00 | $5.00 | $5.00 |
| **Free Fares** | | | | | | | | |
| Personal Care Attendants | Accompanying an ADA Rider. | | | | | | | |
| Children | Height < 46"; limit 2 per fare paying riders. | | | | | | | |
| **Measure I Fare Subsidy** | | | | | | | | |
| Fare Subsidy | $0.25 per boarding | | | | | | | |
| **Average Fare** | $3.28 | $3.28 | $3.64 | $3.66 | $3.87 | $3.92 | $4.17 | $4.25 |

## 12.7 Ridership Impact

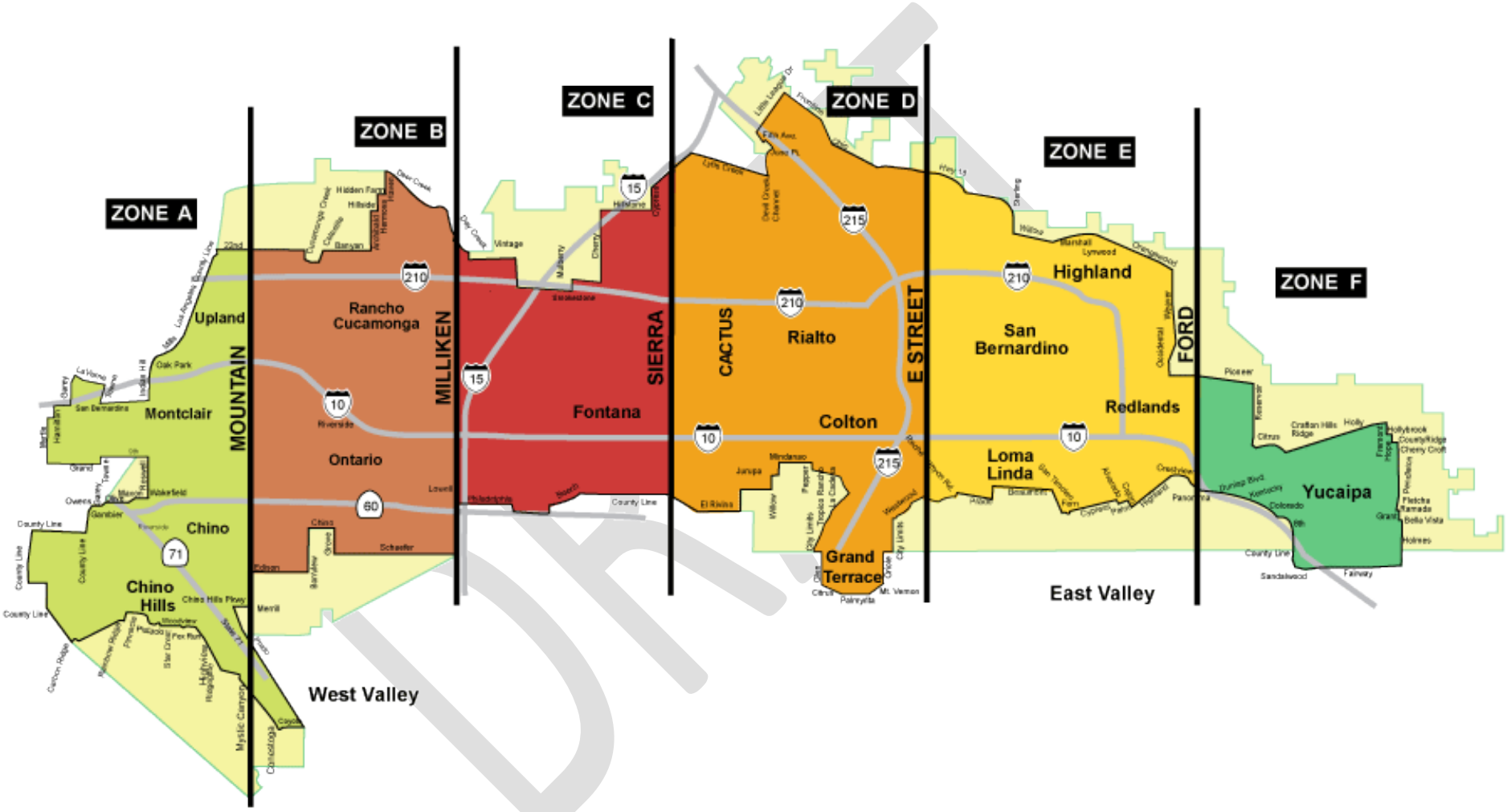
When bus fares increase, the expected result is a

reduction in ridership, assuming all else remains constant. Based on Omnitrans' experience and the *Transit Cooperative Research Program (TCRP) Report 95, Chapter 12: Transit Pricing and Fares*, Omnitrans can expect a mid-point arc elasticity of -0.36 for a typical fare increase. This implies that a normal 10% fare increase will cause a 3.6% reduction in ridership.

Based on the sizes of the fare increases proposed, Omnitrans would expect to see a decline in ridership of 6.0% in FY2015, 5.2% in FY2017 and a 4.5% decline in FY2019, based on the 16.7%, 14.3%, and 12.5% fare increases, respectively. This is equivalent to 961,000 riders in FY2015, 800,000 riders in FY2017 and 750,000 riders in FY2019.

Typically, this reduction in ridership lasts for a minimum of one year before the public adjusts to the new fare; typically ridership levels begin to rise again return to previous levels within two to three years. Additionally, the expected growth of sbX and service modifications may offset some of this expected ridership decline.

**Exhibit 150: Access Zone Map**



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# 13 TITLE VI FARE AND SERVICE EQUITY ANALYSES

As a recipient of federal funding under the Federal Transit Administration's (FTA's) guidelines, Omnitrans is required to report at least triennially on compliance with Title VI requirements. These requirements are outlined in the FTA Circular FTA C 4702.1B, dated October 1, 2012. These requirements are set forth in Section 601 of Title VI of the Civil Rights Act of 1964, which states that no person will be discriminated against, excluded from, or denied service based on race, color, or national origin.

To remain in compliance with the Civil Rights Act, each transit agency must report on the services it provides in relation to the population in its service area. In this way, it may be demonstrated that no group or groups are being denied service based on discriminatory planning.

Omnitrans is also required to conduct a Title VI analysis during the planning process for every major fare or service change before it occurs. By including these Fare and Service Equity Analyses in the Short Range Transit Plan, Omnitrans is demonstrating compliance in that the evaluations were completed as a component of the planning process.

## 13.1 Fare Equity Analysis

Omnitrans' proposed Fare Policy is detailed in Chapter 13. As a Short-Range Transit Plan, OmniConnects must deliver a proposal with a balanced budget using expected available revenue sources compared to forecasted costs. In order to develop a balanced budget and meet California's Transportation Development Act (TDA) mandated farebox recovery ratios, Omnitrans proposes three fare increases between FY2015 and FY2020.

### 13.1.1 Background

The Fare Equity Analysis does not address whether or not the agency can increase fares, but whether or not the agency does so in a fair and equitable manner. The analysis verifies that the proposed fare changes do not unfairly impact minority ridership, either by disparate treatment (intentional action) or by disparate impact (unintentional consequence). By offering alternate fare payment forms, Omnitrans gives its riders options whereby costs can be reduced and the effects of fare increases can be mitigated.

Omnitrans has not had a fare increase since September 2009 (FY2010). Since then, Omnitrans' peer agencies have increased their fares, while Omnitrans has added additional service (OmniGo and sbX), added real-time bus arrival information in NexTrip, undergone rebranding (which included a refreshing of at-station amenities) and made many other improvements.

As Omnitrans must present a balanced budget, OmniConnects' plan includes three across-the-board fare increases: 16% increase in FY2015, 14% increase in FY2017, and 12% in FY2019.

The proposed fare increases are described in Exhibit 147, Exhibit 152, and Exhibit 153.

The proposed fares maintain Omnitrans' current fare structure in terms of multiple discounts, and the relative discounts are generally maintained for discounted fare groups.

Access fares are described in Exhibit 3. These fares are determined by a rule which states that ADA complementary paratransit fares cannot exceed two times the fixed route base fare. Omnitrans also proposes a change to the Access zone map to remain compliant with ADA regulations.

The three fare increases proposed over the next five fiscal years are necessary to close a projected budgetary shortfall.

Omnitrans is not currently fare-comparable with its peers; Omnitrans' base fixed route fare is currently $1.50; local peers are currently at an average of $1.69 based on a comparison to 25 transit agencies in California, and national mid-sized bus operator peers are currently at an average of $1.75. These proposed increases in fares will rectify a long period of delay in fare adjustment and bring us into the main with comparable fares.

**Exhibit 151 Proposed Fixed Route Fare Structure**

| | FY2013 | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 | FY2020 |
|---|---|---|---|---|---|---|---|---|
| **Cash/Ticket Fares** | | | | | | | | |
| Full-Fare | $1.50 | $1.50 | $1.75 | $1.75 | $2.00 | $2.00 | $2.25 | $2.00 |
| Senior/Disability/Medicare | $0.60 | $0.60 | $0.75 | $0.75 | $0.90 | $0.90 | $1.00 | $1.00 |
| **Day Passes** (Single) | | | | | | | | |
| Full-Fare | $4.00 | $4.00 | $5.00 | $5.00 | $6.00 | $6.00 | $6.75 | $6.75 |
| Senior/Disability/Medicare | $1.85 | $1.85 | $2.25 | $2.25 | $2.25 | $2.75 | $3.00 | $3.00 |
| **Day Passes (10-Pack)** | | | | | | | | |
| Full-Fare | $36.00 | $36.00 | $45.00 | $45.00 | $54.00 | $54.00 | $60.75 | $60.75 |
| Senior/Disability/Medicare | $15.50 | $15.50 | $20.00 | $20.00 | $24.75 | $24.75 | $27.00 | $27.00 |
| **7-Day Passes** | | | | | | | | |
| Full-Fare | $15.00 | $15.00 | $18.00 | $18.00 | $20.00 | $20.00 | $23.00 | $23.00 |
| Senior/Disability/Medicare | $7.00 | $7.00 | $8.00 | $8.00 | $9.00 | $9.00 | $11.00 | $11.00 |
| Youth | $11.00 | $11.00 | $14.00 | $14.00 | $15.00 | $15.00 | $17.00 | $17.00 |
| **31-Day Passes** | | | | | | | | |
| Full-Fare | $47.00 | $47.00 | $55.00 | $55.00 | $60.00 | $60.00 | $69.00 | $69.00 |
| Senior/Disability/Medicare | $23.50 | $23.50 | $27.50 | $27.50 | $30.00 | $30.00 | $34.50 | $34.50 |
| Youth | $35.00 | $35.00 | $41.00 | $41.00 | $45.00 | $45.00 | $52.00 | $52.00 |
| **Go Smart** | | | | | | | | |
| Go Smart | The Go Smart fare is a pre-negotiated fare for all riders that attend a partner university, college, trade/technical school, or high school, or work at a partner employer. Participants must have an active, valid Omnitrans-compatible ID card as proof of fare. | | | | | | | |
| **Free Fares** | | | | | | | | |
| Children | Height < 46"; limit 2 free per fare-paying rider. | | | | | | | |
| Personal Care Attendant | Accompanying an ADA Rider. | | | | | | | |
| Transit Agency Employees | Omnitrans and RTA Employees and family with Employee/Family ID; OCTA, LA Metro and Foothill Transit Employees with Employee ID. | | | | | | | |
| Promotional Fares | Free or reduced fares for promotional efforts may be authorized by the Director of Marketing, the CEO/General Manager or the Board of Directors in accordance with their purchasing authority levels. Promotional fares shall be made available on a limited time basis only. Free or reduced fares cannot be provided for ongoing use by any group or organization as this would circumvent the fare policy. Special event free-ride vouchers for community organizations shall be limited to no more than two events per year. | | | | | | | |
| **Regional Transfers** | | | | | | | | |
| OmniLink Transfer | Free with a valid transfer. | | | | | | | |
| Metrolink Transfer | Free to rider; SCRRA pays one base fare for two boardings with a MetroLink ticket/pass. A one-way Metrolink ticket can be used leaving a Metrolink station. A round trip Metrolink ticket or pass may be used to/from a Metrolink station. | | | | | | | |
| RTA Transfer | Omnitrans accepts valid RTA passes as a one-ride transfer at a point of contact. RTA reciprocates for local service and a $1.50 charge for CommuterLink. | | | | | | | |
| Foothill Transit Transfer | Omnitrans accepts current valid Foothill Transit Passes as a one-ride transfer at a point of contact. Foothill Transit reciprocates. | | | | | | | |
| OCTA Transfer | Omnitrans accepts current valid OCTA Passes as a one ride transfer at a point of contact, currently only the Chino Transit Center. OCTA reciprocates. | | | | | | | |
| **Measure I Subsidy** | | | | | | | | |
| On Board S&D | $0.10 per boarding | | | | | | | |
| Outlet S&D | $0.05 per boarding | | | | | | | |

**Exhibit 152: Proposed OmniLink Fare Structure**

| | FY2013 | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 | FY2020 |
|---|---|---|---|---|---|---|---|---|
| **Cash Fares** | | | | | | | | |
| Full-Fare | $3.00 | $3.00 | $3.50 | $3.50 | $4.00 | $4.00 | $4.50 | $4.50 |
| Senior/Disability/Medicare | $1.50 | $1.50 | $1.75 | $1.75 | $2.00 | $2.00 | $2.25 | $2.25 |
| Youth | $2.00 | $2.00 | $2.50 | $2.50 | $3.00 | $3.00 | $3.50 | $3.50 |
| **10-Ticket Books** | | | | | | | | |
| Full-Fare | $27.00 | $27.00 | $31.50 | $31.50 | $36.00 | $36.00 | $40.50 | $40.50 |
| Senior/Disability/Medicare | $13.50 | $13.50 | $15.75 | $15.75 | $18.00 | $18.00 | $20.25 | $20.25 |
| Youth | $18.00 | $18.00 | $22.50 | $22.50 | $27.00 | $27.00 | $31.50 | $31.50 |
| **Free Fares** | | | | | | | | |
| Children | Height < 46"; limit 2 per fare-paying rider. | | | | | | | |
| Personal Care Attendant | Accompanying an ADA-eligible Rider. | | | | | | | |

**Exhibit 153: Proposed Access Fare Structure**

| | FY2013 | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | FY2019 | FY2020 |
|---|---|---|---|---|---|---|---|---|
| **Access Fares** | | | | | | | | |
| 1-3 Zone Cash/Ticket | $2.75 | $2.75 | $3.25 | $3.25 | $3.75 | $3.75 | $4.25 | $4.25 |
| Each Additional Zone | $1.00 | $1.00 | $1.00 | $1.00 | $1.00 | $1.00 | $1.00 | $1.00 |
| Beyond the Boundary additional fee | $5.00 | $5.00 | $5.00 | $5.00 | $5.00 | $5.00 | $5.00 | $5.00 |
| **Free Fares** | | | | | | | | |
| Personal Care Attendants | Accompanying an ADA Rider. | | | | | | | |
| Children | Height < 46"; limit 2 per fare paying riders. | | | | | | | |
| **Measure I Fare Subsidy** | | | | | | | | |
| Fare Subsidy | $0.25 per boarding | | | | | | | |

### 13.1.2 Analysis of Fare Type Use by Ethnicity

Although across the board fare changes might appear at first glance to be intrinsically fair to all riders, increases may still unduly affect minorities due to how fare types might be differentially utilized by ethnicity.

In order to determine how fare types were used by minorities versus white riders, an onboard survey (Omnitrans' Onboard Intercept Rider Survey) was performed by Redhill Group in 2011. The results of this survey's analysis of fare type use by ethnicity are reported in Exhibit 154 In the final column ("Outcome"), those transactions which need to be analyzed further are identified, while those that do not are identified as "No Disparate Impact." Note that in some of the tables results are reported as both proportion minority and proportion Low-Income/ Minority (LIM). LIM is a necessary measure used in the Environmental Justice component of Title VI analyses, but is not used as part of Service or Fare Equity analyses; proportion minority is the salient measure used in all Title VI analyses. Both are reported in triennial Title VI reports. Although both measures are reported for the purpose of completeness wherever possible here, LIM data was not always available for all surveys and tables, and proportion minority is the only necessary measure.

### 13.1.3 Analysis and Conclusion

All fixed route fares are proposed to increase according to the schedule shown previously. However, not all increases are at exactly the same rate. In planning, it is a best practice to "spread out" the increase over the different fare types as equitably as practicable, so as to minimize the effect on any single group of riders, and so that all riders can have the option to use more cost-effective fare options so as to save costs. Furthermore, the fares must be easy for making cash transactions: a $0.75 fare, for example, is easier to collect than a $0.65 or $0.70 fare. So even though the average increase for FY2015, FY2017, and FY2019 will be sixteen percent, fourteen percent, and twelve percent, respectively, particular fare types will experience increases that are either greater or lesser than these averages. Note as well that although some fare increases may appear on the face of it to be more exorbitant, e.g., Senior / Disability Cash (One Way) fare (a 25% increase), in terms of actual cost, the fare will go up from $0.60 to $0.75, or only $0.15—in all probability, a fare increase which

**Exhibit 154: Omnitrans' Onboard Intercept Rider Survey Results**

| | MINORITY (vs Fare Type Total) | Caucasian/White (vs Fare Type Total) | TOTAL | FY2015 Fare Change | FY2017 Fare Change | FY2019 Fare Change | Outcome |
|---|---|---|---|---|---|---|---|
| **Cash/Ticket Fares** | | | | | | | |
| Full-Fare | 23.4% | 18.9% | 22.5% | 16.7% | 14.3% | 12.5% | Further Analysis Follows |
| Senior/Disability/Medicare | 1.6% | 3.7% | 2.1% | 25.0% | 20.0% | 11.1% | No Disparate Impact |
| **Day Passes (Single)** | | | | | | | |
| Full-Fare | 21.2% | 15.7% | 20.0% | 25.0% | 20.0% | 12.5% | Further Analysis Follows |
| Senior/Disability/Medicare | 2.7% | 6.4% | 3.5% | 21.6% | 22.2% | 9.1% | No Disparate Impact |
| **7-Day Passes** | | | | | | | |
| Full-Fare | 6.2% | 4.7% | 5.9% | 20.0% | 11.1% | 15.0% | Further Analysis Follows |
| Senior/Disability/Medicare | 0.7% | 1.5% | 0.8% | 14.3% | 12.5% | 22.2% | No Disparate Impact |
| Youth | 3.4% | 1.2% | 2.9% | 27.3% | 7.1% | 13.3% | Further Analysis Follows |
| **31-Day Passes** | | | | | | | |
| Full-Fare | 19.1% | 19.4% | 19.2% | 17.0% | 9.1% | 15.0% | No Disparate Impact |
| Senior/Disability/Medicare | 5.9% | 14.2% | 7.7% | 17.0% | 9.1% | 15.0% | No Disparate Impact |
| Youth | 9.9% | 9.6% | 9.8% | 17.1% | 9.8% | 15.6% | No Disparate Impact |
| Other | 5.9% | 4.7% | 5.6% | | | | |
| TOTAL | 100.0% | 100.0% | 100.0% | | | | |

should be more readily absorbed.

The fare types are also not used equally by minority riders as compared to white riders, as can be seen in this exhibit. Since any fare increase which is used equally by minority riders and white riders will not demonstrate disparate impact, those increases will not need to be addressed as they are not discriminatory. However, those increases in fare types which do show difference in minority usage will need to be analyzed.

Firstly, the only fare types that show differential usage patterns by race are: Cash (Full Fare), Day Pass, Single (Full Fare), and 7-day Pass (Full Fare, and Youth). All other fare type categories show either white usage at higher rates, or no difference between minority and white usage, and therefore have no disparate impact.

Secondly, the proportionally highest fare increases are for day passes and for Seniors and Disabled (Sr/Dis). Day and One-Way (cash) fares go up 25% and 16.7%, respectively. Sr/Dis passes go up 25% (one-way, or cash) and 21.6% (Sr/Dis Day pass). 7-day Youth passes also go up (27.3%).

As is noted, many of the fares which are increased the most are not unduly discriminatory toward minorities. Sr/Dis One Way passes are bought by whites at a higher proportion than by minorities, and Sr/Dis Day Passes are also purchased at a higher proportion by whites than they are by minorities.

For the four fare types which show greater purchase on the part of minorities over whites, further analysis is in order. In each of these situations, there are mitigating options provided for all riders. In all cases, riders are left the choice to select other forms of fare passes which are less expensive, and which give consumers cost-savings by ticket purchase in bulk in the form of multiple day passes (weekly, or 7-day passes, and monthly, or 31-day passes). There is one category of the four fare types requiring further analysis in which minorities purchase passes with increased fares at a much greater proportion than whites do, and that is for Student Weekly Passes (the Youth Pass). Those youths using multiple day passes are not restricted to one- or 7-day passes, though; they always have the option to purchase 31-day Youth passes, which increase their cost savings. Also, in this case, it has been shown by survey at Chaffey College that the greatest users of the Go Smart subsidized fare passes are minority students, so minority students have this option as well.

The Go Smart program functions, in effect, as a cost-saving alternative to increased fares for the Weekly Youth Pass, and as such mitigates the effect of such fare increases. According to survey data from Chaffey College's Office of Institutional Research, out of 4,683 students (20% of the student population at Chaffey College), those most likely to participate in the Go Smart program are African American and first generation collegiate Hispanic students (29.3% of African American student population, and 27.0% of Hispanic student population, respectively). In short, although the Youth Pass fare increase will impact minorities more heavily than whites, the option exists in any case for students in schools which are part of the subsidized Go Smart program to use Go Smart, which is a very effective cost-savings means minority students can use to reduce the impact of Youth Pass cost fare increase. Further, this category still provides a reduced fare over full fare passes.

### 13.1.4 OmniLink Service

OmniLink is an alternative curb-to-curb dial-a-ride service which Omnitrans has offered over the years to two communities: Chino Hills and Yucaipa. This was done because the residential densities of the more rural portions of both communities did not support traditional fixed route transit service. It was felt at the time that a type of dial-a-ride service using smaller coaches on more narrow thoroughfares might better fulfill the communities' transit needs. Since then, Omnitrans has added local OmniGo circulator services to these communities in the form of Routes 365 (Chino Hills) and Routes 308/309, and 310 (Yucaipa). Subsequently, these circulator routes have served and met the needs of the great

**Exhibit 155: Percentage of Minority Residents in Omnitrans' Service Area by City**

| CITY | Total 2010 Population | Number "White, Non-Hispanic" | Percentage "White, Non-Hispanic" | Proportion (%) Minority | Number Minority |
|---|---|---|---|---|---|
| **SAN BERNARDINO COUNTY** *(2011)* | **2,035,210** | **677,598** | **33.3%** | **66.7%** | **1,357,612** |
| **Within one-half mile of any service** | **1,253,669** | **307,119** | **24.5%** | **75.5%** | **946,550** |
| **Chino Hills** | **75,000** | **25,050** | **33.4%** | **66.6%** | **49,950** |
| **Yucaipa** | **51,000** | **33,609** | **65.9%** | **34.1%** | **17,391** |

majority of OmniLink riders, and now, due to OmniLink's very high cost for continued service, it is necessary either to increase OmniLink fares or eliminate OmniLink service. It is proposed that OmniLink service be discontinued to these two communities; in lieu of that, it is proposed that the fares for OmniLink be increased.

A view in Exhibit 155 of the population and ethnic demographics of these two communities compared to that of the county and Omnitrans' service area as a whole reveals that OmniLink fare changes do not adversely impact the minority community.

As can be seen, neither community possesses a minority proportion which is greater than that of the county or of Omnitrans' service area, as defined by the one-half mile buffer surrounding all fixed route service. The percentage of minority residents in San Bernardino County is 66.7%, and the percentage of minorities for our service area is 75.5%; at the same time, the proportion of minority residents for Chino Hills if 66.6%, and for Yucaipa is 34.1%. For this reason, Omnitrans' actions in either increasing fares for or eliminating OmniLink service does not constitute disparate treatment or disparate impact towards minority riders.

To conclude, Omnitrans must increase fares over the next five years. This translates to three fare increases from FY2015 to FY2020. Although fares do increase across the board, survey analysis of our ridership shows that minority riders are not unfairly affected in terms of either disparate treatment or disparate impact.

## 13.2 Service Equity Analysis

Omnitrans has proposed a restructuring of some service within the OmniConnects FY2015-2020 Short Range Transit Plan. This follows a period of very limited to no change in its fixed route service since FY2010. Fundamentally, proposed changes to service follow these general trends:

- Straightening of north-south-oriented routes, especially in the West Valley, which have long been needed and requested by our riders;
- Consolidation and streamlining of service and connections between major trip generators by increasing more productivity-oriented routing, reducing duplicative service, and strengthening key east-west connections to the new sbX Green Line;
- Creating direct connections between Chaffey College and Fontana, and between Fontana and Yucaipa; and,
- Changing frequencies of a few routes based on historical performance compared to established standards in order to increase the overall productivity of Omnitrans' service.

A summary of the proposed major alterations is shown in Exhibit 156 and Exhibit 157 gives those routes which will undergo physical or alignment change primarily. Exhibit 157 shows those routes which will undergo frequency changes exclusively.

**Exhibit 156: Proposed Physical Route Changes**

| ROUTE | PROPOSED SERVICE CHANGE (Alignment) | EFFECT |
|---|---|---|
| **2** | **CHANGES COINCIDE WITH sbX.** | **Equity Analysis already performed in 2013** |
| 5 | Change (straightening) of alignment to run along Waterman | Improve productivity and On-Time performance, decrease "meander" |
| **7** | **CHANGES COINCIDE WITH sbX.** | **Equity Analysis already performed in 2013** |
| 8 | Route proposed to be shortened, split into long (8 West) and short (8 East) portions | 8 East (short) section will be 60 minutes; 8 West (long) will run at 30 minute frequency. Adds 2 buses weekdays. |
| 9 | Route proposed to be eliminated; portions of route will be picked up by a newly rebuilt Route 19 (which will include elements of 9 on Barton and 5 on Waterman). | Route Elimination; consolidated into Route 19; increased frequency of service on weekends. |
| 19 | Proposed to rebuild route as a longer route incorporating portions of routes 9 and 19, to extend from Fontana to Yucaipa and back. | Route to be rebuilt, lengthened, consolidate elements of routes 9 and 19. Will add 2 buses to weekday service. |
| 22 | Larger turnaround loop at southern EOL of route eliminated to reduce duplicated service. | Slight change in alignment to shorten EOL terminus to Arrowhead Regional Medical Center. |
| 63 | Route proposed to align more directly along Mountain, where there are more riders (in effect, covers a portion of Route 67) | Realignment along Mountain; adds 1 bus to service. |
| 65 | Numerous alignment changes and frequency changes; elimination of redundant service; better service along Central Avenue; aligns frequency better with ridership demand. | Adds 4 buses to weekday service; increases weekday frequency. Adds one bus each day on weekends. New alignment to make route more productive and efficient. |
| 67 | Proposed to shorten route to end at Chaffey College; alignment will have better EOL with higher ridership. | Saves 1 bus; no change in frequency, but shorter route spatially. Connects Fontana to Chaffey College with direct service. |
| 68 | Route realigned to better meet ridership needs; lower ridership-demand Ramona Avenue section now has lower but more appropriate frequency. Frequency reduced from 30 minutes to 60 minutes on weekdays, number of buses saved. | Saves 1 bus each on Saturdays and Sundays; saves five buses on weekdays; frequency reduced on weekdays. |
| 80 | Realignment on western portion of route removes redundant service from Holt westward, makes route more efficient. New end of line at Ontario Civic Center Transfer Station. | Realignment saves 1 bus weekdays. |
| 81 | Route will be realigned to incorporate elements of routes 81 and 82; route made less circuitous and more direct; efficiency increased, frequency not changed. | Change in length and alignment of route; no change in frequency or number of buses. |
| 82 | Route shortened and realigned from Commerce to Milliken; EOL expanded to turnaround serving Victoria Gardens directly (replaces route 81 there). | Route realigned; adds 1 bus on weekdays; no frequency changes. |
| 83 | Route realigned to reduce number of turns in southern part, is made straighter and more efficient, and better serves Chaffey College Chino campus. | Realignment, but no change in bus number or in frequency of service. |
| 84 | New weekday route proposed incorporating elements of the old Route 81 (which will not remain with that more streamlined alignment) and Route 63. | New route to cover what was shed from Routes 81 and 63; requires adding 2 buses on weekdays. |

**Exhibit 157: Proposed Frequency Changes**

| ROUTE | PROPOSED SERVICE CHANGE (Frequency) | EFFECT |
|---|---|---|
| 3 | Increase frequency from 15/20 minute to 15 minute service | Add 1 bus to service; Frequency increase |
| 4 | Increase frequency from 15/20 minute to 15 minute service | Add 1 bus to service; Frequency increase |
| 20 | Due to poorest performance of all fixed routes, proposed to reduce frequency from 30 minutes to 60 minutes. | Saves 1 bus and reduces frequency |
| 215 | Frequency increased for weekends from 60 minute to 30 minute service to meet rider demand. | Change in frequency on weekends adds one bus on Saturdays and Sundays. |

### 13.2.1 Title VI Compliance of Routes Prior to Proposed Changes

Low-Income / Minority (LIM) and Minority proportions for populations associated with all routes were determined for each fixed route during the last Title VI update. This determination was done as part of the 2012 Title VI Triennial update, or shortly subsequent to that, as the route came into being, e.g., Route 310 in Yucaipa and the new sbX (both determined on or before 2013, the sbX route determined as part of the Service Equity analysis performed in the fall of 2013 and approved by the Board in January of 2014, six months prior to start of full revenue service). The determination was accomplished by analysis of the demographic character of the region(s) within the one-half mile pedestrian buffers surrounding each route. In doing so, the demographic character of each route was determined, and could be compared to that of the service area as a whole, and to what changes would be proposed to the individual routes in the future. Exhibit 158 shows both the minority and the LIM proportion of the population by route.

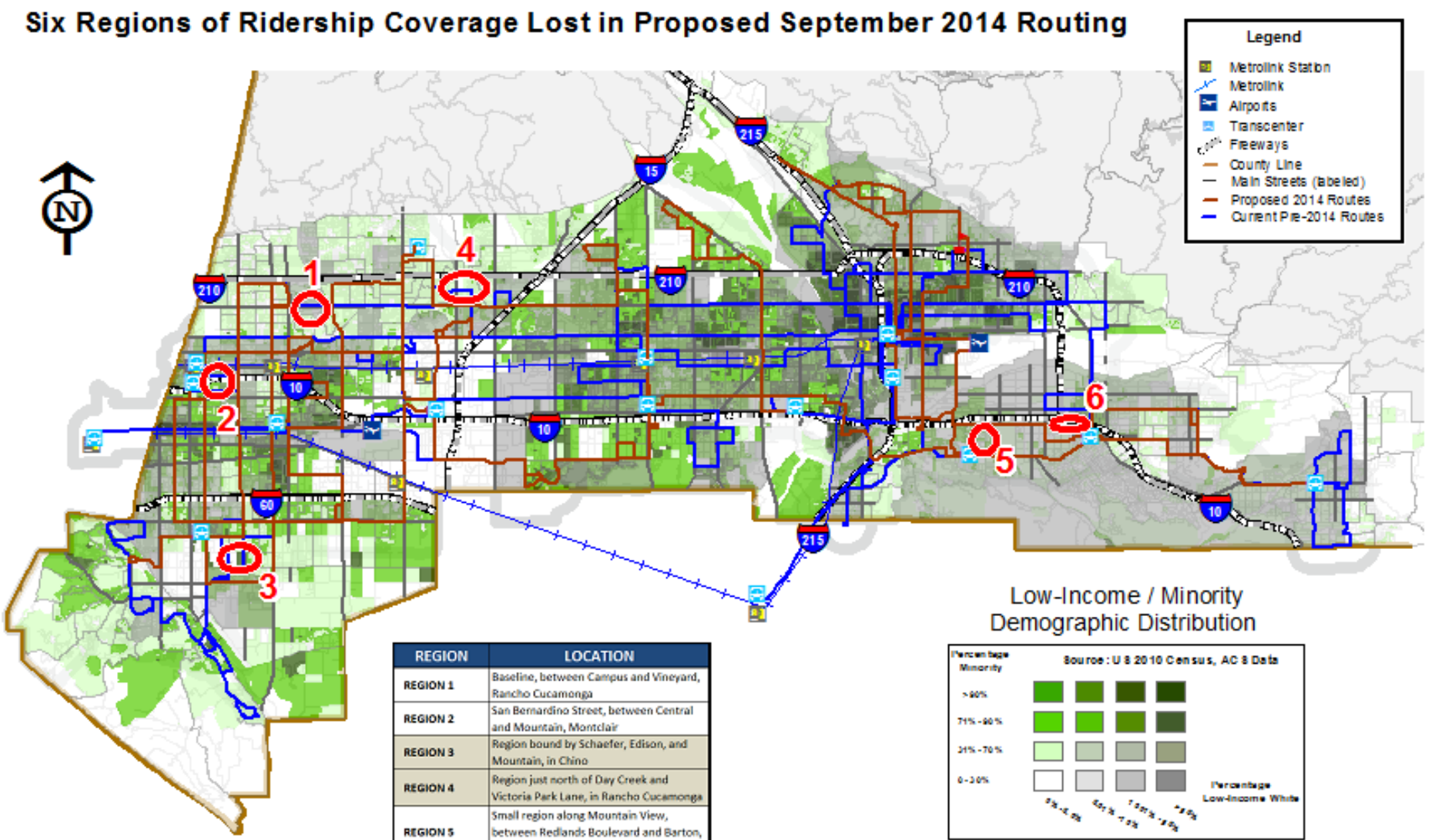
### 13.2.2 Analysis of Route Demographics I: Lost Service

The proposed changes to the fixed routes do not appreciably change the basic contours or expanse of the service area overall. Even though there is some consolidating of routes, there are very few areas that are overtly affected in the sense that they have entirely lost service. Exhibit 159 shows those regions of the service area where route lines no longer run along streets they had previously. There are a total of only six regions in Omnitrans' service area which have had a section of route removed, and they are numerically identified and circled in red. Of these six regions, two (Regions 5 and 6) are covered by at least one other fixed route at a one-half mile pedestrian distance, and so they do not lose service; the removal of a section of route in these cases does not constitute lost service. However, Regions 1 through 4 are not covered by at least one fixed route at a one-half mile pedestrian distance. As such, only those four areas need to be addressed in terms of lost service.

**Exhibit 158: Low-Income/Minority (LIM) Determination by Route**

| Region: | % Minority | Percentage LIM |
|---|---|---|
| **Countywide** | **66.7%** | **70.0%** |
| | | |
| **Omnitrans' Service Area** | 75.5% | **77.6%** |
| **1** | 86.7% | 90.0% |
| **2** | 77.4% | 81.4% |
| **3** | 83.7% | 87.9% |
| **4** | 83.7% | 87.9% |
| **5** | 79.7% | 83.8% |
| **7** | 76.1% | 79.0% |
| **8** | 63.7% | 67.1% |
| **9** | 58.2% | 61.2% |
| **10** | 90.9% | 92.2% |
| **11** | 88.6% | 90.9% |
| **14** | 89.8% | 91.7% |
| **15** | 82.4% | 84.6% |
| **19** | 80.7% | 82.9% |
| **20** | 90.5% | 92.0% |
| **22** | 86.3% | 87.6% |
| **29** | 84.8% | 87.4% |
| **61** | 88.2% | 89.8% |
| **63** | 80.1% | 81.4% |
| **65** | 78.8% | 80.2% |
| **66** | 72.7% | 75.0% |
| **67** | 66.7% | 68.4% |
| **68** | 72.4% | 74.5% |
| **80** | 72.1% | 74.0% |
| **81** | 73.2% | 74.7% |
| **82** | 84.0% | 84.5% |
| **83** | 73.6% | 74.4% |
| **215** | 82.0% | 83.9% |
| **308/309** | 37.6% | 39.2% |
| **310** | 35.0% | 37.5% |
| **325** | 64.2% | 66.8% |
| **365** | 71.9% | 73.3% |
| **sbX (Green Line)** | 76.1% | 79.1% |

**Exhibit 159 : Regions with Service Reductions**




| REGION | LOCATION |
|---|---|
| REGION 1 | Baseline, between Campus and Vineyard, Rancho Cucamonga |
| REGION 2 | San Bernardino Street, between Central and Mountain, Montclair |
| REGION 3 | Region bound by Schaefer, Edison, and Mountain, in Chino |
| REGION 4 | Region just north of Day Creek and Victoria Park Lane, in Rancho Cucamonga |
| REGION 5 | Small region along Mountain View, between Redlands Boulevard and Barton, in Loma Linda |
| REGION 6 | Small area along Colton Avenue in Redlands, between Alabama and Orange Streets. |

In these cases, all but one falls below the threshold for Title VI. This would be Region 2, where the realignment of Route 80 affects Palo Verde Street in Montclair; in this case, the realignment away from Palo Verde is warranted because the new alignment seeks to eliminate redundancy from Holt Boulevard to the Montclair Transit Center (MTC) along a section of Route 80 which has never consistently met service standards for ridership or farebox recovery. Realignment offers a new and long-requested way to connect riders in Ontario with the important trip generator at Chaffey College. As the proportion of minorities within this region is 74.8%, and that within Omnitrans' service area is 75.5%, this realignment does not impose either disparate treatment or disparate impact.

Analysis in depth of the four identified regions follows.

**BASELINE SECTION** Baseline Between Campus and Vineyard

This section is found along a short stretch of Baseline between Campus on the west (served by Routes 63 and 83) and Vineyard / Carnelian on the east (served by Route 80—see the region in dashed yellow outline in Exhibit 161). This section will be lost due to the shortening of Route 67 and

Exhibit 161: Baseline between Campus & Vineyard

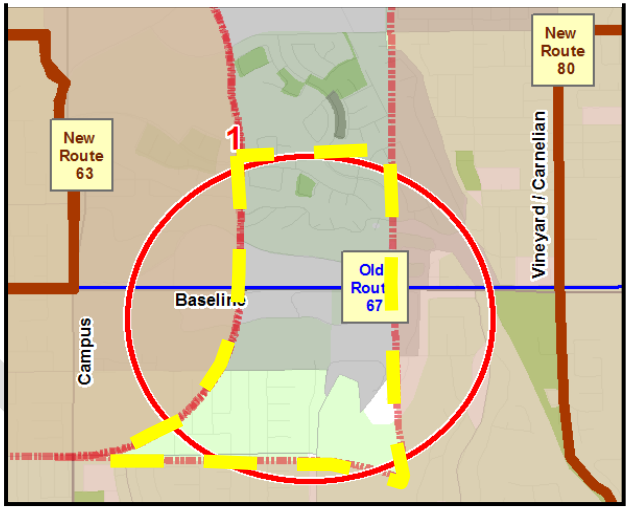


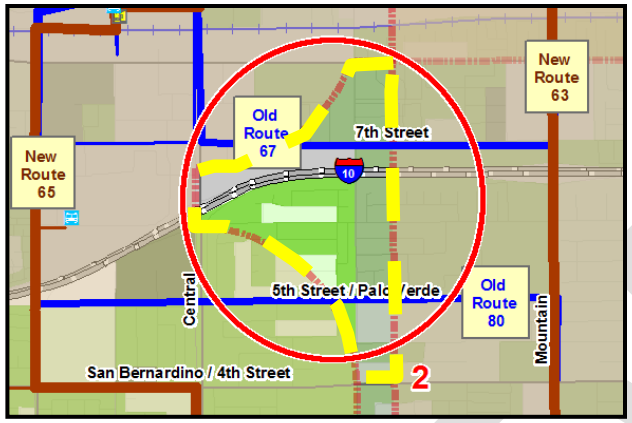

Exhibit 160: Analysis of Lost Sections within the 2014 Service Area

| REGION | ROUTE SECTION LOST Within 1/2-Mile Pedestrian Buffer | Total Population | Total Whites (Tot Pop - Minorities) | Low Income Whites | Minorities | % Minorities | Total LIM | % LIW of LIM | % LIM |
|---|---|---|---|---|---|---|---|---|---|
| **COUNTYWIDE** | | 2,035,210 | 677,598 | 67,850 | 1,357,612 | **66.7%** | 1,425,462 | 4.8% | **70.0%** |
| **Omnitrans' Service Area (One-half Mile of Any Fixed Route Service)** | | 1,253,669 | 307,119 | 26,669 | 946,550 | **75.5%** | 973,219 | 2.7% | **77.6%** |
| **1** | **BASELINE SECTION, RANCHO CUCAMONGA** | 5,231 | 2,877 | 248 | 2,354 | **45.0%** | 2,602 | 9.5% | **49.7%** |
| **2** | **PALO VERDE STREET, 7th STREET; MONTCLAIR** | 4,695 | 1,183 | 202 | 3,512 | **74.8%** | 3,714 | 5.4% | **79.1%** |
| **3** | **SCHAEFER, EDISON, MOUNTAIN AREA, CHINO** | 6,294 | 1,996 | 83 | 4,298 | **68.3%** | 4,381 | 1.9% | **69.6%** |
| **4** | **NORTH OF DAY CREEK AND VICTORIA PARK, RANCHO CUCAMONGA** | 4,349 | 1,885 | 18 | 2,464 | **56.7%** | 2,482 | 0.7% | **57.1%** |

other routes' realignment. However, the percentage of minorities living in this area is 45% which is well below the proportion for our service area (75.5%). This realignment does not impose disparate treatment or disparate impact.

- **BETWEEN PALO VERDE AND 7th STREETS** Section between Palo Verde/5th Street and 7th Street, Montclair.

Exhibit 162: Region between Palo Verde and 7th Streets

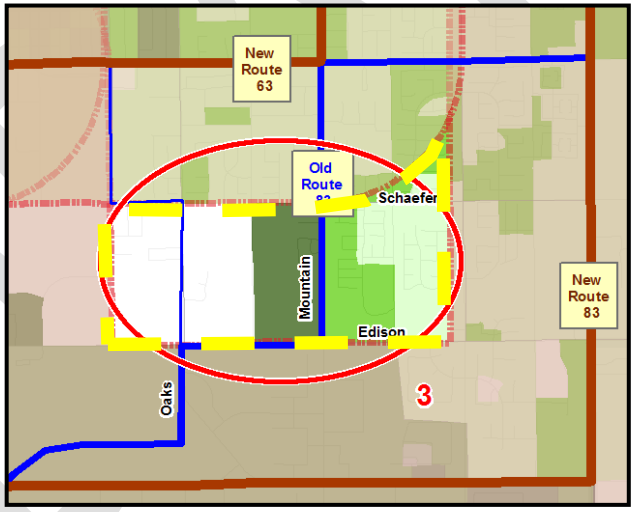



This section, which lies between Central on the West and Mountain on the East (see dashed yellow outline in Exhibit 162), is an area marked by the corner of Central Ave. and San Bernardino Street, and the half-mile pedestrian walking distance which extends north-easterly from this corner up to and just north of the I-10 Freeway. Service from the old Route 80 was realigned here.

Route 80 has not met standards for a significant period of time (ridership in terms of passengers per hour has not met standard for a year, and farebox recovery ratio for the route has not met standard for two years). Realignment of this route seeks to improve route performance in order to meet these standards, and offers a new way to connect riders in Ontario with Chaffey College, which is something that riders have requested for a long time. As the proportion of minorities within this region is 74.8%, and that within Omnitrans' service area is 75.5%, this realignment does not impose either disparate treatment or disparate impact.

- **SCHAEFER, EDISON, and MOUNTAIN STREETS SECTION** Along a section of these three streets in Chino.

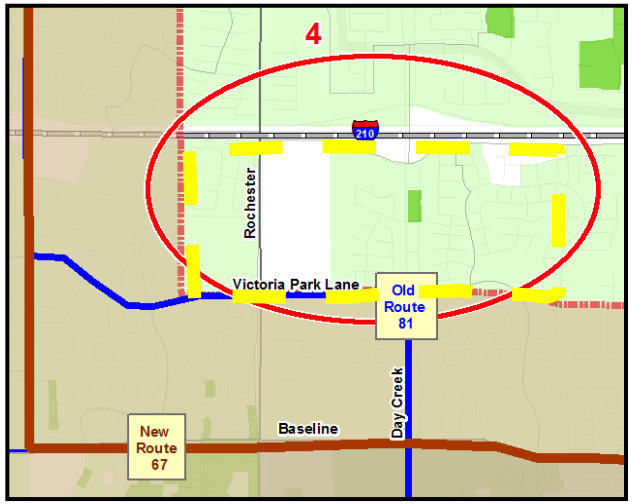
Exhibit 163: Schaefer, Edison, and Mountain Streets




This section is found in the interior region defined by the streets of Schaefer, Mountain, Edison, and Oaks, and bound outside of that by the half-mile pedestrian walking areas around the routes 63 and 83 (see dashed yellow outline in Exhibit 163). A roughly 1.25 x 0.5 mile (0.63 square mile) area in this interior faces a service reduction with the new route alignments. This region is marked by 68.3% minority residents, which falls under the proportions for our service area overall of 75.5% minority. The new alignment does not impose disparate treatment or disparate impact.

- **NORTH OF DAY CREEK AND VICTORIA PARK, RANCHO CUCAMONGA** A section bounded by Victoria Park (south) and the 210 Freeway (north).

Exhibit 164: Day Creek and Victoria Park




This area lies roughly south of the 210 freeway and north of Victoria Park Lane in Rancho Cucamonga, and before the realignment of Route 81, was part of that route's former half-mile pedestrian walking area which is no longer covered by the half-mile walking area associated with the new Route 67 (see dashed yellow outline in Exhibit 164). In this area, the percentage of

residents which are minorities is 56.7%; this is below that of our service area, which is 75.5% minority. This realignment does not impose disparate treatment or disparate impact.

### 13.2.3 Analysis of Route Demographics II: Frequency of Service Changes

OmniConnects realigns Routes 65 and 68 both in terms of route map and service frequency. The goal of the alignment is to match the highest performing parts of these partially parallel routes with the higher frequency service and the lower performing parts with the lower frequency service. In doing so the routes combined will perform better compared to standard and improve service for the slightly more minority populated region.

Route 68 will have service frequency reduced from 30-minute to 60-minute service along Ramona Avenue. The resources from Route 68 are transferred to Route 65 along the parallel Central Avenue, which will have its frequency increased to 30-minute service from 60-minute. For the stretch along Central Avenue there has been much higher ridership than along Ramona, and this is recognized by increasing frequency of service from 60-minutes to 30-minutes for this route. These two stretches (Ramona and Central) do not have appreciably different demographic profiles in terms of minority or LIM residents. As well, their percentages of minority or LIM residents are greater than that for Omnitrans' service area as a whole, as shown in Exhibit 165. The only thing that changes is their frequencies of service, which are simply switched with each other's. This realignment and frequency change does not impose disparate treatment or disparate impact, as respective minority shares are essentially identical (see also Exhibit 172).

Four additional routes will have frequencies changed without accompanying realignment. Routes 3 and 4 (converses of each other—they are the same route run clockwise and counterclockwise) will have their frequencies increased. Route 3/4 minority share is 83.7% and its LIM share is 87.9%, both shares of which are greater than the same measures for either the County as a whole or Omnitrans' service area. The increase in service advantageously improves service offering for this predominantly LIM community.

Route 215 will have its weekend frequency increased as well to meet increasing ridership demand on weekends. The improvement is proposed because the route has more than 40 passengers per hour and for a freeway express route is occasionally exceeding its load factor standard of 1.0. The routes' proportion of minority residents within one-half mile buffer is 82.0%, and its LIM proportion is 83.9%, both of which exceed what is found for both the County as a whole and for Omnitrans' service area; as a result, increasing service frequency is, in fact, a boon for the higher minority resident base served by this route.

The only one of the four routes whose frequency will be reduced from 30-minute to 60-minute service will be Route 20. This route's demographic profile (90.5% minority and 92% LIM) represents a greater percentage of both minority and LIM residents than that found overall in Omnitrans' service area. As such, this frequency change was carefully evaluated within the Title VI context.

The recommendation to reduce service on Route 20 is a direct result of years of low ridership. Route 20 is the poorest performing route in terms of passengers per hour of all 30-minute routes in Omnitrans' service area, and has been for a long

**Exhibit 165: Analysis of Areas with Frequency Changes within the 2014 Service Area**

| REGION | ROUTE SECTION LOST Within 1/2-Mile Pedestrian Buffer | Total Population | Total Whites (Tot Pop - Minorities) | Low Income Whites | Minorities | % Minorities | Total LIM | % LIW of LIM | % LIM |
|---|---|---|---|---|---|---|---|---|---|
| **COUNTYWIDE** | | 2,035,210 | 677,598 | 67,850 | 1,357,612 | **66.7%** | 1,425,462 | 4.8% | **70.0%** |
| **Omnitrans' Service Area (One-half Mile of Any Fixed Route Service)** | | 1,253,669 | 307,119 | 26,669 | 946,550 | **75.5%** | 973,219 | 2.7% | **77.6%** |
| **ALONG RAMONA** | | 43,363 | 7,989 | 1,525 | 35,374 | **81.58%** | 36,899 | 4.13% | **85.09%** |
| **ALONG CENTRAL** | | 49,109 | 8,932 | 1,913 | 40,177 | **81.81%** | 42,090 | 4.55% | **85.71%** |

time. The primary reason for this poor performance is the southern half of the route lies within the walking standard of Route 61, which is one of Omnitrans highest frequency and highest performing routes. Residents in the area are choosing to use Route 61, instead of waiting for the lower frequency Route 20. As a result, Omnitrans proposes to shift the resources from Route 20 to allow for the improvements to frequency on Route 3/4, which also serves a high LIM population but without as much service duplication.

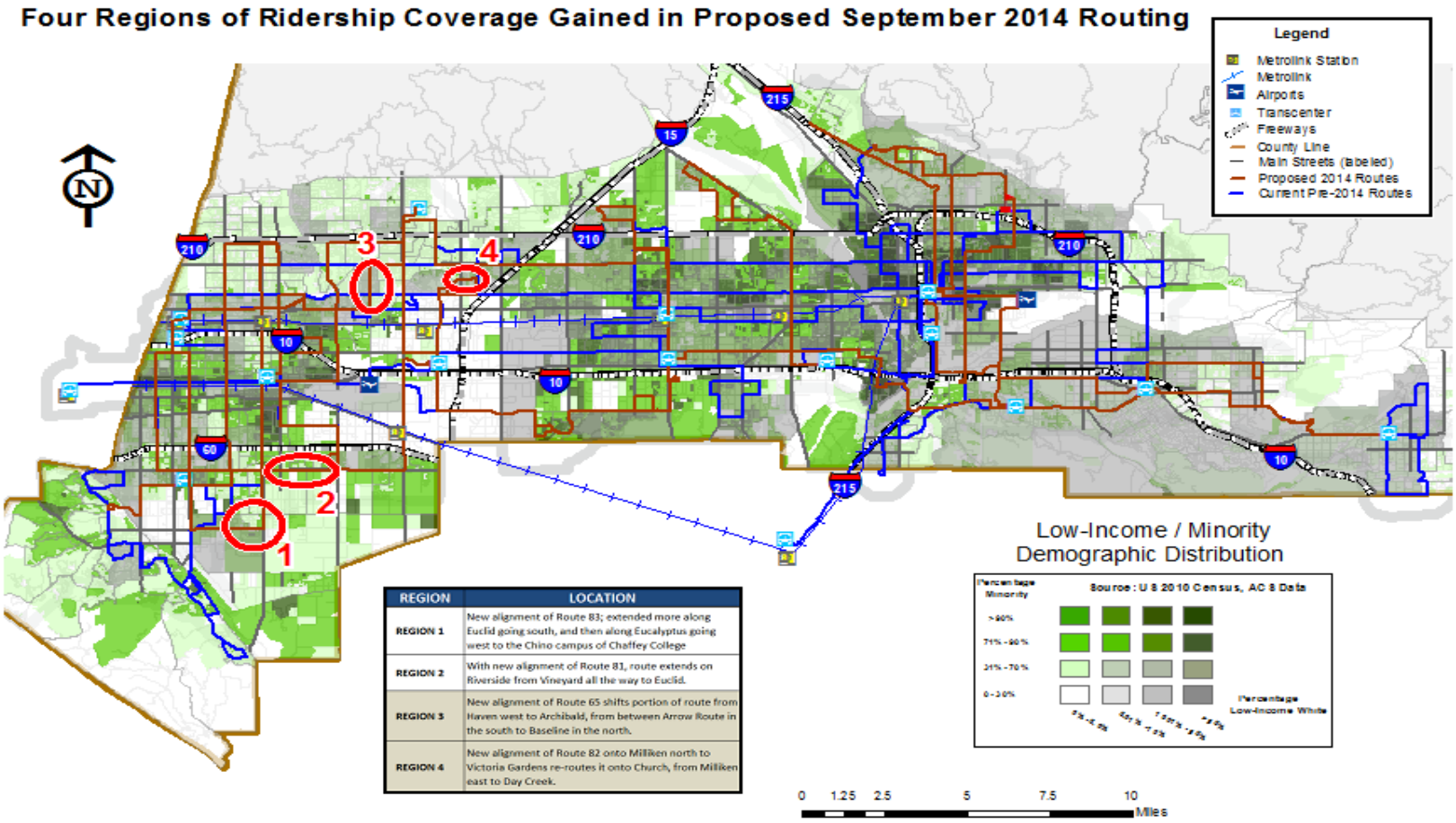
With this said, the proposed change to Route 20 is not a route elimination as the riders will still be served. There is no disparate treatment as the same standards are applied to Route 20 as to other routes.

### 13.2.4 Analysis of Route Demographics III: New Service, Increased Frequency of Service

Accompanying the alignment and frequency changes for some routes, there will be additions made to four specific sections of Omnitrans' service area. Four regions were identified wherein Omnitrans gains service coverage by realignments; these were a result of the overarching strategy to increase and modify long-requested north-to-south corridor service to feed into the successful east-west running routes 61, 66, and 67, all in the West Valley.

In all cases, residents had either requested new routing, or demographic and/or ridership data suggested a local need, or there was an unmet need in connecting riders to a new major trip generator, or there was a noticeable gap in service along a corridor which could be fixed by reducing

Exhibit 166: Regions of Ridership Coverage Gained in 2014 Service Area



redundant service along adjacent corridors. In cases such as these, the areas served may have lower proportions of minority residents which have already been served by the route being realigned. As such, demographic comparisons in these cases should be made to original route alignments and not to the service area overall.

The four gains made in service are shown in Exhibit 166. Exhibit 167 shows the demographic characteristics within ½ mile walking distance of the route before and after the proposed change, compared to the overall service area and county. Owing to the fact that these are routes that have originally served portions of our service area which have lower proportions of minority residents, comparisons are made to pedestrian buffers about the original route as well, as seen in Exhibit 167.

The differences between route minority demographics are illustrated in the following table (Exhibit 168), where the demographic makeup of the cities the routes fall within is shown. These data illustrate an important point: namely, that different cities have different minority shares, and the routes that serve them must also share those respective demographic characteristics. For this reason, it is important not always to compare the demographics of a proposed change to that of the service area, but to the demographic character of the region the route originally served, as shown in Exhibit 168.



**Exhibit 167: Demographic Analysis of Regions Gained in 2014 Service Area**

| REGION | ROUTE SECTION GAINED Within 1/2-Mile Pedestrian Buffer | ROUTE EFFECTED | Total Population | Total Whites (Tot Pop - Minorities) | Low Income Whites | Minorities | % Minorities | Total LIM | % LIW of LIM | % LIM |
|---|---|---|---|---|---|---|---|---|---|---|
| **COUNTYWIDE** | | **NA** | 2,035,210 | 677,598 | 67,850 | 1,357,612 | **66.7%** | 1,425,462 | 4.8% | **70.0%** |
| **Omnitrans' Service Area (One-half Mile of Any Fixed Route Service)** | | **ALL** | 1,253,669 | 307,119 | 26,669 | 946,550 | **75.5%** | 973,219 | 2.7% | **77.6%** |
| **1** | **ALONG EUCLID AND EUCALYPTUS, CHINO** | **83** | 4,216 | 1,115 | 127 | 3,101 | **73.6%** | 3,228 | 3.9% | **76.6%** |
| **2** | **RIVERSIDE DRIVE, FROM VINEYARD TO EUCLID, SOUTHERN ONTARIO to CHINO** | **81** | 6,191 | 1,682 | 75 | 4,509 | **72.8%** | 4,584 | 1.6% | **74.0%** |
| **3** | **ALONG ARCHIBALD FROM ARROW TO BASELINE, RANCHO CUCAMONGA** | **65** | 17,309 | 7,401 | 677 | 9,908 | **57.2%** | 10,585 | 6.4% | **61.2%** |
| **4** | **ALONG CHURCH, FROM MILLIKEN TO DAY CREEK, RANCHO CUCAMONGA** | **82** | 5,105 | 1,784 | 43 | 3,321 | **65.1%** | 3,364 | 1.3% | **65.9%** |
| **COMPARATIVE ROUTE BUFFER DEMOGRAPHICS** | | | | | | | | | | |
| **1** | **ROUTE 83** | | 89,510 | 23,660 | 764 | 65,850 | **73.6%** | 66,614 | 1.1% | **74.4%** |
| **2** | **ROUTE 81** | | 93,418 | 25,005 | 1,405 | 68,413 | **73.2%** | 69,818 | 2.0% | **74.7%** |
| **3** | **ROUTE 65** | | 52,472 | 11,099 | 693 | 41,373 | **78.8%** | 42,066 | 1.6% | **80.2%** |
| **4** | **ROUTE 82** | | 96,228 | 15,442 | 486 | 80,786 | **84.0%** | 81,272 | 0.6% | **84.5%** |

Exhibit 168: Proportion and Number of Minorities in Omnitrans' Service Area by City

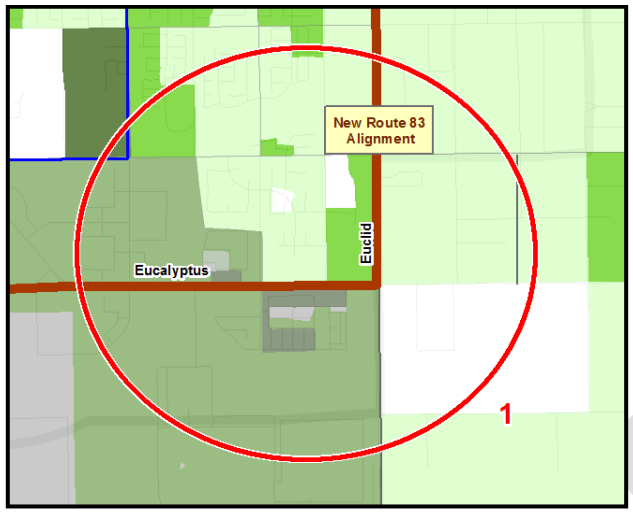
| CITY | Total 2010 Population | Number "White, Non-Hispanic" | Percentage "White, Non-Hispanic" | Proportion (%) Minority | Number Minority |
|---|---|---|---|---|---|
| Chino | 78,000 | 21,684 | 27.8% | 72.2% | 56,316 |
| Chino Hills | 75,000 | 25,050 | 33.4% | 66.6% | 49,950 |
| Colton | 52,000 | 6,760 | 13.0% | 87.0% | 45,240 |
| Fontana | 196,000 | 30,184 | 15.4% | 84.6% | 165,816 |
| Grand Terrace | 12,000 | 5,568 | 46.4% | 53.6% | 6,432 |
| Highland | 53,000 | 16,324 | 30.8% | 69.2% | 36,676 |
| Loma Linda | 23,000 | 8,510 | 37.0% | 63.0% | 14,490 |
| Montclair | 37,000 | 5,328 | 14.4% | 85.6% | 31,672 |
| Ontario | 164,000 | 29,848 | 18.2% | 81.8% | 134,152 |
| Rancho Cucamonga | 165,000 | 70,455 | 42.7% | 57.3% | 94,545 |
| Redlands | 69,000 | 37,260 | 54.0% | 46.0% | 31,740 |
| Rialto | 99,000 | 12,474 | 12.6% | 87.4% | 86,526 |
| San Bernardino | 210,000 | 39,900 | 19.0% | 81.0% | 170,100 |
| Upland | 74,000 | 32,708 | 44.2% | 55.8% | 41,292 |
| Yucaipa | 51,000 | 33,609 | 65.9% | 34.1% | 17,391 |
| **Average or SUM** | 1,358,000 | 375,662 | 27.7% | 72.3% | 982,338 |
| Contribution of Unincorporated Areas | 126,000 | 41,202 | 32.7% | 67.3% | 84,798 |
| **Base Population for Service Area** | 1,484,000 | 416,864 | 28.1% | 71.9% | 1,067,136 |
| | | | | | |
| **SAN BERNARDINO COUNTY** *(2011)* | 2,035,000 | 665,445 | 32.7% | 67.3% | 1,369,555 |

** NOTE: These data are derived with consideration of Whites, Not Hispanic numbers. These are the **true** minority count and proportion data. Minority, then, is defined as total population minus "White Alone (not Hispanic or Latino)". By default, all not "white alone" equal "minority". Data obtained for county and by city from State and County QuickFacts, U.S. Census Bureau online (http://quickfacts.census.gov/qfd/states/06/06071.html); data is for the years 2010 or 2011.*

The four regions are examined in detail, following:

- **ALONG EUCLID AND EUCALYPTUS, CHINO** New alignment of Route 83, extended more along Euclid going south, and then along Eucalyptus going west to the Chino campus of Chaffey College.

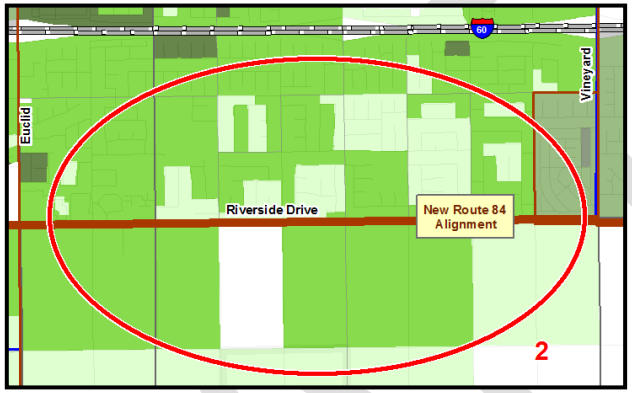
Exhibit 169: Along Euclid and Eucalyptus




This alignment makes the route more efficient, as it reduces unnecessary turns (Exhibit 169). It serves much the same area outside of the Chino campus of Chaffey College, and utilizes the newly opened section of Eucalyptus (College Parkway) which was built to serve the campus itself. The demographics of this region do not greatly differ from those of the original alignment of Route 83 (73.6% minority to 73.6% minority). This realignment does not impose disparate treatment or disparate impact.

- **RIVERSIDE, FROM VINEYARD TO EUCLID, SOUTHERN ONTARIO to CHINO** Extends route on Riverside Drive from Vineyard to Euclid.

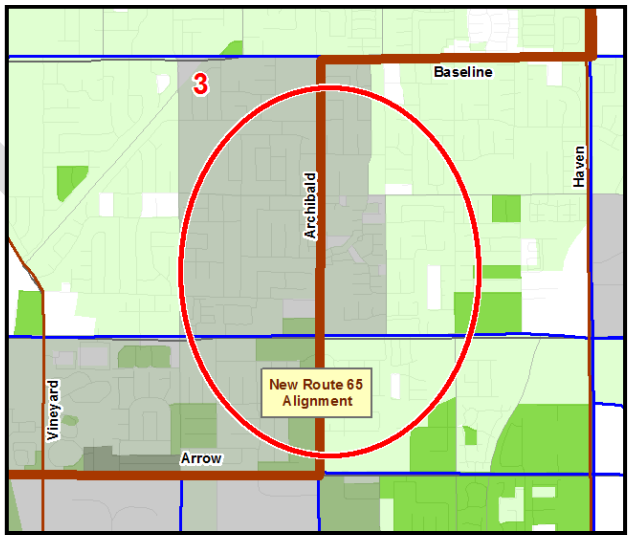
Exhibit 170: Along Riverside Drive from Euclid to Vineyard




With this new alignment of part of old Route 81 (which is renamed the new Route 84), the route extends along Riverside Drive from Vineyard all the way to Euclid and makes a more direct connection that did not exist before (see Exhibit 170). The demographics of this buffer region do not greatly differ from that which existed for the route (Route 81, that is) before realignment and creation of the new Route 84 (72.8% minority in the new area versus 73.2% for the buffer around the old Route 81). This realignment does not impose disparate treatment or disparate impact.

- **ALONG ARCHIBALD FROM ARROW TO BASELINE, RANCHO CUCAMONGA** New alignment of Route 65 shifts a portion of route from Haven to Archibald, from between Arrow Route in the south to Baseline in the north.

Exhibit 171: Archibald from Arrow to Baseline




The demographic character of this route differs significantly from the old Route 65, but this is due to the fact that the new alignment of the route incorporates large chunks of other routes, too (Exhibit 171). A direct comparison here of the new alignment of Route 65 to the old Route 65 alignment is not entirely fair, as the route has undergone extensive change—so much so, that it is almost of a different demographic character from the old route.

The original route 65 remained in Chino and Montclair primarily, and did not venture north of the Montclair Transit Center. In its new iteration, the latest alignment nearly doubles the route's length, and extends it farther north into cities which have very different demographics. As such, a fairer comparison might be to routes that serve Upland and Rancho Cucamonga more. Furthermore, the alignment along this section of Archibald was to remedy a different sort of situation: both Vineyard and Haven have other routes traversing them, and in order to connect to Chaffey College (the major end-of-line trip generator), the route would have to traverse either of those thoroughfares, or along Archibald, which was not being served at all.

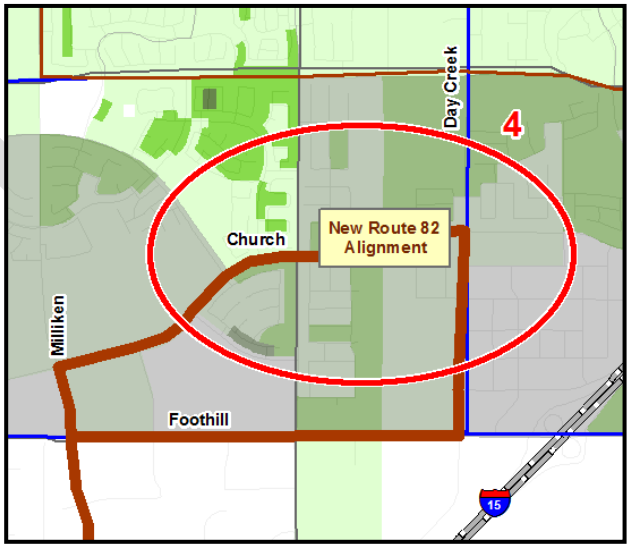
By designing the alignment to traverse along Archibald, any unmet need is served, albeit for a portion of the community with greater numbers of low-income white (and fewer minority) residents. Vineyard and Haven remain served by other routes, an unmet need is resolved, and redundancy of service (especially along Haven) is reduced. In terms of demographic comparisons, Rancho Cucamonga has 57.3% minority, while within the buffer region of this section of Route 65, there are 57.2% minorities, which is essentially indistinguishable from Rancho Cucamonga overall.

A further comparison can be made between pedestrian buffers about the old combination of routes 65 and 68 versus the new combination of routes 65 and 68; this was done, and the results determined that there was essentially no difference demographically between the old and new pedestrian buffers, as shown in Exhibit 172:

As can be seen, both buffers have 73.1% minority. Therefore, this realignment does not impose disparate treatment or disparate impact.

- **ALONG CHURCH, FROM MILLIKEN TO DAY CREEK, RANCHO CUCAMONGA** New alignment of Route 82 onto Milliken north to Victoria Gardens to better serve the environs around this trip generator.

**Exhibit 173: New Victoria Gardens Routing**




For a long time, better service to Victoria Gardens had been requested by riders. This alignment of Route 82 onto Milliken north to Victoria Gardens re-routes it onto Church, from Milliken east to Day Creek, and seeks to address that long unmet need: namely, serving Victoria Gardens directly, and directing ridership to this important trip generator

**Exhibit 172: Demographic Analysis of Pedestrian Buffers for Old and New Routes 65 and 68**

| ROUTE SECTION GAINED Within 1/2-Mile Pedestrian Buffer | Total Population | Total Whites (Tot Pop - Minorities) | Low Income Whites | Minorities | % Minorities | Total LIM | % LIW of LIM | % LIM |
|---|---|---|---|---|---|---|---|---|
| **OLD Buffer 1** | 152,910 | 41,138 | 4,348 | 111,772 | **73.1%** | 116,120 | 3.7% | **75.9%** |
| **NEW Buffer 2** | 152,576 | 41,065 | 4,340 | 111,511 | **73.1%** | 115,851 | 3.7% | **75.9%** |

(Exhibit 173). It is true that the demographic profile of this new section is not in character with historical Route 82, but it is in keeping with the demographics of this portion of the city of Rancho Cucamonga, and it is to this that demographic comparisons should be made. Rancho Cucamonga has 57.3% minority residents, while along this stretch of Church, there are 65.1% minorities. This new alignment does not impose either disparate treatment or disparate impact.

### 13.2.5 Analysis IV: Proposed Elimination of OmniLink Service

It is proposed to eliminate the curb-to-curb service known as OmniLink from the two communities it serves: Chino Hills and Yucaipa. In lieu of this, if the proposal is not passed, it is proposed to increase fares for OmniLink service for the same communities (this latter option was analyzed in the Fare Equity Analysis).

OmniLink has served the two communities of Chino Hills and Yucaipa for many years. However, it has always been a poor performer and an inefficient and expensive service to provide. In 2010, Omnitrans initiated a series of local circulator routes in these communities utilizing essentially the same smaller, cut-away type of transit vehicles and called OmniGo. Since then, OmniGo has grown to one route in Chino Hills (Route 365) and three routes in Yucaipa (308, 309, and 310), as well as one route serving the community of Grand Terrace (Route 325). In the last several years, OmniGo has continued to grow and to have increasing ridership, and is now consistently performing better than OmniLink service, while OmniLink remains one of the most expensive of Omnitrans' services. By eliminating the cost-ineffective service of OmniLink, Omnitrans can better offer these resources into expansion of OmniGo to serve these communities. Demographic analysis of the cities of Chino Hills and Yucaipa (see Exhibit 155) demonstrates that neither city exceeds or even equals the proportion of minority or LIM residents for that of the County overall or for Omnitrans' service area. Elimination of OmniLink, therefore, does not impose disparate treatment or disparate impact.

# 14 PUBLIC HEARINGS

As part of the implementation process of OmniConnects, Omnitrans embarked on informing and obtaining comments from its riders, cities, stakeholders, neighboring transit providers, county agencies and San Bernardino Valley's Consolidated Transportation Services Agency (CTSA) Valley Transportation Services (VTrans) about the proposed changes. This process is critical to the success of the OmniConnects Plan. Public input was a vital element of ensuring the public was made aware of the following proposed activities within OmniConnects:

- Financial projections
- Proposed fare increases
- Fixed route service restructuring
- Proposed elimination of OmniLink
- Proposed Access fare zone boundary changes
- Long term capital proposals

Input from the initial outreach effort completed during the COA study were used in developing the plan; further ensuring Omnitrans the public's comments and concerns were integrated into the OmniConnects plan.

## 14.1 Public Outreach Consideration and Schedule

To ensure the riders, city officials and stakeholders were all given ample time and opportunity to provide comments and feedback on the proposed elements of the OmniConnects plan, Omnitrans staff followed the public hearing protocol and set the following hearing locations, dates and times to receive comments, Exhibit 174: OmniConnects Public Hearing Schedule. In accordance with FTA regulations the schedule of these hearings was advertised in two local newspapers within the San Bernardino Valley: San Bernardino Sun and the Inland Empire Daily Bulletin.

Public hearings were evenly dispersed throughout Omnitrans' service area, and seven out of the 11 locations took place at major transit centers. Information was provided to the public in both English and Spanish at all locations.

In addition to the general public hearings, Omnitrans also hosted two meetings for city and county staff representatives on the following dates and locations:

- Tuesday, April 1, 2014, 10:00 am to 11:30 am, Ovitt Family Community Library, Meeting Room, 215 East C Street, Ontario, California 91764
- Wednesday, April 2, 2014, 9:30 am to 11:00 am, Omnitrans, Large Lobby Conference Room, 1700 West Fifth Street, San Bernardino, California 92411

Omnitrans also made a presentation at the Public and Specialized Transportation Advisory and Coordination Council (PASTACC), which is an advisory body to the SANBAG regarding public transit and specialized transportation needs, issues and opportunities.

In addition to public hearings, Omnitrans' proposals were marketed through the various

**Exhibit 174: OmniConnects Public Hearing Schedule**

| Date | Location | Time |
|---|---|---|
| Monday<br>March 24, 2014 | **SAN BERNARDINO**<br>Feldheym Library, Kellogg Room B<br>AND<br>Fourth Street Transfer Center | 10:00 am to 2:00 pm<br><br>3:30 pm to 6:00 pm |
| Tuesday<br>March 25, 2014 | **CHINO**<br>City Council Chambers<br>AND<br>Chino Transit Center | 9:00 am to 12:00 pm<br><br>2:00 pm to 6:00 pm |
| Wednesday<br>March 26, 2014 | **REDLANDS**<br>Redlands Transfer Mall<br>AND<br>City Council Chambers | 1:00 pm to 3:00 pm<br><br>5:00 pm to 8:00 pm |
| Thursday<br>March 27, 2014 | **FONTANA**<br>Transit Center | 7:00 am to 10:00 am |
| Thursday<br>March 27, 2014 | **RANCHO CUCAMONGA**<br>Chaffey College Transit Center | 1:00 pm to 3:00 pm |
| Thursday<br>March 27, 2014 | **ONTARIO**<br>Senior Center, 225 East B Street | 5:00 pm to 8:00 pm |
| Monday<br>March 31, 2014 | **MONTCLAIR**<br>Transit Center | 9:00 am to 12:00 pm |
| Monday<br>March 31, 2014 | **YUCAIPA**<br>Transit Center | 2:30 pm to 6:30 pm |

social media outlets managed by the Marketing Department. There were posts on Omnitrans.Org and an official press release that was picked up by a few local papers. On-board take-one fliers were placed on our buses and hand-outs of the proposals were available online and at each public hearing location.

The OmniConnects plan was featured in the media outlets: The Transit Coalition posted five different blogs soliciting public awareness on the A Better Inland Empire blog. Newspaper articles were also printed in the San Bernardino Sun and the Yucaipa News-Mirror that were in addition to the press released by Omnitrans' Marketing Department.

### 14.1.1 Employee Outreach

In addition to scheduling public hearings for the general public, Omnitrans held two information sessions for employees, to ensure operators, who are the first line of contact with riders, were aware of prosed changes. The sessions were held Monday, March 10, 2014, from 11 A.M. -2 P.M. at the driver's lounge at each of the East and West Valley Omnitrans facilities.

Staff provided the employees the opportunity to comment on the proposed elements within the OmniConnects Plan. Comments received by operators were taken into consideration. In addition to the one-to-one interaction, the Planning staff displayed the information boards at each location for a week to allow any employee not present an opportunity to view and comment on the plans content.

## 14.2 Comments and Feedback

Omnitrans staff spoke with approximately 450 people throughout the course of the scheduled public hearings. A total of 191 comments were received. The following is a breakdown of those comments:

- 102 written comments were submitted at the scheduled public hearing locations.
- 58 emails were received.
- 27 phone calls
- 4 comments were submitted from city representatives.

Comments received were categorized into four sections: service, fares, OmniLink and other. The breakdowns of the comments tied back to those categories were as follows:

- Service: 55%
- Fares: 8%
- OmniLink: 19%
- Other: 18%

Planning staff also returned calls regarding questions relating to all the proposals listed in OmniConnects to ensure the public understood all the proposals. The comment period was open to the public and employees and went from February 27, 2014 through April 7, 2014.

### 14.2.1 Service Comments

The majority of the comments regarding service were to request additional service on fixed routes in the form of an increase of frequency or span of service hours and days.

Comments were also received regarding the OmniConnects Plan proposed rerouting and/or elimination of service along some streets.

Of these comments a reoccurring request was made to not eliminate service to Chaffey College's Learning Development Center (LDC) which was part of proposal on fixed route 65. Staff has since looked at the proposed Rout 65 map configuration and added back the direct service to LDC. While the proposed route change was in accordance with the half-mile walking buffer the type of establishment substantiated the direct service.

Where applicable, riders were informed of other transportation programs within the area, such as VTrans upcoming programs. Such transportation projects are geared to improve mobility to seniors, persons with disabilities and persons of low income, and may be able to fill in where fixed-route service is not available.

### 14.2.2 Fare Comments

Many comments voiced concerns and opposition to the proposal to raise fare. Several riders did express gratitude to Omnitrans for maintaining service while not raising fares in over five years and warranted the proposal. Additionally, most riders commented on the ease of transaction in regards to exact change. However, negative feedback and comments were also provided to Omnitrans relating to low and fixed-income constraints.

Staff responded to these comments by informing the public that fare increases are vital to maintaining current service levels and meeting the requirements mandated to all transit agencies to

maintain a 20% farebox ratio and close the $12.8 funding shortfall projected through 2020. Riders were encouraged to take advantage of multi-day passes offered at various outlets throughout our service area. Programs such as GoSmart also have been successful in alleviating costs for eligible riders.

Staff also informed the public that while three fare increases were proposed within the OmniConnects plan, public hearings and final approval by Omnitrans' Board of Directors would be required to implement the fare increases.

### 14.2.3 OmniLink Comments

Current OmniLink service operates in the cities of Chino Hills and Yucaipa. Both are proposed to be eliminated in September 2014. All comments received relating to this category related to the proposed elimination of OmniLink service in the City of Yucaipa. Staff did inform the current riders using the OmniLink service about the proposed elimination of service during reservation calls as well as at all the public hearing locations.

Staff has taken all the comments into consideration. A fare increase has been proposed for OmniLink, in the event that Omnitrans Boards of Directors decides to keep OmniLink in some form or completely intact.

### 14.2.4 Other Comments

The remaining 18% of comments categorized under "Other" were relating to bus stop placement and amenities. Staff informed the public that bus stop amenities are prioritized by several factors including, ridership activity at the bus stop, available infrastructure space (sidewalk depth and ADA accessibility) and funding. Any request for a particular bus stop location will be taken into consideration in the future transit enhancement projects.

*Detailed public comments are available upon request.*