



**PLANS AND PROGRAMS COMMITTEE**  
**WEDNESDAY, JANUARY 22, 2020, 9:00 A.M.**  
**OMNITRANS METRO FACILITY**  
**1700 WEST 5TH STREET**  
**SAN BERNARDINO, CA 92411**

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

**THIS MEETING IS AVAILABLE BY TELECONFERENCE AT THE FOLLOWING LOCATIONS AND WILL BE CONDUCTED IN ACCORDANCE WITH GOVERNMENT CODE SECTION 54953(B).**

**CITY OF CHINO HILLS, GOVERNMENT CENTER, COUNCIL OFFICE – 2<sup>ND</sup> FLOOR**  
**14000 CITY CENTER DRIVE, CHINO HILLS, CA 91709**

**CITY OF ONTARIO, 303 EAST B STREET, ONTARIO, CA 91764**

**THESE LOCATIONS ARE ACCESSIBLE TO THE PUBLIC AND MEMBERS OF THE PUBLIC MAY ADDRESS THE COMMITTEE FROM THESE TELECONFERENCE LOCATIONS**

**A. CALL TO ORDER**

1. Pledge of Allegiance
2. Roll Call

**B. ANNOUNCEMENTS/PRESENTATIONS**

1. Next Committee Meeting: April 22, 2020

**C. COMMUNICATIONS FROM THE PUBLIC**

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

**D. POSSIBLE CONFLICT OF INTEREST ISSUES**

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

**E. PUBLIC HEARING**

1. Call for Public Hearing – ConnectForward Service Adjustments – *Jeremiah Bryant*

**F. DISCUSSION ITEMS**

1. Approve Plans & Programs Committee Minutes – October 23, 2019
2. Receive and Forward to the Board of Directors, West Valley Connector Update – *Jeremiah Bryant*

N/A

3

29

34



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**WEDNESDAY, JANUARY 22, 2020, 9:00 A.M.**  
**OMNITRANS METRO FACILITY**  
**1700 WEST 5TH STREET**  
**SAN BERNARDINO, CA 92411**

**F. DISCUSSION ITEMS CONTINUED**

- |   |    |
|---|----|
| 3. Receive and Forward to the Board of Directors, Inland Empire Annual Survey Report –<br><i>Nicole Ramos</i>             | 37 |
| 4. Receive and Forward to the Board of Directors, ABBG Customer Satisfaction Survey of<br>OmniTrans – <i>Victor Cuate</i> | 47 |

**G. REMARKS AND ANNOUNCEMENTS**

**H. ADJOURNMENT**

ITEM #           E1          

**DATE:** January 22, 2020

**TO:** Committee Chair Penny Lilburn and  
Members of the Plans & Programs Committee

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

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

**SUBJECT:     **HOLD CONNECTFORWARD PUBLIC HEARING****

**FORM MOTION**

Close this public hearing related to proposed service changes in the ConnectForward Plan.

**BACKGROUND**

In December 2019, the Omnitrans Board of Directors authorized staff to call for public hearings for the ConnectForward Plan. ConnectForward is the proposed service plan to prepare the agency for future regional transit needs and to ensure long-term financial sustainability. The plan calls for an 11% service reduction (71,000 revenue hours equivalent to \$5 million per year) in order to achieve a balanced operating budget forecast through 2040.

Omnitrans scheduled 22 public meetings to be held across the San Bernardino Valley. The majority of these meetings were scheduled at transit centers, community centers or civic centers so that staff went to the public instead of asking the public to come to Omnitrans. Given the potential impact from the service changes, two meetings were scheduled to take place in front of Omnitrans Board Members so that Omnitrans' customers can provide comments directly to the Board. Those meetings are the January 22, 2020 Plans and Programs Committee Meeting and the February 5, 2020 Board of Directors Meetings. The full list of public meetings can be found in Attachment A.

The proposed service changes are detailed in both Attachment A: Public Outreach Materials and Attachment B: Public Hearing Presentation. The Public Outreach Materials will be set up in the Omnitrans Main Lobby in large format so that participants can gain further information prior to the meeting.

Following the close of this public hearing, the public will have the opportunity to continue to provide input until February 13, 2020 at 5:00 P.M. The feedback from all meetings will be collected, analyzed and shared with the Board of Directors. This information will allow for the further refinement of the ConnectForward Plan. The refined ConnectForward Plan is scheduled to be presented to the Board of Directors for potential adoption on April 1, 2020.

## **CONCLUSION**

Conducting this public hearing provides an opportunity to gain feedback to further refine the ConnectForward Plan so that it may be brought to the Board for adoption.

ER:JB

Attachment A: Public Meeting Schedule & Outreach Materials

Attachment B: PowerPoint Presentation



## Public Meeting Schedule

CITY	LOCATION	DATE	TIME	ROUTES TO MEETING
<b>San Bernardino</b>	San Bernardino Transit Center	Monday, January 13, 2020	6:00 A.M. – 9:00 A.M.	sbX, 1, 2, 3, 4, 7, 8, 10, 11, 14, 15, 215, 290
<b>San Bernardino</b>	San Bernardino Transit Center	Monday, January 13, 2020	3:00 P.M. – 6:00 P.M.	sbX, 1, 2, 3, 4, 7, 8, 10, 11, 14, 15, 215, 290
<b>*Yucaipa</b>	<b>Yucaipa City Hall</b>	<b>Tuesday, January 14, 2020</b>	<b>3:00 P.M. – 5:00 P.M.</b>	<b>19, 308, 309, 310</b>
<b>Fontana</b>	Fontana Transit Center	Wednesday, January 15, 2020	6:00 A.M. – 9:00 A.M.	10, 14, 15, 19, 20, 61, 66, 67, 82
<b>*Upland</b>	<b>Upland City Hall</b>	<b>Wednesday, January 15, 2020</b>	<b>3:00 P.M. – 6:00 P.M.</b>	<b>83, 85</b>
<b>Fontana</b>	Fontana Transit Center	Thursday, January 16, 2020	3:00 P.M. – 6:00 P.M.	10, 14, 15, 19, 20, 61, 66, 67, 82
<b>Rialto</b>	Foothill & Riverside Bus Stops	Friday, January 17, 2020	11:00 A.M. – 2:00 P.M.	14, 22
<b>Montclair</b>	Montclair Transit Center	Tuesday, January 21, 2020	6:00 A.M. – 9:00 A.M.	66, 80, 85, 88, 290
<b>Chino</b>	Chino Transit Center	Tuesday, January 21, 2020	3:00 P.M. – 6:00 P.M.	81, 83, 85, 88
<b>*San Bernardino</b>	<b>Omnitrans: Plans and Programs Meeting</b>	<b>Wednesday, January 22, 2020</b>	<b>9:00 A.M.</b>	<b>14</b>
<b>Redlands</b>	Redlands Mall Bus Stops	Thursday, January 23, 2020	3:00 P.M. – 6:00 P.M.	8, 15, 19,
<b>Ontario</b>	Ontario Mills	Friday, January 24, 2020	11:00 A.M. – 2:00 P.M.	61, 81, 82, 290
<b>*Grand Terrace</b>	<b>Grand Terrace Community Room</b>	<b>Monday, January 27, 2020</b>	<b>3:00 P.M. – 5:00 P.M.</b>	<b>325</b>
<b>Montclair</b>	Montclair Transit Center	Wednesday, January 29, 2020	11:00 A.M. – 2:00 P.M.	66, 80, 85, 88, 290
<b>*Chino Hills</b>	<b>Chino Hills City Hall</b>	<b>Wednesday, January 29, 2020</b>	<b>4:00 P.M. – 7:00 P.M.</b>	<b>88, 365</b>
<b>San Bernardino</b>	San Bernardino Transit Center	Thursday, January 30, 2020	6:00 A.M. – 9:00 A.M.	sbX, 1, 2, 3, 4, 7, 8, 10, 11, 14, 15, 215, 290
<b>*Fontana</b>	<b>Fontana City Hall</b>	<b>Thursday, January 30, 2020</b>	<b>3:00 P.M. – 6:00 P.M.</b>	<b>10, 14, 15, 19, 20, 61, 66, 67, 82</b>
<b>*Ontario</b>	<b>Dorothy Quesada Community Center</b>	<b>Monday, February 3, 2020</b>	<b>4:00 P.M. – 7:00 P.M.</b>	<b>86</b>
<b>Colton</b>	Arrowhead Regional Medical Center Transfer Center	Tuesday, February 4, 2020	11:00 A.M. – 2:00 P.M.	1, 19, 22, 290
<b>*San Bernardino</b>	<b>Omnitrans: East Valley Facility</b>	<b>Tuesday, February 4, 2020</b>	<b>4:00 P.M. – 7:00 P.M.</b>	<b>14</b>
<b>*San Bernardino</b>	<b>Omnitrans: Board Meeting</b>	<b>Wednesday, February 5, 2020</b>	<b>8:00 AM</b>	<b>14</b>
<b>Rancho Cucamonga</b>	Chaffey College Transit Center	Thursday, February 6, 2020	11:00 A.M. – 2:00 P.M.	67, 80, 81, 85

**\*Formal Public Hearings.**

**\*Board Meeting**



# ConnectForward

## Omnitrans' FY2021-2025 Short-Range Transit Plan



- **ConnectForward** is Omnitrans' 5-year business plan through 2025
- **ConnectForward's** primary focus is to ensure a financially sustainable transit network by realigning resources in line with a 5-year, 25+% ridership decline
- It is necessary to implement an 11% service reduction in September 2020



### ➤ Service Change Guiding Principles:

- Minimize Customer Impact
- Business Approach: Maximize Efficiency & Productivity
- Maintain Core Weekday Productivity Network
- Reduce Coverage Area Duplication
- Provide Only Mandated ADA Service
- Maintain Service Quality
- Minimize Impact on Employees
- Provide Service to All Member Cities

- **ConnectForward** was created to balance the agency's budget and prepare for future regional and community transit needs

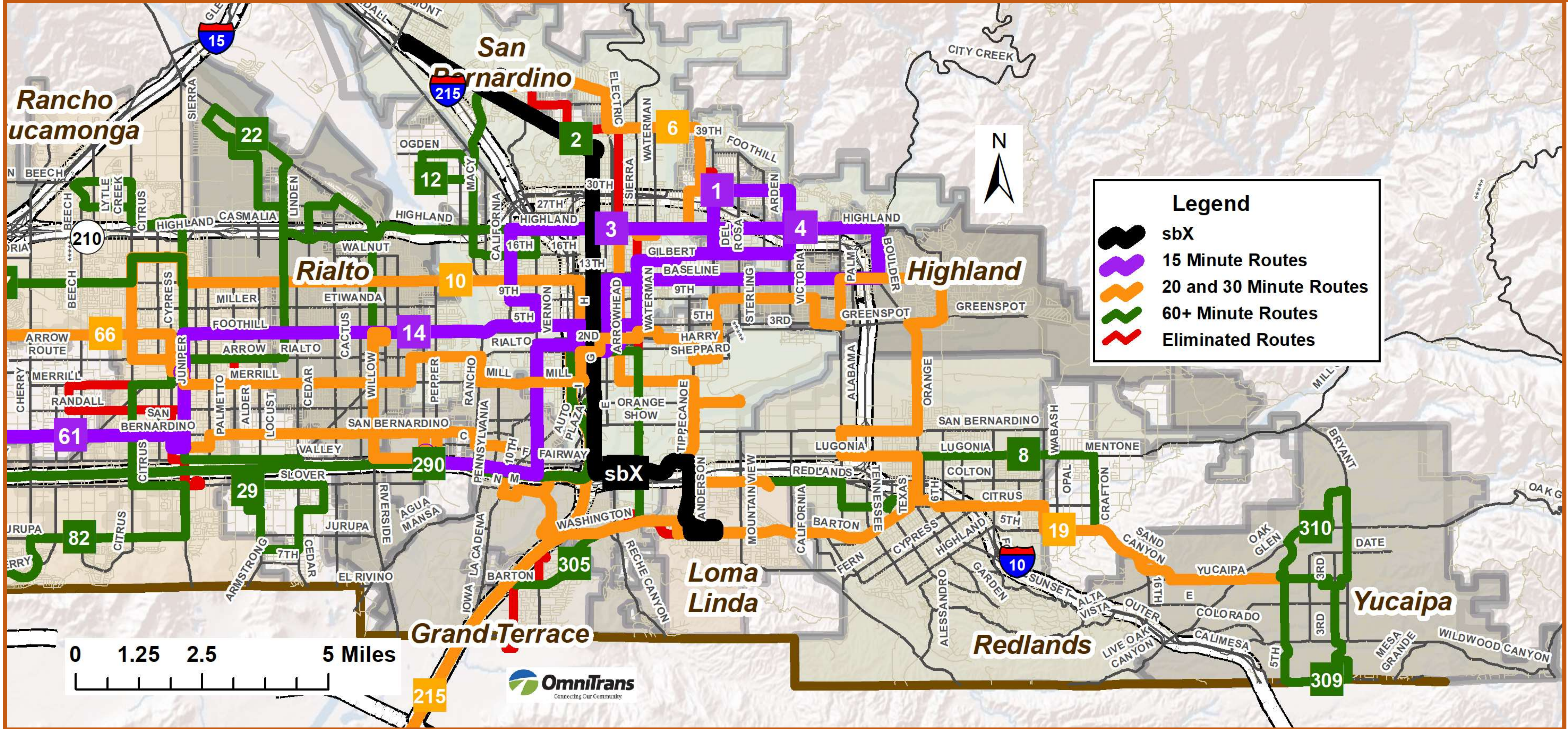
- Please review proposals & submit comments prior to February 13, 2020:

- Public Meeting Comment Card
- Email: [Planning@Omnitrans.Org](mailto:Planning@Omnitrans.Org)
- Phone: 909.379.7150
- Mail: Strategic Development Dept., Omnitrans, 1700 W. 5th St. San Bernardino 92411





# East Valley Proposed Changes



Route	Map Change	Frequency Change
1	Yes	No
2	No	Yes
3 / 4	No	Yes
5	Eliminated	
6	NEW	
7	Eliminated	
8	Yes	Yes
10	No	No
12	No	No
14	No	Yes
15	No	No
19	No	No
20	Eliminated	
22	No	Yes
29	Yes	No
215	No	No
290	No	Yes
305	NEW	
308	Eliminated	
309	No	Yes
310	No	Yes
325	Eliminated	
sbX	No	No

Frequency Changes
2 Reduce frequency all days to 70-75 minutes
3 / 4 Reduce frequency on Saturday & Sunday to 22-25 minutes
8 Reduce frequency on weekdays from VA Clinic to Redlands to 60 minutes
14 Reduce frequency on Saturday & Sunday to 20 minutes
22 Reduce frequency north of Foothill Blvd. to 60 minute on weekdays
290 Reduce frequency by eliminating mid-day trips
309 Reduce frequency weekdays to 60 minutes.
310 Eliminate weekend service

1

Modify north end to reduce duplication. See Route 6. New service near San Gorgonio High School.

See Rt. 6

6

New 30-minute route combines parts of current Routes 5 & 7

NEW

5

Route number eliminated

See Rt. 6

See Rt. 1

See Rt. 305

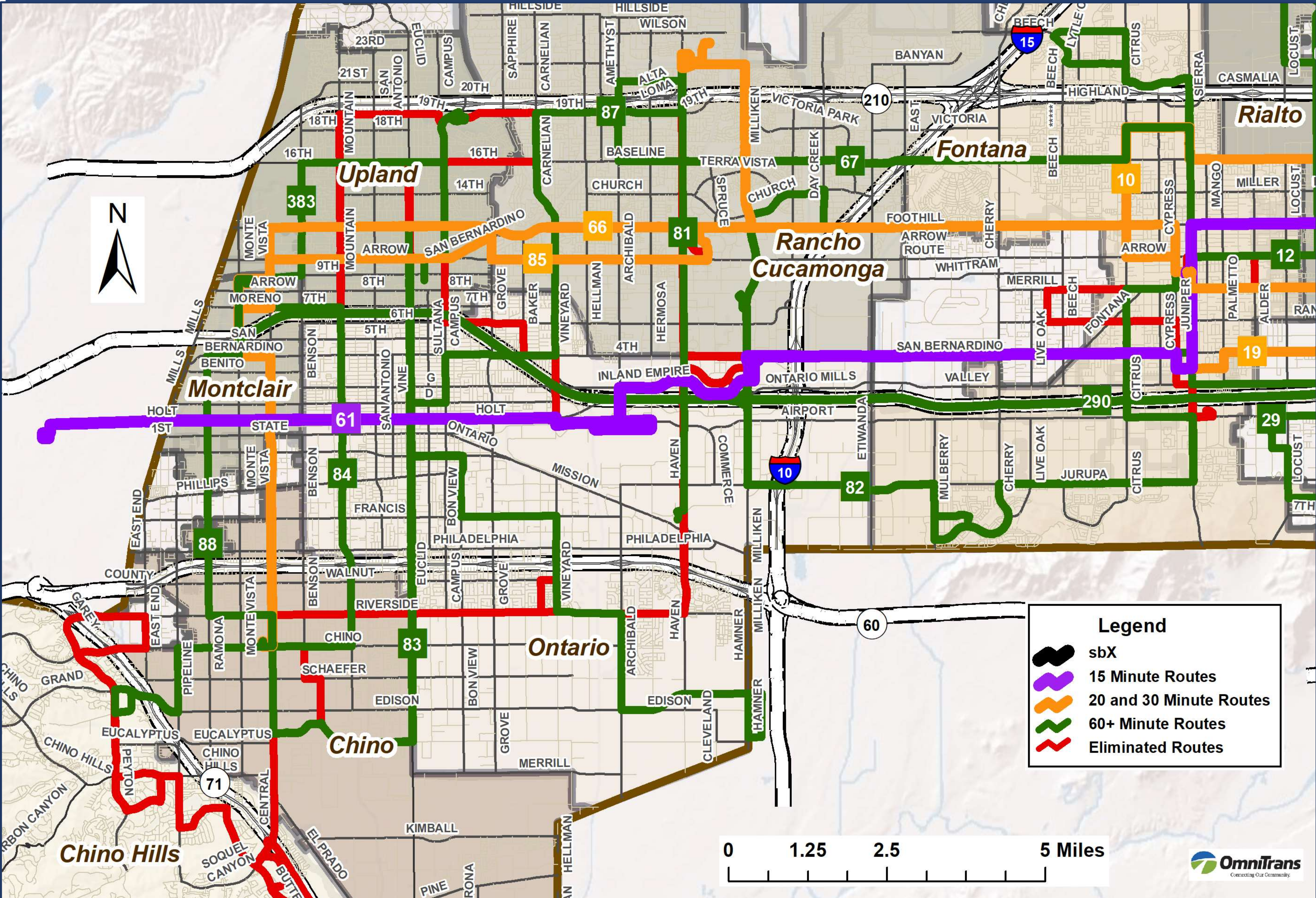
7

Route Number Eliminated

See Rt. 6



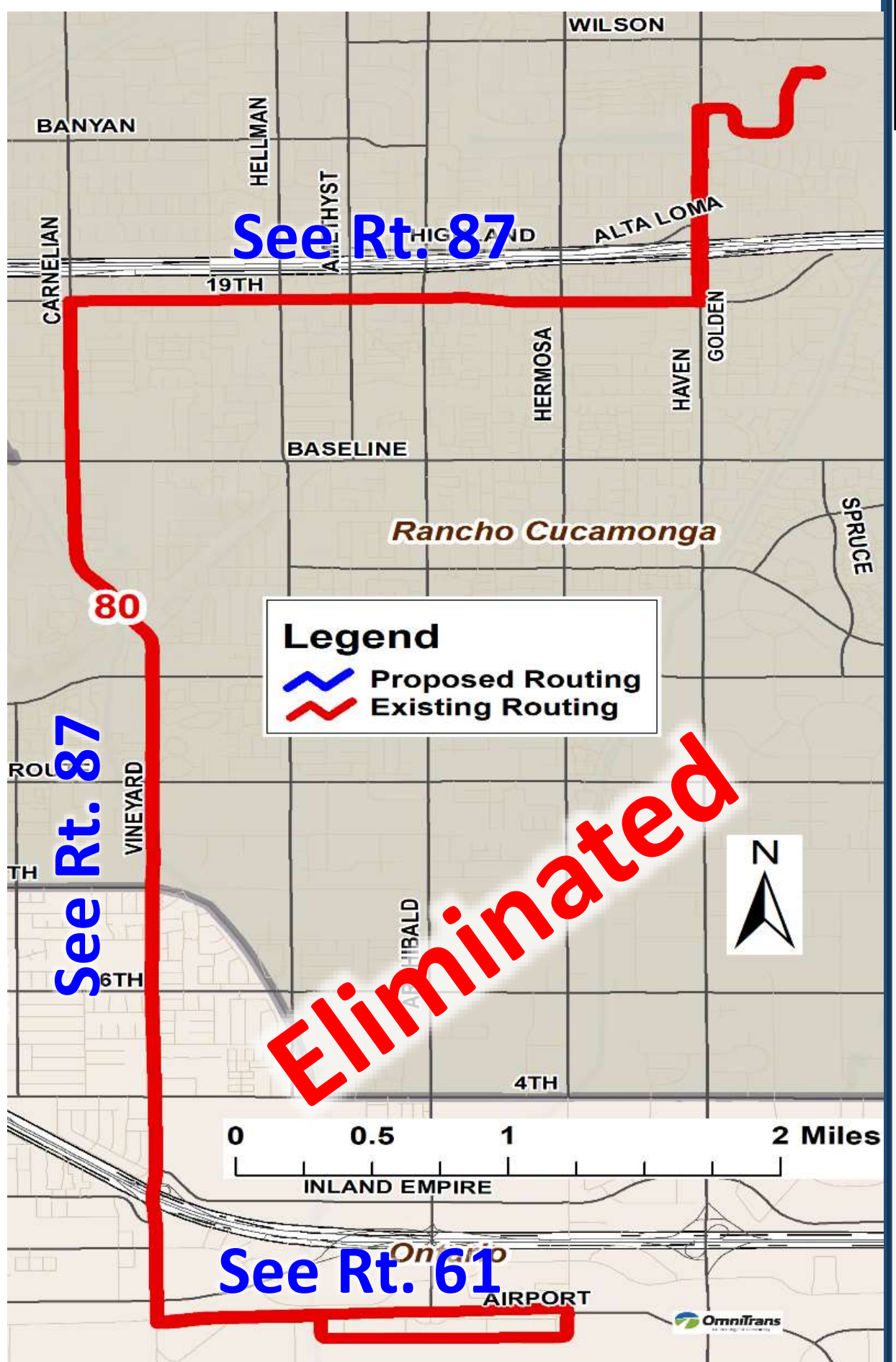
# West Valley Proposed Changes



Route	Map Change	Frequency Change
61	No	Yes
66	No	Yes
67	No	No
80	Eliminated	
81	Yes	No
82	Yes	No
83	Yes	No
84	Yes	No
85	No	No
86	Eliminated	
87	NEW	
88	No	No
290	No	Yes
365	Eliminated	
383	NEW	
Chino Hills MicroTransit	NEW	

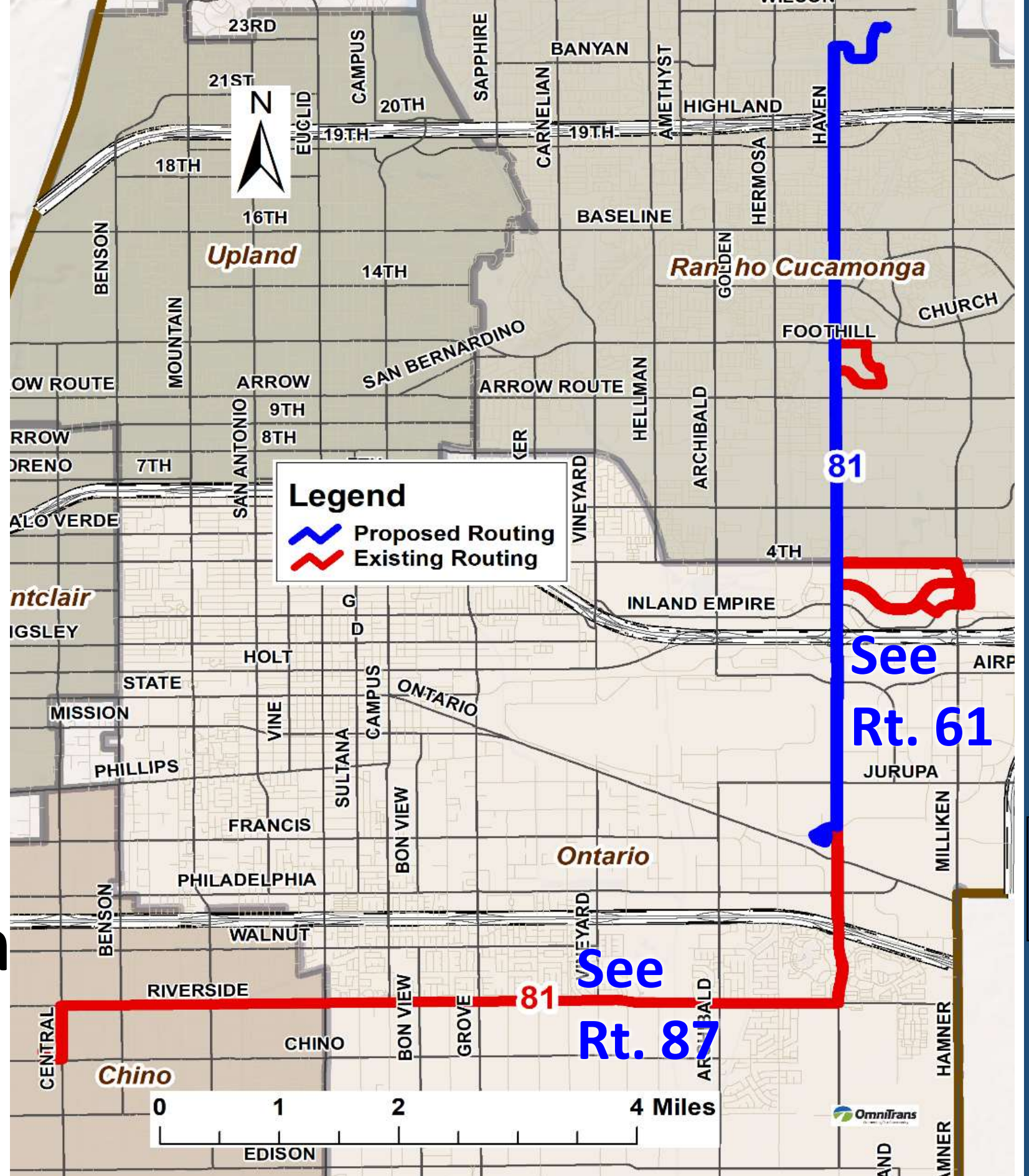
80

Route Number Eliminated, mostly covered by new Route 87 and Route 61



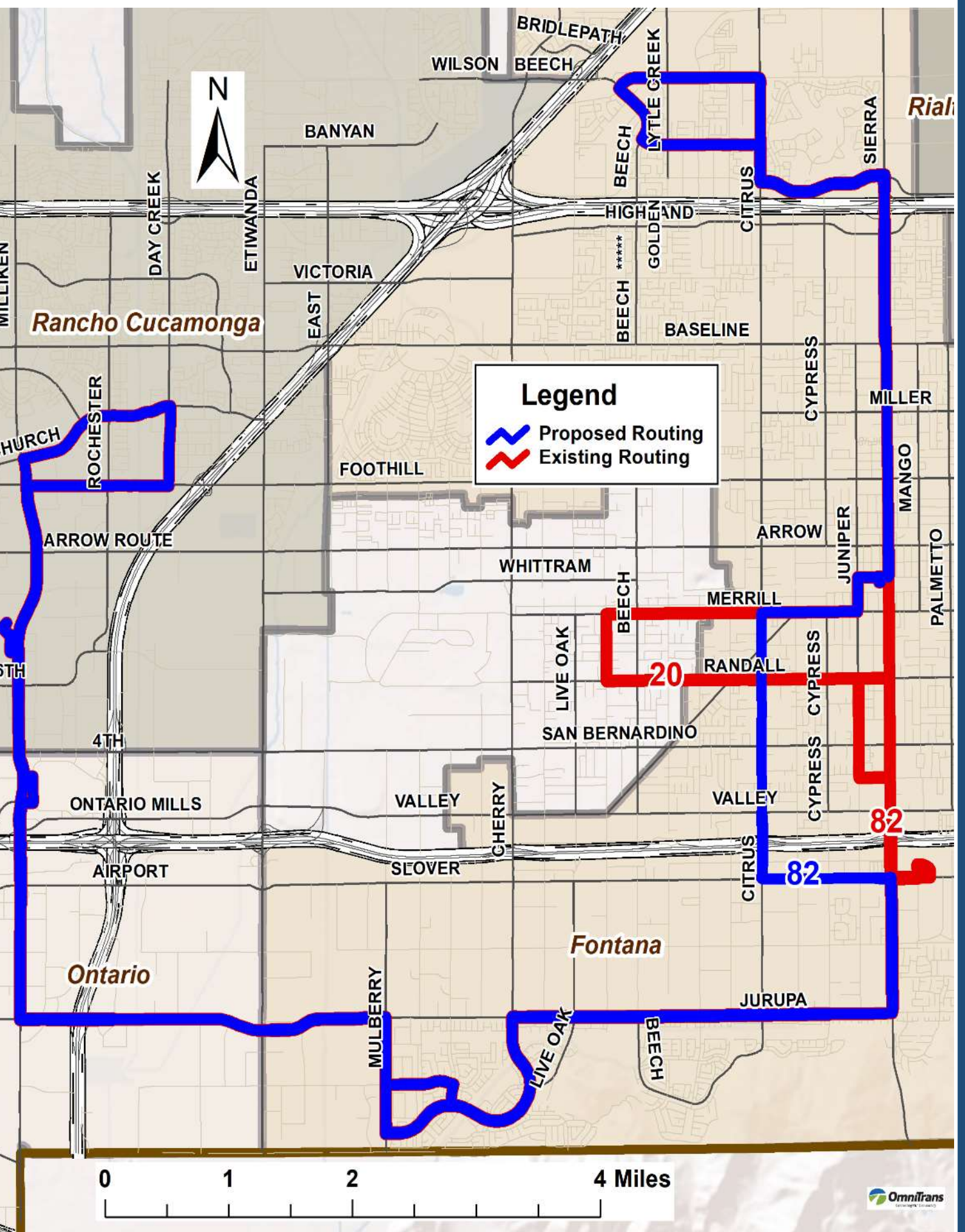
81

Realigned to focus service on Haven  
  
New Metrolink Connection



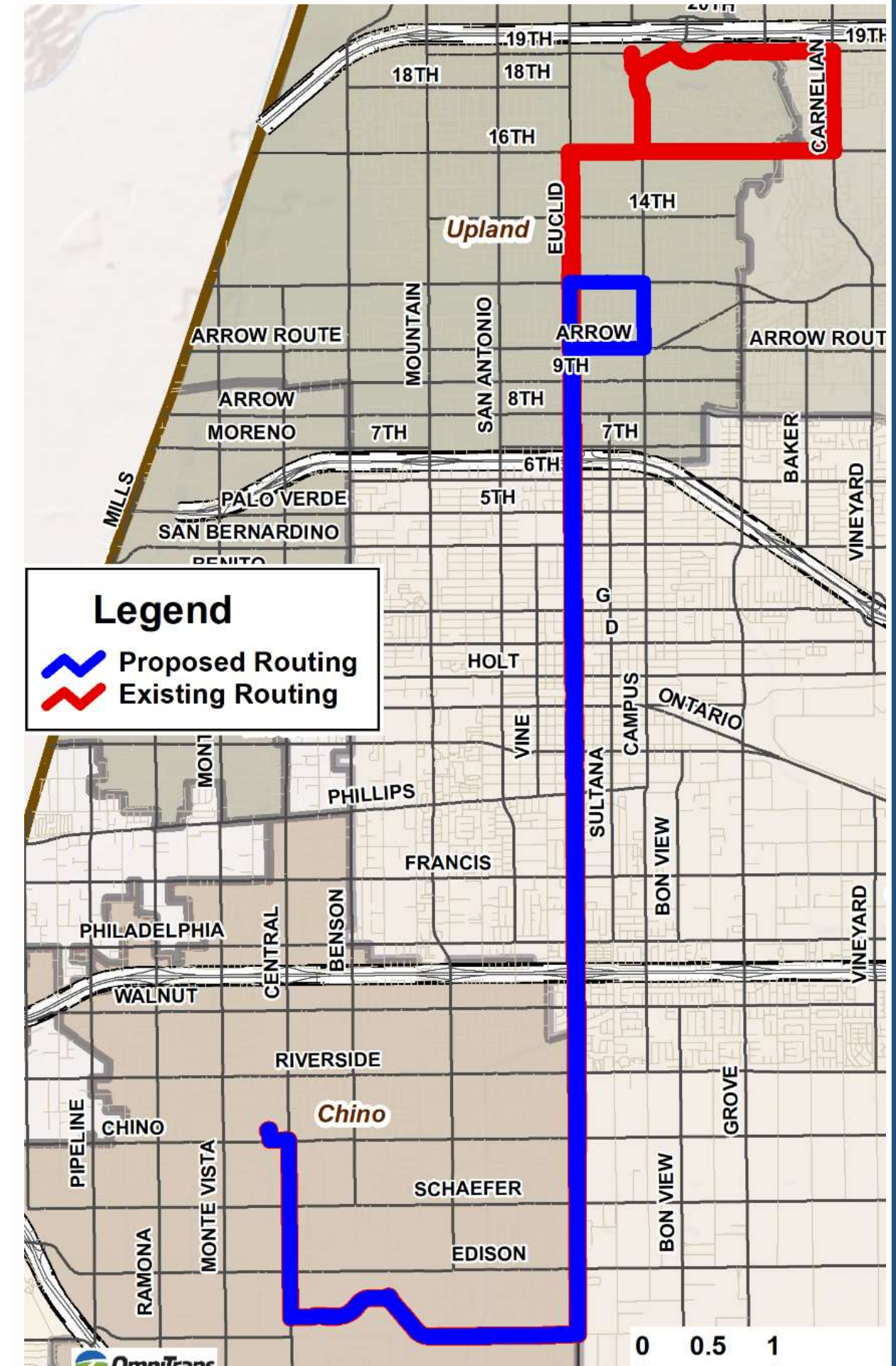
82

Service moved to Citrus between Merrill & Slover to reduce duplication. Service to Palm Court eliminated



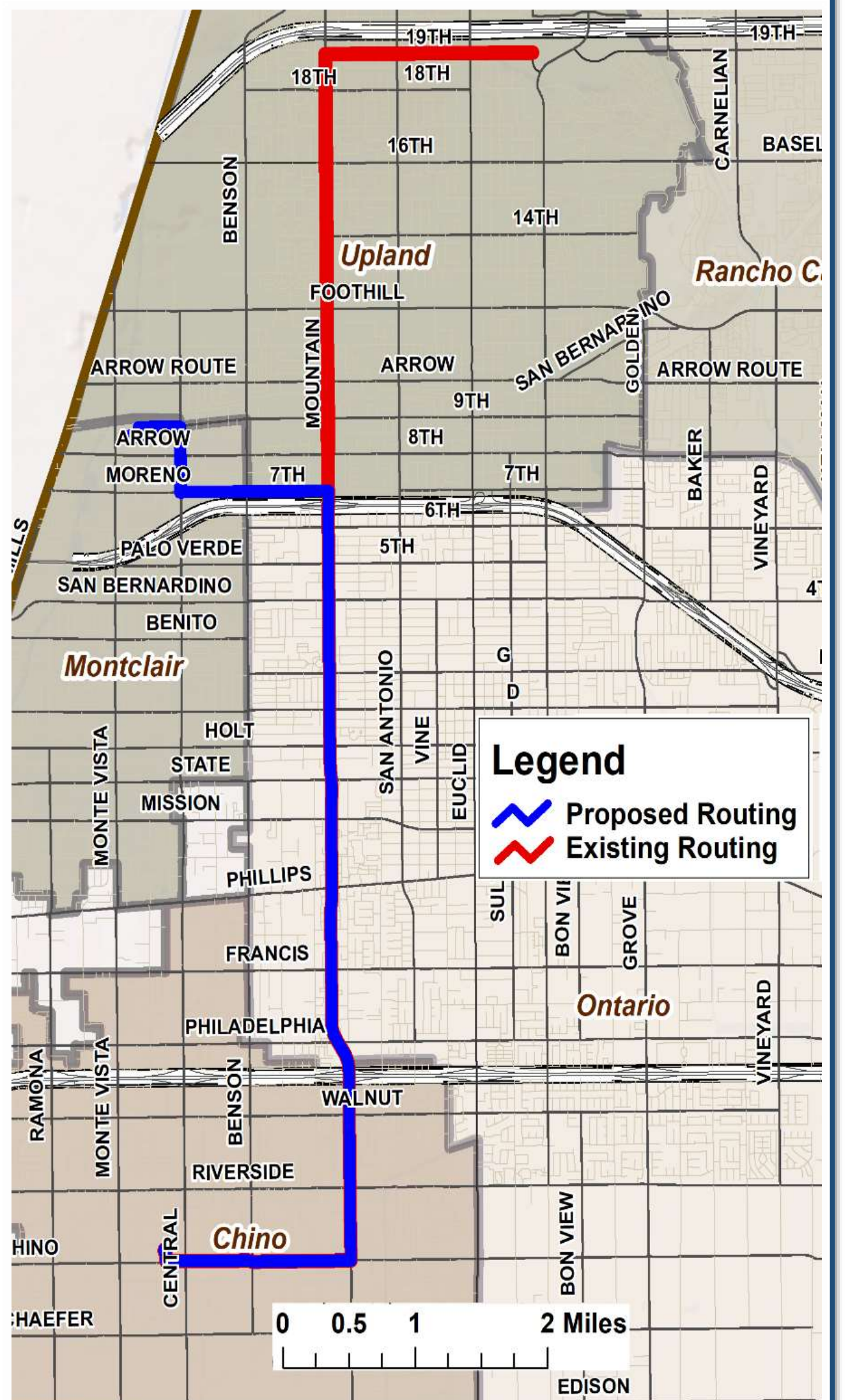
83

Route shortened to end at Foothill Blvd.  
  
Service to Colonies moved to Route 383



61	Reduce frequency on Saturday & Sunday to 20 minutes
66	Reduce frequency on weekdays to 20-minutes
290	Reduce frequency by eliminating midday trips
84	Route shortened to end at 7 <sup>th</sup> St. and Montclair Transit Center.

Service in North Upland moved to Route 383

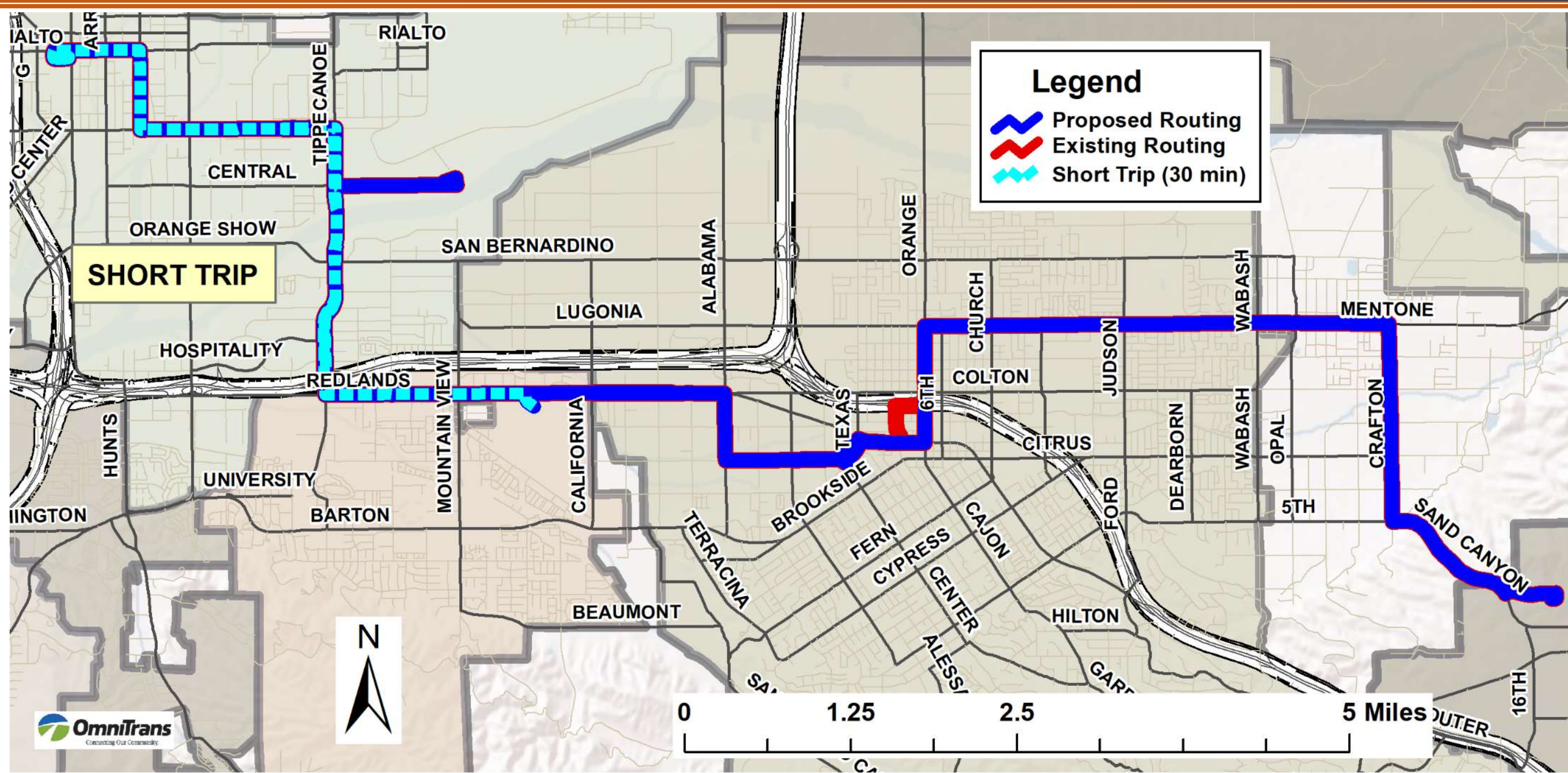




# Proposed Service Changes Continued

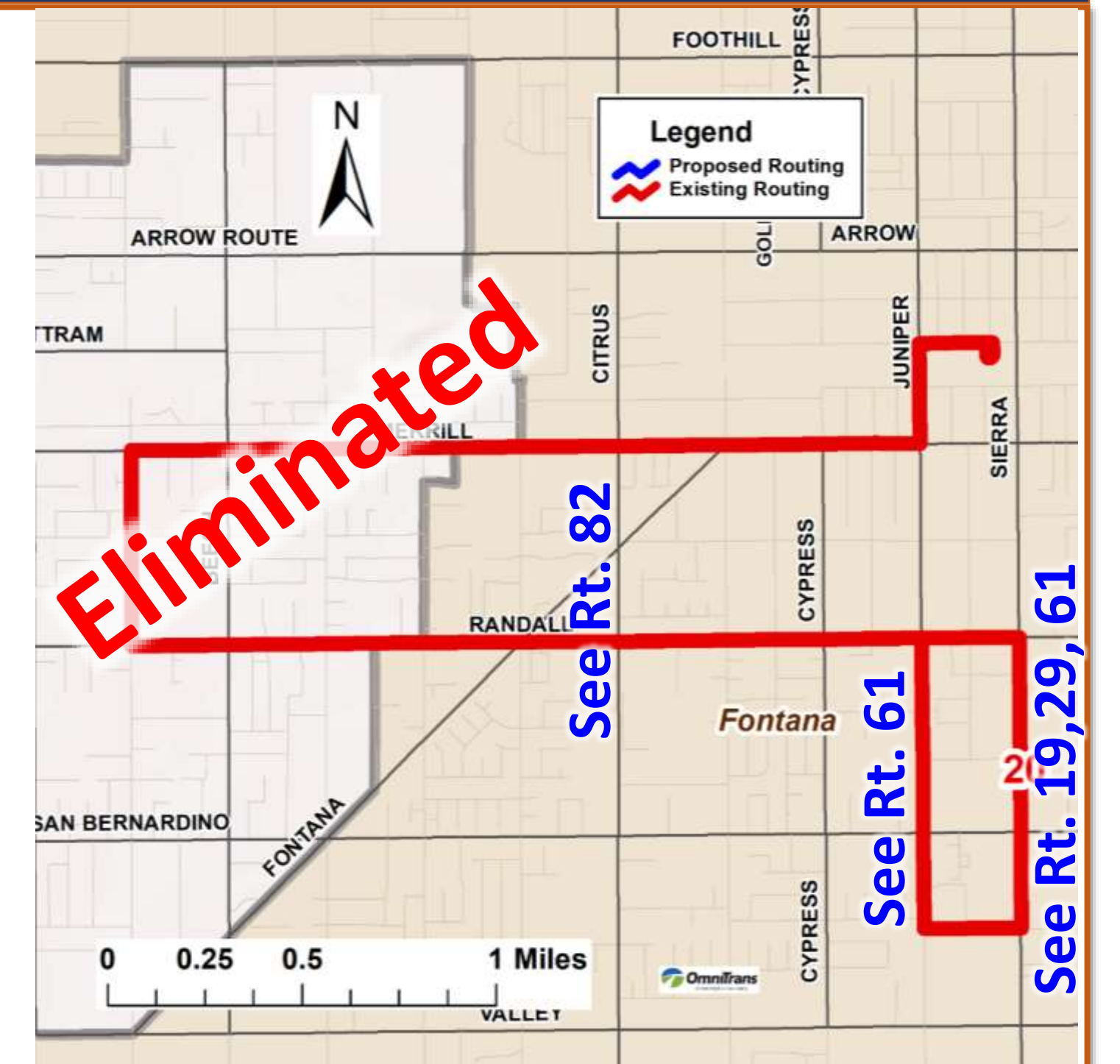
8

Weekdays  
30-minute  
frequency from  
SBTC to VA  
Ambulatory Care  
Center.  
Rest of Route 60-  
minute  
frequency



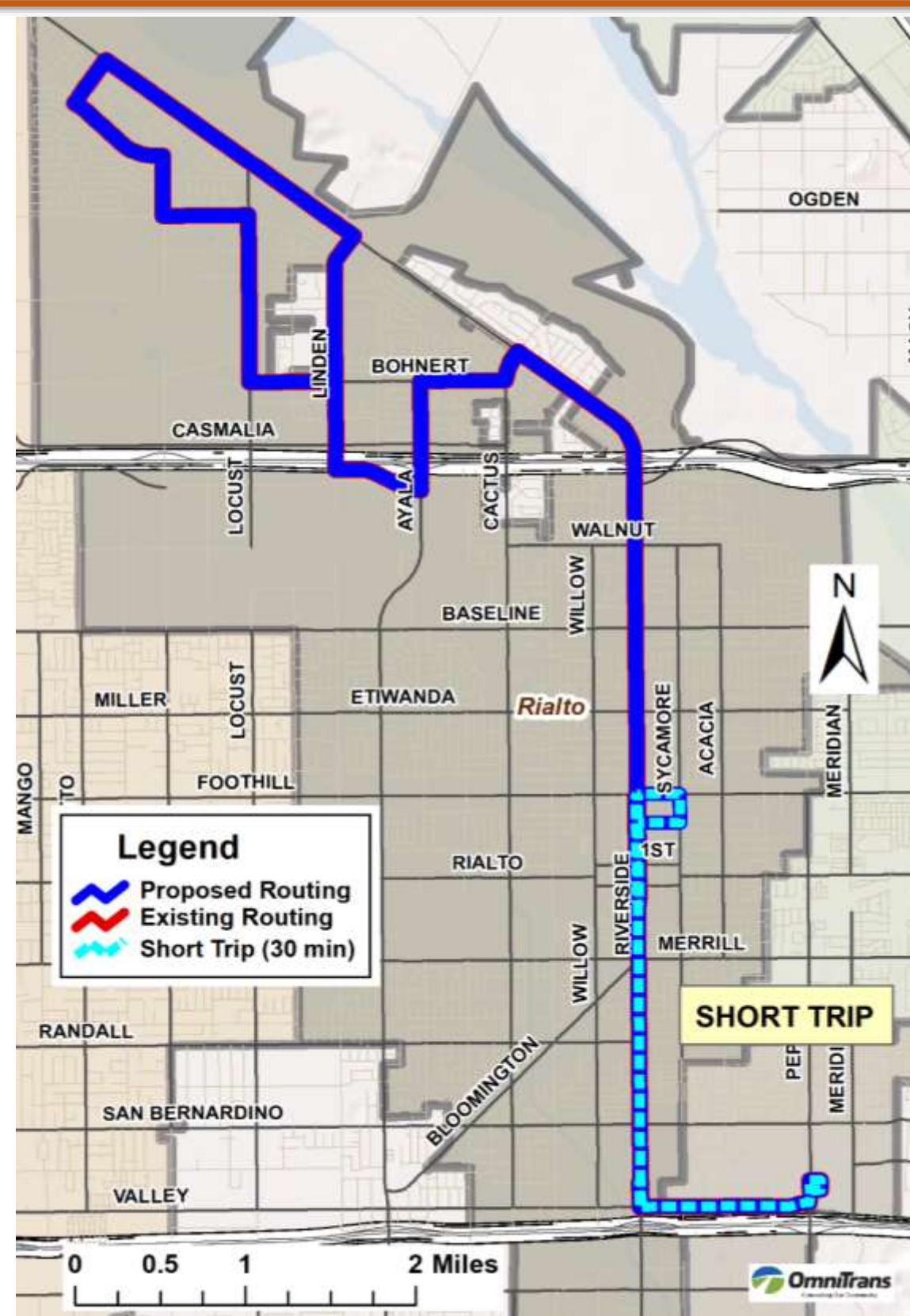
20

Route  
Eliminated.  
Some areas  
covered  
by Routes  
19, 61 &  
modified  
Route 82



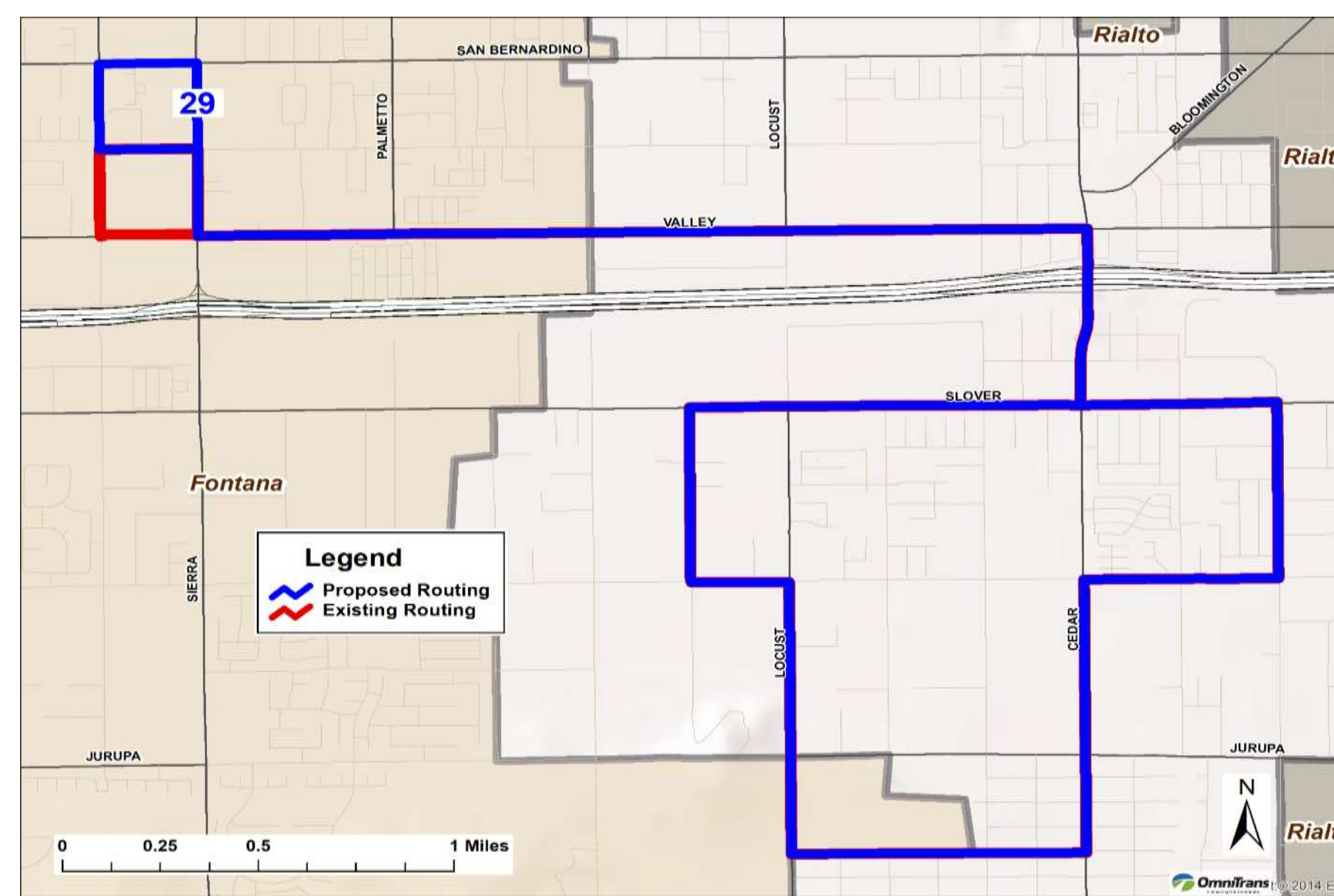
22

Weekdays 30-  
minute  
frequency from  
ARMC to  
Foothill Blvd.  
  
Rest of Route  
60-minute  
frequency



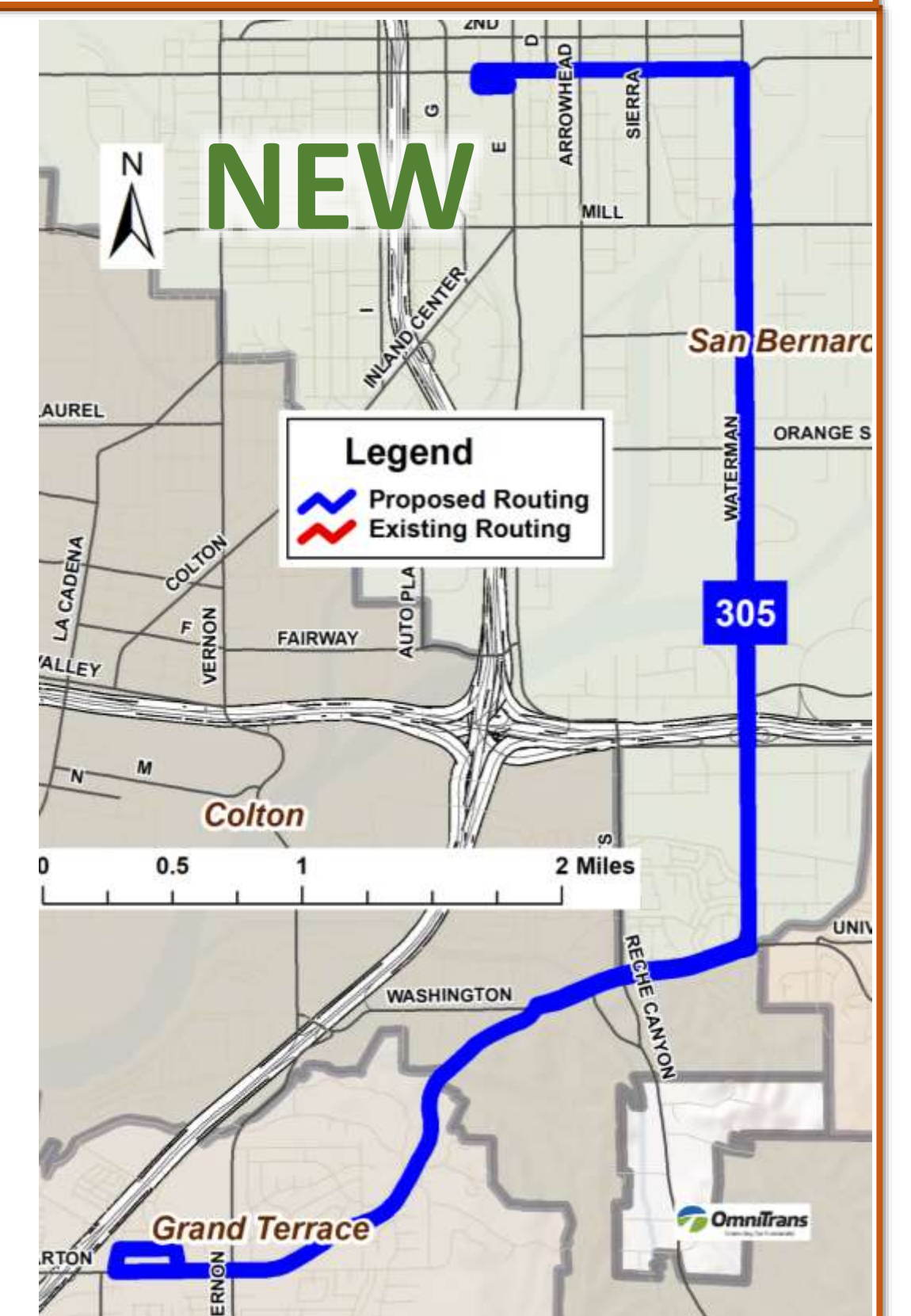
29

Minor change near Kaiser  
Fontana Medical Center



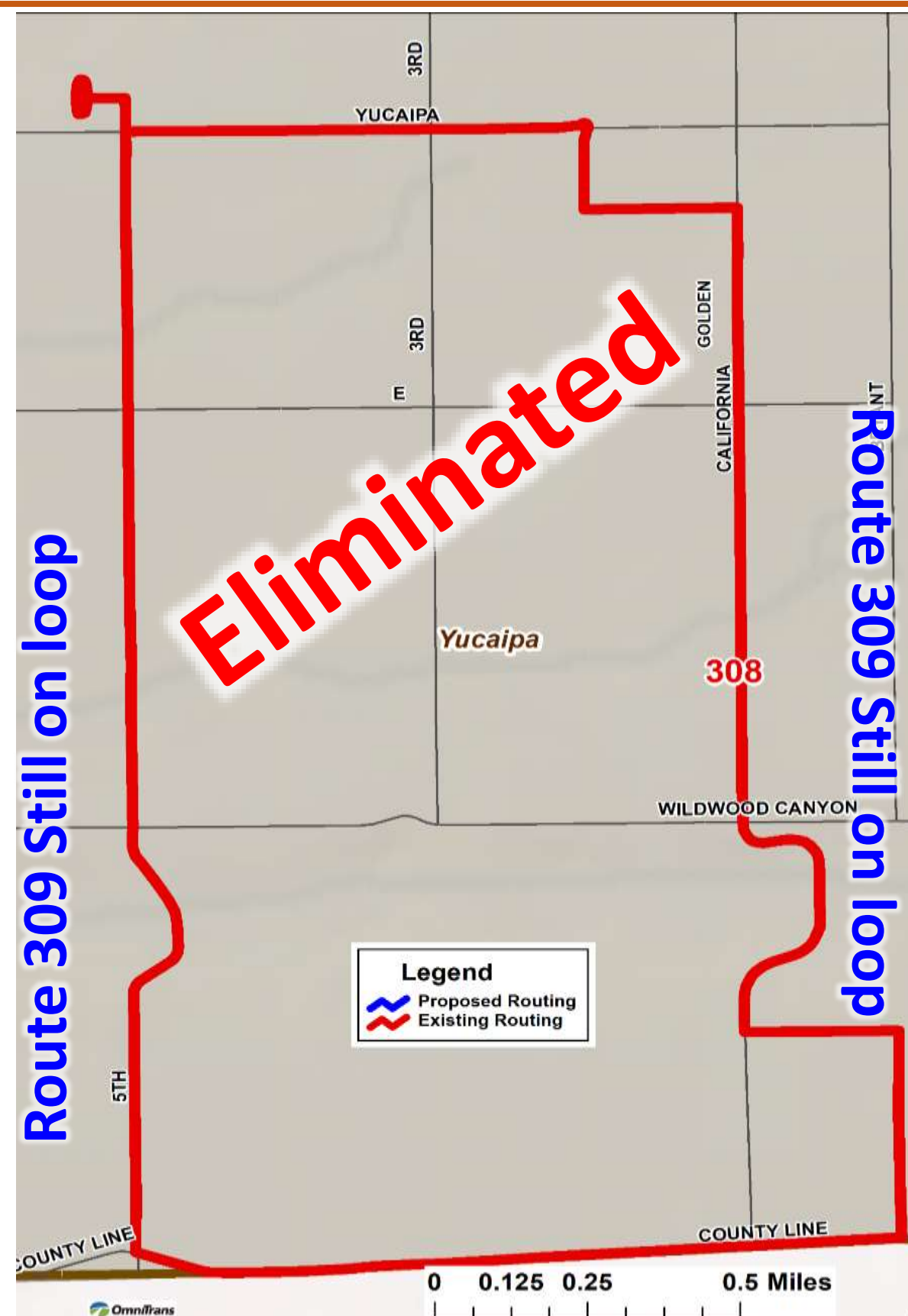
305

Route  
covers southern  
part of current  
Route 5 and  
Barton segment  
of OmniGo  
Grand Terrace  
Route 325.  
60-minute  
Frequency



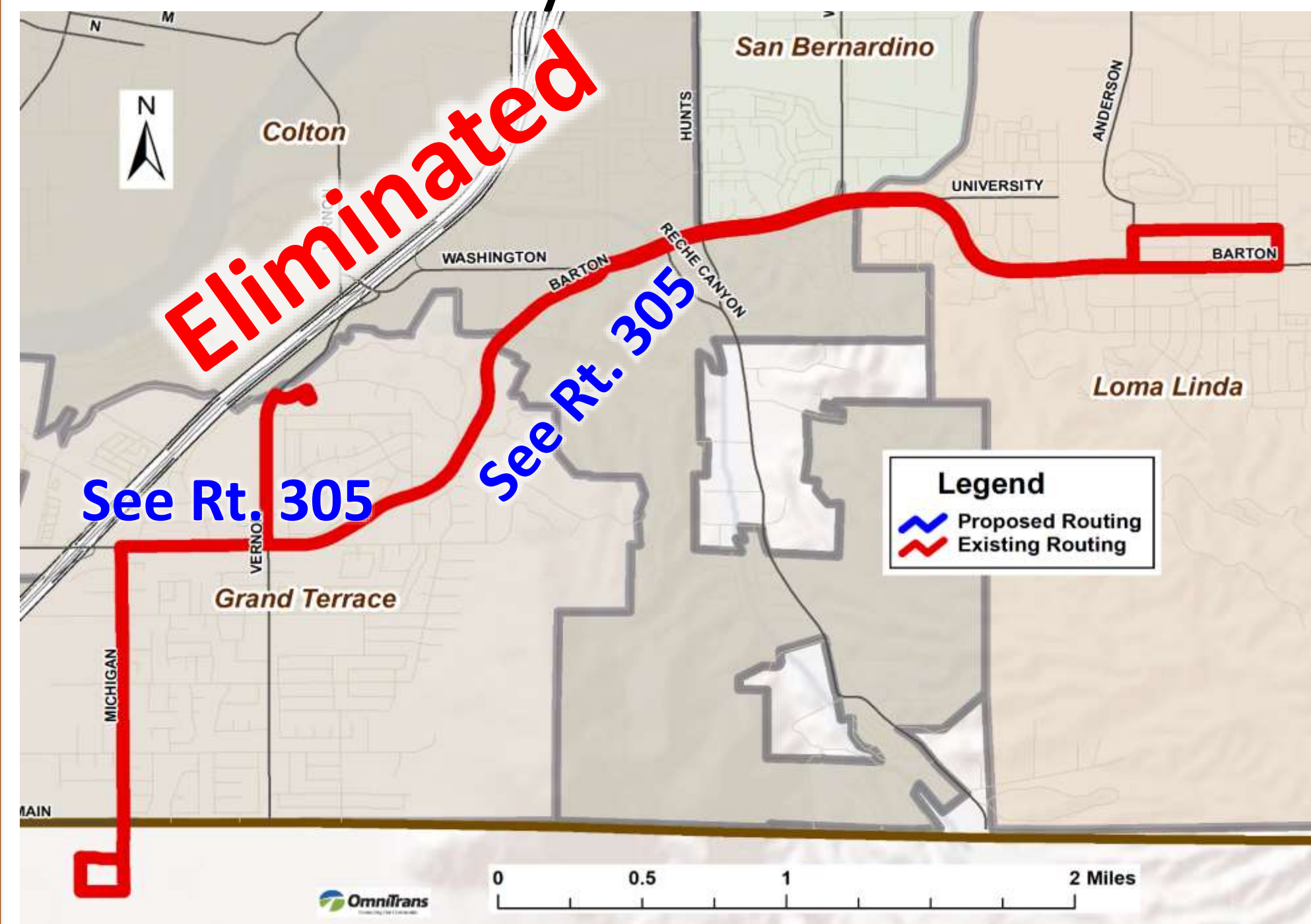
308

Route  
Eliminated  
  
Area still  
covered by  
Route 309



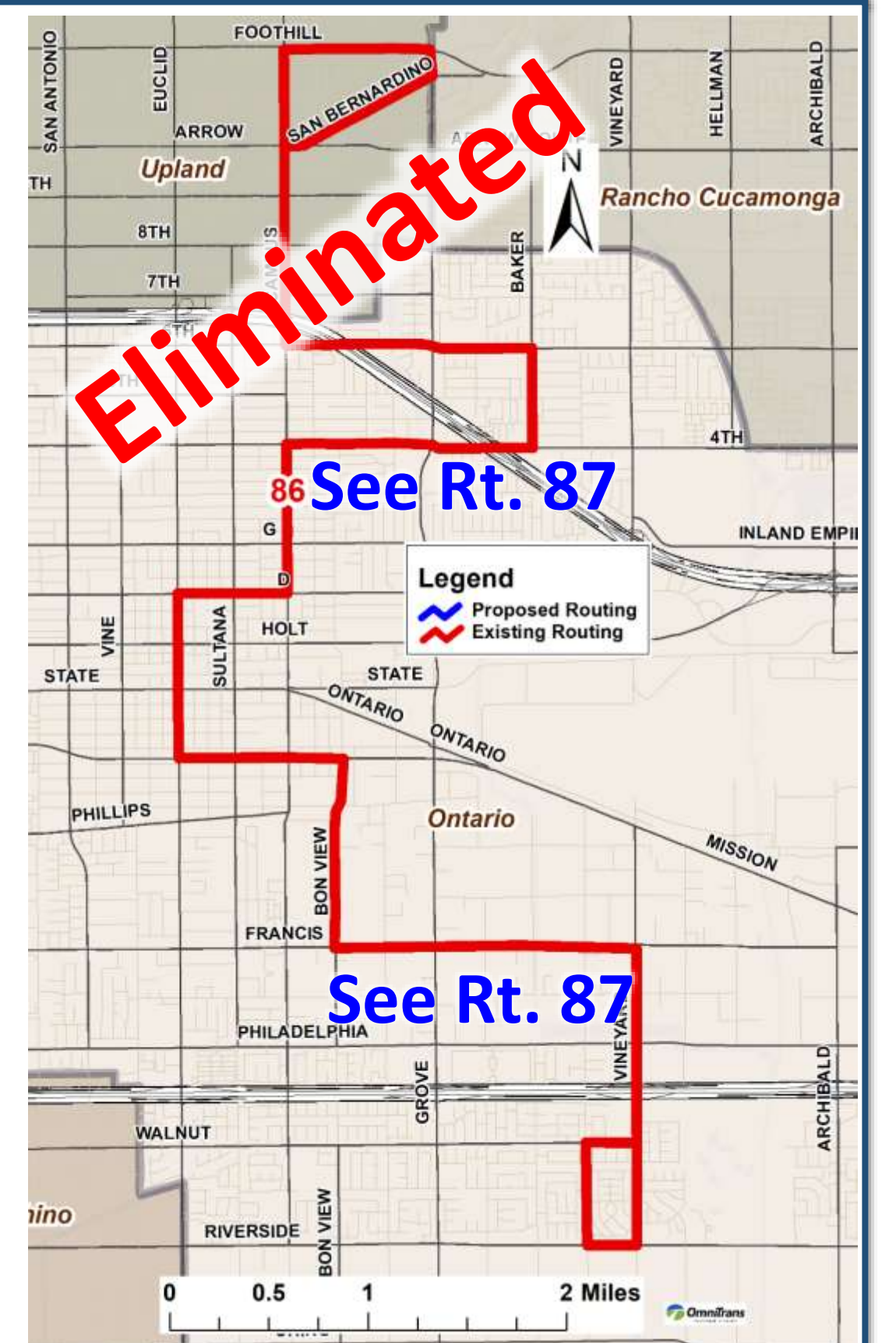
325

Route Eliminated. Barton  
Ave. covered by new Route 305



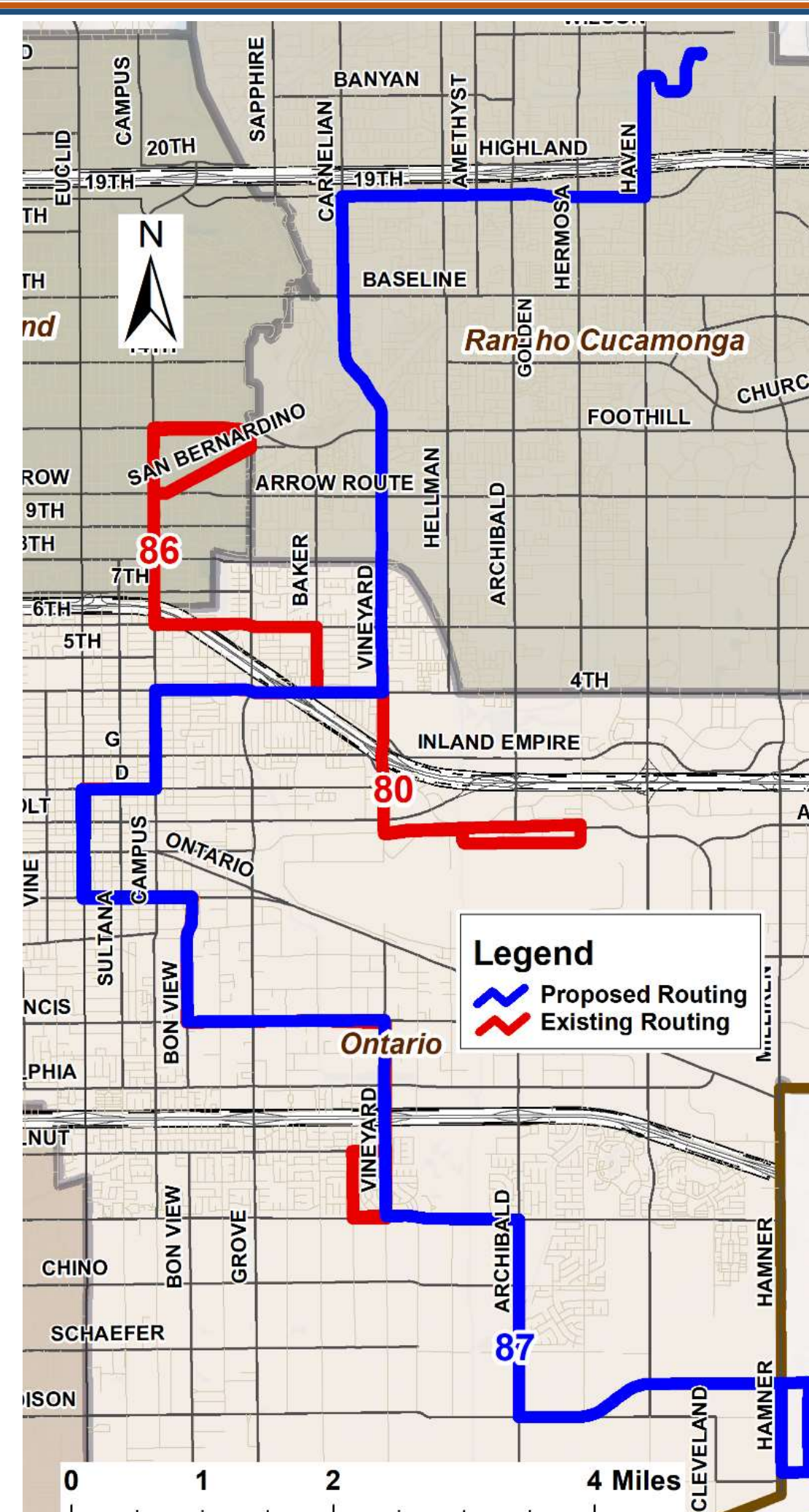
86

Route number  
eliminated.  
Most of route  
covered by new  
Route 87



87 **NEW**

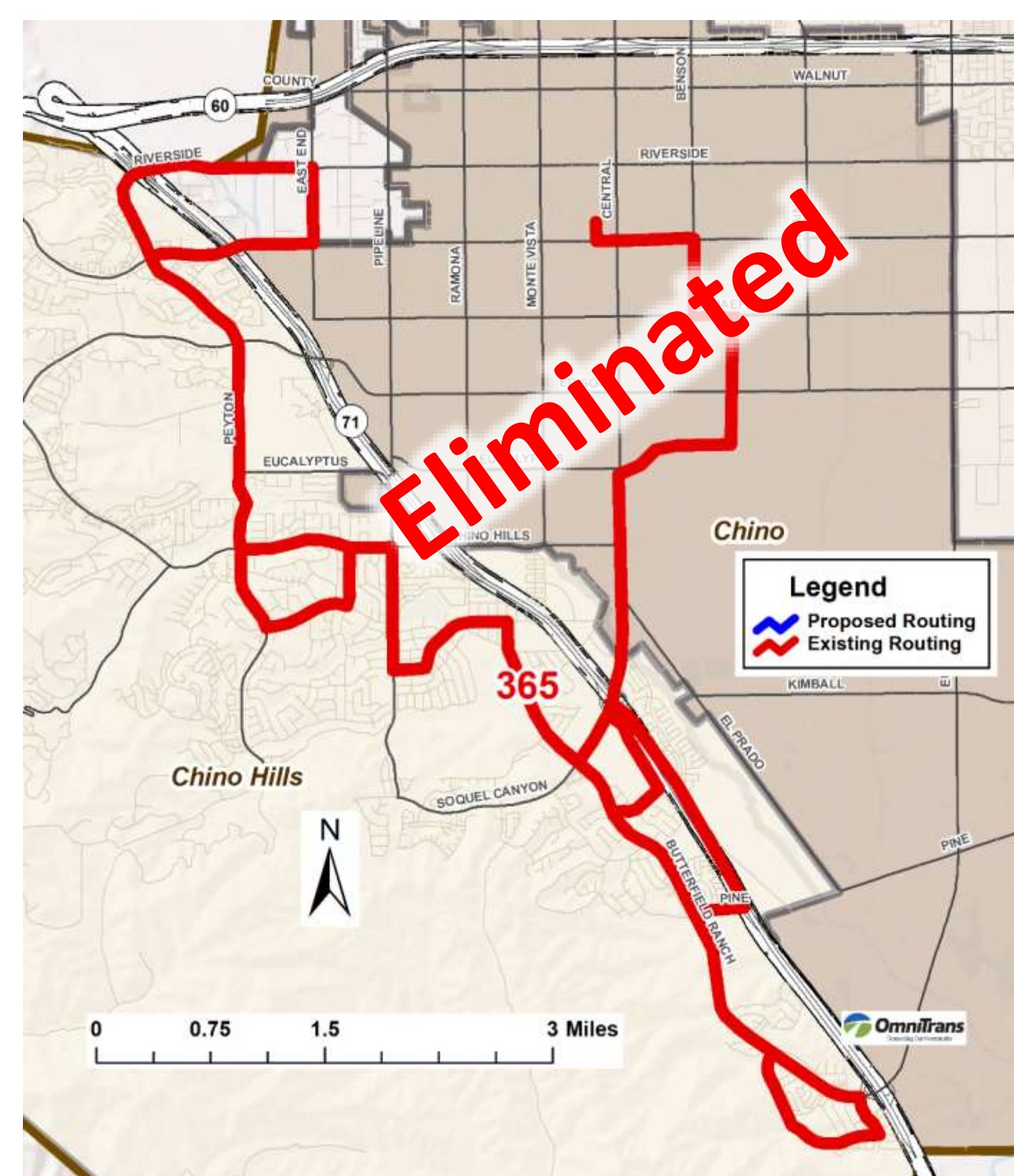
Combination of  
Route 80 & 86.  
Route extends  
to Riverside  
County Line for  
transfer to RTA  
  
Route operates  
Weekdays &  
Saturday



365

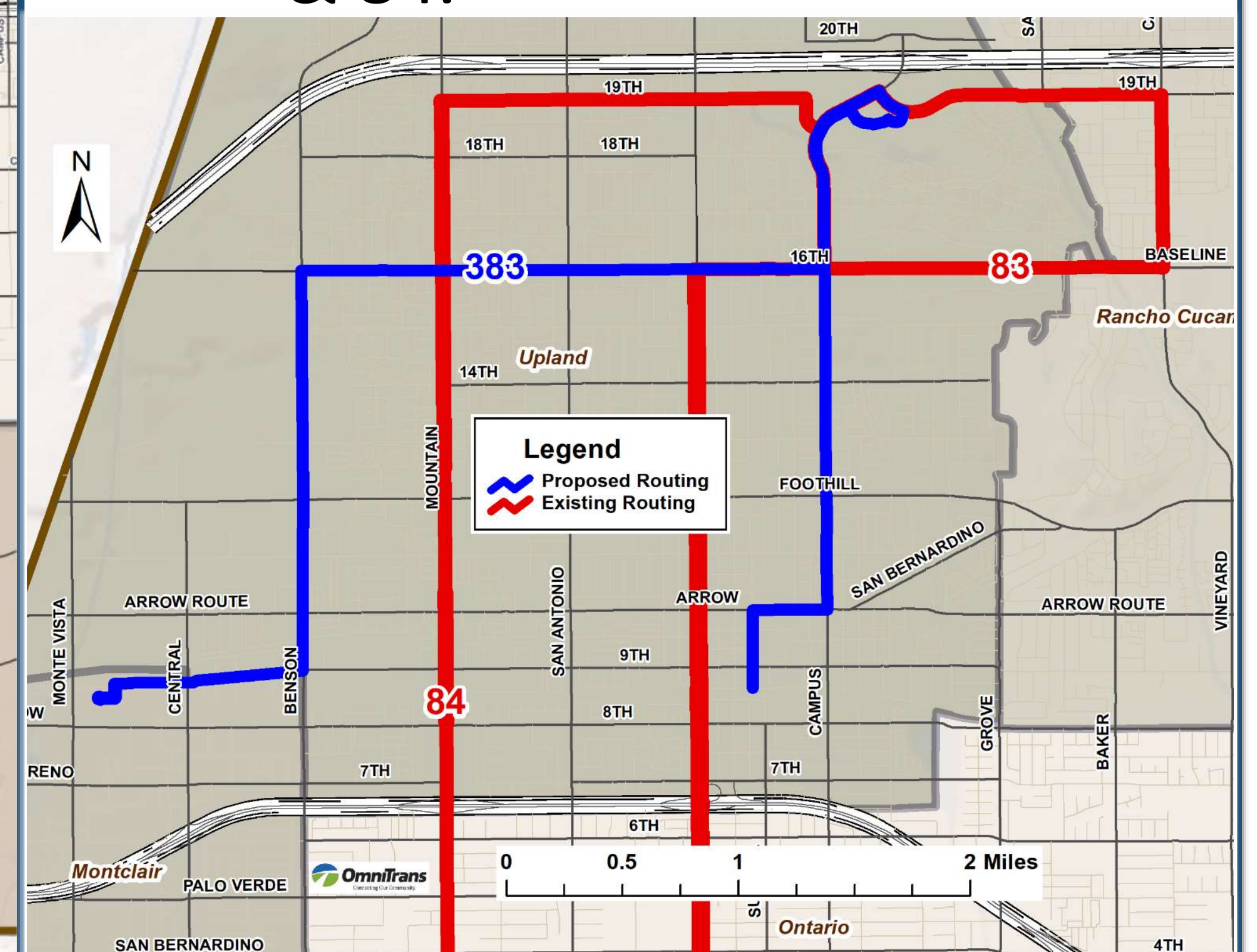
Route eliminated except for  
Chino High School Bell Trips

Service  
replaced by Chino  
Hills  
Micro  
Transit  
Service.



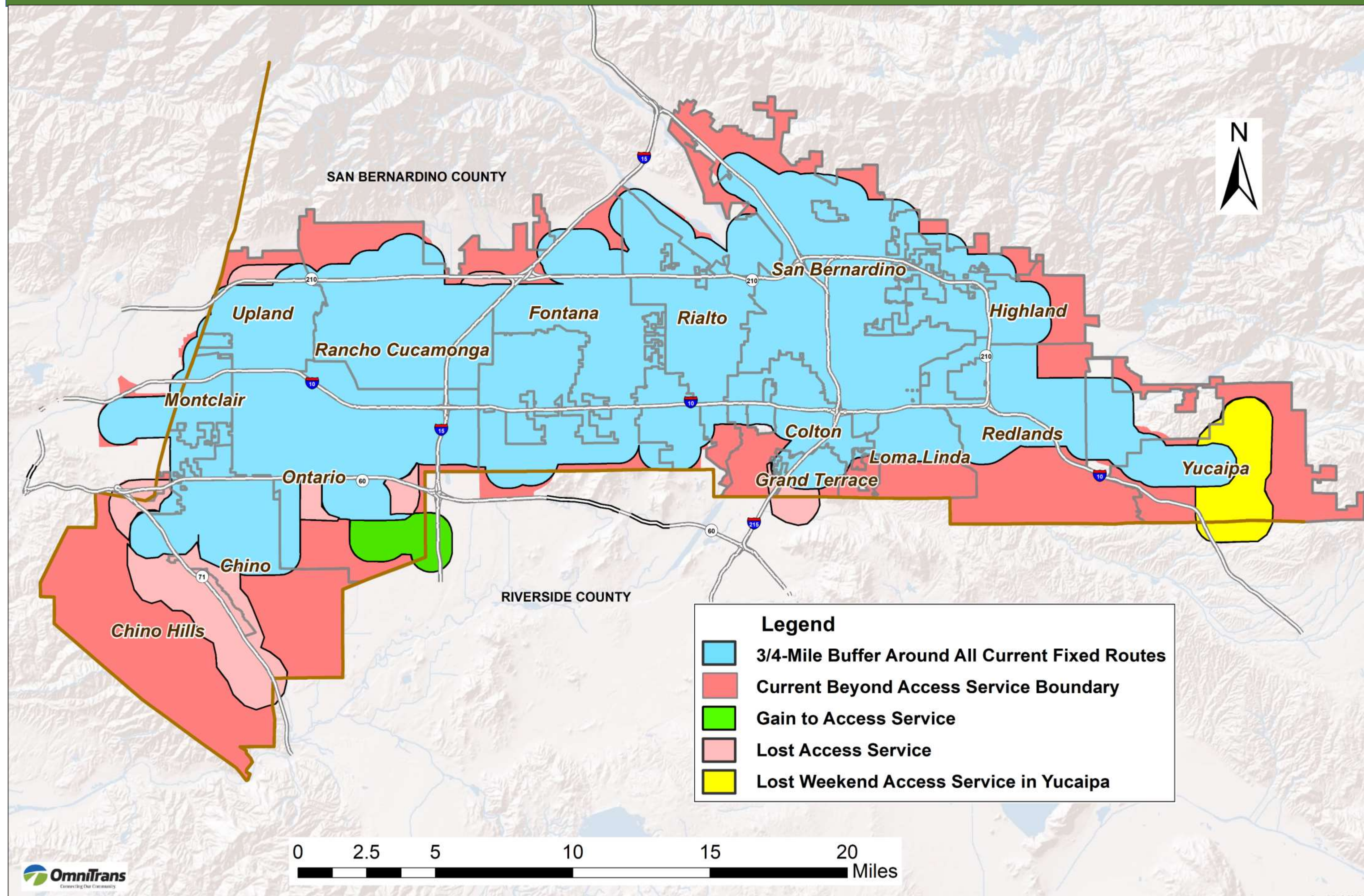
383

**NEW** Upland OmniGo. Replaces  
northern parts of Routes 83  
& 84.





# Access Service Changes



1. Eliminate Beyond Boundary Service (**Pink**)
2. Reduced service area from fixed route service changes: Parts of Chino Hills, Chino, Ontario and Grand Terrace (**Light Pink**)
3. New service area from new fixed route services: Ontario (**Green**)
4. Elimination of Weekend Access service due to change to OmniGo Yucaipa (**Yellow**)
5. Call ahead reservation window reduced to 3-days.

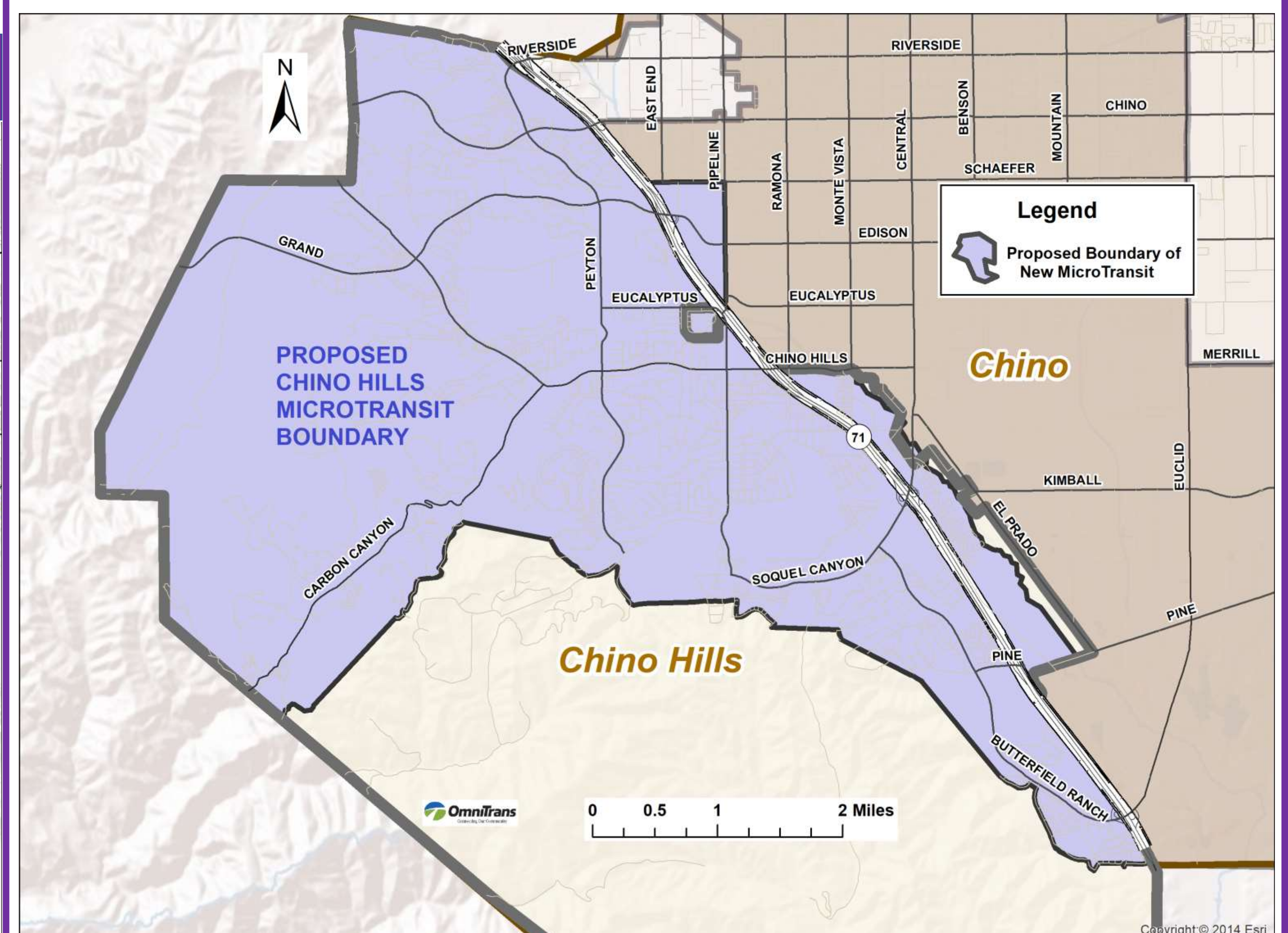
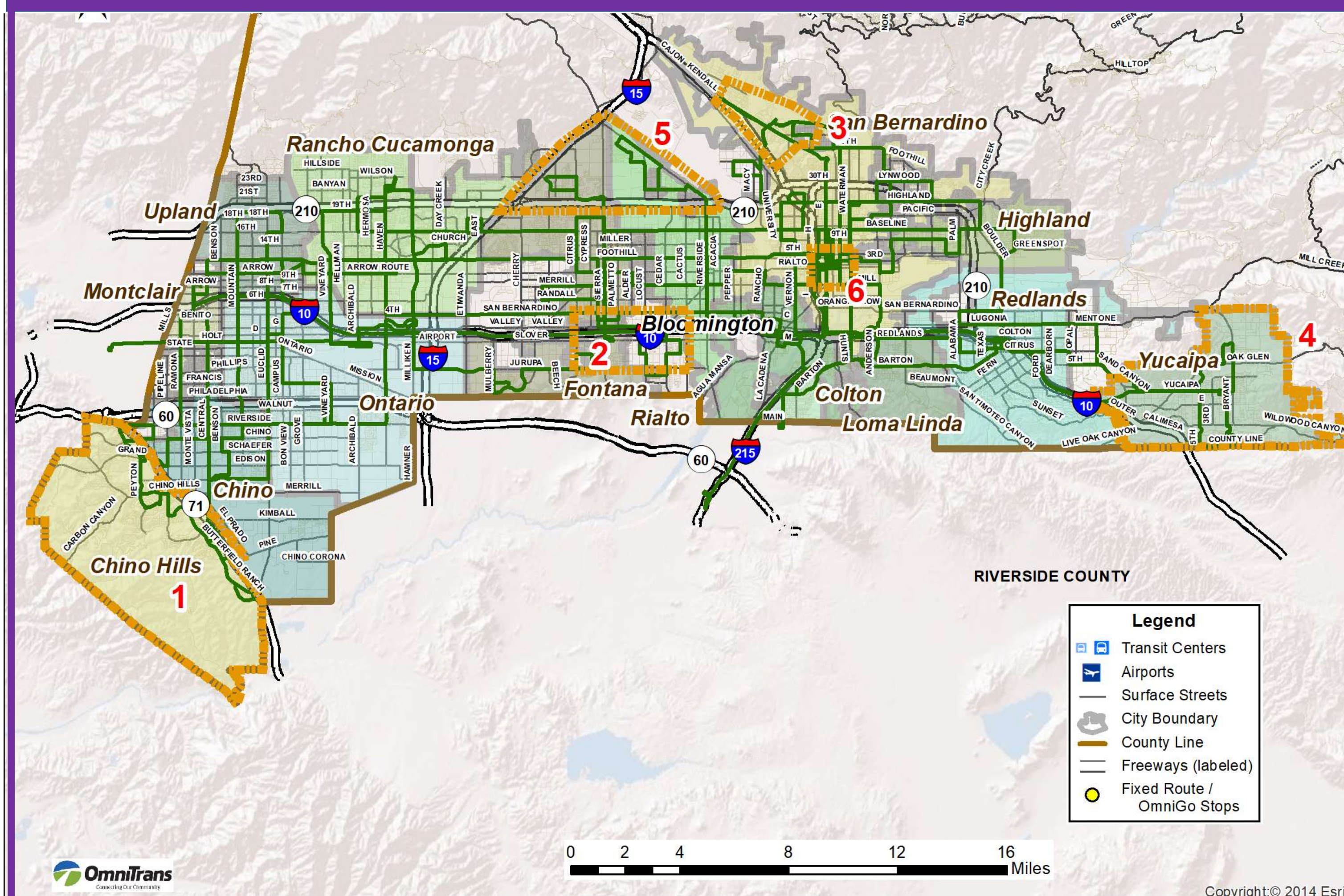
## MicroTransit Pilot Program

MicroTransit is a general public curb-to-curb pick-up to drop-off service that is technology enabled and uses a mobile phone app to request service. This is similar to an agency operated Uber or Lyft Service. Can provide both General Public and ADA service.

### First MicroTransit Pilot: Chino Hills

Proposed MicroTransit to replace OmniGo 365. Weekdays only, 6am-6pm. \$5 per trip. Free Transfer to Fixed Route.

### Potential Pilot Areas







# ConnectForward Public Hearing

Plans and Programs Committee

January 22, 2020



- Proposal to prepare the Omnitrans for future regional transit needs and to ensure long-term financial sustainability
- Plan includes:
  - Frequency Changes
  - Route realignments
  - Route elimination
  - New routes and services
  - OmniAccess Changes
- Details Available:  
[www.Omnitrans.Org/ConnectForward](http://www.Omnitrans.Org/ConnectForward)

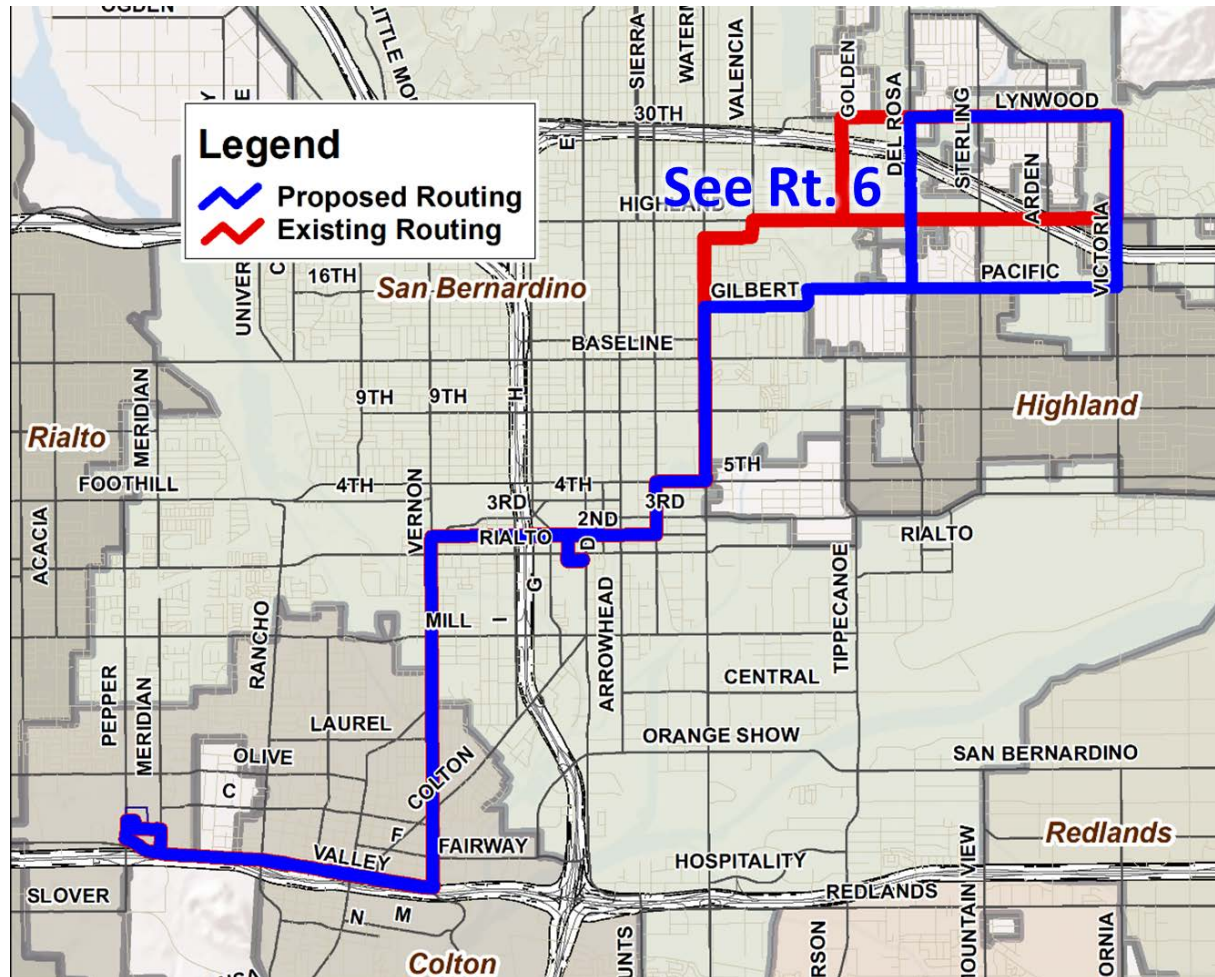


- **ConnectForward's** primary focus is to ensure a financially sustainable transit network by realigning resources in line with a 5-year, 25+% ridership decline
- It is necessary to implement an 11% service reduction in September 2020
- Eight Guiding Principles
  1. Minimize Customer Impact
  2. Business Approach: Maximize Efficiency & Productivity
  3. Maintain Core Weekday Productivity Network
  4. Reduce Coverage Area Duplication
  5. Provide Only Mandated ADA Service
  6. Maintain Service Quality
  7. Minimize Impact on Employees
  8. Provide Service to All Member Cities

Rt	Day	Proposal
2	All	30/60-minute headway → 70-minute
3	Sa & Su	20-minute headway → 22/25-minute
4	Sa & Su	20-minute headway → 22/25-minute
8	W	30-minute from VA Ambulatory to Downtown Redlands → 60-minute headway
14	Sa & Su	15-minute headway → 20-minute
22	W	30-minute headway from Riverside/Foothill to North Rialto → 60-minute
61	Sa & Su	15-minute headway → 20-minute
66	W	15-minute headway → 20-minute
290	W	Eliminated midday trips
309	W Sa & Su	30-minute headway → 60-minutes Weekend service eliminated
310	W	30/60-minute headway → 60-minute

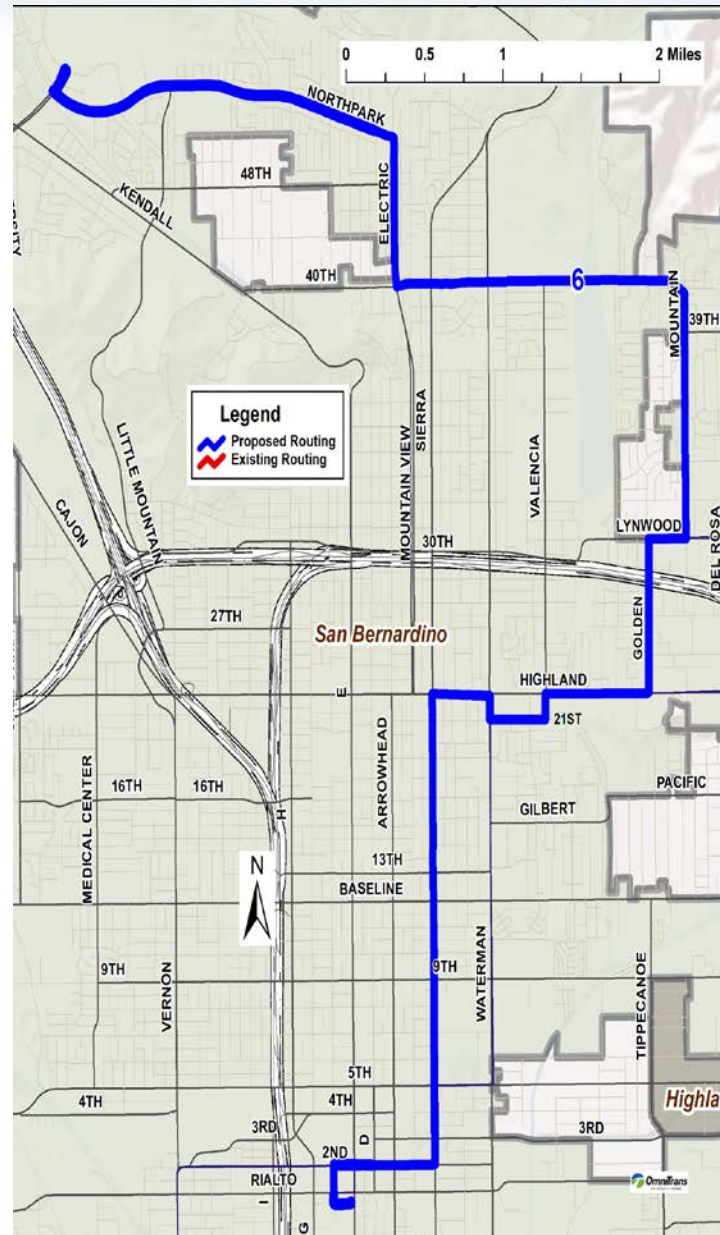
<b>Routes Eliminated</b>	<b>Proposed Service (Detailed Maps on Boards in Main Lobby)</b>
5	Mostly replaced by elements of Routes 1, 6 & 305
7	Mostly replace by elements of Route 6
20	Partially replaced by changes to Route 82
80	Mostly combined with Route 86 to create new Route 87
86	Mostly combined with Route 80 to Create new Route 87
OmniGo Yucaipa 308	Service remains on Route 309 providing service in opposite direction on same loop
OmniGo Grand Terrace 325	Partially replaced by Route 305
OmniGo Chino Hills 365	To be replaced by MicroTransit in Chino Hills

- **Route 1:** Modify north end to reduce duplication. See Route 6. New service near San Gorgonio High School.

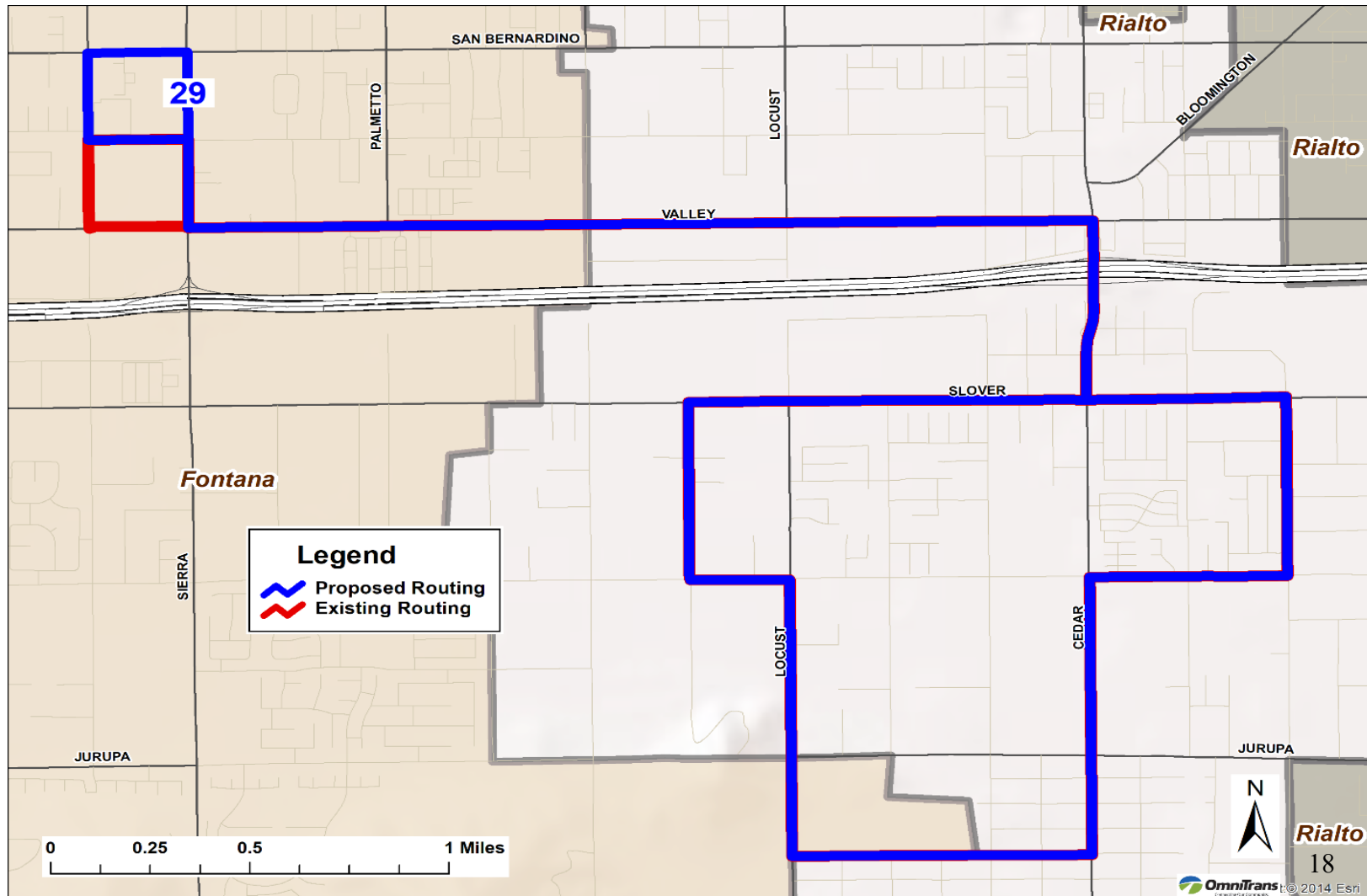


- **Route 6:**  
New route connecting  
Cal State San  
Bernardino to SBTC.  
Covers higher ridership  
areas of Route 5 & 7

# NEW



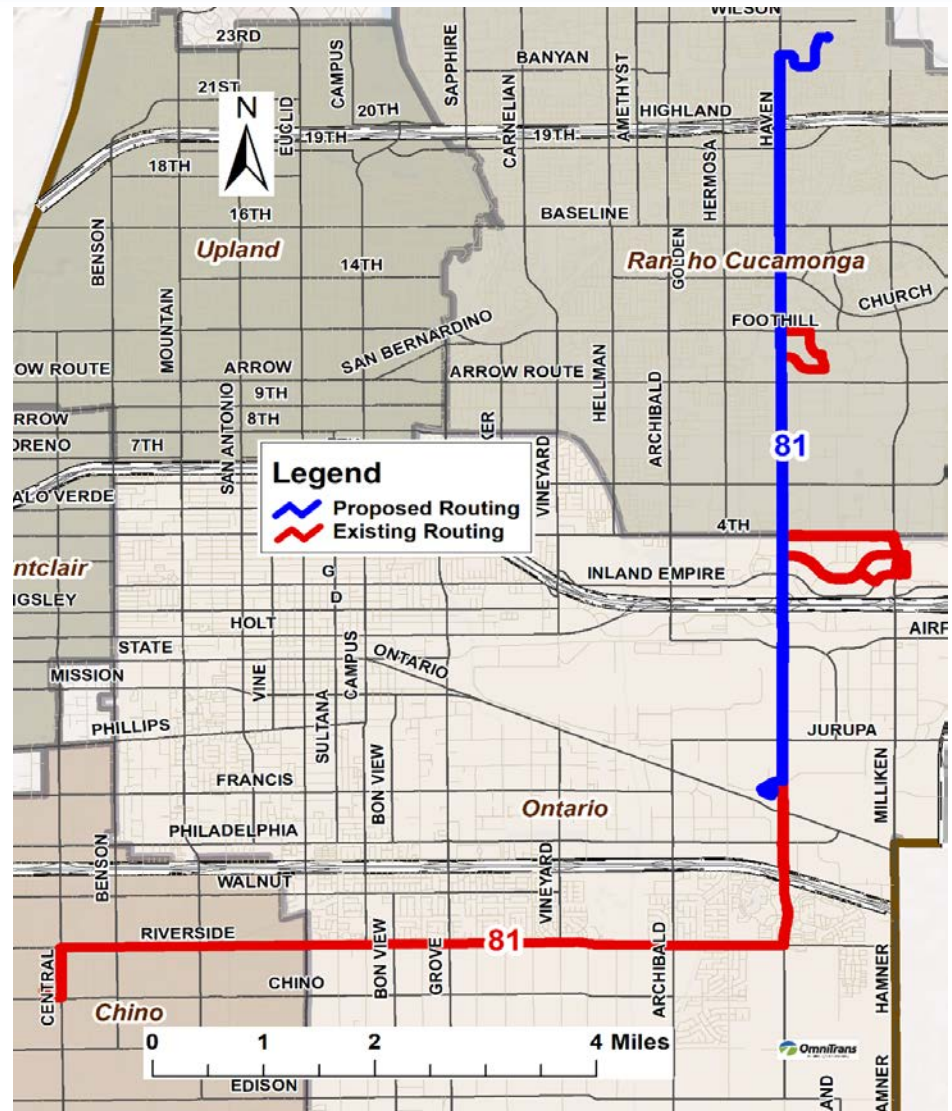
- **Route 29:** Minor change to end-of-line loop



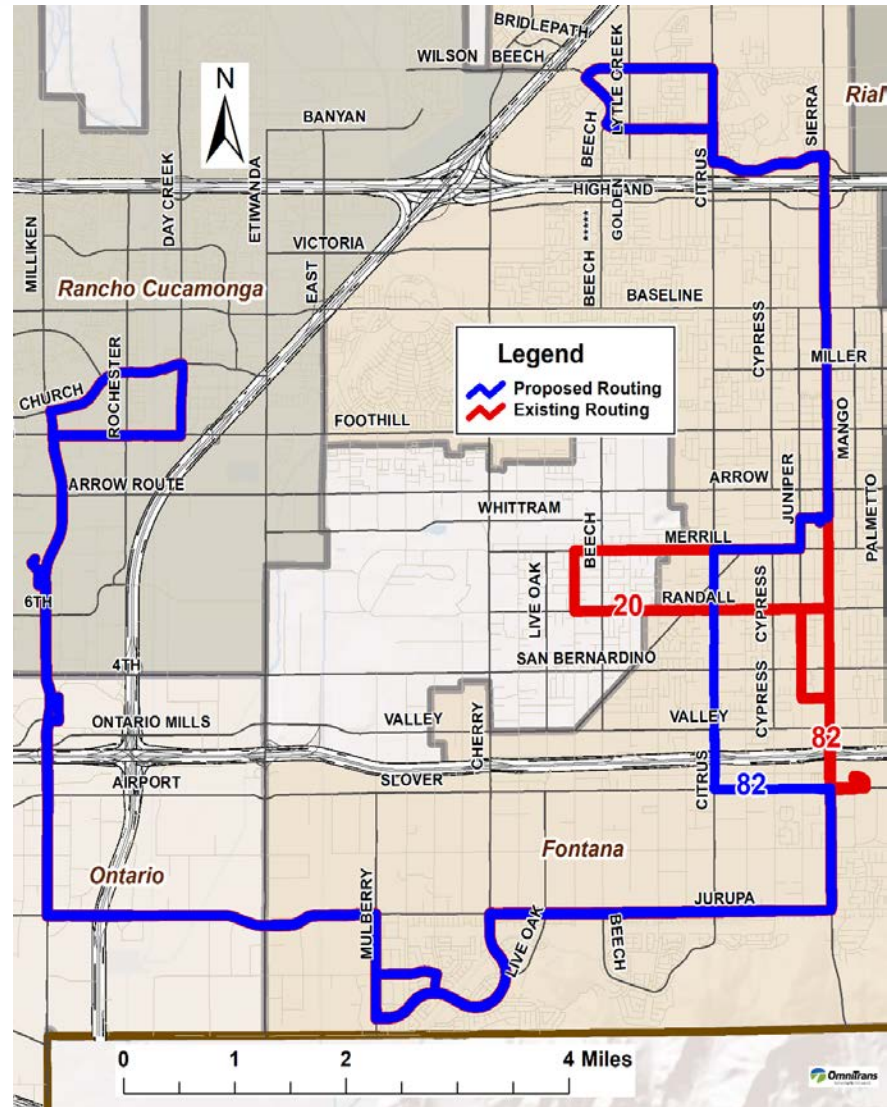


- **Route 81:**  
Realigned to focus service on Haven.

New connection to  
East Ontario Metrolink  
Station

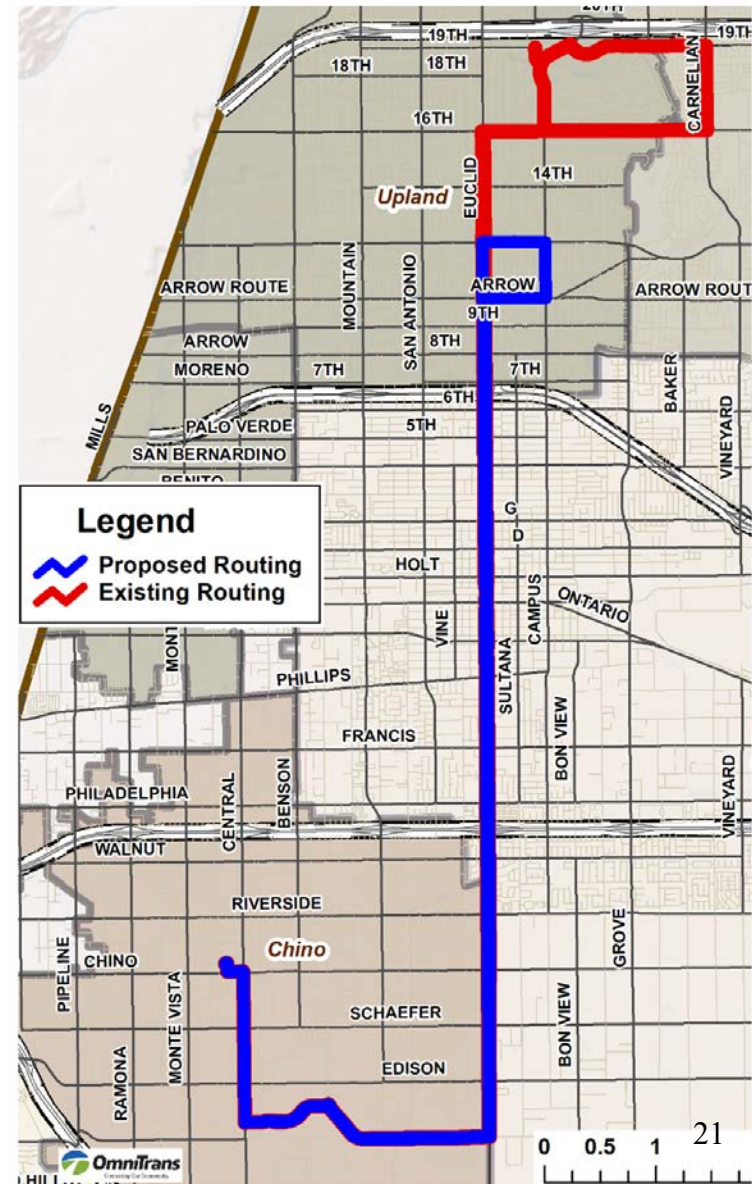


- **Route 82:**  
Service moved to Citrus between Merrill & Slover to reduce duplication. Service to Palm Court eliminated



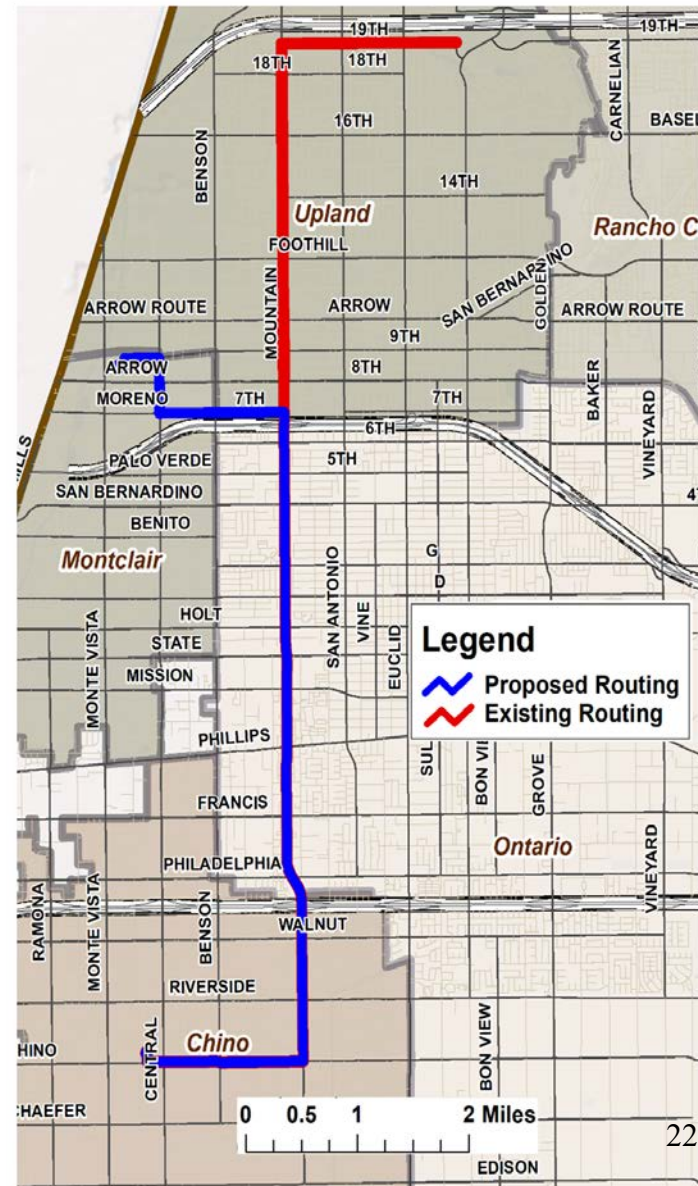


- **Route 83:**  
Route shortened  
to end at Foothill Blvd.  
Service to Colonies  
moved to Route 383



- **Route 84:**  
Route shortened to  
end at 7<sup>th</sup> St. and  
Montclair Transit  
Center.

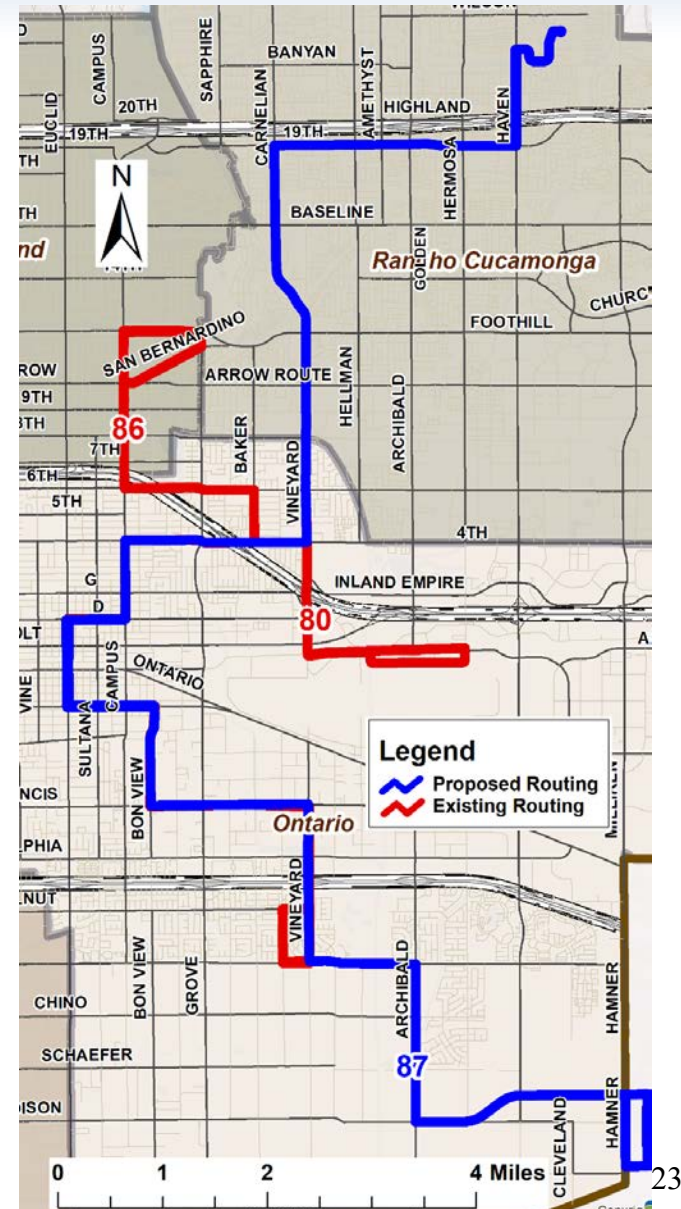
Service in North  
Upland moved to  
Route 383



- **Route 87:**  
Combination of Route 80 & 86. Route extends to Riverside County Line for transfer to RTA.

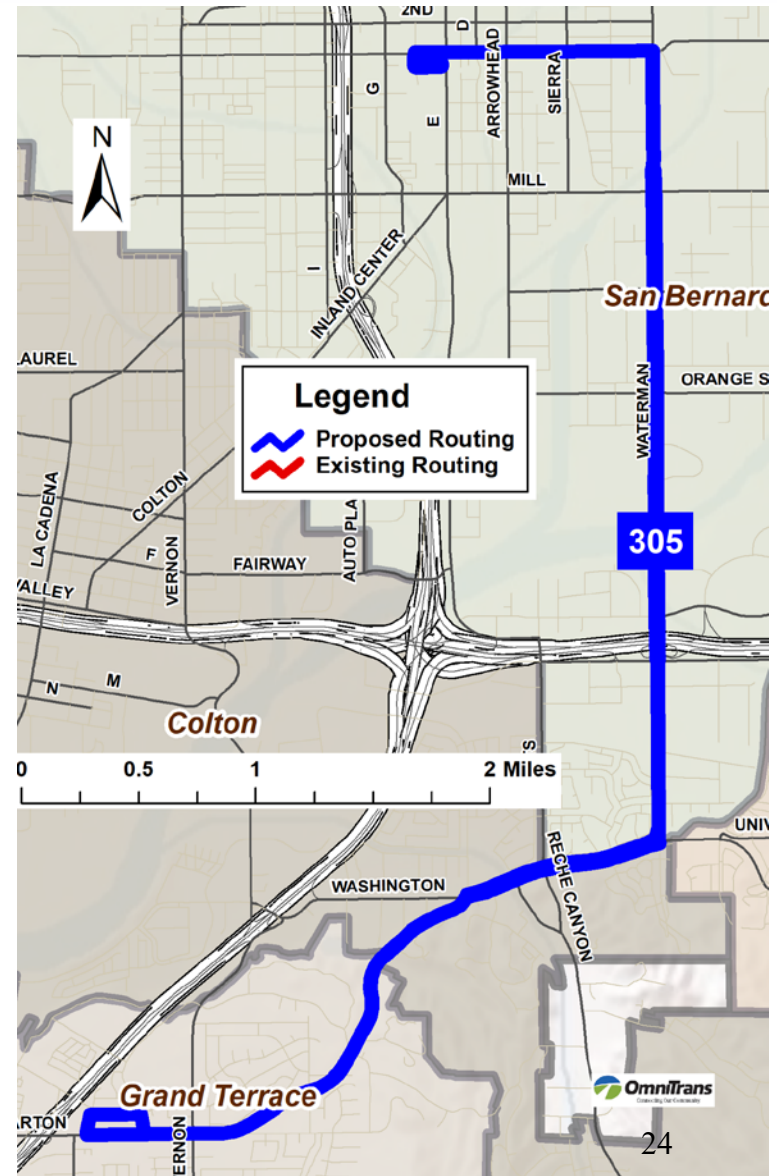
Route operates  
Weekdays & Saturday

# NEW



- **Route 305:** Replaces southern section of Route 5 on Waterman with smaller bus. Covers Barton part of OmniGo Grand Terrace 325.

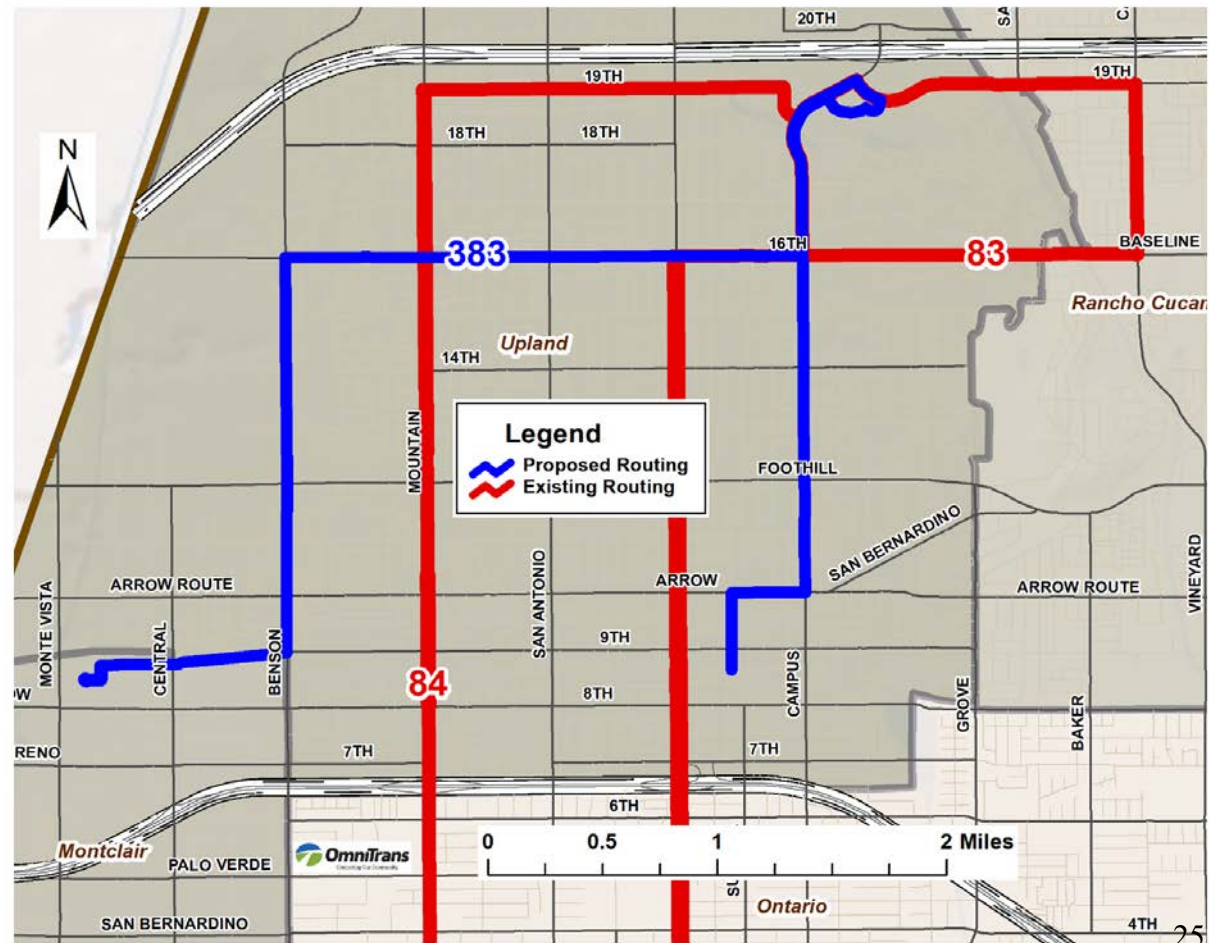
# NEW



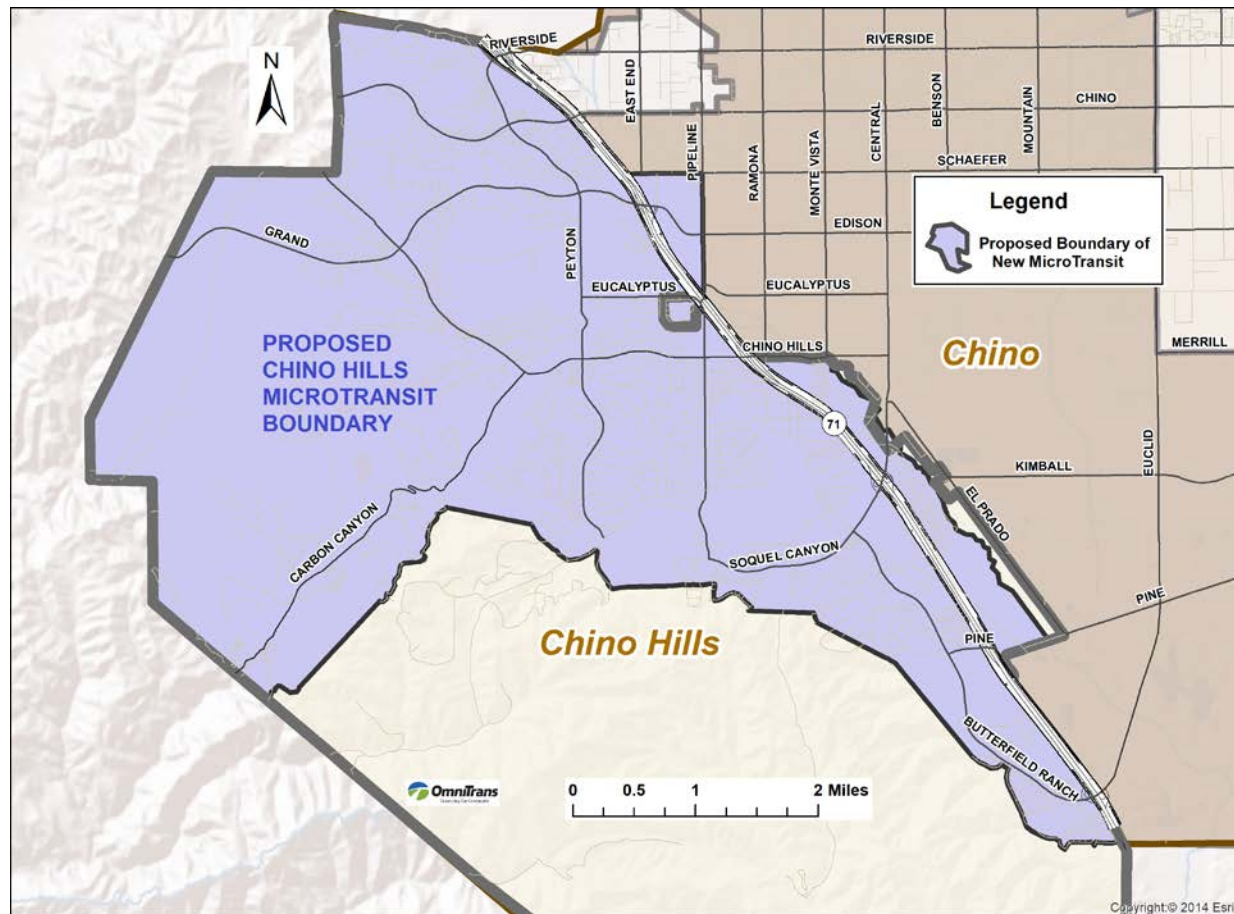


- **Route 383:** Replaces Route 83 & 84 service in North Upland with smaller bus.

**NEW**



- MicroTransit is a general public on-demand pick-up to drop-off service that is technology enabled and uses a mobile phone app to request service.



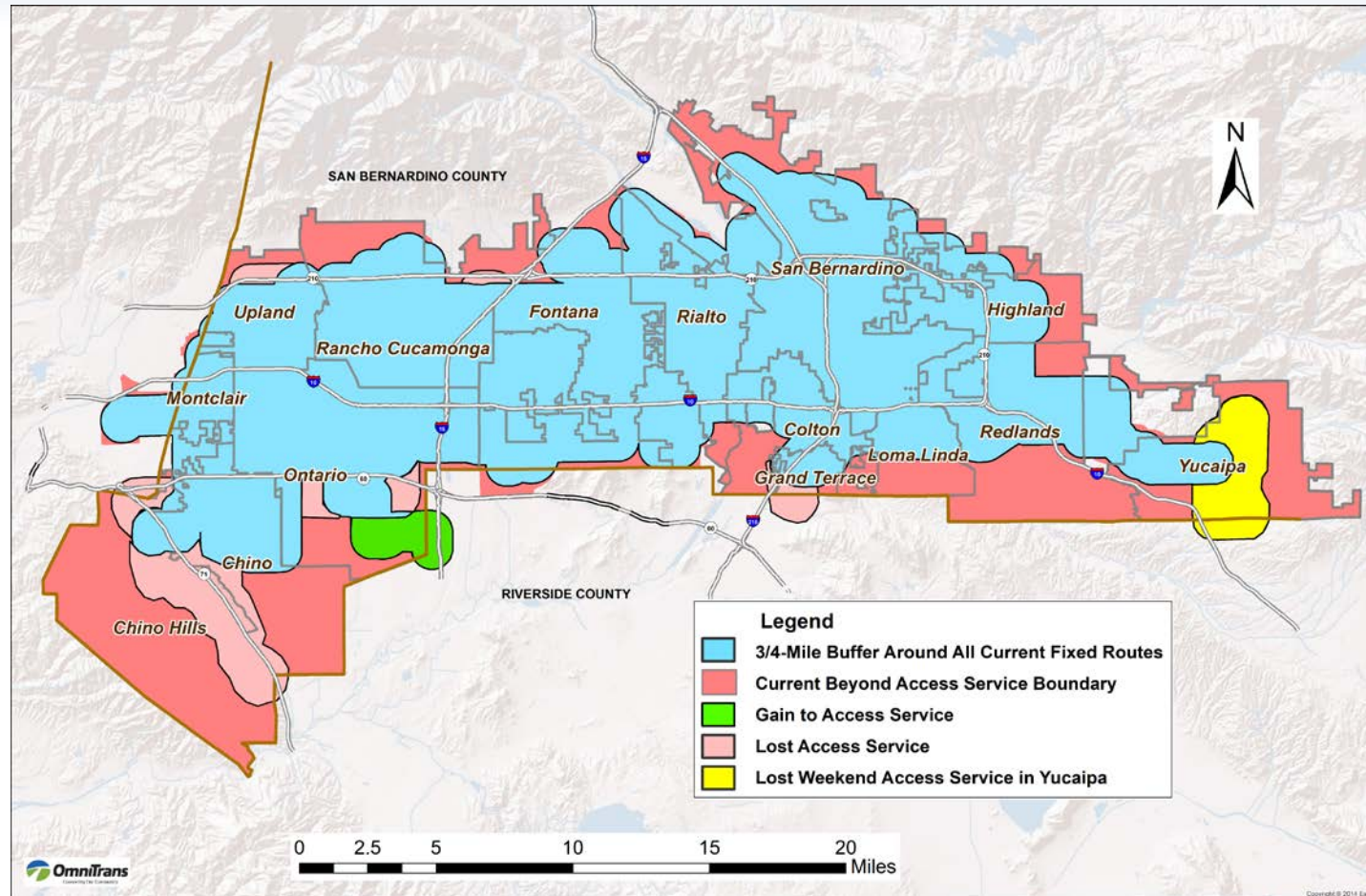
1. Eliminate Beyond Boundary Service  
(Pink)

2. Reduced service area from fixed route service changes: Parts of Chino Hills, Chino, Ontario and Grand Terrace  
(Light Pink)

3. New service area from new fixed route services: Ontario  
(Green)

4. Elimination of Weekend Access service due to change to OmniGo Yucaipa (Yellow)

5. Call ahead reservation window reduced to 3-days







# Questions & Public Input



ITEM # F1

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

**A. CALL TO ORDER**

The Plans & Programs Committee Meeting was called to order by Committee Chair Penny Lilburn at 9:00 a.m., October 23, 2019.

**COMMITTEE MEMBERS PRESENT**

Mayor Pro Tem Penny Lilburn, City of Highland – Committee Chair  
Council Member Ron Dailey, City of Loma Linda  
Mayor Cynthia Moran, City of Chino Hills – Via Teleconference  
Supervisor Janice Rutherford, County of San Bernardino  
Council Member Sam Spagnolo, City of Rancho Cucamonga  
Council Member Alan Wapner, City of Ontario – Via Teleconference  
Mayor John Dutrey, City of Montclair

**COMMITTEE MEMBERS NOT PRESENT**

Mayor Deborah Robertson, City of Rialto

**OTHERS IN ATTENDANCE**

Victor Lopez, Program Manager, Transit & Rail, SBCTA

**OMNITRANS ADMINISTRATIVE STAFF PRESENT**

P. Scott Graham, CEO/General Manager  
Erin Rogers, Deputy General Manager  
Trischelle Baysden, Director of Rail  
Shawn Brophy, Director of Operations  
Jeremiah Bryant, Director of Strategic Development  
Jacob Harms, Director of Information Technology  
Aaron Moore, Director of Special Transportation Services  
Suzanne Pfeiffer, Director Human Resources  
Art Torres, Director of Procurement  
Don Walker, Director of Finance  
Rick Barone, Materials Manager  
Omar Bryant, Maintenance Manager  
Anna Jaiswal, Development Planning Manager  
Angelica Jara, Contract Review Analyst  
Maurice Mansion, Treasury Manager  
Megann Martinez, Administrative Clerk

Harry Morck, Network Administrator  
Eugenia Pinheiro, Contracts Manager

**LEGAL COUNSEL**

Steve DeBaun, Legal Counsel

**B. ANNOUNCEMENTS/PRESENTATIONS**

There were no announcements.

**C. COMMUNICATION FROM THE PUBLIC**

There were no communications from the public.

**D. POSSIBLE CONFLICT OF INTEREST ISSUES**

There were no Conflicts of Interest Issues.

**E. DISCUSSION ITEMS**

1. Approve Plans & Programs Committee Minutes – July 24, 2019

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

2. Adopt Proposed Calendar Year 2020 Committee Meeting Schedule

M/S (Dutrey/Dailey) that adopted the proposed calendar year 2020 Committee Meeting Schedule. Roll call vote was taken and the motion was passed unanimously by Members present.

3. Recommend the Board of Directors Adopt the Service Adjustment /Realignment Guiding Principles and Overall Scale of the Proposed Service Reduction/Realignment at 71,000 Service Hours Per Year and Receive and Forward to the Board of Directors the Preliminary Draft Fixed-Route Service Proposals

Deputy General Manager, Erin Rogers provided some background information and mentioned that staff met with most of Members and city staff to review the proposed service reductions in more detail. She stated that the last few meetings with the Members are scheduled prior to the November 6<sup>th</sup> Board Meeting.

She introduced Director of Strategic Development, Jeremiah Bryant to present the item.

Member Spagnolo thanked staff for the presentation provided to the City of Rancho Cucamonga and stated that the discussion was productive, and the maps were very insightful.

Member Dailey agreed with Member Spagnolo and commended staff for a job well done.

Legal Counsel, Steve DeBaun arrived at 9:23 a.m.

Member Dutrey asked what metrics would be used to determine whether the service reduction plan is successful. Ms. Rogers stated that information would be included in the upcoming budget proposal and stated that the data will be readily available moving forward. These items will be included in the FY2021 Management Plan and Quarterly Key Performance Indicators reporting during FY2021.

Member Rutherford also commended staff on their presentation and was pleased with the outreach efforts and communication.

Member Moran also thanked staff for their presentation to the City of Chino Hills and stated that they are receptive to the Microtransit Pilot Program. She mentioned that one of their concerns discussed during the meeting with Omnitrans staff was regarding the high school students who use the Omnigo Service. Lastly, Member Moran stated that their City would be tracking the Microtransit Program as well.

Member Wapner echoed the Members comments regarding the staff's efforts.

Member Lilburn thanked the staff as well.

M/S (Spagnolo/Dutrey) that:

- A) Recommended the Board of Directors adopt the Service Adjustment/Realignment Guiding Principles and overall scale of the proposed service reduction/realignment at 71,000 service hours per year and;
- B) Received and forwarded to the Board of Directors the preliminary draft fixed route service proposals.

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

4. Receive and Forward to the Board of Directors, Initial Draft Proposed ADA Access Service Changes

Director of Strategic Development, Jeremiah Bryant, provided a brief background on this item as detailed in the staff report.

Member Moran left the meeting at 9:37 a.m.

Member Wapner left the meeting at 9:45 a.m. but noted for the record that he was in support of the remaining items.

Member Dutrey had some questions regarding the number of trips provided outside the service area. He also had questions regarding the costs associated with the Lyft Program. Mr. Bryant provided additional information.

M/S (Dutrey/Dailey) that received and forwarded to the Board of Directors this report which identifies initial draft Access service change proposals based on the Ad Hoc Committee's recommendations. Roll call vote was taken and the motion was passed unanimously by Members present.

5. Receive and Forward to the Board of Directors, Zero Emission Bus Regulation Roll-Out Plan Update

Director of Maintenance, Connie Raya provided a brief background on this item as detailed in the staff report.

The Committee engaged in a robust discussion and expressed concerns with Southern California Edison potentially not having the capacity to meet the demand. There was also some discussion regarding funding, the infrastructure and the project timeline. Ms. Rogers stated that staff is taking a conservative approach as more information becomes available. She noted that SBCTA is currently conducting a countywide electrification study that will help inform the process moving forward.

M/S (Spagnolo/Dutrey) that received and forwarded to the Board of Directors an update on the Zero Emission Bus Regulation and Roll-Out Plan. Roll call vote was taken and the motion was passed unanimously by Members present.

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

Development Planning Manager, Anna Jaiswal introduced Victor Lopez, Program Manager, Transit and Rail, SBCTA to provide a brief update on the West Valley Connector Project.

Member Lilburn had questions as to whether the project was continuing. Mr. Lopez responded that the project was transferred from Omnitrans to SBCTA and is still moving forward. He reviewed the status of the project and the proposed alignment.

Ms. Rogers clarified that SBCTA was working on the project delivery process and Omnitrans would be the operator. She stated that Omnitrans is working with SBCTA as the project moves forward through the project development phase.

Member Spagnolo stated that the City of Rancho Cucamonga was not in support of the proposed routes.

M/S (Dutrey/Dailey) that received and forwarded to the Board of Directors a project update for the West Valley Connector project. Roll call vote was taken and the motion was passed unanimously by Members present.

## **F. REMARKS AND ANNOUNCEMENTS**

There were no announcements.

## **G. ADJOURNMENT**

The Plans & Programs Committee meeting adjourned at 10:20 a.m. The next Committee Meeting is scheduled Wednesday, January 22, 2020 at 09:00 a.m., with location posted on the Omnitrans website and at Omnitrans' San Bernardino Metro Facility.

Prepared by:

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

ITEM # F2

**DATE:** January 22, 2020

**TO:** Committee Chair Penny Lilburn and  
Members of the Plans and Programs Committee

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

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

**SUBJECT: WEST VALLEY CONNECTOR PROJECT UPDATE**

### **FORM MOTION**

Receive and forward to the Board of Directors this project update for the West Valley Connector project.

### **BACKGROUND**

The West Valley Connector (WVC) is the second Bus Rapid Transit (BRT) line planned for implementation in the San Bernardino Valley. In 2015, Omnitrans completed an Alternatives Analysis (AA) for the WVC, working closely with the cities of Fontana, Montclair, Ontario, Pomona, and Rancho Cucamonga, as well as SBCTA, SCAG, and other stakeholders such as Metrolink, Ontario Airport, and Ontario Mills. In 2017, the project was transferred to the San Bernardino County Transportation Authority (SBCTA) in order to better coordinate funding strategy and capital project delivery.

SBCTA's primary role in the WVC Project is capital project delivery and funding strategy. Omnitrans' primary role ultimately is to be the operator of the WVC and serve as the direct applicant/recipient of FTA grants for this project. In this role, Omnitrans provides input to design, funding, grants, and operational topics to ensure that the project can be effectively operated.

Since the last WVC project status update in October 2019, these key actions have occurred:

- In November 2019, SBCTA Board selected the preferred alternative for the final Environmental Impact Report and Environmental Assessment (EIR/EA), including approximately 3.5 miles of dedicated lanes in the City of Ontario. SBCTA expects final environmental approval for the WVC in March 2020. The EIR/EA environmentally clears two phases of the project:
  - Phase 1 from the Downtown Pomona Metrolink Station to Victoria Gardens; and,
  - Phase 2 from Ontario International Airport to Kaiser Permanente Medical Center.
  - Phase 1 is likely to be the only phase delivered as part of the Measure I 2010-2040 Program (by 2040) due to funding constraints. There is not currently a viable funding path for Phase 2 during the current forecast period of Measure I.

- As part of the phased approach, the SBCTA Board approved enhancing the existing local bus service frequency on Haven Avenue in advance of Phase 2, recognizing that planned development efforts underway may result in increased demand for service along Haven Avenue before Phase 2 is implemented.
- In December 2019, the SBCTA Board approved the 2020 State Transportation Improvement Program (STIP) proposal to nominate WVC for \$39.745 million of Regional Improvement Program (RIP) funds.
- At the January 2020 SBCTA Board of Directors Meeting, the Board approved moving forward with two potential full funding proposals. The first proposal is built around receiving \$65 million in competitive grants and SBCTA allocating \$52,568 million in unallocated, discretionary funding. The second proposal is built around receiving \$15 million in competitive grants and SBCTA allocating \$102.568 million in unallocated, discretionary funding. These funding scenarios are shown in Table 1. Additionally, at this meeting, the SBCTA Board provided guidance to include the WVC in the planned SB1 grant applications for a total of \$65 million.

**Table 1 - Proposed WVC Funding Plans (Capital Only)**  
(1,000s)

Fund Source Committed	Amount*	Target with \$65M in Grants		Contingency Case with \$15M in Grants	
		New Commitment*	Total	Total New Commitment*	Total
Measure I BRT	\$87,900		\$87,900		\$87,900
STIP	\$39,745		\$39,745		\$39,745
Omnitrans (Mid-Valley property sale proceeds and Mid-Valley capital funds) – Federal and local	\$30,953		\$30,953		\$30,953
City of Ontario	\$9,300		\$9,300		\$9,300
Los Angeles County Metropolitan Transportation Authority (LACMTA)	\$1,500		\$1,500		\$1,500
Potential Grant Awards		\$65,000	\$65,000	\$15,000	\$15,000
<b>Subtotal with Grant Awards</b>	<b>\$169,398</b>	<b>\$65,000</b>	<b>\$234,398</b>	<b>\$15,000</b>	<b>\$184,398</b>
Measure I BRT		\$8,000*	\$8,000	\$8,000*	\$8,000
Federal Transit Administration (FTA) 5307		\$5,000	\$5,000	\$11,276	\$11,276
CMAQ		\$15,000	\$15,000	\$40,000	\$40,000
LPP		\$5,568	\$5,568	\$13,292	\$13,292
Low Carbon Transit Operations Program (LCTOP)		\$5,000	\$5,000	\$5,000	\$5,000
State Transit Assistance (STA) Population		\$14,000	\$14,000	\$25,000	\$25,000
<b>Subtotal New Commitment</b>		<b>\$52,568</b>	<b>\$52,568</b>	<b>\$102,568</b>	<b>\$102,568</b>
<b>Total</b>	<b>\$169,398</b>	<b>\$117,568</b>	<b>\$286,966</b>	<b>\$117,568</b>	<b>\$286,966</b>

\* “Committed Amount” means funds identified in SBCTA’s 10-Year Delivery Plan. “New Commitment” means funds over which SBCTA has discretion, beyond the already committed amounts.

\*\* Assumes future LCTOP or CMAQ fund first five years of operating costs.

- In January 2020 SBCTA and Omnitrans jointly applied for \$15 million in Transit and Intercity Rail Capital Program (TIRCP) funds for electric buses for the WVC.

***Omnitrans Role.*** Omnitrans will be the operator of the new sbX line upon the completion of the WVC project. As the designated FTA grant recipient, Omnitrans will also be the lead applicant for submitting any FTA grant applications, including the Small Starts grant submittal. Omnitrans staff continues to participate in weekly status update meetings/conference calls with SBCTA staff, has participated in public meetings and key stakeholder meetings, and has facilitated Omnitrans review of vital project documents.

Recently, Omnitrans staff has facilitated review of preliminary design alternatives being studied by SBCTA staff and the Parsons consulting team, including alternatives for a single bidirectional dedicated bus lane on Holt Boulevard in Ontario, and alternatives for station design that can accommodate both 40-foot buses and 60-foot buses. This included gathering input from management of all Omnitrans departments as well as trainers and coach operators as to the operability of the design alternatives. As the project proceeds into the design phase, decisions will need to be made regarding the design of the dedicated bus lanes, stations, platform boarding height, right-side versus left-side boarding platforms, etc. Omnitrans continues to facilitate input from a cross-section of staff and management within Omnitrans and provide input to SBCTA staff and Parsons team.

## **CONCLUSION**

Receive and forward to the Board of Directors a project update for the West Valley Connector project.

ER:JB:AMJ



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

**DATE:** January 22, 2020

**TO:** Committee Chair Penny Lilburn and  
Members of the Plans & Programs Committee

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

**FROM:** Nicole Ramos, Interim Director of Marketing

**SUBJECT: INLAND EMPIRE ANNUAL SURVEY REPORT**

**FORM MOTION**

Receive and forward to the Board of Directors this staff report on the findings from the Omnitrans portion of the Inland Empire Annual Survey conducted in spring 2019 by the Institute of Applied Research at California State University, San Bernardino (CSUSB).

**BACKGROUND**

For more than 20 years, the Institute of Applied Research at CSUSB has conducted a telephone survey of households in San Bernardino and Riverside Counties to capture residents' opinions related to quality of life issues and measure how perceptions have changed over time. The Inland Empire Annual Survey also includes (on a space available basis) some proprietary questions designed to meet specific information needs of sponsoring agencies and organizations within the region. A combination of randomly selected land line and cell phone numbers were utilized to reach residents in 2019.

Omnitrans has participated as a sponsor of the Inland Empire Annual Survey multiple times since 2006. At a cost of \$5,000, the survey provides a relatively low-cost opportunity for the Agency to scientifically gather opinions from the general public. Omnitrans questions are posed only to households located in the Omnitrans service area. In 2019, Agency questions were asked of 525 respondents, for a 95% level of confidence at an accuracy of approximately plus/minus 4.3%. There were 263 respondents from the East Valley region and 262 from the West Valley region.

Most Omnitrans questions remain the same each year to evaluate trends over time, while other questions are altered every few years to gain insight on particular topics. In 2019, survey questions focused on:

- Ability to name Omnitrans as the local bus service provider;
- Awareness of Omnitrans (if they were not able to name Omnitrans initially);

- Overall perception of Omnitrans even if the respondent has not used it personally;
- Usage of public transit for local travel; and
- Reason(s) people don't regularly use public transportation

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

Key findings from the 2019 Inland Empire Annual Survey:

#### Public Awareness

- 40.7% of respondents can name Omnitrans or an Omnitrans service as their local bus service provider. This represents Omnitrans' "unaided awareness" percentage.
- Respondents who could not name Omnitrans as their service provider then were asked if they had heard of Omnitrans. 83% of these respondents said that they had heard of Omnitrans when prompted. This represents Omnitrans' "aided awareness" percentage.
- Omnitrans' combined aided and unaided awareness rating is 91%, which is unchanged from 2018.

#### Public Perception

- 83% of respondents gave Omnitrans a positive rating, which is down from 87% in 2018.
- All respondents were asked if their perception of Omnitrans had changed in the past year. 81.4% reported no change while 14.7% said perception improved and only 3% said it declined. It's of note that approximately five times as many respondents stating that their opinion had improved vs. declined.

#### Riding Experience

- In a new question this year, all survey respondents were asked if they had ever used public transit for regular local travel (at least once per week).
- 15.3% of respondents have used public transit regularly. For purposes of context, a recent Pew Center report found that 9% of adults in the Western region of the United States regularly use public transit.
- Respondents who have not used public transit regularly were given five choices and asked the main reason why they don't use public transit. The top two answers were: "Bus schedules don't work for me," (29%) and "Buses don't go where I need to go," (21%).

Survey results indicate that 8 out of 10 people living in the San Bernardino Valley are aware of Omnitrans and hold a positive opinion of the agency. To attract more people to use Omnitrans services, the agency should continue to assess routing and schedules for customer convenience and efficiency.

## **CONCLUSION**

Findings from the Inland Empire Annual Survey conducted in spring 2019 by the Institute of Applied Research at CSUSB provide valuable public opinion data to the agency. Results will be incorporated into the 2020-2021 Annual Marketing Plan.

ER: NR

Attachment A: PowerPoint Presentation



# 2019 Inland Empire Annual Survey Report

Plans and Programs Committee  
January 22, 2020



## **Institute of Applied Research**

- Annual general public survey of San Bernardino County households
- Omnitrans-related questions asked only in 525 service area households:
  - Omnitrans name recognition and awareness
  - Public perception of Omnitrans
  - Community public transit experience
  - Barriers to public transit use

**What is the name of your local bus service provider?**

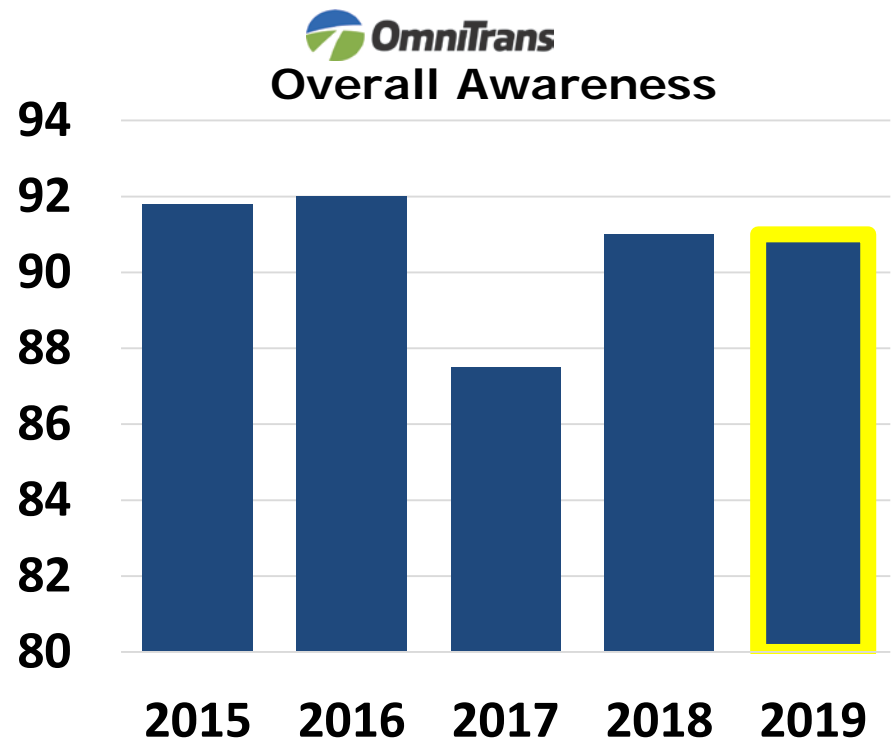
- 40.7% name Omnitrans or agency service

**Have you heard of Omnitrans (if not named)?**

- 83% say 'Yes'

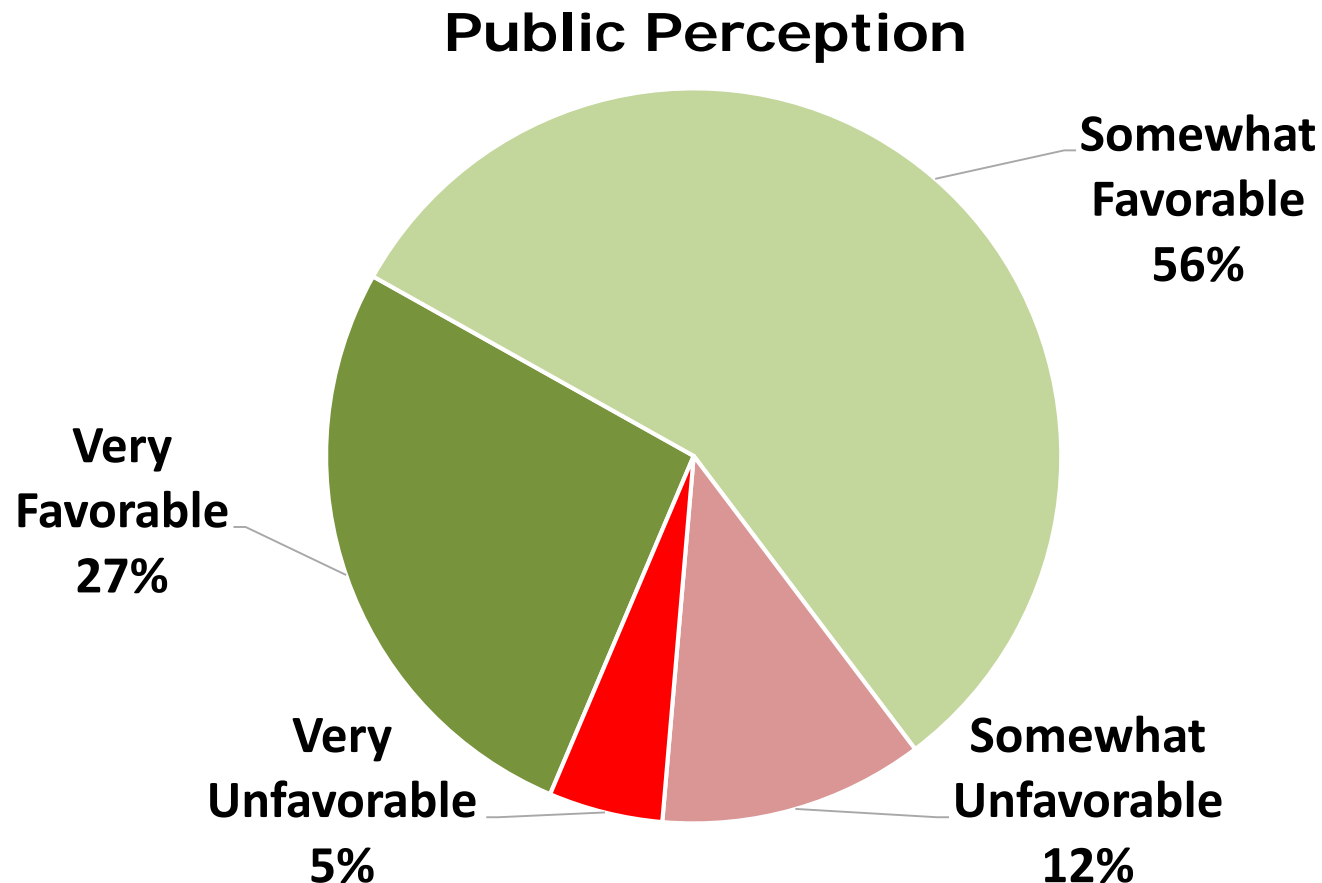
**Overall Awareness**

- 91%
- unchanged from 2018

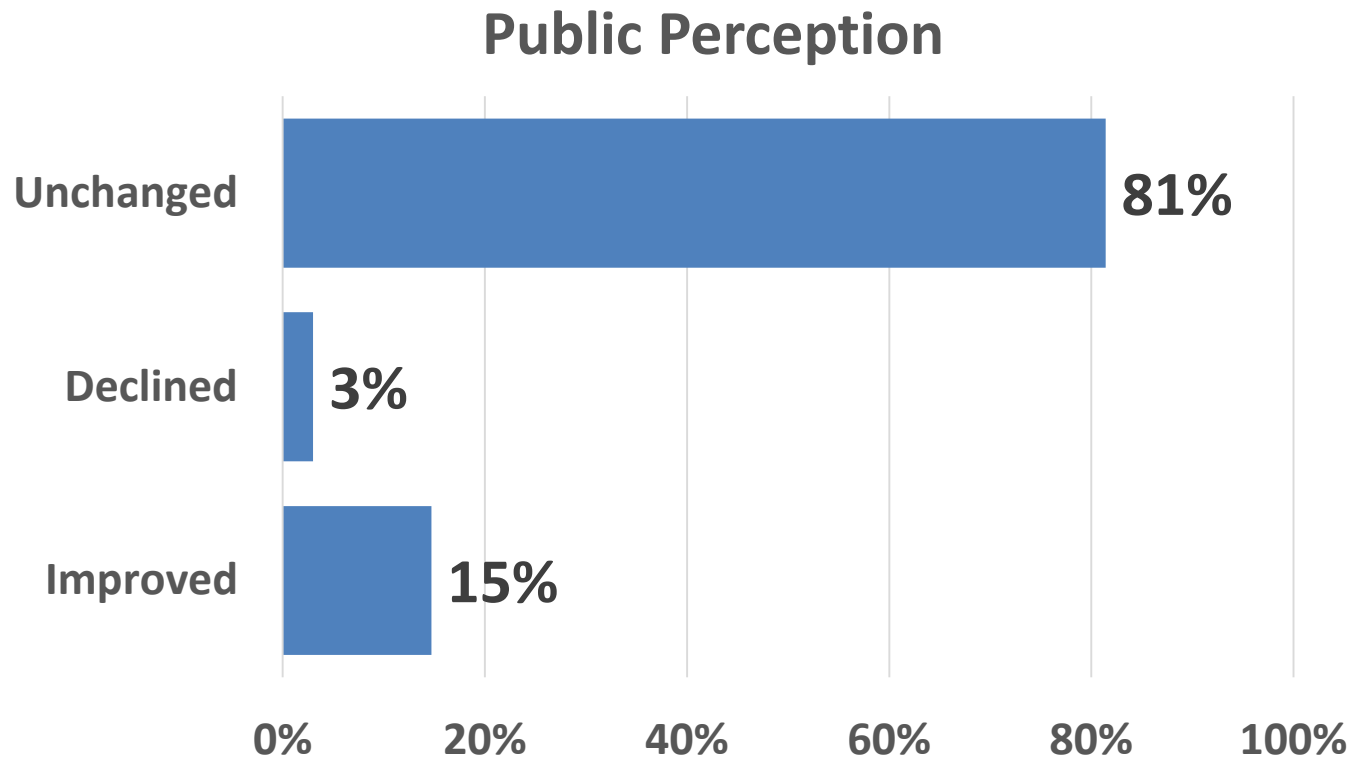


**What is your overall perception of Omnitrans, even if you have never used it personally?**

- 83% positive vs. 87% in 2018



- Over the past year, has your perception of Omnitrans improved, declined, or stayed the same?





**Have you ever used public transit for your local travel on a regular basis, meaning at least once a week?**

- 15.3% Yes
- 84.7% No

**NOTE:  
New Question  
for 2019**



A recent Pew Center report found that 9% of adults in the Western region of the United States regularly use public transit.



**Thank You**

ITEM # F4

**DATE:** January 22, 2020

**TO:** Committee Chair Penny Lilburn and  
Members of the Plans and Programs Committee

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

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

**SUBJECT: ABBG CUSTOMER SATISFACTION SURVEY OF OMNITRANS**

**FORM MOTION**

Receive and forward to the Board of Directors this a presentation highlighting the results of the American Bus Benchmarking Group (ABBG) Customer Satisfaction Survey of Omnitrans.

**BACKGROUND**

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

A key component of the annual work plan for the ABBG is a joint Customer Satisfaction Survey, which has been completed during 2014, 2015, 2016, 2017, 2018 and 2019. During 2019, sixteen agencies participated in the survey which was conducted online via SurveyMonkey® during April and May of 2019.

Omnitrans riders contributed 987 responses to the survey out of 12,964 responses for the ABBG members in total. After scrubbing process, Omnitrans' rider clean responses totaled 869 Since this survey was completed online and not truly from a random sample and hence subject to a sampling bias, a true error margin and confidence level cannot be established.

Omnitrans received an 83.0% overall satisfaction rating. This is effectively the same satisfaction rating compared to 82.9% received in 2018. The average satisfaction rating for all ABBG members in 2019 is 78.1%. Omnitrans held the 5<sup>th</sup> highest overall satisfaction score of ABBG member in 2019.

The survey as 20 questions in nine satisfaction areas. Omnitrans scored higher than peers on 11 of the 20 questions. Additionally, Omnitrans saw increases in eight satisfaction questions compared to our own score a year ago. Details on each question can be seen in Appendices 1 and 2 to this report, with further break down in the attached presentation.

The ABBG-facilitated Customer Satisfaction Survey is one tool that Omnitrans utilizes to gather customer feedback.

### **CONCLUSION**

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

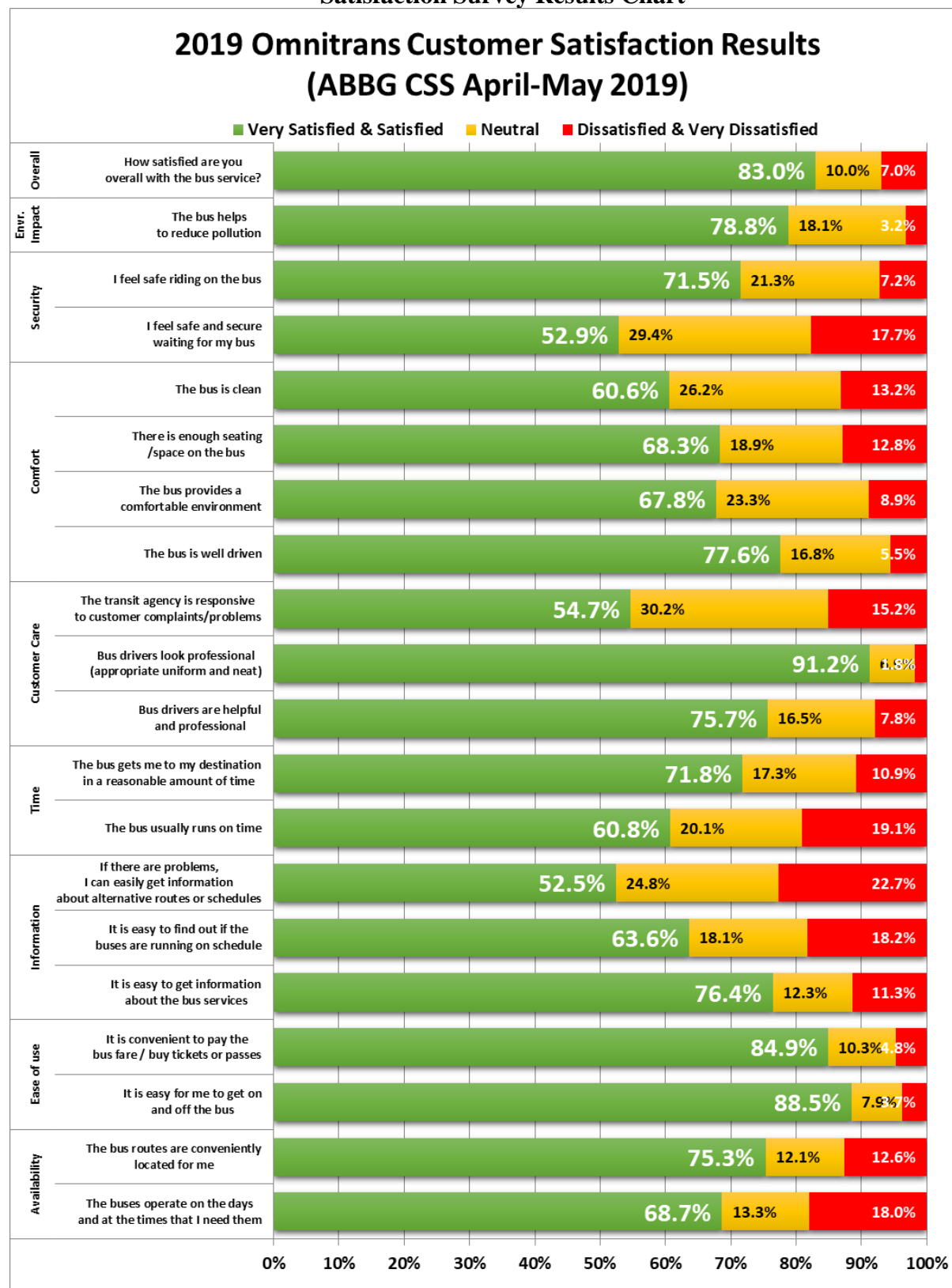
ER:JB:VC

Attachment A: Satisfaction Survey Results Charts

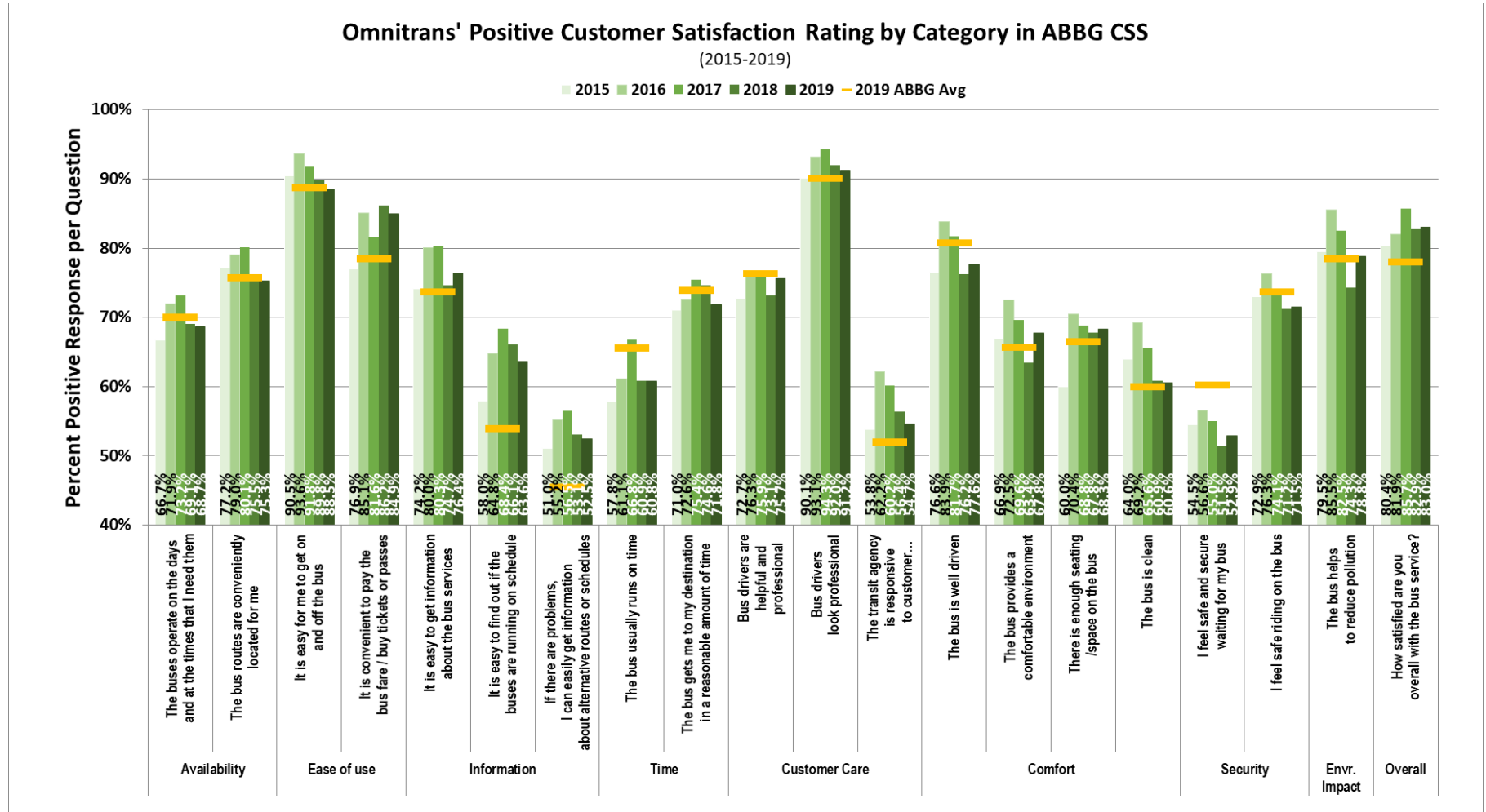
Attachment B: PowerPoint Presentation

ATTACHMENT A

Satisfaction Survey Results Chart



## Satisfaction Survey Results Trend Chart



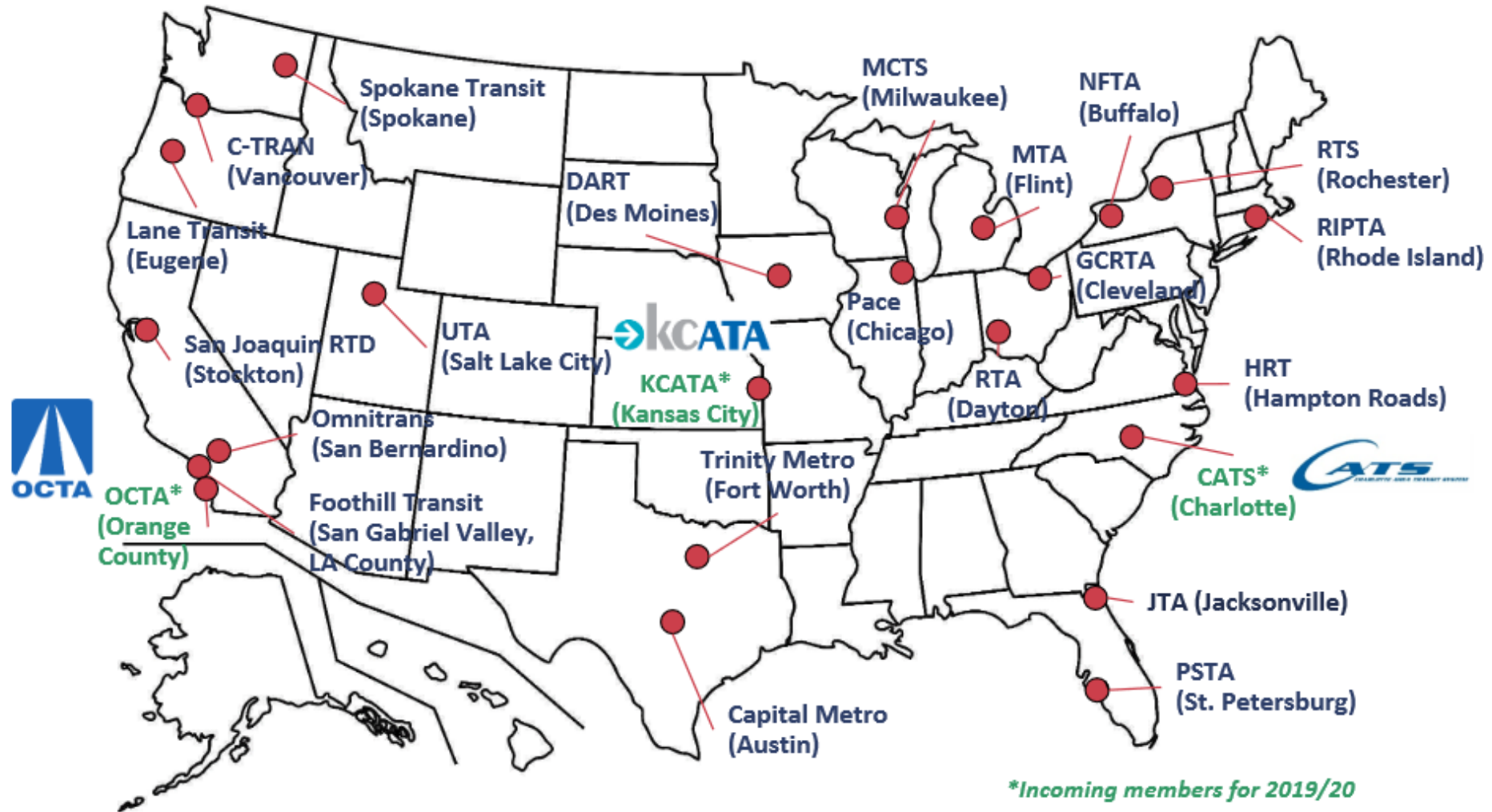




# **Customer Satisfaction Survey** **American Bus Benchmarking Group (ABBG)**

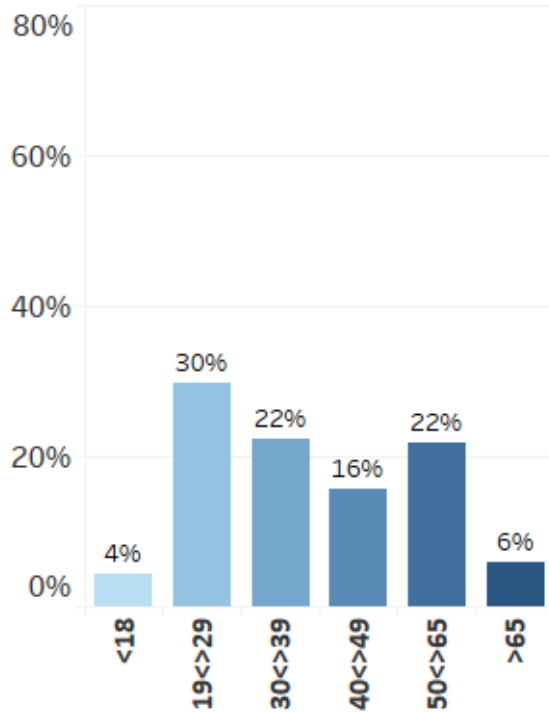
**Plans and Programs Committee**

**January 22, 2019**

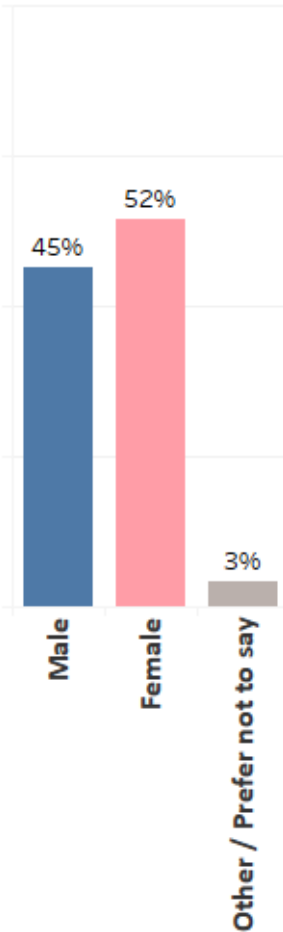


## Demographics of Respondents 2019 (San Bernardino OmniTrans)

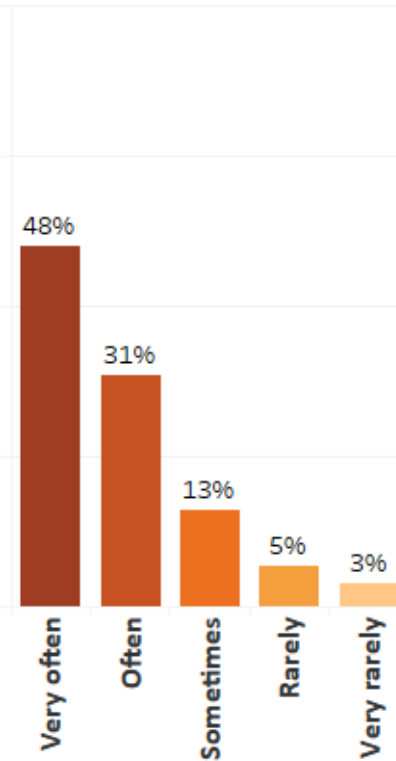
Age



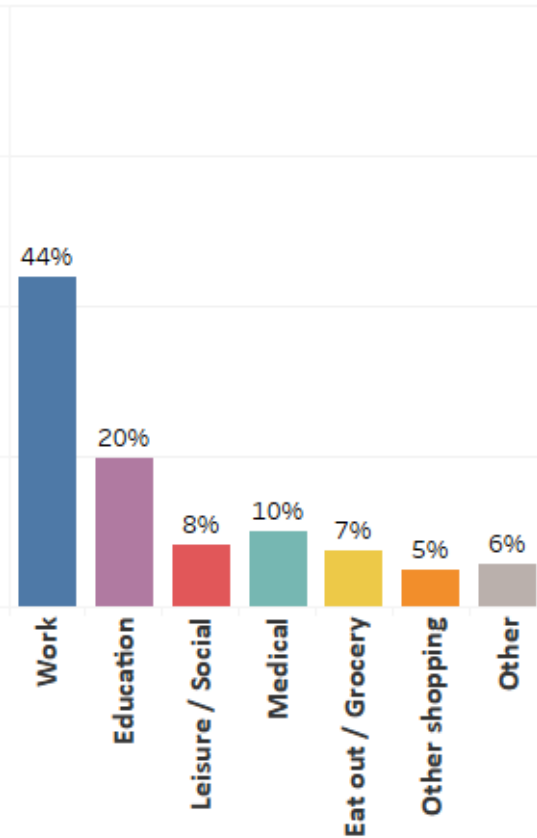
Gender



Frequency



Trip Purpose



■ Very Satisfied & Satisfied   ■ Neutral   ■ Dissatisfied & Very Dissatisfied

How satisfied are you  
overall with the bus service?



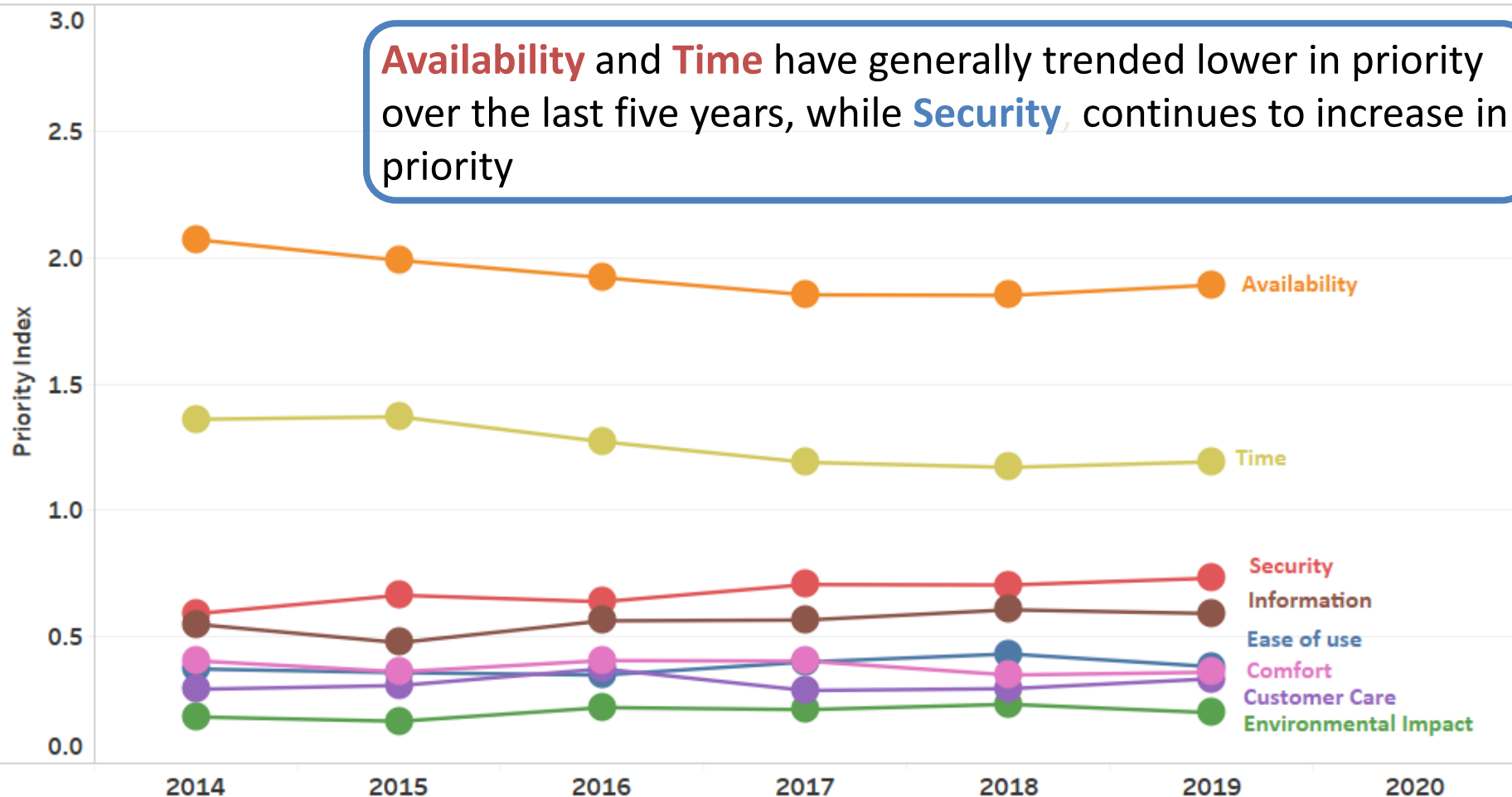
- **83.0% of responding customers gave Omnitrans a Positive Rating.**

—5<sup>th</sup> highest in peer group

- **Avg. Score of 4.0 out of 5.**

Service Quality Areas Priorities - Indices (San Bernardino Omnitrans)

**Availability** and **Time** have generally trended lower in priority over the last five years, while **Security**, continues to increase in priority



- **Survey asks 20 questions in 9 Satisfaction Areas**
  - Score higher than peers in 11 questions
- **Areas of improved satisfaction vs. 2018:**
  - Overall Satisfaction
  - Ease of getting information
  - Bus drivers are helpful
  - Bus is well driven
  - Bus provides a comfortable environment
  - Enough space on the bus
  - Safe and secure on the bus
  - Bus helps reduce pollution



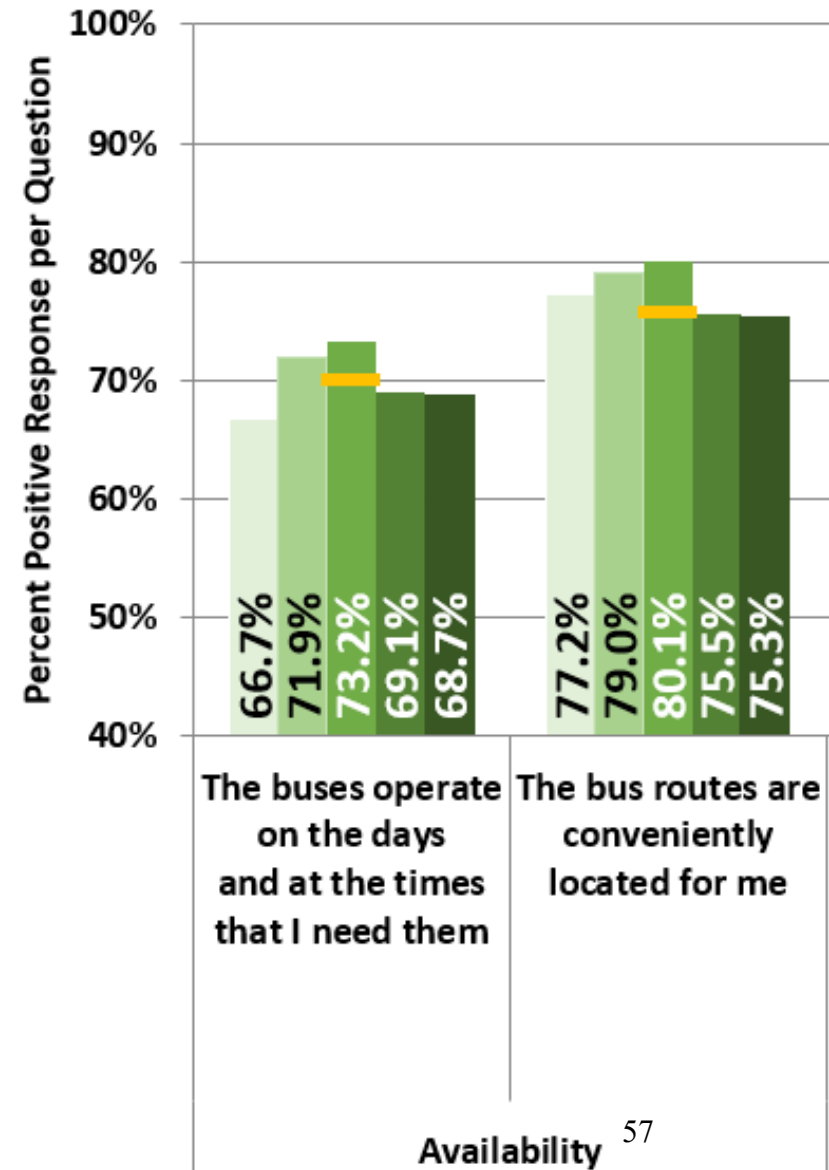
- **Days/Time:**

- 68.7% agree/strongly agree (positive) that buses operate days and times that they are need

- **Conveniently Located:**

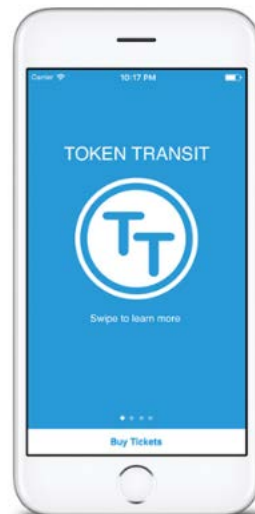
- 75.3% Positive

2015 2016 2017 2018 2019 — 2019 ABBG Avg

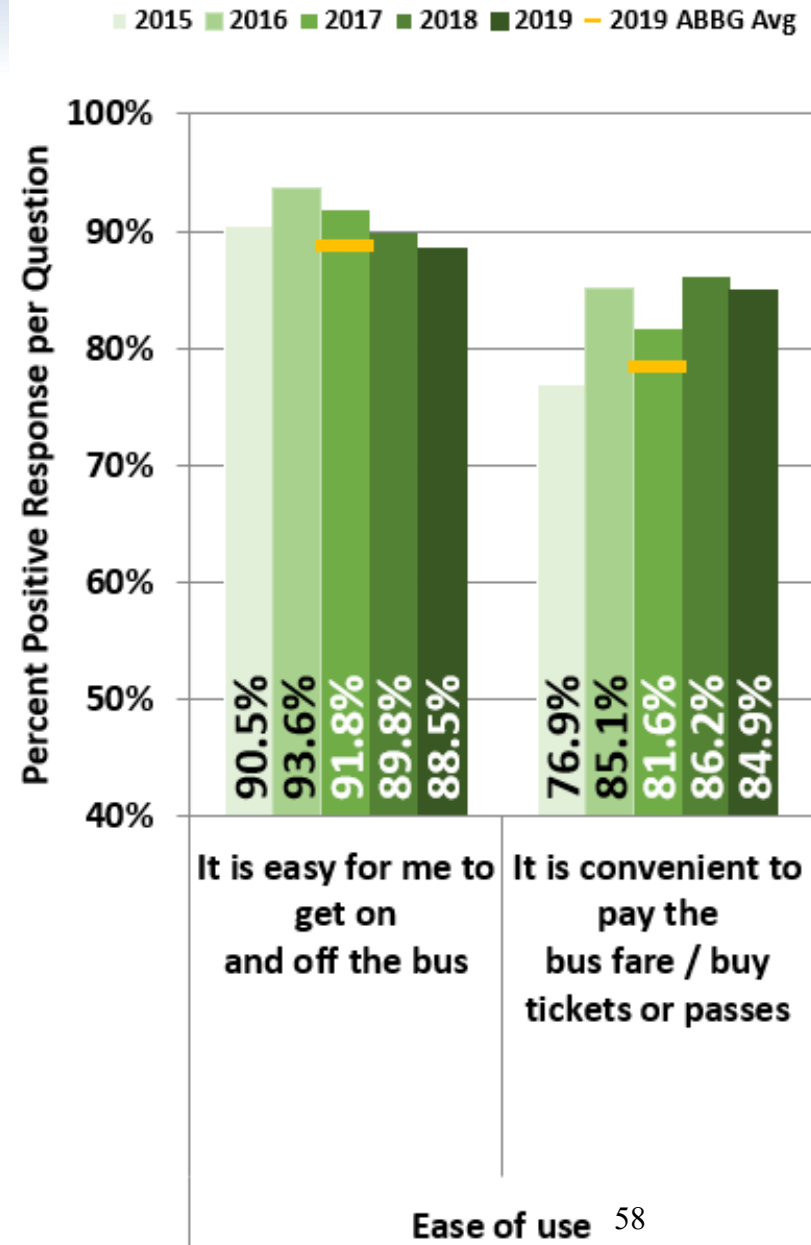


- **Get on/off Bus:**  
—88.5% Positive

- **Ease of Payment:**  
—84.9% Positive



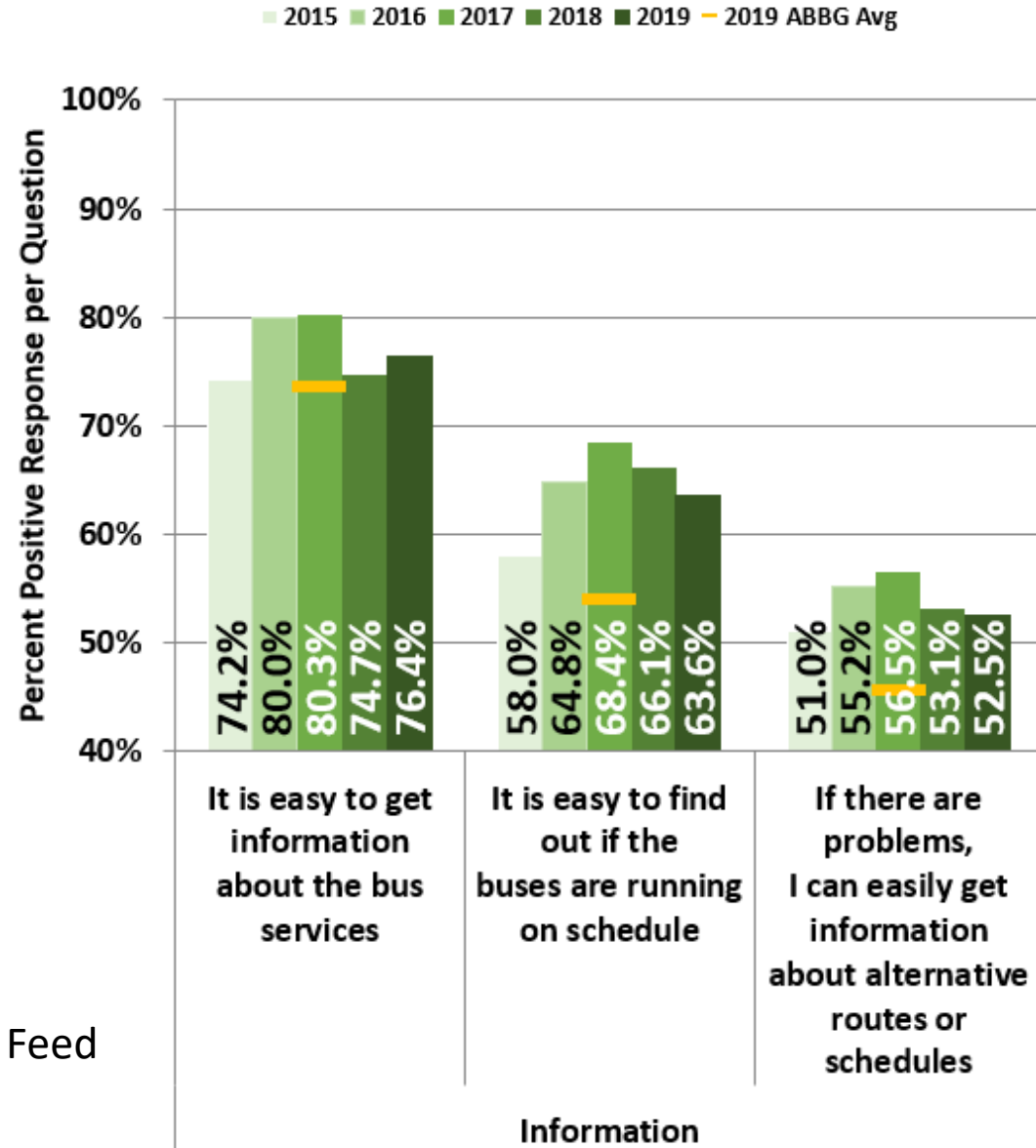
## Ease of Use



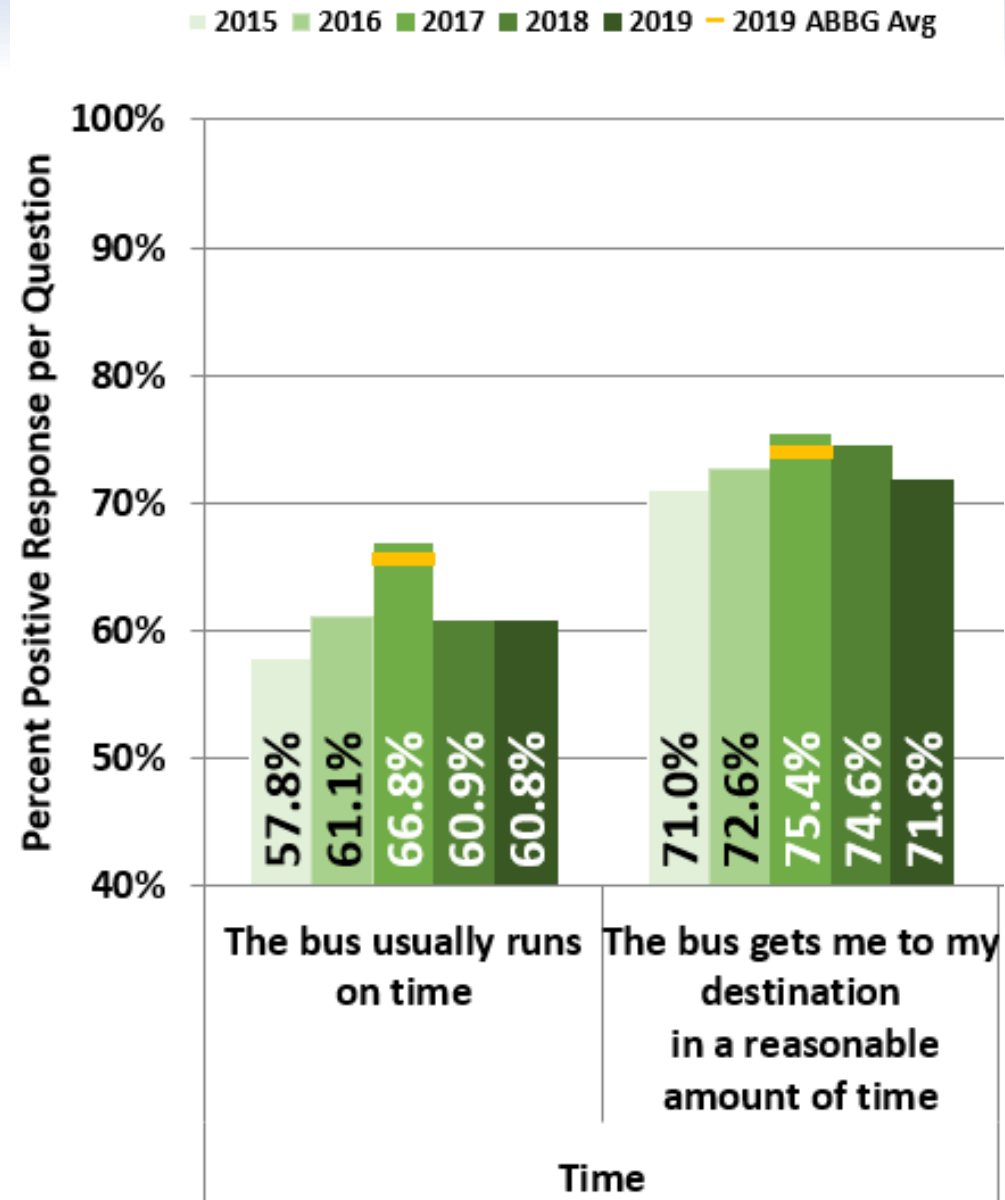
- **Ease of Acquiring Information**  
—76.4% Positive
- **Easy to find out if buses are on-time:**  
—63.6% Positive
- **If problems, easy to find alternative information:**  
—52.5% Positive



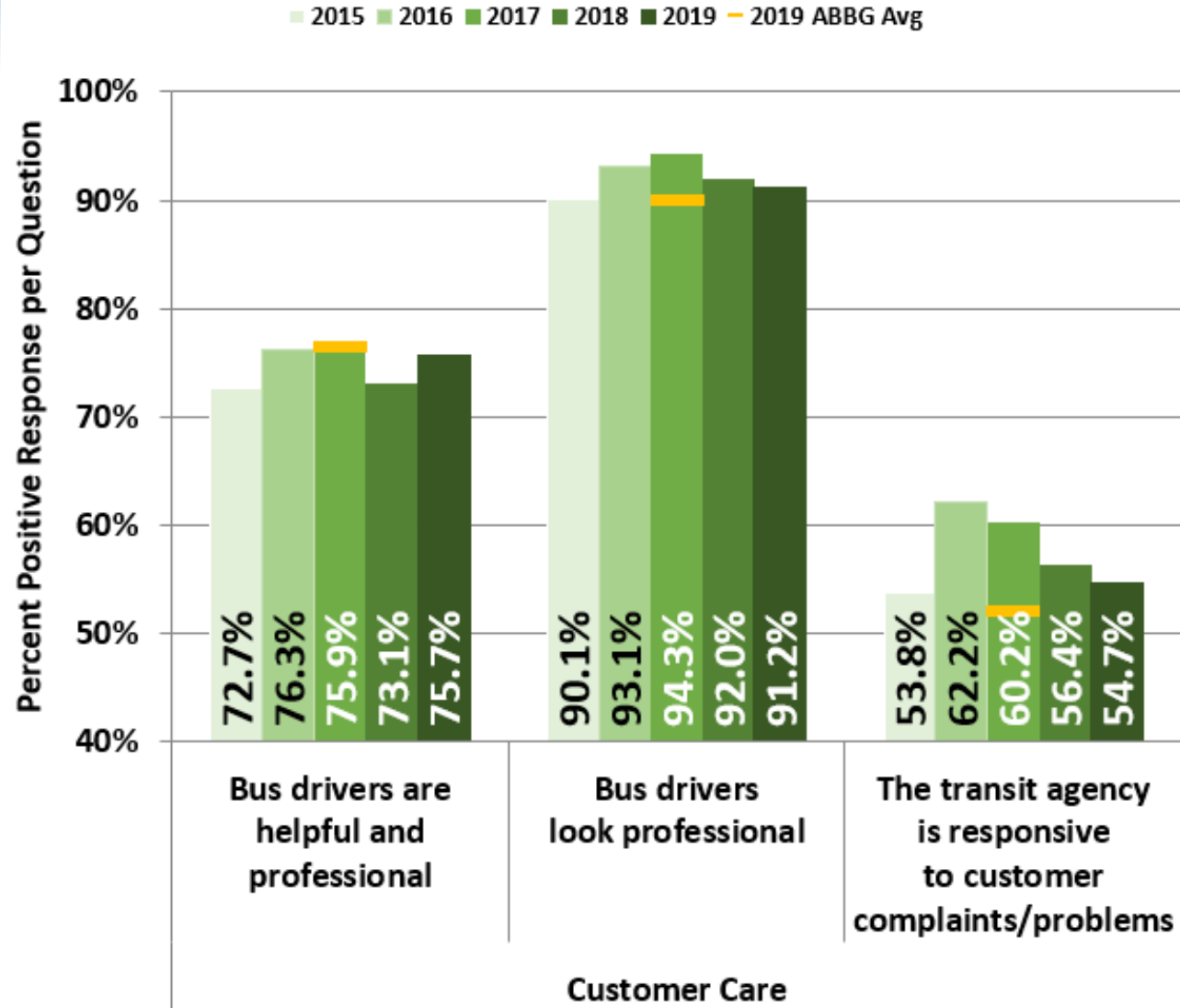
OmniTrans developed  
Real-Time Route Alerts Feed



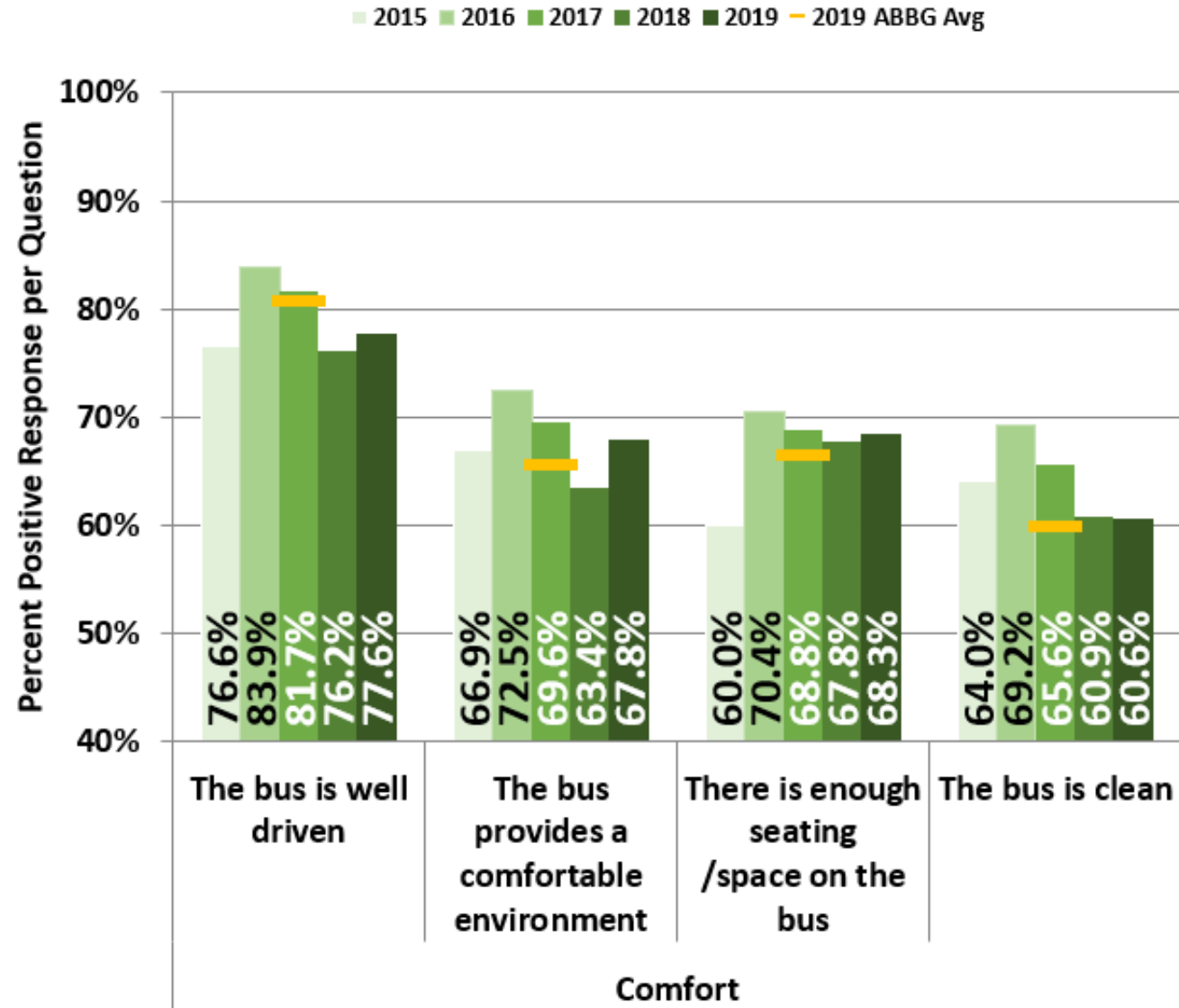
- **Buses Usually Run on Time:**
  - 60.8% Positive
  - Actual OTP: 85.7%
    - Actual is Higher than Peer Group Average
- **Reasonable Travel Time:**
  - 71.8% Positive



- **Drivers Helpful & Professional:**  
—75.7% Positive
- **Drivers Look Professional:**  
—91.2% Positive
- **Agency Responsiveness to issues:**  
—54.7% positive



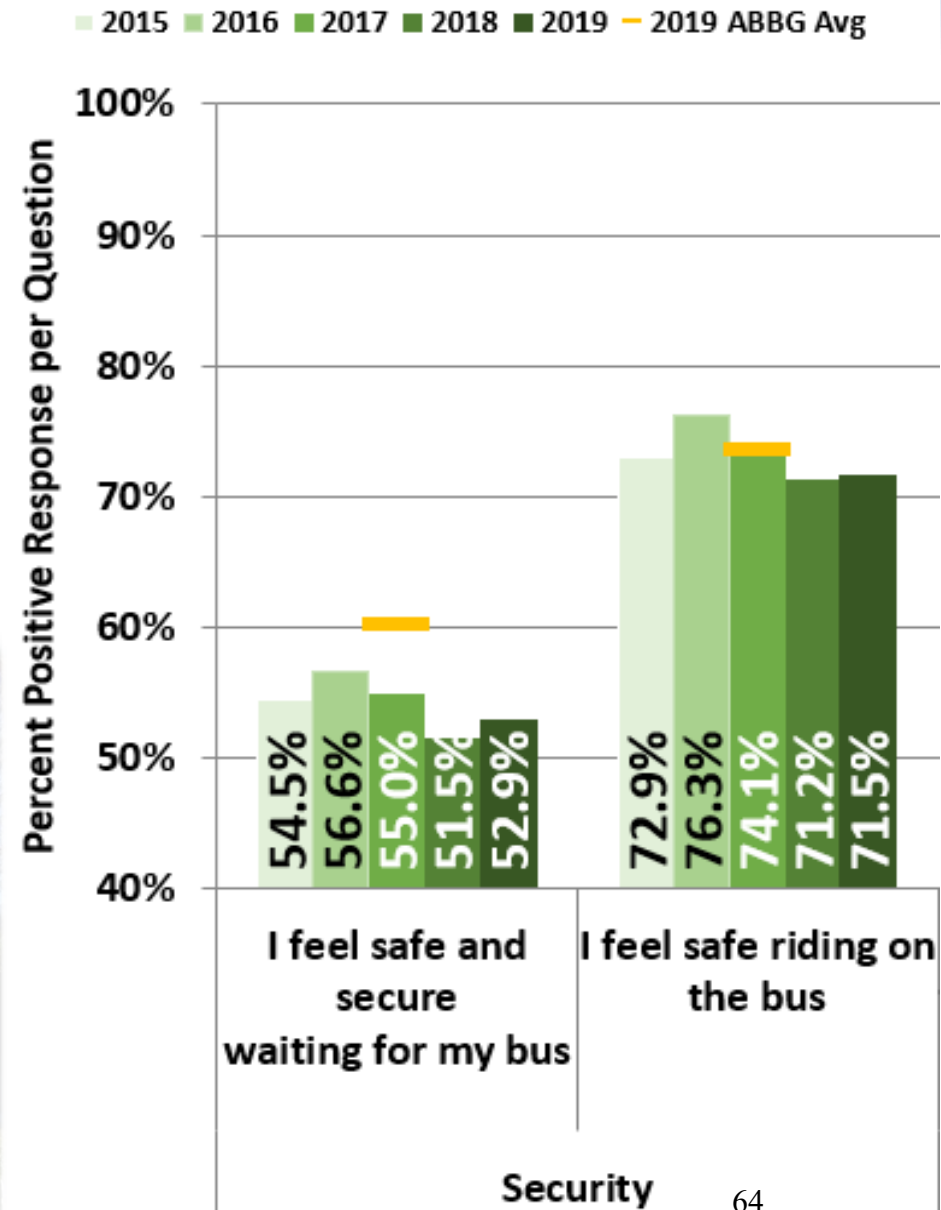
- **Well Driven:**  
–77.6% Positive
- **Comfortable Environment:**  
–67.8% Positive
- **Seating Availability:**  
–68.3% Positive
- **Bus Cleanliness:**  
–60.6% Positive







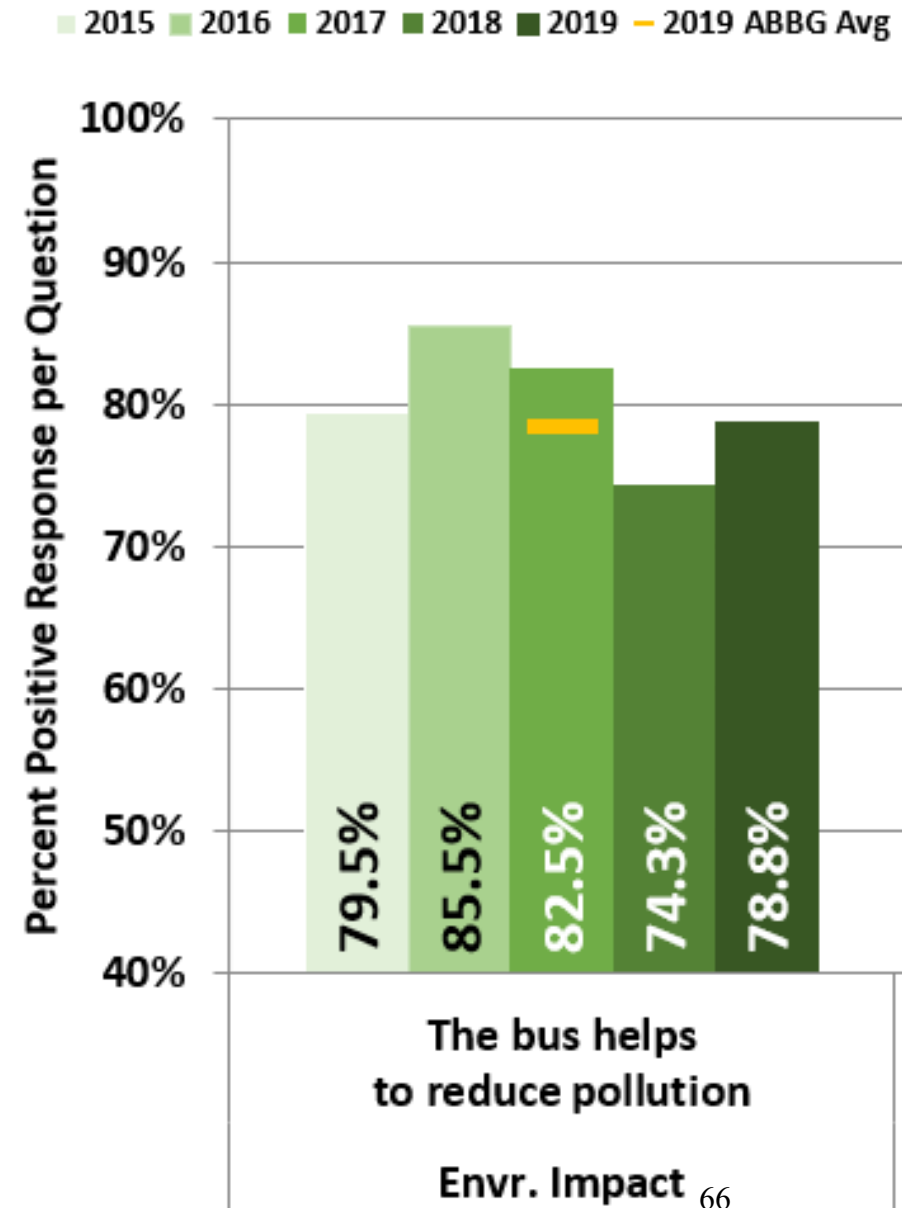
- **Waiting at Stop:**
  - 52.9% Positive
  - 29.4% Neutral
- **Riding the Bus:**
  - 71.5% Positive
  - 21.3% Neutral







- **Helps the environment**
  - 78.8% Positive
  - 18.1% Neutral
- 27% of Omnitrans buses currently use near-zero engines. Moving to 70% with planned repowers.
- Working towards zero emission with first 4 eclectic bus purchase going to Board in February.



- **Overall Customer Satisfaction remains high at 83%**
- **Customer Satisfaction in Security has grown since 2018**
- **Customers continue to state importance of Availability of Service (location & days of operation) & Time Competitiveness of Service**
- **Satisfaction with Safety at stops is significantly lower than peers.**
  - Participating in ABBG Best Practices Study on Safety
  - Awarded SCAG Grant to Develop Plan to Improve Bus Stop Safety
  - Installed 100 new bus stop solar lights, and Board awarded purchase of 65 more in January 2020



**Thank You**