



OPERATIONS & SAFETY COMMITTEE
WEDNESDAY, MAY 20, 2020, 9:00 A.M.

GUIDANCE FOR PUBLIC ACCESS TO THE BOARD OF DIRECTORS MEETING

MEETING ACCESSIBLE VIA ZOOM AT: <https://omnitrans.zoom.us/j/86285934548>

TELECONFERENCE

Dial: **1 669 900 6833**
Meeting ID: **862 8593 4548**

*This meeting is being conducted in accordance with Governor Newsom's
Executive Orders N-25-20, N-29-20 and N-35-20*

There will be no physical location for this meeting. Members of the public wishing to participate via teleconference, can do so by dialing the following number: **1 669-900-6833**, Meeting ID: **862 8593 4548**. Interested persons who wish to make a public comment, may submit comments in writing to BoardSecretary@omnitrans.org. Comments must be submitted by Tuesday, May 19, 2020 at 5:00 p.m. Comments received will be read into the record.

Any member of the public requiring a reasonable accommodation to participate in this meeting in light of this announcement shall contact the Board's Secretary prior to May 19, 2020 at 5:00 p.m. The Board Secretary's telephone number is 909-379-7110 (voice) or 909-384-9351 (TTY).

A. CALL TO ORDER

1. Pledge of Allegiance
2. Roll Call

B. ANNOUNCEMENTS/PRESENTATIONS

1. Next Committee Meeting: August 19, 2020, 9:00 a.m.

C. COMMUNICATIONS FROM THE PUBLIC

This is the time and place for the general public to address the Board for items that are not on the agenda. Interested persons who wish to make a public comment, may submit comments in writing to BoardSecretary@omnitrans.org. Comments must be submitted by Tuesday, May 19, 2020 at 5:00 p.m. Comments received will be read into the record for up to 3 minutes per individual.

D. POSSIBLE CONFLICT OF INTEREST ISSUES

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



OPERATIONS & SAFETY COMMITTEE
WEDNESDAY, MAY 20, 2020, 9:00 A.M.

E. DISCUSSION ITEMS

- | | |
|--|----|
| 1. Approve Operations & Safety Committee Minutes – August 28, 2019 | 3 |
| 2. Approve Operations & Safety Committee Minutes – February 19, 2020 | 6 |
| 3. Receive and Forward to the Board of Directors, Safety and Security Update – <i>Jerome Rogers</i> | 9 |
| 4. Receive and Forward to the Board of Directors, Agency Management Report FY2020 Third Quarter Report – <i>Maurice Mansion</i> | 25 |
| 5. Receive and Forward to the Board of Directors, Management Plan Strategic Initiatives and Key Performance Indicators, FY2020 Third Quarter Report – <i>Jeremiah Bryant</i> | 35 |
| 6. CEO/General Manager's Report – <i>Erin Rogers</i> | |

F. REMARKS AND ANNOUNCEMENTS

G. ADJOURNMENT

ITEM # _____ E1 _____

**OPERATIONS AND SAFETY COMMITTEE
MINUTES
AUGUST 28, 2019**

A. CALL TO ORDER

The Operations and Safety Committee Meeting was called to order by Committee Chair John Roberts at 9:00 a.m., Wednesday, August 28, 2019.

1. Pledge of Allegiance
2. Roll Call

Committee Members Present

Council Member John Roberts – Committee Chair
Mayor Pro Tem David Avila, City of Yucaipa
Council Member Ron Dailey, City of Loma Linda
Mayor John Dutrey, City of Montclair
Council Member Sam Spagnolo, City of Rancho Cucamonga

Committee Members Not Present

Council Member Alan Wapner, City of Ontario
Supervisor Josie Gonzales, County of San Bernardino

Omnitrans Administrative Staff Present

P. Scott Graham, CEO/General Manager
Erin Rogers, Deputy General Manager
Trischelle Baysden, Director of Rail
Shawn Brophy, Director of Operations
Jeremiah Bryant, Director of Strategic Development
Jacob Harms, Director of Information Technology
Aaron Moore, Director of Special Transportation Services
Suzanne Pfeiffer, Director of Human Resources
Connie Raya, Director of Maintenance
Wendy Williams, Director of Marketing & Planning
Adrienne Fernandez, Executive Staff Assistant
Omar Bryant, Maintenance Manager
Maurice Mansion, Treasury Manager
Harry Morck, Network Administrator
Eugenia Pinheiro, Contracts Manager
Krystal Turner, Contracts Administrator

B. ANNOUNCEMENTS/PRESENTATIONS

There were no announcements.

C. COMMUNICATION FROM THE PUBLIC

There were no communications from the public.

D. POSSIBLE CONFLICT OF INTEREST ISSUES

There were no Conflict of Interest Issues identified.

E. DISCUSSION ITEMS

1. Approve Operations and Safety Committee Meeting Minutes – February 27, 2019

M/S (Spagnolo/Avila) that approved the Committee Minutes February 27, 2019. Roll call vote was taken, and the motion was passed unanimously by Members present with the exception of Member Dutrey, who abstained.

2. Receive and Forward to the Board of Directors, Update on Redlands Passenger Rail Project

Director of Rail, Trischelle Baysden, provided a brief background on this item as detailed in the staff report.

The Members had some questions regarding the project timeline and the location of the maintenance facility. Ms. Baysden provided additional information.

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

3. Receive and Forward to the Board of Directors, Overview of Public Transportation Agency Safety Plan (PTASP)

Director of Operations, Shawn Brophy, provided a brief background on this item as detailed in the staff report.

Member Spagnolo asked if all federal and state transportation agencies are required to have this plan and asked if the plan would also apply to the Arrow Service. Mr. Brophy responded that agencies who receive federal funds are required to have the plan and noted that a plan was being developed for the Arrow Service.

Member Dutrey asked about the plan's submission requirements. Mr. Brophy responded that the plan would be reviewed/recertified annually.

Member Dutrey asked if incident data is tracked and made available to the Board. CEO/General Manager, P. Scott Graham responded that the information is available and is provided periodically to the Committee/Board along with peer data.

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

4. Receive and File Update on Safety and Security Outreach Campaign

Director of Operations, Shawn Brophy, provided a brief background on this item as detailed in the staff report.

Member Avila asked if Crafton Hills and San Bernardino Valley Colleges were included in the outreach campaign. Mr. Brophy responded that staff planned to meet with all campuses with police presence in the region; however, did not have the details with him. Members Avila and Spagnolo volunteered to help with this program if needed.

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

Member Dutrey left meeting at 9:30 a.m. and returned at 9:35 a.m.

5. Receive and File an Informational Update on the Omnitrans/SBCTA Ad Hoc Committee

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

Member Avila expressed some concern regarding the service reductions particularly related to the Access program; and asked if other options would be available for the customers. Mr. Bryant responded that additional options were being looked at and noted that an extensive outreach and communication plan would be conducted prior to the plan moving forward.

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

F. ADJOURNMENT

The Operations and Safety Committee adjourned at 10:05 a.m. The next Committee Meeting is scheduled Wednesday, November 27, 2019, at 9:00 a.m., with location posted on the Omnitrans website and at Omnitrans' San Bernardino Metro Facility.

Prepared by:

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

**OPERATIONS AND SAFETY COMMITTEE
MINUTES
FEBRUARY 19, 2020**

A. CALL TO ORDER

The Operations and Safety Committee Meeting was called to order by Committee Chair John Roberts at 9:03 a.m., Wednesday, February 19, 2020.

1. Pledge of Allegiance
2. Roll Call

Committee Members Present

Council Member John Roberts – Committee Chair
Mayor David Avila, City of Yucaipa
Mayor John Dutrey, City of Montclair
Supervisor Curt Hagman, County – Via Teleconference
Council Member Alan Wapner, City of Ontario – Via Teleconference

Committee Members Not Present

Supervisor Josie Gonzales, County of San Bernardino
Sam Spagnolo, City of Rancho Cucamonga

LEGAL COUNSEL

Steve DeBaun, Legal Counsel

Omnitrans Administrative Staff Present

Erin Rogers, Interim CEO/General Manager
Trischelle Baysden, Director of Rail
Shawn Brophy, Director of Operations
Jeremiah Bryant, Director of Strategic Development
Alex Chen, Interim Director of Information Technology
Aaron Moore, Deputy Director of Special Transportation Services/Operations
Suzanne Pfeiffer, Director of Human Resources
Nicole Ramos, Interim Director of Marketing
Araceli Barajas, Sr. Exec. Asst. to CEO/Clerk of the Board
Marcos Espinoza, Network Engineer

B. ANNOUNCEMENTS/PRESENTATIONS

There were no announcements.

C. COMMUNICATION FROM THE PUBLIC

There were no communications from the public.

D. POSSIBLE CONFLICT OF INTEREST ISSUES

There were no Conflict of Interest Issues identified.

E. DISCUSSION ITEMS

1. Approve Operations and Safety Committee Meeting Minutes – August 28, 2019

Committee Chair Roberts noted a correction to Item #E1 on the agenda. Item #E1, states Approve *Plans & Programs Committee* Minutes of August 28, 2019; however, should state Approve *Operations & Safety Committee Minutes* of August 28, 2019.

The item was continued for approval at the May 20, 2020, meeting.

2. Receive and Forward to the Board of Directors, Safety and Security Update

Supervisor Hagman joined the meeting via teleconference at 9:04 a.m.

Director of Operations, Shawn Brophy, provided a brief background on this item as detailed in the staff report.

The Committee engaged in a brief discussion regarding lighting at bus stops. Mr. Brophy provided additional information regarding how bus stops that need additional lighting are identified. He stated that various forms of data are used to make the determination. Interim CEO/General Manager, Erin Rogers explained that the focus on safety continues to be a top priority and stated that staff would continue to track and monitor the data to improve this area.

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

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

Maintenance Manager, Omar Bryant, provided a brief background on this item as detailed in the staff report.

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

4. Recommend the Board of Directors Authorize the Interim CEO/General Manager to Sign the Interagency Service Agreement between Omnitrans and Sunline Transit Agency

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

M/S (Wapner/Avila) that recommended the Board of Directors, authorize the Interim CEO/General Manager to sign the Interagency Service Agreement between Omnitrans and Sunline Transit Agency. Roll call vote was taken, and the motion was passed unanimously by Members present

5. CEO/General Manager's Report

Ms. Rogers did not have anything to report.

F. ADJOURNMENT

The Operations and Safety Committee adjourned at 9:27 a.m. The next Committee Meeting is scheduled Wednesday, May 20, 2020, at 9:00 a.m., with location posted on the Omnitrans website and at Omnitrans' San Bernardino Metro Facility.

Prepared by:

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

ITEM # E3

DATE: May 20, 2020

TO: Committee Chair John Roberts and
Members of the Operations and Safety Committee

THROUGH: Erin Rogers, Interim CEO/General Manager

FROM: Jerome Rogers, Director of Safety, Security & Regulatory Compliance

SUBJECT: SAFETY AND SECURITY UPDATE

FORM MOTION

Receive and forward to the Board of Directors this presentation on safety and security incidents, measures, and initiatives.

BACKGROUND

Omnitrans continues to focus on safety measures to increase system safety for customers and Coach Operators. The results show a significant reduction in the number of preventable accidents, and safety and security incidents. Omnitrans has experienced a 22% reduction in preventable accidents in Q3 2020 versus Q3 2019, and a 14% reduction in safety and security incidents.

In response to the COVID-19 pandemic, Omnitrans has implemented additional processes and procedures to protect the health and safety of our employees and customers. As we enter the second month of this crisis, we continue to respond to the changing conditions in real time. Measures were taken immediately to enhance the cleaning and disinfecting of our fleet and facilities. We began rear door boarding to provide social distancing for our Coach Operators. Modifications and mitigation measures were put in place in the facilities to ensure social distancing, including remote working arrangements when possible. As we begin to evaluate phasing employees back into the work place, a Return to Work procedure has been developed which requires any employee who has been on a leave of absence for more than one work week, to have a temperature check and complete a questionnaire regarding COVID related exposure and symptoms. Full body scanners will be installed at various facility access points to monitor elevated temperatures. Floor decals will be placed within the facilities to ensure proper distancing is maintained. Additionally, driver barriers will soon be installed on buses to help facilitate social distancing while returning to fare collection practices.

CONCLUSION

Receive and forward to the Board of Directors the attached staff report and presentation on safety and security incidents, measures, and initiatives.

ER: JR

Attachment A: PowerPoint Presentation



SAFETY & SECURITY UPDATE

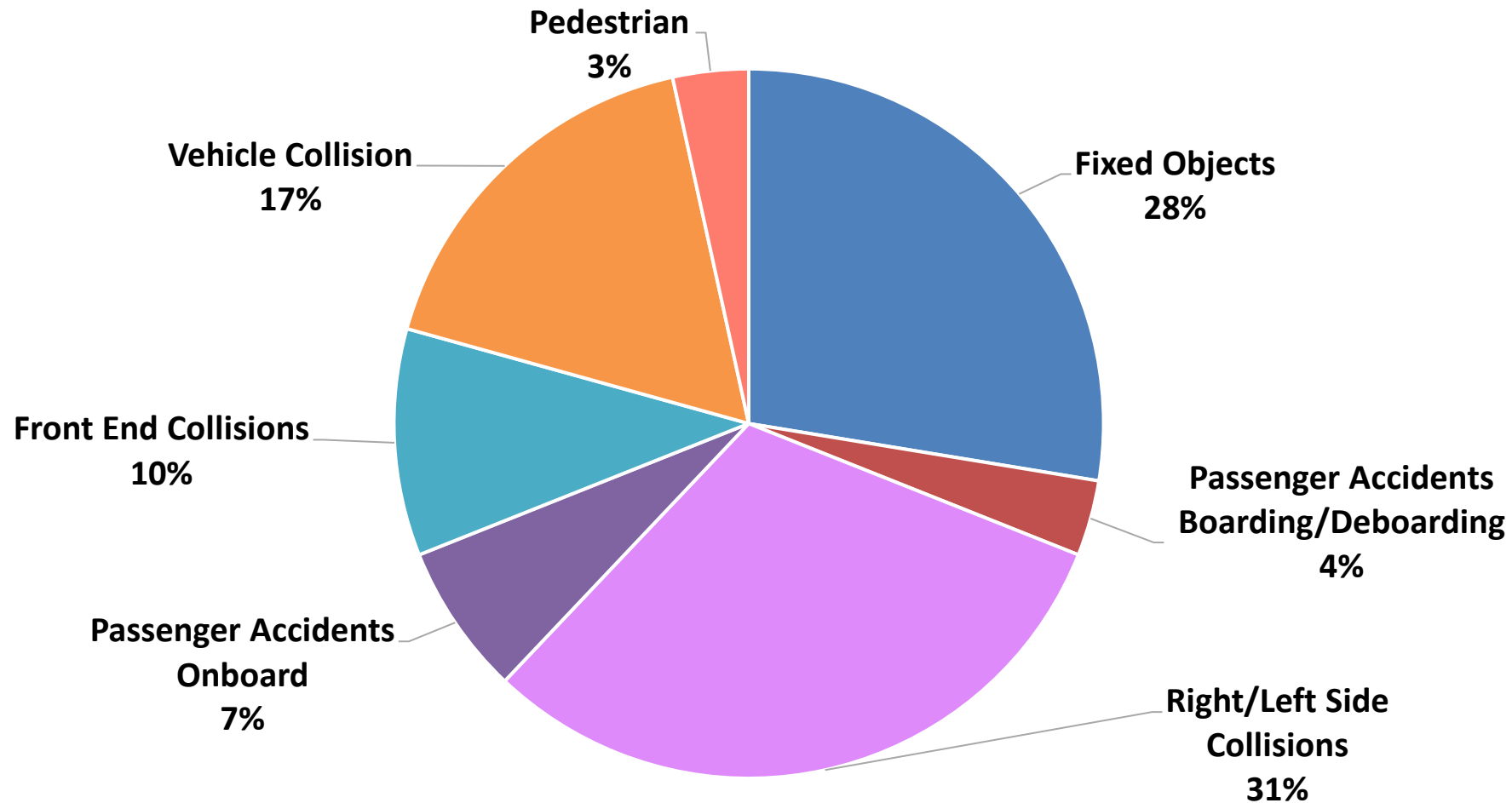
**Operations and Safety Committee Meeting
May 20, 2020**



OVERVIEW

- In the 3rd quarter of FY20 there was a 22% reduction in preventable accidents from the previous year
- There has been a 14% reduction in overall Security Incidents in the 3rd quarter of FY20 from the previous year
- Ongoing safety campaigns to raise awareness and enhance safety culture
- COVID-19 mitigation measures

PREVENTABLE ACCIDENT FREQUENCY/ 100,000 MILES



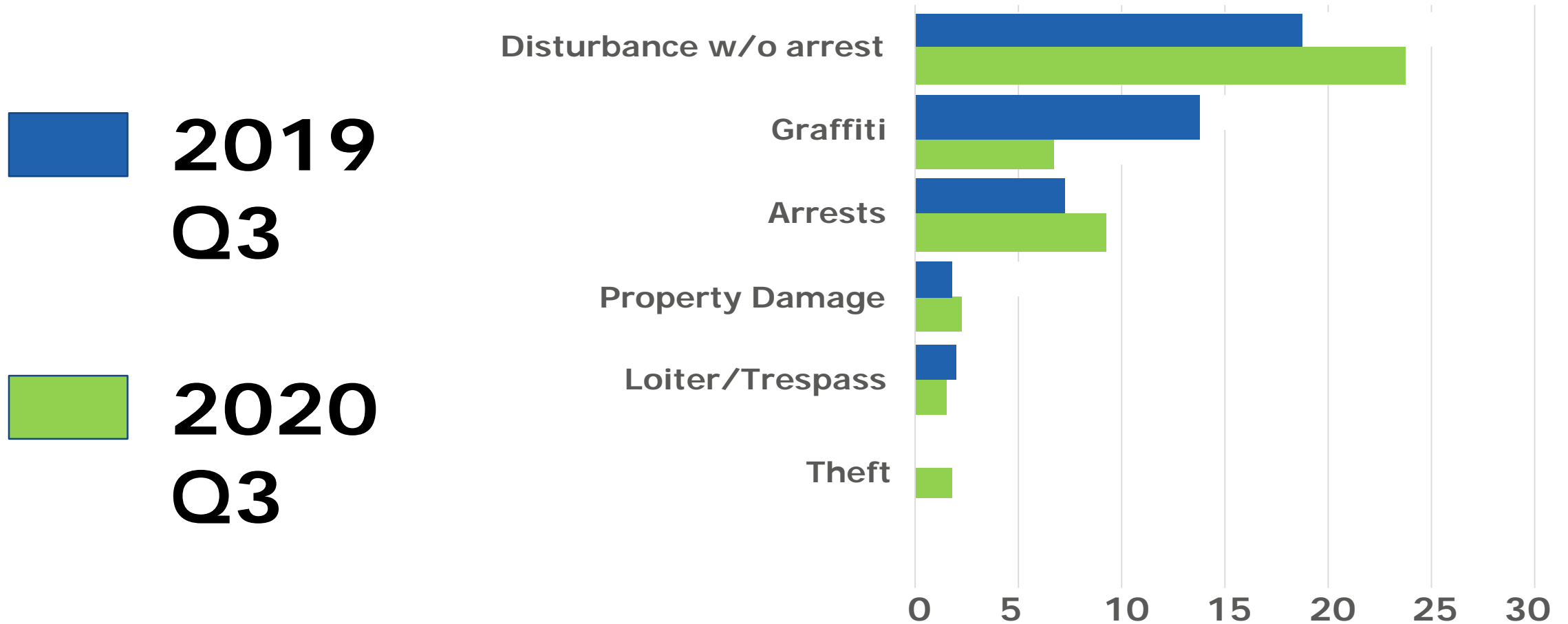
**RATES PER
100K
MILES**

FY19- 1.52

**FY20- 1.20
(-22% YOY)**


**ABBG-1.24
(-4%)**

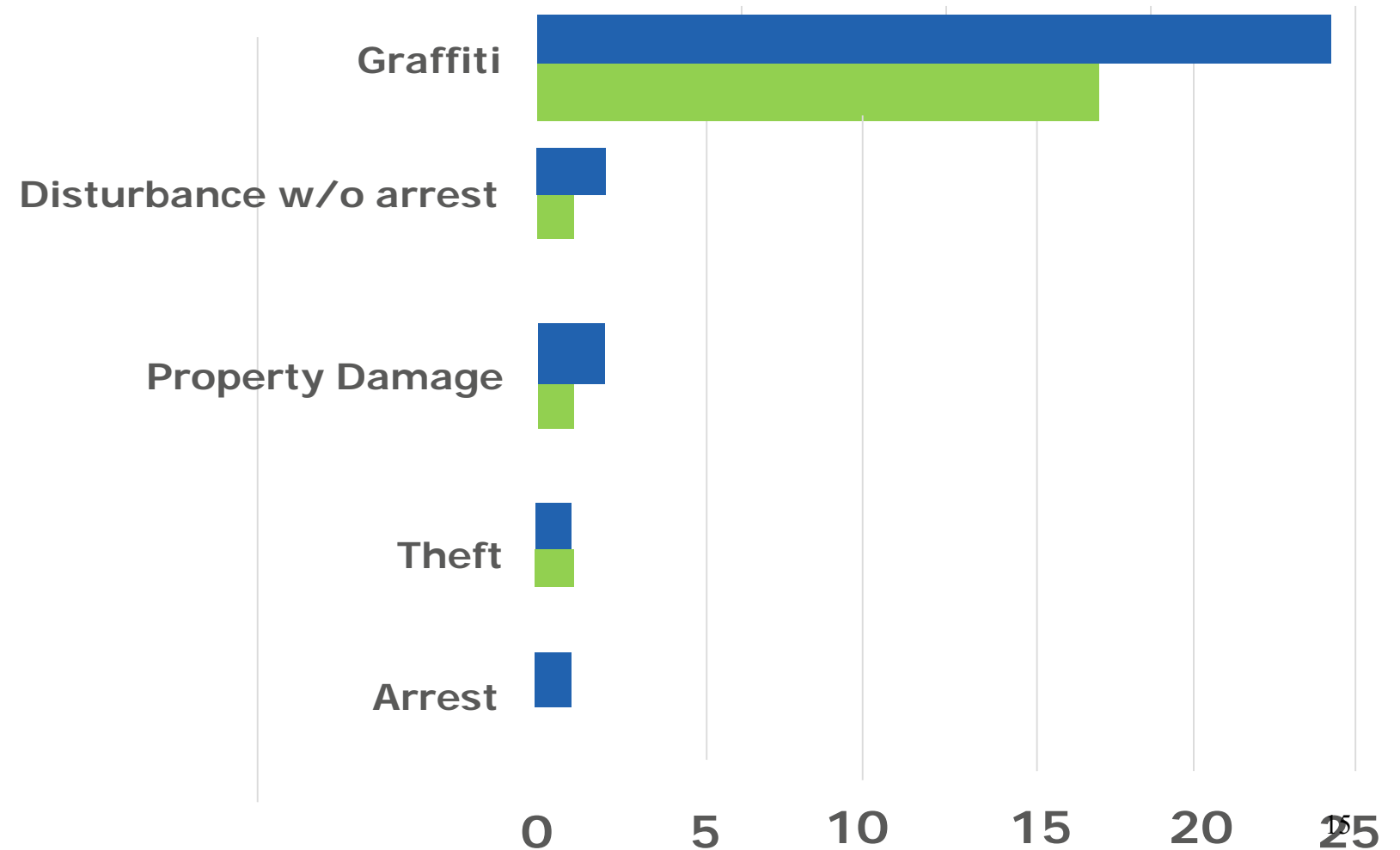
SECURITY INCIDENTS: SBTC



SECURITY INCIDENTS: SBX STATIONS

 **2019
Q3**

 **2020
Q3**



COVID-19 MITIGATION MEASURES

- Employee Communication
- Personal Protective Equipment
- Policies, Procedures and Processes

COVID-19 MITIGATION EMPLOYEE COMMUNICATION

- Create awareness about COVID-19 through newsletters and safety campaigns
- Updated outdoor digital display boards with reminders about social distancing and hand washing
- Provided daily update to employees via the Employee Emergency Hotline
- OmniBlast informational memo
- Emergency text line



COVID-19 MITIGATION

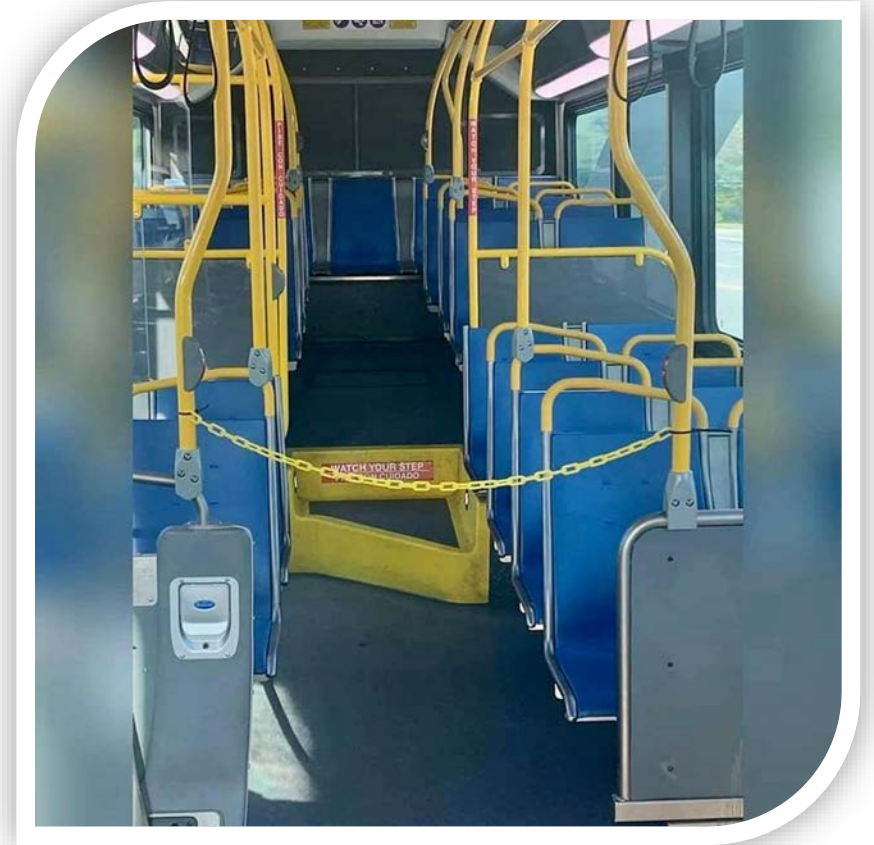
PERSONAL PROTECTIVE EQUIPMENT

- Purchased and implemented hand sanitizing stations throughout all facilities
- Provided hand sanitizers, gloves and masks for all employees
- Implemented requirements for face coverings; provided all employees cloth masks
- Instituted a policy requiring all passengers to wear a face covering while on buses. (now a strong recommendation)
- Provided eye protection for employees performing the disinfecting process



COVID-19 MITIGATION POLICIES, PROCEDURES AND PROCESSES

- Senior Leadership created COVID-19 task force
- Created enhanced disinfecting procedures for buses and facilities
 - Purchased Electrostatic disinfecting/sanitizing equipment
- Created and implemented a Remote Work Policy
- Emergency Administrative Leave Policy (Policy 620, 621) to promote social distancing and ensure continuity of pay
- Enacted rear door boarding on all buses to enhance social distancing for Coach Operators (stop collecting fares)



COVID-19 MITIGATION POLICIES, PROCEDURES AND PROCESSES CONTINUED

- Implemented floor markers to promote social distancing
- Closed off areas where social distancing is not possible
- Closed off public access for lobbies at SBTC and both divisions
- Created and implemented Return to Work screening process



COVID-19 MITIGATION CONTINUED

WALK THROUGH BODY TEMPERATURE DETECTOR

- Non-contact detection mode
- Real time display of human body temperature
- Visual & sound alarm signals abnormal temperature
- Tracking for abnormal temperatures
- Adopts a single infrared detector

Model:

CSE-1008 Walk Through Body Temperature Detector



Product Information

The CSE-1008 walk through human body temperature detector, features a non-contact IR temperature sensing system, is lightweight for easy relocation, and simple operation for all users. It solves the problem of rapid and non-contact screening of abnormal body temperature with high screening accuracy, greatly reducing the probability of staff being exposed to infection, and improving the efficiency of detection and clearance in high traffic situations.

- ♦ Non-contact detection mode, 3/4"-2" detection distance
- ♦ Real time display of human body temperature
- ♦ Visual & sound alarm signals abnormal temperature over 98.6°F
- ♦ Tracking for abnormal temperatures over 98.6°F
- ♦ Adopts a single infrared detector, dual detector optional
- ♦ Safe for human use

Performance



COVID-19 MITIGATION CONTINUED COACH OPERATOR PROTECTIVE SHIELD

- Custom made Plexiglass shield
- Easily accessible
- Provides protection for Coach Operators



THANK YOU OPERATORS!

The following customer message came into our website last night. What you do matters – thank you!

“I would like to express my gratitude for drivers continuing their jobs during this health crisis. I rely on public transportation to get to work. I'm on 4 buses per day. Every driver that I have come in contact with has been courteous and professional. THANK YOU Omni, THANK YOU Omni drivers...”



THANK YOU

ITEM # E4

DATE: May 20, 2020

TO: Committee Chair John Roberts and
Members of the Operations & Safety Committee

THROUGH: Erin Rogers, Interim CEO/General Manager

FROM: Maurice Mansion, Treasury Manager

**SUBJECT: AGENCY MANAGEMENT REPORT – FISCAL YEAR 2020 THIRD
QUARTER REPORT**

AGENCY RESULTS

The third quarter operational results in this report represents the period covering 1/01/2020 – 3/31/2020.

OPERATING REVENUE

Third quarter Operating Revenues of \$22.8M are \$0.06M under budget. The third quarter negative variance is driven by the over accrual of prior year's Preventive Maintenance. The FY20 preventive maintenance accrual was adjusted to correct the accounts receivable balance.

OPERATING EXPENSE

Third quarter Operating Expenses of \$21.4M are \$1.5M under budget. The third quarter positive variance is primarily driven by expenditures in Labor & Benefits, Services and Occupancy being less than planned.

RIDERSHIP

During the third quarter, Omnitrans carried a total 2,417,531 passengers. This consisted of 2,347,419 on Fixed Route service and 70,112 on Access routes. Year-to-Date (YTD) Omnitrans carried a total of 7,950,837 passengers. This reflects a total system decrease of 2.0% when compared to the third quarter of last year. Fixed Route ridership decreased 127,735 or 1.6% and Access ridership decreased 33,705 or 12.5% compared to the same period last year.

REVENUE HOURS/REVENUE MILES

Omnitrans provided a total of 200,200 revenue hours for the third quarter, reflecting a decrease of 6,497 hours or 4.5% compared to the same quarter last year. YTD Omnitrans provided a total of 619,909 revenue hours or a .5% decrease over last year. Omnitrans logged a total of 2,715,893

revenue miles during the quarter, reflecting a decrease of 128,771 revenue miles or 4.5% when compared to same quarter last year. YTD Omnitrans logged 8,516,996 revenue miles, a decrease of .02% compared to last year.

FAREBOX RECOVERY RATIO

Third quarter Passenger Revenue for Fixed Route is \$4,633,233 compared to \$4,750,851 for the same period last year. The decrease in Passenger Revenue is attributed to the beginning decrease in ridership due to the impact of the COVID 19 pandemic. The farebox recovery ratio for Fixed Route is 26.1% for the Third quarter. The minimum required farebox recovery ratio for fixed route is 20%.

Passenger Revenue for Access is \$918,925 versus (\$477,996) for the same quarter last year. This is an increase of 292.3%. The increase is driven by the write-off the Medi-Cal reimbursement from the state that occurred in the third quarter of Fiscal Year 2019. The farebox recovery ratio for Access is 25.1% for the third quarter. The minimum required farebox recovery ratio for Access is 10%.

FINANCIALS

Total Salaries and Benefits of \$12,785,407 are \$830,050 under budget for the third quarter. Year to date (YTD) Salaries and Benefits are \$38,014,749 or \$2,831,620 under budget. The third quarter and YTD positive variances are driven by headcount being lower than planned and the timing of sick and vacation accruals.

Total Services is \$735,554 or \$242,407 under budget in the third quarter. YTD Services are \$2,020,078 or \$938,303 under budget. The third quarter and YTD positive variances are primarily driven by the timing of services.

Materials and Supplies is \$1,656,767 or \$42,277 under budget for the third quarter. YTD Materials and Supplies are \$5,054,898 or \$10,733 under budget. The third quarter and YTD minimal positive variances are driven by material and supplies being on plan.

Occupancy consists of Utilities, Data Communication Lines, Repairs and Maintenance to Buildings, Equipment and Software. Third quarter expenses are \$1,245,100 or \$134,906 under budget. YTD Occupancy expenditures are \$3,460,591 or \$710,927 under budget. The third quarter and YTD positive variances are driven by utilities and repairs and maintenance on the buildings being less than planned.

Casualty & Liability is \$2,081,462 or \$75,253 over budget for the third quarter. YTD casualty and Liability is \$6,033,652 or 15,025 over budget. The third quarter and YTD negative variances are driven by insurance premiums being higher than planned.

Purchase Transportation is \$2,656,682 or \$301,174 under budget for the third quarter. YTD Purchase Transportation is \$8,323,957 or \$549,611 under budget. The third quarter and YTD positive variances are driven by the decline in ridership on ACCESS.

Printing and Advertising is \$170,646 or \$45,112 under budget for the third quarter. YTD Printing and Advertising is \$497,699 or \$155,576 under budget. The third quarter and YTD positive variances are driven by the timing of printing and advertising charges.

ER:DW:MM

Attachment A: Agency Management Report FY20 Third Quarter Report

**PERFORMANCE STATISTICS
FISCAL YEAR 2020
Third Quarter**

	<u>Current Quarter</u>		YR/YR	<u>Year-To-Date</u>		YR/YR
	<u>Second Quarter 2020</u>	<u>Second Quarter 2019</u>	<u>inc/(dec)</u> <u>CURRENT</u>	<u>Second Quarter 2020</u>	<u>Second Quarter 2019</u>	<u>inc/(dec)</u> <u>YTD</u>
Total Passenger Revenue & Subsidy						
Fixed Route	\$4,633,233	\$4,750,851	-2.5%	\$14,966,087	\$14,216,383	5.3%
Demand Response	\$918,925	-\$477,996	-292.2%	\$2,788,440	\$1,759,767	58.5%
Total Passengers						
Fixed Route	2,347,419	2,513,181	-6.6%	7,714,516	7,842,251	-1.6%
Demand Response	70,112	87,821	-20.2%	236,321	270,016	-12.5%
Farebox Recovery Ratio						
Fixed Route/OmniLink	26.12%	25.75%		28.79%	26.42%	
Access	25.08%	-11.59%		24.50%	14.46%	
Total Passengers per Revenue Hour						
Fixed Route	14.2	15.0	-4.8%	15.3	15.5	-1.7%
Demand Response	2.0	2.3	-13.1%	2.0	2.3	-12.5%
Revenue per Passenger						
Fixed Route	\$1.97	\$1.89	4.4%	\$1.94	\$1.81	7.0%
Demand Response	\$11.47	(\$5.44)	-310.7%	\$11.80	\$6.52	81.0%
Cost per Passenger						
Fixed Route	\$7.56	\$7.34	2.9%	\$6.74	\$6.86	-1.8%
Demand Response	\$52.25	\$46.95	11.3%	\$48.16	\$45.07	6.9%
Cost per Revenue Hour						
Fixed Route	\$107.59	\$109.80	-2.0%	\$102.82	\$106.50	-3.5%
Demand Response	\$103.76	\$107.26	-3.3%	\$96.61	\$103.30	-6.5%

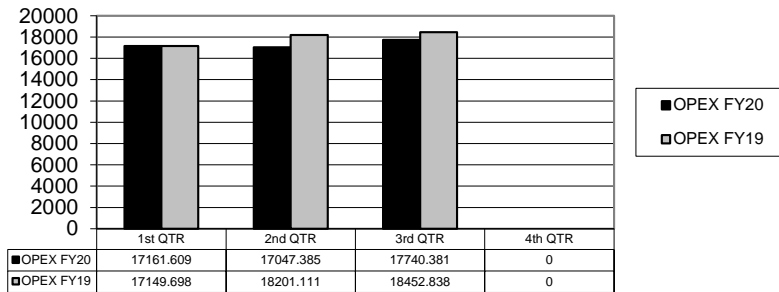
Staffing

(includes PT Operators, Operators on leave, excludes Rail,STS)

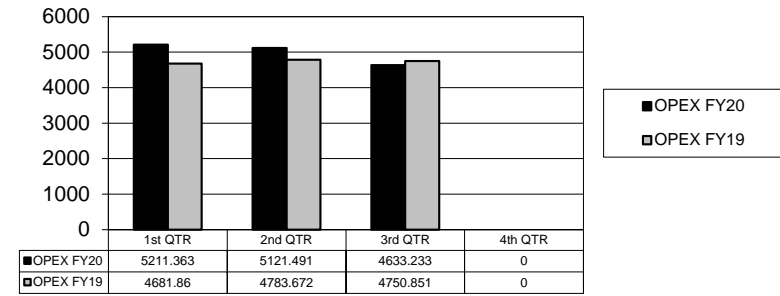
677

621

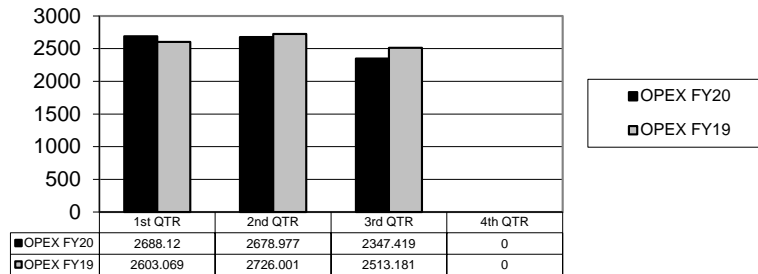
Fixed Route Operating Expense *Thousands*



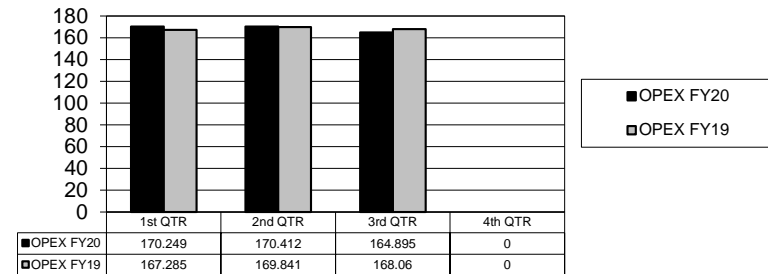
Fixed Route Passenger Revenue *Thousands*



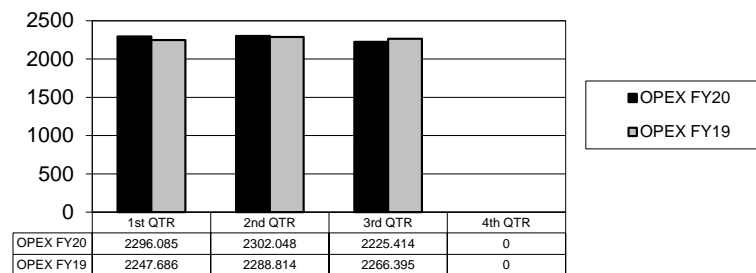
Fixed Route Ridership *Thousands*



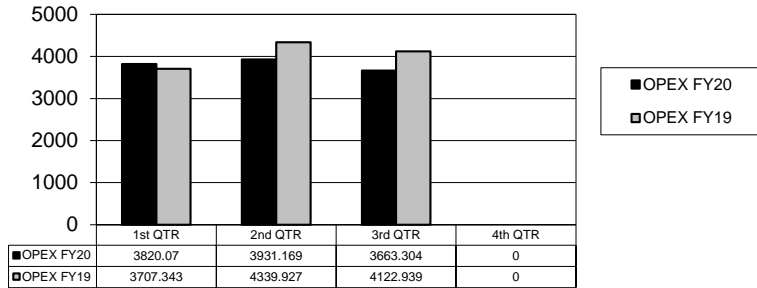
Fixed Route Revenue Hours *Thousands*



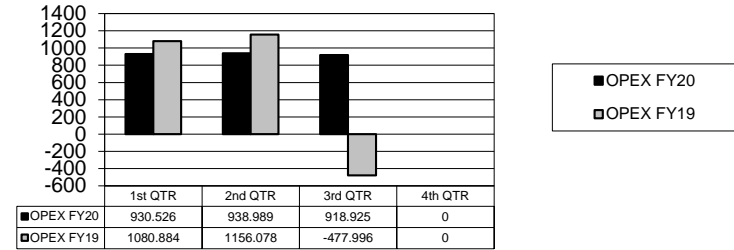
Fixed Route Revenue Miles *Thousands*



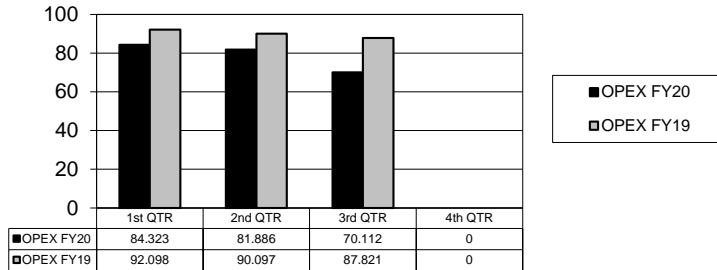
Demand Response Operating Expense
Thousands



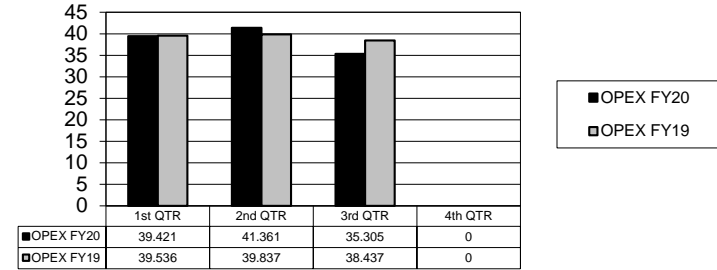
Demand Response Passenger Revenue
Thousands



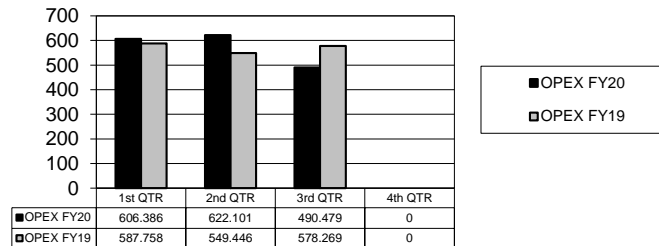
Demand Response Ridership
Thousands



Demand Response Revenue Hours
Thousands



Demand Response Revenue Miles
Thousands



Statement of Operations

Fiscal Year: 2020

CURRENT QUARTER: Third Quarter (January, February, March)

<u>Actual</u>	<u>Budget</u>	<u>Fav/(Unf)</u>	<u>% of</u> <u>Budget</u>	<u>Operating Revenues</u>
3,088,771	3,539,500	(450,729)	87%	Passenger Fares
53,987	83,750	(29,763)	64%	Measure I Subsidy - Fares
1,975,480	1,975,480	(0)	100%	Measure I - Operating
332,810	332,811	(0)	100%	Measure I CTSA - Operating
71,109	195,873	(124,764)	36%	Measure I Rail - Operating
537,845	382,500	155,345	141%	LCFS - Credits
295,845	73,568	222,278	402%	LCTOP Operating
283,541	163,750	119,791	173%	Auxillary Transportation Revenue
973,992	12,500	961,492	0%	Non-Transportation Revenue
11,026,361	11,026,361	0	100%	LTF Operating
634,371	634,371	(0)	100%	STAF Operating
0	17,250	(17,250)	0%	Other - TCC Program
80,701	34,812	45,890	0%	JARC - Operating Assistance
3,445,599	4,391,719	(946,120)	78%	Capital Funds for Operations
22,800,412	22,864,243	(63,831)	100%	Total Revenues

Operating Expenses

8,090,304	8,940,385	850,081	90%	Labor
4,695,103	4,675,072	(20,031)	100%	Fringe Benefits
735,554	977,960	242,407	75%	Services
1,656,767	1,699,044	42,277	98%	Materials and Supplies
1,245,100	1,380,006	134,906	90%	Occupany
2,081,462	2,006,209	(75,253)	104%	Casualty and Liability
32,091	13,750	(18,341)	233%	Taxes and Fees
2,656,682	2,957,856	301,174	90%	Purchased Transportation
170,646	215,758	45,112	79%	Printing and Advertising
39,977	(1,798)	(41,774)	-2224%	Miscellaneous Expense
0	0	0		Lease and Rental
21,403,685	22,864,242	1,460,557	94%	Total Operating Expense
1,396,727	1	1,396,727		Net Gain (Net Loss)

YEAR-TO-DATE: March 2020

<u>Actual</u>	<u>Budget</u>	<u>Fav/(Unf)</u>	<u>% of</u> <u>Budget</u>
10,362,792	10,618,500	(255,708)	98%
185,244	251,250	(66,006)	74%
5,926,439	5,926,439	0	100%
998,432	998,432	0	100%
281,620	587,618	(305,998)	48%
2,111,936	1,147,500	964,436	184%
300,097	220,703	79,394	136%
550,699	491,250	59,449	112%
743,839	37,500	706,339	1984%
33,079,083	33,079,083	0	100%
1,903,112	1,903,112	0	100%
-	51,750	(51,750)	0%
283,475	104,435	179,040	0%
10,957,682	13,175,156	(2,217,474)	83%
67,684,449	68,592,727	(908,277)	99%
25,245,146	26,821,154	1,576,007	94%
12,769,603	14,025,216	1,255,613	91%
2,028,078	2,956,381	928,303	69%
5,054,898	5,065,631	10,733	100%
3,460,591	4,171,517	710,927	83%
6,033,652	6,018,627	(15,025)	100%
34,804	41,250	6,446	84%
8,323,957	8,873,568	549,611	94%
497,699	653,275	155,576	76%
(84,512)	(33,893)	50,619	249%
-	-	0	0%
63,363,917	68,592,727	5,228,810	92%
4,320,533	(0)	4,320,533	

DATE: May 20, 2020

TO: Committee Chair John Roberts and
Members of the Operations & Safety Committee

THROUGH: Erin Rogers, Interim CEO/General Manager

FROM: Joseph Mercurio, Accounting Manager

SUBJECT: INVESTMENT STATUS

FORM MOTION

Receive and file this report on the status of the Agency's investments.

BACKGROUND

California Government Code requires the quarterly reporting of investments of public agency funds to its governing body.

SUMMARY

All of the Agency's investments are invested with the Local Agency Investment Fund (LAIF) and Union Bank. Please refer to the attachment for the investment activity of the Agency for the period of January-March 2020. Sufficient funds are available to meet the obligations of the Agency for the next thirty-one days.

ER:JM

OMNITRANS
Treasurer's Report
Quarter ending March 2020

Institution - Investment Type	Description	Starting Balance	Deposits	Disbursements	Interest Yield	Ending Balance
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Cash and Investments Under the Direction of the Treasurer

Local Agency Investment Fund		\$ 56,905,821.51			2.03%	
	Interest for QTR	\$ 353,680.22	\$ (5,650,000.00)	\$ (4,000,000.00)	1.94%	
			\$ (3,300,000.00)		1.92%	
					1.74%	
		\$ 57,259,501.73	\$ (12,950,000.00)			
Net LAIF Funds			\$ 44,309,501.73			\$ 44,309,501.73
Fair Marketing Value	Fair Value Factor				1.007481015	\$ 44,640,981.78
Union Bank Money Market GMRA		\$ 3,421,847.48			1.12%	
	Interest	\$ 8,679.04			1.00%	
		\$ 92,204.96	\$ (134,534.44)		0.25%	
		\$ 3,522,731.48	\$ (134,534.44)			
			\$ 3,388,197.04			\$ 3,388,197.04
Union Bank Money Market Caltrans Capital Project Funds		\$ 12,505,615.70			1.12%	
	Interest	\$ 30,288.12			1.00%	
			\$ (462,707.24)		0.25%	
		\$ 12,535,903.82	\$ (462,707.24)			
			\$ 12,073,196.58			\$ 12,073,196.58
Union Bank Money Market West Valley Corridor Project		\$ 150,335.12			1.12%	
	Interest	\$ 371.28			1.00%	
		\$ 150,706.40			0.25%	
			\$ 150,706.40			\$ 150,706.40
Union Bank Money Market CTSA		\$ 7,524,121.20			1.12%	
	Interest	\$ 19,649.90			1.00%	
		\$ 826,120.87	\$ (635,216.35)		0.25%	
		\$ 8,369,891.97	\$ (635,216.35)			
			\$ 7,734,675.62			\$ 7,734,675.62
Chase Bank -CTSA ACH Debit		\$ 21,945.32				
		\$ 31,056.24	\$ (24,378.78)			
		\$ 53,001.56	\$ (24,378.78)			
			\$ 28,622.78			\$ 28,622.78
		\$ 902,833.08				
	Passenger	\$ 3,105,662.59				
	Grants' Revenue	\$ 10,833,982.66				
	Miscellaneous Revenue	\$ 894,900.33				
	Transfers From (To) LAIF	\$ 12,950,000.00				
	Transfers From (To) GMRA	\$ 597,241.68	\$ (246,371.41)			
	Transfers From (To) CTSA	\$ 615,201.35	\$ (671,954.42)			
	Accounts Payable		\$ (18,624,683.91)			
	Payroll and Payroll Taxes		\$ (7,691,483.68)			
	Employee Benefits		\$ (1,652,915.87)			
	Bank Service Charge		\$ (11,358.03)			
Net Union Bank Operating Funds		\$ 29,899,821.69	\$ (28,898,767.32)			\$ 1,001,054.37
		\$ 9,200.00				
Petty Cash						\$ 9,200.00

Cash and Investments Under the Direction of Fiscal Agents

Union Bank	\$ 150,000.00					
Pacific Claims Management		\$ 150,000.00		\$ 150,000.00		
Total Cash & Investments				\$ 69,176,634.57		

I hereby certify that the investment portfolio of OMNITRANS complies with its investment policy and the California Government Code Sections pertaining to the investment of local agency funds and Union Bank of California. Pending any future actions by the Omnitrans Board or any unforeseen catastrophe, OMNITRANS has an adequate cash flow to meet its expenditure requirements for the next six months.

Prepared by: _____
Joseph Mercurio, Accounting Manager

Approved by: _____
Erin Rogers, Interim CEO/General Manager, Treasurer

@ Source of Market Value: California State Pooled Money Investment Board Report.
(1) Union: "Summary of Market Value" posted on monthly fiscal agent statements.
(2) LAIF: "Pooled Money Investment Account Market Valuation" .
Master Control Account is the controlling account for all the zero balance accounts with Union including: Accounts Payable Account (General Account) and Payroll Account.
Interest earned by the Master Control account is used as a partial offset to the monthly bank service charges.

DATE: May 20, 2020

TO: Committee Chair John Roberts and
Members of the Operations & Safety Committee

FROM: Erin Rogers, Interim CEO/General Manager

SUBJECT: PAYROLLS AND WARRANTS FOR JANUARY - MARCH 2020

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

Payroll Period	Amount	Register #
01/01/20-03/31/20	\$ 792,721.94	01-02
02/01/20-02/29/20	\$ 814,242.33	03-04
03/01/20-03/31/20	\$ 821,233.74	05-06

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

Payroll Period	Amount	Register #
01/01/20-01/31/20	\$2,332,587.11	01-02
02/01/20-02/29/20	\$2,154,725.51	03-04
03/01/20-03/31/20	\$2,153,231.28	05-06

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

Register Date	Amount	Register #
01/01/20-01/31/20	\$ 8,411,174.12	1059-1064
02/01/20-02/29/20	\$ 3,939,068.17	1065-1069
03/01/20-03/31/20	\$ 6,274,441.62	1070-1075

I, Erin Rogers, Interim CEO/General Manager of Omnitrans, declare that the above Register of Demands has been audited as required by Section 37202 and 37208 of the Government Code, and said documents are accurate and correct.

ER:JM

ITEM # E5

DATE: May 20, 2020

TO: Committee Chair John Roberts and
Members of the Operations & Safety Committee

THROUGH: Erin Rogers, Interim CEO/General Manager

FROM: Jeremiah Bryant, Director of Strategic Development

**SUBJECT: MANAGEMENT PLAN STRATEGIC INITIATIVES AND KEY
PERFORMANCE INDICATORS FISCAL YEAR 2020 THIRD
QUARTER REPORT**

FORM MOTION

Receive and forward to the Board of Directors the 2020 Management Plan Strategic Initiatives and Key Performance Indicators, Third Quarter Report.

BACKGROUND

In May 2019, the Board of Directors approved five Strategic Initiatives in the FY2020 Management Plan. The five FY2020 Strategic Initiatives are:

1. Customer-Focused Service and Development
2. Safety and Security
3. Employee Engagement and Development
4. Innovation and Technology
5. Financial Sustainability and Funding Growth

These initiatives were developed through a collaborative process with the Senior Leadership Team and align with Omnitrans Short Range Transit Plan, and the San Bernardino County Transportation Authority's (SBCTA) Short Range Transit Plan. Progress made on the Strategic Initiatives is reported to the Board of Directors quarterly (Attachment A). This report is focused on the actions and accountability measures that support each of the five Strategic Initiatives.

Additionally, each quarter Omnitrans staff prepares the Key Performance Indicators (KPI's) report to present to the Board. The attached report is the Third Quarter Report for Fiscal Year 2020 (Attachment B).

CONCLUSION

Receive and forward to the Board of Directors the 2020 Management Plan Strategic Initiatives and Key Performance Indicators, Third Quarter Reports.

ER: JB: VC

Attachments: A. Strategic Initiatives
B. Key Performance Indicators (KPIs)

Omnitrans Management Plan FY2020



A. Strategic Initiative: Customer Focused Service & Development

Objective Statement: Attract and retain customers by delivering high-quality service, while planning for and implementing new or enhanced service.

Lead Department(s): Marketing, Rail, Strategic Development

Strategic Actions	Accountability Measures		Q1	Q2	Q3	Q4
1. Partner with San Bernardino County Transportation Authority to advance Arrow Rail Project	a. Finalize Independent Cost Estimates & Scope for Operations & Maintenance Contractor with San Bernardino County Transportation Authority	Plan				X
		Action	SBCTA evaluating shifting Arrow to Metrolink instead of Omnitrans. During quarter, Omnitrans continued to partner with SBCTA and Metrolink on Arrow Project.	Continued support while transfer of Arrow service occurs from Omnitrans to Metrolink.	MOU draft between SBCTA and Metrolink in final review, scheduled to be presented at Metrolink May 2020 Board Meeting.	
	b. Model & Develop Arrow Timetable/Schedule with San Bernardino County Transportation Authority & Mott McDonald	Plan				X
		Action	SBCTA working with Mott McDonald on Arrow schedules. Omnitrans will not make schedules.	Participated in Arrow Timetable Development Workshops until transfer of service.	Timetable workshop #3 held for April 9, 2020.	
2. Complete Fiscal Year 21-25 Short-Range Transit Plan	a. Present Board with Framework of Service alternatives to inform policy decisions	Plan		X		
		Action	Presented Ad Hoc Committee recommendation, service reduction scale and guiding principles to committees and Board.	ConnectForward plan guiding principles and scale of service change approved. Draft plan developed. Presented to all cities.	Completed.	
	b. Draft Short-Range Transit Plan, Constrained Service Plan, and Financial Plan	Plan			X	
		Action	Developing draft plan as presented to Ad Hoc Committee and Board.	Draft service changes presented to JPA members and Board of Directors.	Draft completed for ConnectForward Annual Service Plan. SRTP will be finalized in FY2021.	
	c. Complete Short-Range Transit Plan Public Hearings	Plan			X	
		Action	On track for Q3.	Call for public hearing issued in Q2.	Completed ConnectForward Annual Service Plan Public Meetings. The SRTP will be finalized in FY2021.	
	d. Board approval of FY 2021-2025 Short-Range Transit Plan	Plan				X
		Action	On track for Q4.	On track for Q4.	ConnectForward Annual Service Plan developed. Presented to committee. Full SRTP will be completed in FY2021.	

OmniTrans Management Plan FY2020



Strategic Actions	Accountability Measures		Q1	Q2	Q3	Q4
3. Expand Health and Human Services Transportation Projects	a. Contact City-operated senior centers for Health and Human Services transportation opportunities or interest to and from centers	Plan	X			
		Action	Reached out to multiple senior centers on Measure I Call for Projects encouraging all senior centers to apply for call.	Additional senior centers contacted in Q2 along with other trip generators for seniors and individuals with disabilities.	Additional call for projects issued to expand service offerings.	
	b. Select two senior centers and develop capital and operating budgets necessary to provide cost effective Health and Human Services transportation to and from center(s)	Plan		X		
		Action	In addition to existing programs with Senior Centers in Grand Terrace, Redlands, and Highland, two new programs were awarded funds in Fontana and Yucaipa.	Funding agreements are being finalized and the programs are being implemented by the selected partners.	Holding workshops for senior centers and non-profits so that more potential partners submit grants and eventually can be awarded funding.	
	c. Award Measure I funds for transportation projects	Plan			X	
		Action	On track for Q2; ahead of schedule.	Assist in procurement projects related to Measure I.	Initial projects awarded; now focused on secondary call for projects following Board approval of Regional Mobility Partner program.	
4. Develop/ Launch Agency-wide Customer Service Excellence Program	a. Define elements of Customer Service Excellence Program	Plan		X		
		Action	Presented program framework to Executive Office and Senior Leadership team.	Program elements finalized.	Employees surveyed; directors interviewed; individualized department programs completed.	
	b. Launch messaging, employee training and recognition programs	Plan		X		
		Action	On track for Q2.	Customer Service Manager has met with Operations training staff to coordinate initial program launch in Q3.	Initial launch delayed due to COVID-19 health crisis.	
	c. Evaluate results (employees trained and recognized; American Bus Benchmarking Group customer satisfaction survey results)	Plan				X
		Action	On track for Q4.	On track for Q4.	Dependent upon launch date.	

Omnitrans Management Plan FY2020



Strategic Actions	Accountability Measures		Q1	Q2	Q3	Q4
5. Cultivate Ridership Building Partnerships	a. Partner with warehouse and logistics employers to increase ridership	Plan		X		
		Action	Partnered with Amazon LGB 7 & 8 locations to provide collateral and participate in rideshare fairs for all staff to promote Routes 12 and 22.	Met with Amazon regional staff to establish quarterly on-site rideshare promotion at warehouses and quarterly ridership reporting. Management meeting set in Q3 to reintroduce corporate pass program.	Initial meeting with FedEx to discuss potential Fontana partnership and pass program potential; invitation to present to regional warehouse HR staff group discussed. Consulted with Amazon re: bus accessibility plans/rideshare programs at two new sites; outreach and progress delayed due to COVID-19 health crisis.	
	b. Partner with GoSmart program participants to increase ridership	Plan		X		
		Action	Participated in and sponsored new student welcome events at all partner campuses; launched digital campaign aimed at students.	Supported outreach events at San Bernardino Valley College and Crafton Hills College. Completed two-pronged digital campaign with 588,000 impressions over several channels.	Participated in outreach at California State University San Bernardino and Crafton Hills College. Met with new Chancellor of San Bernardino Community College District to promote partnership. Second phase of advertising campaign paused due to COVID-19 health crisis.	
	c. Partner with Developers and Cities on infill developments to encourage transit supportive development to increase ridership	Plan			X	
		Action	Added bus stops in Renaissance Marketplace in Rialto. Reviewed development plans for cities. Provided suggestions for bus stop amenities and improvements to be made by developers.	Reviewed and provided comments on plans for developments throughout service area.	Reviewed and provided comments on plans for developments throughout service area.	
		Plan		X		

Omnitrans Management Plan FY2020



Strategic Actions	Accountability Measures		Q1	Q2	Q3	Q4
6. Plan/ Implement Micro Transit Pilot Project	a. Draft recommendations and implementation plan completed	Action	Micro Transit Pilot recommended for Chino Hills in line with service realignment strategies. Micro Transit option included contracted services RFP.	MicroTransit included in Purchased Transit RFP. Proposals received and contract award scheduled for March Board Meeting. Procurement is supporting STS efforts through RFP process.	MicroTransit awarded in Purchased Transportation Contract. Partners are First Transit and RideCo.	
	b. If found feasible and recommended, begin implementation of MicroTransit	Plan				X
		Action	Will be further assessed when response to RFP is received. Scheduled for January Board.	Plan to implement Pilot in Chino Hills as part of ConnectForward service changes.	Chino Hills MicroTransit Pilot moving forward as part of ConnectForward Annual Service Plan.	
7. Plan/ Implement Improved Bus service	a. Support San Bernardino County Transportation Authority's efforts to complete environmental clearance for West Valley Connector project	Plan		X		
		Action	Attended public hearings and Locally Preferred Alternative selection workshop with SBCTA.	Reviewed final environmental document and participated in FTA environmental conference calls.	Participated in FTA environmental clearance conference calls. Environmental document scheduled for SBCTA Board approval 5/6/2020.	
	b. Identify funding and timeline to implement the West Valley Connector rapid transit line	Plan				X
		Action	Participated in meetings with and provided support to SBCTA.	Partnered with SBCTA on State TIRCP funding application for electric buses for WVC project. Participated in meetings and provided input on project design.	SBCTA was awarded \$15 million TIRCP funding for electric vehicles. Omnitrans and SBCTA working toward applying for FTA Small Starts grant in Q4. Omnitrans staff providing input on design and draft project agreements.	
	c. Implement increased frequency on Route 83 (serving Chino, Ontario, Upland)	Plan				X
		Action	Enhanced service to begin in May as described in the FY2020 Service Plan.	Service to begin in May 2020. Buses have arrived.	Service ready to be implemented. Service start date delayed by COVID-19 pandemic.	
	d. Modify Service on Routes 11 and 22 to attract ridership	Plan	X			
		Action	Implemented in September 2019 Service change.	Complete.	Complete.	

OmniTrans Management Plan FY2020



B. Strategic Initiative: Safety & Security

Objective Statement: Create a safety culture to protect customers, employees, and assets by developing an agency safety plan that aligns with Federal Transit Administration requirements.

Lead Department(s): Human Resources, Operations

Strategic Actions	Accountability Measures		Q1	Q2	Q3	Q4
1. Planning and Development of Public Transportation Agency Safety Plan (PTASP)	a. Assess Risk Management by implementing the following actions: • Hazard Identification and analysis • Safety Risk Evaluation and Mitigation • Establishment of committee	Plan		X		
		Action	Process underway for Risk Management, Hazard Identification and Risk Evaluation. Developing staff level Safety and Security Committees: monthly staff committee and quarterly senior management. Receive, approve and monitor Certificates of Insurance to mitigate contractual risks	Document near completion. Assessment of risk reporting processes has been conducted and a flow chart of mitigation steps is being reviewed. Safety and Security Committees are slated to commence early in Q3. Document on track for Q3 completion and Q4/Q1 FY21 implementation.	PTASP completed and presented to board.	
	b. Develop protocols for monitoring and measuring plan effectiveness	Plan			X	
		Action	Reviewing software applications to assist in documenting processes. On track for Q3.	Continuing process of procuring appropriate software for this application. Identifying if there is a need for a full RFP process. On Track for Q3.	Plan has been completed and adopted by the Board.	
	c. Develop an Employee Reporting System (Mandatory and Voluntary) and Accountability Measures	Plan				X
		Action	Several mechanisms already in place. Plan will articulate processes. On track for Q4	On track for Q4.	Reporting systems are in place to ensure compliance. Additionally, new Director of Safety and Regulatory Compliance will be following up on procurement of database reporting and tracking software systems.	

Omnitrans Management Plan FY2020



C. Strategic Initiative: Employee Engagement & Development

Objective Statement: Align and develop employees with organizational goals and leadership competencies.

Lead Department(s): Human Resources

Strategic Actions	Accountability Measures		Q1	Q2	Q3	Q4
1. Develop a compensation policy & performance management tool that aligns performance and behaviors to organizational mission and goals	a. Develop a compensation philosophy and update policy	Plan	X			
		Action	Reviewed compensation best practices. Obtained examples from other transits. Created a draft Compensation Philosophy.	Compensation Survey complete. Policies in draft to be brought to the board in Q4.	Policy update completed and approved by Board.	
	b. Develop Performance Management tool to assess and ensure that employees are carrying out their duties in an effective manner	Plan		X		
		Action	On track for Q2.	On hold for FY21 to align with the agency Strategic Plan.	Will be completed in FY2021 to align with new Strategic Plan.	
	c. Procure a Performance Management Software for efficiencies	Plan			X	
		Action	On track for Q3.	No solicitation needed. Recommend NeoGov which is the current contractor for applicant tracking.	Completed	
	d. Implement New Performance Management tool and compensation plan	Plan				X
		Action	On track for Q4.	On hold for FY21 to align with the agency Strategic Plan. (See section b, above).	Will be completed in FY2021 to align with new Strategic Plan.	
2. Implement Learning Management System	a. Perform a Needs Assessment	Plan	X			
		Action	Needs assessment has been completed.	Completed.	Completed.	
	b. Procure Learning Management System software	Plan			X	
		Action	On track for Q3.	Recommend NeoGov which is the current contractor for applicant tracking.	RFP to be issued in in Q4.	
	c. Implement Learning Management System	Plan				X
		Action	On track for Q4.	On track for Q4.	Will be continued into FY2021.	
		Plan	X			

Omnitrans Management Plan FY2020



Strategic Actions	Accountability Measures		Q1	Q2	Q3	Q4
3. Expand Leadership Development Academy to include supervisors	a. Perform a Training Needs Assessment	Action	Training needs assessment complete.	Completed.	Completed.	
	b. Establish a Training Plan and develop Specific Measurable Achievable Relevant Timebound Goals for plan	Plan	X			
		Action	Training plan has been developed. SMART goals for training plan is complete.	Completed.	Completed.	
	c. Roll out Training Plan	Plan		X		
		Action	Classes start on November 6.	Classes continue. Mentors have been assigned to participants.	Completed.	
	d. Evaluate and redirect as necessary	Plan			X	
		Action	On track for Q3	On track for Q3.	Classes on hold due to COVID-19.	
4. Develop a formal internship program	a. Assess current status and needs	Plan	X			
		Action	Interviewed Directors to review current practices and determine Intern needs. Working with CSUSB to establish best practices.	Completed.	Completed.	
	b. Develop formal plan	Plan		X		
		Action	Draft plan in development.	Draft plan is complete and in review.	Completed.	
	c. Implement plan	Plan			X	
		Action	On track for Q3	On track for Q3.	Draft plan in final review.	
5. Develop a formal Onboarding process	a. Work with Leadership Development Academy Team Unum to review project	Plan	X			
		Action	LDA Director Track presented full recommendations to Human Resources.	Completed.	Completed.	
	b. Establish project implementation plan	Plan		X		
		Action	Project plan draft is complete. HR Team is developing onboarding templates for both HR and Departments to utilize. Viewed demo on current software additions to evaluate a paperless onboarding process.	Onboarding template completed. Currently in procurement process for onboarding software module.	Completed.	
		Plan			X	

Omnitrans Management Plan FY2020



Strategic Actions	Accountability Measures		Q1	Q2	Q3	Q4
	c. Implement new onboarding process	Action	On track for Q3	On track for Q3.	Procured NeoGov module. Implementation in process.	
	d. Evaluate process	Plan				X
		Action	On track for Q4	On track for Q4.	On track for Q4.	

Omnitrans Management Plan FY2020



D. Strategic Initiative: Innovation & Technology

Objective Statement: Introduce new technologies to optimize current processes and comply with new regulatory requirements.

Lead Department(s): Finance, Information Technology, Strategic Development

Strategic Actions	Accountability Measures		Q1	Q2	Q3	Q4
1. Participate in the county-wide Zero Emissions Bus Study	a. Meet with representatives at Zero Emissions Bus facilities in the region for lessons learned	Plan	X			
		Action	Conducted site visits to Foothill, Sunline, OCTA, VVTA to discuss lessons learned and infrastructure concerns.	Attended sessions on ZEB at CTA Conference in Monterey to learn from agencies who have already implemented ZEB technology.	Completed.	
	b. Provide agency requirements to San Bernardino County Transportation Authority's Consultant	Plan		X		
		Action	Site visits to E.V., W.V. and SBTC to review requirements. Provided data to WSP consultants.	Provided additional information as requested.	Final review with WSP. Document on track for Q4.	
2. Develop strategy for meeting California Air Resources Board requirements for Zero Emissions Bus technology	a. Identify funding opportunities for infrastructure requirements	Plan			X	
		Action	Applied for Low-No Grant. Hiring grant writing consultant. Working with SCE on Charge Ready program for infrastructure.	Working with SCE on Charge Ready Program for Infrastructure.	Applied for VW Funding for Vehicles, which may allow backfill funding for infrastructure. Working on Carl Moyer Grants.	
	b. Complete Zero Emissions Bus Rollout Plan by California Air Resources Board deadline	Plan				X
		Action	Presented at P&P Committee On track for Q4. Evaluating ability to purchase ZEBs off of existing state contracts.	Began a draft template for the Rollout Plan. Compiling information for the plan.	Rollout Plan complete. Approved by Board in May. On track to submit to CARB in Q4.	
3. Transit Asset Management/ Enterprise Asset Management Technology adoption	a. Award Transit Asset Management / Enterprise Asset Management Implementation Project	Plan	X			
		Action	Pending on award. Evaluating most cost-effective options to meet requirements.	Omnitrans issued RFP for EAM. Proposals received were more expensive than anticipated and proposals did also not meet needs. Omnitrans has refined scope only for FTA's requirements first and is currently under development.	The revised TAM project has been openly tendered with an RFP.	

Omnitrans Management Plan FY2020



Strategic Actions	Accountability Measures		Q1	Q2	Q3	Q4
	b. Complete Phase I (Process Review)	Plan		X		
		Action	Pending completion of TAM/EAM award or alternative more cost-effective approach.	New schedule to be developed following reissued RFP. (See comment above).	See comment above.	
	c. Complete Phase II (Best Practices / Recommended Tech Implementation)	Plan			X	
		Action	Pending completion of TAM/EAM award or alternative more cost-effective approach.	New schedule to be developed following reissued RFP. (See comment above).	See comment above.	
	d. Complete Phase III (Implementation)	Plan				X
		Action	Pending completion of TAM/EAM award or alternative more cost-effective approach.	New schedule to be developed following reissued RFP. (See comment above).	See comment above.	
4. Process improvement/ process automations	a. Ariba / OpenText Implementation	Plan			X	
		Action	On Track for Q3	A demonstration will be provided, and a feasibility study will be initiated.	Feasibility study in process.	
	b. TransTrack Reporting Project	Plan			X	
		Action	Working with vendor to verify the accuracy of the data and report.	Vendor provided a punch list for review and will be closing out the project during Q3.	Completed.	
	c. Family and Medical Leave Act / Timekeeping Project	Plan				X
		Action	Project design document phase is ongoing.	Completed milestone 2 – PDD acceptance. It is in configuration phase now and will be completed in Q3.	Training in process.	
	d. Paratransit Online Booking	Plan			X	
		Action	The architecture of PASS-Web is nearing completion. Initial 26 user test in progress.	PASS-Web initial rollout completed with 1,475 Access passengers invited to participate. Two additional roll-out phases are planned.	Completed.	

Omnitrans Management Plan FY2020



E. Strategic Initiative: Financial Stability & Funding Growth

Objective Statement: Increase revenue and control operating costs to position Omnitrans for the future.

Lead Department(s): Finance

Strategic Actions	Accountability Measures		Q1	Q2	Q3	Q4
1. Maximize return on investments	a. Implement a short-term investment strategy utilizing the Board approved Investment Policy to maximize the return on investment for the short term	Plan	X			
		Action	Maximum deposit at LAIF increased from \$40M to \$65M. Average deposit at LAIF for Q1 was \$64.6M with \$366K in earned interest. The interest rate was 2.45% for Q1.	Completed.	Completed. Average deposit at LAIF for Q3 was \$44.3M with \$250K in earned interest. The interest rate was 2.03% for Q3.	
2. Increase grant funding	a. Continually research available grants and apply for relevant grants measured by number or grants applied for and grants received	Plan	X	X	X	X
		Action	Awarded \$193,126 of TDA Article 3 funds by SBCTA for shelters and benches at bus stops, with no local matching funds required. Hired grant writing consultant to assist in developing grant applications related to ZEB fleet and infrastructure.	Prepared information for VW Mitigation funding application for electric buses, which grant writing consultant will be submitting in Q3. Developed a ZEB resolution for Board approval in Q3, which will help obtain future ZEB funding.	ZEB resolution approved by Board. Submitted application for VW Mitigation funds for electric buses. Submitted application for FTA Low-No grant for three electric cutaway vehicles and three chargers. Submitted application for FTA Buses and Bus Facilities grant for "T" Street facility rehabilitation project.	
	b. Board approved Strategic Capital Plan to better position agency for grant success	Plan				X
		Action	On track for Q4.	On track for Q4.	Will be completed in FY2021.	
	c. Seek opportunities to leverage existing funding sources for competitive state and federal sources measured by competitive grant funding received	Plan				X
		Action	Hiring grant writing consultant. Working with cities on AHSC grant partnerships.	Hired a grant writing consultant who will be submitting application for VW Mitigation funds for electric buses in Q3. Currently developing solicitation for one-year grant writing/grant planning consultant services.	Grant services contract will be presented to Board of Directors for award in Q4. Grant needs assessment will be conducted by grant services consultant in early FY2021.	
		Plan	X			

Omnitrans Management Plan FY2020



Strategic Actions	Accountability Measures		Q1	Q2	Q3	Q4
3. Implement Fare Increase	a. Implement fare increase effective Sept. 3, 2019	Action	Fare increase implemented on September 3, 2019.	Completed.	Completed.	
4. Manage operating costs to not exceed prior year level	a. Manage “controllable” maintenance and administrative costs at or below previous fiscal year levels	Plan	X	X	X	X
		Action	Operating cost for FY2020 Q1 was \$20.9M compared to \$20.8M for previous year. A \$134.7K increase or 0.6% increase, under the 2.3% increase anticipated in the budget.	Operating cost for FY2020 Q2 was \$20.9M compared to \$22.5M for previous year. A \$1.6 million or 7.1% decrease, under the 2.3% increase anticipated in the budget.	Operating cost for FY2020 Q3 was \$21.4M compared to \$22.6M for previous year. A \$1.2 million or 5.3% decrease under previous year Q3 cost.	
5. Advocate for future funding and more strategic partnerships (local, regional, federal)	a. Actively and continually network and seek partnership with local, state, regional and federal agencies	Plan	X	X	X	X
		Action	Continuing to build partnerships with various agencies to seek potential funding sources, such as participating in AQMD AB617 air quality improvement plan community steering committee, and three cities’ active transportation plan technical advisory committees.	Partnered with City of Grand Terrace to find funding for a premium bus shelter, which was installed in Q2. VA Ambulatory facility in Loma Linda is funding and installing a premium bus shelter in Q3. City of Loma Linda purchasing two standard bus shelters which Omnitrans will install on Barton Road in Q3. Providing input on three cities’ Active Transportation Plans, which will provide for future funding applications for bus stop improvements, sidewalk connections to bus stops, and amenities.	Partnering with several agencies’ grant applications, due in Q4, for Active Transportation Program funding to include bus stop accessibility improvements and amenities. Will be kicking off work on Bus Stop Safety Improvement Plan (funded by SCAG planning grant) in Q4, with input from a multi-agency interdisciplinary technical advisory committee.	



OMNITRANS PERFORMANCE INDICATOR REPORT

Fiscal Year 2020

Key Performance Indicators & Level/Level Item		Annual Performance Target	YTD	Qtr 1	Qtr 2	Qtr 3	Qtr 4
1. Cost Effectiveness							
Cost Per Hour - Fixed Route (non-sbX)		< \$106.00	\$101.06	\$99.09	\$98.66	\$105.56	
Cost Per Hour - Access		< \$96.00	\$99.53	\$96.91	\$98.38	\$103.76	
Cost Per Hour - sbX		< \$139.00	\$127.40	\$124.47	\$122.05	\$136.09	
Fare Recovery Ratio - Fixed Route (non-sbX)	TDA Formula	> 20.00%	29.50%	31.18%	30.67%	26.73%	
	Before Local Rev	> 20.00%	18.48%	19.96%	19.44%	16.11%	
Fare Recovery Ratio - sbx	TDA Formula	> 20.00%	21.00%	21.39%	22.29%	19.42%	
	Before Local Rev	> 20.00%	12.29%	12.50%	13.24%	11.21%	
Fare Recovery Ratio - Access	TDA Formula	> 10.00%	24.50%	24.36%	24.09%	25.08%	
	Before Local Rev	> 10.00%	8.99%	8.92%	8.98%	9.07%	
2. Service Performance							
Ridership Growth - Systemwide		>= (4.70%)	(1.98%)	2.86%	(1.96%)	(7.05%)	
Productivity - Passengers Per Hour - Fixed Route		>= 14.50	15.26	15.79	15.72	14.24	
Productivity - Passengers Per Hour - Access		>= 2.30	2.07	2.14	2.07	1.99	
Complaints Per 100,000 Boardings - Systemwide		<= 13.00	18.21	19.98	17.93	16.50	
Percent of Valid Complaints - Systemwide			17.67%	16.96%	17.77%	18.54%	
Complaints Per 100,000 Boardings - Fixed Route		<= 13.00	17.84	19.53	17.39	16.40	
Complaints Per 100,000 Boardings - Access		<= 19.00	30.47	34.39	35.42	19.97	
Compliments Per 100,000 Boardings - Systemwide		>= 1.00	1.04	0.94	1.16	1.03	
Compliments Per 100,000 Boardings - Fixed Route		>= 1.00	1.01	0.89	1.16	0.98	
Compliments Per 100,000 Boardings - Access		>= 0.50	2.12	2.37	1.22	2.85	
3. Reliability							
Valid Mechanical - Miles Between Failures - DO Fixed Route		> 8,000.00	6,830	5,748	7,144	8,037	
Loss of Service Hours Per Qtr - Operations - DO Fixed Route		<= 600	107	46	23	38	
Loss of Service Hours Per Qtr - Maintenance - DO Fixed Route		< 840	245	75	124	45	
Equipment Availability - DO Fixed Route		= 100.00%	100.00%	100.00%	100.00%	100.00%	
On-time Performance - Fixed Route		> 85.00%	81.60%	81.36%	79.59%	85.55%	
On-time Performance - Access		> 88.00%	88.34%	87.46%	89.00%	88.43%	

Key Performance Indicators & Level/Level Item	Annual Performance Target	YTD	Qtr 1	Qtr 2	Qtr 3	Qtr 4
4. Budget						
Operating Revenue - Actuals to Budget - Systemwide	> 95.0%	97.52%	98.58%	97.28%	96.69%	
2020 - Operating Revenue		\$66,891,984	\$22,540,113	\$22,244,301	\$22,107,569	
2019 - Operating Revenue		\$65,076,947	\$20,832,283	\$22,665,071	\$21,579,593	
2018 - Operating Revenue		\$62,319,404	\$20,106,551	\$20,735,957	\$21,476,897	
Operating Expense - Actuals to Budget - Systemwide	<= 100.0%	92.40%	91.80%	91.80%	93.60%	
2020 - Operating Expense		\$63,363,917	\$20,981,679	\$20,978,554	\$21,403,685	
2019 - Operating Expense		\$65,973,856	\$20,857,041	\$22,541,038	\$22,575,778	
2018 - Operating Expense		\$58,851,764	\$19,302,768	\$19,927,562	\$19,621,433	
5. Safety & Security						
Employee Injuries (FY 2020)	< 86	69	31	19	19	
Losses & Claims (FY 2020)	< 80	58	12	22	24	
Preventable Safety Events Per 100,000 Miles - DO Fixed Route	< 1.0	1.00	1.10	0.70	1.30	
Non-Preventable Safety Events Per 100,000 Miles - DO Fixed Route		5.27	5.04	5.73	5.02	
Uncategorized Accidents Per 100,000 Miles - DO Fixed Route	= 0.00	0.00	0.00	0.00	0.00	
6. Labor						
Turnover	< 10.00%	12.80%	4.75%	4.25%	3.80%	
Absenteeism Operators	< 185,000	92,061	30,699	29,004	32,358	
Training (FY 2020)	>= 5,000	2,226	569	715	942	
Training - ATU Represented (FY 2020)	>= 10,500	18,598	3,393	8,215	6,990	
Training - Teamsters Represented (FY 2020)	>= 696	1,373	335	641	397	