



# **Omnitrans Title VI Triennial Update**



**June 2012**

{This Page Was Intentionally Left Blank}

## TABLE OF CONTENTS

<b>Introduction .....</b>	<b>1</b>
Background .....	1
Omnitrans' Mission .....	3
Personnel Structure .....	4
Services Provided .....	4
Report Purpose .....	8
<b>General Reporting Requirements .....</b>	<b>11</b>
Omnitrans' Service Area .....	11
Applications for Financial Assistance .....	22
Civil Rights Compliance Review .....	22
Lawsuits .....	23
Signed Assurances .....	23
Construction Projects .....	23
<b>Program Specific Requirements .....</b>	<b>28</b>
Demographic & Service Profile .....	28
Service Standards and Policies .....	30
Vehicle Assignment .....	32
Vehicle Headways .....	33
Transit Amenities .....	34
Transit Accessibility .....	39
<b>Other Areas of Consideration .....</b>	<b>40</b>
Changes in Service Features .....	40
History of Recent Fixed Route Changes .....	41
OmniLink Service .....	44
Information Dissemination .....	44
Minorities on Decision-making Bodies .....	45
Survey Information of Customer Demographics .....	46
Multilingual Facilities .....	47
Recent Enhancements for Multilingual / LEP Community .....	48
Evaluation of Service and Fare Change Impacts .....	49
Assessments of Environmental Justice .....	51
Record of Title VI Complaint Procedure, and of Title VI Complaints .....	53
Title VI Complaints Received and Actions Taken .....	54
<b>Appendix-A: FTA CIVIL RIGHTS ASSURANCE .....</b>	<b>56</b>
<b>Appendix-B: DOT TITLE VI ASSURANCE .....</b>	<b>57</b>
<b>Appendix-B, continued FTA Title VI Discrimination Complaint Procedures .....</b>	<b>59</b>
<b>Appendix-C Low-Income / Minority (LIM) Population Served: Fixed Routes .....</b>	<b>62</b>

<b>Appendix-D Low-Income / Minority (LIM) Populations Served: Bus Stops.....</b>	<b>63</b>
<b>Appendix-E Service Changes from 2009 to Early 2012.....</b>	<b>64</b>
<b>Appendix-F Low-Income White Population by Census Tract.....</b>	<b>69</b>
<b>Appendix-G Minority Population by Census Tract.....</b>	<b>75</b>

## TABLE OF EXHIBITS

<b>Introduction .....</b>	<b>1</b>
Exhibit 1: Omnitrans' Service Area by Municipal Boundaries .....	2
Exhibit 2: Omnitrans Fixed Route Network, as of May 2012 .....	5
Exhibit 3: Omnitrans' Fixed Route Network by Frequency of Service.....	6
Exhibit 4: Omnitrans' Fixed Route Network and Connectivity to Neighboring Transit Agencies .....	7
Exhibit 5: Span of Fixed Route Service .....	8
Exhibit 6: Omnitrans Access Service Area Based on ¾-mile Buffer Around Fixed Route Network.....	9
Exhibit 7: Omnitrans' Access Service Area by Fare Zones.....	10
<b>General Reporting Requirements .....</b>	<b>11</b>
Exhibit 8: Total Minority Population by Census Tract (Data from US Census 2010).....	12
Exhibit 9: Percentage Minority Population by Census Tract (Data from US Census 2010).....	13
Exhibit 10 Total Minority Population by Census Block (Data from US Census 2010).....	14
Exhibit 11: Percentage Minority Population by Census Block (Data from US Census 2010 .....	15
Exhibit 12: Percentage of White Population Below Poverty By Census Tract (DATA From 2006-2010 ACS) .....	16
Exhibit 13: Percentage of LIM (Low Income White Plus Minority by Census Tract).....	17
Exhibit 14: Percentage of Population Living Below the Poverty Line .....	18
Exhibit 15: Driver's Licenses Status for Riders and Non-Riders, 2011 .....	18
Exhibit 16: Number of Working Vehicles per Household Riders and Non-Riders, 2011 .....	18
Exhibit 17: Population Estimates for Omnitrans' Service Area by JPA City (2010-2035).....	19
Exhibit 18: Distribution of Large Employers within Omnitrans Service Area .....	20
Exhibit 19: Vehicle Availability by Census Tract within Omnitrans Service Area .....	21
<b>Program Specific Requirements .....</b>	<b>28</b>
Exhibit 20: LIM and Non-LIM Populations by Omnitrans Service Area .....	28
Exhibit 21: Percent Minority Population within a ½ Mile Walking Buffer of Omnitrans Service.....	29
Exhibit 22: Vehicle Load Standards .....	30
Exhibit 23: Maximum Occupancy by Bus Type and Number of Wheelchairs .....	30
Exhibit 24: Fixed Route Vehicle Summary.....	30
Exhibit 25: Average Peak Loads by Time Period during 2011 .....	31
Exhibit 26: Fixed Route Vehicle Series Type Assignments by Division .....	31

Exhibit 27: Contract Services Vehicle Series Type Assignments by Division .....	32
Exhibit 28: Performance by Service Type .....	33
Exhibit 29: LIM and Non-LIM Populations Served by Omnitrans Bus Stops and Associated Amenities .....	34
Exhibit 30: Fixed Route Bus Stops and Percent Minority Population within Omnitrans Service Area .....	35
Exhibit 31: Fixed Route Bus Stops with ½-mile Walking Buffer of Omnitrans Routes and Percent Minority Population .....	36
Exhibit 32: Fixed Route Bus Stops with Benches and Percent Minority Population within Omnitrans Service Area .....	37
Exhibit 33: Fixed Route Bus Stops with Shelters and Percent Minority Population within Omnitrans Service Area .....	38
Exhibit 34: Bus Stops and Bus Stop Amenities by City .....	39
<b>Other Areas of Consideration .....</b>	<b>40</b>
Exhibit 35: Omnitrans Fixed Route Headways by Route as of May 2012 .....	40
Exhibit 36: Omnitrans Fixed Route Service Span by Route as of May 2012 .....	41
Exhibit 37: Comparison of Ethnic Background of Omnitrans Rides .....	46
Exhibit 38: Comparison of Ethnicity of Omnitrans Riders and Non-Riders .....	47
Exhibit 39: Omnitrans Fixed Route Fares .....	50
Exhibit 40: Omnitrans Access Fares .....	50
Exhibit 41: Omnitrans OmniLink Fares .....	50
<b>Appendix-A: FTA CIVIL RIGHTS ASSURANCE .....</b>	<b>56</b>
<b>Appendix-B: DOT TITLE VI ASSURANCE .....</b>	<b>57</b>
<b>Appendix-B, continued FTA Title VI Discrimination Complaint Procedures .....</b>	<b>59</b>
<b>Appendix-C Low-Income / Minority (LIM) Population Served: Fixed Routes .....</b>	<b>62</b>
<b>Appendix-D Low-Income / Minority (LIM) Populations Served: Bus Stops .....</b>	<b>63</b>
<b>Appendix-E Service Changes from 2009 to Early 2012 .....</b>	<b>64</b>
<b>Appendix-F Low-Income White Population by Census Tract .....</b>	<b>69</b>
<b>Appendix-G Minority Population by Census Tract .....</b>	<b>75</b>



## Background

In March 1976, Omnitrans was formed as a Joint Powers Authority (JPA) to be the primary provider of transportation in the San Bernardino Valley. Omnitrans' service area is bounded by the San Bernardino Mountains to the north, the Los Angeles County Line to the west, the Riverside County Line to the south, and the Yucaipa Valley on the east.

Omnitrans' service area is more broadly defined as the area encompassing Omnitrans' 15 JPA member cities: Chino, Chino Hills, Colton, Fontana, Grand Terrace, Highland, Loma Linda, Montclair, Ontario, Rancho Cucamonga, Redlands, Rialto, San Bernardino, Upland and Yucaipa; and, the contained unincorporated county areas specifically including the larger unincorporated communities of Bloomington, Mentone, and Muscoy. The service area can be seen in Exhibit 1.

Since the 2009 Title VI report, Omnitrans fixed route system and service area have generally remained the same. In September 2010, minor adjustments to service frequency and span were implemented and the OmniGo service was added. During the subsequent two years, the only changes have been minor adjustments designed to meet customer needs and improve Omnitrans' efficiency.

Omnitrans' service area is 456 square miles based on the Access service area definition of a ¾-mile buffer around all fixed routes. According to the 2010 census, Omnitrans' service area contains approximately 1.48 million people. The agency's service population continues to grow, and according to the latest projections from Southern California Association of Governments (SCAG), the service area population in 2015 should rise to nearly 1.57 million.

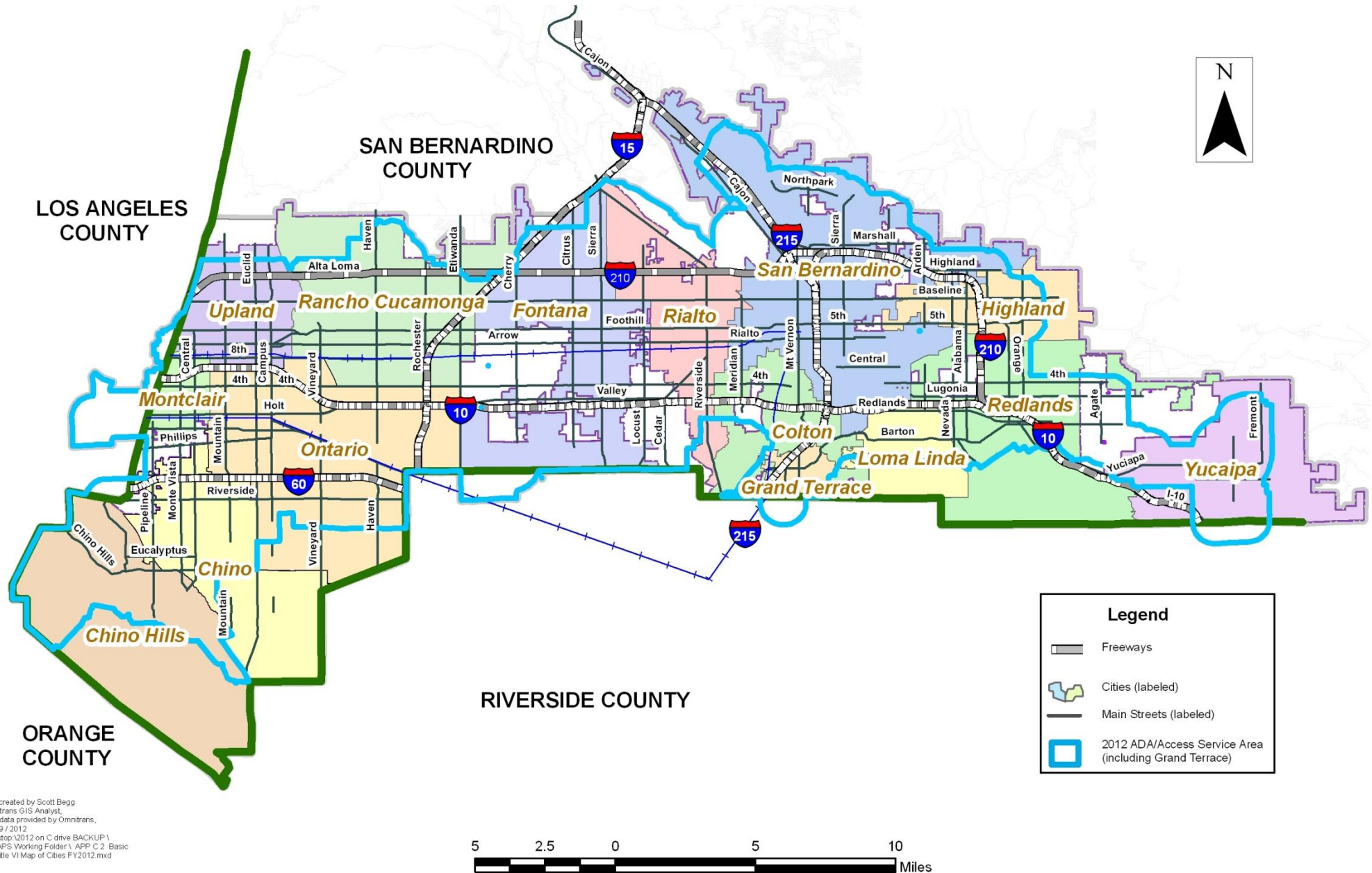
As of May 2012, Omnitrans operates a peak fixed route fleet of 136 coaches. Omnitrans' demand response fleet is 106 vehicles.

During Fiscal Year 2011 (FY2011), Omnitrans served more than 15 million riders. Currently, in FY2012, Omnitrans is on pace to serve over 16 million riders. Demand response ridership was 454,274 riders in FY2011; this included 430,564 Access riders and 23,710 OmniLink riders for Yucaipa and Chino Hills. Ridership will continue to grow as Omnitrans implements new services and technologies and expands service to meet demands of a growing population.

Omnitrans is governed by a Board of Directors consisting of 20 elected officials with one from each of the 15 JPA cities and the five San Bernardino County Supervisors. The Omnitrans Board is responsible for the establishment of all policies, rules, and regulations under which the agency operates. Committees, made up of the members of the Board, oversee specific functional areas of the agency. The committees are:

1. Executive Committee
2. Administrative and Finance Committee
3. Plans and Programs Committee
4. Ad-hoc Committees as needed

## Exhibit 1: Omnitrans' Service Area by Municipal Boundaries





Area development, population growth, and increase in vehicle miles traveled within the Omnitrans service area typically outpace that of much of the Southern California region. Addressing the general mobility needs of area residents and specialized transportation needs of select groups such as seniors and persons with disabilities offer great challenges and opportunities in the years ahead as Omnitrans seeks to realize its mission.

## **Omnitrans' Mission**

The Omnitrans Mission Statement sets the framework for the development of service goals and objectives. It promotes a philosophy of service delivery and reflects the collective vision of the Board, Management, and Omnitrans' staff of how transit should operate, and whom it should serve. Omnitrans' Mission Statement is as follows:

“To provide 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.”

To accomplish this, Omnitrans has set eleven goals in the FY2013 Management Plan:

1. **Completion of E Street sbX Construction:** Deliver a state of the art Bus Rapid Transit (BRT) service that will enhance economic development, the environment, and quality of life in the San Bernardino Valley.
2. **Completion of the Comprehensive Operational Analysis (COA) of Omnitrans:** Receive a comprehensive transit investment strategy and policy guidance to develop Omnitrans' 2020 Strategic Plan and Short Range Transit Plan (SRTP).
3. **Prepare the FY2014-2020 Strategic Plan and SRTP:** Develop a comprehensive strategy, policy and funding plan to guide Omnitrans through FY2020.
4. **Rebranding of Omnitrans:** Improve public awareness and positive image of Omnitrans through the rebranding effort.
5. **Operation and Management (O&M) Plan of sbX Program:** Develop an O&M plan that ensures safety, security and the highest quality of service delivery and maintenance of sbX.
6. **Provide Bus Arrival Prediction Information System:** Implement highly accurate real-time bus arrival prediction information to deliver quality services to all riders.
7. **Build a Strategic Mobility Partnership between Omnitrans and SANBAG:** Utilize each agency's technical skills and expertise to bring about an effective multimodal mobility solution for the San Bernardino Valley.
8. **Creating of an innovative financing strategy and partnership policy and structure:** Create an innovative transit business model that can deliver vital projects and services, generate revenue and optimize the potential of local funds.
9. **Creation of Omnitrans' 2020 Employee Development Program:** Develop leaders, managers and employees capable of assuming key responsibilities to operate and manage a state of the art transit system that will improve mobility, energy and quality of life in this region.

10. **Launching the Active Transportation Partnership:** Partner with schools, healthcare providers, employers, businesses, unions, city/county and other organizations to promote active transportation modes, health & fitness and environmental benefits.
11. **Completion of Holt Boulevard Corridor Project:** Conduct and participate in studies to determine the optimal mobility option for the Holt Boulevard corridor by adopting a locally preferred transit alternative for the corridor.

## **Personnel Structure**

As of March of 2012, Omnitrans has a budgeted staff of 660 employees to provide its services. The CEO/General Manager is responsible for the day-to-day management of Omnitrans and acts as the liaison to the Board of Directors and each of the committees. Reporting to the CEO/General Manager are the following departments:

1. Administration, including the Chief Financial Officer
2. Human Resources
3. Integrated Project Management Office
4. Internal Audit Services
5. Maintenance
6. Marketing
7. Operations
8. Planning and Development Services
9. Safety and Security

Reporting to the Chief Financial Officer are the following departments:

1. Finance
2. Procurement
3. I.T. (Information Technology)

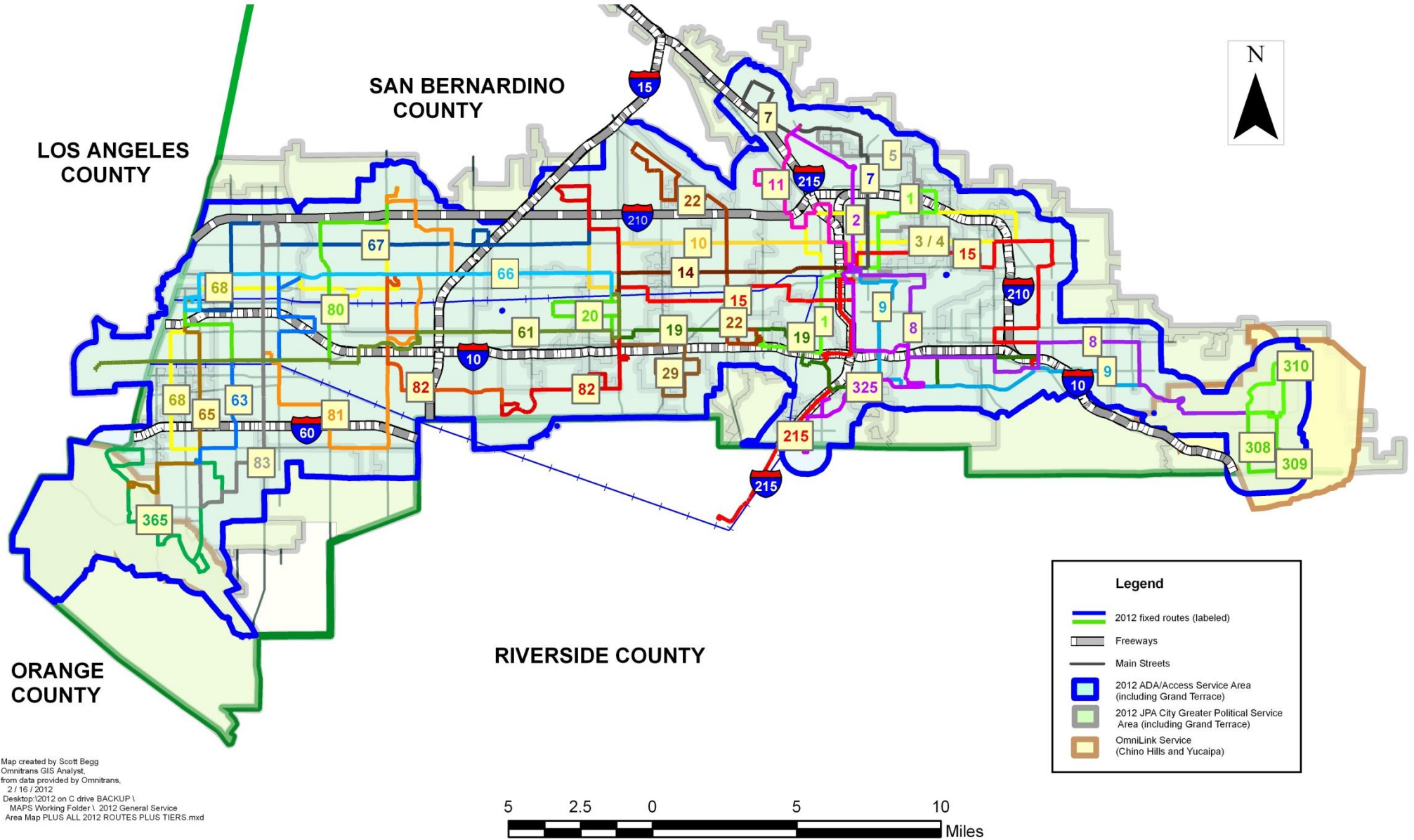
Employees work out of two locations: East Valley (San Bernardino) and West Valley (Montclair).

## **Services Provided**

Omnitrans currently operates three types of services:

**Fixed Route Services:** As of May of 2012, Omnitrans operates 32 fixed bus routes consisting of 21 East Valley Routes (east of I-15); 11 routes in the West Valley (west of I-15). Of these 32 routes, 27 are directly operated and five are contracted out called OmniGo Community Circulators. The directly operated routes utilize 40-foot and 32-foot coaches, running primarily along major east-west and north-south corridors. Headways vary from 15-minute to hourly service. The OmniGo routes utilize a smaller cutaway bus and typically operate a 30 or 60 minute headway; however, OmniGo 325 operated a 70-minute headway to facilitate a timed transfer with a neighboring transit agency. Exhibit 2, Exhibit 3, and Exhibit 4 on the following pages show Omnitrans Fixed Route Network, illustrate the tiers of service offered and show Omnitrans connectivity to neighboring transit agencies.

Exhibit 2: Omnitrans Fixed Route Network, as of May 2012



### Exhibit 3: Omnitrans' Fixed Route Network by Frequency of Service

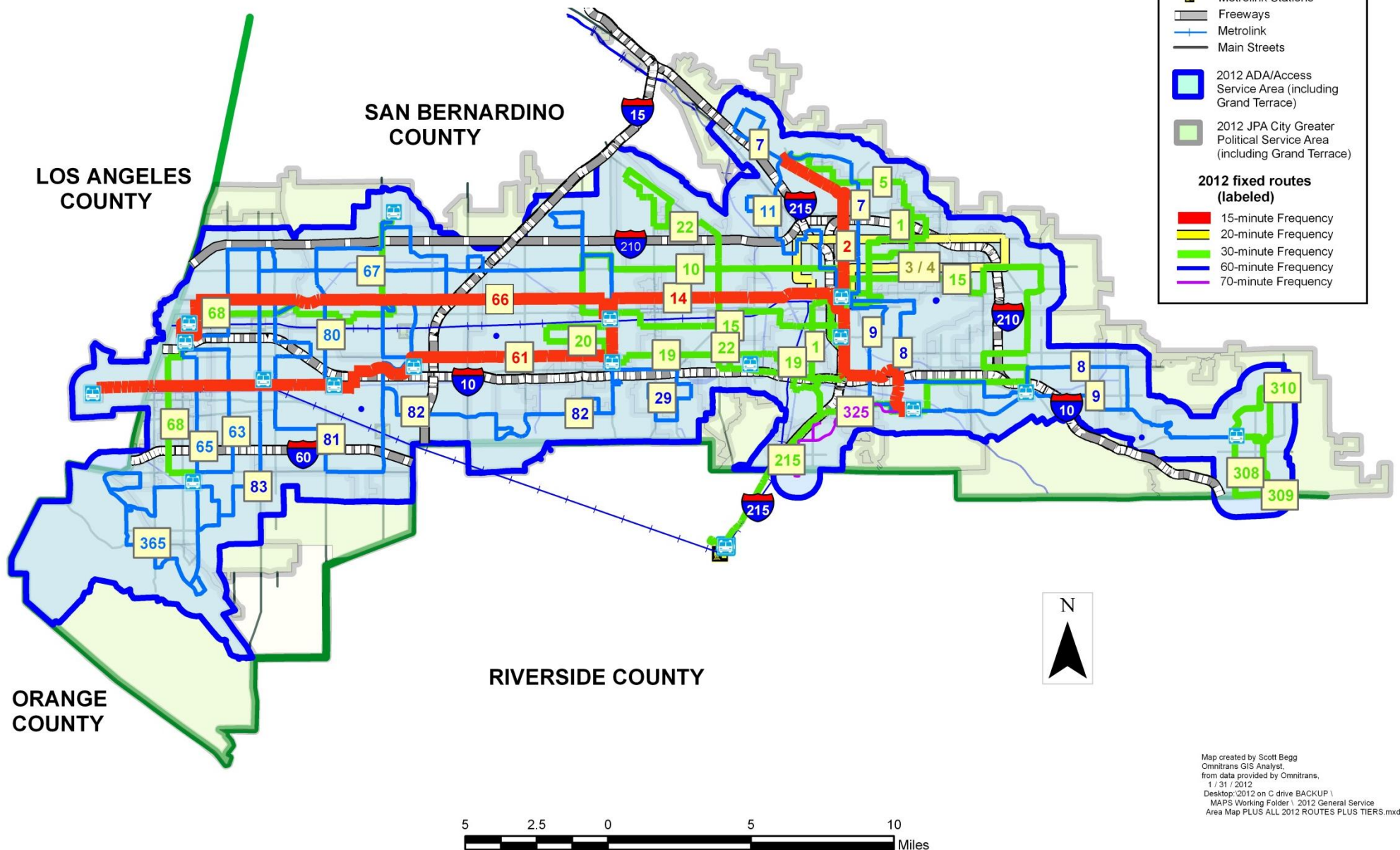
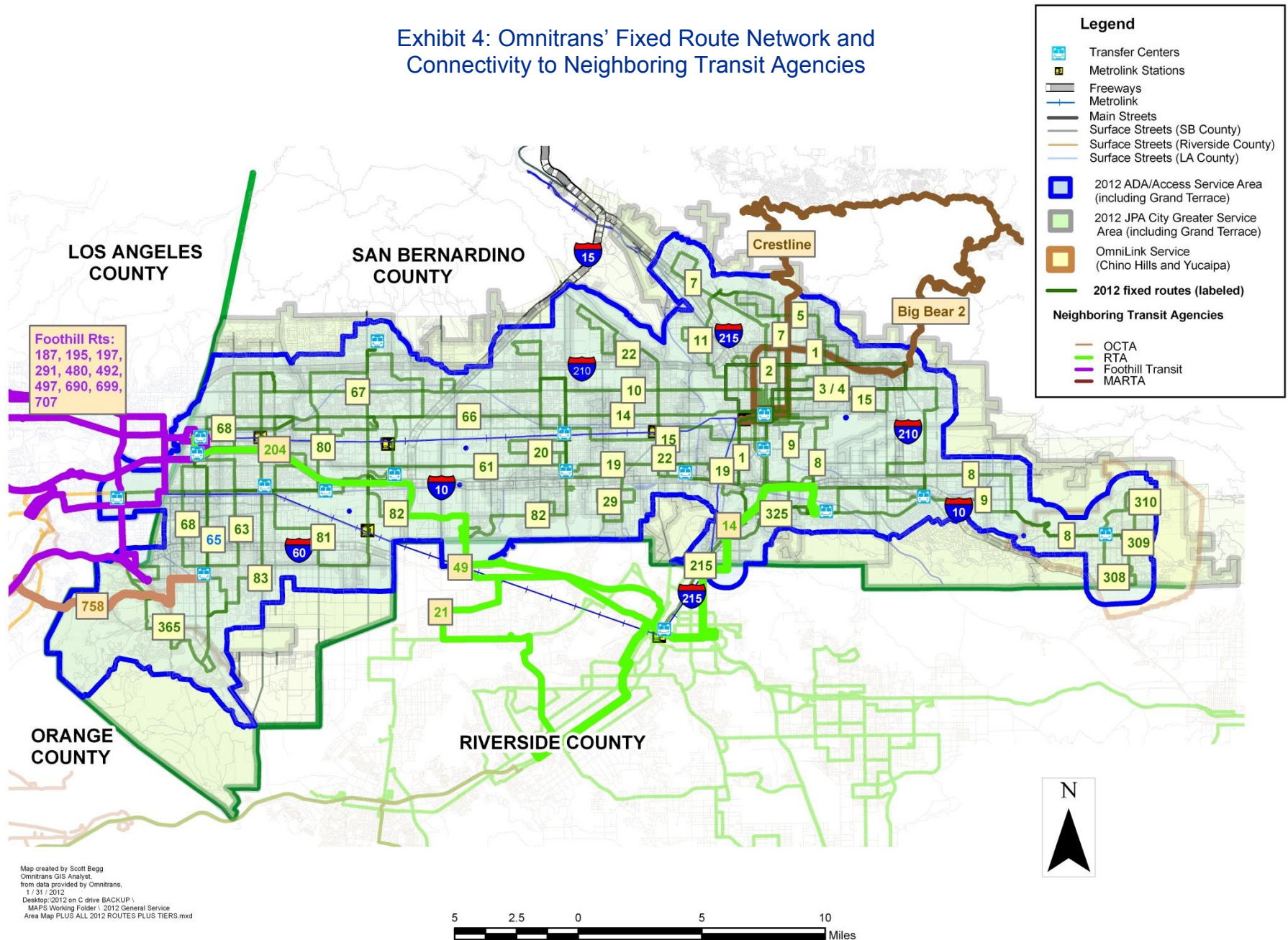




Exhibit 4: Omnitrans' Fixed Route Network and Connectivity to Neighboring Transit Agencies





During the course of a typical weekday, Omnitrans operates approximately 19:25 clock hours of service; 16:48 clock hours on Saturdays; and, 14:03 clock hours on Sundays. The span of fixed route service for weekdays, Saturdays, and Sundays is given below in

**Exhibit 5: Span of Fixed Route Service**

	Weekdays	Saturdays	Sundays
<b>Time Service Begins:</b>	3:48 AM	5:46 AM	5:51 AM
<b>Time Service Ends:</b>	11:13 PM	10:34 PM	7:54 PM
<b>Clock Hours:</b>	19:25 hours	16:48 hours	14:03 hours

**Access Service:** Access provides public transportation services for individuals who, due to disability, are prevented from using regular bus service (ADA certified). Access operates curb-to-curb on minibuses or vans, complementing the Omnitrans fixed-route bus system. The Access service area is defined as up to 3/4 mile on either side of an existing Omnitrans fixed route. Service is available on the same days and at the same times that Omnitrans fixed-route services operate. Exhibit 6 shows Omnitrans' ADA/Access service boundary, and Exhibit 7 shows the six fare zones that utilized for Access.

**OmniLink:** OmniLink is a general-public, demand-response service that operates in Yucaipa and Chino Hills. OmniLink was first put into service for the communities it serves in January of 2002. This service operates in a defined, low-density service-area with minibuses picking up and dropping off passengers at requested locations. Service operates approximately 11 hours on weekdays.

Information on Omnitrans' services can also be found on the website: [www.Omnitrans.Org](http://www.Omnitrans.Org).

## **Report Purpose**

As a recipient of federal funding under the Federal Transit Administration's guidelines, Omnitrans is required to report at a minimum triennially on the recipients' compliance with Title VI requirements. These requirements are outlined in the FTA Circular FTA C 4702.1A, dated May 13, 2007.

More generally, these requirements are set forth in Section 601 of Title VI of the Civil Rights Act of 1964. This states that no person will be discriminated against, excluded from, or denied service based on race, color, or national origin. In order to abide by the Civil Rights Act, each transit agency must report on the services it provides in relation to the population in its service area. In this way, it may be demonstrated that no group or groups are being denied service based on discriminatory planning.

This report demonstrates Omnitrans' compliance with Title VI requirements, using the guidelines presented in FTA C 4702.1A.

Exhibit 6: Omnitrans Access Service Area Based on ¾-mile Buffer Around Fixed Route Network

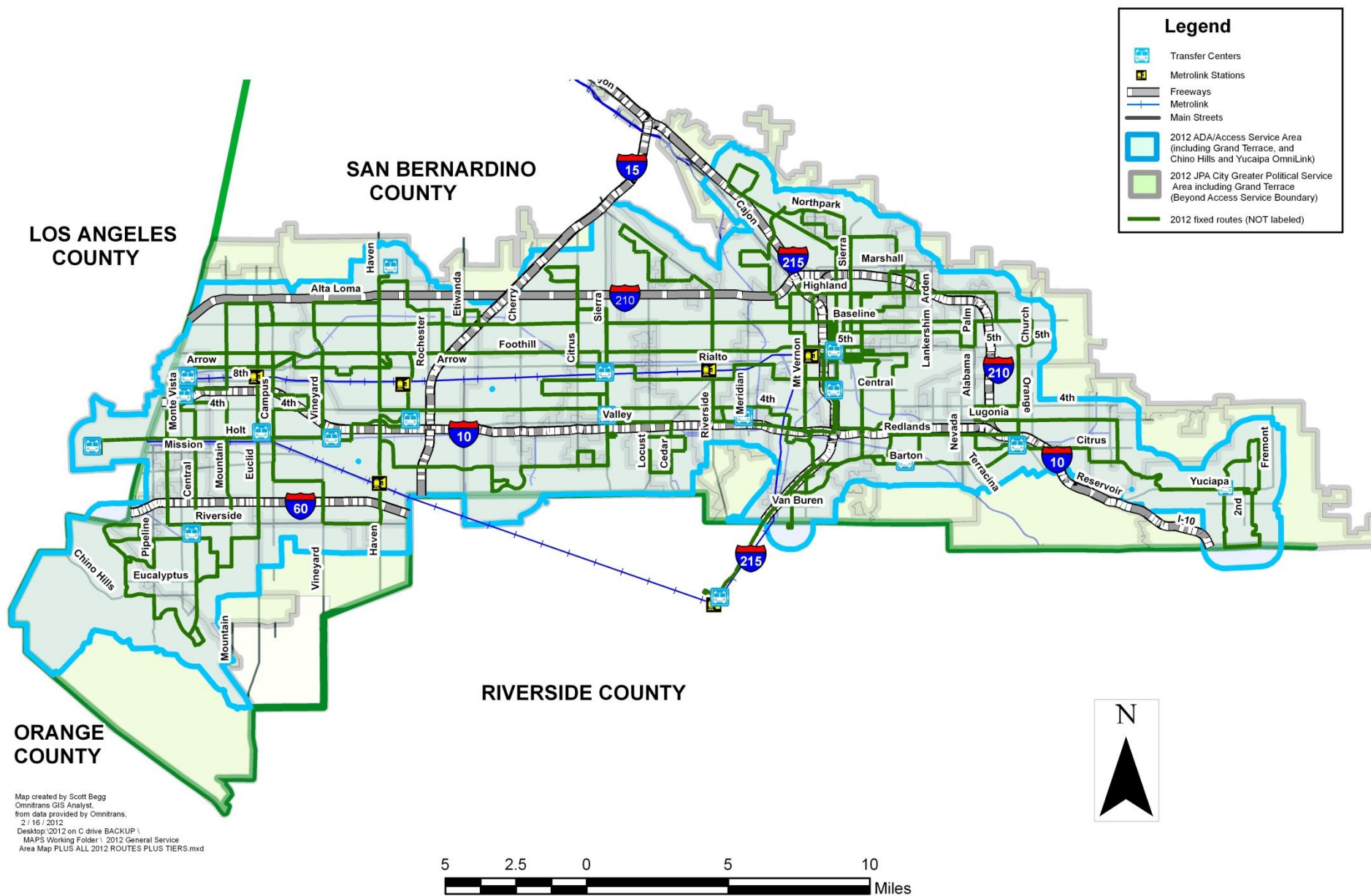
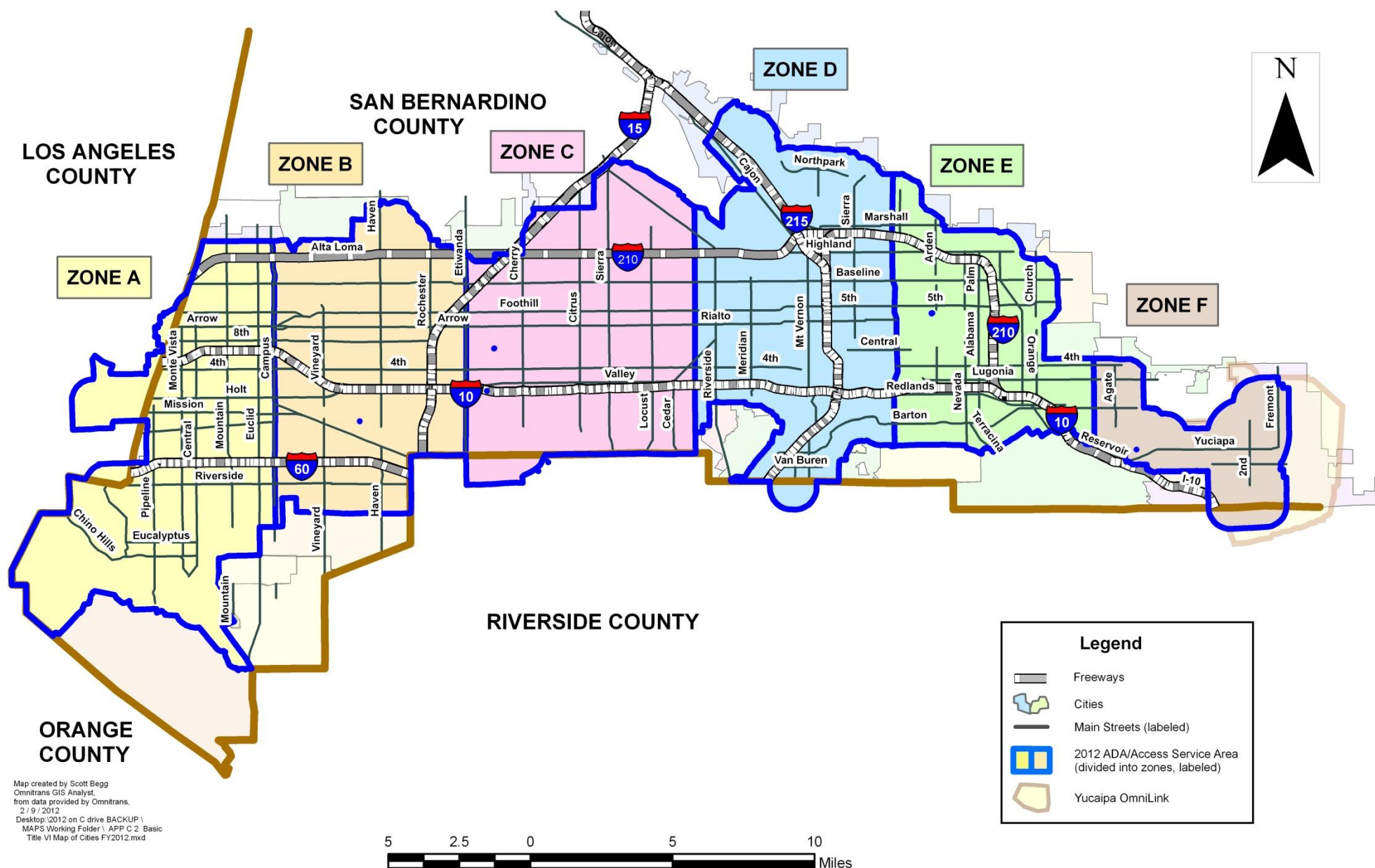


Exhibit 7: Omnitrans' Access Service Area by Fare Zones



Map created by Scott Beggs  
Omnitrans GIS Analyst  
from data provided by Omnitrans,  
2 / 9 / 2012  
Desktop: 2012 on C drive BACKUP \\  
MAPS Working Folder \ APP C 2 Basic  
Title VI Map of Cities FY2012.mxd



## GENERAL REPORTING REQUIREMENTS

### **Omnitrans' Service Area**

Omnitrans' service area covers 456 square miles and serves the urbanized area of San Bernardino Valley region of the County with a population of 1.48 million. The service area includes fifteen cities in our Joint Powers Authority plus some unincorporated areas of San Bernardino County. The fifteen cities Omnitrans serves are: Colton, Fontana, Grand Terrace, Highland, Loma Linda, Redlands, Rialto, San Bernardino, and Yucaipa in the East Valley (east of I-15), and Chino, Chino Hills, Montclair, Ontario, Rancho Cucamonga, and Upland in the West Valley (west of I-15). More formally, the general service area encompasses all fifteen JPA cities and their boundaries and all interstitiated unincorporated areas of San Bernardino County. In contrast, the ADA/Access Service area boundary is the sum of all 3/4-mile buffers about all Omnitrans local fixed routes, including the city of Grand Terrace, and the region of OmniLink service for the city of Chino Hills.

The typical Omnitrans fixed route rider has been described according to particular demographic characteristics. According to Omnitrans' 2011 Attitude and Awareness Study undertaken by Redhill Group, September 2011, the typical Omnitrans' fixed route rider is between the ages of 12 and 39 (48% of respondents), tends to self-identify as Hispanic, and is more likely to be Hispanic (38%) than African American (21%) or Caucasian (18%). The typical Omnitrans rider is also generally female.

The typical user is classified as transit-dependent, because 69% reported "no vehicle was available for this trip", and only 15% contended that a vehicle was available to be used for the trip. 55% of riders have some household member licensed to drive, but only 38% responded that they were licensed drivers themselves. However, 36% responded that they lived in a household without any licensed driver (this, as compared to only 9% of non-riders who reported the same).

Omnitrans surveyed riders report an annual income of less than \$50,000 (68%, with 25% of survey respondents refusing to state), with 60% reporting an annual income of less than \$35,000 and 46% reporting an annual income of less than \$20,000 (note that this last reported datum represents a sharp increase from 38% in 2007 to 46% in 2011).

More than half of the population of the Omnitrans service area resides in the communities of San Bernardino, Ontario, Fontana, Rialto, Colton, or Highland (52%, from SCAG population estimates and reported populations for cities in San Bernardino County). A substantial proportion of our riders would be described as Low Income or Minority (LIM), and based on the 2010 census data, more than 75% of the population in Omnitrans' service area is LIM (all data taken from Omnitrans' 2011 Attitude and Awareness Study undertaken by Redhill Group, September 2011, and from the 2010 U.S. Census). The maps provided in Exhibit 8, Exhibit 9, Exhibit 10, Exhibit 11, Exhibit 12 and Exhibit 13 visually show the distribution of minority and low-income populations throughout Omnitrans' service area.



Exhibit 8: Total Minority Population by Census Tract (Data from US Census 2010)

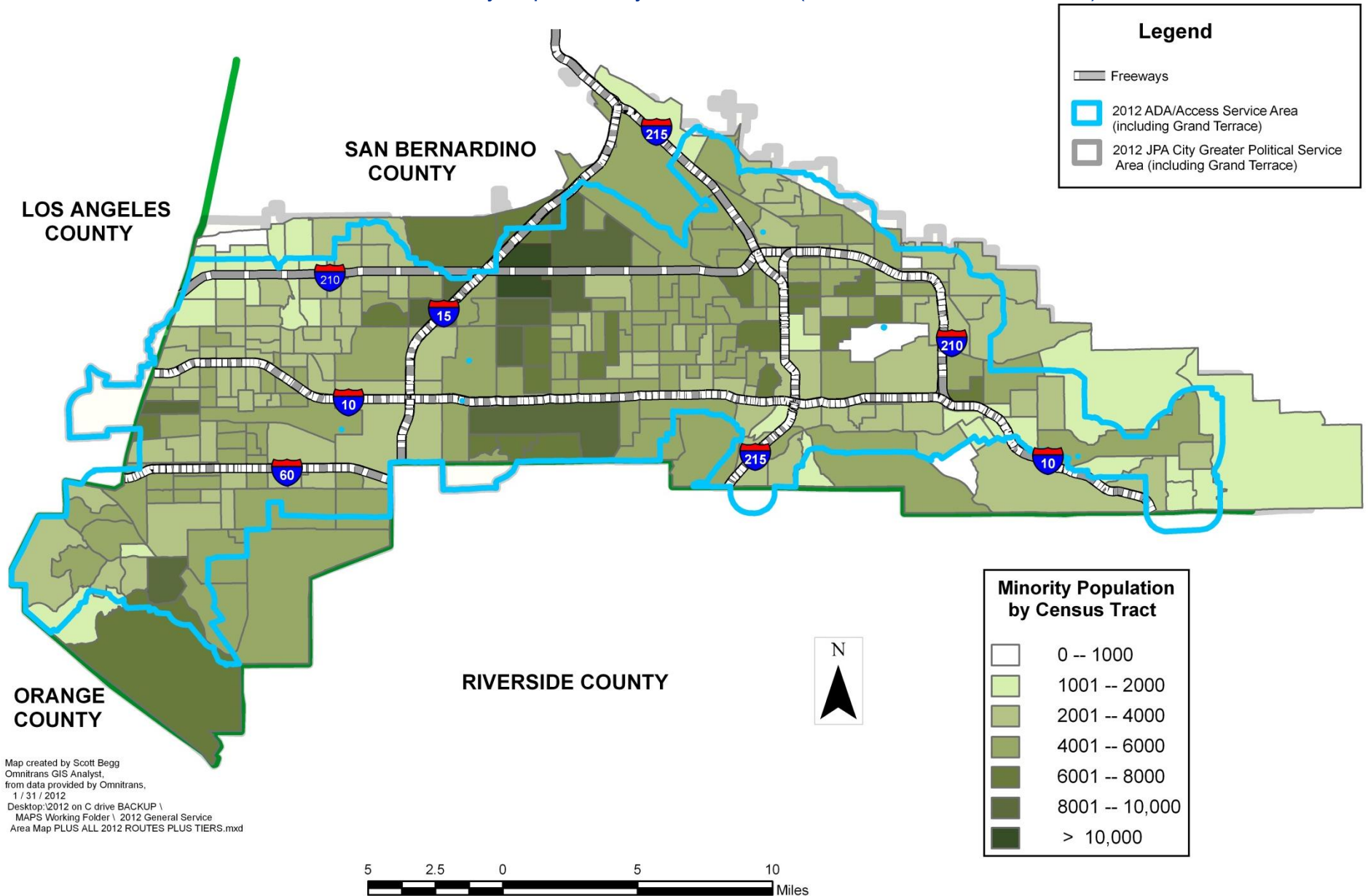




Exhibit 9: Percentage Minority Population by Census Tract (Data from US Census 2010)

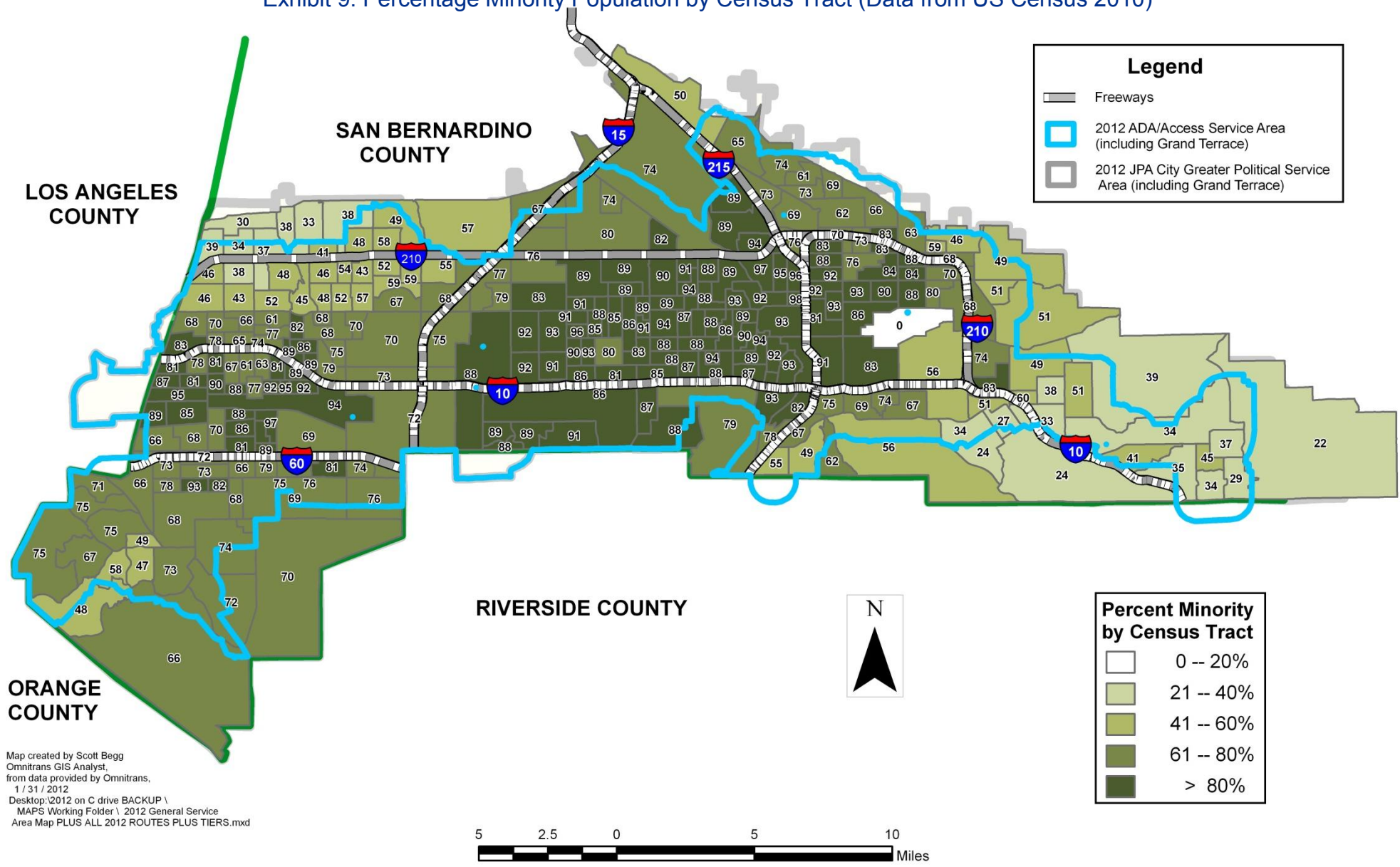


Exhibit 10 Total Minority Population by Census Block (Data from US Census 2010)

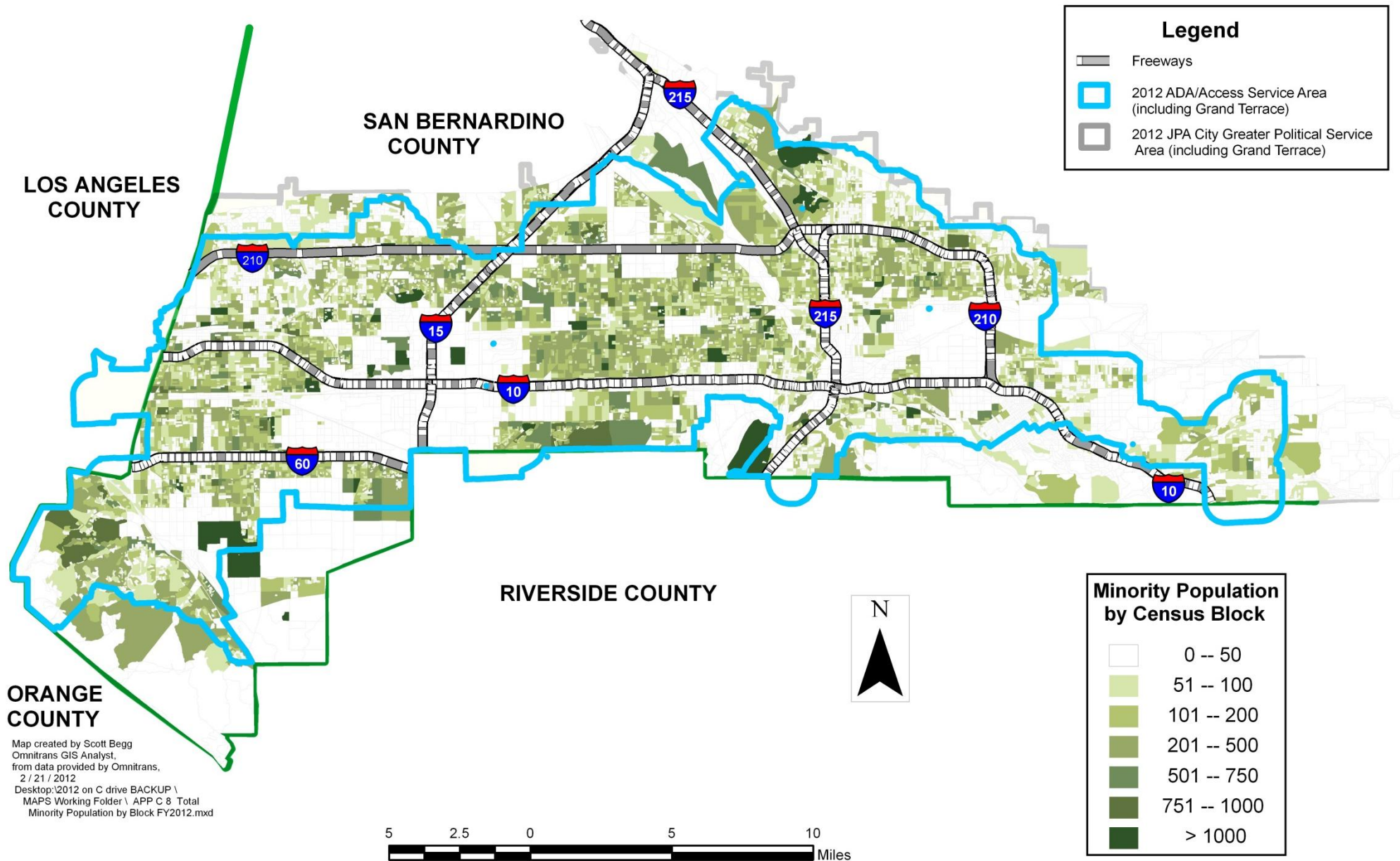




Exhibit 11: Percentage Minority Population by Census Block (Data from US Census 2010)

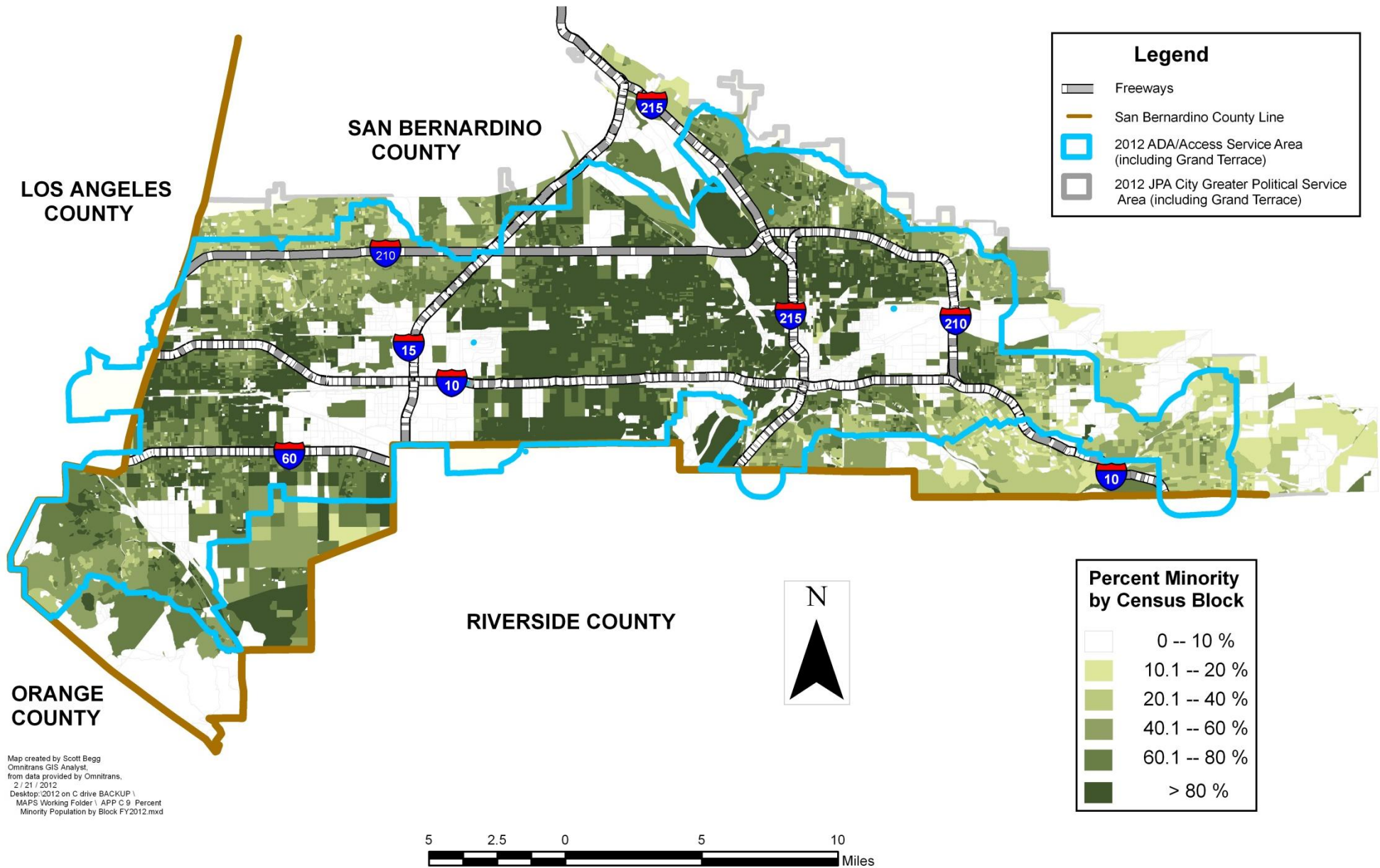


Exhibit 12: Percentage of White Population Below Poverty By Census Tract (DATA From 2006-2010 ACS)

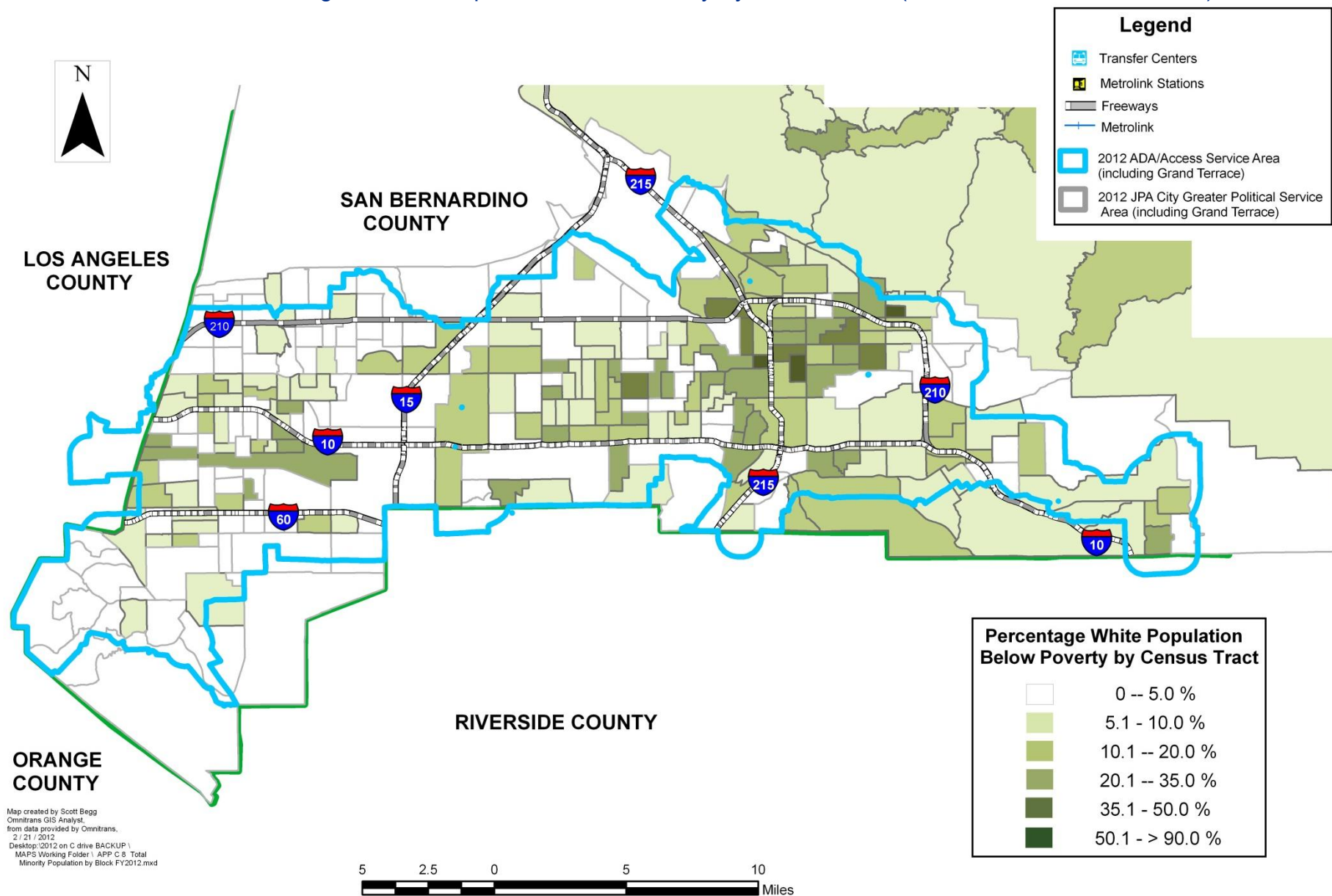


Exhibit 13: Percentage of LIM (Low Income White Plus Minority by Census Tract)

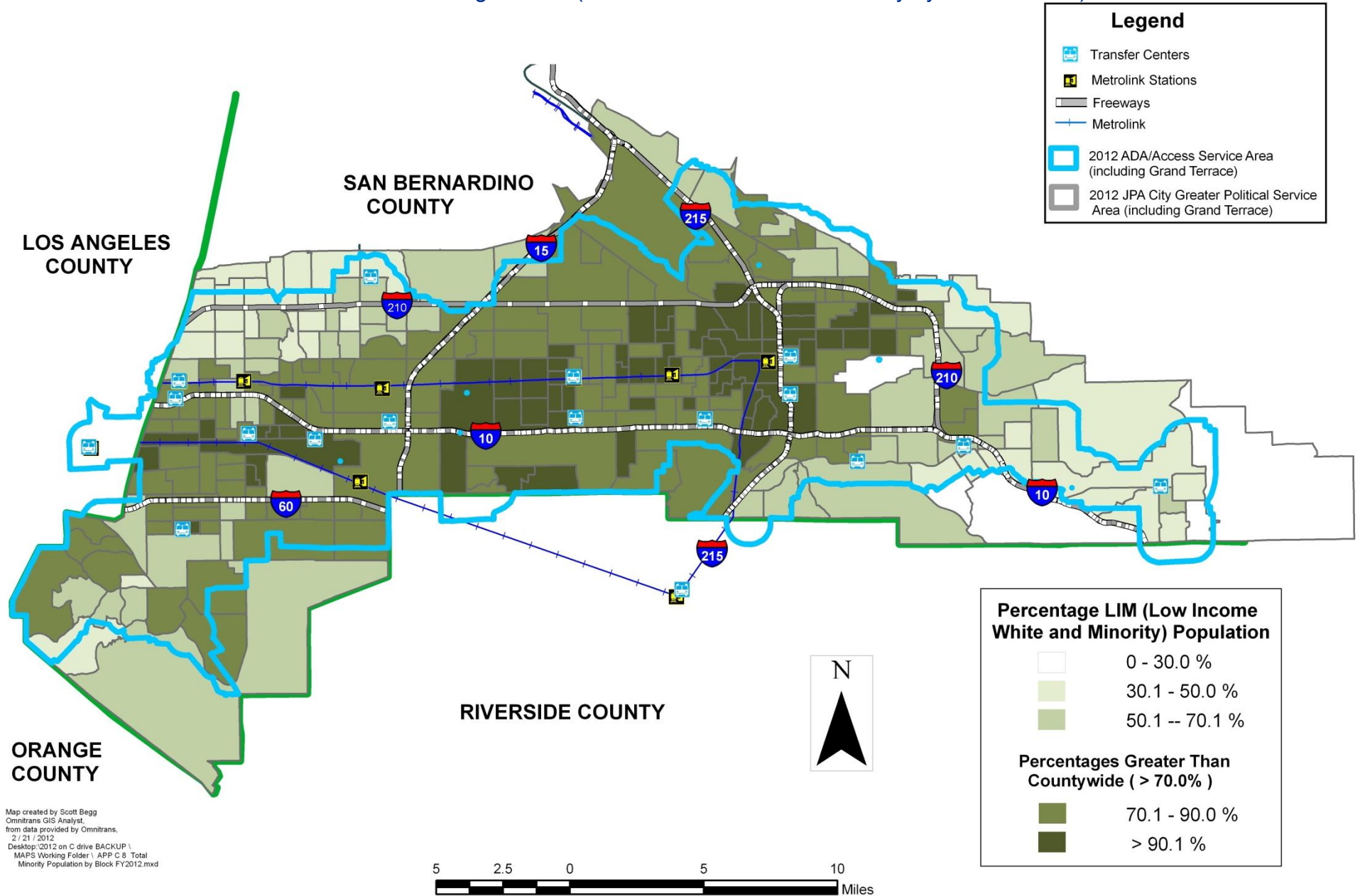




Exhibit 14 below shows the distribution of poverty within the San Bernardino Valley in terms of percentage of the city population living below the poverty threshold.

**Exhibit 14: Percentage of Population Living Below the Poverty Line**

CITY	%
San Bernardino	27.4%
Colton	17.9%
Highland	17.3%
Montclair	15.2%
Rialto	14.7%
Loma Linda	12.7%
Ontario	12.7%
Fontana	12.5%
Yucaipa	10.4%
Redlands	10.1%
Upland	8.9%
Chino	6.2%
Rancho Cucamonga	4.8%
Chino Hills	4.1%
Grand Terrace	3.9%

Source: 2010 U.S. Census

The City of San Bernardino had the highest rate of poverty, with 27.4% of its residents falling below the poverty line. The City of Grand Terrace had the lowest rate of poverty (3.9%).

Exhibit 15 and Exhibit 16 show proportions among surveyed riders and non-riders who possess licenses to drive, the number of individuals at a residence with a driver's license, and the number of vehicles per household. These data are taken from the latest Attitude and Awareness Survey done by Redhill Group in 2011.

**Exhibit 15: Driver's Licenses Status for Riders and Non-Riders, 2011**

Personal Possession of Driver's License	Rider (n=5,323)	Non-Rider (n=401)
Yes	45%	91%
No	55%	9%

**Exhibit 16: Number of Working Vehicles per Household Riders and Non-Riders, 2011**

Number of Vehicles	Access Rider (n = 220)	OmniLink Rider (n = 73 )	Fixed Route Rider (n = 4,080)*	Non-Rider (n=393)
0	41%	64%	38%	1%
1	41%	25%	18%	16%
2	12%	10%	12%	40%
3	4%	0%	4%	23%
4 or more	2%	1%	13%	20%

\*NOTE: Approximately 14% of Fixed Route Respondents did not give an answer or gave NA.

Omnitrans' Service Area population will not remain static, either, but 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 in the following table of Projected Population Growth by City for Omnitrans' Service Area: 2010 to 2035.

#### Exhibit 17: Population Estimates for Omnitrans' Service Area by JPA City (2010-2035)

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%
<b>Total Municipal Population</b>	<b>1,358,000</b>	<b>1,435,000</b>	<b>1,522,000</b>	<b>1,595,000</b>	<b>1,680,000</b>	<b>1,767,000</b>	<b>164,000</b>	<b>12.1%</b>	<b>409,000</b>	<b>30.1%</b>
Unincorporated Areas	126,000	133,000	141,000	148,000	155,000	163,000	15,000	11.9%	37,000	29.4%
<b>Omnitrans Service Area Pop</b>	<b>1,484,000</b>	<b>1,568,000</b>	<b>1,663,000</b>	<b>1,743,000</b>	<b>1,835,000</b>	<b>1,930,000</b>	<b>179,000</b>	<b>12.1%</b>	<b>446,000</b>	<b>30.1%</b>
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%
<b>GRAND TOTAL</b>	<b>1,582,000</b>	<b>1,675,000</b>	<b>1,780,000</b>	<b>1,870,000</b>	<b>1,973,000</b>	<b>2,081,000</b>	<b>198,000</b>	<b>12.5%</b>	<b>499,000</b>	<b>31.5%</b>
<b>SAN BERNARDINO COUNTY</b>	<b>2,035,000</b>	<b>2,219,000</b>	<b>2,419,000</b>	<b>2,637,000</b>	<b>2,875,000</b>	<b>3,134,000</b>	<b>384,000</b>	<b>18.9%</b>	<b>1,099,000</b>	<b>54.0%</b>
* 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.										

Although the overall population distribution of Omnitrans' service area vis-à-vis the split between East Valley (San Bernardino-centered) and West Valley (Ontario-centered) is not projected now to shift greatly in the next 25 years, the city of Ontario itself is projected to surpass the population of the city of San Bernardino. As well, projected employment will shift dramatically westward, and employment opportunities in the two cities will also diverge ever more strongly in the next twenty-five years, with Ontario, already now the big jobs producer in the region, eventually far outstripping San Bernardino.

Omnitrans recognizes as well that ridership need is not a strict demographic function, but also includes the responsibility to service public and senior housing facilities, large employers, and those who do not own an automobile (a population which is also often of lower income). Exhibit 18 and Exhibit 19 illustrate the location of large employers and those who do have access to a car.

Exhibit 18: Distribution of Large Employers within Omnitrans Service Area

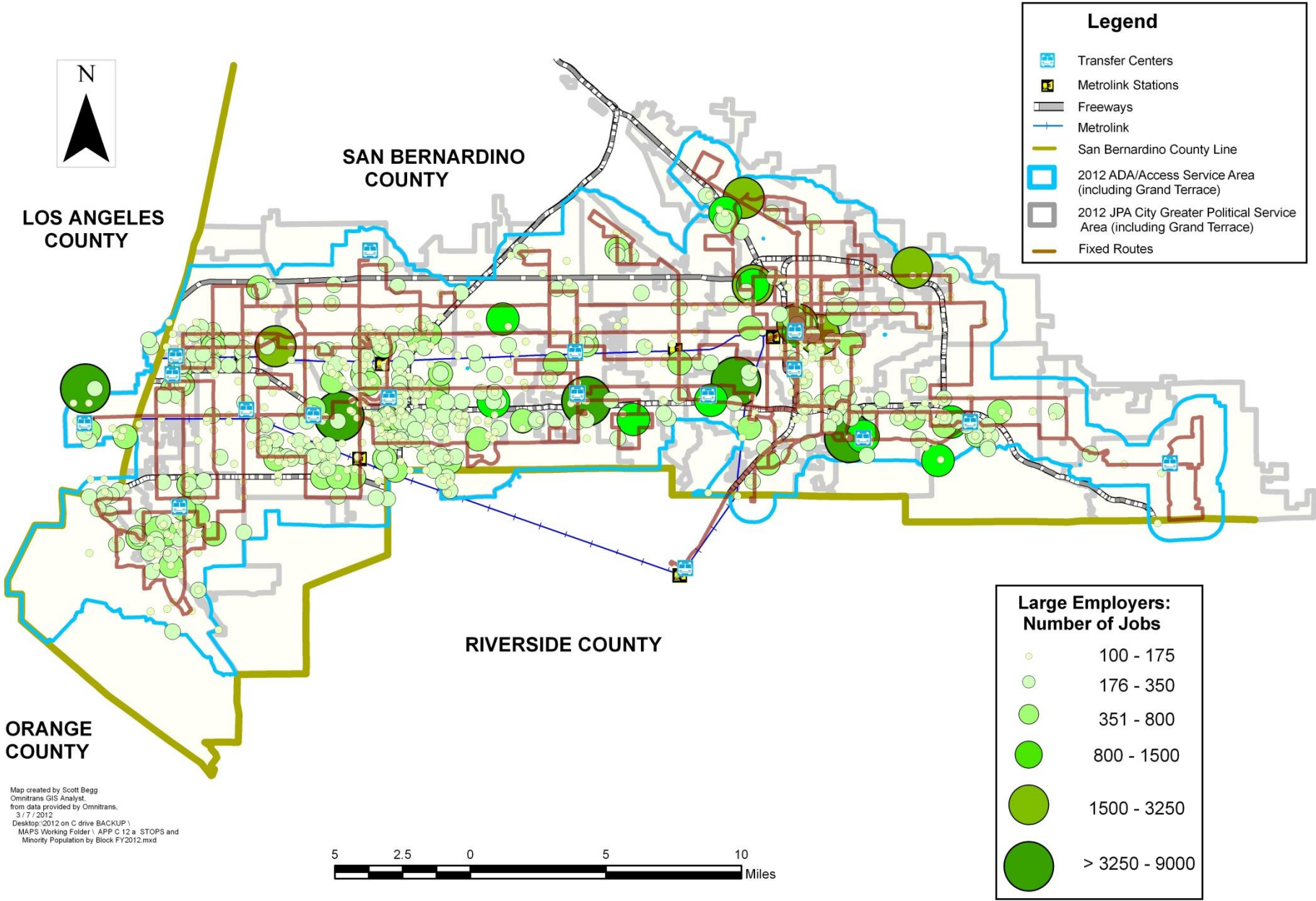
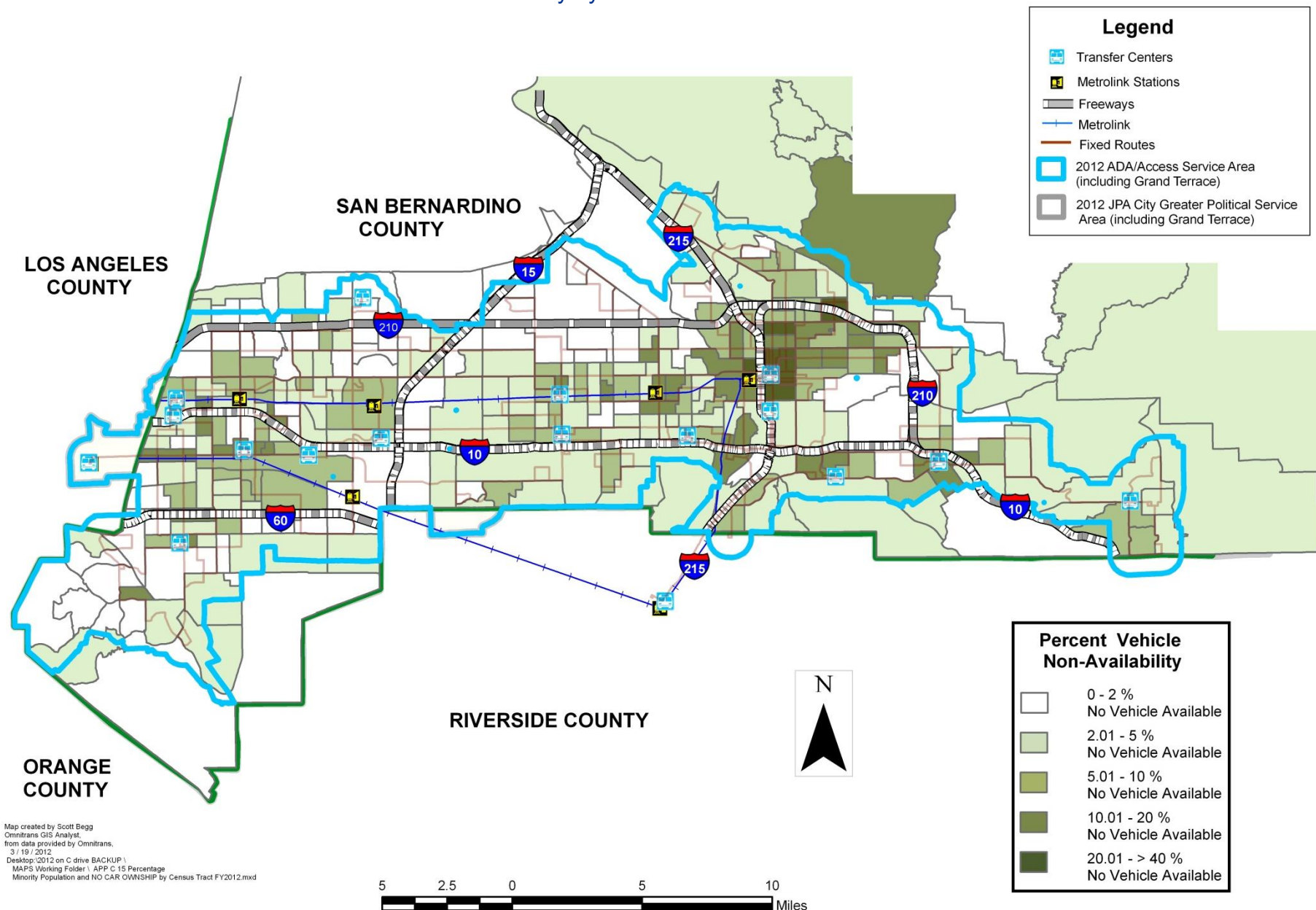


Exhibit 19: Vehicle Availability by Census Tract within Omnitrans Service Area





## **Applications for Financial Assistance**

All current applications for federal financial assistance are for Federal Transit Administration (FTA) funds. Omnitrans is a recipient of the following FTA formula funds: Urbanized Area Formula Program (§5307); Transportation for Elderly Persons and Persons with Disabilities (§5310); Job Access and Reverse Commute Program (§5316); and New Freedom Program (§5317).

Omnitrans currently has open grants for the following discretionary funding programs under FTA: American Reinvestment and Recovery Act (ARRA §5307); Clean Fuels Grant Program (§5308); Bus and Bus Facilities Program (§5309); Major Capital Investments (Small Starts §5309(b)(1)); and Alternatives Analysis (§5339). Omnitrans has pending applications under the Bus and Bus Facilities Program (§5309). Omnitrans also has a pending application under the Metropolitan & Statewide Planning §5304 program as a sub-recipient of the Southern California Association of Governments (SCAG).

## **Civil Rights Compliance Review**

Annual independent audit reviews were conducted for Omnitrans from 2009 to 2012, and were performed by Mayer Hoffman McCann P.C. – Conrad Government Services Division [formerly known as Conrad and Associates], certified public accountants. The following additional audits have been or are being performed as well: Financial Management Oversight (2008); a one-time Performance Audit; TDA Triennial Performance Audit (2006-08); FTA FY2010 Triennial Review (2010). Additionally, an annual employee code of conduct letter is required to be signed by all employees certifying that they understand and fully comply with all civil rights legislation, and an internal audit department serves to oversee compliance of the same.

In particular, the salient findings of the more recent audits can be detailed as follows. First, Mayer Hoffman McCann P.C. – Conrad Government Services Division performed the agency's financial audit for year ending June 30, 2008, June 30, 2009, June 30, 2010, and June 30, 2011 and the Single Audit Report on Federal Awards Program. Omnitrans received an "Unqualified Opinion" on the financial audit and was found in compliance with federal regulations for all dates mentioned. Second, commencing in April 2008 a "Financial Management Oversight Review" was performed for the Federal Transit Administration by Lopez and Company, LLP. There were no material deficiencies and no reportable conditions; Omnitrans met the FTA requirements. Third, with regard to the May 2009 FY 2006-2008 Triennial Performance Audit: this audit was contracted by SANBAG and performed by the PMC consultant team of Booz, Allen, and Hamilton. There were 25 minor findings and five minor recommendations. It was found that the agency was in compliance. Additionally, the FTA FY2010 Triennial Review was performed on May 18-20, 2010, and prepared by Robert E. Prangley of CDI/DCI Joint Venture. There were no findings; this was a zero deficiency audit.

Procedures for filing Title VI complaints are made available to the public upon request; a copy of these procedures is also included in Appendix-B of this Title VI Report. Notification of beneficiary protection under Title VI is provided to the public; as well, the agency has updated



its website so that such notification is made more fully accessible to the public. With respect to procedures within the agency for collecting, investigating, and tracking complaints involving issues of discrimination or Title VI, Omnitrans has in place a process for handling such complaints, one which again is extensively described in Appendix-B of this report. The software database Trapeze COMM is used to file, track, follow up, and log all complaints, including any involving acts of discrimination, or those involving complaints with regard to Title VI. Trained information clerks enter and log the complaints, and forward them to the appropriate department for investigation, incident resolution, and timely follow up contact with the customer as warranted.

## **Lawsuits**

Omnitrans has not had any lawsuits filed against the agency based on discrimination with respect to service or other transit benefits, or any other complaints regarding issues of Title VI compliance.

## **Signed Assurances**

The Civil Rights Assurance can be found in Appendix-A. Omnitrans Title VI Assurance and discrimination procedures can be found in Appendix-B.

## **Construction Projects**

The majority of Omnitrans' construction projects fall under the class of categorical exclusion (CE) as defined in the latest Title VI circular FTA C 4702.1A, Chapter IV. Projects that do not fall under the category of CE (such as the E Street sbX bus rapid transit project and the San Bernardino Transit Center) have performed or are in the process of performing all required Environmental Assessments or Environmental Impact Statements under the close guidance of FTA officials (see individual project status for more specific information on the status of environmental clearance). These assessments have included impacts upon low-income/minority communities and mitigation/enhancement actions which have been incorporated into the projects.

The following construction projects have either been completed during the last three years since the last Title VI Report, or are still in the process of being planned, designed or completed:

### **Bus Stop Improvement Program (non-federal funds)**

Omnitrans was awarded state funding in 2011 to improve the ADA accessibility of 10 bus stops throughout Omnitrans' service area. Improvements include constructing and improving sidewalks and concrete boarding areas, and tree removal and replacement. The stops that will be improved include the following:

- Inland Regional Center and Lighthouse for the Blind, City of San Bernardino
- Foothill Blvd and Campus Ave, City of Upland
- Baseline Street and Victoria Ave, City of Highland

- Riverside Drive and Archibald Ave, City of Ontario
- Vineyard Ave and Foothill Blvd, City of Rancho Cucamonga
- Foothill Blvd and Grove Ave, City of Upland
- Boulder Ave and Highland Ave, City of Highland
- Baseline Rd and Valeria Ave, City of Highland
- Baker Ave and Fourth St, City of Ontario
- Euclid Ave and Fifth St, City of Ontario

A scope of work is currently being developed for architectural and engineering services. The entire project is expected to take approximately one year, and will be completed in fiscal year 2014.

#### Chaffey College Transit Center (non-federal funds)

The Chaffey College Transit Center was completed in 2010. It consists of four bus bays with shelters, benches, lighting and information displays, and serves as a transfer point between Omnitrans fixed routes 68, 80, and 81.

#### Chino Transit Center (federal funds)

Phase I of the Chino Transit Center was completed in January of 2005. The Chino Transit Center, on City-owned property adjacent to City Hall in downtown Chino, includes seven bus bays with custom shelters, information kiosks, and a Coach Operator restroom facility. Phase II of the Chino Transit Center project will be a master plan for mixed-use transit oriented development adjacent to the Transit Center, along with additional bus bays on D Street. Work on the master plan has not begun, and no funding is secured for construction of Phase II.

#### E Street San Bernardino Express (sbX) Bus Rapid Transit (federal funds)

The Omnitrans sbX E Street Corridor Bus Rapid Transit (BRT) Project, a Federal Transit Administration Small Starts Capital Transit Improvement Project, is a 15.7-mile-long project that connects the northern portion of the city of San Bernardino with the city of Loma Linda. Major destinations along the corridor include California State University at San Bernardino (CSUSB), downtown San Bernardino, the Hospitality Lane Central Business District, the Loma Linda University Medical Center and the VA Hospital. The sbX Project is a combined side and center-running BRT containing segments of exclusive and mixed-flow lanes. The sbX Project includes 16 station stops, spaced approximately 1-mile apart to facilitate higher operating speeds. Traffic Signal Priority (TSP) applications is also being used at selected intersections to further facilitate faster and more reliable bus operations. The Project also includes improvements to E Street to accommodate exclusive BRT operations, 14 new low-floor, five-door BRT Compressed Natural Gas (CNG) articulated buses and 4 park-n-ride facilities.

Service would operate at 10-minute headways during weekday peak periods and 15 minute off-peak headways. The sbX Project is intended to provide improved transit service and amenities for a large number of existing transit riders, as well as to attract new riders. Many residents in the corridor have low incomes or are transit-dependent: 27 percent of the population lives below the poverty line and 16 percent of the households in the corridor do not have an automobile. The Corridor is home to about 138,200 people and more than 74,600 jobs. The

Omnitrans sbX would improve travel time for existing transit riders in San Bernardino and Loma Linda, and serve as the centerpiece for economic development efforts in the region.

Omnitrans began an alternatives analysis in early 2004 to evaluate transportation options in a corridor served by Omnitrans Route 2, the highest performing bus route in the Omnitrans system. Omnitrans considered a variety of transit alternatives to serve the corridor from the CSUSB campus, through downtown San Bernardino, and south to Loma Linda. In December 2005, local stakeholders selected an exclusive guideway BRT as the locally preferred alternative. During 2005 and 2006, Omnitrans worked with local stakeholders to identify funding sources and station locations. FTA approved the project into project development in December 2007, and issued a Finding of No Significant Impact (FONSI) in September 2009. Omnitrans received a Project Construction Grant Agreement from the FTA in September 2011. Construction of the sbX Project began in January 2012 and is anticipated to be completed in December 2013 with subsequent BRT revenue operations to begin in January 2014.

#### Ontario Civic Center Transit Station (federal funds)

The City of Ontario is leading the project management for the Ontario Civic Center Transit Station, which will consist of relocating two bus stops, removing two bus shelters, and installing 10 new bus shelters along Holt Boulevard, Euclid Avenue, D Street, and Sultana Avenue in the civic center (downtown) area of Ontario. The new shelters will be brick structures to match the existing shelters along Holt Boulevard, and will integrate with the architecture of the downtown area.

The City released an RFP for construction/installation of the bus shelters in February 2012, with bids due in March 2012. Construction is expected to begin in May 2012 and take one month to complete.

#### Ontario Mills Transit Center (federal funds)

Ontario Mills Mall in the City of Ontario is a highly frequented transfer point for Omnitrans routes 61, 81, and 82, and Riverside Transit Authority route 204. Omnitrans is currently developing a request for proposals for design of an expanded transfer station at Ontario Mills. The project has federal, state, and local funding committed, and will include additional bus bays with shelters, real-time electronic bus arrival information signage, and landscaping.

#### Rialto Metrolink Improvements (federal funds)

The City of Rialto is planning to acquire property adjacent to the existing Metrolink station parking lot to construct 230 new parking spaces in addition to the existing 175 spaces. The project will also include the possible construction of a bus bay for Omnitrans Route 22, which currently stops on the street on Riverside Avenue.

Omnitrans and the City signed an agreement in April 2011 for pass-through of FTA funding to the City. Environmental clearance for the project has been completed. The City is in the process of developing a request for proposals for design of the project. The City and Omnitrans are currently awaiting FTA grant approval. Upon approval of the grant, the City will begin right of way acquisition negotiations with the property owners, as well as environmental site studies.



### Ruben Campos Park Bus Stop Improvements (non-federal funds)

Omnitrans will be using state funding to improve a bus stop in Ruben Campos Park on 5th Street in the City of San Bernardino. The improvements will include construction of a sidewalk where there is no sidewalk in front of the park, as well as ADA accessibility improvements to the bus stop.

### San Bernardino Transit Center (federal funds)

The San Bernardino Transit Center will bring many modes of transportation together in a mixed-use environment creating the future gateway in the downtown of the City of San Bernardino, at Rialto Avenue and “E” Street. This will include local bus service, sbX bus rapid transit, Metrolink, proposed California High Speed Rail, Redlands Rail, taxis, regional transit providers, and non-motorized modes with dedicated retail, civic, and office space.

The San Bernardino Transit Center consists of several projects, including: (1) Omnitrans bus facility, including station building with public restrooms, 22 bus bays for 12 Omnitrans fixed routes as well as future service and other regional transit services, bike station, landscaping, and public art; (2) SANBAG’s Downtown San Bernardino Passenger Rail Project including rail platforms, maintenance building, and parking lot on the south side of the tracks; and (3) SANBAG’s Redlands Passenger Rail project (rail platforms in future phase of project).

SANBAG will serve as the project manager responsible for delivering the project. SANBAG has agreed to make its best effort to deliver the first phase of the SBTC project, consisting of the Omnitrans Facility and the parking lot, by November 2013, prior to startup of sbX service in January 2014. Work on the Omnitrans facility will go forward simultaneously with the Downtown San Bernardino Passenger Rail Project.

On October 2011, a Planning, Design, Construction, Operating and Maintenance Agreement was signed by project partners: Omnitrans; San Bernardino Associated Governments (SANBAG); City of San Bernardino; and the San Bernardino Economic Development Corporation (EDC), to cooperate in the design and construction of the San Bernardino Transit Center (SBTC).

HDR Engineering, Inc. was selected for architectural and engineering design of the project. Per FTA guidance, the environmental clearance for the San Bernardino Transit Center and for the Downtown San Bernardino Passenger Rail project is being conducted jointly, and is expected to be completed in August 2012.

Omnitrans is leading the development of a needs assessment process for the bike station, which will be part of the Omnitrans bus facility at the San Bernardino Transit Center. Omnitrans is also continuing to seek private partners for transit-oriented development on the 4-acre Omnitrans-owned property at the Transit Center at E Street and Rialto Avenue.

### Temporary San Bernardino Transit Center/ Fourth Street Transit Mall (non-federal funds)

Until the construction of the new San Bernardino Transit Center (see above) is completed in November 2013, the Fourth Street Transit Mall has been used as a transfer point for the 12 Omnitrans fixed routes that connect in downtown San Bernardino, as well as one Mountain

Area Regional Transit Authority (MARTA) route. Prior to October 2011, the bus stops were spread out over four city blocks. Due to a City of San Bernardino street resurfacing project on Fourth Street, the Fourth Street Transit Mall was shifted westward and consolidated onto two blocks in front of the Carousel Mall. New shelters were installed, funded by the City of San Bernardino Economic Development Agency. The new transit mall, otherwise known as the Temporary San Bernardino Transit Center, was completed in November 2011.

#### Yucaipa Transit Center (federal funds)

Phase I of the Yucaipa Transit Center, a partnership between the City of Yucaipa and Omnitrans, was completed in June 2010. It consists of 8 bus bays, benches, shelters, information kiosks, landscaping, public art, clock towers, fountain, and is located in the civic center of Yucaipa adjacent to the City Hall. It serves as a transfer point for Omnitrans fixed routes 8 and 9 and OmniGo circulator routes 308 and 309, as well as potential future connections to neighboring transit services.

Phase II of the Yucaipa Transit Center will use the funds remaining from Phase I to create a permanent solution for a wash on the north side of the transit center that has created safety concerns. The project will include: extending the underground storm drain system, grading, and construction of an expanded parking area.

In March 2012, the City of Yucaipa and Omnitrans signed an agreement designating the City as the lead agency responsible for design and construction of the project. The City will be contracting out design and construction work.

## PROGRAM SPECIFIC REQUIREMENTS

### Demographic & Service Profile

Maps showing the transit services provided in the San Bernardino Valley with overlying data illustrating the location of low-income and minority populations were provided in the preceding section of this report. Specifically, these items are in Exhibit 8, Exhibit 9, Exhibit 10, Exhibit 11, Exhibit 12, and Exhibit 13 above. Services provided are also shown in a map of larger 3'x4' format sent separately as an attachment to this report.

Two population and minority distribution tables are included in the appendices to this report. Appendix-F provides a table describing the Low Income White Population by census tract. Appendix-G provides a table describing the Minority Population by Census Tracts. Based on this data from the 2010 census and American Community Survey, 76.6% of the population in Omnitrans' service area is low-income/minority (LIM) which is greater than the county LIM share.

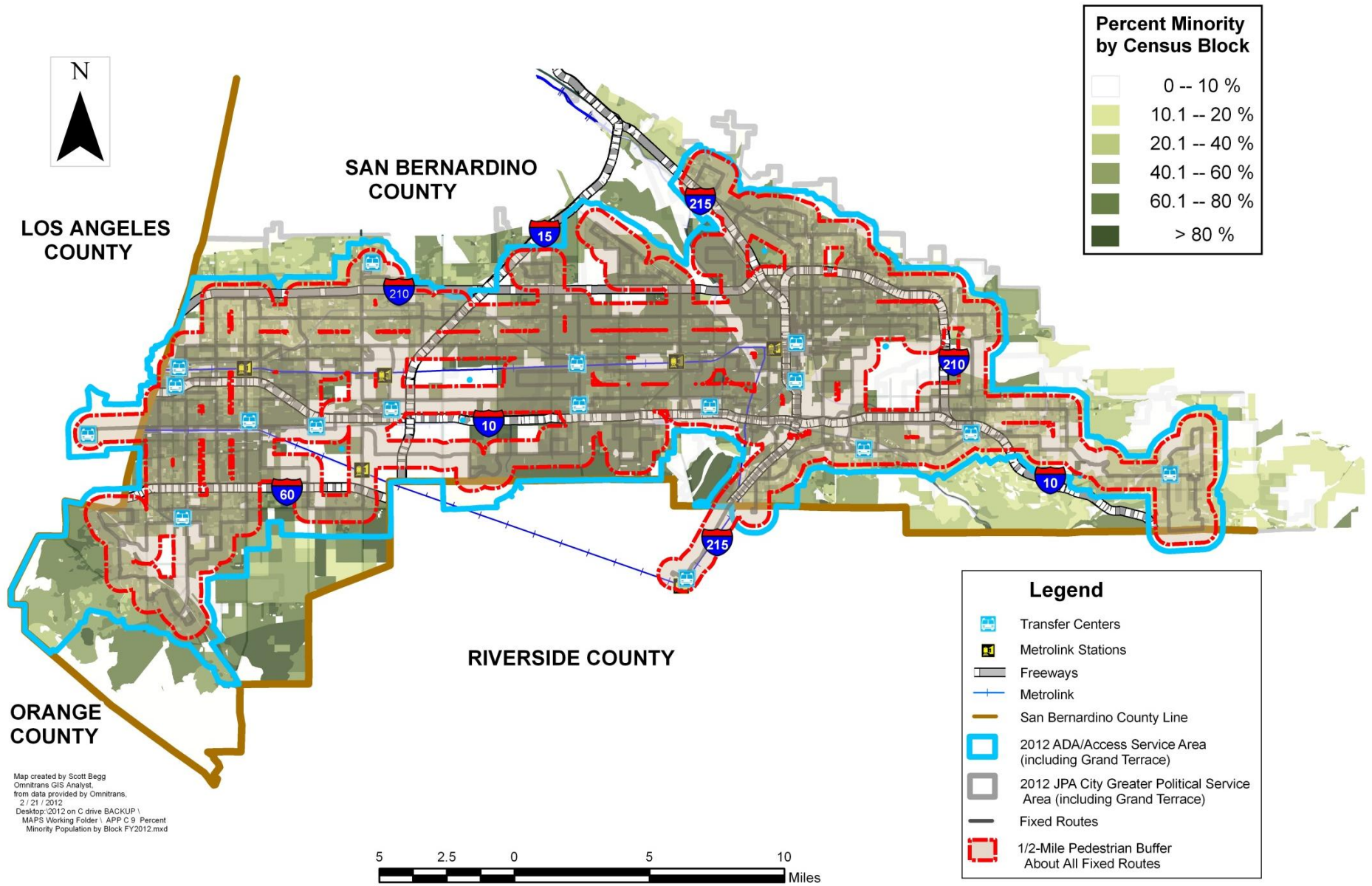
Exhibit 20 shows the LIM share and Non-LIM share of Omnitrans Fixed Route service by frequency of service. Within  $\frac{3}{4}$  of a mile buffer of Omnitrans Fixed Route network, the LIM share is 76.6%. When looking at a slightly smaller walking buffer of  $\frac{1}{2}$ -mile, the LIM share raises slightly to 77.6%. When looking only at higher frequency service with 30-minute or better headways, the LIM share rises to 81.6%. Looking at even more frequent service with only 15 and 20 minute headways, the LIM share rises again to 84.1%. At only 15-minute service, the LIM share remains essentially flat at 83.5%. This illustrates that Omnitrans is providing high levels of service to the LIM community. The mapped  $\frac{1}{2}$ -mile buffer can be seen in Exhibit 21.

**Exhibit 20: LIM and Non-LIM Populations by Omnitrans Service Area**

COMPARISON TO ROUTES	TOTAL POP	Minority*	Low Income White	LIM	Non-LIM	% LIM	% Non-LIM
<b><math>\frac{3}{4}</math>-MILE OF ANY FIXED ROUTE</b>							
Within	1,386,945	1,032,311	29,647	1,061,958	324,987	<b>76.6%</b>	23.4%
Not-Within	648,265	325,301	38,203	363,504	284,761	56.1%	43.9%
Total	2,035,210	1,357,612	67,850	1,425,462	609,748	70.0%	30.0%
<b><math>\frac{1}{2}</math>-MILE OF ANY SERVICE</b>							
Within	1,253,669	946,550	26,669	973,219	280,450	<b>77.6%</b>	22.4%
Not Within	781,541	411,062	41,181	452,243	329,298	57.9%	42.1%
<b><math>\frac{1}{2}</math>-MILE OF 15-, 20-, 30-MINUTE SERVICE</b>							
Within	801,479	633,868	20,217	654,085	147,394	<b>81.6%</b>	18.4%
Not Within	1,233,731	723,744	47,633	771,377	462,354	62.5%	37.5%
<b><math>\frac{1}{2}</math>-MILE OF 15-, 20-MINUTE SERVICE</b>							
Within	402,610	326,902	11,623	338,525	64,085	<b>84.1%</b>	15.9%
Not Within	1,632,600	1,030,710	56,227	1,086,937	545,663	66.6%	33.4%
<b><math>\frac{1}{2}</math>-MILE OF 15-MINUTE SERVICE</b>							
Within	308,529	250,069	7,546	257,615	50,914	<b>83.5%</b>	16.5%
Not Within	1,726,681	1,107,543	60,304	1,167,847	558,834	67.6%	32.4%



Exhibit 21: Percent Minority Population within a ½ Mile Walking Buffer of Omnitrans Service



## Service Standards and Policies

Omnitrans' load standards vary depending on service and time frame. Omnitrans load standard for local fixed route is 120% of the seating available on the vehicle during peak periods. All other service and time periods the capacity is 100% of the seating available. The details can be seen in Exhibit 22.

**Exhibit 22: Vehicle Load Standards**

Service	Load Factor	
	Peak	Off Peak
Local Fixed Route	120%	100%
Express	100%	100%
ACCESS	100%	100%
OmniLink	100%	100%

The front axle load weight limits for Omnitrans' New Flyer buses permit 40 seated and 22 standing passengers, which is equivalent to 150% vehicle load. However, for enhanced passenger safety and comfort, the maximum passenger loads per bus is set by policy to be 120% of the seated capacity. Also, OmniLink and Access vehicles do not permit standing. These standards prescribe the maximum capacity of the bus taking into account various wheelchairs on board that are presented in Exhibit 23.

**Exhibit 23: Maximum Occupancy by Bus Type and Number of Wheelchairs**

Bus Type	Peak	Off Peak	Peak	Off Peak	Peak	Off Peak
	No Wheelchairs		1 Wheelchair		2 Wheelchairs	
40' Low Floor (New Flyer)	48	43	45	40	41	36
30' Midsize Low Floor (Thomas)	32	29	29	26	24	21

A summary of our Fixed Route Revenue Vehicles is provided in Exhibit 24. Since the last Title VI update, Omnitrans has retired our TMC and Orion coaches and our fixed route fleet is made up of only New Flyer and Thomas vehicles.

**Exhibit 24: Fixed Route Vehicle Summary**

Vehicle Type	Manufacture Date	Number in Fleet	Vehicle Length (Ft.)	Seats Available	Fuel Type
New Flyer	2000 - 2011	171	40.8	39	CNG
New Flyer Hybrid	2000	3	40	39	Gas / Electric
Thomas	2003	12	32.9	26	CNG

To assure routes do not become overcrowded, upgraded frequencies are provided when the average route load exceeds standard. Vehicle load is assessed through an automatic passenger count system. From APC sampled data taken for runs over entire weekdays, peak period service data indicated that all routes fell within standards. As well, for off-peak period service, data indicated that no routes fell outside of vehicle load standards.

Exhibit 25: Average Peak Loads by Time Period during 2011

Route	AM Peak		Midday		PM Peak		Evening		Night	
	Load	Ratio	Load	Ratio	Load	Ratio	Load	Ratio	Load	Ratio
1	14	35%	21	54%	20	49%	15	37%	8	20%
2	20	50%	24	60%	24	61%	16	40%	8	21%
3	11	27%	15	38%	14	36%	13	32%	9	23%
4	16	41%	17	44%	14	35%	9	22%	8	20%
5	18	44%	21	52%	19	49%	11	27%	10	25%
7	14	34%	17	44%	15	37%	11	27%	NA	NA
8	18	46%	23	57%	19	47%	15	37%	NA	NA
9	22	54%	22	56%	20	49%	11	27%	NA	NA
10	17	42%	19	46%	16	41%	13	32%	NA	NA
11	16	40%	19	48%	19	48%	12	29%	6	16%
14	18	45%	21	53%	22	54%	22	55%	19	47%
15	17	42%	19	49%	19	46%	11	28%	8	20%
19	16	41%	19	48%	18	44%	15	38%	13	33%
20	6	15%	7	18%	7	17%	5	14%	6	15%
22	9	22%	13	32%	11	28%	8	19%	5	13%
29	7	18%	8	20%	6	14%	2	4%	NA	NA
61	22	55%	23	57%	25	62%	20	49%	16	40%
63	12	29%	11	27%	10	24%	7	18%	NA	NA
65	14	34%	15	38%	18	45%	7	19%	5	12%
66	17	43%	16	41%	18	45%	15	38%	13	32%
67	13	32%	10	26%	11	26%	11	26%	NA	NA
68	15	36%	16	40%	14	36%	10	25%	8	20%
80	15	39%	19	46%	16	40%	11	26%	NA	NA
81	13	33%	14	34%	15	37%	8	20%	8	19%
82	16	41%	18	45%	16	40%	10	25%	NA	NA
83	14	36%	14	34%	13	32%	8	19%	5	13%
215	17	42%	17	44%	25	63%	14	34%	6	15%

Exhibit 26 shows coach assignments by division. Omnitrans newest buses that have been ordered since the last Title VI update have been dispersed though both Omnitrans East Valley and West Valley Division.

Exhibit 26: Fixed Route Vehicle Series Type Assignments by Division

Series Type	Year - Make - Model	Active Coaches		
		East Valley	West Valley	Total
500	2003 - Thomas - SLF232G C/A (11)	0	8	8
0	2000 - New Flyer - C40LF (SR-585) JD/A (44)	27	0	27
00H	2000 - New Flyer - GE40LF (SR-654) Hybrid (3)	3	0	3
100	2001 - New Flyer - C40LF (SR-674) JD/A (27)	0	27	27
130	2001 - New Flyer - C40LF (SR-709) JD/A (11)	10	0	10
150	2003 - New Flyer - C40LF (SR-813) C/ZF (22)	12	9	21
180	2005 - New Flyer - C40LF (SR-842) JD/ZF (23)	23	0	23
1201	2009 - New Flyer - C40LFR (SR-1337) C/A (27)	27	0	27
1231	2011 - New Flyer - C40LFR (SR-1563) C/A (9)	0	9	9
1241	2011 - New Flyer - C40LFR (SR-1564) C/V (8)	0	8	8
<b>Total</b>		<b>102</b>	<b>61</b>	<b>163</b>

Exhibit 27 shows vehicle assignments for our contract service fleet, which is employed for our demand response service as of March, 2012.

**Exhibit 27: Contract Services Vehicle Series Type Assignments by Division**

Year - Make - Model	Active Coaches		
	East Valley	West Valley	Total
2004 Ford Aerotech	10	7	3
2006 Ford Aerotech	25	13	12
2006 Ford Starcraft	24	9	15
2008 Ford Starcraft	31	19	12
2010 Ford Starcraft	6	4	2
2008 Chevrolet Uplander	10	9	1
<b>Total</b>	<b>106</b>	<b>61</b>	<b>45</b>

Systemwide service standards for these and other criteria, including but not limited to headways, loads, on-time performance, service availability, distribution of amenities, etc. are regularly printed in Omnitrans' Short Range Transit Plan and in its regular updates. A copy of this document is made available for the general public and is found on Omnitrans' website (<http://www.omnitrans.org>).

## Vehicle Assignment

Dispatchers assign coaches to their routes each day based upon three factors: route size, coach operator access to vehicles, and the need to collect ridership data. Omnitrans implemented an automatic passenger counting (APC) system to collect NTD data as well as general ridership/on-time performance data in October 2000. This was enhanced by the addition of a Siemens radio data system in late 2006. The APCs have been installed on 27 coaches in Omnitrans' fleet; these coaches are randomly assigned on a daily basis to the different routes so that sufficient data may be collected over time for all fixed routes.

The APC needs aside, 40-foot coaches are currently assigned to all routes; the only exception to this rule is the 30-foot Thomas buses, which are assigned as needed to the lowest productivity routes in West Valley. All fixed route vehicles are low-floor coach models, which do not require a lift for wheelchairs or scooters, but instead use a ramp.

Aside from the greater seating capacity of the larger coaches, all passenger amenities are comparable (including wheelchair lifts/ramps, air conditioning, and kneeling/low-floor features on all coaches) and thereby provide the same riding environment to passengers in minority communities as to those from other areas. As well, on all Omnitrans vehicles, video cameras have been added for security measures.

In 1996, Omnitrans began implementing new fueling technologies by buying coaches that run on Compressed Natural Gas (CNG). Since then, the fleet of diesel coaches has been fully replaced by CNG vehicles. East and West Valley facilities have fueling stations (San Bernardino and Montclair, respectively) which have been upgraded to accommodate liquid natural gas that



is compressed on-site for use in Omnitrans CNG vehicles. Both stations' LCNG facilities are up and running and newer clean-air vehicles are being utilized throughout the service area.

## Vehicle Headways

General standards for headways are based on three factors: riders per revenue hour, farebox recovery ratio, and funding availability. Omnitrans also looks at vehicle load to assess if higher frequencies are needed to meet demand and density/development concentrations. The service standards/guidelines Omnitrans uses to determine if more frequency or a greater level of service is needed are included along with historical and projected fixed-route (by tier) performances in Exhibit 28.

Exhibit 28: Performance by Service Type

			Actual FY 2010	Actual FY 2011	Forecast FY 2012
TIER 1 ROUTES	Fixed-route	Passengers per hour	26.9	28.4	29.8
		Operating cost per passenger	\$3.14	\$3.02	\$2.82
		Subsidy per passenger	\$2.25	\$2.12	\$1.95
		Farebox recovery ratio	28.3%	29.8%	30.7%
		Revenue miles per revenue hours	12	12	12
TIER 2 ROUTES	Fixed-route	Passengers per hour	20.5	22.6	24.8
		Operating cost per passenger	\$4.14	\$3.83	\$3.43
		Subsidy per passenger	\$3.22	\$2.90	\$2.59
		Farebox recovery ratio	22.3%	24.2%	24.4%
		Revenue miles per revenue hours	13	13	13
TIER 3 ROUTES	Fixed-Route	Passengers per hour	17.2	16.5	18.1
		Operating cost per passenger	\$5.20	\$5.05	\$4.57
		Subsidy per passenger	\$4.20	\$4.10	\$3.70
		Farebox recovery ratio	19.3%	18.9%	19.0%
		Revenue miles per revenue hours	14	14	14
	OmniLink	Passengers per hour	3.1	2.9	2.8
		Operating cost per passenger	\$22.24	\$30.04	\$25.93
		Subsidy per passenger	\$20.24	\$27.94	\$23.91
		Farebox recovery ratio	9.0%	7.0%	7.8%
		Revenue miles per revenue hours	11	13	14
	ACCESS	Passengers per hour	2.6	2.7	2.6
		Operating cost per passenger	\$25.90	\$25.47	\$25.95
		Subsidy per passenger	\$22.64	\$22.06	\$22.58
		Farebox recovery ratio	12.6%	13.4%	13.0%
		Revenue miles per revenue hours	15	13	16
Regional	Regional Express	Passengers per hour	33.2	34.9	32.9
		Operating cost per passenger	\$3.08	\$2.86	\$3.00
		Subsidy per passenger	\$2.44	\$2.10	\$2.22
		Farebox recovery ratio	20.7%	26.4%	25.9%
		Revenue miles per revenue hours	22	22	21

Tier 1 Routes include: Routes 2, 3, 4, 14, 61, and 66. Tier 2 Routes include: Routes 1, 5, 10, 11, 15, 19, 20, 22, 63, 65, 67, 68, and 80; Tier 3 Routes include: Routes 7, 8, 9, 29, 81, 82, 83, 308, 309, 310, 325, and 365. The one Regional Express Route is Route 215.

In addition to the above standards for service, Omnitrans holds public forums and considers requests for service by the public, social service agencies, medical facilities, colleges, and businesses to establish headways for existing and new routes. Because minority communities

represent Omnitrans' primary ridership, these neighborhoods often feature routes with shorter vehicle headway times, providing at least as high a level of access to transit services as that enjoyed by non-minority communities.

## Transit Amenities

Omnitrans conducted a spatial analysis of transit stops and stop amenity placement to verify compliance with Title VI. The results of this analysis show that Omnitrans does not discriminate against LIM populations. The proportion of LIM population within a one-half-mile walking distance from all fixed route stops exceeds that of the surrounding region (78.0% versus 70.0%). Details of this analysis can be seen in Exhibit 29. The mapping of this analysis can be seen in Exhibit 30, Exhibit 31, Exhibit 32, and Exhibit 33.

The level of transit amenities at a given stop is determined on a stop by stop basis. All stops have at minimum a sign designating which routes serve that stop. Additional amenities such as shelters, benches, trash containers, and route schedule postings are added depending on individual stop needs. As a result, more than one amenity will frequently be associated with a single stop.

**Exhibit 29: LIM and Non-LIM Populations Served by Omnitrans Bus Stops and Associated Amenities**

COMPARISON	Total Population	Minority	Low Income White	LIM	Non-LIM	% LIM	% Non-LIM
Within ½ mile of any stop	1,237,276	938,937	26,327	965,264	272,012	<b>78.0%</b>	22.0%
Not within ½ mile of any stop	797,934	418,675	41,523	460,198	337,736	57.7%	42.3%
Total Population	2,035,210	1,357,612	67,850	1,425,462	609,748	70.0%	30.0%
Within ½ mile of stops with benches	999,217	774,826	20,478	795,304	203,913	<b>79.6%</b>	20.4%
Not Within ½ mile of stops with benches	1,035,993	582,786	47,372	630,158	405,835	60.8%	39.2%
Total Population	2,035,210	1,357,612	67,850	1,425,462	609,748	70.0%	30.0%
Within ½ mile of stops with shelters	684,610	544,185	14,654	558,839	125,771	<b>81.6%</b>	<b>18.4%</b>
Not Within ½ mile of stops with shelters	1,350,600	813,427	53,196	866,623	483,977	64.2%	35.8%
Total Population	2,035,210	1,357,612	67,850	1,425,462	609,748	70.0%	30.0%
<b>FOR THE CITIES / REGION SERVED</b>							
JPA CITY Population (2010 Census)	1,468,118	1,070,435	31,992	1,102,427	365,691	<b>75.1%</b>	24.9%
Not Within the JPA Cities	567,092	287,177	35,858	323,035	244,057	57.0%	43.0%
County Population (2010 Census)	2,035,210	1,357,612	67,850	1,425,462	609,748	70.0%	30.0%

In addition to boardings per day as a criterion, the placement of amenities is governed by accessibility standards – if a stop would be deemed inaccessible by the placement of a shelter at a certain location, no shelter will be placed there until/unless the government agency responsible makes improvements to the site that would allow for a clear path of travel around a shelter, or until Omnitrans is able to gain approvals to make the improvements.

In March of 2009 Omnitrans was authorized to purchase Bus Stop Manager (BSM), a new database software program compatible with software currently used by Omnitrans for bus route planning. BSM has allowed for easier tracking and managing of bus stops and amenities.

Exhibit 30: Fixed Route Bus Stops and Percent Minority Population within Omnitrans Service Area

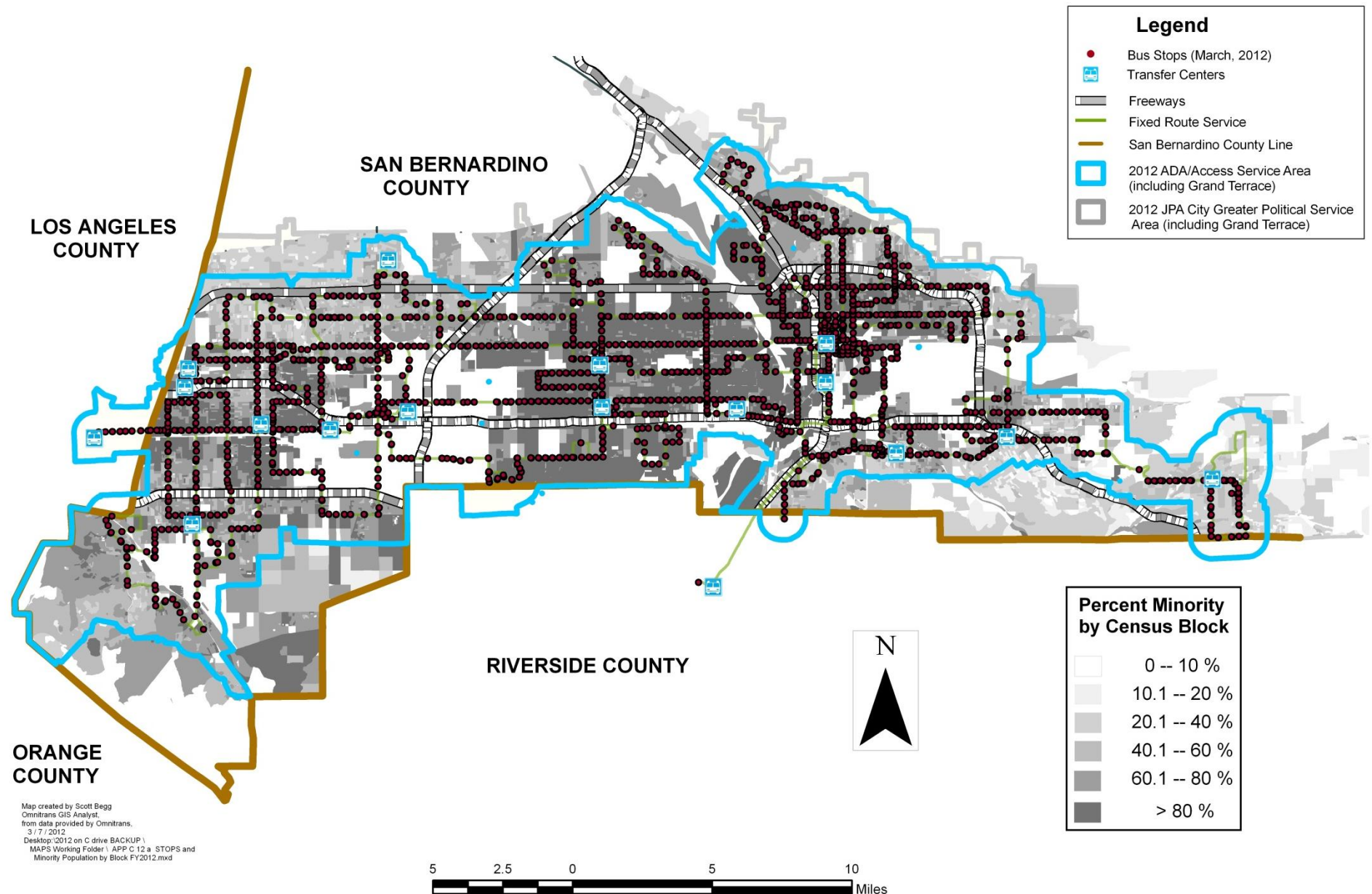




Exhibit 31: Fixed Route Bus Stops with ½-mile Walking Buffer of Omnitrans Routes and Percent Minority Population

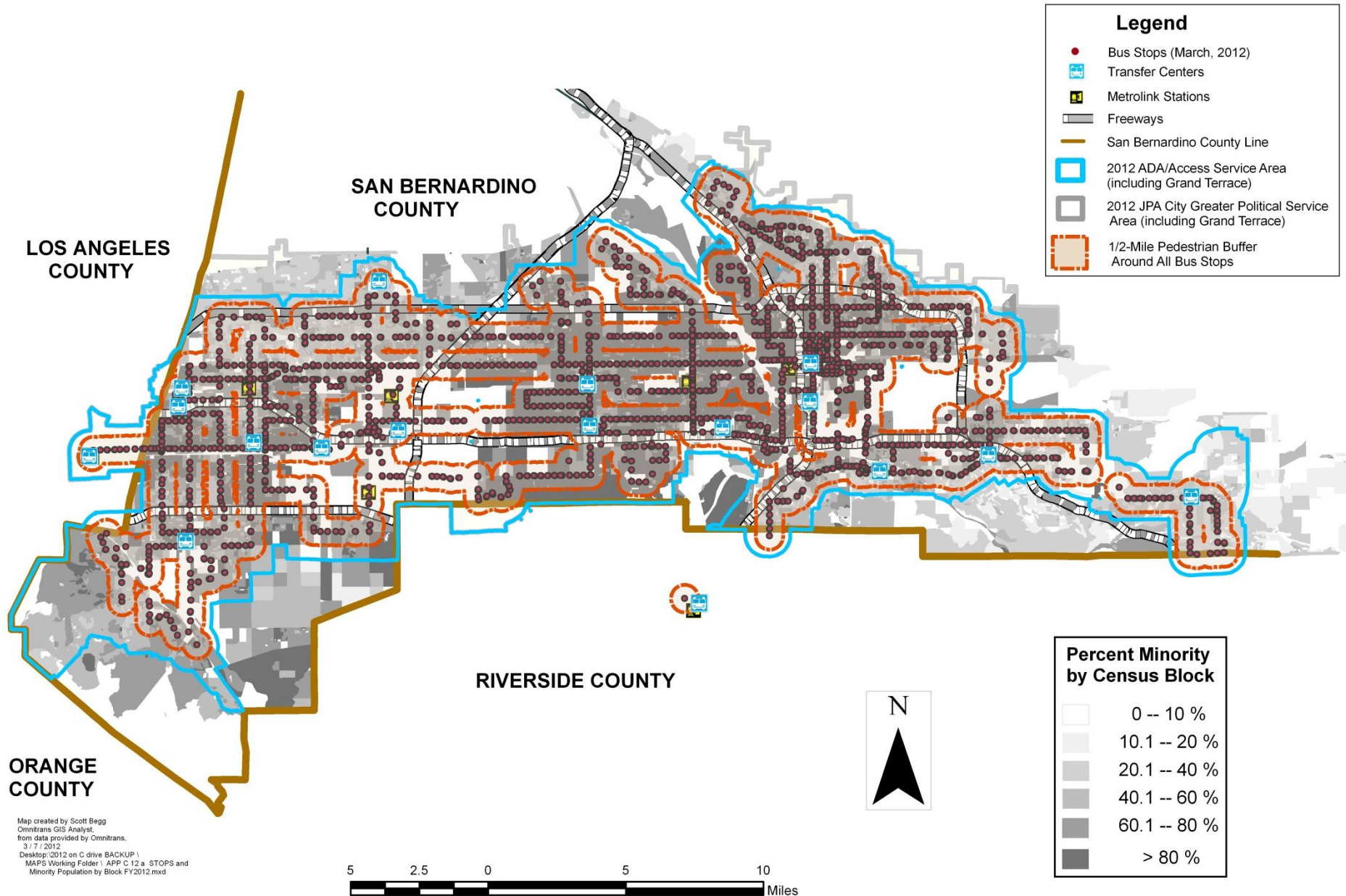




Exhibit 32: Fixed Route Bus Stops with Benches and Percent Minority Population within Omnitrans Service Area

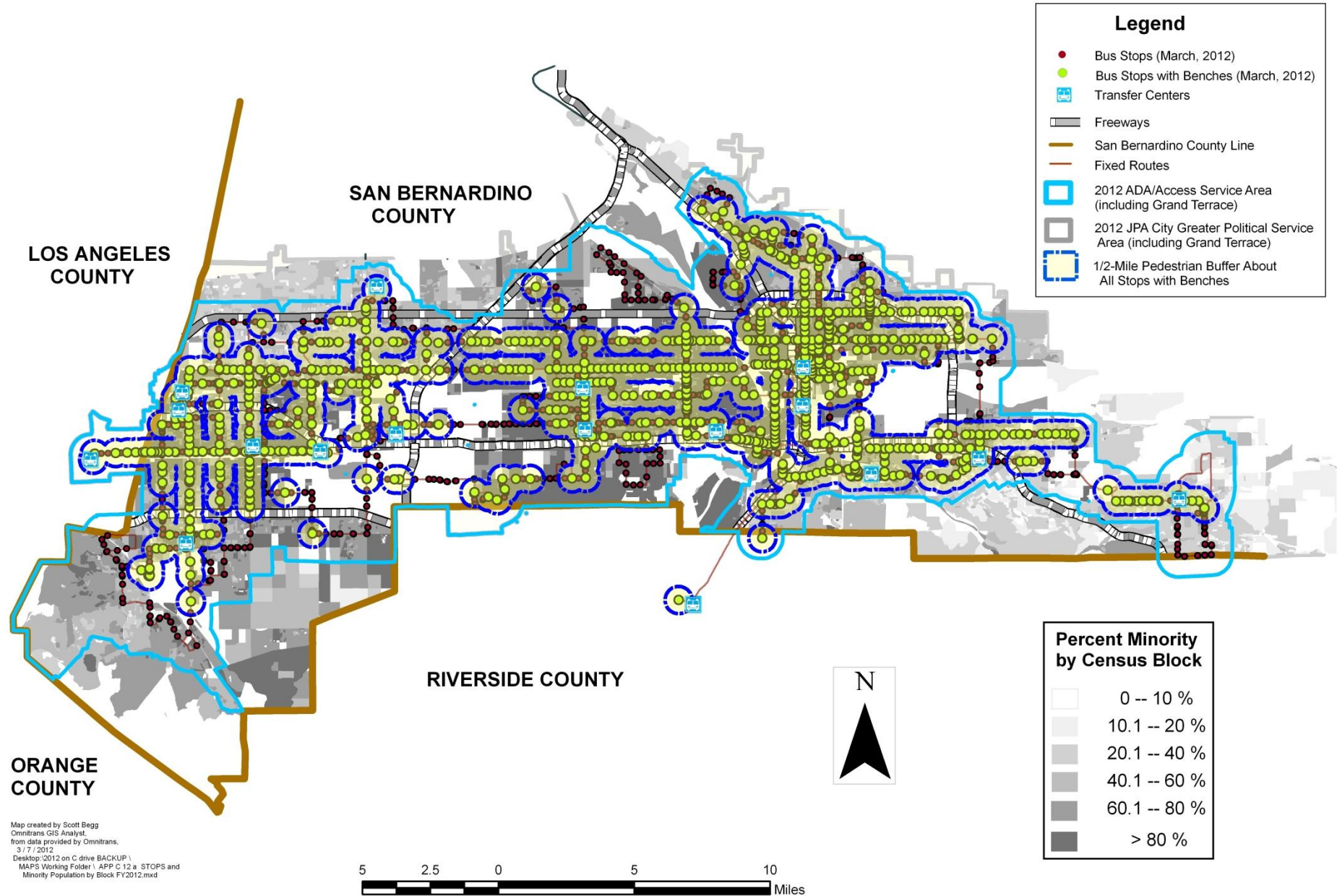
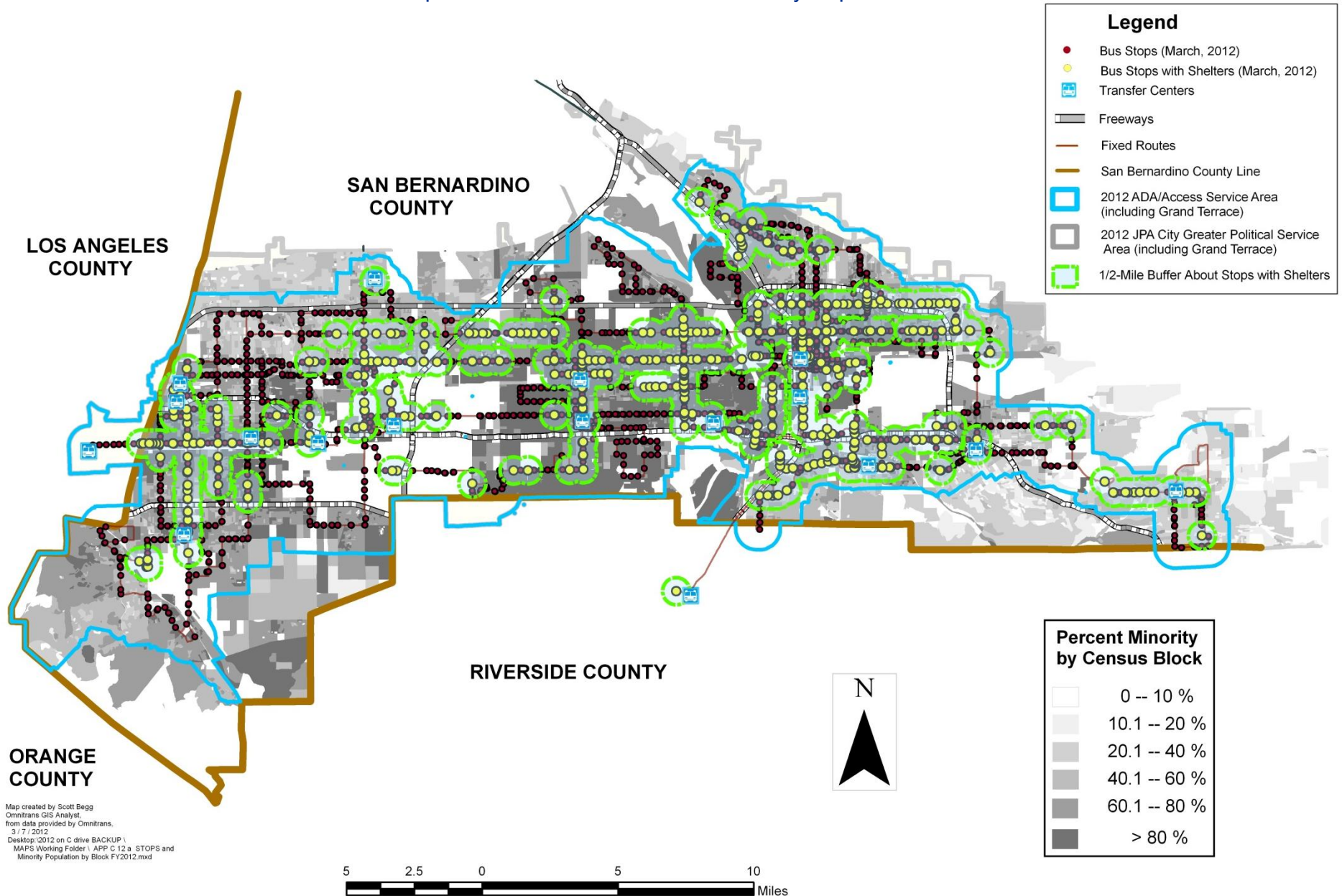


Exhibit 33: Fixed Route Bus Stops with Shelters and Percent Minority Population within Omnitrans Service Area



Currently, Omnitrans has 2,499 stops. Of these, Omnitrans has 1,071 stops with benches (42%) and 471 stops with shelters (18%). Details by city can be seen in Exhibit 34.

**Exhibit 34: Bus Stops and Bus Stop Amenities by City**

City	Stops	Amenities	
		Benches	Shelters
Chino	107	35	19
Chino Hills	41	0	0
Colton	100	51	24
Fontana	320	142	72
Grand Terrace	29	9	7
Highland	89	58	24
Loma Linda	50	35	23
Montclair	91	46	28
Ontario	267	84	37
Pomona	18	9	1
Rancho Cucamonga	212	79	32
Redlands	154	75	22
Rialto	161	73	52
San Bernardino	590	300	115
San Bernardino County	76	7	1
Upland	121	52	1
Yucaipa	73	16	12
Other	1	1	1
<b>Total</b>	<b>2499</b>	<b>1071</b>	<b>471</b>

## Transit Accessibility

Omnitrans bus stops are typically placed every two-tenths of a mile along a route depending on the operational access and safety. Stops are placed adjacent to concentrated commercial, residential, and industrial developments or at intersections of arterial or major collector streets. All stops are clearly marked with route information, as required by the Americans with Disabilities Act. Total population and population and employment densities in terms of residents and jobs per acre are used to decide new route placement.

Direct requests for service aid Omnitrans in refining its fixed route service. These requests come in the form of telephone calls, letters, customer comment cards, onboard surveys, triennial Attitude and Awareness surveys, comments through the Omnitrans website, testimony, and public hearings. Requests for new service are considered if at least one of the following conditions is met: (1) the distance from an existing route is greater than ½ mile, (2) the business district has more than 500 workers or retail centers have more than 400,000 square feet of leasable space, or (3) data shows that there will be 20 or more passengers per hour using the system. The requests that meet these standards are plotted on a map and if there is sufficient funding, route alignments are developed.

In addition, Omnitrans uses a number of performance indicators including: on-board survey data, on-time performance reports, monthly ridership statistics, contractors' monthly reports, Agency financial records, over-time reports, maintenance records, missed trip records, and monthly pass and ticket sales to determine if passengers' needs are being met. These reports indicate to staff if new or additional service should be introduced. As many minority communities in Omnitrans' service area tend to be demographically dense, these communities will tend to receive greater transit access and higher frequencies in most cases.



## OTHER AREAS OF CONSIDERATION

### Changes in Service Features

Besides routing, the key defining service characteristics of fixed route service are frequency/headway and service span. Omnitrans Fixed Route Headways as of May 2012 are presented in Exhibit 35 and the service span is presented in Exhibit 36

Exhibit 35: Omnitrans Fixed Route Headways by Route as of May 2012

Route	Route Name	Weekday	Headways	
			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	30/60	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	20/30	60	60
308/309	OmniGo Yucaipa	30	30	60
310	OmniGo Yucaipa	30	n/a	n/a
325	OmniGo Grand Terrace	70	70	70
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	20/40	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 36: Omnitrans Fixed Route Service Span by Route as of May 2012**

Route	Route Name	Weekday	Service Span Saturday	Sunday
Fixed Route EAST VALLEY				
1	ARMC-San Bernardino-Del Rosa	4:50-23:01	6:07-21:00	6:07-19:25
2	Cal State-E Street-Loma Linda	4:35-22:41	6:35-21:24	6:32-19:30
3	Baseline-Highland-San Bernardino	4:36-23:13	6:01-20:54	6:01-19:15
4	Baseline-Highland-San Bernardino	4:32-22:56	6:22-21:02	6:22-19:24
5	San Bernardino-Del Rosa-Cal State	4:51-22:24	6:48-21:34	6:33-19:34
7	N. San Bernardino-Sierra Way-San Bernardino	6:10-19:52	7:16-18:48	8:05-17:58
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	5:13-22:16	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	6:58-18:47	7:25-19:22
14	Fontana-Foothill-San Bernardino	3:48-23:05	6:05-22:23	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	6:00-19:35	6:15-19:00
20	Fontana Metrolink-Via Hemlock-Kaiser	4:56-21:41	6:26-18:26	6:56-17:56
22	North Rialto-Riverside Ave-ARMC	5:00-22:17	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
308/309	OmniGo Yucaipa	6:11-19:25	7:00-20:25	7:30-18:39
310	OmniGo Yucaipa	6:00-19:52	n/a	n/a
325	OmniGo Grand Terrace	5:17-20:19	7:17-18:14	8:27-18:14
Fixed Route WEST VALLEY				
61	Fontana-Ontario Mills-Pomona	4:24-23:08	5:55-22:34	6:02-19:54
63	Chino-Ontario-Upland	5:45-20:36	6:45-18:41	6:40-19:26
65	Montclair-Chino Hills	4:35-22:33	6:30-19:42	6:30-19:42
66	Fontana-Foothill-Montclair	4:19-23:08	5:46-22:15	5:51-19:26
67	Montclair-Baseline-Fontana	5:36-20:25	n/a	n/a
68	Chino-Montclair-Chaffey College	4:40-22:52	6:05-19:25	n/a
80	Montclair-Ontario Conv Ctr-Chaffey College	4:33-21:24	6:30-19:42	6:30-19:42
81	Ontario-Ontario Mills-Chaffey College	4:14-22:24	n/a	n/a
82	Rancho Cucamonga-Fontana-Sierra Lakes	4:35-22:16	6:14-19:10	6:16-19:12
83	Upland-Euclid-Chino	5:49-21:48	5:52-20:43	5:52-19:38
365	OmniGo Chino Hills	5:05-22:00	6:05-19:00	6:05-18:00

### **History of Recent Fixed Route Changes**

Since the 2009 Title VI update, Omnitrans' fixed route service has seen a few minor adjustments. Over the same period, ridership has experienced a steady increase: FY 2010 ridership was 14.75 million; in FY 2011, it was 15.04 million; and in FY 2012, Omnitrans is on schedule to serve over 16 million riders. In order to foster this rising ridership and in light of the economic challenges that have reduced funding, Omnitrans has pursued a goal of maintaining service over the last several years.

Since Omnitrans' 2009 Title VI update, there have been a few enhancements to fixed route service. These enhancements included the introduction of two new transit centers (Yucaipa Transit Center and Chaffey College Transit Center). Omnitrans also consolidated the 4<sup>th</sup> St.

Transfer Mall in San Bernardino from an area spread out over four blocks to a once block Temporary Transfer Center called the San Bernardino 4<sup>th</sup> St. Transfer Center. Omnitrans also introduced a new family of services called OmniGo, which is a local circulator service in Chino Hills, Grand Terrace and Yucaipa.

Since September 2009, Omnitrans has had nine schedule changes. These are tied to Omnitrans bus book and driver bid periods. There are three scheduled changes per year, occurring in January, May and September. Below is a top-level list of the changes that occurred at each of the schedule changes. See also Appendix-E (Service Changes from 2009 to Early 2012) for more detail concerning the history of recent fixed route service changes:

- **September 2009:** Minor schedule and time point adjustments and one detour. No major changes.
- **January of 2010:** Minor schedule and time point adjustments made to six routes, one minor routing change and the discontinuation of a twice-daily tripper service along route 5 to the School of Hope. There were no major changes to routings or scheduling.
- **May 2010:** Ten minor schedule and time point adjustments were made. Minor routing changes were implemented on Route 8 to better better serve Crafton Hills College and Route 22 to improve the approach to Arrowhead Regional Medical Center. There were no major changes.
- **September 2010:** Omnitrans was faced with an \$8.7 million budget shortfall at the beginning of the budgeting process. This was equivalent to 12.8% of the previous year's operating expense. Omnitrans set forth a series of five primary goals in dealing with this budget shortfall: 1) Minimize the impact to passengers; 2) Preserve ADA and Lifeline Services; 3) Minimize the impact on the network structure; 4) Maintain the Productivity/Coverage Standard; and, 5) Ensure that service reductions are equitably distributed. Through a series of deliberate management decisions, Omnitrans was able to close 82% of the budgetary gap without impacting service. This left a \$1.6 million impact on service. As a result of this, new lower-cost service offerings were added (OmniGo) while twenty-four routes in all underwent either minor or significant change.

While many of the adjustments were minor changes to individual trips, there were unproductive early morning/late evening trips that were eliminated; two routes saw weekend service eliminated; and, a few routes saw their service frequency reduced. In all cases, the changes were made judiciously, and only after long analyses of ridership. This analysis was based on established productivity standards, and included considerable efforts to minimize the impact on riders. Omnitrans was aware of its Title VI obligations and took multiple actions to minimize the impact on the LIM community.

An example of this was the introduction of OmniGo Community Circulator Service. OmniLink service had been underperforming compared to standards, and was in

jeopardy of being discontinued. At the same time, fixed routes in similar areas were also underperforming and a neighboring transit agency was eliminating service to an entire community in our service area. Rather, than just see service eliminated, OmniGo, which is a contracted fixed route service that uses smaller vehicles, was introduced. This allowed Omnitrans to achieve cost savings by matching the service and vehicle size with the demand present in the community rather than simply eliminating service, as an adherence to strict standards would have suggested.

- **January 2011:** Only minor adjustments to schedules or alignments of five routes. No major changes.
- **May 2011:** Minor schedule adjustments were made on 13 routes.
- **September 2011:** Routing in and around downtown San Bernardino was adjusted to accommodate the consolidation of the 4<sup>th</sup> St. Temporary Transit Center from an area spread over four blocks to a one block area. This was an enhancement of service, that shifted approaches and departures from the downtown area, but did not impact service coverage on the routes. The other change this run bid was the extension of OmniGo route 365 in Chino Hills. There was extra running time on the route, and per several passenger requests, the route was extended to provide a transfer connection with Foothill Transit service.
- **January 2012:** Only minor schedule adjustments were made.
- **May 2012:** OmniGo service in Yucaipa was adjusted to provide greater coverage within the community. OmniGo route 308 service frequency was reduced, and the time was transferred to OmniGo Route 310. This shifted resources within the same community with similar socio-economic and demographic characteristics. Public Hearings indicates that passengers on 308 were satisfied with the change because it opened greater in town travel options to them. Also by retaining bi-directional service along the main rider corridor of Yucaipa Boulevard, frequency of service was not reduced for the majority of riders in this region, while new service was offered to trailer parks and lower-income retirement communities in the north that had been less well-served in the past.

Access service has had no significant change since Omnitrans 2009 Title VI Update. The primary changes have been slight expansion of service that coincided with the introduction of OmniGo circulator service. Omnitrans also introduced Beyond Access Boundary limit, which at off peak times provides curb-to-curb service to residents within JPA city limits, but outside the ¾-mile buffer around fixed routes. This is offered at a slight premium.

Owing to the continued difficult economic situation faced by riders in our service area during this time, it is believed that cutting of service should be minimized. This means that when and where it must occur, it should be judicious and spare, always done only after much analysis has

identified the regions or times of lowest ridership or productivity, and as much as possible cost- and resource neutral in relocation of service, such that loss of service is countered as often as possible by introduction of new, compensatory service.

### **OmniLink Service**

OmniLink service continues to provide coverage in low-density areas that are difficult to serve effectively with traditional fixed-route bus service. In addition to providing policy-based service coverage in such areas, OmniLink service is also designed to provide feeder service to/from Omnitrans bus routes.

- **Yucaipa OmniLink** – General public dial a ride service provided within the city limits of Yucaipa.
- **Chino Hills OmniLink** – General public dial-a-ride service in Chino Hills west of SR-71 to the County Line.

A private company, under contract to Omnitrans, continues to provide OmniLink service. The OmniLink service provider is also the Access Service provider. OmniLink services operate Monday through Friday. Telephone reservation hours start 30-minutes before service begins and end 30-minutes before service ends. Passengers may make reservations up to three days in advance of the trip. Same-day service is provided if space is available. Passengers making the same trip three or more days per week may request “Repeater” service where one reservation is made for all trips in the upcoming month.

In cases where there has been low ridership on OmniLink, effort has been made to serve these communities better by introducing new, local fixed route circulator service along routes designed to serve the highest proportion of identified OmniLink trip origins and destinations. This has been the OmniGo circulator service in the communities of Chino Hills, Grand Terrace, and Yucaipa. Where this service has been introduced, it has used resources in the form of coaches and operators that have been shifted from OmniLink in a cost- and resource-neutral reallocation.

### **Information Dissemination**

Passengers are notified of changes or adjustments in service, whether temporary or permanent. Temporary route adjustments are disseminated to passengers through Rider Alerts. These are printed in both English and Spanish, and are placed on the affected routes within 24 hours of notification of the change. Additionally, Rider Alerts are posted on Omnitrans.org and subscribers to the free OmniNOW service are notified by email or text message.

Permanent changes to service are handled with Rider Alerts, Omnitrans’ Connections (a newsletter printed in both English and Spanish, distributed onboard buses and mailed to surrounding residents of East Valley and West Valley facilities), Outlook (the Board and Stakeholder newsletter, emailed), Omnitrans’ e-newsletter OmnInterchange (a general public newsletter, emailed to a subscriber base, with links posted on Facebook and Twitter), and



public hearings that are held for proposed changes. Additionally, the agency publishes OmniViews, an employee newsletter that is both printed and emailed. Notices of change are also posted on Omnitrans' website, and a summary of each and every service change is included on the first page of every edition of the Bus Book with a Spanish translation.

Notices regarding the hearings are put in the local newspapers and interested parties are encouraged to attend one of the specified meetings or to submit comments in writing or over the phone if they are not able to attend. Information is also disseminated through multidisciplinary meetings which Omnitrans' staff attends.

Omnitrans maintains an active presence online in the form of its website, the Omnitrans.org page (<http://www.omnitrans.org/>). This site provides continually updated information regarding route maps and scheduling, purchasing of passes, and even trip planning. It also employs Google Translate to translate the page into 53 languages of the user's choice; recently, it was upgraded so that Spanish instructions for use of the translation program were included on the home page itself.

Omnitrans actively engages with its online audience on several social media platforms including Facebook and Twitter. The agency uses these sites to provide customer service, to answer questions, to run promotions and to share information and news updates. Omnitrans also maintains a blog that features popular personalized stories about passengers and how they use the bus service. These articles feature a cross-section of our rider population including students, the elderly and those with disabilities.

Omnitrans remains committed to informing the public of any changes in service that are made and to answering any questions that arise regarding the Agency's service. Omnitrans has the capability of producing public notices if an individual requires information in a special format. As well, notices can be put on a cassette tape and mailed to an individual if a request is made.

The Omnitrans Board of Directors meet monthly to discuss Agency business and to make decisions regarding service. A public comment section is conducted at each meeting to allow individuals to address the Board. Spanish translation service is available at all Board meetings if someone of limited English capability would like to comment and Omnitrans is notified in advance. The Public and Specialized Transportation Advisory Coordination Council (PASTACC) also holds meetings on transportation service in the County, and the public is invited to comment on service (see Minorities on Decisionmaking Bodies). In addition to Board Meetings and PASTACC meetings, Omnitrans staff regularly attends multi-disciplinary meetings (mostly representative of social service agencies) to inform groups of upcoming service changes and related public hearings.

### **Minorities on Decision-making Bodies**

The majority of decision-making bodies are composed of elected officials appointed according to their jurisdiction. The make-up of these bodies is primarily Caucasian. In addition, approximately 20% of Omnitrans' Board of Directors are women.

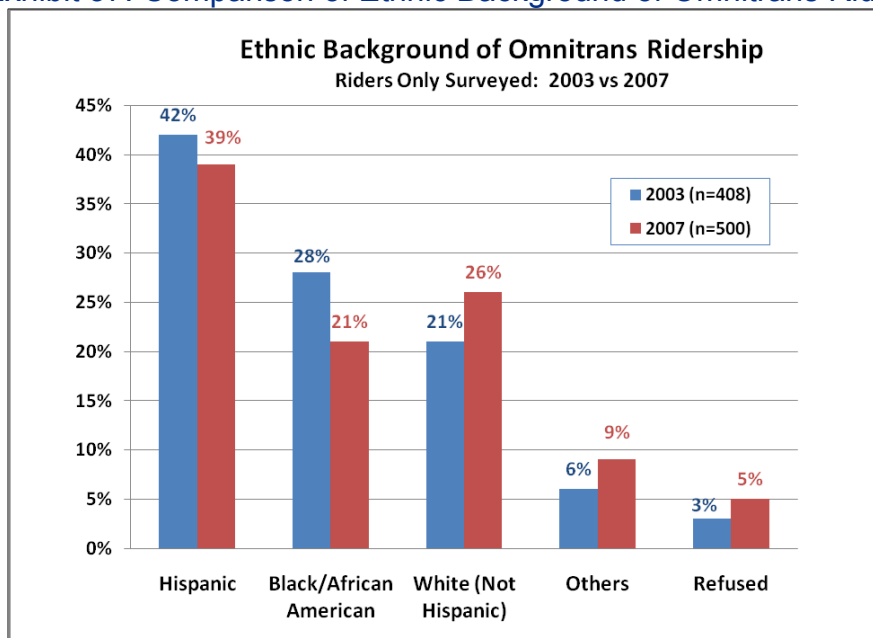
One non-elected board that assists Omnitrans in decision-making is PASTACC. This is a state-mandated, 35-member technical advisory committee which provides oversight and guidance on policy, funding and grant opportunities related to public transit to both the transit and human services providers in the County. PASTACC is composed of approximately 25% minority members – 35% if the senior and disabled populations are included. Approximately 300 social service agencies receive notice of meetings, and all are welcome to attend, as are individuals from the public. To become a member of PASTACC, an individual or agency must petition for membership. While most petitioners are invited to join, PASTACC works to balance representation on its council. Currently 60 agencies/individuals are members of PASTACC.

### Survey Information of Customer Demographics

According to the 2007 Attitude and Awareness Survey, the linguistic breakdown of Omnitrans' Service area is as follows. More than eight of every ten riders surveyed (87%) reported that English was the primary language spoken in their home. There was an overall significant increase in the number of riders who reported that a language other than English was spoken at home (Spanish 28%, Chinese 1%, Tagalog 1%, and "Other" 1%). More recently, the 2011 Attitude and Awareness Study commissioned by Redhill Group determined that from more than 6,000 riders surveyed, 93% spoke English, and 7% spoke Spanish. According to these results, English is the predominant home language spoken in our service area, and Spanish is the second most prevalent language spoken at home.

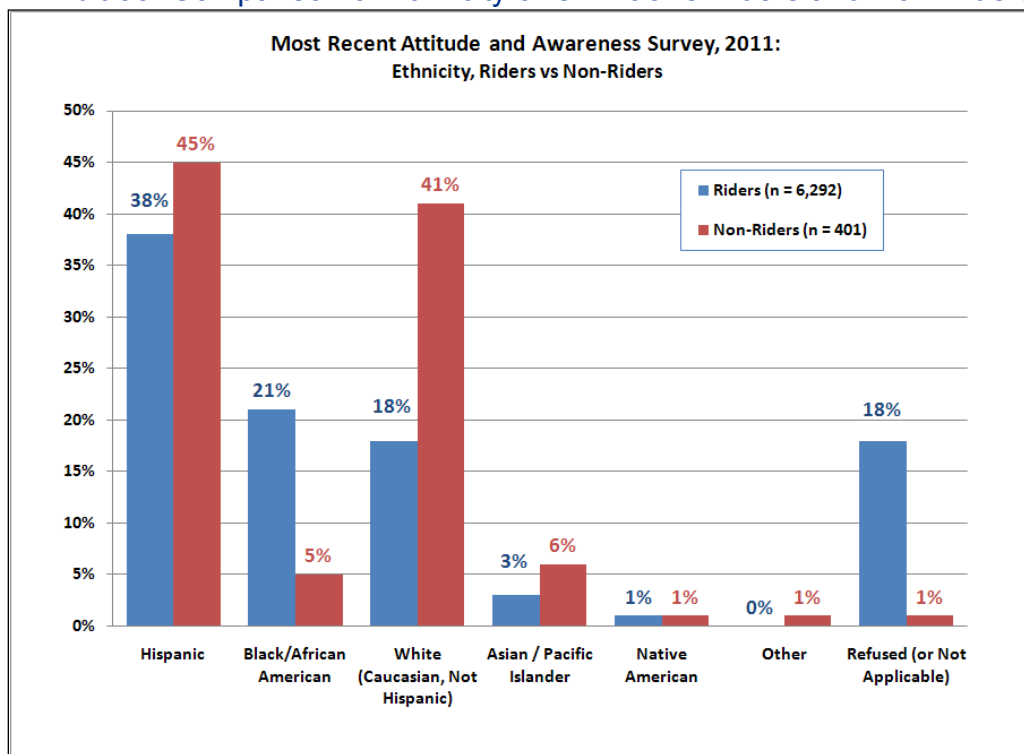
Further analyses as reported in the 2007 Attitude and Awareness Survey have demonstrated the following. Earlier, in 2003, 70% of riders surveyed self-identified as being either Hispanic (42%) or Black/African American (28%).

**Exhibit 37: Comparison of Ethnic Background of Omnitrans Riders**



The more recent Attitude and Awareness Survey done for Omnitrans in 2011 by the Redhill Group asked somewhat different questions than did the previous two surveys, and was designed to compare responses of Omnitrans riders to Omnitrans non-riders. According to this survey, distinct differences are apparent between Riders and Non-Riders.

**Exhibit 38: Comparison of Ethnicity of Omnitrans Riders and Non-Riders**



According to these results, a far higher proportion of Omnitrans' ridership is derived from the minority community than is seen amongst the population of non-riders in the county. It must be remembered that Hispanic as an ethnicity can include other races as well, and so many who self-identify as Hispanic may also be white, and vice-versa. As well, it is noteworthy that such a high proportion of ridership (18% of 6,292 surveyed) either refused to identify ethnicity, identified as multi-racial, or indicated as "non-applicable". These results accord well with more recent demographic data of the county of San Bernardino overall, taken from the 2010 Census.

### **Multilingual Facilities**

The Hispanic population makes up the greatest percent of the minority population in the Omnitrans service area (49%). Therefore, Omnitrans continues to strive to improve communication for the Spanish speaking community. Bus books are printed in both English and Spanish, as are all Rider Alerts. Omnitrans' Information Clerks are required to be bilingual and are able to answer questions about service in either English or Spanish. Interpreters are available at public hearings for individuals who are not able to understand English or who require special accommodations. Advertisements for Omnitrans are printed in both English and

Spanish newspapers and announcements are made on local radio stations that serve both English and Spanish markets.

At present, Omnitrans does not print material in other languages besides English and Spanish. However, Omnitrans has employees who speak Mandarin, Tagalog, and Vietnamese, in addition to those who speak Spanish, and their respective linguistic skills can be employed. In all cases of surveys, communications, and public outreach, Omnitrans ensures that Spanish speakers are present and employed for verbal communication and explication—in order not only to meet the needs of Limited English Proficiency (LEP) speakers, but as well to disseminate information orally and meet the needs of those who have limited proficiency with the written word. In addition to this, Omnitrans' website, Omnitrans.org (<http://www.omnitrans.org/>), now uses Google translate, which permits those who visit the site to translate the page into any one of 53 languages. As well, the accompanying text giving directions for how to use Google translate is now in Spanish as well.

The latest Public Outreach Plan, which was commissioned through IBI Group and Arellano Associates for the 2008-2013 Short Range Transit Plan, delineates any concerns regarding public outreach succinctly. Whenever Omnitrans makes any significant change to service, this needs to be communicated to the public in the form of public outreach. The manner in which communication is made takes numerous forms, and includes: Major Investment Studies and Environmental Impact Reports and Studies; notification of the public of route and service changes by Rider Alerts; the Short Range Transit Plan; various public surveys, market research, and focus groups; one-on-one interviews and survey intercepts; scoping meetings and open houses; community meetings and public hearings; etc. An effective public outreach program was described in detail which facilitates maximum effective and meaningful access to all interested people, including those of limited English proficiency. Since meaningful access must extend as well to persons who can not read and understand what is read, there is a need to include outreach to low-literate populations, too; by employing the spoken word as well as the written, and by transcribing comments and conducting oral interviews, Omnitrans is able to obtain views and comments from all participants at public outreach events (from "Public Outreach Plan", a stand-alone document as well as part of the 2008-2013 Short Range Transit Plan). At present, Omnitrans fulfills all the requirements of our Public Outreach Plan with respect to meeting the needs of LEP ridership.

### **Recent Enhancements for Multilingual / LEP Community**

Omnitrans is in the process of adding a number of enhancements to its multilingual services as part of our agency's continuing efforts to reach out to the limited English proficiency (LEP) community. As already stated, our web page can now be instantaneously translated by Google Translate into multiple languages.

Omnitrans is in the process of incorporating real time bus arrival prediction information software (BAPIS), also known as "next bus" information systems. This will be incorporated at all bus stops in the near future. This will be in the form of signage at eye-level with Quick Response (QR) code, bar code, or text-4-next information (along with website and 1-800 numbers



directing riders to customer service), and these will be in English and Spanish. At the same time, the bus stop identification signs will be made more character-, graphics- and symbol-rich, with universal graphics, the bus route number, and minimal English; the point of this change will be to make this form of communication with the public more universal and less dependent upon proficiency in the English language.

## **Evaluation of Service and Fare Change Impacts**

The process Omnitrans employs to make any service or fare changes is an involved one which exhaustively examines all potential disproportionate or discriminatory impacts upon any elements of our ridership—especially upon minorities or low-income riders. The process itself begins in either the Operations or Marketing departments (where special requests for extending—or constraining—service often originate) or in the Planning department, where longer-term plans for expanding service are initiated.

Once a need is identified, potential changes in either service or fare are proposed. At the very onset, any potential change is integrated with geospatial analysis of the region in question. The effect of the proposed change is modeled against the demographics of the area. For any proposed service change, for example, the new route is compared to the old route, half-mile walking distance buffers are placed around the routes, and by using GIS analysis, the census blocks and block-groups affected by the change are identified within these buffers. Multiple scenarios are always generated as alternatives, and their effects are also determined. Disproportionate impact upon low-income or minority populations is noted in each case. This is followed by extensive meetings and discussions between experts in different departments; once a consensus is reached, there is always extensive public outreach, public hearings, and opportunity for public feedback. Very often, input from the public will substantially modify the original change scenario so that disproportionate effect is mitigated even further.

In the case of fare changes, multiple scenarios are always tendered, and compromises or least-impact alternatives are what the agency frequently chooses. As a matter of course, whenever fare increases are proposed, an accompanying pass discount of some type is often included as well; this gives the public a way to offset the effects of the fare increase. In all cases, the changes which are proposed are brought before our Board, and the public is given ample opportunity to comment upon them; the public's input frequently mitigates any disproportionate effect the change might cause to low-income riders. In all cases, proposed changes are only made, finalized, and approved by our Board if the changes in question are of substantial need and would have less of an impact than the status quo or other alternatives. Finally, in all such fare changes, options are always offered to mitigate the impact: in the case of our most recent fare increase, the prices for seven-day and 31-day passes were not increased, thus giving riders an economical alternative.

Omnitrans recommends fare policy changes based on the requirement of achieving minimum farebox recovery ratio objectives set for Fixed Route, OmniLink, and Access service. It is noteworthy that Omnitrans is required by the Transportation Development Act to maintain a

### Exhibit 39: Omnitrans Fixed Route Fares

	Full-Fare	Senior / Disability / Medicare	Student
<b>31-Day</b>	\$47.00	\$23.50	\$35.00
<b>7-Day</b>	\$15.00	\$7.00	\$11.00
<b>1-Day Individually</b>	\$4.00	\$1.85	n/a full-fare
<b>Packs of Ten</b>	\$36.00	\$15.50	n/a full-fare
<b>Cash/Ticket</b>	\$1.50	\$0.60	n/a full-fare
<b>Free Rides</b>	<b>MetroLink Transfers:</b> Free to rider; SCRRRA pays one base fare for two boardings with a MetroLink ticket/pass; <b>Children:</b> Height < 46"; <b>Personal Care Attendant:</b> Accompanying a ADA Rider; <b>OmniliNK Demand Response Transfers:</b> With valid transfer; <b>Omnitrans Employees and Family Members:</b> With Employee/Family ID; <b>RTA Employees and Family Members:</b> With Employee/Family ID; and, <b>LAMTA, Foothill Transit and OCTA Employees:</b> With Employee ID <b>Promotional Fares.</b>		
<b>Go Smart Fare</b>	The Go Smart fare is a negotiated fare for all students at a partner school so that any student can ride free. The fare is designed to be total fare revenue neutral compared to the absence of the program at the partner school. This is currently estimated at \$15 per student per academic year. Prior to entering into a contract with a partner school, the agreement must be approved by the Omnitrans Board of Directors.		

### Exhibit 40: Omnitrans Access Fares

	Cash	Subscription	Beyond ADA Boundary
<b>1-3 zone</b>	\$2.75	\$145.00	\$7.75
<b>4 zone</b>	\$3.75	\$185.00	\$8.75
<b>5 zone</b>	\$4.75	\$225.00	\$9.75
<b>6 zone</b>	\$5.75	\$265.00	\$10.75

### Exhibit 41: Omnitrans OmniLink Fares

	Full-Fare	Senior / Disability / Medicare	Student
<b>Cash</b>	\$3.00	\$1.50	\$2.00
<b>10-Ticket Book</b>	\$27.00	\$13.50	\$18.00
<b>FR 31-, 7-, &amp; 1-Day Passes</b>	Not accepted on OmniLink Demand Response Service.		

farebox recovery ratio of at least 20% for its general public services. Omnitrans' current fare policy is shown in the exhibits above.

Omnitrans typically raises fares every other fiscal year. The last fare increase occurred in September of FY2010, when the agency raised one-way cash fares by 11%. With the increase made to one-way cash fares in FY2010, mitigations were again offered in the form of volume discounts for other fares, the prices of which were left unchanged. This allowed our ridership the option to save money by purchasing other types of passes and not be affected by the one-way cash fare increase.

Normally, Omnitrans would also have raised fares in FY2012, but decided to forgo these fare increases for multiple reasons. One of Omnitrans' strategic goals is to expand its mode share from approximately 2% to 2.5% in the upcoming years; this is so as to limit fare impact on low

income members of the community given the current difficult economic situation. Fare increases and growing ridership are typically incompatible. Additionally, as more ridership growth opportunities present themselves due to the slowly rebounding economy and currently high consumer fuel prices, Omnitrans staff recommends maintaining the current fare structure to avoid unnecessarily negatively impacting current and potential riders. Lastly, Omnitrans is in the midst of a Comprehensive Operational Analysis (COA) that is expected to recommend modifications to Omnitrans' fare policy.

OmniGo circulator service was introduced in the communities of Chino Hills and Yucaipa; at first glance, these may appear to have been disproportionately favorable services offered to communities which were not LIM (in that there is a higher proportion of white residents there, but not minorities), but in actuality, these services sought to meet needs which had not been adequately met in the past in those communities which due to rural conditions and narrow roads, were not conducive to transit service via 40-foot coach.

Finally, analysis of the demographic makeup of these communities showed that first, in that area of Chino Hills served, there exist many trailer park communities and a higher proportion of the low income; as well, that region served by OmniGo in Yucaipa was one which included many retirement communities and trailer parks and commensurately lower income populations which had not been adequately served in the past. By instituting OmniGo service in these communities, our agency improved service to those low income communities.

Another example of this would be the comparatively new Go Smart Fare program: instituted at the commencement of FY2012, just in time for the school year, this policy was introduced to permit college students at participating schools (a growing transit-dependent and limited-income population) to ride fixed routes for free; this is a total fare revenue neutral program paid for by student fees of \$15.00 per year, and it has greatly increased student usage of our fixed route service.

## **Assessments of Environmental Justice**

San Bernardino County has a large minority population which is widely dispersed throughout Omnitrans' service area. Although minority populations are distributed throughout the region, they are generally higher and denser in distribution in the East Valley than the West Valley. There are exceptions to this general rule, however: in the East Valley regions of Redlands, Yucaipa and Highland, there is generally a lower proportion of minority residents, although within Yucaipa there are significant pockets of low income white residents. As a recipient of federal funding, Omnitrans is obligated to ensure all minorities low income populations are equitably served and that no one is denied the benefit of transit service on the basis of race, color, national origin or economic status. To evaluate the current situation, the 2010 Census data and demographic data acquired from the American Community Survey (ACS) was analyzed using GIS techniques.

In order to assess whether Omnitrans meets Title VI of the federal regulations, a spatial analysis was conducted comparing populations of lower income groups and minorities (LIM) with the

presence of transit services and facilities. These population maps were then evaluated against four sets of route maps based on service coverage and frequency to determine if the LIM populations received better or worse service than non-LIM populations, and how they stacked up against the general demographic description of the entire surrounding region, i.e., the cities within southwestern San Bernardino County, and San Bernardino County as a whole. The four sets of service maps were marked by fixed-route buffers for each case; these were based on a one-half mile walking distance to a bus route, which represents the current Omnitrans standard. Appendix-F illustrates total and percentage minority populations by census tract, while Appendix-G shows the same demographic data but for census blocks, which is a finer level of demographic resolution. As well, Exhibit 21 illustrates the one-half mile pedestrian buffer used to determine Title VI compliance in the spatial analyses.

In terms of bus stop and amenity distribution, Omnitrans has served well the low-income/minority population within our service area. An analysis was conducted to determine if Omnitrans was meeting its Title VI obligations by ensuring that the distribution of stops did not discriminate against LIM populations. Within a region defined by the sum of all half-mile distance buffers about any/all stops, Omnitrans serves a population which includes 78.0 percent Low Income/Minority; this is greater than that to be found in the surrounding regions of the JPA cities (75.1%) or the county, which includes a 70.0 percent LIM population. This is also to be expected given Omnitrans service standards regarding stop placement: these standards are distance-dependent primarily, and thus placement does not regard demographic makeup of the surrounding population.

As shown earlier in Exhibit 29, 81.6 percent of the population within a half-mile of a shelter is LIM, compared to the overall region wherein 75.1 percent of the population is LIM in the JPA cities, and 70.0 percent is in the county. Overall, 79.6 percent of the population within a half-mile of a stop with a bench is LIM, compared to the surrounding regions in which, again, 75.1 and 70.0 percent is LIM. This indicates that there is no discrimination on the part of Omnitrans against LIM populations with respect to stops, shelters, and benches. These analyses as well demonstrate fully that Omnitrans is meeting its Title VI obligations.

In the next step of the analysis which was shown earlier in Exhibit 20Exhibit 28, the populations living within one-half mile of each Tier level of service (15-minute service alone; 15- and 20-minute—or Tier 1 service; 30-minute—or Tier 2 service; and 45- and 60-minute—or Tier 3 service), and within three-fourths-mile of any/all routes, were determined by selection from within the respective buffer regions—again using GIS analytical techniques. The data from the maps were then used to calculate the total, LIM, and non-LIM populations within the half-mile and three-fourths-mile walking distance of the service.

There were two important findings made in these analyses. Firstly, in all cases, the results consistently showed that the populations within the walking distance buffer zone and three-fourths-mile buffer zone represented a higher proportion of LIM residents than non-LIM residents). Secondly, for all cases the proportion of LIM within the buffer regions exceeded the expected LIM proportion to be found in the surrounding JPA Cities and in the surrounding region of the county. For example, for all fixed routes, from 15-minute to 1-hour service, the



proportion of LIM residents within a half-mile of bus service was 77.6 percent, compared to what is found in the surrounding region, which is 75.1 percent LIM for the JPA cities, and 70.0 percent for the county as a whole. In each case of fixed route service by tier, the percentage of LIM served exceeds what is found in the surrounding region. See Appendices C (Low Income/Minority Population Served: Fixed Routes) and D (Low Income/Minority Population Served: Bus Stops) for data and analyses.

## **Record of Title VI Complaint Procedure, and of Title VI Complaints**

As part of the procedure for recognizing and responding to public complaints regarding Title VI, Omnitrans has put into place a protocol for identifying and compiling Title VI complaints. This protocol is an addition to the procedures in place for using Trapeze COM, which is the agency's complaint registration and compilation program. Salient excerpts from Omnitrans protocol for Complaint Procedures for Trapeze COM, Title VI Additions follow:

### **Title VI Complaints.**

If a complaint is related to a potential Title VI violation, the Information Clerk will notify the Customer Service Supervisor. The Customer Service Supervisor will forward such complaints via Trapeze COM to the Transit Planner for Title VI review and documentation. The Transit Planner will document the findings related to the validity of the complaint as it relates to Title VI complaints in Trapeze COM. (See Appendix-B, continued FTA Title VI Discrimination Complaint Procedures)

### **Identifying Title VI-related Complaints**

According to Title VI of the Civil Rights Act of 1964, Omnitrans cannot discriminate against individuals based on race, color, or national origin, and must identify, flag, and act on complaints which are of this nature. "Discrimination complaints" typically fall into two broad categories: 1) Immediate Service level, or 2) Broad Planning or Policy level. These two categories broadly but aptly correspond to the two forms of discriminations prohibited by Title VI, namely: disparate treatment (intentional discrimination), and disparate impact (unintentional treatment), respectively.

#### **A. Immediate Service Level Complaint (Disparate Treatment)**

An Immediate Service Level complaint asserts that an individual has experienced immediate, direct, and personal discrimination by some element of the agency based on race, color, or national origin. These complaints are individual in nature, and not indicative of an agency-wide policy. Examples of these sorts of comments would be as follows:

1. An Omnitrans coach operator refuses to pick me up because of my race.
2. An Omnitrans coach operator threw me off the bus or has it in for me because of my race.
3. Omnitrans coach operators refuse to pick people up from this stop because the customers are of this race.
4. Some Omnitrans Coach Operators have made derogatory comments of a racial, ethnic, lack of English language proficiency (nature), etc.

Immediate Service Level complaints are adequately addressed by current measures and should continue to be categorized based on current practice. Such complaints are always taken seriously, and are always followed up by an interview with the complainant and an interview with the accused individual. In those cases where it is appropriate, videotapes of the incident (as taken by onboard coach video cameras) are reviewed carefully. In those cases in which the accused is found to be at fault, corrective action is taken, and the case is closed. In those cases in which the accusation is found to have no merit, the case is closed. The results of all cases are recorded in Trapeze COM.

### **B. Broad Planning/Policy Level Complaint (Disparate Impact)**

A Broad Planning or Policy Level complaint reports discrimination that impacts more than one individual. It compares a particular situation to others and asserts that the problem is characteristic of agency-wide policies.

An important common component of these complaints is either a direct or an implied comparison of one group of people or one community to another. It relates (explicitly or implicitly) what the agency is doing for them versus what it is doing for other communities. This type of complaint will include coach incidents, public outreach incidents, planning or policy issues, or publications the agency disseminates. Examples of these sorts of comments would be:

1. Omnitrans coach operators are repeatedly abusive to riders along this route or this series of stops.
2. Omnitrans never has materials printed in my language.
3. The rich communities are getting more service, but services in the poorer communities are being cut.
4. Omnitrans has raised the fares and that disproportionately affects poor people or people of a certain ethnic group.

Comments of this nature should be flagged as potential Title VI complaints and forwarded to the Transit Planner.

## **Title VI Complaints Received and Actions Taken**

In the last three years, Trapeze COM has flagged more than eleven-thousand complaints of various types. The great majority of these are not potential Title VI complaints, but are of an entirely different nature (“My bus was late”, “the coach operator was mean to me”, etc). These are easily filtered by the system in place. After being filtered through the protocol for Complaint Procedures for Trapeze COM, a total of forty-six complaints were flagged as being of potential Title VI interest, and were reviewed by the Transit Planner. This represents less than half of one percent of all complaints received during this three-year period. Of these forty-six potential Title VI complaints, all but one was determined to be an Immediate Level (and not Broad Level) complaint of disparate treatment; these were resolved directly. Only one was ultimately considered to be a potential Title VI complaint of disparate impact due to policy level decisions. All of the former were complaints of perceived discrimination leveled at particular

coach operators. As part of the review process, supervisors investigated each complaint, and examined on-board videotape of the incident in question; in the great majority of cases, the accusations were not borne out by the evidence. In several cases, corrective actions were taken when it was discovered that coach operators had been at fault.

The single case in question resolved itself as a Broad Level Complaint of disparate impact, and was identified as a potential Title VI complaint. This single incident represents less than one ten-thousandth of all complaints received in this three-year period. The complaint was made by a Reverend in the community of Chino Hills who complained in October of 2010 about Omnitrans' service along the Monte Vista Avenue trailer park community within Chino Hills. In the complaint, the Reverend used language which flagged it as potentially being of Title VI nature; the complainant inquired as to whether "(Omnitrans) is removing service and discriminating against the community on Monte Vista Avenue in Chino Hills because they are poorer and have no political clout." Upon review of this complaint, it was determined that, only after much demographic and route analysis of Chino Hills, fixed route 65 had been rerouted to better serve the region from the Chino Transit Center to Peyton and Grand in Chino Hills. The slack from the move was taken up by introducing the bidirectional OmniGo circulator route 365 which served the harder-to-reach regions of Chino Hills (including along Monte Vista Avenue) with smaller, local service coaches. This circulator acts as a community feeder route to transport more efficiently riders in harder-to-reach communities to Route 65, and as such is an improvement on the OmniLink Demand Response service which had served the community there. Also, the new circulator operates within the one-half mile pedestrian buffer from the trailer park communities along Monte Vista Avenue, as well as serving other areas of the community that had not been served well before. Although OmniGo 365 was introduced as a local circulator-feeder, OmniLink remains in place as a curb-to-curb demand response option as well. Omnitrans has met the needs of the community by actually improving service with the introduction of the bidirectional OmniGo route 365. The complainant was contacted, and the complaint was identified as resolved.

## APPENDIX-A: FTA CIVIL RIGHTS ASSURANCE

OMNITRANS HEREBY CERTIFIES THAT, as a condition of receiving Federal financial assistance under the Federal Transit Act of 1992, as amended, it will ensure that:

1. No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits provided by Omnitrans.
2. Omnitrans will compile, maintain, and submit in a timely manner Title VI information required by FTA Circular 4702.1A and in compliance with the Department of Transportation's Title VI regulations, 49 CFR Part 21.9.
3. Omnitrans will make it known to the public that those persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits provided by Omnitrans may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation.

The person whose signature appears below is authorized to sign this assurance on behalf of the grant application or recipient.

---

Milo Victoria, CEO/General Manager Date



## APPENDIX-B: DOT TITLE VI ASSURANCE

OMNITRANS HEREBY AGREES THAT as a condition of receiving any Federal financial assistance from the Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1964, 42 U.S.C. Sections 2000d—2000d-4 (hereinafter referred to as the Act) and all requirements imposed by or pursuant to 49 CFR Part 21 and other pertinent directives, to the end that in accordance with the Act, Regulations and other pertinent directives, no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which Omnitrans receives Federal financial assistance from the Department of Transportation, including the Federal Transit Administration and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21,7(a) of the Regulations.

More specifically and without limiting the above general assurance, Omnitrans hereby gives the following specific assurances with respect to its Federal Transit Administration projects:

1. Omnitrans agrees that each “program” and each “facility” as defined in subsections 21,23(e) and 21,23(b) of the Regulations, will be (with regard to a “program”) conducted, or will be (with regard to a “facility”) operated in compliance with all requirements imposed by, or pursuant to, the Regulations.
2. Omnitrans shall insert the following notification in all solicitations for bids for work or materials subject to the Regulations and made in connection with all Title VI Programs and, in adapted form in all proposals for negotiated agreements:

Omnitrans, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively insure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color or national origin in consideration for an award.

3. Omnitrans shall insert the clauses of Appendix-A of this assurance in every contract subject to this Act and the Regulations. All appendices to this assurance are on file but are not included as part of this Title VI Compliance Report.
4. Omnitrans shall insert the clauses of Appendix-B of this assurance, as a covenant running with the land, in any deed from the United States affecting a transfer of real property, structures or improvements thereon or interest therein.
5. Where Omnitrans receives Federal financial assistance to construct a facility, or part of a facility, the assurance shall extend to the entire facility and facilities operated in connection therewith.

6. Where Omnitrans receives Federal financial assistance in the form of, or for the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over, or under such property.
7. That Omnitrans shall include the appropriate clauses set forth in Appendix-B of this assurance, as a covenant running with the land, in any future deeds, leases, permits, licenses and similar agreements enter into by Omnitrans with other parties: (a) for the subsequent transfer of real property acquired or improved under subsequent transfer of real property acquired or improved under FTA projects; and (b) for the construction or use of or access to space on, over, or under real property acquired, or improved under FTA projects.
8. This assurance obligates Omnitrans for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property in interest therein or structures or improvements thereon, in which case the assurance obligates the Recipient or any transferees for the longer of the following periods: (a) the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which Omnitrans retains ownership or possession of the property.
9. Omnitrans shall provide for such methods of administration for the program as are found by the Secretary of Transportation of the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, subgrantees, contractors, subcontractors, transferees, successors in interest and other participants of Federal financial assistance under such programs will comply with all requirements imposed or pursuant to the Act, the Regulations and this assurance.
10. Omnitrans agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations and this assurance.

THIS ASSURANCE is given in consideration of and for the purposes of obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to Omnitrans by the Department of Transportation under the operating, capital and planning programs and is binding on it, other recipients, subgrantees, contractors, subcontractors, transferees, successors in interest and other participants in FTA projects. The person whose signature appears below is authorized to sign this assurance on behalf of Omnitrans.

---

Milo Victoria, CEO/General Manager Date

## **APPENDIX-B, CONTINUED FTA TITLE VI DISCRIMINATION COMPLAINT PROCEDURES**

### **1.0 Purpose**

Any person who believes that he or she, individually, or as a member of any specific group of persons, has been subjected to discrimination by Omnitrans on the basis of race, color or national origin, may file a written complaint with the FTA or the Secretary of Transportation. He or she must do so within 180 days after the date of the alleged discrimination, unless the Secretary extends that date.

FTA recommends that any complaint be filed first with Omnitrans, filing with the FTA only if he or she emerges dissatisfied with the Omnitrans resolution. The Office of the Secretary would then make the final decision on the matter.

The following summarizes the complaint procedure.

### **2.0 Submission of Complaints**

2.1 Complainants may submit written complaints to the FTA Director, Office of Civil Rights, the FTA Area Civil Rights Officer, and/or the Departmental Director of Civil Rights. Those unable to submit written reports may file a verbal complaint with these persons and will be interviewed in connection with the complaint.

2.2 Complaints must be signed by the complainant or his/her representative. They must state, as fully as possible, the facts and circumstances surrounding the alleged discrimination.

2.3 FTA will provide the complainant or his/her representative with a written acknowledgement of receiving the complaint within 10 working days.

### **3.0 Determining the Merit of Complaints**

The Departmental Office of Civil Rights will determine within 15 working days of receiving the complaint, if DOT has jurisdiction to pursue resolution and whether the complaint has sufficient merit to warrant an investigation. A complaint will be regarded as having merit except under the following circumstances:

3.1 It clearly appears on its face to be frivolous or trivial;

3.2 Within the time allotted for determining the complaint's merit, Omnitrans voluntarily concedes noncompliance with Title VI and agrees to take appropriate remedial action;

3.3 Within the time allotted for determining the complaint's merit, the complaint is withdrawn;

3.4 Other good cause for not investigating the complaint exists, e.g., Omnitrans is under investigation by another federal agency.

#### 4.0 Requests for Additional Information from Complainant or Omnitrans

The Departmental Office of Civil Rights may request additional information from a complainant or Omnitrans within 15 working days after receiving the complaint if it determines either party has not submitted sufficient information. The complainant's failure to do so may constitute good cause for a determination of no investigative merit. Omnitrans' failure to submit additional information may constitute good cause for a determination of noncompliance and subject to enforcement of Title VI requirements.

#### 5.0 Notification of Disposition

The Departmental Director of Civil Rights shall notify within 5 working days by registered letter, the complainant and Omnitrans of its decision:

5.1 In the event of a decision not to investigate the complaint, the notification shall specifically state the reason for the decision.

5.2 In the event the complaint is to be investigated, the notification shall state the grounds of DOT jurisdiction, inform the parties that an investigation will take place, and request any additional information needed to assist the investigator in preparing for the investigation.

#### 6.0 Referral to Other Agencies

When DOT lacks jurisdiction, the Departmental Director of Civil Rights shall refer the complaint to other State or Federal agencies, informing the parties of the action. For example, discrimination complaints regarding employment could be referred to the Equal Employment Opportunity Commission or to a state agency with comparable responsibility.

#### 7.0 Complaint Investigation

7.1 The Departmental Office of Civil Rights may elect to conduct its own investigation of the complaint. The investigation may be conducted by "desk audit" or an "onsite" investigation. When DOT lacks jurisdiction, the Departmental Office of Civil Rights will refer the complaint to the responsible State or Federal agency, informing the complainant of this action.

7.2 Cases determined to have investigative merit may be sent back to FTA to conduct an "onsite" or may be recommended for a comprehensive Title VI review of the respondent.

7.3 A complaint shall be given priority status and its investigation accelerated if such discrimination would be irremediable if not dealt with promptly.

7.4 An investigator will send letters of introduction to the complainant and Omnitrans within 30 working days after receiving the case, establishing the times and dates for the "onsite" investigation and interviews.

7.5 The responsible investigator will prepare a written report at the conclusion of the investigation, which will be reviewed by the Departmental Office of Civil Rights for thoroughness. The report will include the following:



7.5.1 Summary of the complaint, including a statement of the issues raised by the complainant and Omnitrans' response;

7.5.2 Citations of relevant Federal, State and local laws, rules, regulations and guidelines;

7.5.3 Description of the investigation, including a list of persons contacted and interviews conducted;

7.5.4 A statement of the investigator's findings and recommendations.

## 8.0 Disposition of Complaints

8.1 The Departmental Office of Civil Rights will approve or disapprove the investigator's findings and recommendations and notify the complainant and Omnitrans of its decision.

8.2 If the Notice of Disposition finds Omnitrans in noncompliance, Omnitrans must initiate voluntary remediable actions agreeable to the Departmental Office of Civil Rights.

8.3 If all required means of remedial action fail to bring Omnitrans in compliance, the Departmental Office of Civil Rights will initiate enforcement procedures in conjunction with FTA.

8.4 Omnitrans may request reconsideration of the Department's findings within 30 working days of the Notice of Disposition. The Request should include any additional information or analysis Omnitrans considers relevant. The Departmental Office of Civil Rights will inform Omnitrans of its decision on the request within 30 days after its receipt. The responsible investigator will reopen the case if the request is approved.

## APPENDIX-C LOW-INCOME / MINORITY (LIM) POPULATION SERVED: FIXED ROUTES

COMPARISON TO ROUTES	TOTAL POP	Minority *	TRACT Low Income White **	LIM	Non-LIM	% LIM	% Non-LIM
<b>3/4-MILE OF ANY FIXED ROUTE (includes 1-hour): ADA/Access Service Area Boundary</b>							
Within	1,386,945	1,032,311	29,647	1,061,958	324,987	76.6%	23.4%
Not Within (Exclusively outside of buffer)	648,265	325,301	38,203	363,504	284,761	56.1%	43.9%
Combined	2,035,210	1,357,612	67,850	1,425,462	609,748	70.0%	30.0%
<b>HALF-MILE OF ANY SERVICE (includes 1-hour)</b>							
Within	1,253,669	946,550	26,669	973,219	280,450	77.6%	22.4%
Not Within	781,541	411,062	41,181	452,243	329,298	57.9%	42.1%
<b>HALF-MILE OF 15-, 20-, 30-MINUTE SERVICE</b>							
Within	801,479	633,868	20,217	654,085	147,394	81.6%	18.4%
Not Within	1,233,731	723,744	47,633	771,377	462,354	62.5%	37.5%
<b>HALF-MILE OF 15-, 20-MINUTE SERVICE</b>							
Within	402,610	326,902	11,623	338,525	64,085	84.1%	15.9%
Not Within	1,632,600	1,030,710	56,227	1,086,937	545,663	66.6%	33.4%
<b>HALF-MILE OF 15-MINUTE SERVICE</b>							
Within	308,529	250,069	7,546	257,615	50,914	83.5%	16.5%
Not Within	1,726,681	1,107,543	60,304	1,167,847	558,834	67.6%	32.4%
<b>FOR THE CITIES / REGION SERVED **</b>							
JPA CITY Population (2010 Census)	1,468,118	1,070,435	31,992	1,102,427	365,691	75.1%	24.9%
Not Within the JPA Cities	567,092	287,177	35,858	323,035	244,057	57.0%	43.0%
County Population (2010 Census)	2,035,210	1,357,612	67,850	1,425,462	609,748	70.0%	30.0%

\* Defined as total population minus White Alone (not Hispanic or Latino). By default, all not white alone equal "minority". All population estimates derived by GIS selection of block data, except for determination of Low Income Whites, which is at the tract level.

\*\* Low Income White population derived from real data at tract level. A comparison was made between tract-level estimation and block-level estimation of White-Only Totals, and the two were determined to differ by roughly one-tenth of one-percent. As well, selection of populations by block-level centroid containment within buffers was found to differ from tract-level polygon centroid containment by no more than 3.8% (insignificant). For this reason, tract-level data for Low Income Whites were deemed of sufficient accuracy, and determined and reported here.

## APPENDIX-D LOW-INCOME / MINORITY (LIM) POPULATIONS SERVED: BUS STOPS

COMPARISON TO STOPS	TOTAL POP	Minority	TRACT Low Income White *	LIM	Non-LIM	% LIM	% Non-LIM
<b>Within 1/2-mile buffer of any stop</b>	1,237,276	938,937	26,327	965,264	272,012	78.0%	22.0%
Not Within same buffer region	797,934	418,675	41,523	460,198	337,736	57.7%	42.3%
Combined (Within + Without)	2,035,210	1,357,612	67,850	1,425,462	609,748	70.0%	30.0%
<b>Within 1/2-mile buffer of stops with benches</b>	999,217	774,826	20,478	795,304	203,913	79.6%	20.4%
Not Within same buffer region	1,035,993	582,786	47,372	630,158	405,835	60.8%	39.2%
Combined (Within + Without)	2,035,210	1,357,612	67,850	1,425,462	609,748	70.0%	30.0%
<b>Within 1/2-mile buffer of stops with shelters</b>	684,610	544,185	14,654	558,839	125,771	81.6%	18.4%
Not Within same buffer region	1,350,600	813,427	53,196	866,623	483,977	64.2%	35.8%
Combined (Within + Without)	2,035,210	1,357,612	67,850	1,425,462	609,748	70.0%	30.0%
<b>FOR THE CITIES / REGION SERVED **</b>							
JPA CITY Population (2010 Census)	1,468,118	1,070,435	31,992	1,102,427	365,691	75.1%	24.9%
Not Within the JPA Cities	567,092	287,177	35,858	323,035	244,057	57.0%	43.0%
County Population (2010 Census)	2,035,210	1,357,612	67,850	1,425,462	609,748	70.0%	30.0%

\* Defined as total population minus White Alone (not Hispanic or Latino). By default, all not white alone equal "minority".

All population estimates derived by GIS selection of block data, except for determination of Low Income Whites, which is at the Tract level.

\*\* Low Income White population derived from real data at tract level. A comparison was made between

Tract-level estimation and block-level estimation of White-Only Totals, and the two were determined to differ by roughly one-tenth of one percent. As well, selection of populations by block-level polygon centroid containment within buffers was found to differ from tract-level polygon centroid containment by no more than 3.8% (insignificant). For this reason, Tract-level data for Low Income Whites were deemed of sufficient accuracy, and determined and reported here.

## APPENDIX-E SERVICE CHANGES FROM 2009 TO EARLY 2012

Map	Weekday	Saturday	Sunday	Route	Date	Description
				3	Sep 2009	Minor schedule adjustments.
				5	Sep 2009	Minor schedule adjustments.
Minor				11	Sep 2009	The time point at Ogden and Vermont has been eliminated, service remains.
				15	Sep 2009	Minor schedule adjustments.
Minor				20	Sep 2009	The time point at Randall and Hemlock has been eliminated, service remains.
Minor	Minor	Minor	Minor	61	Sep 2009	Schedule changes. Also, the Euclid-D-Sultana loop has been eliminated and the time point at D and Sultana has been moved to Holt and Vineyard.
Minor	Minor	Minor	Minor	63	Sep 2009	Schedule changes. Also, the Euclid-D-Sultana loop has been adjusted and the time point at D and Sultana has been moved to Campus and Holt.
				65	Sep 2009	Minor schedule adjustments.
				66	Sep 2009	Minor schedule adjustments.
				67	Sep 2009	Minor schedule adjustments.
Medium	Minor	Minor	Minor	81	Sep 2009	Routing between Francis and Riverside Avenue has been aligned to travel on Vineyard instead of Archibald.
Minor				83	Sep 2009	The time point at Euclid and 8th has been moved to Euclid and Arrow.
Medium				1	Jan 2010	Again, due to long-term construction in vicinity of the San Bernardino Depot, route has been changed so as to follow Mt. Vernon north to Mill, east on Mill, north on the new Metrolink Way, east on 3rd Street, south on G Street, and east again on 2nd Street.
Medium	Minor	Minor		5	Jan 2010	The 8:30 AM and 3:28 PM trips to the School of Hope have been eliminated due to low demand. This tripper service has ended. Minor changes have also been made to the Monday through Friday schedules.
				14	Jan 2010	Minor schedule adjustments.
				15	Jan 2010	Minor schedule adjustments.
Minor	Minor	Minor	Minor	22	Jan 2010	The time point at Riverside and Live Oak has been moved to Riverside and Easton. Minor changes have also been made to weekday and weekend schedules.
				61	Jan 2010	Minor schedule adjustments.
				83	Jan 2010	Minor schedule adjustments.
	Minor			5	May 2010	Minor weekday schedule adjustments.
Minor				8	May 2010	Crafton Hills College will be served along a different route now: instead of taking Sand Canyon east on Campus, then south and back to Sand Canyon, the route will now follow Campus east and in to campus, and then take this way west back out to Sand Canyon again.
	Minor	Minor		9	May 2010	Minor weekday and Saturday schedule adjustments.
				10	May 2010	Minor schedule adjustments to all days.
	Minor			11	May 2010	Minor weekday schedule adjustments only.



Map	Weekday	Saturday	Sunday	Route	Date	Description
	Minor			20	May 2010	Minor weekday schedule adjustments only.
Minor				22	May 2010	Routing around Arrowhead Regional Medical Center has been changed. Formerly, route traveled along Valley east to Meridian, north on Meridian to Plum, west on Plum to Pepper, then north to San Bernardino and west on that street as normally. Now, this stays on Pepper while making a lesser turn into the Medical Center, and avoids the Median and Plum traffic.
	Minor			61	May 2010	Minor weekday schedule adjustments only.
	Minor			67	May 2010	Minor morning weekday schedule adjustments only.
	Minor			82	May 2010	Minor morning weekday schedule adjustments only.
	Minor	Minor	Minor	1	Sep 2010	Reduce service frequency from 15 minutes to 30 minutes; operate on 30-minute service after 7 PM due to a decline in evening ridership.
		Minor		2	Sep 2010	Minor schedule adjustments: On Saturdays add northbound 6:43 PM and 7:03 PM trips due to high ridership on previous trips; both trips will terminate at E and 4th Streets.
				3	Sep 2010	Minor schedule adjustments.
				4	Sep 2010	Minor schedule adjustments.
		Medium		5	Sep 2010	Saturday service adjusted to operate every 60 minutes.
Medium				7	Sep 2010	Minor schedule adjustments. Also, on all days, service to Sierra Way-46th-Sepulveda loop eliminated due to inefficiencies.
Minor				8	Sep 2010	Eliminate turn around loop at route's easternmost terminus; instead, turn at Yucaipa Transit Center.
Minor	Minor			9	Sep 2010	Minor schedule adjustments: on weekdays, eliminate the 4:13 A westbound trip and the 9:26 PM eastbound trip due to low ridership. This route will also be adjusted to fit with the Yucaipa OmniLink circulator (OmniGo Route 309).
	Minor			10	Sep 2010	Weekday service adjusted to operate hourly between 8 AM and 1 PM due to a decline in midday ridership.
	Medium	Medium		11	Sep 2010	Weekday and Saturday service frequency reduced to operate every 60 minutes.
		Medium		15	Sep 2010	Saturday service frequency reduced from 30 minutes to 60 minutes due to low ridership.
			Minor	19	Sep 2010	Minor schedule adjustments: on Sundays, the 5:15 AM trip westbound will start at Arrowhead Regional Medical Center instead of Redlands Mall, and will start at 6:20 AM.
	Minor	Medium		20	Sep 2010	On weekdays, eliminate the 6:56 PM northbound and the 7:33 PM southbound trips. Also, Saturday service frequency reduced from 30 minutes to 60 minutes due to low ridership.
		Medium	Medium	20	Sep 2010	Route 20 service on weekends will be contracted out, and no longer in-house.
	Minor	Medium		22	Sep 2010	On weekdays, eliminate the 4:30 AM northbound and 5:14 AM southbound trips. Also, Saturday service frequency reduced from 30 minutes to 60 minutes due to low ridership.
		Medium	Eliminate	29	Sep 2010	Route 29 Saturday service (only Saturday applies, as there is no Sunday service) will be contracted out, and no longer in-house.

Map	Weekday	Saturday	Sunday	Route	Date	Description
				61	Sep 2010	Minor schedule adjustments.
	Medium			63	Sep 2010	On weekdays reduce service frequency from 30 minutes to 60 minutes due to low ridership; on weekdays eliminate the 8:50 PM northbound trip.
Medium	Major			65	Sep 2010	On weekdays reduce service frequency from 30 minutes to 60 minutes due to low ridership. Additionally, the southern portion of this route will be restructured to be more in line with the introduction of the Chino Hills OmniLink circulator (OmniGo Route 365). Route 65 service in Chino Hills will be realigned to go from the Chino Transit Center west along primary arterials in core business districts, from Chino Avenue to Pipeline, then south on Pipeline to Grand to Peyton before reaching its new end of line at the Chino Hills Government Center.
		Eliminate	Eliminate	67	Sep 2010	Eliminate service on Saturdays and Sundays due to low ridership.
	Medium			80	Sep 2010	On weekdays reduce service frequency along entire route from 30 minutes to 60 minutes by eliminating the alternating short trips due to low ridership on the short trips. The short trip to Corona and D Street has been eliminated.
		Eliminate	Eliminate	81	Sep 2010	Eliminate service on Saturdays and Sundays due to low ridership.
Medium	Minor	Medium		82	Sep 2010	Weekend service extended to Summit–Beach loop. Service along Walnut Avenue eliminated. Weekend service west of Mulberry eliminated.
	Medium	Minor		83	Sep 2010	On weekdays reduce service frequency along entire route from 30 minutes to 60 minutes due to low ridership. Also, on Saturdays eliminate the 8:00 PM and 9:00 PM northbound trips and the 8:52 PM southbound trips.
	Minor	Medium		215	Sep 2010	On weekdays, eliminate 4:05 AM and 4:35 AM southbound trips and the corresponding 4:35 AM and 5:05 AM northbound trips due to low ridership. Eliminate the 9:35 PM and 10:05 PM southbound trips due to low ridership and operational efficiency of deadheading from downtown San Bernardino. For weekends, reduce service frequency from 30 minutes to 60 minutes due to the route not meeting ridership standards on weekends.
New	New	New	New	308 / 309	Sep 2010	This new circulator route (OmniGo Route 308 / 309) is a bi-directional loop in southeastern Yucaipa serving 6th St on the west, County Line Road on the South, Bryant St. and California St. on the east and Yucaipa Blvd on the north. Route 308/ 309 follow the same route, but for naming simplicity are given different numbers to indicate clockwise and counterclockwise loops. Route 308/309 will have timed transfers at the new Yucaipa Transit Center every 30 minutes with either Route 8 or 9 on Weekdays and Saturday and every hour with Route 8 or 9 on Sunday. On all days, the circulator will mimic the combined service span of Routes 8 and 9. This route will become a primary feeder service to Routes 8 and 9, increasing ridership on these as well.
New	New	New	New	325	Sep 2010	This new circulator route (OmniGo Route 325) will follow much of the pre-existing RTA Route 25 (which RTA has discontinued), with the exception of a proposed deviation to serve the Grand Terrace Senior Center. This circulator will benefit from a timed transfer with the remaining portion of RTA Route 25.

Map	Weekday	Saturday	Sunday	Route	Date	Description
New	New	New	New	365	Sep 2010	This new circulator route (OmniGo Route 365) will run east from the Chino Transit Center on Chino Avenue, south on Benson, east on Schaefer, south on Sycamore, west on College Park, south on Central to Soquel Canyon, east on Los Serranos to Yorba and Fairway to Bird Farm, then south to Valle Vista, East to Pipeline, north on Pipeline to Chino Hills Parkway, and finally north on Peyton to where Route 65 ends in Chino Hills at Peyton and Grand at the Chino Hills Government Center. The circulator then returns along this same route to its origin. It will operate at a 60-minute frequency throughout the entire day for both weekday and weekend service. Service will require two OmniLink vehicles on weekends and weekdays. Route 65 will be realigned to better connect the termini of this circulator.
	Major			OMNILINK	Sep 2010	OMNILINK Chino Hills OmniLink service is reduced to one (1) vehicle. Remaining vehicles are shifted to OmniGo circulator service.
	Medium			OMNILINK	Sep 2010	OMNILINK Yucaipa OmniLink service is reduced to two (2) vehicles. Remaining vehicles are shifted to OmniGo circulator service.
Minor				3	Jan 2011	Alignment shifted downtown San Bernardino to accommodate need to move layover to downtown; route now aligned along 5th St East to F St North, 6th St East, E St south, 2nd St East, and back to Arrowhead north.
Minor				4	Jan 2011	Alignment shifted downtown San Bernardino to accommodate need to move layover to downtown; route now aligned along 5th St East to G St South, 4th St East, E St south, 2nd St East, and back to Arrowhead north.
				308 / 309	Jan 2011	Minor schedule adjustments in order to better sync circulator to routes 8 and 9.
				325	Jan 2011	Minor schedule adjustments.
				365	Jan 2011	Minor schedule adjustments in order to better sync circulator to route 65.
Minor	Minor	Minor	Minor	1	Sep 2011	New connection made at the temporary San Bernardino Downtown 4th Street Transfer Center, at 4th and G Streets.
Minor	Minor	Minor	Minor	2	Sep 2011	New connection made at the temporary San Bernardino Downtown 4th Street Transfer Center, on 4th East of G Street.
Minor	Minor	Minor	Minor	3	Sep 2011	New connection made at the temporary San Bernardino Downtown 4th Street Transfer Center, on southern side of 4th East of G Street.
Minor	Minor	Minor	Minor	4	Sep 2011	New connection made at the temporary San Bernardino Downtown 4th Street Transfer Center, on northern side of 4th Street, midway between F of G Streets.
Minor	Minor	Minor	Minor	5	Sep 2011	New connection made at the temporary San Bernardino Downtown 4th Street Transfer Center, midway up on eastern side of G Street, just north of 4th Street.
Minor	Minor	Minor	Minor	7	Sep 2011	New connection made at the temporary San Bernardino Downtown 4th Street Transfer Center, midway up on eastern side of G Street, just north of 4th Street.
Minor	Minor	Minor	Minor	8	Sep 2011	New connection made at the temporary San Bernardino Downtown 4th Street Transfer Center, on southern side of 4th just West of F Street.
Minor	Minor	Minor	Minor	9	Sep 2011	New connection made at the temporary San Bernardino Downtown 4th Street Transfer Center, on southern side of 4th just West of F Street.

Map	Weekday	Saturday	Sunday	Route	Date	Description
Minor	Minor	Minor	Minor	10	Sep 2011	New connection made at the temporary San Bernardino Downtown 4th Street Transfer Center, midway up on western side of F Street, just north of 4th Street.
Minor	Minor	Minor	Minor	11	Sep 2011	New connection made at the temporary San Bernardino Downtown 4th Street Transfer Center, partway up on eastern side of F Street, next to theater, just north of 4th Street.
Minor	Minor	Minor	Minor	14	Sep 2011	New connection made at the temporary San Bernardino Downtown 4th Street Transfer Center, partway up on western side of F Street, just north of 4th Street.
Minor	Minor	Minor	Minor	15	Sep 2011	New connection made at the temporary San Bernardino Downtown 4th Street Transfer Center, on northern and southern sides of 4th, between F and G Streets.
Minor	Minor	Minor	Minor	215	Sep 2011	New connection made at the temporary San Bernardino Downtown 4th Street Transfer Center, on northern side of 4th just west of G Street.
Minor	Minor	Minor	Minor	63	Sep 2011	Time point at Campus and Holt moved to Holt and Plum (NB), and Holt and Lemon (SB).
Major	Major	Major	Major	365	Sep 2011	Extension of Route 365 to a loop into Northern Chino Hills right to the border of Pomona; more precisely, the route will extend northerly along Peyton and make a loop that will include Riverside, McKinley, and Chino Avenue before returning to Peyton.
New	New				Jan 2012	Introduction of OmniGo Route 310 in Yucaipa; this circulator serves the northeast loop marked by the streets: Yucaipa Blvd, 5th, Oak Glen, Sunnyside, Bryant, Yucaipa, Adams, Avenue B, 2nd, and back to Yucaipa. It will operate at first only on weekdays, and at a 60-minute frequency of service. It will be resource and cost-neutral, as service will be halved on Rt 308, and the resources transferred to 310. Since 308 and 310 will now operate at 60-minute staggered frequencies but still share Yucaipa Blvd, the 30-minute frequency of service along the more busy Yucaipa Blvd will remain essentially unchanged.
	Medium			308	Jan 2012	Reduction in frequency from 30-minutes to 60-minutes for OmniGo Route 308 due to lower comparative ridership (vis-à-vis Route 309). The vehicular and operator resources gained are shifted to OmniGo Route 310.

## APPENDIX-F LOW-INCOME WHITE POPULATION BY CENSUS TRACT

#	GEOID10	Census Tract NAME/LSAD10	LAT	LONG	Total Population	White	White below Poverty Line	% White Below Poverty Line
2	06071012500	Census Tract 125	+34.0602092	-117.3233041	4,268	200	67	33.33%
3	06071012400	Census Tract 124	+34.0741251	-117.2948174	3,617	205	33	16.02%
4	06071005701	Census Tract 57.01	+34.1006404	-117.2926063	2,216	120	13	10.74%
5	06071012700	Census Tract 127	+34.0490461	-117.5557735	4,052	1,554	0	0.00%
6	06071007305	Census Tract 73.05	+34.0583656	-117.2531226	4,060	1,074	293	27.26%
7	06071004505	Census Tract 45.05	+34.1720190	-117.2851984	4,724	1,503	78	5.19%
8	06071004603	Census Tract 46.03	+34.1566319	-117.3081225	5,717	2,071	376	18.15%
9	06071004301	Census Tract 43.01	+34.1115350	-117.3460354	4,677	227	0	0.00%
10	06071003611	Census Tract 36.11	+34.0814164	-117.3615997	4,575	374	46	12.27%
11	06071003609	Census Tract 36.09	+34.0768408	-117.3768768	4,871	462	46	9.94%
12	06071003605	Census Tract 36.05	+34.0813583	-117.3921170	4,223	1,006	276	27.41%
13	06071003404	Census Tract 34.04	+34.1082848	-117.4050566	4,946	517	167	32.24%
14	06071003509	Census Tract 35.09	+34.1031820	-117.3776534	4,827	928	230	24.76%
15	06071002705	Census Tract 27.05	+34.1440395	-117.3931048	5,513	1,091	0	0.00%
16	06071002703	Census Tract 27.03	+34.1650715	-117.4255984	5,780	1,806	237	13.12%
17	06071002604	Census Tract 26.04	+34.0358648	-117.4928732	5,723	903	18	1.99%
18	06071002031	Census Tract 20.31	+34.1290095	-117.5519587	6,281	2,376	80	3.37%
19	06071002035	Census Tract 20.35	+34.1202031	-117.5626734	6,874	3,140	39	1.24%
20	06071002025	Census Tract 20.25	+34.1283027	-117.5821742	5,056	3,283	78	2.38%
21	06071002029	Census Tract 20.29	+34.1309473	-117.5671177	6,077	3,061	28	0.91%
22	06071002015	Census Tract 20.15	+34.1271062	-117.6071663	4,777	2,455	78	3.18%
23	06071001812	Census Tract 18.12	+34.0429101	-117.6470474	4,321	310	98	31.51%
24	06071001808	Census Tract 18.08	+34.0255020	-117.6187363	4,413	981	10	1.02%
25	06071001806	Census Tract 18.06	+34.0249243	-117.6305659	4,760	1,153	47	4.07%
26	06071001804	Census Tract 18.04	+34.0248561	-117.6439623	5,145	1,327	10	0.75%
27	06071001101	Census Tract 11.01	+34.0660715	-117.6629921	4,092	599	35	5.83%
28	06071002101	Census Tract 21.01	+34.0987860	-117.6242993	4,399	786	67	8.51%
29	06071002013	Census Tract 20.13	+34.1382210	-117.6072895	4,207	3,128	38	1.21%
30	06071001810	Census Tract 18.10	+34.0339115	-117.6440311	4,497	847	0	0.00%
31	06071001704	Census Tract 17.04	+34.0357869	-117.6600725	5,056	834	104	12.46%
32	06071000605	Census Tract 6.05	+34.0155079	-117.6893011	5,274	461	50	10.82%
33	06071001901	Census Tract 19.01	+34.0083628	-117.6630434	5,753	2,137	19	0.89%
34	06071000903	Census Tract 9.03	+34.0962131	-117.6393283	4,338	1,289	176	13.64%
35	06071000821	Census Tract 8.21	+34.1007304	-117.6910613	3,478	763	63	8.25%
36	06071002801	Census Tract 28.01	+34.1102338	-117.4447262	5,508	460	154	33.41%
37	06071007603	Census Tract 76.03	+34.1151431	-117.2199119	4,605	1,115	75	6.72%
38	06071008601	Census Tract 86.01	+34.0605904	-117.1317956	5,618	3,131	353	11.27%
39	06071000115	Census Tract 1.15	+33.9605922	-117.6752707	7,114	2,149	12	0.56%
40	06071000113	Census Tract 1.13	+33.9705846	-117.7039952	11,112	2,937	144	4.90%
41	06071001311	Census Tract 13.11	+34.0855935	-117.5989117	3,236	716	0	0.00%
42	06071012200	Census Tract 122	+33.9825562	-117.6701483	6,076	210	20	9.48%
43	06071000107	Census Tract 1.07	+33.9861214	-117.7223102	2,957	1,498	4	0.27%
44	06071000104	Census Tract 1.04	+34.0058644	-117.7509989	6,117	1,692	21	1.24%
45	06071000105	Census Tract 1.05	+33.9934968	-117.7390315	6,676	1,814	49	2.70%



#	GEOID10	Census Tract NAMELSAD10	LAT	LONG	Total Population	White	White below Poverty Line	% White Below Poverty Line
46	06071000108	Census Tract 1.08	+33.9714270	-117.7402071	5,077	2,454	31	1.26%
47	06071000109	Census Tract 1.09	+33.9733621	-117.7235920	6,752	3,858	238	6.17%
48	06071000301	Census Tract 3.01	+34.0632150	-117.6996325	8,795	673	213	31.60%
49	06071002110	Census Tract 21.10	+34.0907982	-117.5668167	7,020	1,755	57	3.25%
50	06071002036	Census Tract 20.36	+34.1118416	-117.5607306	11,640	3,642	484	13.29%
51	06071002103	Census Tract 21.03	+34.1030228	-117.6080465	4,646	1,411	120	8.50%
52	06071002027	Census Tract 20.27	+34.1139423	-117.5959301	5,543	2,992	209	6.98%
53	06071002016	Census Tract 20.16	+34.1135458	-117.6094279	3,883	2,151	21	0.98%
54	06071000901	Census Tract 9.01	+34.1030050	-117.6396399	4,600	1,539	90	5.84%
55	06071000303	Census Tract 3.03	+34.0524327	-117.7146207	7,169	1,083	149	13.75%
56	06071000401	Census Tract 4.01	+34.0151297	-117.7236990	6,387	2,571	142	5.52%
57	06071001200	Census Tract 12	+34.0794803	-117.6461154	4,730	1,894	29	1.53%
58	06071001600	Census Tract 16	+34.0577805	-117.6180131	6,133	285	69	24.13%
59	06071001702	Census Tract 17.02	+34.0448163	-117.6753207	4,827	1,548	56	3.62%
60	06071001703	Census Tract 17.03	+34.0247811	-117.6592150	5,979	2,197	82	3.73%
61	06071001803	Census Tract 18.03	+34.0409510	-117.6174205	2,985	801	18	2.24%
62	06071000816	Census Tract 8.16	+34.1280325	-117.6607959	3,906	2,194	85	3.87%
63	06071002017	Census Tract 20.17	+34.1550888	-117.5932585	5,826	3,268	64	1.96%
64	06071002021	Census Tract 20.21	+34.1522550	-117.5568510	5,201	2,725	0	0.00%
65	06071002022	Census Tract 20.22	+34.1510649	-117.5161120	11,426	4,748	56	1.18%
66	06071002706	Census Tract 27.06	+34.1801741	-117.3899458	6,654	1,912	34	1.78%
67	06071000814	Census Tract 8.14	+34.1417760	-117.6602406	3,832	3,014	122	4.05%
68	06071002011	Census Tract 20.11	+34.1541568	-117.6163568	4,006	2,535	50	1.97%
69	06071001706	Census Tract 17.06	+34.0526197	-117.6611549	6,231	1,021	35	3.42%
70	06071001707	Census Tract 17.07	+34.0453895	-117.6602067	5,966	920	41	4.45%
71	06071001400	Census Tract 14	+34.0667963	-117.6510112	2,923	581	18	3.09%
72	06071002010	Census Tract 20.10	+34.1610731	-117.4693948	9,013	2,717	50	1.84%
73	06071000804	Census Tract 8.04	+34.1545422	-117.6586491	3,255	2,747	93	3.38%
74	06071000201	Census Tract 2.01	+34.0892501	-117.6958376	4,195	1,114	108	9.69%
75	06071000304	Census Tract 3.04	+34.0536544	-117.6940864	5,871	882	7	0.79%
76	06071008710	Census Tract 87.10	+34.0257037	-117.0490963	4,442	2,400	348	14.49%
77	06071008602	Census Tract 86.02	+34.0708740	-117.0889857	3,564	2,184	79	3.62%
78	06071007903	Census Tract 79.03	+34.1157924	-117.1817526	4,365	2,346	72	3.07%
79	06071007904	Census Tract 79.04	+34.1021545	-117.1523698	6,697	3,436	13	0.38%
80	06071007409	Census Tract 74.09	+34.1248922	-117.2108858	5,760	1,746	127	7.27%
81	06071007410	Census Tract 74.10	+34.1321600	-117.2108868	5,519	1,763	333	18.88%
82	06071000603	Census Tract 6.03	+34.0299818	-117.6829758	5,576	1,528	99	6.47%
83	06071000501	Census Tract 5.01	+34.0262054	-117.7068103	6,785	1,881	72	3.83%
84	06071000604	Census Tract 6.04	+34.0227451	-117.6828193	5,682	1,402	131	9.34%
85	06071001906	Census Tract 19.06	+34.0081401	-117.5757345	7,060	1,746	12	0.69%
86	06071002206	Census Tract 22.06	+34.0245953	-117.5863780	6,656	1,985	102	5.14%
87	06071000808	Census Tract 8.08	+34.1124251	-117.6396784	5,840	2,777	78	2.81%
88	06071000812	Census Tract 8.12	+34.1162180	-117.6203630	3,845	2,188	71	3.24%
89	06071002301	Census Tract 23.01	+34.1251086	-117.4426859	9,721	783	34	4.34%
90	06071002402	Census Tract 24.02	+34.0956686	-117.4624252	8,434	385	0	0.00%
91	06071002401	Census Tract 24.01	+34.0955973	-117.4800188	8,946	779	59	7.56%
92	06071002501	Census Tract 25.01	+34.0743336	-117.4772152	5,840	532	22	4.13%
93	06071007604	Census Tract 76.04	+34.1064459	-117.1971440	4,306	1,182	45	3.80%

#	GEOID10	Census Tract NAMELSAD10	LAT	LONG	Total Population	White	White below Poverty Line	% White Below Poverty Line
94	06071007306	Census Tract 73.06	+34.0549636	-117.2380005	5,859	2,086	169	8.10%
95	06071006601	Census Tract 66.01	+34.0729192	-117.3378085	4,564	421	12	2.84%
96	06071006203	Census Tract 62.03	+34.1456763	-117.2514331	4,771	859	241	28.02%
97	06071006204	Census Tract 62.04	+34.1392095	-117.2535665	4,495	770	183	23.74%
98	06071001312	Census Tract 13.12	+34.0740868	-117.6056182	4,645	1,240	34	2.74%
99	06071001504	Census Tract 15.04	+34.0670436	-117.6199919	5,676	565	171	30.21%
100	06071000207	Census Tract 2.07	+34.0703739	-117.7067071	4,635	337	70	20.71%
101	06071001001	Census Tract 10.01	+34.0808017	-117.6754832	4,990	891	125	14.01%
102	06071000205	Census Tract 2.05	+34.0801578	-117.6870214	4,736	1,078	13	1.20%
103	06071000208	Census Tract 2.08	+34.0704075	-117.6895559	4,124	678	14	2.06%
104	06071002502	Census Tract 25.02	+34.0775280	-117.4624580	8,051	691	127	18.35%
105	06071002602	Census Tract 26.02	+34.0426943	-117.4982025	7,639	635	29	4.56%
106	06071002901	Census Tract 29.01	+34.1048553	-117.4303742	4,446	589	44	7.46%
107	06071005400	Census Tract 54	+34.1322998	-117.2908999	6,590	915	205	22.38%
108	06071006100	Census Tract 61	+34.1602104	-117.2600059	8,346	2,297	150	6.53%
109	06071006301	Census Tract 63.01	+34.1303051	-117.2682467	5,324	1,111	347	31.21%
110	06071007109	Census Tract 71.09	+34.0421440	-117.3072899	6,064	2,501	95	3.80%
111	06071007303	Census Tract 73.03	+34.0556845	-117.2682416	4,828	2,028	445	21.93%
112	06071007110	Census Tract 71.10	+34.0569257	-117.2886811	4,831	1,173	20	1.70%
113	06071000503	Census Tract 5.03	+34.0153204	-117.7067276	5,270	1,324	80	6.04%
114	06071001002	Census Tract 10.02	+34.0687514	-117.6754429	5,530	1,398	23	1.64%
115	06071000823	Census Tract 8.23	+34.1008082	-117.6718364	6,658	1,988	257	12.92%
116	06071000825	Census Tract 8.25	+34.0916975	-117.6755256	3,905	675	103	15.24%
117	06071001104	Census Tract 11.04	+34.0781089	-117.6654013	5,058	1,736	170	9.79%
118	06071000904	Census Tract 9.04	+34.0904613	-117.6426056	3,248	851	27	3.17%
119	06071000818	Census Tract 8.18	+34.1142472	-117.6607366	5,428	3,289	106	3.22%
120	06071000824	Census Tract 8.24	+34.1024278	-117.6583212	5,092	1,914	177	9.24%
121	06071006401	Census Tract 64.01	+34.1157719	-117.2698942	3,343	322	63	19.50%
122	06071006302	Census Tract 63.02	+34.1268693	-117.2541147	8,815	2,049	888	43.32%
123	06071006402	Census Tract 64.02	+34.1157592	-117.2523402	4,951	463	98	21.12%
124	06071007000	Census Tract 70	+34.0744598	-117.3134436	7,898	575	158	27.43%
125	06071006500	Census Tract 65	+34.1032656	-117.2661895	8,386	698	212	30.33%
126	06071006700	Census Tract 67	+34.0832910	-117.3219438	4,486	249	65	26.00%
127	06071004509	Census Tract 45.09	+34.1770857	-117.3024789	4,764	2,174	61	2.80%
128	06071004507	Census Tract 45.07	+34.1689670	-117.3017356	5,042	1,281	316	24.65%
129	06071004510	Census Tract 45.10	+34.1853082	-117.3194653	5,178	1,075	153	14.22%
130	06071004604	Census Tract 46.04	+34.1420604	-117.3080773	5,177	987	130	13.16%
131	06071004404	Census Tract 44.04	+34.1014098	-117.3419748	5,570	571	160	27.97%
132	06071004403	Census Tract 44.03	+34.0928313	-117.3409608	5,647	498	33	6.61%
133	06071000826	Census Tract 8.26	+34.0917424	-117.6606253	4,075	1,485	83	5.59%
134	06071000203	Census Tract 2.03	+34.0780490	-117.7025669	4,474	661	0	0.00%
135	06071000820	Census Tract 8.20	+34.1364816	-117.6437002	3,958	2,717	106	3.90%
136	06071000819	Census Tract 8.19	+34.1262864	-117.6325109	5,077	2,521	162	6.42%
137	06071002014	Census Tract 20.14	+34.1464380	-117.6274307	4,846	3,001	273	9.09%
138	06071001903	Census Tract 19.03	+33.9664971	-117.6224884	8,028	1,091	22	2.01%
139	06071000116	Census Tract 1.16	+33.9228798	-117.7015882	10,856	3,707	122	3.29%
140	06071007107	Census Tract 71.07	+34.0386965	-117.3231317	3,302	849	121	14.24%
141	06071007106	Census Tract 71.06	+34.0256880	-117.3236045	3,943	1,647	91	5.52%

#	GEOID10	Census Tract NAMELSAD10	LAT	LONG	Total Population	White	White below Poverty Line	% White Below Poverty Line
142	06071007104	Census Tract 71.04	+34.0312019	-117.3016257	4,093	2,181	50	2.29%
143	06071007200	Census Tract 72	+34.0763612	-117.2622655	6,798	1,245	113	9.07%
144	06071007302	Census Tract 73.02	+34.0226242	-117.2307072	10,039	4,337	464	10.70%
145	06071007403	Census Tract 74.03	+34.1467357	-117.2350214	6,947	3,851	1,057	27.44%
146	06071006603	Census Tract 66.03	+34.0821073	-117.3367238	4,958	389	15	3.85%
147	06071006604	Census Tract 66.04	+34.0900259	-117.3337749	4,278	294	17	5.76%
148	06071003801	Census Tract 38.01	+34.1284219	-117.3640967	4,735	398	24	6.02%
149	06071003803	Census Tract 38.03	+34.1129611	-117.3642213	4,732	657	0	0.00%
150	06071004302	Census Tract 43.02	+34.1121388	-117.3310918	4,413	360	112	31.02%
151	06071000813	Census Tract 8.13	+34.1406476	-117.6779015	3,449	1,933	71	3.67%
152	06071000117	Census Tract 1.17	+33.9779999	-117.7592802	6,959	2,265	13	0.57%
153	06071000606	Census Tract 6.06	+34.0155355	-117.6740258	4,374	719	26	3.61%
154	06071000504	Census Tract 5.04	+33.9996795	-117.6947801	5,450	1,651	45	2.72%
155	06071000118	Census Tract 1.18	+33.9791922	-117.7824421	4,541	1,361	66	4.85%
156	06071000817	Census Tract 8.17	+34.1139306	-117.6834894	3,264	2,148	55	2.56%
157	06071000815	Census Tract 8.15	+34.1272011	-117.6804289	3,584	1,754	72	4.10%
158	06071000403	Census Tract 4.03	+34.0393978	-117.7129533	4,678	2,044	243	11.88%
159	06071007404	Census Tract 74.04	+34.1432143	-117.2065853	4,406	2,852	149	5.22%
160	06071007407	Census Tract 74.07	+34.1322121	-117.2349561	2,940	696	96	13.77%
161	06071007408	Census Tract 74.08	+34.1249384	-117.2349381	4,181	800	88	10.99%
162	06071007601	Census Tract 76.01	+34.1140263	-117.2349470	7,277	898	401	44.61%
163	06071007901	Census Tract 79.01	+34.1305047	-117.1709663	7,908	4,201	64	1.52%
164	06071008301	Census Tract 83.01	+34.0421853	-117.2026161	6,340	4,176	297	7.11%
165	06071003804	Census Tract 38.04	+34.1242645	-117.3520799	4,578	697	75	10.75%
166	06071003607	Census Tract 36.07	+34.0887229	-117.3711097	5,369	563	10	1.77%
167	06071004103	Census Tract 41.03	+34.1410962	-117.3313886	5,634	270	99	36.53%
168	06071004001	Census Tract 40.01	+34.0557926	-117.4033115	4,763	1,049	290	27.62%
169	06071004003	Census Tract 40.03	+34.0439220	-117.3863212	6,178	738	63	8.53%
170	06071000404	Census Tract 4.04	+34.0410264	-117.6905171	4,419	1,551	128	8.25%
171	06071002902	Census Tract 29.02	+34.1030715	-117.4227340	6,584	1,135	91	8.01%
172	06071003000	Census Tract 30	+34.0993753	-117.4357865	3,120	518	44	8.48%
173	06071003200	Census Tract 32	+34.0848910	-117.4269916	8,005	1,880	95	5.05%
174	06071003700	Census Tract 37	+34.0995419	-117.3703725	3,903	353	104	29.38%
175	06071007105	Census Tract 71.05	+34.0292865	-117.2863081	2,715	1,155	130	11.25%
176	06071008704	Census Tract 87.04	+34.0195359	-117.0713358	7,789	4,893	338	6.91%
177	06071008705	Census Tract 87.05	+34.0278349	-117.0937231	4,617	2,761	270	9.78%
178	06071008706	Census Tract 87.06	+34.0435278	-117.0805957	12,298	7,645	709	9.27%
179	06071008708	Census Tract 87.08	+34.0150028	-117.0304418	4,352	2,965	41	1.38%
180	06071008800	Census Tract 88	+34.0339520	-117.0368248	6,382	3,717	439	11.81%
181	06071000111	Census Tract 1.11	+33.9515994	-117.7602431	2,580	1,546	33	2.13%
182	06071008703	Census Tract 87.03	+34.0414168	-116.9746005	7,745	6,360	151	2.37%
183	06071000103	Census Tract 1.03	+34.0155703	-117.7524244	4,740	1,538	45	2.92%
184	06071003612	Census Tract 36.12	+34.0760668	-117.3589741	4,256	568	32	5.62%
185	06071004004	Census Tract 40.04	+34.0382751	-117.3600222	5,076	1,206	54	4.47%
186	06071003606	Census Tract 36.06	+34.0730055	-117.3965820	5,109	452	81	17.88%
187	06071003302	Census Tract 33.02	+34.0726027	-117.4226926	6,037	1,085	202	18.60%
188	06071003101	Census Tract 31.01	+34.0848049	-117.4490622	5,040	708	45	6.35%
189	06071003301	Census Tract 33.01	+34.0723219	-117.4447619	4,841	898	232	25.81%

#	GEOID10	Census Tract NAMELSAD10	LAT	LONG	Total Population	White	White below Poverty Line	% White Below Poverty Line
190	06071002803	Census Tract 28.03	+34.1029542	-117.4469078	3,982	199	5	2.50%
191	06071003102	Census Tract 31.02	+34.0848456	-117.4400681	5,466	562	53	9.41%
192	06071007108	Census Tract 71.08	+34.0592689	-117.3056556	2,202	515	39	7.56%
193	06071012300	Census Tract 123	+34.1390176	-117.2197585	1,513	763	700	91.62%
194	06071002204	Census Tract 22.04	+34.0737522	-117.5103022	6,139	791	155	19.57%
195	06071008001	Census Tract 80.01	+34.0811964	-117.1893601	6,513	1,459	212	14.52%
196	06071007800	Census Tract 78	+34.0734306	-117.2191957	4,912	2,068	125	6.04%
197	06071008100	Census Tract 81	+34.0555603	-117.1894607	3,182	1,586	305	19.22%
198	06071008200	Census Tract 82	+34.0470815	-117.1781239	5,147	3,729	230	6.17%
199	06071002804	Census Tract 28.04	+34.0957108	-117.4468890	5,417	387	104	26.80%
200	06071003405	Census Tract 34.05	+34.0975427	-117.4055556	5,109	302	55	18.15%
201	06071003603	Census Tract 36.03	+34.0886323	-117.3921400	4,141	644	0	0.00%
202	06071003510	Census Tract 35.10	+34.0995052	-117.3921990	4,512	237	101	42.44%
203	06071003507	Census Tract 35.07	+34.1104058	-117.3900615	4,887	685	10	1.46%
204	06071003503	Census Tract 35.03	+34.1250104	-117.3923222	5,489	582	22	3.77%
205	06071003505	Census Tract 35.05	+34.1195504	-117.3758790	5,969	514	51	9.90%
206	06071008002	Census Tract 80.02	+34.0663497	-117.1852589	7,256	1,260	198	15.70%
207	06071008302	Census Tract 83.02	+34.0296989	-117.1899517	3,106	2,426	153	6.30%
208	06071008402	Census Tract 84.02	+34.0628653	-117.1476465	6,448	4,106	200	4.87%
209	06071008401	Census Tract 84.01	+34.0767770	-117.1560951	9,953	4,129	287	6.95%
210	06071008403	Census Tract 84.03	+34.0470121	-117.1523161	5,833	4,080	199	4.88%
211	06071008404	Census Tract 84.04	+34.0591972	-117.1651325	2,729	1,202	199	16.54%
212	06071008500	Census Tract 85	+34.0183198	-117.1365670	8,316	6,311	355	5.62%
213	06071002601	Census Tract 26.01	+34.0547059	-117.4505924	10,799	1,580	42	2.66%
214	06071003401	Census Tract 34.01	+34.0994731	-117.4139940	7,502	1,077	142	13.17%
215	06071003506	Census Tract 35.06	+34.1293784	-117.3778897	4,802	870	28	3.21%
216	06071002306	Census Tract 23.06	+34.1281817	-117.4155957	4,169	603	44	7.28%
217	06071002307	Census Tract 23.07	+34.1176605	-117.4162682	5,085	538	37	6.86%
218	06071002606	Census Tract 26.06	+34.0422028	-117.4765849	7,089	479	112	23.33%
219	06071002607	Census Tract 26.07	+34.0404498	-117.4512207	7,826	596	34	5.70%
220	06071003403	Census Tract 34.03	+34.0837281	-117.4081152	4,524	933	123	13.17%
221	06071003900	Census Tract 39	+34.1002723	-117.3605165	5,484	746	30	4.02%
222	06071004202	Census Tract 42.02	+34.1259545	-117.3182081	5,176	416	147	35.25%
223	06071004201	Census Tract 42.01	+34.1272418	-117.3315660	6,854	70	0	0.00%
224	06071004401	Census Tract 44.01	+34.0941764	-117.3529084	4,383	660	97	14.67%
225	06071002207	Census Tract 22.07	+34.0931847	-117.5314807	4,461	445	14	3.14%
226	06071002704	Census Tract 27.04	+34.1528486	-117.4302240	10,787	1,951	53	2.72%
227	06071004104	Census Tract 41.04	+34.1524361	-117.3464052	5,257	351	39	11.08%
228	06071004101	Census Tract 41.01	+34.1657154	-117.3477060	5,698	711	16	2.25%
229	06071004503	Census Tract 45.03	+34.2199541	-117.3872118	3,327	1,669	20	1.20%
230	06071006201	Census Tract 62.01	+34.1426727	-117.2668235	3,583	1,142	32	2.80%
231	06071004504	Census Tract 45.04	+34.1940209	-117.3430154	8,145	3,191	141	4.42%
232	06071004601	Census Tract 46.01	+34.1673473	-117.3292141	7,032	2,462	309	12.55%
233	06071004700	Census Tract 47	+34.1245810	-117.3086072	5,791	134	21	15.56%
234	06071004800	Census Tract 48	+34.1120412	-117.3082365	3,282	176	95	53.67%
235	06071004900	Census Tract 49	+34.1003140	-117.3168792	7,590	379	88	23.16%
236	06071005100	Census Tract 51	+34.1575897	-117.2805874	7,749	3,162	330	10.43%
237	06071002304	Census Tract 23.04	+34.1357381	-117.4712111	18,904	3,920	215	5.48%

#	GEOID10	Census Tract NAMELSAD10	LAT	LONG	Total Population	White	White below Poverty Line	% White Below Poverty Line
238	06071002305	Census Tract 23.05	+34.1139657	-117.4711132	10,725	1,933	242	12.51%
239	06071002038	Census Tract 20.38	+34.1139317	-117.4954860	5,366	870	90	10.33%
240	06071002037	Census Tract 20.37	+34.1223865	-117.5015528	7,739	2,084	54	2.59%
241	06071002107	Census Tract 21.07	+34.1006231	-117.5866987	4,970	1,180	51	4.32%
242	06071002019	Census Tract 20.19	+34.1435784	-117.5671666	4,757	2,064	65	3.15%
243	06071005200	Census Tract 52	+34.1445254	-117.2817187	4,141	1,293	128	9.89%
244	06071005300	Census Tract 53	+34.1396027	-117.2912706	5,516	877	174	19.82%
245	06071005500	Census Tract 55	+34.1249860	-117.2905586	8,618	559	190	33.93%
246	06071005600	Census Tract 56	+34.1173182	-117.2922119	7,101	744	345	46.31%
247	06071005800	Census Tract 58	+34.1092386	-117.2844304	3,981	283	220	77.46%
248	06071002018	Census Tract 20.18	+34.1433080	-117.5845687	5,342	2,724	193	7.08%
249	06071002023	Census Tract 20.23	+34.1294228	-117.5930105	5,118	2,585	115	4.45%
250	06071002033	Census Tract 20.33	+34.1284667	-117.5341378	7,663	3,485	2	0.06%
251	06071002034	Census Tract 20.34	+34.1192063	-117.5244995	13,758	3,920	481	12.27%
252	06071001905	Census Tract 19.05	+34.0085229	-117.6258794	6,389	2,109	46	2.18%
253	06071001809	Census Tract 18.09	+34.0246895	-117.6035233	4,476	1,587	175	11.02%
254	06071001813	Census Tract 18.13	+34.0482829	-117.6422818	4,576	0	0	0.00%
255	06071001307	Census Tract 13.07	+34.0885081	-117.6198734	4,163	566	176	31.04%
256	06071001503	Census Tract 15.03	+34.0667083	-117.6324246	4,195	90	9	9.89%
257	06071001103	Census Tract 11.03	+34.0789551	-117.6561451	3,997	2,129	77	3.62%
258	06071001501	Census Tract 15.01	+34.0672615	-117.6409852	4,052	308	60	19.42%
259	06071001310	Census Tract 13.10	+34.0780739	-117.6368989	5,814	1,049	33	3.14%
260	06071001305	Census Tract 13.05	+34.0845072	-117.6279500	5,348	472	27	5.71%
261	06071001309	Census Tract 13.09	+34.0745733	-117.6247116	4,793	721	163	22.58%
262	06071001308	Census Tract 13.08	+34.0788960	-117.6153156	5,100	695	0	0.00%
263	06071002028	Census Tract 20.28	+34.1142002	-117.5827126	5,282	2,153	64	2.97%
264	06071002105	Census Tract 21.05	+34.0979077	-117.6046422	5,036	1,564	150	9.58%
265	06071002109	Census Tract 21.09	+34.0754307	-117.5652839	4,626	905	15	1.66%
266	06071980100	Census Tract 9801	+34.0978652	-117.2398343	0	0	0	0.00%



## APPENDIX-G MINORITY POPULATION BY CENSUS TRACT

GEOID10	NAMLSAD10	MINORITY	PCNT_MINOR	TOT_POP	HISPANIC	NON_HISP	WHITE Alone	BLACK	NAT_AMER	ASIAN	PAC_ISLE	OTHER
06071008709	Census Tract 87.09	1,431	34.40%	4,162	1,234	2,928	2,731	33	28	55	4	0
06071012500	Census Tract 125	3,982	93.30%	4,268	3,744	524	286	140	17	33	2	4
06071012400	Census Tract 124	3,294	91.07%	3,617	2,920	697	323	216	7	106	20	6
06071005701	Census Tract 57.01	1,790	80.78%	2,216	1,314	902	426	263	22	148	0	3
06071012700	Census Tract 127	2,930	72.32%	4,052	2,083	1,969	1,122	403	3	321	6	0
06071007305	Census Tract 73.05	2,990	73.65%	4,060	1,372	2,688	1,070	385	13	1,001	79	10
06071004505	Census Tract 45.05	3,266	69.14%	4,724	2,331	2,393	1,458	713	31	51	2	4
06071004603	Census Tract 46.03	3,960	69.27%	5,717	2,612	3,105	1,757	865	27	295	15	7
06071004301	Census Tract 43.01	4,372	93.48%	4,677	3,179	1,498	305	1,022	10	89	18	2
06071003611	Census Tract 36.11	4,290	93.77%	4,575	3,484	1,091	285	499	7	237	7	3
06071003609	Census Tract 36.09	4,250	87.25%	4,871	3,626	1,245	621	449	11	78	0	18
06071003605	Census Tract 36.05	3,702	87.67%	4,223	3,103	1,120	521	397	7	127	1	12
06071003404	Census Tract 34.04	4,393	88.82%	4,946	3,691	1,255	553	559	16	69	2	2
06071003509	Census Tract 35.09	4,216	87.34%	4,827	3,813	1,014	611	285	3	49	19	2
06071002705	Census Tract 27.05	4,547	82.48%	5,513	3,120	2,393	966	1,093	22	153	35	15
06071002703	Census Tract 27.03	4,273	73.93%	5,780	2,842	2,938	1,507	1,064	4	224	10	17
06071002604	Census Tract 26.04	5,021	87.74%	5,723	4,277	1,446	702	449	9	185	19	15
06071002031	Census Tract 20.31	3,681	58.61%	6,281	1,890	4,391	2,600	528	10	1,024	5	14
06071002035	Census Tract 20.35	4,087	59.46%	6,874	2,154	4,720	2,787	626	8	1,054	10	23
06071002025	Census Tract 20.25	2,167	42.87%	5,056	1,565	3,491	2,889	257	17	180	9	8
06071002029	Census Tract 20.29	3,150	51.84%	6,077	2,026	4,051	2,927	360	10	559	16	10
06071002015	Census Tract 20.15	2,220	46.48%	4,777	1,600	3,177	2,557	201	14	284	9	11
06071001812	Census Tract 18.12	4,073	94.26%	4,321	3,681	640	248	157	7	152	13	40
06071001808	Census Tract 18.08	3,367	76.30%	4,413	2,780	1,633	1,046	355	3	125	36	6
06071001806	Census Tract 18.06	3,590	75.43%	4,760	2,828	1,932	1,170	331	10	356	13	0
06071001804	Census Tract 18.04	4,088	79.46%	5,145	2,914	2,231	1,057	346	8	716	17	2
06071001101	Census Tract 11.01	3,619	88.44%	4,092	3,307	785	473	136	6	132	0	12
06071002101	Census Tract 21.01	3,612	82.11%	4,399	2,865	1,534	787	437	19	197	15	2
06071002013	Census Tract 20.13	1,730	41.14%	4,207	1,248	2,959	2,477	213	5	130	22	1
06071001810	Census Tract 18.10	4,016	89.31%	4,497	3,560	937	481	215	7	177	4	24
06071001704	Census Tract 17.04	4,078	80.66%	5,056	3,326	1,730	978	297	11	339	21	25
06071000605	Census Tract 6.05	4,910	93.10%	5,274	4,766	508	364	25	7	88	1	3
06071001901	Census Tract 19.01	3,938	68.46%	5,753	2,786	2,967	1,815	293	8	727	0	3
06071000903	Census Tract 9.03	3,339	76.98%	4,338	2,610	1,728	999	382	16	237	19	3
06071000821	Census Tract 8.21	2,367	68.07%	3,478	1,390	2,088	1,111	497	7	379	0	5
06071002801	Census Tract 28.01	5,028	91.29%	5,508	4,469	1,039	480	357	17	115	9	5
06071007603	Census Tract 76.03	3,677	79.85%	4,605	2,460	2,145	928	798	23	298	9	5

GEOID10	NAMELSAD10	MINORITY	PCNT_MINOR	TOT_POP	HISPANIC	NON_HISP	WHITE Alone	BLACK	NAT_AMER	ASIAN	PAC_ISLE	OTHER
06071008601	Census Tract 86.01	2,845	50.65%	5,618	2,115	3,503	2,773	298	41	205	19	8
06071000115	Census Tract 1.15	5,116	71.92%	7,114	2,055	5,059	1,998	383	2	2,437	19	16
06071000113	Census Tract 1.13	8,117	73.05%	11,112	5,622	5,490	2,995	304	40	1,885	15	22
06071001311	Census Tract 13.11	2,435	75.25%	3,236	1,260	1,976	801	319	11	742	1	15
06071012200	Census Tract 122	4,492	73.93%	6,076	2,177	3,899	1,584	1,405	26	732	0	105
06071000107	Census Tract 1.07	1,440	48.72%	2,957	983	1,974	1,517	90	10	291	8	11
06071000104	Census Tract 1.04	4,582	74.91%	6,117	1,572	4,545	1,535	356	9	2,455	9	10
06071000105	Census Tract 1.05	4,986	74.69%	6,676	1,503	5,173	1,690	321	6	2,944	9	19
06071000108	Census Tract 1.08	2,925	57.62%	5,077	1,306	3,771	2,152	273	7	1,178	3	6
06071000109	Census Tract 1.09	3,176	47.05%	6,752	2,220	4,532	3,576	143	13	623	6	6
06071000301	Census Tract 3.01	8,333	94.75%	8,795	6,855	1,940	462	478	23	863	22	5
06071002110	Census Tract 21.10	4,905	69.88%	7,020	2,795	4,225	2,115	1,065	17	757	31	28
06071002036	Census Tract 20.36	7,751	66.59%	11,640	3,893	7,747	3,889	1,693	36	1,663	21	21
06071002103	Census Tract 21.03	3,151	67.83%	4,646	2,098	2,548	1,495	562	16	281	9	20
06071002027	Census Tract 20.27	2,861	51.62%	5,543	2,094	3,449	2,682	300	16	301	14	13
06071002016	Census Tract 20.16	1,881	48.46%	3,883	1,474	2,409	2,002	102	16	171	17	6
06071000901	Census Tract 9.01	2,817	61.25%	4,600	2,163	2,437	1,783	275	15	239	13	14
06071000303	Census Tract 3.03	6,388	89.11%	7,169	5,901	1,268	781	112	8	314	7	10
06071000401	Census Tract 4.01	4,200	65.76%	6,387	3,464	2,923	2,187	160	10	447	9	9
06071001200	Census Tract 12	2,976	62.93%	4,730	2,683	2,047	1,754	116	11	74	1	16
06071001600	Census Tract 16	5,778	94.21%	6,133	5,587	546	355	43	19	64	21	18
06071001702	Census Tract 17.02	3,358	69.57%	4,827	2,758	2,069	1,469	267	14	245	7	6
06071001703	Census Tract 17.03	3,931	65.75%	5,979	2,944	3,035	2,048	255	21	564	26	7
06071001803	Census Tract 18.03	2,062	69.09%	2,985	1,661	1,324	923	199	12	162	3	3
06071000816	Census Tract 8.16	1,471	37.68%	3,906	977	2,929	2,435	165	6	232	3	6
06071002017	Census Tract 20.17	2,238	38.42%	5,826	1,304	4,522	3,588	221	9	539	5	4
06071002021	Census Tract 20.21	2,558	49.19%	5,201	1,404	3,797	2,643	400	11	568	4	11
06071002022	Census Tract 20.22	6,467	56.60%	11,426	3,061	8,365	4,959	1,084	28	1,924	8	31
06071002706	Census Tract 27.06	4,934	74.15%	6,654	3,153	3,501	1,720	1,380	23	190	28	31
06071000814	Census Tract 8.14	1,305	34.07%	3,832	793	3,039	2,527	111	6	298	1	10
06071002011	Census Tract 20.11	1,341	33.49%	4,006	906	3,100	2,665	128	16	184	1	8
06071001706	Census Tract 17.06	5,503	88.32%	6,231	4,659	1,572	728	449	8	250	17	34
06071001707	Census Tract 17.07	5,110	85.65%	5,966	4,209	1,757	856	279	15	488	23	15
06071001400	Census Tract 14	2,254	77.12%	2,923	1,857	1,066	669	208	2	134	5	9
06071002010	Census Tract 20.10	6,014	66.73%	9,013	3,425	5,588	2,999	1,199	10	1,085	15	24
06071000804	Census Tract 8.04	974	29.94%	3,255	591	2,664	2,281	51	5	249	14	10
06071000201	Census Tract 2.01	3,500	83.44%	4,195	2,873	1,322	695	246	6	311	4	10
06071000304	Census Tract 3.04	4,985	84.91%	5,871	3,688	2,183	886	248	22	888	17	34
06071008710	Census Tract 87.10	1,977	44.52%	4,442	1,733	2,709	2,465	43	29	64	10	7
06071008602	Census Tract 86.02	1,383	38.82%	3,564	1,030	2,534	2,181	113	11	132	7	17

GEOID10	NAMELSAD10	MINORITY	PCNT_MINOR	TOT_POP	HISPANIC	NON_HISP	WHITE Alone	BLACK	NAT_AMER	ASIAN	PAC_ISLE	OTHER
06071007903	Census Tract 79.03	2,207	50.57%	4,365	1,224	3,141	2,158	332	16	492	10	8
06071007904	Census Tract 79.04	3,397	50.73%	6,697	2,135	4,562	3,300	408	23	623	7	11
06071007409	Census Tract 74.09	4,059	70.47%	5,760	2,987	2,773	1,701	624	21	253	28	8
06071007410	Census Tract 74.10	3,763	68.19%	5,519	2,235	3,284	1,756	994	20	316	16	2
06071000603	Census Tract 6.03	4,041	72.48%	5,576	3,347	2,229	1,535	234	25	329	18	16
06071000501	Census Tract 5.01	4,928	72.63%	6,785	3,983	2,802	1,857	155	11	667	6	12
06071000604	Census Tract 6.04	4,172	73.43%	5,682	3,700	1,982	1,510	167	17	211	3	9
06071001906	Census Tract 19.06	5,366	76.01%	7,060	3,492	3,568	1,694	842	19	818	14	17
06071002206	Census Tract 22.06	4,905	73.70%	6,656	3,680	2,976	1,751	526	21	490	17	16
06071000808	Census Tract 8.08	3,053	52.29%	5,840	2,227	3,613	2,787	273	22	389	7	5
06071000812	Census Tract 8.12	1,735	45.14%	3,845	1,315	2,530	2,110	126	8	182	8	6
06071002301	Census Tract 23.01	8,625	88.73%	9,721	7,088	2,633	1,096	828	28	530	31	24
06071002402	Census Tract 24.02	7,868	93.29%	8,434	7,426	1,008	566	298	6	60	13	12
06071002401	Census Tract 24.01	8,244	92.15%	8,946	7,922	1,024	702	111	9	116	29	21
06071002501	Census Tract 25.01	5,396	92.40%	5,840	5,166	674	444	105	7	78	2	3
06071007604	Census Tract 76.04	2,919	67.80%	4,306	2,085	2,221	1,387	365	24	314	20	3
06071007306	Census Tract 73.06	3,929	67.06%	5,859	1,411	4,448	1,930	577	17	1,673	30	9
06071006601	Census Tract 66.01	3,981	87.23%	4,564	3,794	770	583	88	12	29	5	4
06071006203	Census Tract 62.03	3,982	83.47%	4,771	2,529	2,242	789	1,177	22	102	27	6
06071006204	Census Tract 62.04	3,739	83.19%	4,495	2,406	2,089	756	1,097	11	70	11	10
06071001312	Census Tract 13.12	3,653	78.65%	4,645	2,545	2,100	992	518	8	478	20	14
06071001504	Census Tract 15.04	5,224	92.04%	5,676	3,959	1,717	452	639	13	516	23	6
06071000207	Census Tract 2.07	4,031	86.97%	4,635	3,531	1,104	604	156	13	295	1	2
06071001001	Census Tract 10.01	4,030	80.77%	4,990	3,331	1,659	960	320	14	257	29	5
06071000205	Census Tract 2.05	3,711	78.36%	4,736	3,088	1,648	1,025	232	11	279	3	4
06071000208	Census Tract 2.08	3,355	81.36%	4,124	2,947	1,177	769	141	8	204	5	9
06071002502	Census Tract 25.02	7,330	91.05%	8,051	6,907	1,144	721	219	22	95	48	5
06071002602	Census Tract 26.02	6,782	88.78%	7,639	5,807	1,832	857	552	20	301	4	9
06071002901	Census Tract 29.01	3,909	87.92%	4,446	3,613	833	537	203	3	44	1	3
06071005400	Census Tract 54	5,774	87.62%	6,590	4,367	2,223	816	1,123	34	92	16	23
06071006100	Census Tract 61	5,495	65.84%	8,346	3,924	4,422	2,851	1,102	30	199	51	10
06071006301	Census Tract 63.01	4,057	76.21%	5,324	3,224	2,100	1,267	632	41	87	10	2
06071007109	Census Tract 71.09	4,045	66.71%	6,064	2,340	3,724	2,019	1,088	23	352	20	30
06071007303	Census Tract 73.03	3,347	69.33%	4,828	1,474	3,354	1,481	575	11	1,086	22	10
06071007110	Census Tract 71.10	3,607	74.67%	4,831	1,899	2,932	1,224	385	9	1,093	14	19
06071000503	Census Tract 5.03	4,087	77.56%	5,270	3,016	2,254	1,183	302	17	641	4	6
06071001002	Census Tract 10.02	4,984	90.13%	5,530	4,671	859	546	177	7	65	18	14
06071000823	Census Tract 8.23	4,629	69.53%	6,658	3,190	3,468	2,029	718	23	503	16	14
06071000825	Census Tract 8.25	3,045	77.98%	3,905	2,201	1,704	860	475	8	279	8	16
06071001104	Census Tract 11.04	3,407	67.37%	5,058	3,049	2,009	1,651	119	11	147	4	10

GEOID10	NAMELSAD10	MINORITY	PCNT_MINOR	TOT_POP	HISPANIC	NON_HISP	WHITE Alone	BLACK	NAT_AMER	ASIAN	PAC_ISLE	OTHER
06071000904	Census Tract 9.04	2,389	73.56%	3,248	1,953	1,295	859	168	6	188	15	2
06071000818	Census Tract 8.18	2,358	43.45%	5,428	1,618	3,810	3,070	306	6	297	9	13
06071000824	Census Tract 8.24	3,339	65.58%	5,092	2,397	2,695	1,753	539	13	244	18	14
06071006401	Census Tract 64.01	3,120	93.33%	3,343	2,576	767	223	387	12	100	4	0
06071006302	Census Tract 63.02	7,432	84.31%	8,815	6,032	2,783	1,383	852	39	321	30	19
06071006402	Census Tract 64.02	4,444	89.76%	4,951	3,189	1,762	507	876	27	252	12	5
06071007000	Census Tract 70	7,372	93.34%	7,898	6,873	1,025	526	310	18	68	15	4
06071006500	Census Tract 65	7,177	85.58%	8,386	5,221	3,165	1,209	1,238	56	402	55	48
06071006700	Census Tract 67	4,142	92.33%	4,486	3,969	517	344	80	6	36	0	13
06071004509	Census Tract 45.09	2,910	61.09%	4,764	2,052	2,712	1,854	526	14	180	8	8
06071004507	Census Tract 45.07	3,702	73.43%	5,042	2,722	2,320	1,340	635	17	157	8	15
06071004510	Census Tract 45.10	3,841	74.18%	5,178	2,045	3,133	1,337	1,174	23	419	11	17
06071004604	Census Tract 46.04	3,943	76.17%	5,177	3,332	1,845	1,234	429	28	56	10	5
06071004404	Census Tract 44.04	4,938	88.66%	5,570	4,277	1,293	632	414	20	121	36	3
06071004403	Census Tract 44.03	5,092	90.17%	5,647	4,390	1,257	555	445	18	132	25	9
06071000826	Census Tract 8.26	2,658	65.24%	4,075	2,032	2,043	1,417	292	12	224	7	17
06071000203	Census Tract 2.03	3,640	81.36%	4,474	2,928	1,546	834	185	10	438	10	14
06071000820	Census Tract 8.20	1,451	36.68%	3,958	894	3,064	2,507	147	7	311	1	5
06071000819	Census Tract 8.19	2,456	48.39%	5,077	1,142	3,935	2,621	191	14	982	2	9
06071002014	Census Tract 20.14	1,818	37.53%	4,846	1,251	3,595	3,028	178	11	251	16	3
06071001903	Census Tract 19.03	5,598	69.73%	8,028	2,727	5,301	2,430	795	58	1,730	23	17
06071000116	Census Tract 1.16	7,205	66.37%	10,856	2,660	8,196	3,651	580	11	3,513	7	55
06071007107	Census Tract 71.07	2,590	78.44%	3,302	1,738	1,564	712	651	12	92	10	4
06071007106	Census Tract 71.06	2,154	54.64%	3,943	1,616	2,327	1,789	214	8	208	11	9
06071007104	Census Tract 71.04	2,015	49.24%	4,093	1,378	2,715	2,078	152	16	350	7	10
06071007200	Census Tract 72	5,609	82.51%	6,798	3,392	3,406	1,189	446	20	1,565	12	18
06071007302	Census Tract 73.02	5,630	56.09%	10,039	1,634	8,405	4,409	576	22	3,011	12	38
06071007403	Census Tract 74.03	4,400	63.34%	6,947	2,820	4,127	2,547	1,089	25	242	27	17
06071006603	Census Tract 66.03	4,394	88.63%	4,958	3,974	984	564	232	6	117	1	12
06071006604	Census Tract 66.04	4,038	94.39%	4,278	3,628	650	240	248	5	104	20	1
06071003801	Census Tract 38.01	4,180	88.28%	4,735	2,927	1,808	555	1,058	4	92	15	12
06071003803	Census Tract 38.03	4,171	88.15%	4,732	3,531	1,201	561	500	8	36	25	8
06071004302	Census Tract 43.02	4,070	92.23%	4,413	3,394	1,019	343	558	19	24	28	6
06071000813	Census Tract 8.13	1,355	39.30%	3,449	683	2,766	2,094	117	6	463	5	8
06071000117	Census Tract 1.17	4,642	66.71%	6,959	1,399	5,560	2,317	287	13	2,759	2	17
06071000606	Census Tract 6.06	3,575	81.74%	4,374	3,055	1,319	799	142	22	298	6	2
06071000504	Census Tract 5.04	3,686	67.64%	5,450	3,007	2,443	1,764	179	13	410	6	1
06071000118	Census Tract 1.18	3,407	75.03%	4,541	929	3,612	1,134	137	9	2,200	4	12
06071000817	Census Tract 8.17	1,504	46.09%	3,264	914	2,350	1,760	192	8	289	5	4
06071000815	Census Tract 8.15	1,632	45.55%	3,584	851	2,733	1,952	183	9	503	5	4

GEOID10	NAMELSAD10	MINORITY	PCNT_MINOR	TOT_POP	HISPANIC	NON_HISP	WHITE Alone	BLACK	NAT_AMER	ASIAN	PAC_ISLE	OTHER
06071000403	Census Tract 4.03	3,068	65.59%	4,678	2,604	2,074	1,610	66	21	295	12	4
06071007404	Census Tract 74.04	2,020	45.86%	4,406	1,261	3,145	2,386	398	24	170	21	15
06071007407	Census Tract 74.07	2,574	87.56%	2,940	1,542	1,398	366	753	28	158	22	0
06071007408	Census Tract 74.08	3,510	83.96%	4,181	2,510	1,671	671	733	21	159	9	5
06071007601	Census Tract 76.01	6,380	87.68%	7,277	4,821	2,456	897	949	32	365	31	8
06071007901	Census Tract 79.01	3,853	48.73%	7,908	2,081	5,827	4,055	527	22	908	9	11
06071008301	Census Tract 83.01	2,139	33.75%	6,340	1,128	5,212	4,201	229	22	563	4	26
06071003804	Census Tract 38.04	4,076	89.04%	4,578	2,740	1,838	502	1,113	7	111	31	5
06071003607	Census Tract 36.07	4,740	88.29%	5,369	4,071	1,298	629	501	31	93	2	2
06071004103	Census Tract 41.03	5,282	93.75%	5,634	4,484	1,150	352	480	12	224	14	4
06071004001	Census Tract 40.01	4,160	87.34%	4,763	3,931	832	603	118	23	48	7	7
06071004003	Census Tract 40.03	5,413	87.62%	6,178	5,166	1,012	765	121	17	45	13	9
06071000404	Census Tract 4.04	3,010	68.12%	4,419	2,322	2,097	1,409	243	14	333	5	5
06071002902	Census Tract 29.02	5,575	84.68%	6,584	4,999	1,585	1,009	390	18	92	24	10
06071003000	Census Tract 30	2,638	84.56%	3,120	2,304	816	482	206	8	64	2	2
06071003200	Census Tract 32	6,381	79.72%	8,005	5,906	2,099	1,624	280	15	92	8	5
06071003700	Census Tract 37	3,497	89.60%	3,903	2,807	1,096	406	586	14	40	4	5
06071007105	Census Tract 71.05	1,671	61.56%	2,715	904	1,811	1,044	271	10	385	13	15
06071008704	Census Tract 87.04	2,715	34.87%	7,789	2,189	5,600	5,074	128	35	194	19	15
06071008705	Census Tract 87.05	1,897	41.10%	4,617	1,651	2,966	2,720	54	27	50	5	5
06071008706	Census Tract 87.06	4,190	34.08%	12,298	2,803	9,495	8,108	269	31	726	11	30
06071008708	Census Tract 87.08	1,247	28.67%	4,352	1,070	3,282	3,105	39	30	40	0	9
06071008800	Census Tract 88	2,372	37.18%	6,382	2,073	4,309	4,010	60	32	66	2	4
06071000111	Census Tract 1.11	1,228	47.62%	2,580	564	2,016	1,352	88	14	507	2	0
06071008703	Census Tract 87.03	1,692	21.86%	7,745	1,190	6,555	6,053	113	42	166	11	18
06071000103	Census Tract 1.03	3,374	71.19%	4,740	1,267	3,473	1,366	286	10	1,654	16	12
06071003612	Census Tract 36.12	3,729	87.62%	4,256	2,892	1,364	527	501	13	236	13	4
06071004004	Census Tract 40.04	4,032	79.44%	5,076	3,602	1,474	1,044	169	14	169	11	6
06071003606	Census Tract 36.06	4,356	85.26%	5,109	4,017	1,092	753	179	12	74	7	6
06071003302	Census Tract 33.02	4,880	80.84%	6,037	4,419	1,618	1,157	310	24	39	10	3
06071003101	Census Tract 31.01	4,542	90.12%	5,040	4,198	842	498	171	16	85	24	5
06071003301	Census Tract 33.01	4,185	86.45%	4,841	3,809	1,032	656	206	15	99	18	11
06071002803	Census Tract 28.03	3,624	91.01%	3,982	3,277	705	358	257	2	48	7	9
06071003102	Census Tract 31.02	5,069	92.74%	5,466	4,743	723	397	186	10	66	41	6
06071007108	Census Tract 71.08	1,802	81.84%	2,202	1,006	1,196	400	571	9	143	11	7
06071012300	Census Tract 123	888	58.72%	1,513	347	1,166	625	456	6	70	7	0
06071002204	Census Tract 22.04	5,426	88.39%	6,139	4,818	1,321	713	302	10	228	22	1
06071008001	Census Tract 80.01	4,845	74.39%	6,513	3,527	2,986	1,668	303	18	850	8	9
06071007800	Census Tract 78	2,742	55.83%	4,912	1,402	3,510	2,170	371	19	754	26	4
06071008100	Census Tract 81	1,607	50.52%	3,182	977	2,205	1,575	240	24	247	8	8



GEOID10	NAMELSAD10	MINORITY	PCNT_MINOR	TOT_POP	HISPANIC	NON_HISP	WHITE Alone	BLACK	NAT_AMER	ASIAN	PAC_ISLE	OTHER
06071008200	Census Tract 82	1,380	26.83%	5,147	884	4,263	3,767	151	22	174	7	6
06071002804	Census Tract 28.04	5,189	95.79%	5,417	4,634	783	228	451	8	43	12	5
06071003405	Census Tract 34.05	4,636	90.74%	5,109	3,609	1,500	473	843	12	80	4	5
06071003603	Census Tract 36.03	3,663	88.46%	4,141	3,017	1,124	478	479	11	100	8	3
06071003510	Census Tract 35.10	4,238	93.93%	4,512	2,999	1,513	274	1,057	10	41	25	20
06071003507	Census Tract 35.07	4,341	88.83%	4,887	3,390	1,497	546	707	19	102	25	16
06071003503	Census Tract 35.03	4,958	90.33%	5,489	3,625	1,864	531	989	10	194	20	21
06071003505	Census Tract 35.05	5,610	93.99%	5,969	4,406	1,563	359	1,010	7	107	19	6
06071008002	Census Tract 80.02	6,034	83.16%	7,256	4,775	2,481	1,222	772	27	224	63	18
06071008302	Census Tract 83.02	743	23.95%	3,106	465	2,641	2,363	47	9	151	4	0
06071008402	Census Tract 84.02	2,435	37.77%	6,448	1,626	4,822	4,013	295	17	309	11	12
06071008401	Census Tract 84.01	4,835	48.58%	9,953	3,029	6,924	5,118	481	24	938	46	13
06071008403	Census Tract 84.03	1,922	32.96%	5,833	1,105	4,728	3,911	205	20	417	7	11
06071008404	Census Tract 84.04	1,650	60.48%	2,729	1,189	1,540	1,079	241	10	122	6	3
06071008500	Census Tract 85	2,025	24.36%	8,316	1,030	7,286	6,291	99	23	596	12	28
06071002601	Census Tract 26.01	9,263	85.78%	10,799	7,578	3,221	1,536	725	26	776	13	24
06071003401	Census Tract 34.01	6,450	85.98%	7,502	5,927	1,575	1,052	315	18	94	35	7
06071003506	Census Tract 35.06	4,375	91.11%	4,802	3,241	1,561	427	941	12	76	23	11
06071002306	Census Tract 23.06	3,693	88.59%	4,169	2,786	1,383	476	629	19	179	5	6
06071002307	Census Tract 23.07	4,508	88.66%	5,085	3,883	1,202	577	350	11	179	11	14
06071002606	Census Tract 26.06	6,312	89.04%	7,089	4,841	2,248	777	895	21	405	12	7
06071002607	Census Tract 26.07	7,117	90.94%	7,826	5,048	2,778	709	1,145	24	742	13	17
06071003403	Census Tract 34.03	3,771	83.36%	4,524	3,536	988	753	92	9	78	12	1
06071003900	Census Tract 39	4,831	88.09%	5,484	4,461	1,023	653	263	19	37	12	11
06071004202	Census Tract 42.02	4,939	95.42%	5,176	3,492	1,684	237	1,239	25	96	24	6
06071004201	Census Tract 42.01	6,632	96.76%	6,854	4,110	2,744	222	2,039	18	293	69	4
06071004401	Census Tract 44.01	3,766	85.93%	4,383	3,281	1,102	617	305	4	99	18	3
06071002207	Census Tract 22.07	3,353	75.17%	4,461	2,158	2,303	1,108	992	5	84	9	41
06071002704	Census Tract 27.04	8,593	79.66%	10,787	4,853	5,934	2,194	1,764	24	1,610	21	15
06071004104	Census Tract 41.04	4,686	89.14%	5,257	4,300	957	571	270	23	24	11	18
06071004101	Census Tract 41.01	5,094	89.40%	5,698	4,566	1,132	604	355	9	108	0	4
06071004503	Census Tract 45.03	1,659	49.88%	3,327	1,154	2,173	1,668	261	8	125	2	14
06071006201	Census Tract 62.01	2,623	73.21%	3,583	2,098	1,485	960	373	14	41	20	1
06071004504	Census Tract 45.04	5,294	65.00%	8,145	3,466	4,679	2,851	1,093	37	367	41	21
06071004601	Census Tract 46.01	5,121	72.83%	7,032	3,377	3,655	1,911	1,235	34	276	12	14
06071004700	Census Tract 47	5,583	96.41%	5,791	5,048	743	208	434	13	52	14	7
06071004800	Census Tract 48	3,206	97.69%	3,282	2,990	292	76	165	3	8	12	3
06071004900	Census Tract 49	7,088	93.39%	7,590	6,572	1,018	502	351	26	58	2	9
06071005100	Census Tract 51	4,834	62.39%	7,749	3,600	4,149	2,915	853	30	117	12	15
06071002304	Census Tract 23.04	14,387	76.11%	18,904	7,953	10,951	4,517	3,101	40	2,691	33	47

GEOID10	NAMLSAD10	MINORITY	PCNT_MINOR	TOT_POP	HISPANIC	NON_HISP	WHITE Alone	BLACK	NAT_AMER	ASIAN	PAC_ISLE	OTHER
06071002305	Census Tract 23.05	8,950	83.45%	10,725	6,701	4,024	1,775	1,135	18	882	7	25
06071002038	Census Tract 20.38	4,224	78.72%	5,366	2,083	3,283	1,142	1,121	14	806	27	9
06071002037	Census Tract 20.37	5,970	77.14%	7,739	3,301	4,438	1,769	1,234	25	1,155	31	29
06071002107	Census Tract 21.07	3,469	69.80%	4,970	2,608	2,362	1,501	434	13	280	15	13
06071002019	Census Tract 20.19	2,748	57.78%	4,757	1,444	3,313	2,009	570	9	538	9	11
06071005200	Census Tract 52	2,910	70.28%	4,141	2,275	1,866	1,231	391	26	87	5	12
06071005300	Census Tract 53	4,554	82.56%	5,516	3,703	1,813	962	653	25	72	14	4
06071005500	Census Tract 55	7,949	92.24%	8,618	6,342	2,276	669	1,286	24	100	21	16
06071005600	Census Tract 56	6,500	91.54%	7,101	5,244	1,857	601	954	10	177	29	2
06071005800	Census Tract 58	3,698	92.89%	3,981	2,673	1,308	283	808	23	107	3	6
06071002018	Census Tract 20.18	2,561	47.95%	5,342	1,529	3,813	2,781	415	12	389	11	9
06071002023	Census Tract 20.23	2,744	53.62%	5,118	1,782	3,336	2,374	465	15	306	6	4
06071002033	Census Tract 20.33	4,232	55.23%	7,663	2,694	4,969	3,431	450	20	822	4	18
06071002034	Census Tract 20.34	9,370	68.11%	13,758	4,665	9,093	4,388	1,502	32	2,645	77	39
06071001905	Census Tract 19.05	4,433	69.39%	6,389	2,964	3,425	1,956	337	16	941	11	20
06071001809	Census Tract 18.09	3,620	80.88%	4,476	3,273	1,203	856	191	7	95	6	3
06071001813	Census Tract 18.13	4,426	96.72%	4,576	4,192	384	150	137	2	53	1	15
06071001307	Census Tract 13.07	3,572	85.81%	4,163	3,249	914	591	89	17	156	9	13
06071001503	Census Tract 15.03	3,995	95.23%	4,195	3,785	410	200	100	12	52	7	7
06071001103	Census Tract 11.03	2,439	61.03%	3,997	2,157	1,840	1,558	122	13	52	22	0
06071001501	Census Tract 15.01	3,736	92.20%	4,052	3,618	434	316	39	2	30	9	15
06071001310	Census Tract 13.10	4,723	81.24%	5,814	4,381	1,433	1,091	140	17	93	32	2
06071001305	Census Tract 13.05	4,773	89.25%	5,348	4,442	906	575	132	20	142	9	7
06071001309	Census Tract 13.09	4,258	88.84%	4,793	3,762	1,031	535	280	4	144	3	5
06071001308	Census Tract 13.08	4,515	88.53%	5,100	4,050	1,050	585	242	12	170	9	4
06071002028	Census Tract 20.28	2,991	56.63%	5,282	2,059	3,223	2,291	497	18	259	21	16
06071002105	Census Tract 21.05	3,416	67.84%	5,036	2,523	2,513	1,620	355	7	427	10	14
06071002109	Census Tract 21.09	3,394	73.37%	4,626	1,797	2,829	1,232	1,016	15	381	24	13
06071980100	Census Tract 9801	0	0.00%	0	0	0	0	0	0	0	0	0