



Service Plan 2020-2021



Connect *Forward*

April 22, 2020

Omnitrans
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San Bernardino, CA 92411

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1. INTRODUCTION

The Fiscal Year 2020-2021 (FY2021) Service Plan is called the ConnectForward Service Plan and is the first-year implementation of the forthcoming ConnectForward Short-Range Transit Plan (SRTP) for Fiscal Years 2021-2025. This ConnectForward Service Plan provides an overview of Omnitrans' service offerings, service changes, service policy changes and fare policy for FY2021.

This ConnectForward Annual Service Plan finds Omnitrans, the San Bernardino Valley and the world in an unprecedented situation responding to the COVID-19 pandemic. The service plan is both:

- 1) the culmination of nearly a year of work designed to position Omnitrans on stable long-term financial footing by reducing service levels by approximately 11%; and,
- 2) a rapidly evolving, flexible and scalable plan that can match service levels to the fluid ridership, workforce, funding and economic realities faced in light of the COVID-19 pandemic.

Generally, this document is focused on the long-term ConnectForward Plan that began with the work of the joint Omnitrans and SBCTA Ad Hoc Committee that included both service reductions and increased funding. Most of this plan was developed long before Coronavirus and COVID-19 impacted system ridership and revenue.

While the service reduction plan was already in development for September 2020, starting in March 2020, Omnitrans implemented the Emergency Service Deployment plan due to the impacts of COVID-19. This initially brought service levels down approximately 35% on March 23rd and subsequently down 45% on April 13th. As the pandemic fades, Omnitrans will need to determine both when resume service levels and to what level. Besides answering these questions based on social distancing guidelines and stay at home orders, the response is complicated by economic uncertainty and the potential change in travel patterns as employers and schools shift further towards online settings.

Mitigating some of the short-term economic concerns, transit agencies including Omnitrans benefit from the economic stimulus elements of the Coronavirus Aid, Relief, and Economic Security (CARES) Act. The CARES Act funding can be used to cover operating costs, lost fare revenue and similar expenses that resulted from the pandemic. While this funding will be crucial to overcoming near-term challenges, the path towards long-term recovery remains uncertain. As a result the CARES Act funding must be judiciously utilized to ensure it can sustain essential transit service until both the pandemic is over and the economy rebounds.

2. OMNITRANS SERVICE OFFERING

At the close of Fiscal Year 2020, Omnitrans' Family of Services includes Bus Rapid Transit (BRT), Express and Local Bus service, Community Circulator service and ADA Paratransit service. These can be seen in Exhibit 1.

In FY2021, Omnitrans proposes adding a new service type to the family of service. This service is MicroTransit, which is a real-time customer-requested, technology-enabled, automatically dispatched, on-demand service. Omnitrans has partnered with transportation contractor First Transit and technology provider RideCo to initiate a MicroTransit pilot program in Chino Hills. First Transit will provide economies of scale in MicroTransit service delivery as First Transit will also provide OmniAccess and OmniGo service starting in July 2020. RideCo has implemented MicroTransit technology in dozens of locations throughout North America and was recently awarded a contract as the MicroTransit technology partner with LA Metro. One of the elements of the FY2021 Marketing Plan will be to brand and promote this pilot MicroTransit Service.

Exhibit 1: Omnitrans Family of Service Offerings







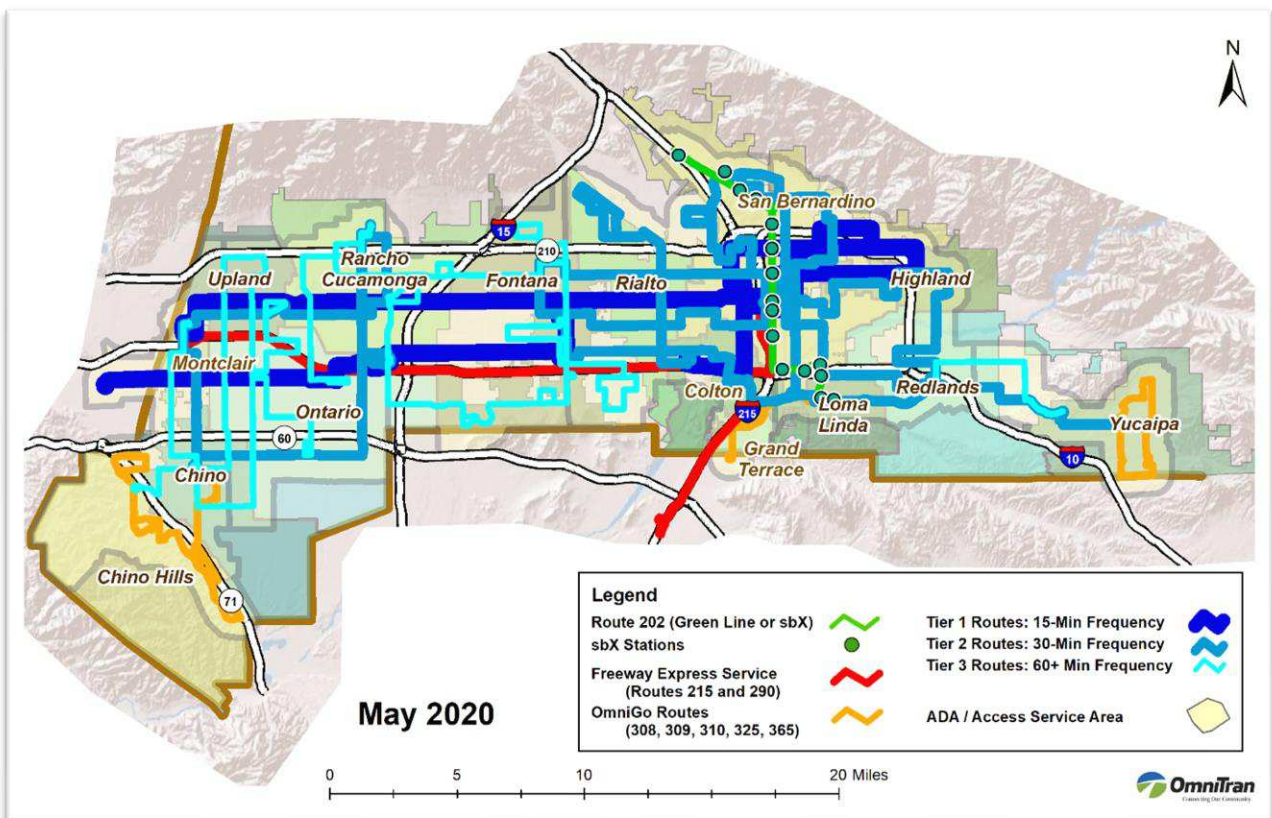
Service	Type	Brand	Image	Description
Fixed Route	Bus Rapid Transit (BRT)	sbX		BRT service mirrors light-rail service with dedicated lanes, amenities, stations and vehicles.
	Express	Omnitrans		Freeway bus service connecting two or more areas of highly concentrated activity.
	Local	Omnitrans		Traditional large bus service operating on a set route with a set schedule at defined frequencies.
	Community Circulator	OmniGo		Smaller bus service designed to offer lifeline mobility for areas with relatively low population and employment density.
Demand Response	MicroTransit	To be determined		Real-time customer requested, technology-enabled, automatically dispatched demand responsive service
	ADA Paratransit	OmniAccess		Curb-to-curb service provided to comply with the Americans with Disabilities Act (ADA) that is provided within 3/4-mile of a fixed route service.
Special Transit Services				As the designated Consolidated Transportation Services Agency (CTSA), Omnitrans offers a variety of mobility services including Travel Training, Volunteer Driver programs, a Lyft & Taxi program, and many Regional Mobility Partnership programs.

Exhibit 2: Map of Omnitrans Family of Service Offerings



Omnitrans' current service offerings can be seen in the map in Exhibit 2. Omnitrans proposes eight types of service changes during FY2021. These service change types include:

- 1) Route eliminations,
- 2) Frequency changes,
- 3) Map changes,
- 4) New routes,
- 5) New services,
- 6) Contracting services with smaller vehicles,
- 7) Access map changes, and
- 8) Access policy changes.

Section 3 of this report provides a high-level description of the data used to make these different service recommendations. Section 4 of this report provides the detailed service changes by route and community within these eight types of service changes.

Collectively these changes reduce service by 11% of revenue service hours during the year, reducing overall service by slightly more than the goal of a 71,000 revenue hours and \$5 million service reduction.

3. SERVICE CHANGE ANALYSIS

The proposed service changes described in the FY2021 ConnectForward Annual Service Plan are the result of a thorough data analysis that evaluated current transit ridership levels and community needs compared to both existing standards and comparatively to similar services offered by Omnitrans. This analysis was shared with Omnitrans Executive, Administration and Finance, and the Operations and Safety Committees in August 2019 and Board of Directors in September 2019.

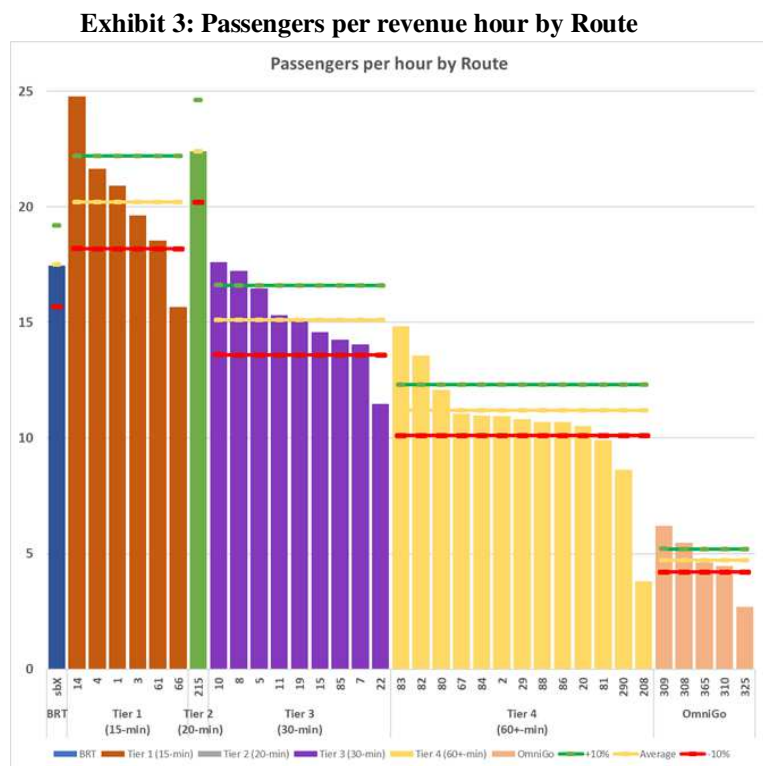
At its November 2019 meeting, the Omnitrans Board of Directors adopted eight guiding principles for the ConnectForward Plan including:

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

These goals provided a framework for Omnitrans staff to develop the recommendations in this Plan using the customer experience and transit needs as a guidepost. Specific recommendations were then developed based on a detailed data analysis.

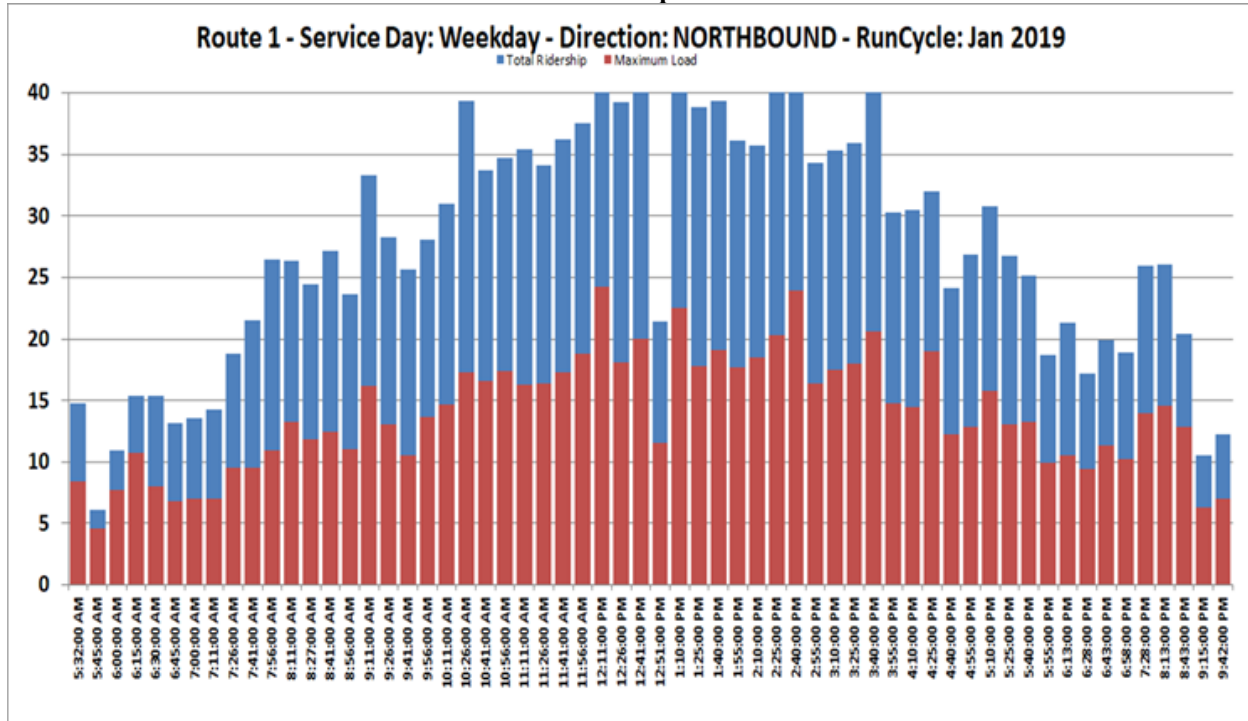
One of the first key analyses was comparing each route's productivity measured by passengers per hour compared against routes in the same service tier (routes with a comparable headway). This analysis can be seen for weekdays in Exhibit 3. Routes operating at their tiers respective yellow line were operating at the peer route average. Routes operating near the red line, were operating at 10% below the peer route average. These routes near, at, or below the redlines were initial areas to look at for service reductions. This analysis was also completed for Saturday and Sunday service.

Another key area that was evaluated was each route's performance by time of day. Specifically, a route



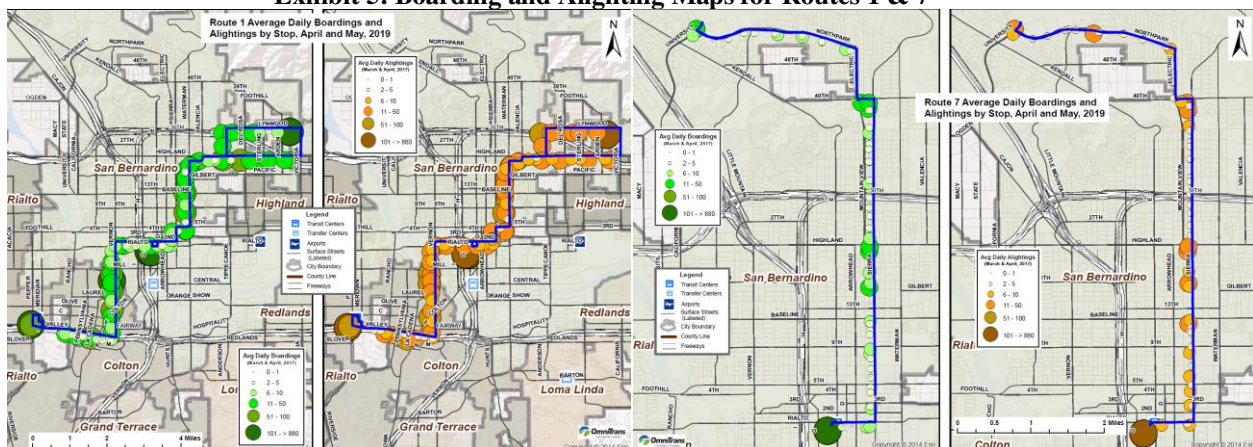
was evaluated based on two key factors: ridership by trip and peak passengers on board by trip, also called load factor. An example of this analysis can be seen in Exhibit 4 for Route 1. The red bars indicate the maximum passengers on board at one time on a typical trip and the blue bars represent the total passengers that typically board the bus on that trip. This analysis was completed by day of the week and direction. With this type of analysis, route schedules can be honed based on the typical ridership demand.

Exhibit 4: Load Factor Report for Route 1



Routes and services were also evaluated based on their geographic performance. Using automated passenger counter data, a route's boardings and alightings can be measured on weekdays, Saturdays and Sundays. This allows for determination of areas of relative strength and weakness at the route and system level. A comparison of Route 1 and Route 7 boarding and alighting data can be seen in Exhibit 5. This data demonstrates, for example, that Route 1 has strong ridership

Exhibit 5: Boarding and Alighting Maps for Routes 1 & 7



throughout its service area, while Route 7 does not. This kind of analysis led to the map change recommendation in this Plan.

This route level boarding and alighting data can also be evaluated systemwide as shown in Exhibit 6. This data is particularly valuable when compared to areas where there is service duplication which can be seen in the areas in orange in Exhibit 7. Combined this data allows for further recommendations of map changes in line with the goal of reducing coverage area duplication.

Exhibit 6: Systemwide Boarding Map

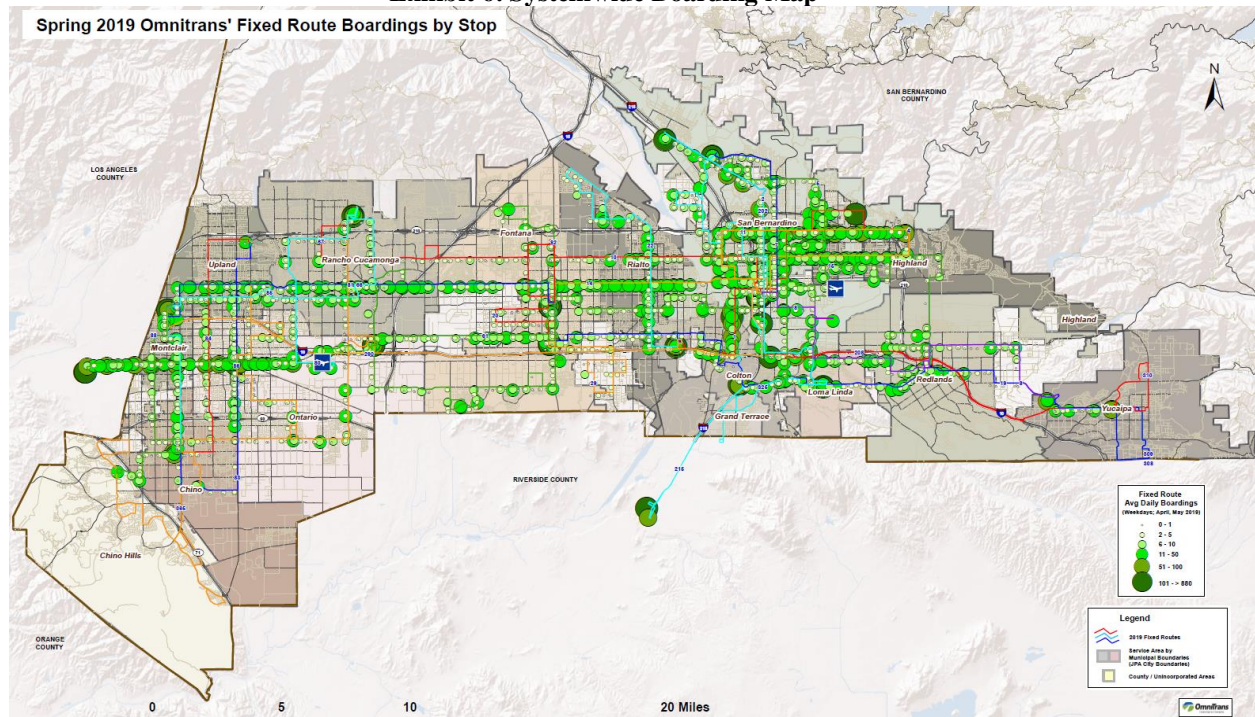
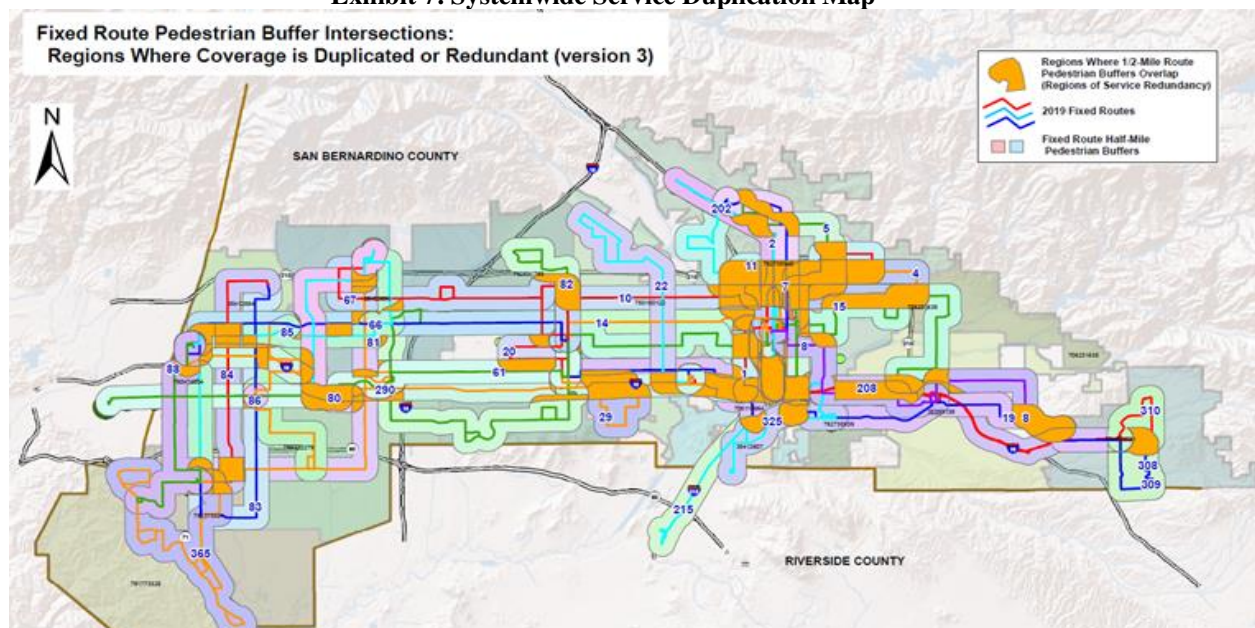
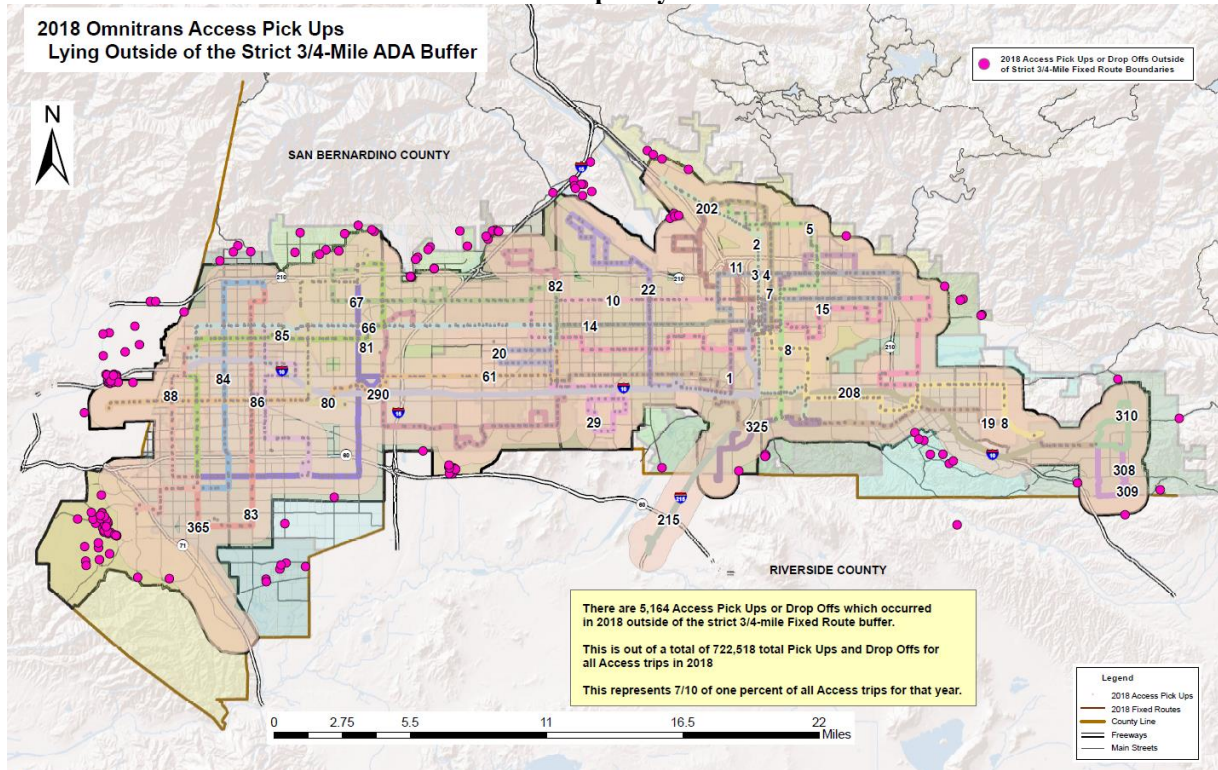


Exhibit 7: Systemwide Service Duplication Map



OmniAccess ADA Paratransit service can also be evaluated for geographic effectiveness. The ADA mandates that paratransit service be provided within $\frac{3}{4}$ -miles of fixed route service. With that mandate, Omnitrans typically cannot modify this required ADA service without changing the underlying fixed route network. However, the map in Exhibit 8 illustrates that nearly 1% of OmniAccess trips originate outside of the $\frac{3}{4}$ -mile mandate. Given that OmniAccess service is the most expensive service that Omnitrans operates, it is not sustainable to continue to provide this service beyond the mandate.

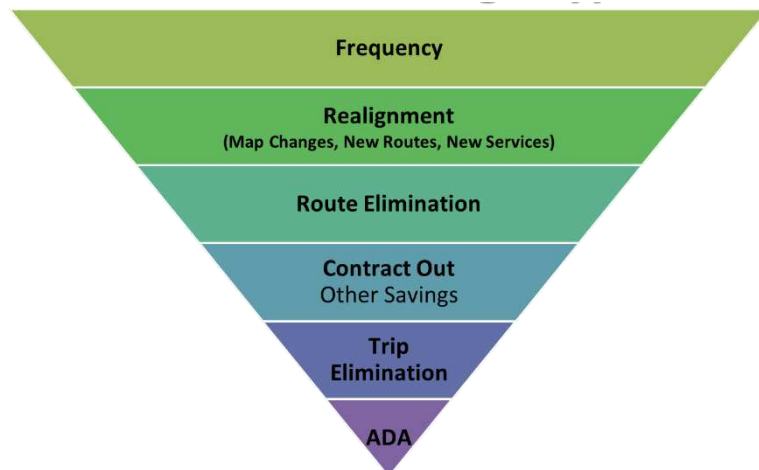
Exhibit 8: OmniAccess Pick Ups Beyond the $\frac{3}{4}$ -Mile Mandate



Omnitrans began providing “Beyond the Boundary” service in approximately 2009 after receiving a grant, which was fully expended by 2014. Now, the Special Transportation Service Department offers multiple options for these trips that did not exist in 2009.

After evaluating the full set of data that was highlighted above, a menu of service reduction strategies was developed and prioritized. These strategies are shown in Exhibit 9. The details of these proposals are described in Section 4 of this report.

Exhibit 9: Service Change Types



4. SUMMARY OF PROPOSED SERVICE

Based on the data analysis discussed in Section 3 of this report and after meeting with each JPA member, conducting public hearings and completing the required Title VI Service Equity Analysis, Omnitrans proposes eight categories of service changes:

- **Route Eliminations:** Routes 5, 7, 20, 80, 86, 308, 325 and 365
- **Frequency Changes:** Routes 2, 3, 4, 8, 14, 22, 61, 66, 290, 309, and 310
- **Map Changes:** Routes 1, 29, 81, 82, 83, and 84
- **New Routes:** Routes 6, 87, 305, 383
- **New Services:** MicroTransit Chino Hills
- **Contracting Services with Smaller Vehicles:** Route 12 and 29, Weekend service on 84 and 88
- **Access Map Changes:** Eliminate Beyond the Boundary Service and map changes associated with fixed route changes
- **Access Policy Changes:** 3-day reservation window

Collectively the goal of these service changes is to put Omnitrans on a long-term financially sustainable footing. Based on the financial forecasts developed in Summer 2019, this requires an 11% reduction in annualized fixed route revenue hours, equivalent to \$5 million and 71,000 revenue hours. Exhibit 10 shows that annualized directly operated service is planned to decline 13.1% equivalent to 85,274 annual hours. Contracted fixed route service is projected to increase 7,677 revenue hours (24.7%), bringing the total fixed route reduction to 11.4%. OmniAccess revenue hours are projected to decrease 5.6% bringing the systemwide decline to 10.3% on an annualized basis.

Each of these service changes is described in more detail in the subsections below.

**Exhibit 10: Revenue Hours by Service
Current vs. Proposed**

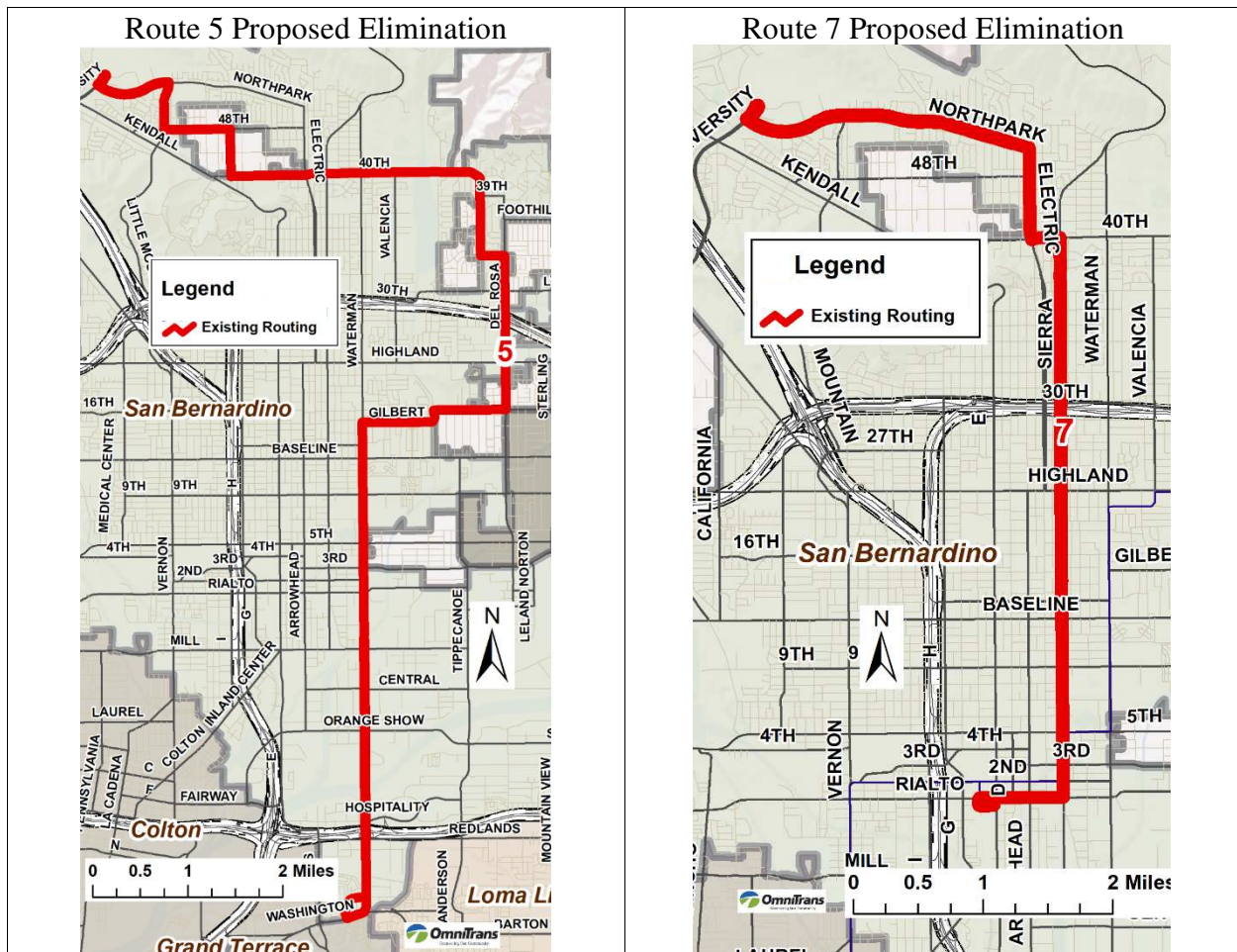
Route	Total Annual Revenue Hours			
	Current	Proposed	Δ	%Δ
1	42,941	42,962	21	0.0%
2	19,112	12,258	(6,854)	-35.9%
3	31,207	30,379	(828)	-2.7%
4	29,815	29,249	(566)	-1.9%
5	20,708	-	(20,708)	-100.0%
6	-	19,624	19,624	n/a
7	10,902	-	(10,902)	-100.0%
8	20,111	16,330	(3,782)	-18.8%
10	14,103	14,192	89	0.6%
12	16,021	-	(16,021)	-100.0%
14	34,481	32,418	(2,063)	-6.0%
15	35,153	35,152	(1)	0.0%
19	42,655	42,844	189	0.4%
20	4,279	-	(4,279)	-100.0%
22	18,456	12,919	(5,538)	-30.0%
29	3,017	-	(3,017)	-100.0%
215	12,485	12,713	228	1.8%
290	7,115	5,447	(1,668)	-23.4%
61	68,968	65,563	(3,405)	-4.9%
66	46,032	38,637	(7,395)	-16.1%
67	7,586	7,854	268	3.5%
80	10,223	-	(10,223)	-100.0%
81	15,181	9,218	(5,963)	-39.3%
82	19,274	19,464	190	1.0%
83	15,807	14,009	(1,798)	-11.4%
84	8,752	5,087	(3,664)	-41.9%
85	31,603	31,145	(457)	-1.4%
86	8,216	-	(8,216)	-100.0%
87	-	15,489	15,489	n/a
88	11,784	7,760	(4,025)	-34.2%
40' Total	605,988	520,713	(85,274)	-14.1%
Green	45,998	45,998	-	0.0%
sbX	45,998	45,998	-	0.0%
Directly Operated	651,986	566,711	(85,274)	-13.1%
29	-	3,590	3,590	n/a
305	-	5,508	5,508	n/a
308	3,131	-	(3,131)	-100.0%
309	8,481	1,833	(6,648)	-78.4%
310	2,096	1,785	(311)	-14.8%
320	1,196	-	(1,196)	-100.0%
325	5,018	-	(5,018)	-100.0%
329	563	-	(563)	-100.0%
365	10,563	-	(10,563)	-100.0%
365T	-	441	441	n/a
383	-	5,356	5,356	n/a
84 Weekend	-	1,916	1,916	n/a
88 Weekend	-	2,383	2,383	n/a
12	-	15,913	15,913	n/a
Contracted	31,049	38,726	7,677	24.7%
Total Fixed Route	683,035	605,437	(77,597)	-11.4%
Access	161,473	152,475	(8,998)	-5.6%
Access	161,473	152,475	(8,998)	-5.6%
System-wide	844,507	757,913	(86,595)	-10.3%

4.1 ROUTE ELIMINATIONS

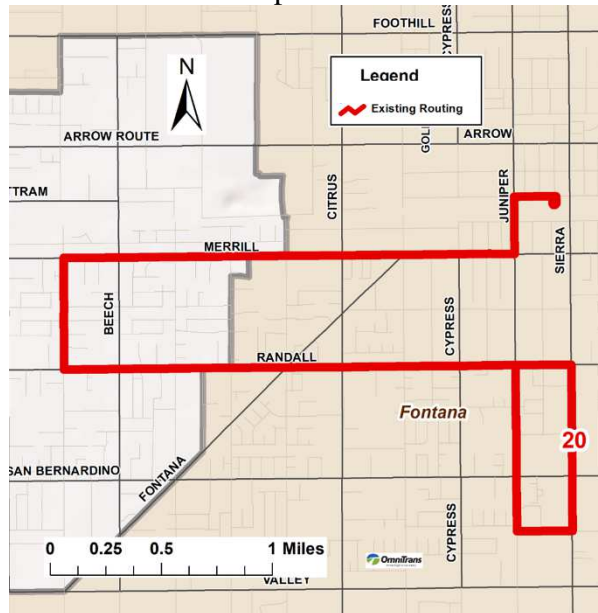
The ConnectForward Plan proposes elimination of eight route numbers as can be seen in Exhibit 11. In each of these route eliminations, the majority of the route is still covered by an alternative routing shown as either a new route or a map change, as shown in sections 4.3 and 4.4. The maps of the eliminated routes can be seen below.

Exhibit 11: Route Elimination Proposals

Route	Area Served	Alternate
5	San Bernardino	Partially covered by Route 1 and new Routes 6 and 305
7	San Bernardino	Partially covered by new Route 6
20	Fontana, Unincorporated County	Partially covered by change to Route 82
80	Rancho Cucamonga, Ontario	Majority covered by new Route 87
86	Upland and Ontario	Majority covered by new Route 87
308	Yucaipa	Covered by alternate direction loop route 309
325	Grand Terrace	Barton Corridor covered by new Route 305
365	Chino Hills	Service area to be covered by MicroTransit and High School Tripper service



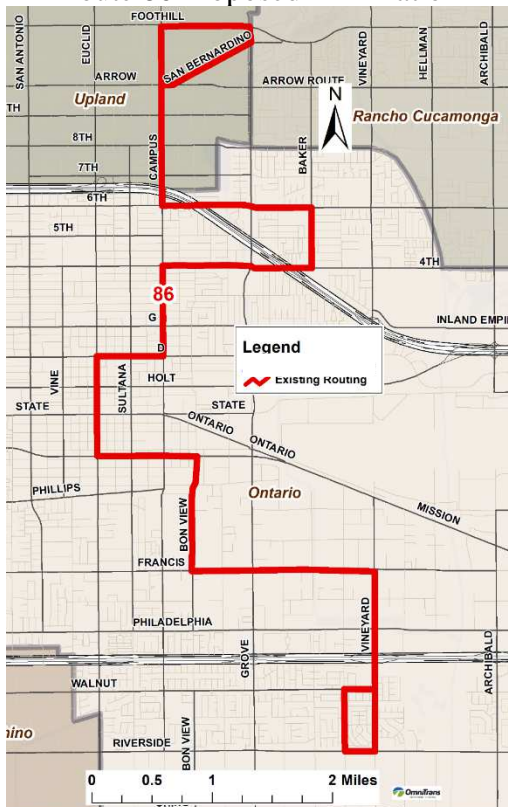
Route 20 Proposed Elimination



Route 80 Proposed Elimination

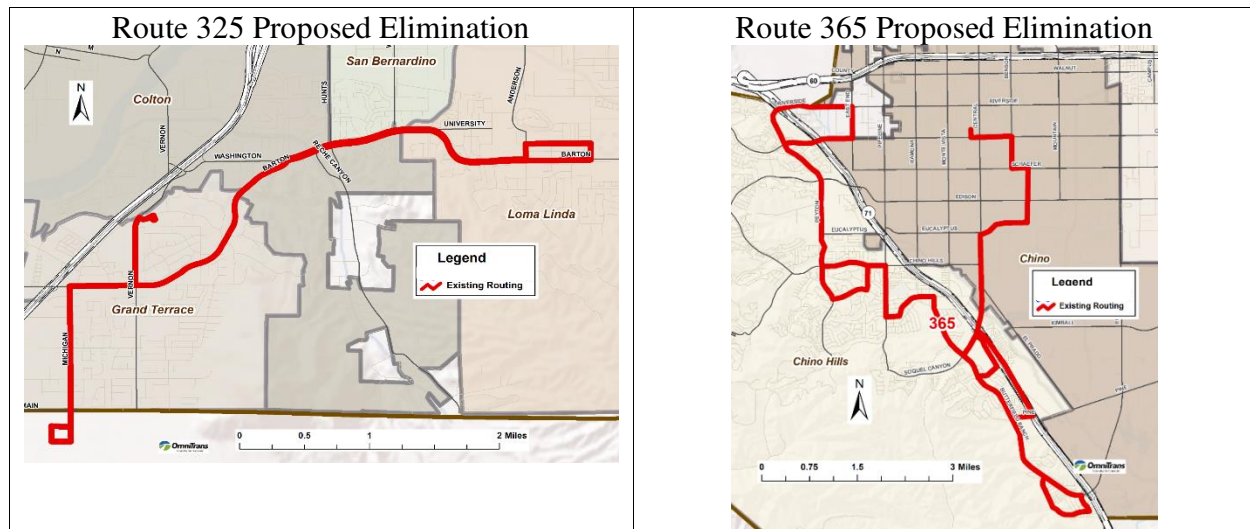


Route 86 Proposed Elimination



Route 308 Proposed Elimination





4.2 FREQUENCY CHANGES

The ConnectForward Plan proposes frequency changes on 11 routes. A frequency change, also called a headway change, means that while the route still exists the bus comes less often. For instance, a 30-minute route today may be reduced to an hourly route. These proposals were based on the passengers per hour and load factor analysis described in Section 3.

Exhibit 12: Frequency Change Proposals

Route	Days	Area Served	Change
2	All	San Bernardino, Loma Linda	30/60 minutes to 70/75 minutes
3	Weekend	San Bernardino, Highland	20 minutes to 22/25 minutes
4	Weekend	San Bernardino, Highland	20 minutes to 22/25 minutes
8	Weekday	San Bernardino, Loma Linda, Redlands, Yucaipa	30/60 minutes to 35/60/70 minutes (peak frequency between SBTC and VA Ambulatory Clinic)
14	Weekend	San Bernardino, Rialto, Fontana	15 minutes to 20 minutes
22	Weekday	Rialto, Colton	30 minutes full route to 30 minute short (ARMC to Baseline) and 60 minutes north of Baseline
61	Weekend	Fontana, Rancho Cucamonga, Ontario, Montclair, Pomona	15 minutes to 20 minutes
66	Weekday	Fontana, Rancho Cucamonga, Montclair	15 minutes to 20 minutes
290	Weekday	San Bernardino, Colton, Ontario, Montclair	Eliminate midday trips
309	Weekday Weekend	Yucaipa	30 minutes to 60 minutes Renamed 319 Eliminated
310	Weekday	Yucaipa	30 minutes to 60 minutes Renamed 319

Based on feedback from the public and stakeholders, short versions of the Route 8 and Route 22 maintained higher than originally planned frequencies. On the Route 8, the maintained frequency is between the SBTC and the VA Ambulatory clinic during peak travel periods. Similarly, the Route 22 maintains higher peak hour frequency between Arrowhead Regional Medical Center and Baseline Rd.

4.3 MAP CHANGES

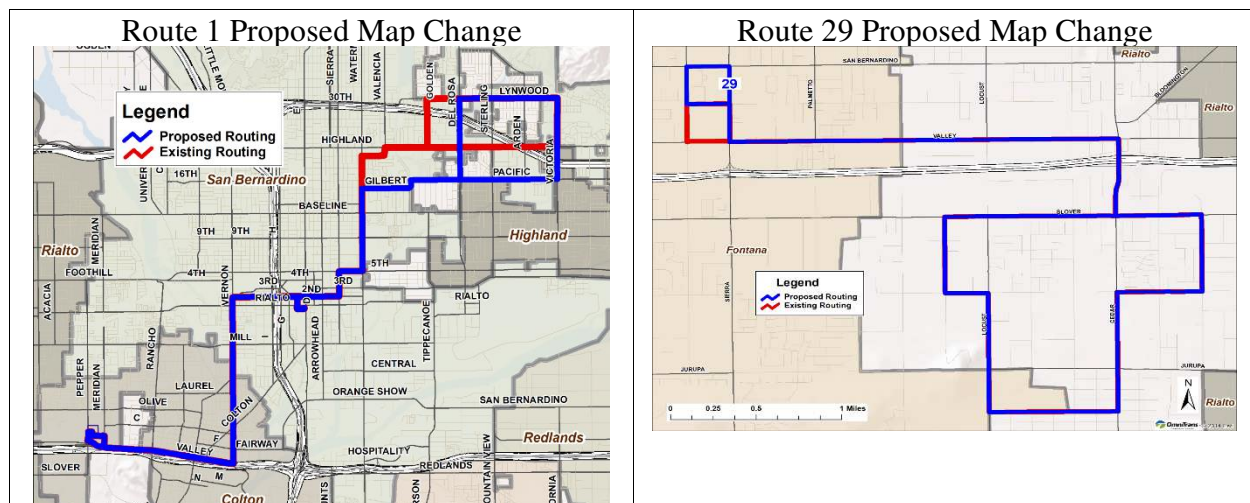
The ConnectForward Plan proposes map changes on six routes. These changes were designed to eliminate service area duplication or to cover areas of relatively strong ridership on routes that were eliminated.

The change to Route 1, provides new service to San Geronio High School and increases the service frequency at Pacific High School.

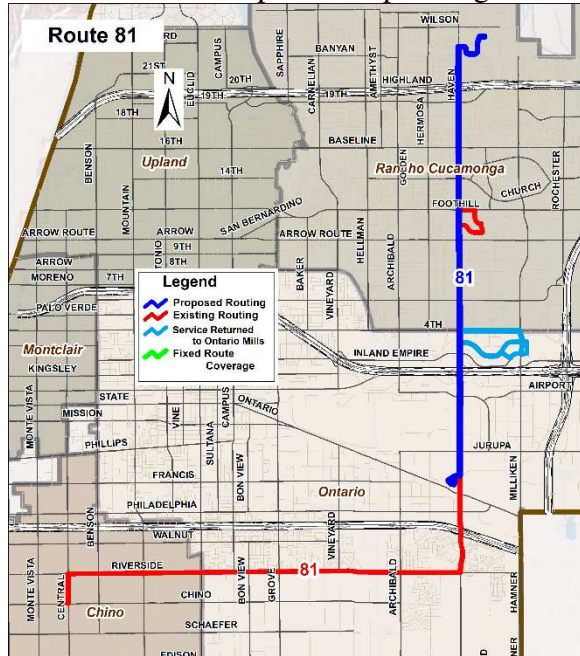
The Route 29 change ensures that there is service at the main entrance of Kaiser Fontana Medical Center to cover the stop that was previously covered by Route 82.

The Route 81 change provides a new transit connection at the East Ontario Metrolink station. Initially the Route 81 was going to travel north/south on Haven Ave. without deviating to Ontario Mills. Following public input and development of detailed schedule development, it was determined that there was time available on the route to maintain service on Route 81 to Ontario Mills.

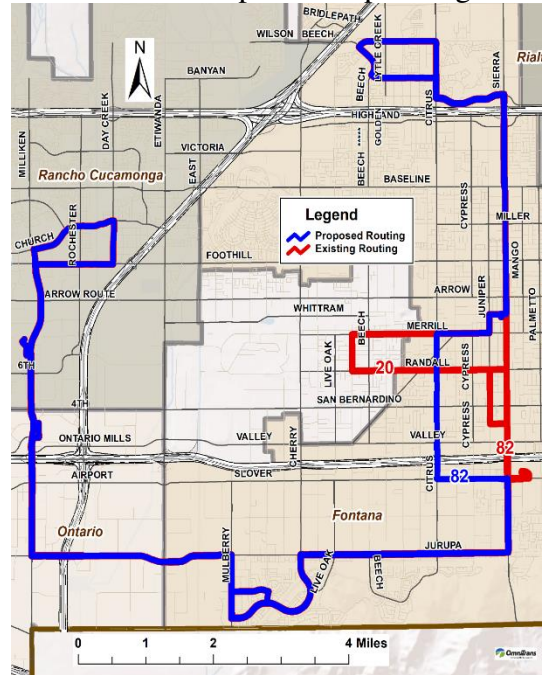
The Route 83 and 84 map changes allow the areas of Upland north of Foothill to be served by a smaller cutaway vehicle instead of a larger transit vehicle. Additionally, the changes ultimately allow for additional service to Montclair (Route 84) and Upland (Route 383) Metrolink stations.



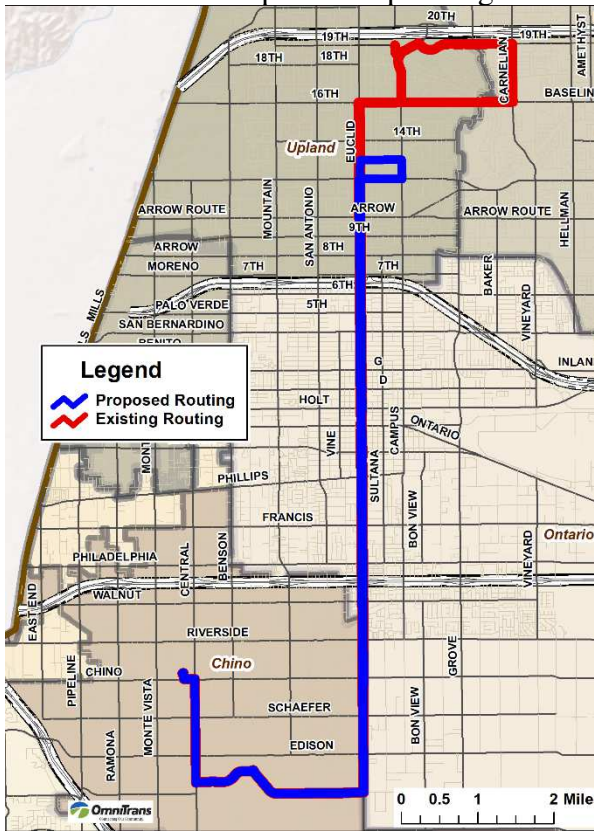
Route 81 Proposed Map Change



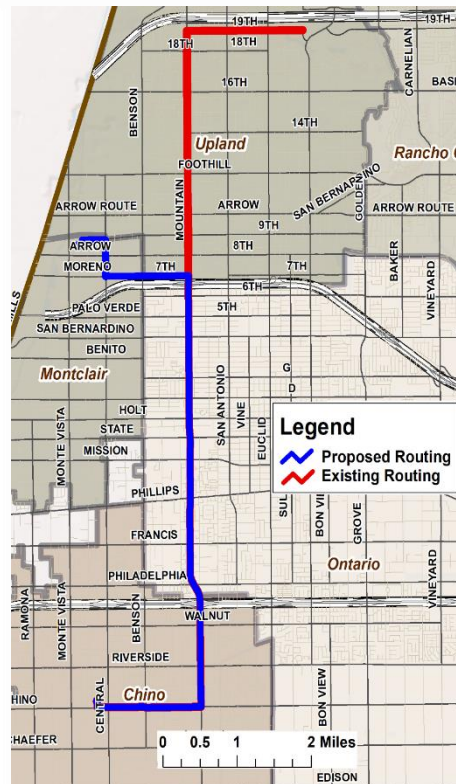
Route 82 Proposed Map Change



Route 83 Proposed Map Change



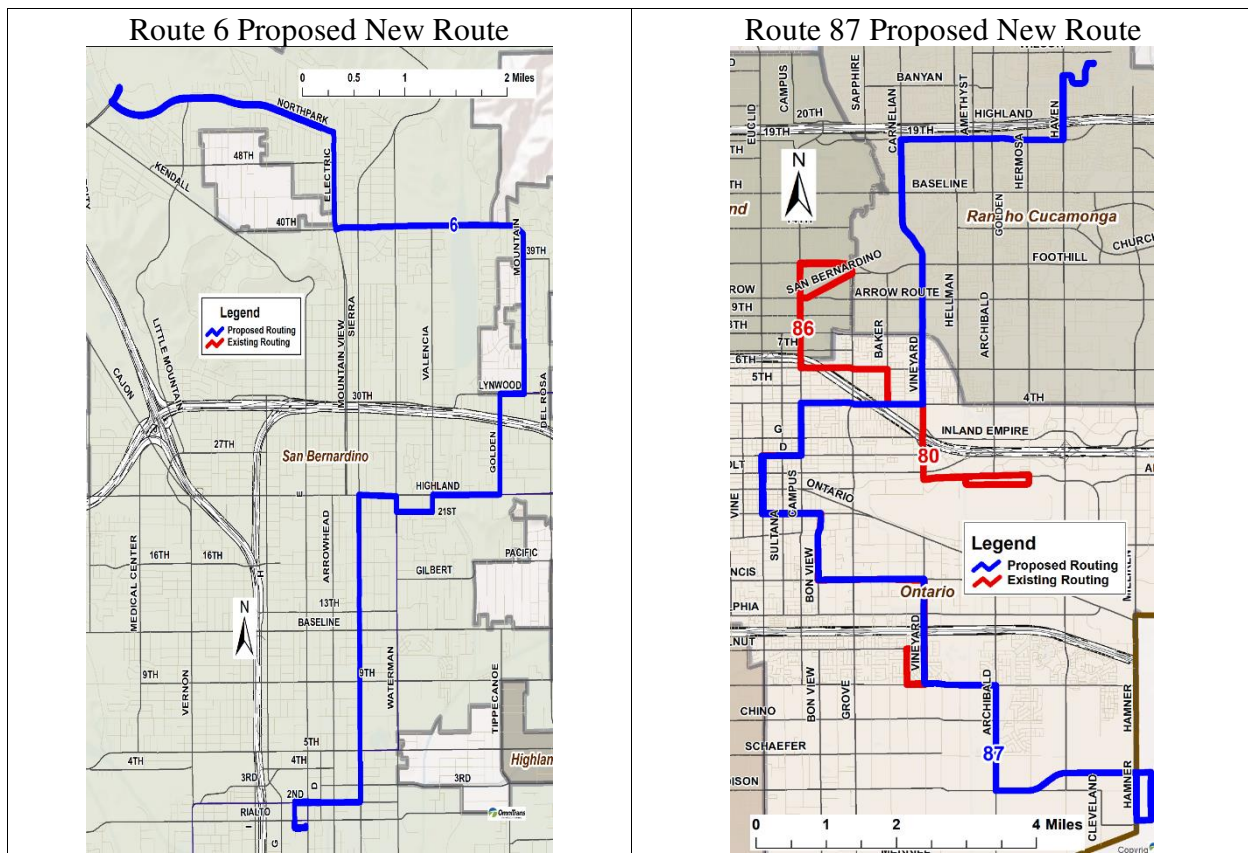
Route 84 Map Change Elimination

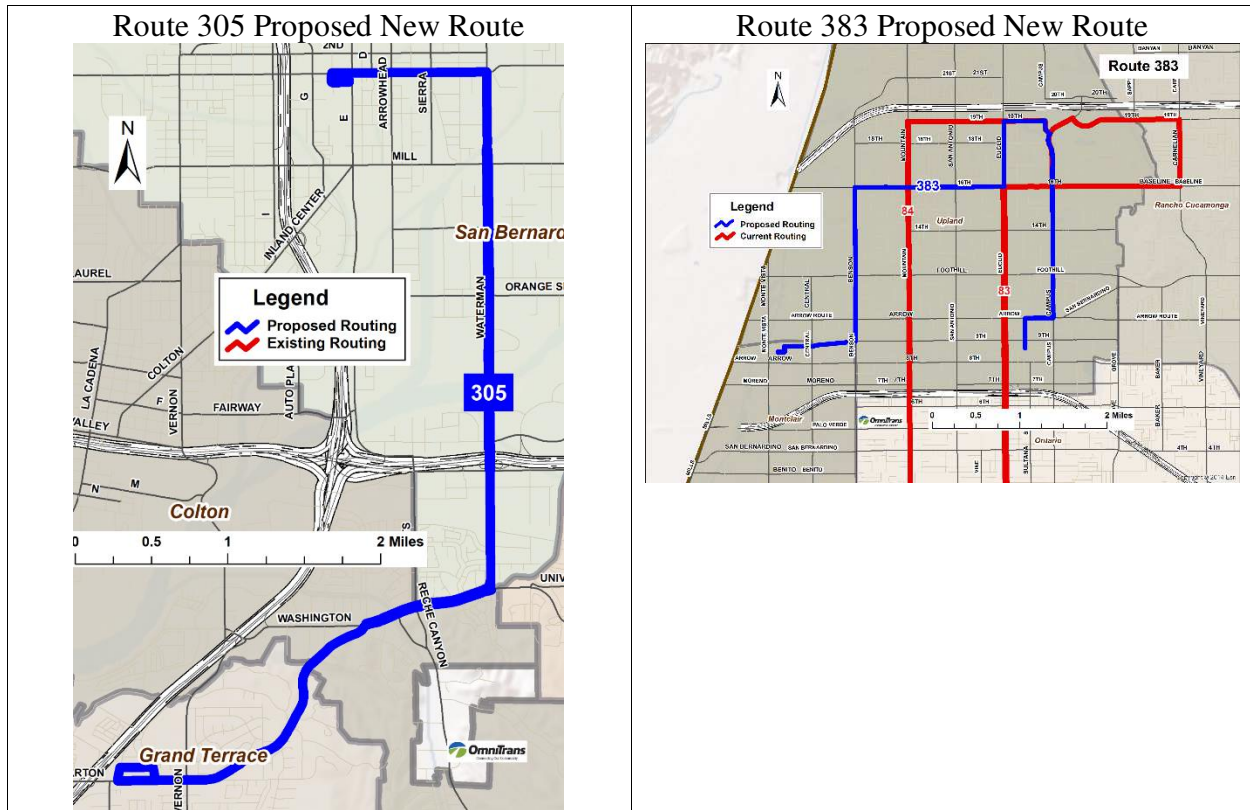


4.4 NEW ROUTES

The ConnectForward Plan proposes four new routes. Two of these routes (6 and 87) are direct combinations of the higher performing sections of other routes. Route 6 is a combination of existing but proposed elimination of Routes 5 and 7. These two routes, and the new Route 6 primarily serve North San Bernardino. Route 87 is a new combination of existing but eliminated Routes 80 and 86. This route will create a new cross county connection between San Bernardino County and Riverside County at the Ontario/Eastvale city limits.

The other two new routes (305 and 383) shift service from directly operated 40-foot bus service to contracted smaller bus service along lower performing parts of existing routes. The 305 serves South Waterman Ave. and Barton Ave. in San Bernardino, Colton and Grand Terrace. The 383 primarily serves north Upland and adds service to the Upland Metrolink station.





4.5 NEW SERVICES

Omnitrans proposes implementing a pilot MicroTransit service primarily in the City of Chino Hills to replace OmniGo Chino Hills Route 365. MicroTransit is a real-time customer requested, technology-enabled, automatically dispatched demand responsive service. Omnitrans Marketing & Communications team will develop branding for the MicroTransit service prior to launch.

Omnitrans is partnering with First Transit to provide the vehicles and drivers for the MicroTransit Service as was awarded by the Omnitrans Board of Directors in March 2020. First subcontracted with technology provider RideCo for the MicroTransit platform including the customer app, automated dispatching software and payment processing.

Exhibit 13: Omnitrans' MicroTransit Partners



RideCo has partnered on some of the most successful MicroTransit projects in the United States when measured by cost effectiveness and passengers per hour. RideCo has implemented large transit partnerships in: San Antonio, TX with VIA Transit; Los Angeles, CA with LA Metro; and in Calgary, Canada with Calgary Transit. Additionally, RideCo has partnered with numerous cities, employers and airports to provide MicroTransit technology.

Building on RideCo's experience as well as public and stakeholder input, Omnitrans' initial MicroTransit proposal for Chino Hills has been modified from what was originally proposed at

the public hearings. As shown in Exhibit 14, RideCo completed a simulation of probable trip patterns. Based on this simulation and underlying population and employment density in the area, RideCo strongly recommended extending the MicroTransit service area to include the Chino Transit Center and a major employment area of the City of Chino. This area in Chino is approximately bordered by Chino Ave. on the North, Oaks Ave. and Central on the East and the Chino/Chino Hills city limit on the West and South.

Exhibit 14: RideCo Peak Period Trip Simulation and Recommended Service Area

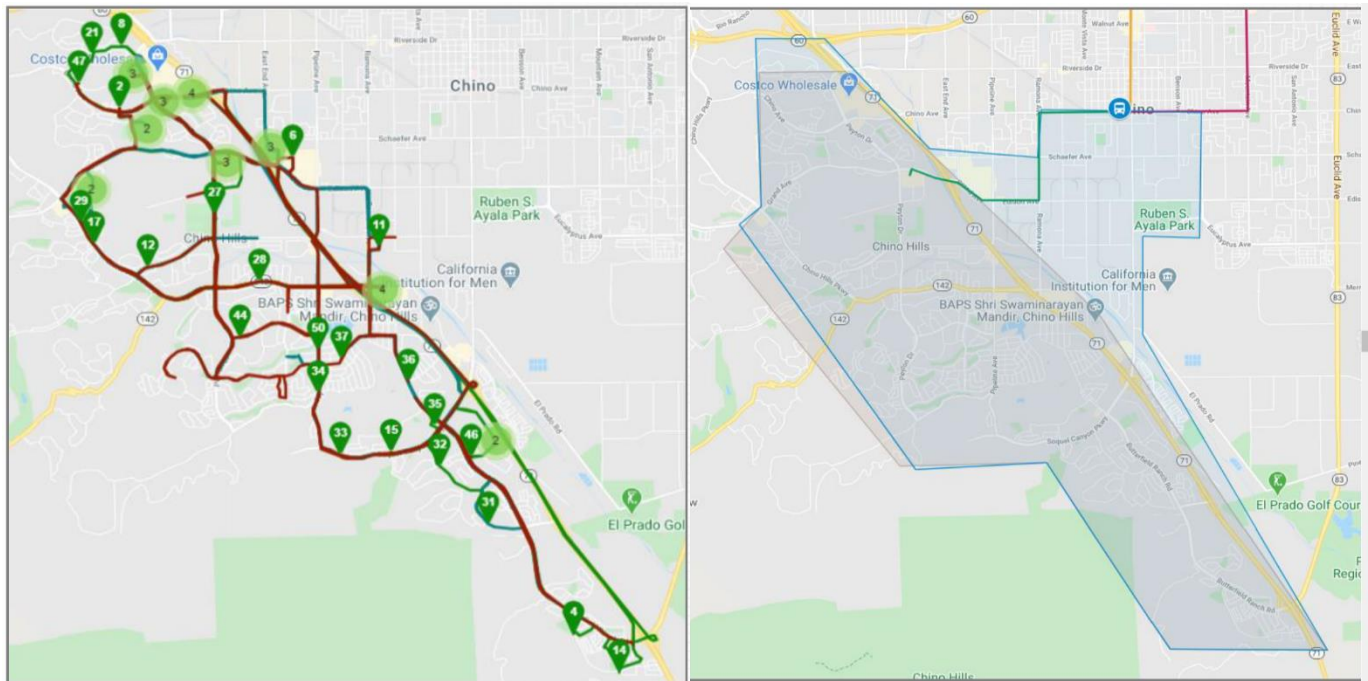


Exhibit 15 and Exhibit 19 show residential household distribution, employment distribution and travel patterns for the initial proposal and the refined proposal. The result shows that the refined proposal was able to increase the amount of households covered by 30%, employment by 205% and intra-zone commuting by 130%. The trip modeling showed that these increases can be accomplished with the same number of shuttles and maintain a goal of less than 15-minute average wait time once trips are requested compared to a 60-minute frequency on Route 365. As a result, Omnitrans proposed implementing the refined MicroTransit zone shown in Exhibit 14.

The RideCo MicroTransit platform is based on a virtual stop model. This means that general public trips will not be dispatched to someone's house, but to a virtual stop at the closest intersection. The app can recommend the intersection or offer choices in travel time and pickup time between multiple intersection based on currently scheduled trips. In this way, RideCo can help batch shared rides making the MicroTransit service as cost-effective as possible. Major destinations will have immediately adjacent virtual stops at the closest safe location.

Since the MicroTransit service will also cover ADA paratransit trips in the region, ADA riders can be appropriately coded within the RideCo platform and offered rides without need to travel to the closest intersection.

Exhibit 15: Initial MicroTransit Proposed Zone: Residential and Employment distribution and Intra-Zone Commuting

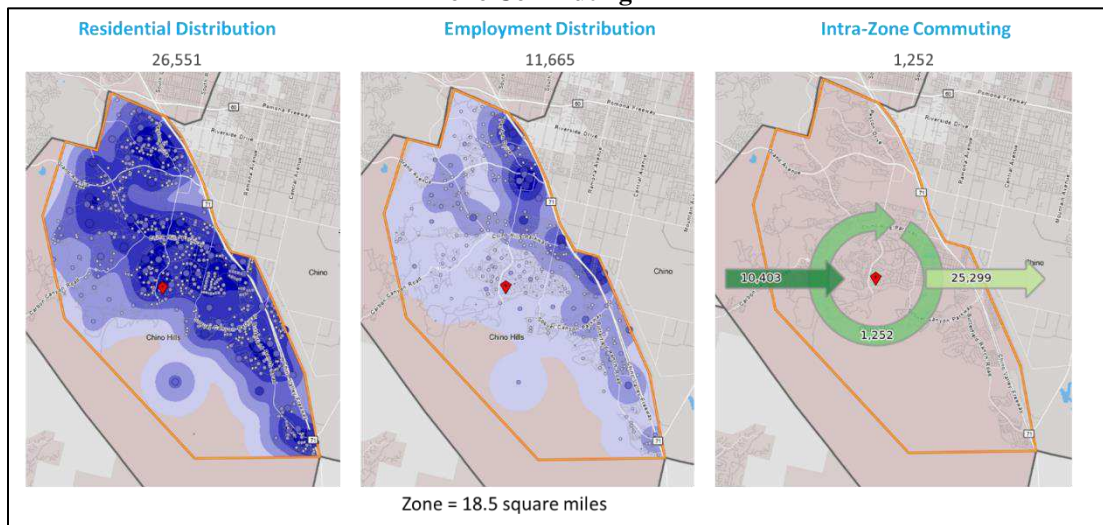


Exhibit 16: Refined MicroTransit Proposed Zone: Residential and Employment distribution and Intra-Zone Commuting

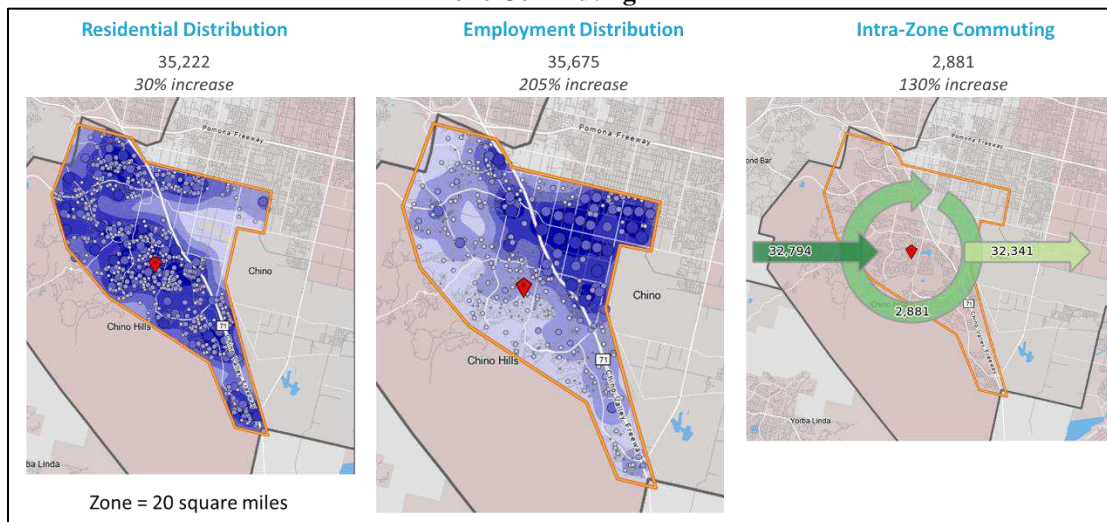


Exhibit 17 shows the key service characteristics for the Chino Hills Pilot MicroTransit service.

Exhibit 17: Chino Hills MicroTransit Key Service Characteristics

Service Days	Monday-Friday
Service Hours	6:00am-8:00pm
Annual Revenue Hours	10,752
Annual Direct Purchased Transportation Costs	\$750,000
Average Weekday Ridership	200 (51,000 per year)
Fares: Full Fare/Discounted includes a day pass that can be used on fixed route only	\$4.00 full fare/\$2 S/D/Vet
Expected Average Wait Time	<15 minutes
Expected Average Travel Time	<15 minutes
Expected share of shared rides	>75%

4.6 CONTRACTING SERVICE

Based on route-level ridership patterns and smaller cutaway vehicles being freed up because of declining OmniAccess ridership levels, Omnitrans proposes to operate additional fixed route service using smaller cutaway vehicles. These cutaways would be operated by the same contractor that operates OmniAccess and OmniGo. When the purchased transportation contract was awarded to First Transit in March 2020, the option to add additional fixed route service was included in the contract.

Omnitrans proposes increasing the use of smaller vehicles with contracted service on weekends. Weekend service is ideal for contracting out because ridership is lower on weekends and more appropriate for a smaller vehicle and the use of OmniAccess vehicles is significantly lower on weekends. As a result, Omnitrans proposes to operate contracted service on weekend Routes 12, 84 and 88. (Note: Route 12 has been contracted out due to low ridership during the COVID-19 pandemic on both weekends and weekdays, and is now proposed to remain contracted out as part of the FY2021 service plan).

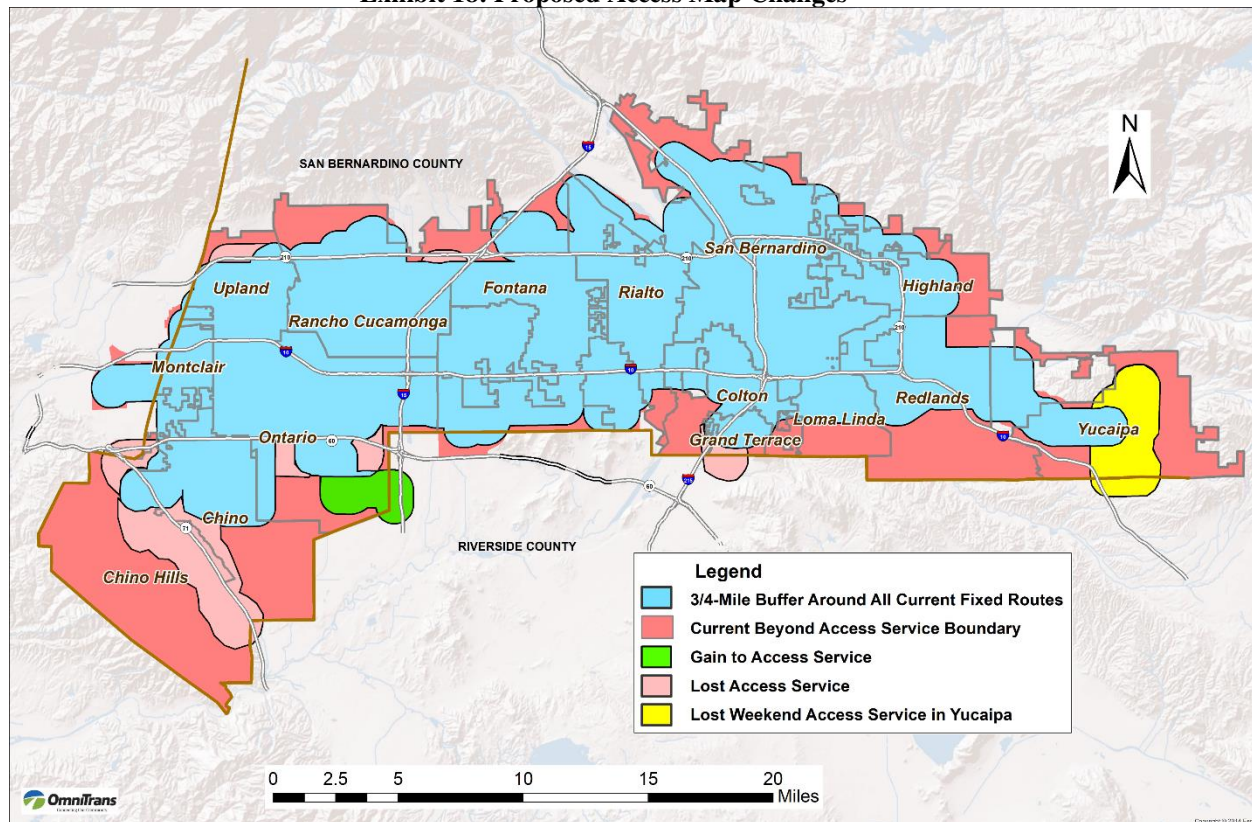
Omnitrans currently contracts out weekend service on Route 29, primarily in Bloomington. This has been successful for Omnitrans since it was implemented in 2010. As a result, Omnitrans proposes to fully contract out Route 29 starting in September 2020.

4.7 ACCESS MAP CHANGES

Access service is the most expensive and most subsidized service that Omnitrans offers. OmniAccess ridership accounts for approximately 3% of systemwide ridership, but more than 17% of systemwide operating costs. OmniAccess service is mandated by the ADA, which requires that paratransit service be offered within $\frac{3}{4}$ -miles and during the same days and hours of fixed route service. Since OmniAccess is an expensive and mandated service, the ConnectForward Plan recommends that Omnitrans provide the service in a manner that is specifically mandated by ADA regulations.

The blue area shown in Exhibit 18 is the $\frac{3}{4}$ -mile service area required based on the proposed fixed route changes described above. The light pink areas are areas that are currently mandated but would no longer be mandated based on the fixed route service changes described above. The small green area is a new mandated area that OmniAccess would need to cover based on the new Route 87 connection to Eastvale. The dark pink area represents areas that are currently and will continue to be beyond the boundary or beyond the mandate and hence proposed for elimination. Lastly, the area in yellow currently has service seven days a week but would have weekday only service based on the fixed route service changes. Riders in these areas have been contacted and provided information about these other options they may be able to use through the Special Transportation Services Department.

Exhibit 18: Proposed Access Map Changes



4.8 ACCESS POLICY CHANGES

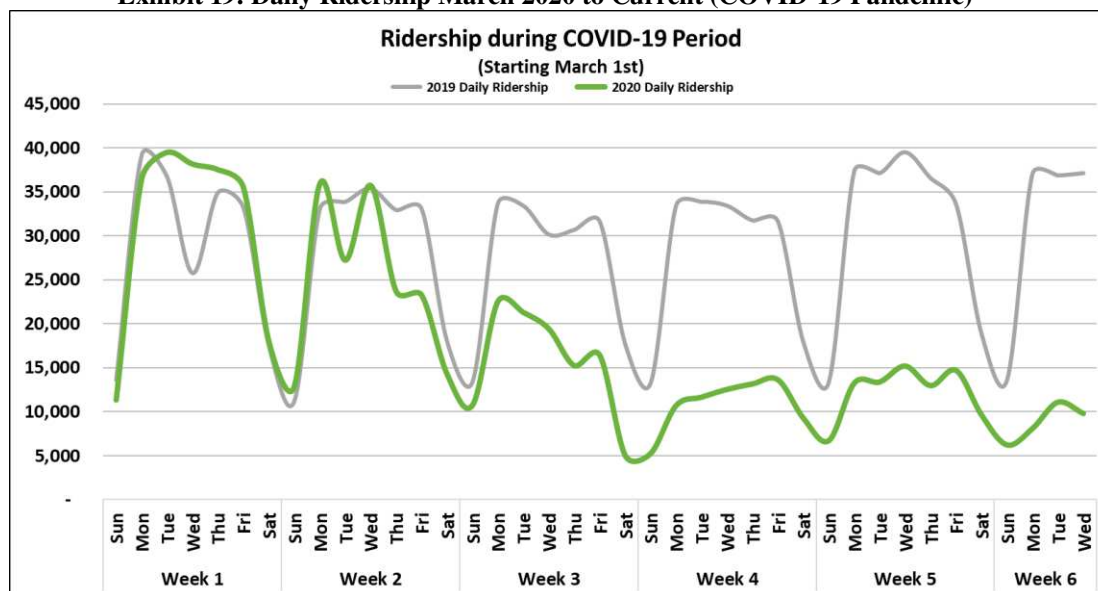
In addition to map changes, the ConnectForward plan proposes a change to the advanced reservation policy for OmniAccess. Currently, OmniAccess riders can make a reservation between one and seven days ahead of the travel day. The proposed reservation window will reduce this call-in window to three days ahead of the travel day. The goal of this change is to reduce the number of cancellations and no shows which have an estimated cost of over \$300,000 per year. Currently, 65% of the no shows and late cancellations are from riders that schedule their trip more than three days in advance, who account for only 21% of the trips scheduled. Additionally, Omnitrans has implemented a program called PASS-Web which allows OmniAccess riders to schedule trips online, making this change to the call-in window less impactful since reservations can be made through multiple channels.

5. CORONAVIRUS SERVICE CHANGES AND SCALABLE SERVICE CHANGES

In January 2020, the first cases in what became the COVID-19 Pandemic were diagnosed in the US. Approximately two months later, California Governor Newsom issued a statewide Stay at Home Order. The pandemic and subsequent Stay at Home Order significantly changed life in California, including travel and transit patterns.

Through the end of February, Omnitrans systemwide ridership was up 1.8% compared to the year before. FY2020 was on pace to be the first positive ridership year since FY2012. Following the Stay at Home Order, Omnitrans ridership fell 65% compared to the prior year and remained at that level from mid-March through the writing of this report in mid-April. This ridership trend can be seen in Exhibit 19.

Exhibit 19: Daily Ridership March 2020 to Current (COVID-19 Pandemic)



In response to the pandemic, the Stay at Home Order, and the resulting decline in ridership, Omnitrans implemented its Emergency Service Deployment Plan. This plan has seven service levels ranging from Level 1, status quo 100% of regular service, to Level 7, which is approximately a 70% decline in service.

Omnitrans initially implemented Emergency Service Level 3 on March 23rd which reduced service by approximately 35% through frequency reductions. Routes that operated every 10-, 15- or 20-minutes were reduced to 30-minutes and routes that operated every 30-minutes were reduced to hourly. This kept every Omnitrans route in service in order to provide lifeline coverage service throughout Omnitrans' service area. This also implemented seven of the eleven frequency reductions initially planned for September 2020 as described in Section 3 of this report.

As ridership continued to decline and the data began to show that routes which primarily served schools were seeing the largest decline, it was clear that further reductions were required. On April 13th, Omnitrans implemented further targeted frequency reductions, route eliminations and

contracted out more routes to use smaller vehicles. This increased the service reduction from approximately 35% to 45%.

These April 13th service changes also implemented some of the planned September service changes ahead of schedule. These included:

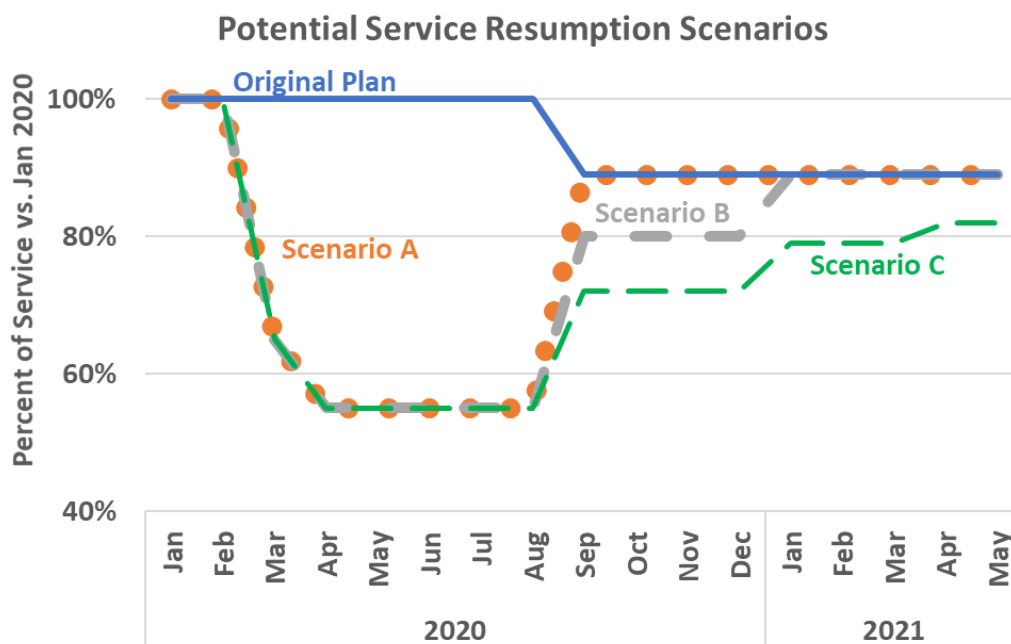
- Elimination of Route 7 (northern San Bernardino),
- Elimination of Route 20 (Fontana),
- Elimination of Route 308 (Yucaipa),
- Contracting out of Route 12 (San Bernardino, Muscoy, Rialto, Fontana), and,
- Contracting out of Route 29 (Bloomington).

There were additional changes that occurred at this period as well, however, these are currently planned to be temporary changes that will return following the pandemic.

The implementation of the Emergency Service Deployment plan now has Omnitrans operating service well below the planned September 2020 service plan. Additionally, with the decline in ridership and resulting fare revenue and the state of the economy and resulting financial uncertainty, there is a high degree of uncertainty about how and when service levels will be resumed to planned levels. As a result, Omnitrans believes it prudent to consider flexible and scalable scenarios to return service to the planned September service levels or possibly to a level below the initially plan September service level.

Exhibit 20 shows possible service resumption scenarios. The Original Plan Blue Line shows the initially planned service starting at 100% in early 2020 and declining to 89% in September 2020 with the planned 11% service reduction. Scenarios A, B and C all show the enacted Emergency

Exhibit 20: Potential Service Resumption Scenarios



Service reductions through April 2020. Omnitrans currently assumes that these reduced levels will continue through the end of the summer. Even if the Stay at Home Order is lifted, Omnitrans will likely continue to run reduced service through the summer as ridership will likely not rebound quickly and summer ridership is typically 10%-15% below other months.

Schools, colleges, and universities reopening for normal activities will likely be the trigger for beginning to restore service. As this occurs, Omnitrans will need to decide if service should jump to the planned September service level as shown in Scenario A or take a staggered approach to the September service level as shown in the Scenario B, with service resumption in January 2021. Alternatively, in Scenario C, service is resumed in smaller segments, but does not reach the planned September service levels as Omnitrans may need to further reduce service due to economic conditions.

This Service Plan is still based on the Original Plan in Exhibit 20. Costs associated with lost fare revenue are eligible expenses in the federal CARES Act. However, Omnitrans fully plans to monitor ridership, community activity, and economic conditions and will choose a service resumption path that aligns with the conditions. If Omnitrans continues to operate below plan and adjusts staffing levels accordingly, each scenario offers different potential savings opportunities in FY2021. Scenario A would save approximately \$3.5 million in FY2021, compared to the original plan. The Scenario B would save approximately \$5.0 million and Scenario C would save approximately \$8.5 million during the year. The specific service reductions to achieve these levels has not been determined. This type of scalable adjustment as Omnitrans moves towards planned service levels will allow Omnitrans to meet budget requirements even during uncertain times.

Omnitrans will bring regular monthly reports on budget, service and ridership levels to the Administrative and Finance Committee. During these reports, the Committee will be given staff recommendations on the service resumption plan which the Committee can recommend moving to the full Board of Directors. Additionally, the development and implementation of the Business Resumption Plan will be an action item in the FY2021 Management Plan.

6. PROPOSED FY2021 SERVICE LEVELS

This section provides FY2021 projections for key service characteristics at systemwide, fixed route and ADA paratransit services levels. As described in Section 5, there are multiple factors and possible scenarios to consider as the nation rebounds from the COVID-19 pandemic. The forecasts in this section were developed prior to the pandemic and correspond to the blue line shown in Exhibit 20. Keeping these forecasts at the original projections will help document changes compared to planned service and fare revenue in response to the pandemic.

Omnitrans has already implemented the Emergency Service Deployment Plan bringing FY2020 Fourth Quarter service levels down by approximately 45% compared to plan. Since service levels are already reduced below the planned September 2020 (FY2021) levels, Omnitrans will have the opportunity to return service in a flexible and scalable way based on ridership levels, workforce availability and economic/financial conditions. The Board will be kept apprised of changes in ridership, revenues/costs and workforce levels on a monthly basis in order to determine how and when service levels are increased.

6.1 SYSTEMWIDE SERVICE

Systemwide service characteristics are the summation of the fixed route and OmniAccess service characteristics provided in the sections below. Traditional fixed route service dominates systemwide service characteristics because 71% of Omnitrans' FY2021 revenue hours are directly operated 40-foot bus service, compared to 6% for sbX, 3% for OmniGo contracted fixed route service, and 20% for ADA paratransit service. From a ridership perspective, traditional fixed route service dominates the service characteristics by an even larger share accounting for 88% of boardings compared to 8% for sbX, 1% for OmniGo and 3% for OmniAccess.

Exhibit 21 shows that Omnitrans' revenue hours are projected to decline 8.7% during FY2021, falling from 843,000 hours in FY2020 to 770,000 in FY2021. This is a total decline of 73,000 revenue hours during the year as a result of the service changes proposed in Section 4 of this report. Revenue miles see a similar decline of 8.2% also driven by the proposed service changes. Ridership levels are projected to decline 3.5% during the year, equivalent to approximately 382,000 boardings. Fare revenue is projected to decline 1.8% as the Fiscal Year still see positive fare impacts from the full year implementation of the September 2019 fare increase.

Exhibit 21: System-wide Service Characteristics Summary

System Total (In Thousands except vehicles and ratios)		Actuals				Year-End Estimate	Projection	Percent Change
		FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2021
Financial	Fare Revenue	\$ 14,193	\$ 13,314	\$ 13,078	\$ 13,595	\$ 14,863	\$ 14,597	-1.8%
Operating Data	Revenue Miles	11,320	11,389	11,415	11,425	11,609	10,662	-8.2%
	Total Miles	12,741	12,742	12,805	12,818	12,902	11,838	-8.2%
	Revenue Hours	831	832	830	833	843	770	-8.7%
	Total Hours	900	897	898	898	915	835	-8.6%
	Passengers	12,813	11,653	11,210	10,864	11,059	10,676	-3.5%
Fleet Data	Peak Revenue Fleet	248	250	251	251	250	250	0.0%
	Spare Fleet	32	31	31	32	34	34	0.0%
	Total Fleet	278	281	282	283	284	284	0.0%
Key Stats	Passengers per Hour	15.4	14.0	13.5	13.0	13.1	13.9	5.7%

Omnitrans' total fleet is projected to remain unchanged at 284 vehicles, including articulated coaches, 40-foot coaches and Access cutaways. This projection is for maximum vehicles during the year, which includes the planned service prior to the September 2020 service changes. The number of total vehicles will fall by nineteen 40-foot coaches following the implementation of the September service changes.

6.2 FIXED ROUTE SERVICE

The service changes described in Section 4 of this report drive the proposed fixed route service changes shown in Exhibit 22. Section 4 describes an annualized change in total revenue hours of 11.4% and 77,597 revenue hours. The projection for FY2021 in Exhibit 22 shows a 9.4% decline, or a decline of 64,000 revenue hours. The difference between the two estimates is that the FY2021 estimates have the service reduction in place for 10 of the 12 months of FY2021, while the projections in Section 4 are fully annualized figures.

Fixed route fare revenue is projected to decline 1.9%, to \$13.2 million while ridership is projected to decline 3.5% to 10.3 million riders, down 379,000 riders from the initial year-end estimate of 10.7 million riders for FY2020.

Exhibit 22: Total Fixed Route Service Characteristics Summary

Total Fixed Route (In Thousands except vehicles and ratios)		Actuals				Year-End Estimate	Projection	Percent Change
		FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2021
Financial	Fare Revenue	\$ 12,439	\$ 11,577	\$ 11,463	\$ 12,150	\$ 13,416	\$ 13,155	-1.9%
	Revenue Miles	8,733	8,833	8,985	9,111	9,201	8,388	-8.8%
Operating Data	Total Miles	9,452	9,568	9,769	9,917	9,991	9,089	-9.0%
	Revenue Hours	661	665	673	676	682	618	-9.4%
	Total Hours	691	697	705	709	714	646	-9.5%
	Passengers	12,380	11,220	10,832	10,503	10,728	10,349	-3.5%
Fleet Data	Peak Revenue Fleet	152	154	155	155	154	154	0.0%
	Spare Fleet	32	31	31	32	34	34	0.0%
	Total Fleet	182	185	186	187	188	188	0.0%
Key Stats	Passengers per Hour	18.7	16.9	16.1	15.5	15.7	16.8	6.5%

The peak fleet utilized during the year will remain at 154 vehicles as the service change does not occur until September. Following the September service change, the peak fixed route fleet will decline to 138 vehicles including cutaways, coaches and articulated buses.

In order to quantify the impact of the COVID-19 pandemic, the initial year-end estimate shown in Exhibit 22 is compared to a newly revised forecast shown in Exhibit 23 based on: 1) Maintaining reduced service through the end of the fiscal year, 2) social distancing guideline remain in place through the end of the fiscal year, which has Omnitrans maintain rear door boarding only, with no fare collection, and, 3) average daily ridership trends from late March/early April continue to the end of the fiscal year.

**Exhibit 23: FY2020 Initial vs. Revised Forecast
(COVID-19 Impact)**

Total Fixed Route (In Thousands except vehicles and ratios)		FY2020 Estimates			
		Initial	Revised	Δ	%Δ
Financial Data	Fare Revenue	\$ 13,416	\$ 9,754	\$ (3,662)	-27.3%
	Revenue Miles	9,201	8,155	(1,046)	-11.4%
Operating Data	Total Miles	9,991	8,855	(1,136)	-11.4%
	Revenue Hours	682	604	(78)	-11.4%
	Total Hours	714	633	(81)	-11.4%
	Passengers	10,728	8,704	(2,024)	-18.9%
Fleet Data	Peak Revenue Fleet*	154	92	(62)	-40.3%
Key Stats	Passengers per Hour	15.7	14.4	(1.3)	-8.5%

*Estimated peak fleet at end of year including cutaways, 40' buses and articulated buses

6.3 OMNIACCESS SERVICE – ADA PARATRANSIT SERVICE

Over the last several years, Omnitrans’ Special Transit Service Department has implemented several programs which have mitigated growth on Access, including travel training, Regional Mobility Partnerships (RMP), volunteer driver programs, and RideLyft/Taxi partnerships. This decline has not been a regional nor national trend, and as such, Omnitrans does not project ridership declines to continue from these programs.

However, OmniAccess ridership forecasts are also impacted by the elimination of the Beyond the Boundary service, map changes associated with the proposed fixed route service changes, and changes to the reservation window. Additionally, July 1, 2020 is the contractor transition to operate OmniAccess service. The new contractor, First Transit, has proposed several efficiencies that if implemented will increase productivity measured by passengers per hour.

As a result of the above-mentioned factors, OmniAccess ridership is projected to decline 1.0%, from 331,000 passengers in FY2020 to 328,000 riders in FY2021. Declining ridership on OmniAccess often helps the agency save operating costs, as OmniAccess trips are the most expensive service offering at the agency, typically costing seven times as much per trip as a comparable trip on fixed route service.

Since service characteristics such as revenue hours and revenue miles on OmniAccess are demand-driven and determined by ridership levels, Access’ service characteristics follow the ridership trend. Revenue hours and miles are expected to decline by 5.6% at 2,274,000 revenue miles and 152,000 revenue hours during FY2021. Exhibit 24 below shows the estimated service characteristics for OmniAccess during FY2021.

Exhibit 24: Access Service Characteristics Summary

Access (In Thousands except vehicles and ratios)		Actuals				Year-End Estimate	Projection	Percent Change
		FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2021
Financial	Fare Revenue	\$ 1,754	\$ 1,736	\$ 1,614	\$ 1,445	\$ 1,447	\$ 1,442	-0.3%
Operating Data	Revenue Miles	2,587	2,556	2,431	2,314	2,408	2,274	-5.6%
	Total Miles	3,290	3,174	3,036	2,901	2,911	2,749	-5.6%
	Revenue Hours	170	167	158	157	161	152	-5.6%
	Total Hours	209	200	193	189	201	190	-5.6%
	Passengers	434	432	378	360	331	328	-1.0%
Fleet Data	Peak Revenue Fleet	96	96	96	96	96	96	0.0%
	Spare Fleet	-	-	-	-	-	-	0.0%
	Total Fleet	96	96	96	96	96	96	0.0%
Key Stats	Passengers per Hour	2.5	2.6	2.4	2.3	2.1	2.2	4.8%

7. FARE STRUCTURE

Omnitrans raised fares in FY2020 and proposes no fare change during FY2021. Exhibit 25, Exhibit 26 and Exhibit 27 provide details of Omnitrans' FY2021 fare structure.

Exhibit 25: Fixed Route Fares

	Full-Fare	Senior/Disability/Medicare	Youth	Veteran
31-Day	\$ 60.00	\$ 30.00	\$ 45.00	\$ 30.00
7-Day	\$ 20.00	\$ 9.00	\$ 15.00	\$ 9.00
1-Day				
Single Day Pass	\$ 6.00	\$2.75	n/a full-fare	\$ 2.75
Packs of Ten	\$ 54.00	\$ 25.00	n/a full-fare	\$ 25.00
Single Ride				
Individually	\$ 2.00	\$ 0.90	n/a full-fare	\$ 0.90
Packs of Ten	\$ 18.00	\$ 8.50	n/a full-fare	\$ 8.50
Free Rides	MetroLink Transfers: Free to rider; SCRRRA pays one-half base fare for each boarding with a MetroLink ticket/pass; RCTC pays a half base fare for Metrolink transfers on Rt. 215. Children: Height < 46"; limit 2 free per fare paying riders Personal Care Attendant: Accompanying a ADA Rider; Omnitrans Employees and Family Members: With Employee/Family ID; RTA Employees and Family Members: With Employee/Family ID; and, LAMTA, Foothill Transit, OCTA & Pass Transit Employees: With Employee ID Promotional Fares. Uniformed active military, police and fire personnel.			
Go Smart Fare	<ul style="list-style-type: none"> The Go Smart fare is a pre-negotiated fare for any student, employee, member or client of a partner organization. Participants must have an active, valid Omnitrans-compatible ID card as proof of fare. 			

Exhibit 26: Access Fares

	Cash	Beyond ADA Boundary
1-3 zone	\$ 3.25	\$ 8.25
4 zone	\$ 4.25	\$ 9.25
5 zone	\$ 5.25	\$ 10.25
6 zone	\$ 6.25	\$ 11.25

Exhibit 27: MicroTransit Fares

	Full-Fare	Senior/Disability/Medicare	Youth	Veteran
One-Ride (includes day pass on fixed route)	\$ 4.00	\$ 2.00	\$ 4.00	\$ 2.00

There will be a promotional free ride period at the beginning of MicroTransit service. This may be followed by a short discounted promotional period prior to reaching .

8. PUBLIC INPUT AND TITLE VI SERVICE EQUITY ANALYSIS

Best practices in transit planning are built upon thorough public input. Omnitrans staff held public meetings associated with the update of the SRTP. Feedback was also attained during the survey and focus groups associated with the sbX Before and After Study. Additionally, Omnitrans participates in the American Bus Benchmarking Group (ABBG) annual Customer Satisfaction Survey. The Strategic Development Department also tracks and considers all service requests that are received. These inputs inform Omnitrans' recommendations for service changes.

Federal Transit Administration (FTA) regulations require public hearings and Title VI Service Equity Analyses for any major service change or any fare increase. The FTA requires that agencies define a major service change. Omnitrans has defined this as a change to any route's hours, miles or passengers by 25% or more on any day of service. Given the totality of the service changes, this service change was deemed a major service change and required a public hearing.

8.1 PUBLIC INPUT

In order to maximize the potential for public involvement, Omnitrans held 22 public meetings. There were nine formal public hearings and thirteen informal public meetings. Additionally, Omnitrans staff presented at four City Council meetings upon request from each of those four cities.

This approach is based on Omnitrans' Public Outreach Plan, which was adopted by the Board in 2007. Omnitrans has found informal public hearings in the community to be much more successful in generating public participation than a single public hearing held at a Board Meeting. The Public Hearings schedule is shown in Exhibit 28.

Exhibit 28: Public Meetings

CITY	LOCATION	DATE	TIME
San Bernardino	San Bernardino Transit Center	Monday, January 13, 2020	6:00 A.M. – 9:00 A.M.
San Bernardino	San Bernardino Transit Center	Monday, January 13, 2020	3:00 P.M. – 6:00 P.M.
*Yucaipa	Yucaipa City Hall	Tuesday, January 14, 2020	3:00 P.M. – 5:00 P.M.
Fontana	Fontana Transit Center	Wednesday, January 15, 2020	6:00 A.M. – 9:00 A.M.
*Upland	Upland City Hall	Wednesday, January 15, 2020	3:00 P.M. – 6:00 P.M.
Fontana	Fontana Transit Center	Thursday, January 16, 2020	3:00 P.M. – 6:00 P.M.
Rialto	Foothill & Riverside Bus Stops	Friday, January 17, 2020	11:00 A.M. – 2:00 P.M.
Montclair	Montclair Transit Center	Tuesday, January 21, 2020	6:00 A.M. – 9:00 A.M.
Chino	Chino Transit Center	Tuesday, January 21, 2020	3:00 P.M. – 6:00 P.M.
*San Bernardino	Plans and Programs Meeting	Wednesday, January 22, 2020	9:00 A.M.
Redlands	Redlands Mall Bus Stops	Thursday, January 23, 2020	3:00 P.M. – 6:00 P.M.
Ontario	Ontario Mills	Friday, January 24, 2020	11:00 A.M. – 2:00 P.M.
*Grand Terrace	Grand Terrace Community Room	Monday, January 27, 2020	3:00 P.M. – 5:00 P.M.
Montclair	Montclair Transit Center	Wednesday, January 29, 2020	11:00 A.M. – 2:00 P.M.
*Chino Hills	Chino Hills City Hall	Wednesday, January 29, 2020	4:00 P.M. – 7:00 P.M.
San Bernardino	San Bernardino Transit Center	Thursday, January 30, 2020	6:00 A.M. – 9:00 A.M.
*Fontana	Fontana City Hall	Thursday, January 30, 2020	3:00 P.M. – 6:00 P.M.
*Ontario	Dorothy Quesada Community Center	Monday, February 3, 2020	4:00 P.M. – 7:00 P.M.
Colton	Arrowhead Regional Medical Center Transfer Center	Tuesday, February 4, 2020	11:00 A.M. – 2:00 P.M.
*San Bernardino	Omnitrans: East Valley Facility	Tuesday, February 4, 2020	4:00 P.M. – 7:00 P.M.
*San Bernardino	Board Meeting	Wednesday, February 5, 2020	8:00 AM
Rancho Cucamonga	Chaffey College Transit Center	Thursday, February 6, 2020	11:00 A.M. – 2:00 P.M.

*Formal Public Hearings.

During these meetings, Omnitrans staff interacted with approximately 750 people. Omnitrans received 358 total comments at these meetings, via email, over the phone and through social media. 66% of these comments were related to the Service Change Proposals. The remaining 34% were categorized as “Other” comments.

Of the comments that identified a route, a total of 70% of the comments related to OmniGo Yucaipa (Routes 308/309/310) and OmniGo Grand Terrace (Route 325). Of the 70%, 32% related to Yucaipa and essentially asked for additional service rather than service reductions. Of the 70%, 38% were related to OmniGo Grand Terrace and over half of those were from one individual. The requests in Grand Terrace related to maintain service to the Grand Terrace Senior Center and maintaining a one-seat ride between the VA Hospital and the Senior Center.

While Omnitrans understands the requests from these communities, the primary services in these areas are not financially sustainable. In both cases, Omnitrans’ Special Transportation Services Department partners with the cities through the Regional Mobility Partnership (RMP) program. A new call for projects has been issued for the RMP program and Omnitrans will help the cities apply for additional grant funding.

Exhibit 30 shows the distribution of comments by route. The blue is the total number of comments, the red the total number of concerns, and then the gap between the blue and the red show the share of positive comments by route. As can be seen in this graph, there were very few comments on any service change other than OmniGo Grand Terrace (325) and OmniGo Yucaipa. The only other comment with double digit concerns related to Route 81, where there were requests to maintain service to Ontario Mills. Following these comments, Omnitrans was able to maintain service to Ontario Mills.

Exhibit 29: Public Comment Summary

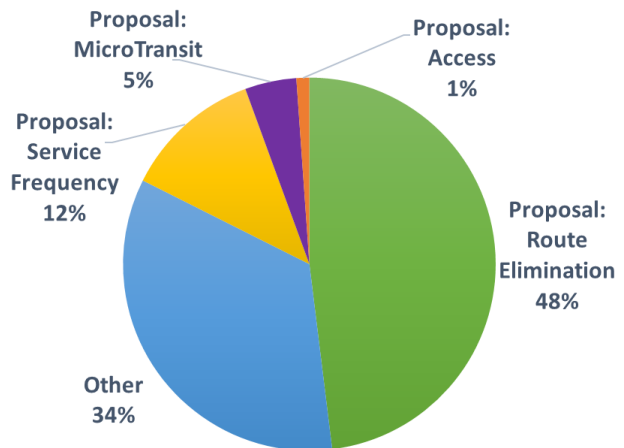
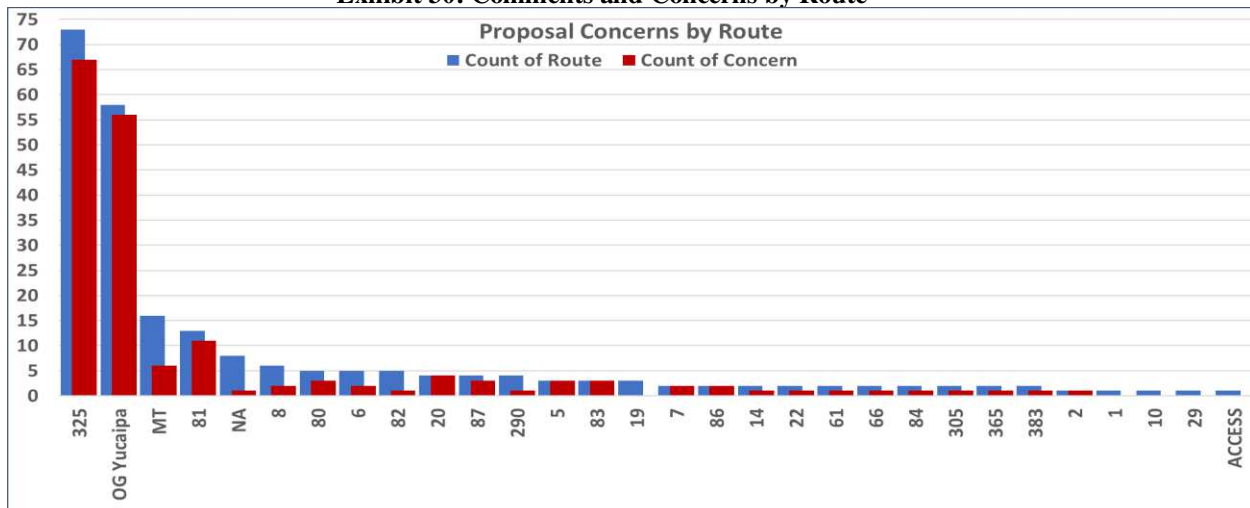
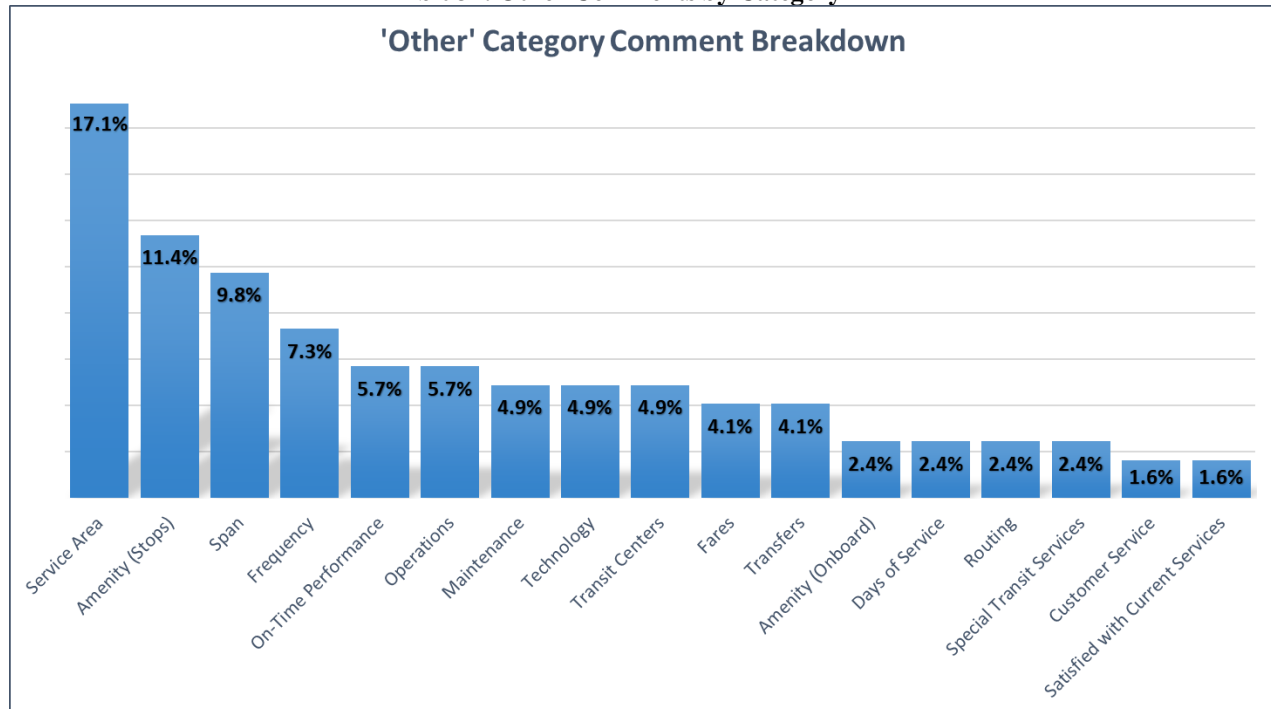


Exhibit 30: Comments and Concerns by Route



The breakdown of the 34% of “Other” comments can be seen in Exhibit 31. The four most common other comments include: 1) a desire for additional service area, with Redlands Community Hospital and South Ontario/Chino coming up most frequency, 2) requests for additional stop amenities including shelters and benches, 2) Request for longer service, particularly on weekend evenings, and 3) more frequency across routes that were not seeing service changes.

Exhibit 31: Other Comments by Category



8.2 SERVICE EQUITY ANALYSIS

OmniTrans is required to complete a Title VI service equity analysis for every fare and/or major service change before it occurs. These requirements are outlined in the FTA Circular 4702.1B, dated October 1, 2012, and more generally 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 must demonstrate that no group or groups are being denied service based on discriminatory planning.

Exhibit 32 renders all the proposed route changes in total. Note that OmniGo Route 365 in Chino Hills will be eliminated and replaced by a MicroTransit Option. The blue routes show the existing network of routes following the proposed September 2020 service change. The red routes shows routes or part of routes that exist today that would no longer exist following the September 2020 service change.

Exhibit 32: System Map Changes

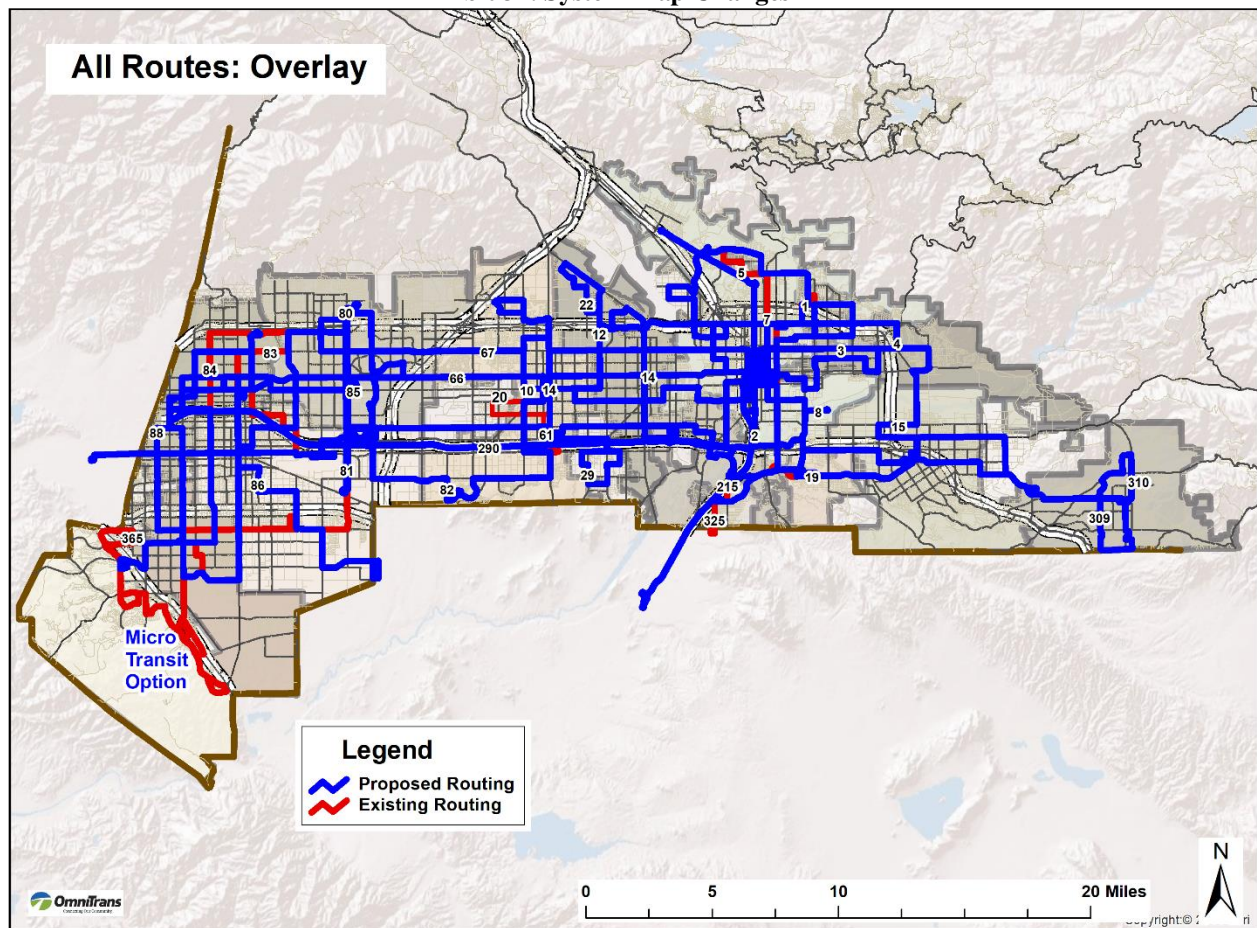


Exhibit 33 shows the tabulated data of all service equity analyses performed for all proposed route changes. In each case of a change, the percent minority and percent Low-Income/Minority (LIM) are determined for current routing and for proposed routing. Results in each case are compared in terms of proposed change demographic profile versus the current routing demographic profile. From these two figures, the difference is obtained for both Minority proportion and for LIM proportion. This difference is measured in terms of percentage difference, Positive differences mean that the minority/LIM proportion served is greater in the proposed routing scenario than it is currently, while a negative difference means that the minority/LIM proportions of the population served would be reduced in the proposed scenario.

For the Title VI Service Equity Test up to ten-percent difference is permissible based on Omnitrans' Disparate Impact Policy service change threshold in order to remain compliant with Title VI requirements, and positive changes should always be compliant. In each comparison, the difference is adjudicated as being within acceptable bounds or not.

All proposed changes are within acceptable bounds. None of the proposed changes result in disparate impact or impose disproportionate burdens on minority populations, and for these reasons, Omnitrans will remain compliant with its Title VI obligations.

Exhibit 33: Demographic Comparison of Service Changes

COMPARISON TO ROUTES	% Minority	% LIM	Difference	Within Acceptable Bounds?
Population of County (ACS 2015 data)	70.1%	73.3%		
Population of Service Area (Includes Area within ALL JPA Cities' Limits)	72.4%	76.9%		
Population of ADA/Access Service Area	75.4%	79.6%		
ROUTE COMPARISONS				
ROUTES 1, 5, 7, and 325 (Proposed Routes 1, 6, 305)--- Route 6, Golden Alternative				
Half-Mile of Current Routes Affected by Changes	77.5%	84.0%		
Half-Mile of Proposed Fixed Route Changes	79.1%	85.1%	1.5%	Yes
For Local Demographic Character Associated with Routes (One Mile Buffer):				
One Mile of Current Routes Affected by Changes	78.7%	84.6%		
One Mile of Proposed Fixed Route Changes	80.0%	85.5%	0.9%	Yes
ROUTE 8				
Half-Mile of Current Routes Affected by Changes	61.8%	69.1%		
Half-Mile of Proposed Fixed Route Changes	61.7%	68.1%	-0.1%	Yes
For Local Demographic Character Associated with Routes (One Mile Buffer):				
One Mile of Current Routes Affected by Changes	64.1%	71.9%		
One Mile of Proposed Fixed Route Changes	64.1%	71.9%	No Change	Yes
ROUTE 29 (Proposed Route 29)				
Half-Mile of Current Routes Affected by Changes	85.4%	88.3%		
Half-Mile of Proposed Fixed Route Changes	84.9%	88.2%	-0.5%	Yes
For Local Demographic Character Associated with Routes (One Mile Buffer):				
One Mile of Current Routes Affected by Changes	85.5%	88.3%		
One Mile of Proposed Fixed Route Changes	85.6%	88.4%	0.1%	Yes
ROUTE NEW 81, 86 (Proposed Alternative to 81, 86)				
Half-Mile of Current Routes Affected by Changes	71.8%	75.3%		
Half-Mile of Proposed Fixed Route Changes	70.9%	74.6%	-0.9%	Yes
For Local Demographic Character Associated with Routes (One Mile Buffer):				
One Mile of Current Routes Affected by Changes	71.2%	74.7%		
One Mile of Proposed Fixed Route Changes	71.1%	74.6%	-0.1%	Yes
ROUTE 82, 20 (Proposed Route 82)				
Half-Mile of Current Routes Affected by Changes	83.7%	86.2%		
Half-Mile of Proposed Fixed Route Changes	83.0%	85.5%	-0.7%	Yes
For Local Demographic Character Associated with Routes (One Mile Buffer):				
One Mile of Current Routes Affected by Changes	82.7%	85.1%		
One Mile of Proposed Fixed Route Changes	82.1%	84.5%	-0.6%	Yes
ROUTE 83, 84 and 383 Upland Circulator / Upland OmniGo Proposal				
Half-Mile of Current Routes Affected by Changes	70.6%	74.5%		
Half-Mile of Proposed Fixed Route Changes	72.8%	76.5%	2.2%	Yes
For Local Demographic Character Associated with Routes (One Mile Buffer):				
One Mile of Current Routes Affected by Changes	69.9%	73.7%		
One Mile of Proposed Fixed Route Changes	72.6%	76.3%	2.7%	Yes
ROUTE 308				
City of Yucaipa Demographics for Comparison	33.9%	43.3%		
Half-Mile of Proposed Fixed Route Changes	37.0%	50.7%	3.1%	Yes
For Local Demographic Character Associated with Routes (One Mile Buffer):				
City of Yucaipa Demographics for Comparison	33.9%	43.3%		
One Mile of Proposed Fixed Route Changes	36.6%	47.3%	4.0%	Yes
ROUTE 365				
Cities of Chino & Chino Hills Demographics for Comparison	69.4%	71.8%		
Half-Mile of Proposed Fixed Route Changes	70.1%	72.4%	0.7%	Yes
For Local Demographic Character Associated with Routes (One Mile Buffer):				
Cities of Chino & Chino Hills Demographics for Comparison	69.4%	71.8%		
One Mile of Proposed Fixed Route Changes	70.3%	72.6%	0.8%	Yes
PROPOSED ROUTE CHANGES ONLY				
Half-Mile of Current Routes Affected by Changes	74.1%	78.6%		
Half-Mile of Proposed Fixed Route Changes	74.4%	78.9%	0.3%	Yes
For Local Demographic Character Associated with Routes (One Mile Buffer):				
One Mile of Current Routes Affected by Changes	74.6%	78.9%		
One Mile of Proposed Fixed Route Changes	85.5%	88.0%	9.1%	Yes
10-, 15-, 20-Minute Frequency Service				
Half-Mile of Current Routes Affected by Changes	82.5%	86.8%		
Half-Mile of Proposed Fixed Route Changes	82.6%	86.8%	0.1%	Yes
30-Minute Frequency Service				
Half-Mile of Current Routes Affected by Changes	75.6%	80.2%		
Half-Mile of Proposed Fixed Route Changes	75.3%	79.9%	-0.3%	Yes
60+-Minute Frequency Service				
Half-Mile of Current Routes Affected by Changes	74.9%	78.8%		
Half-Mile of Proposed Fixed Route Changes	75.5%	79.4%	0.6%	Yes
ENTIRE PROPOSED SYSTEM				
Half-Mile Buffer Around 2019 Fixed Route System	75.6%	79.8%		
Half-Mile Buffer Around Proposed Fixed Route System	76.0%	80.2%	0.4%	Yes
For Local Demographic Character Associated with Routes (One Mile Buffer):				
One Mile of Current Routes Affected by Changes	74.4%	78.7%		
One Mile of Proposed Fixed Route Changes	74.7%	79.0%	0.3%	Yes