



**Fiscal Year
2022**

Service Plan



Omnitrans
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San Bernardino, CA 92411

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1. INTRODUCTION

The Fiscal Year 2021-2022 (FY2022) Service Plan continues Omnitrans' strategy of utilizing a flexible, data-driven, triggers-based approach to align service with ridership demand and funding as the Agency rebounds from the impacts of the COVID-19 pandemic. The service plan lays out a 7-step resumption path that may take up to two years to fully implement with multiple milestones rather than a prescriptive approach to the service changes expected during the year.

Omnitrans developed a series of Health & Safety, Ridership/Demand, Financial, and Employee Recall service resumption triggers for FY2021. These resumption triggers have been updated for FY2022. Using these triggers combined with information available today, the FY2022 Service Plan proposes service resumption associated with student trips and morning service on the core network in August 2021. This would be followed by morning and evening peak service resumption on Omnitrans' secondary tier routes in January 2022.

Currently, Omnitrans is operating 72% of the planned ConnectForward fixed route service level. With the proposed service resumption in August 2021 and January 2022, service levels will increase to 78% and 83% of ConnectForward planned service, respectively. Should there be a significant change in ridership demand, Omnitrans will come back to the Board to further adjust service in line with the triggers outlined in this report.

The Annual Service Plan defines the Family of Service offerings, changes to services or service policies, and sets fare policy for the year. Omnitrans proposes no change to the Family of Services, service policy or fare policy during FY2022. Service changes proposed are in line with resuming previously approved ConnectForward service levels.






Omnitrans proposes implementing a second OmniRide MicroTransit service in Upland in August 2021. This OmniRide service will replace the planned Route 383 service as the implementation of Route 383 was delayed due to low ridership on related previously existing service during the pandemic. The cost of OmniRide Upland mirrors the planned Route 383 service and is in line with the objectives laid out in the ConnectForward plan.

Lastly, Omnitrans has applied for a Clean Mobility Options grant for OmniRide Bloomington. Initial indications have been positive on this grant application. Should the grant be awarded, Omnitrans will complete the required planning processes and come back to the Board for approval to implement OmniRide Bloomington as an addendum to this annual service plan.

2. OMNITRANS FAMILY OF SERVICES

OmniTrans' Family of Services includes Bus Rapid Transit (BRT), Express and Local Bus service, Community Circulator service, MicroTransit service and ADA Paratransit service. These can be seen in Exhibit 1.

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	OmniTrans		Smaller bus service designed to offer mobility for areas with relatively low population and employment density.
Demand Response	MicroTransit	OmniRide		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 ¾-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.

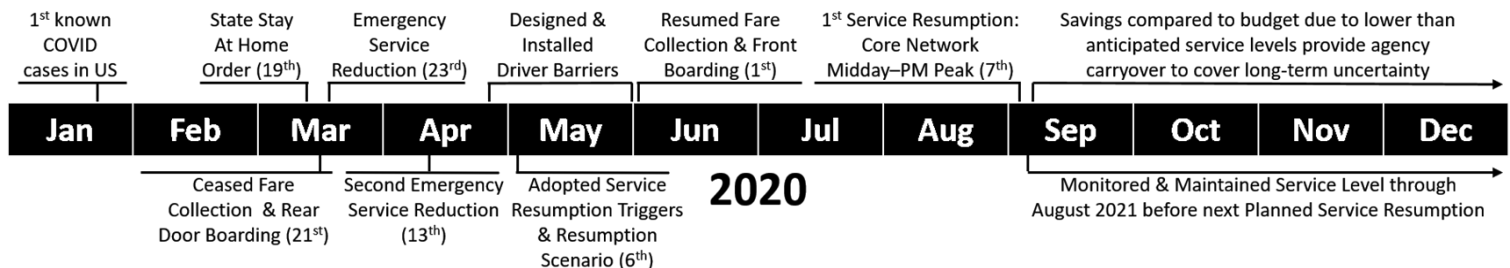
OmniTrans proposes no changes to the overall Family of Services in FY2022.

3. COVID-19 PANDEMIC SERVICE RESPONSE & RIDERSHIP LEVELS

Typically, the annual service plan's service recommendations are built upon systemwide ridership trends and route-by-route performance reviews. This is combined with before and after analyses of recent service changes to determine which changes were successful and which changes need to be further adjusted based on actual performance.

“Regular” performance analyses and before and after analyses of the impact of the September 2020 ConnectForward service changes were rendered effectively meaningless by the overall changes in travel and ridership patterns caused by the pandemic. Fiscal year-to-date through February, Omnitrans systemwide ridership was down 63.0%, with fixed route ridership down 62.4% and demand response ridership down 82.1%. Considering these trends, Omnitrans made multiple service adjustments during the pandemic. These changes can be seen in Exhibit 2.

Exhibit 2: Timeline of Omnitrans COVID Related Service & Fare Changes

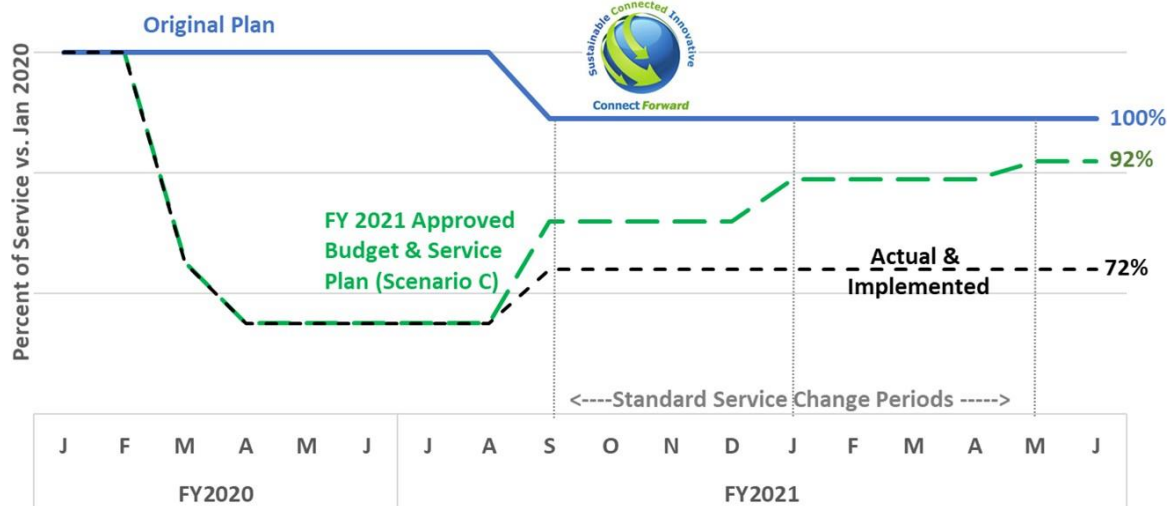


The changes implemented above were based on the Service Resumption Triggers (Exhibit 3) and the service resumption plan approved in the FY2021 Service Plan and FY2021 Budget (Scenario C). The comparison of the budget to what was actually implemented is shown in Exhibit 4.

Exhibit 3: FY2021 Service Resumption Triggers

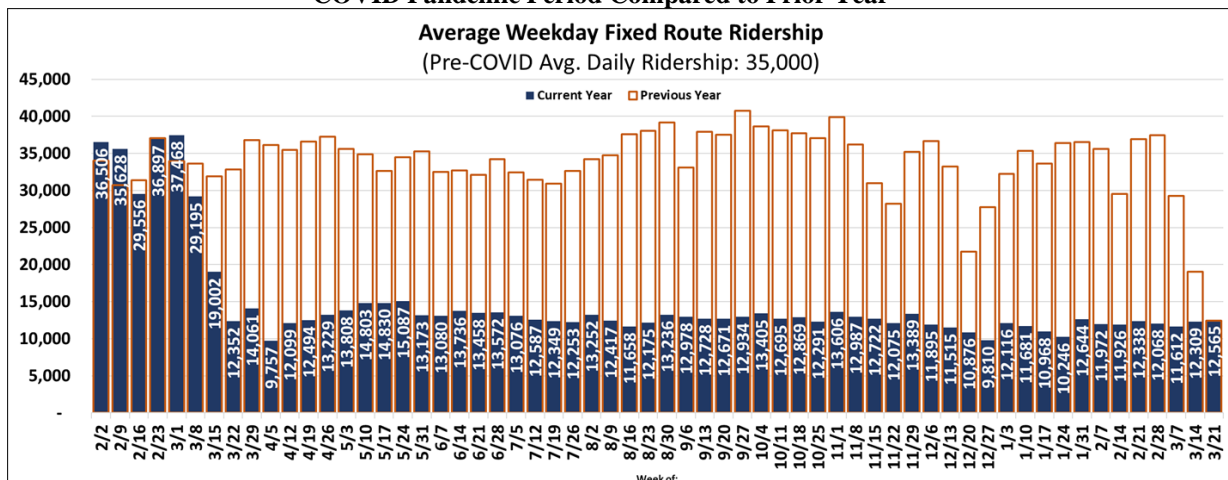
Health & Safety Triggers	Ridership/Demand Triggers
Purpose: Determine when to begin fare collection, open front-door, full bus boarding	Purpose: Determine when to restore service, routes & frequency.....(System & Route specific)
<ul style="list-style-type: none"> • Driver PPE readily available/installed • State Stay at Home Order Lifted (Phase 2) • Specific CDC/State/County Transit / Transportation Guidelines 	<ul style="list-style-type: none"> • Colleges & High Schools reopen in-person • Routes routinely exceeding 15 max passengers on board (Load factor >0.4). 20 for sbX w/ FTA Consultation
Financial Triggers	Employee Recall Triggers
Purpose: Determine what services / staffing can be supported	Purpose: Determine when to begin to recall operators and mechanics
<ul style="list-style-type: none"> • Adopt revised budget • CARES Act funding flow • Monthly reports to Administrative & Finance Committee 	<ul style="list-style-type: none"> • Driven by revenue hours and demand in conjunction with other three triggers • Aligning workforces with service levels

Exhibit 4: FY2021 ConnectForward, Budget/Service Plan (Scenario C) and Actual Service Levels Compared

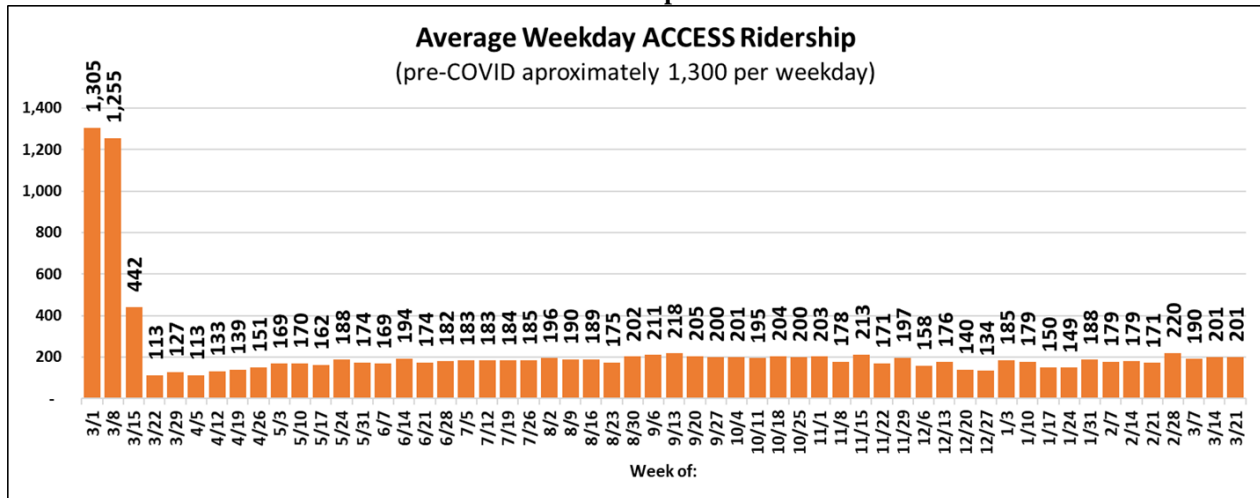


OmniTrans intentionally chose to remain below the budgeted service levels as ridership remained low but stable during the year. Exhibit 5 shows weekly fixed route ridership trend compared to the prior year and Exhibit 6 shows weekly OmniAccess ridership during the year. Since neither fixed route service, nor OmniAccess service demonstrated significant increases leading up to the service changes shown in Scenario C, service levels were kept flat.

Exhibit 5: Average Weekday Fixed Route Ridership by Week COVID Pandemic Period Compared to Prior Year



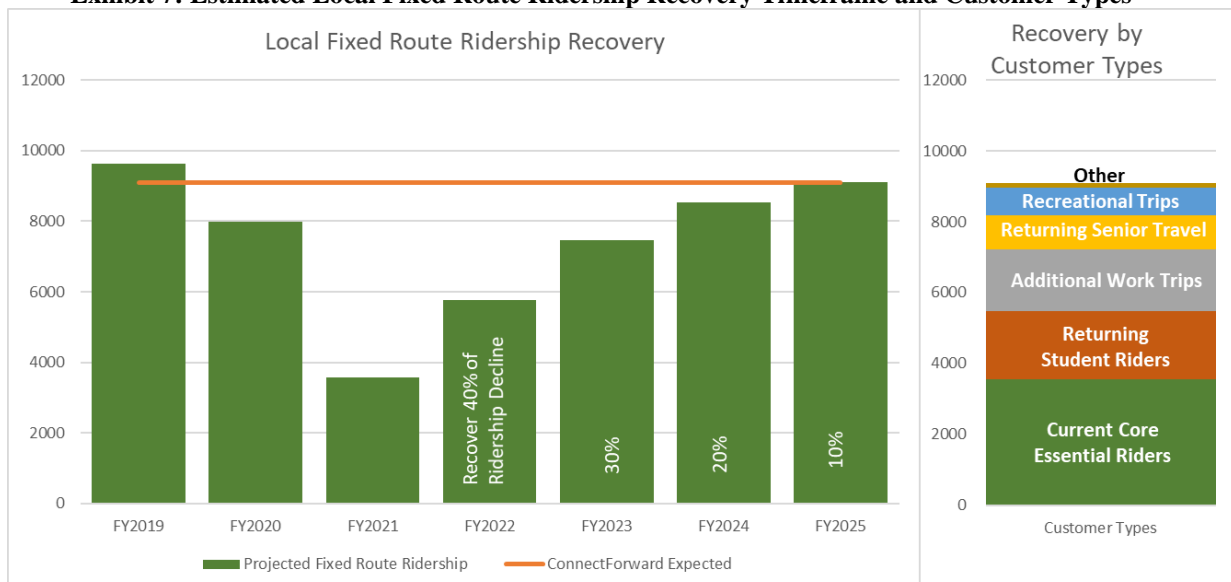
**Exhibit 6: Average Weekday OmniAccess Ridership by Week
COVID Pandemic Period Compared to Prior Year**



As FY2021 comes to a close, significant portions of the population are getting vaccinated and schools throughout the service area are beginning to open to a modest level of in person learning. As these trends continue, Omnitrans anticipates that ridership will gradually begin to grow. While there remains a great deal of uncertainty, Omnitrans anticipates that approximately 40% of lost ridership may be back within the year. If this pace of ridership resumption is accurate, it will likely be three to four years before Omnitrans ridership levels approach pre-pandemic levels.

Exhibit 7 illustrates a likely estimated ridership recovery path that approaches pre-pandemic levels. If this estimate holds, Omnitrans would not return to pre-pandemic ridership levels until FY2025. In order to accomplish this, Omnitrans must focus on reaching out to customers by customer type. The initial focus is on returning student riders who previously accounted for 20% of ridership and has fallen to effectively no ridership during the pandemic. This would be followed by additional work trips as the economy rebounds, trips taken by seniors and recreational travel.

Exhibit 7: Estimated Local Fixed Route Ridership Recovery Timeframe and Customer Types



4. SUMMARY OF SERVICE RESUMPTION AND SERVICE CHANGES

The FY2022 Service Plan is built on the Revised Service Resumption Triggers shown in Exhibit 8. The triggers remain built upon Health & Safety, Ridership/Demand, Financial and Employee Recall triggers.

The Health and Safety Triggers are designed to support employee safety and determine when bus capacity should change. Omnitrans successfully implemented many initiatives to ensure the Agency has met these triggers. These have been embodied by the Agency participating in APTA's Health and Safety Commitments program. Currently, Omnitrans utilizes a planning capacity of 15 people per 40-foot bus, and an actual capacity of 20 people per 40-foot bus. As the risk tiers improve, the Health and Safety Trigger will allow for additional capacity onboard buses.

The Ridership/Demand triggers are based on evaluating routes that are nearing or exceeding the capacity limits set during the Health & Safety Triggers. Ridership and Demand have been low but stable during the last year. As vaccination rates increase, schools reopen, and travel increases, Omnitrans anticipates seeing additional demand, which the agency will meet by gradually increasing service.

While Ridership and Demand may increase the need for service, Omnitrans will ensure to align service levels with funding levels. The purpose of the Financial Triggers is to ensure Omnitrans only reintroduces service that can be sustained long-term.

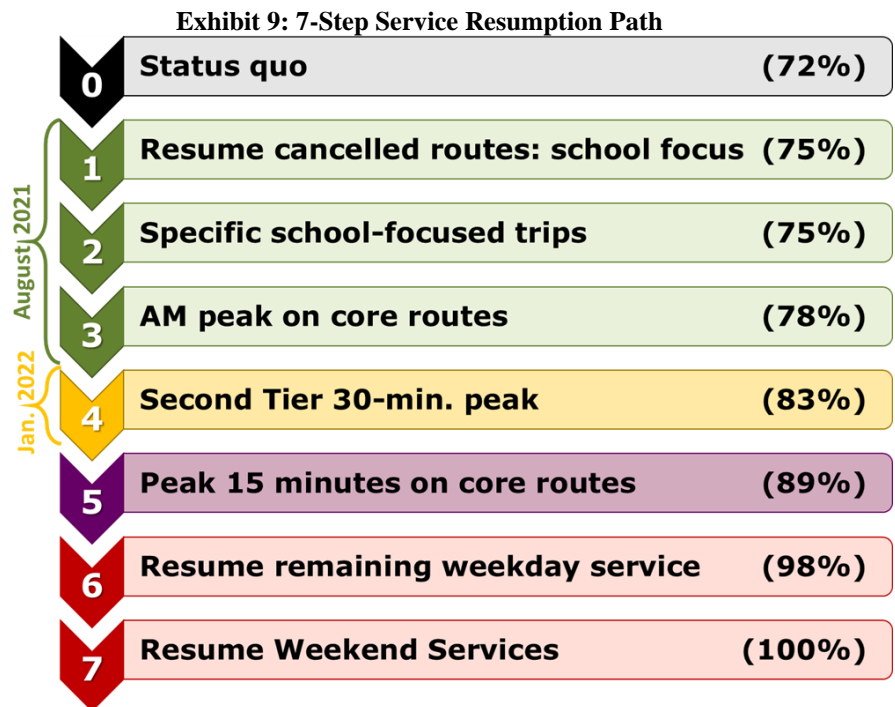
Once the first three triggers have been met, employees will be recalled to provide the service levels needed. Currently, approximately 100 coach operators remain on a recall list.

Exhibit 8: FY2022 Revised Service Resumption Triggers

Health & Safety Triggers	Ridership/Demand Triggers
Purpose: Employee Safety & Bus Capacity	Purpose: Service resumption: Routes/freq.
<ul style="list-style-type: none"> ✓ Employee PPE available & installed ✓ State Stay at Home Order Lifted ✓ CDC/State/County Transit Guidelines <ul style="list-style-type: none"> • Monitoring State's "County Risk Tier" • Reduced social distancing guidelines 	<ul style="list-style-type: none"> ✓ Routes routinely exceeding 15 max passengers on board (20 for sbX) ✓ Resumption aimed at greatest passenger impact and ensuring social equity <ul style="list-style-type: none"> • Colleges & High Schools reopen in-person
Financial Triggers	Employee Recall Triggers
Purpose: Financially sustainable services	Purpose: Determine when to recall staff
<ul style="list-style-type: none"> ✓ Adopt budget with CARES Act funds ✓ Quarterly reports to A&F Committee ✓ Service resumption must be sustainable in both short and long run <ul style="list-style-type: none"> • Additional Federal/State Funding Support 	<ul style="list-style-type: none"> ✓ Driven by revenue hours and ridership demand ✓ Aligning workforces with service levels <ul style="list-style-type: none"> • Continue based on service resumption

Based on the Service Resumption Triggers, Omnitrans developed the 7-step service resumption path shown in Exhibit 9. Omnitrans is currently operating 72% of the ConnectForward Planned Service level. This is shown in “Step 0: Status Quo.”

The first three steps are aimed at preparing service for High Schools and Colleges resuming in-person education in earnest at the beginning of the 2021-2022 school year. Step 1 includes resuming services that were eliminated when schools were closed. An example of this is the return of Route 67, which connects the Chaffey College Main Campus in Rancho Cucamonga to the Chaffey College Fontana Campus. Step 2 is designed to add trips on existing routes to ensure that service aligns to High School bell times. Step 3 adds morning peak service to the six core routes that normally account for 50% of Omnitrans ridership. The core routes’ mid-day and PM peak service was already restored to 20-minute service in September 2020. These steps 1-3 are proposed for August 2021.



With the implementation of Steps 1-3, Omnitrans has improved service on the core network (Routes that previously operated at 15 minutes or better) to 20-minute service compared to the initial emergency service plan level of 30 minutes. Step 4 focuses on improving the next set of routes. These routes previously operated at 30-minute service all-day but are currently operating at 60 minutes. Step 4 improves the service to 30 minutes during the AM and PM peak. This is proposed for January 2022.

Step 5 resumes peak 15-minute weekday service on the core network. Steps 6 & 7 resume the remaining weekday and weekend service. Based on currently available information, these steps will be considered in FY2023.

Omnitrans will continue to evaluate innovative service opportunities that may modify the way service is brought back. An example of this can be seen in Section 4.1 of this report, where Omnitrans proposes to introduce a new OmniRide in Upland as part of Step 1 service resumption instead of implementing the previously planned Route 383.

Exhibits 9 through 13 provide maps that demonstrate the geographic impacts of this 7-step service resumption path.

Exhibit 10: Status Quo Map of Service (Step 0)

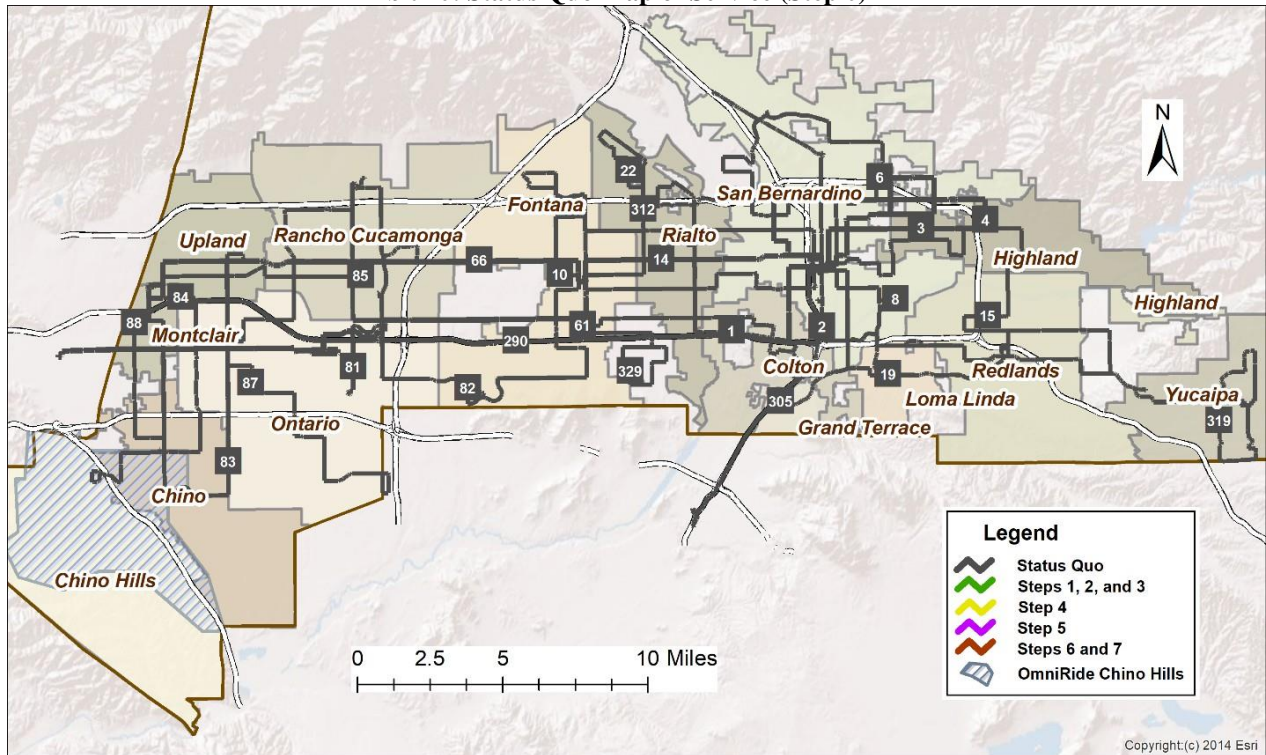


Exhibit 11: Steps 1-3 Service Resumption (August 2021)

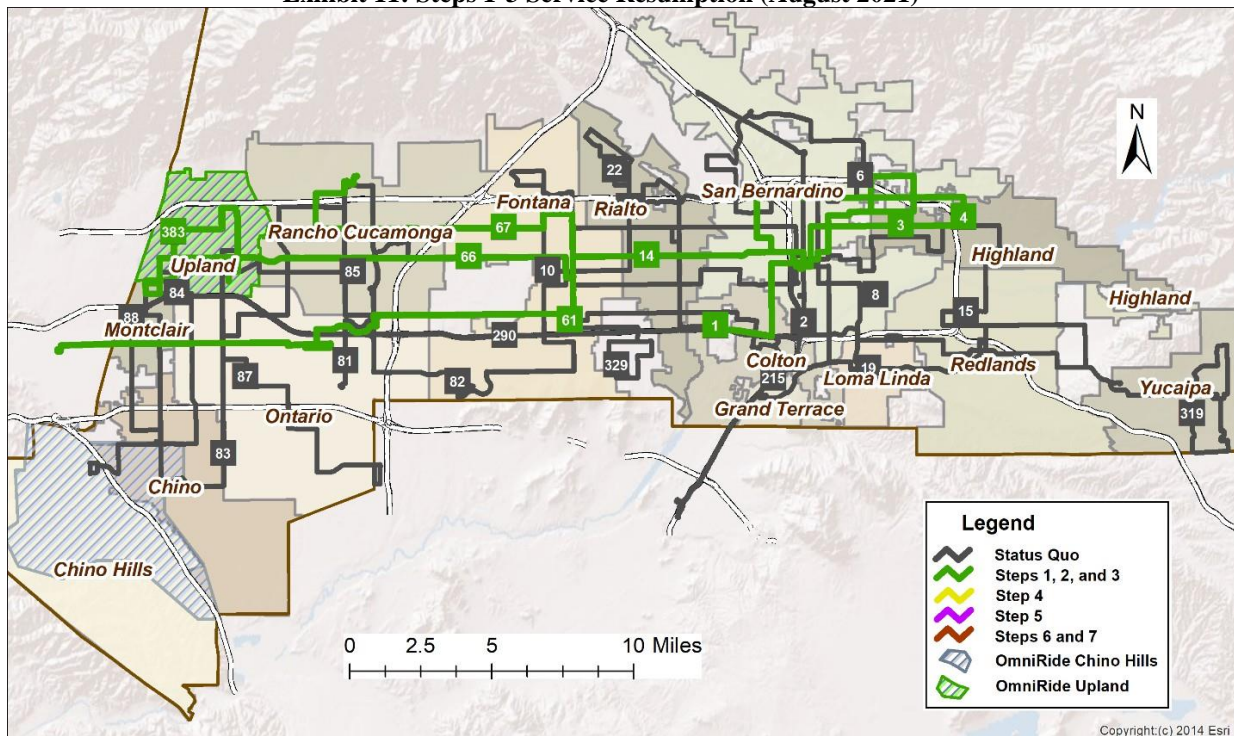


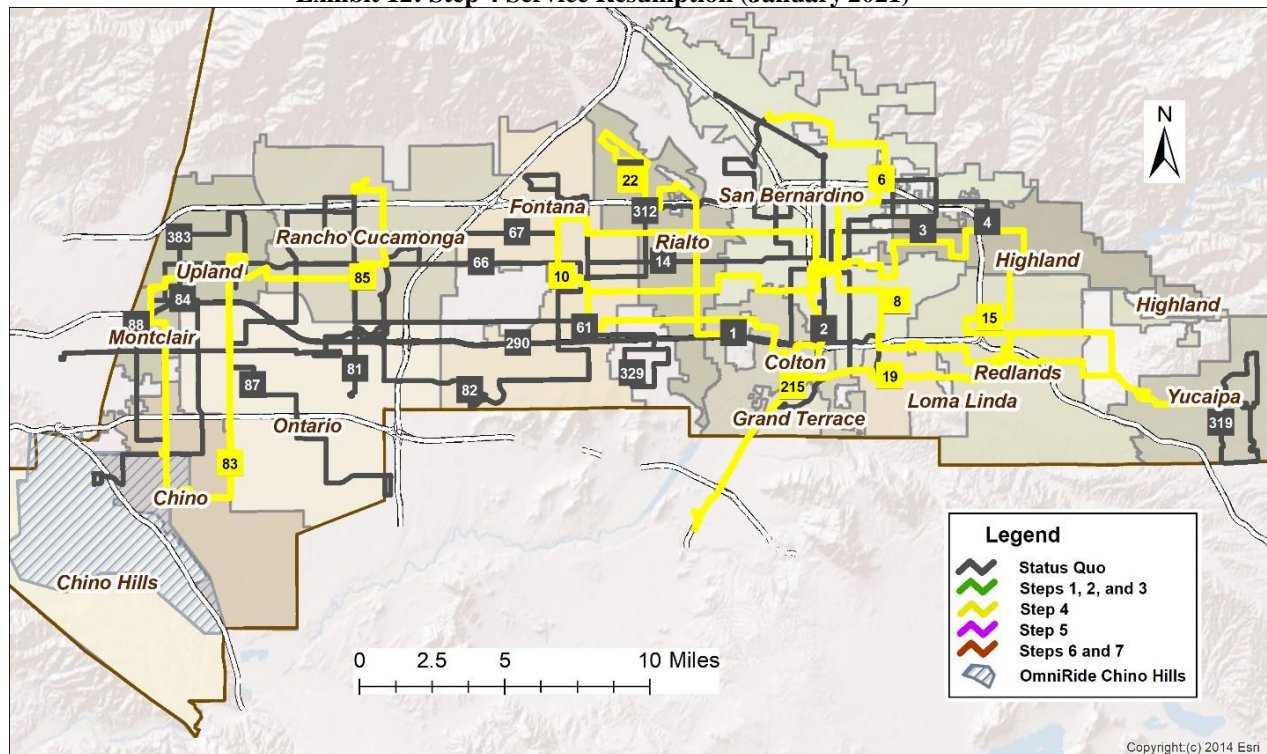
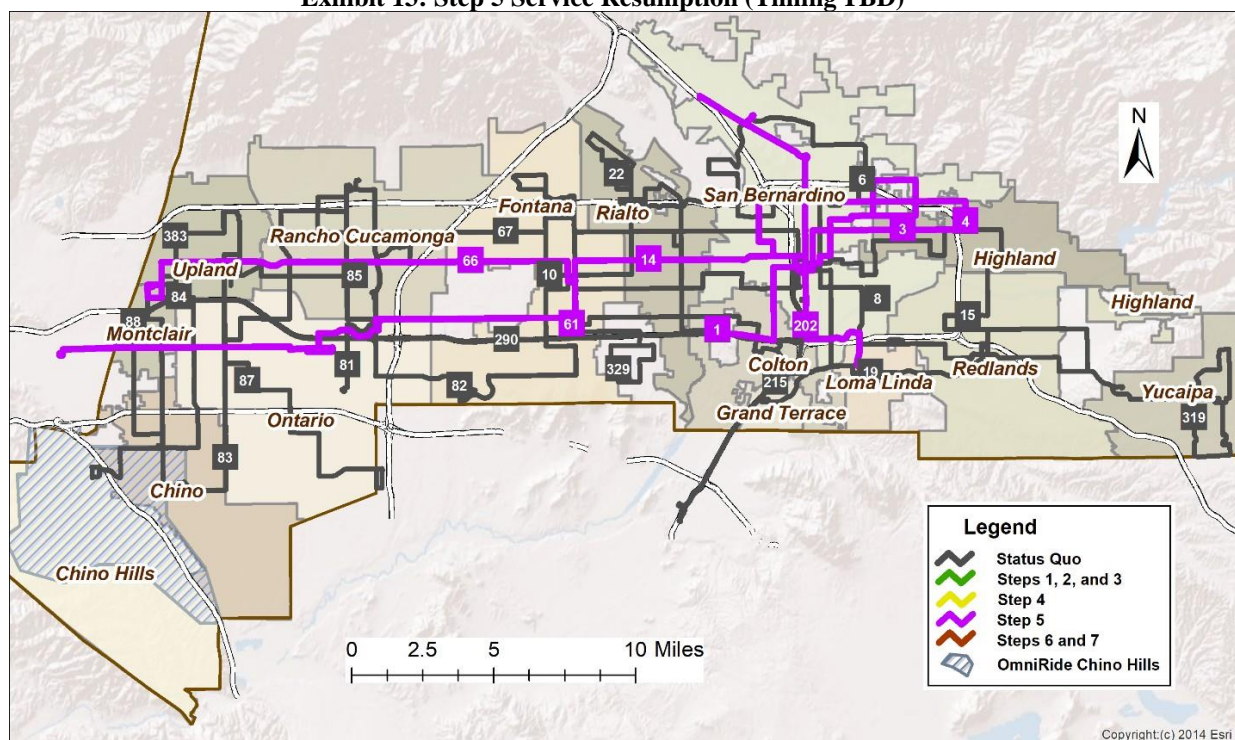
Exhibit 12: Step 4 Service Resumption (January 2021)

Exhibit 13: Step 5 Service Resumption (Timing TBD)


Exhibit 14: Steps 6-7 Service Resumption (Timing TBD)

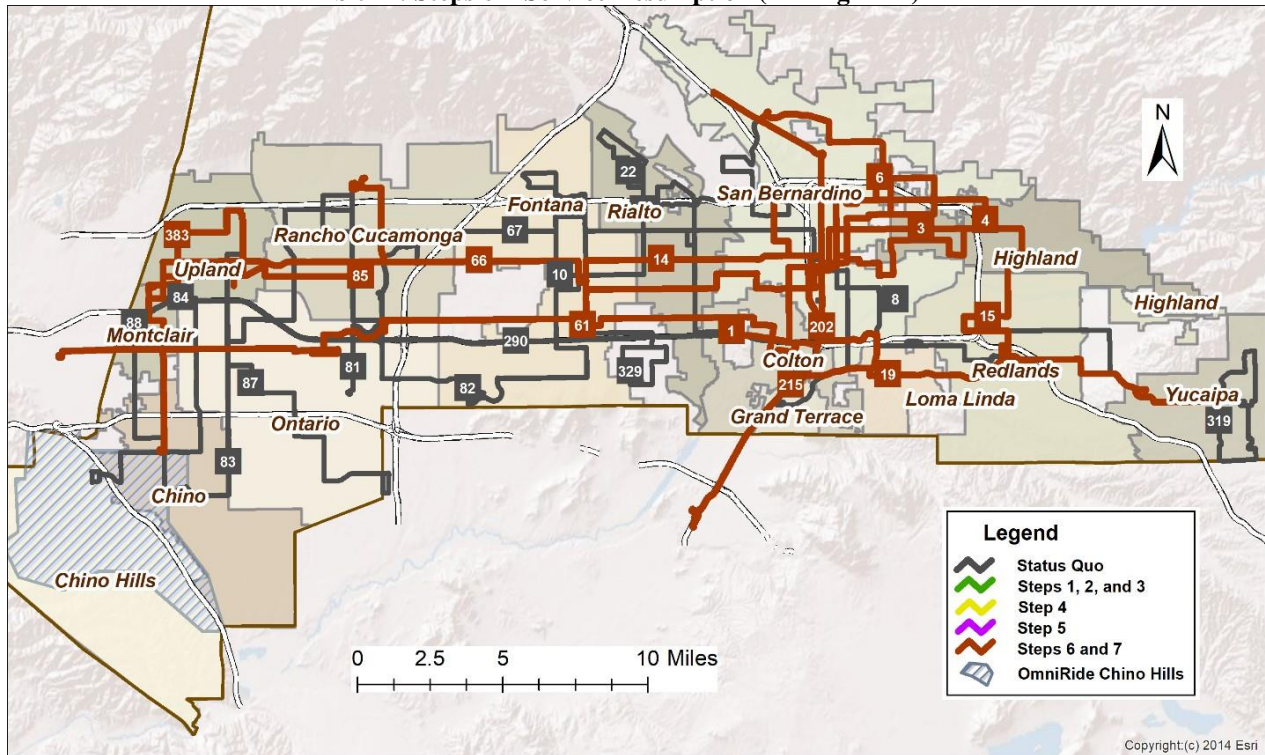
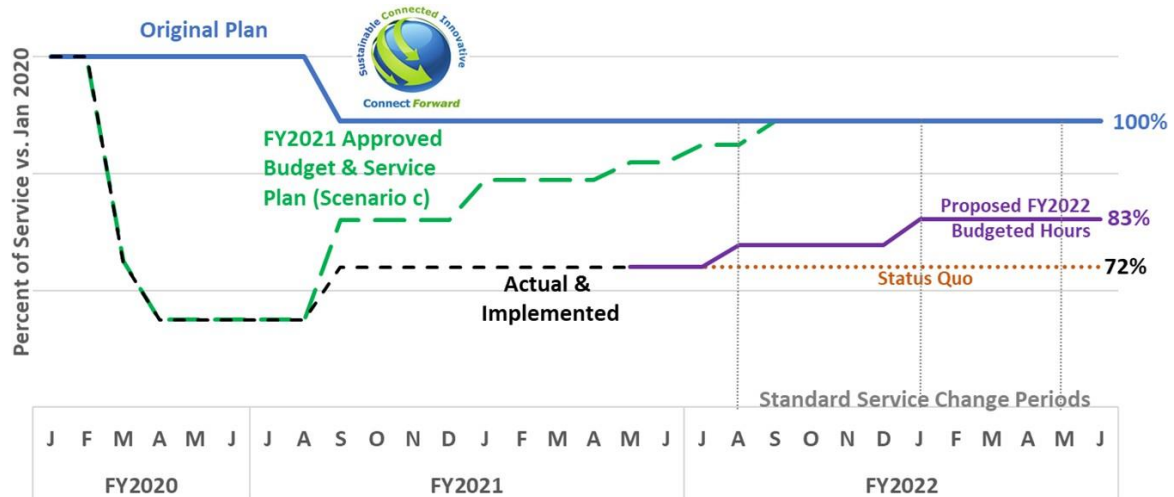


Exhibit 15 demonstrates the service levels operated during the pandemic and proposed for FY2022 by month compared to the planned service level.

Exhibit 15: FY2022 Proposed Service Resumption



4.1 OMNIRIDE UPLAND

Omnitrans implemented OmniRide Chino Hills in September 2020. OmniRide is a demand responsive MicroTransit service that operates like an agency operated Transportation Network Company (TNC) like UBER or Lyft. Agency operated MicroTransit service is preferred by Omnitrans to a TNC partnership as the Agency has greater control of safety and risk, can ensure compliance with FTA drug and alcohol regulations, and MicroTransit meets the FTA requirements to report ridership.

The OmniRide Chino Hills Pilot has proven that the technology works and the partnerships with First Transit and RideCo has worked. The Pilot has also expanded coverage and access to transportation options to residents in Chino Hills and Chino. Customer satisfaction on OmniRide has been high with customers giving OmniRide an average rating of 4.92 out of 5.

Lastly, OmniRide has allowed the agency to be responsive to changes in demand in Chino Hills. The service was planned to require three peak vehicles and started with three vehicles in September 2020. However, as demand has been lower than anticipated, Omnitrans reduced the vehicles needed to two in November 2020 and to effectively one-and-a-quarter vehicles in January 2021. As this change occurred, OmniRide has continued to meet service delivery goals. Had this service been operated as a traditional fixed route, the three vehicles would have remained in service to meet the schedule.

With the reduction of MicroTransit vehicles needed to support OmniRide Chino Hills, Omnitrans proposes placing an OmniRide vehicle in service in Upland. Should demand in either city pick up beyond current expectations, Omnitrans can utilize excess fleet from the OmniAccess program to meet the need.

The proposed service area for OmniRide Upland can be seen in Exhibit 16. The service area includes the entire city of Upland and a small outcropping in the southwest corner of the city to connect to the Montclair Transit Center. As such, OmniRide Upland is designed to be a first/last mile solution serving both the Montclair Metrolink Station and Upland Metrolink Station. It also provides access to an Omnitrans core Route 66 on Foothill Blvd.

OmniRide Upland was not in the ConnectForward Plan, but a fixed route service operated by a smaller vehicle was in the plan. OmniRide Upland is designed to replace that route, Route 383. In Exhibit 16, the map shows Route 383 in white compared to the OmniRide Upland service area shown in blue. Exhibit 17 quantifies the comparison between the two services.

OmniRide Upland and Route 383 have effectively the same annual operating cost at approximately \$350,000 per year. Upland OmniRide covers approximately 76,000 residents in Upland compared to 43,000 for Route 383. Additionally, by covering the entire city, OmniRide provides service to nearly twice the service area as Route 383 by serving 15.7 square miles compared to 7.9 square miles by Route 383. OmniRide also covers the local OmniAccess trips within north Upland. Lastly, if the pilot proves successful, OmniRide vehicles (Ford Transits) are approximately half the capital cost of contracted fixed route vehicles (CNG Cutaways).

As a result of providing greater access to transit and improved first/last mile solutions in Upland at a lower cost than the planned Route 383, Omnitrans proposes implementing OmniRide Upland in August 2021. This times with Step 1 of the service resumption plan.

Exhibit 16: OmniRide Upland Service Area

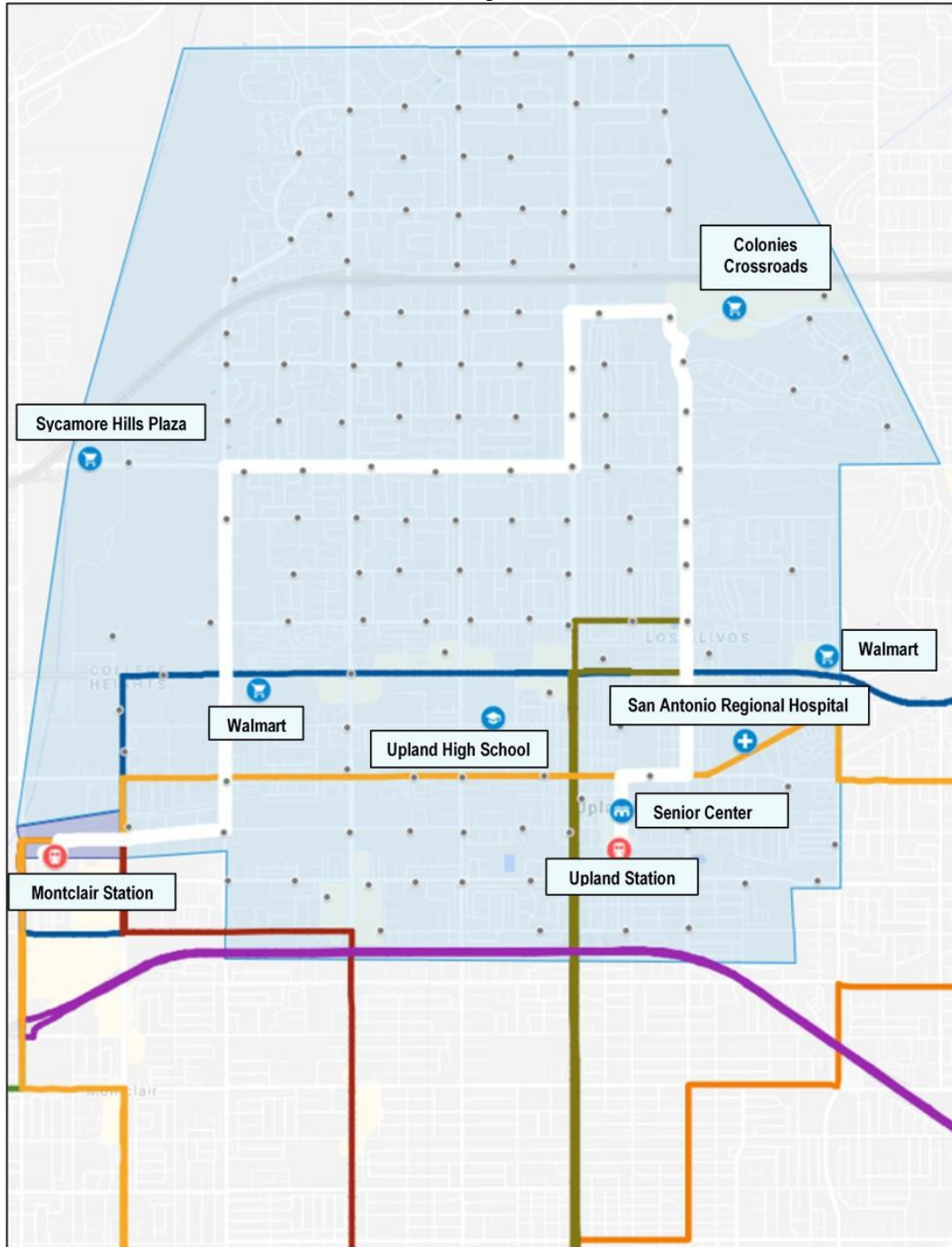


Exhibit 17: Comparison of Route 383 to OmniRide Upland

	Route 383	OmniRide Upland
Service Type	Fixed	Microtransit
Area Served: Population & Sq. Miles	43,699 population 7.96 sq. miles	76,595 population 15.7 sq. miles
Days/Hours	14 hours weekday	14 hours weekday
Metrolink Connections: Upland & Montclair	Both	Both
Agency Cost	Same Cost (\$350k/year)	Same Cost (\$350k/year)
Passenger Fare	\$2.00 / \$0.90 Full S&D	\$4.00 / \$2.00 Full S&D Include day pass for transfer onto other services
OmniAccess Coverage	Only $\frac{3}{4}$ mile around the fixed route	All city provided by OmniRide Upland service boundary
Vehicles	1 (Cutaway)	1 (Ford Transit)

4.2 OMNIRIDE BLOOMINGTON

OmniTrans applied for a Clean Mobility Options grant for OmniRide Bloomington in 2020. Initial indications have been positive on this grant application. Should the grant be awarded, OmniTrans will complete the required planning processes and come back to the Board for approval to implement OmniRide Bloomington as an addendum to this annual service plan.

5. PROPOSED FY2021 SERVICE LEVELS

This section provides FY2022 projections for key service characteristics at systemwide, fixed route and demand response services levels. The service characteristics are based on implementing service resumptions Steps 1-3 in August 2021 and Step 4 in January 2022. Should the service resumption triggers indicate that service should be resumed faster or slower than anticipated, these recommendations will be brought to the Board of Directors for consideration. The Board will be provided a minimum of a quarterly update on Omnitrans progress on service resumption as part of the quarterly reports brought to the Board regarding the Annual Management Plan and key performance indicators.

5.1 SYSTEMWIDE SERVICE

Systemwide service characteristics are the summation of the fixed route (sbX, Local, Express, Contracted) and demand response (OmniAccess, OmniRide) service characteristics provided in the sections below. Traditional fixed route service dominates systemwide service characteristics because 72% of Omnitrans' FY2022 revenue hours are directly operated 40-foot bus service, compared to 4% for sbX, 6% for contracted fixed route service, 17% for ADA paratransit service and 1% for OmniRide. From a ridership perspective, traditional fixed route service dominates the service characteristics by an even larger share accounting for 89% of boardings compared to 8% for sbX, 1% for contracted fixed route, 2% for OmniAccess and <1% for OmniRide.

Exhibit 18 shows that Omnitrans' revenue hours are projected to grow 20.8% during FY2022, rising from 497,0000 hours in FY2021 to 601,000 hours in FY2022. This remains 28% below FY2019, which was the last year not impacted by the COVID-19 pandemic.

Ridership levels are projected to reach 6.5 million riders up 62.7% compared to 3.9 million in FY2021 as described in Section 3 of this report. The FY2022 ridership projections remains down 40% compared to systemwide ridership in FY2019 levels of 10.8 million.

Exhibit 18: 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	FY2022	FY2022
Financial Data	Fare Revenue	\$ 14,193	\$ 13,314	\$ 13,078	\$ 13,595	\$ 11,544	\$ 6,304	\$ 7,599	20.5%
	Operating Cost	\$ 68,401	\$ 77,037	\$ 83,332	\$ 94,814	\$ 87,588	\$ 73,311	\$ 83,346	13.7%
Operating Data	Revenue Miles	11,320	11,389	11,415	11,425	10,146	6,744	8,154	20.9%
	Total Miles	12,741	12,742	12,805	12,818	11,320	7,466	9,143	22.5%
	Revenue Hours	831	832	830	833	738	497	601	20.8%
	Total Hours	900	897	898	898	793	537	651	21.2%
	Passengers	12,813	11,653	11,210	10,864	9,024	3,997	6,503	62.7%
Fleet Data	Peak Revenue Fleet	248	250	251	251	252	134	191	42.5%
	Spare Fleet	32	31	31	32	31	40	51	27.5%
	Total Fleet	280	281	282	283	283	174	242	39.1%
Key Stats	Passengers per Hour	15.4	14.0	13.5	13.0	12.2	8.0	10.8	34.7%

Omnitrans' total fleet needs begin to rebound as service levels resume. The vehicles needed to fully resume service are currently kept in contingency so that the Agency can resume service as needed.

5.2 FIXED ROUTE SERVICE

The projected fixed route service characteristics are based on the 7-step service resumption path described in Section 4 of this report. Fixed route services include sbX, local, express and contracted fixed route services.

Exhibit 19 describes the annualized change in total revenue hours of 10.1% reaching 492,000 revenue hours. While this is a 10.1% increase compared to FY2021, it remains down 27% compared to FY2019, the last Fiscal Year not impacted by the pandemic. Ridership is projected to increase 61.1% to 6.3 million riders, up from 3.9 million riders in FY2021. This remains down 40% compared to ridership level in FY2019, which was 10.5 million riders.

Exhibit 19: 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	FY2022	FY2022
Financial Data	Fare Revenue	\$ 12,439	\$ 11,577	\$ 11,463	\$ 12,150	\$ 10,361	\$ 5,779	\$ 6,993	21.0%
	Operating Cost	\$ 55,778	\$ 64,313	\$ 69,764	\$ 78,286	\$ 74,213	\$ 64,393	\$ 70,000	8.7%
Operating Data	Revenue Miles	8,733	8,833	8,985	9,111	8,259	6,025	6,615	9.8%
	Total Miles	9,452	9,568	9,769	9,917	8,971	6,561	7,214	10.0%
	Revenue Hours	661	665	673	676	612	447	492	10.1%
	Total Hours	691	697	705	709	641	468	516	10.2%
	Passengers	12,380	11,220	10,832	10,503	8,778	3,936	6,341	61.1%
Fleet Data	Peak Revenue Fleet	152	154	155	155	156	102	124	21.6%
	Spare Fleet	32	31	31	32	31	33	38	15.2%
	Total Fleet	184	185	186	187	187	135	162	20.0%
Key Stats	Passengers per Hour	18.7	16.9	16.1	15.5	14.3	8.8	12.9	46.3%

5.3 DEMAND RESPONSE SERVICE

Demand response service includes OmniAccess ADA paratransit service and OmniRide MicroTransit Service. Service characteristic details can be seen in Exhibit 20.

Exhibit 20: Demand Response Service Characteristics Summary

Total Demand Response (in Thousands except vehicles and ratios)		Actuals					Year-End Estimate	Projection	Percent Change
		FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022	FY2022
Financial Data	Fare Revenue	\$ 1,754	\$ 1,736	\$ 1,614	\$ 1,445	\$ 1,184	\$ 525	\$ 605	15.3%
	Operating Cost	\$ 12,623	\$ 12,725	\$ 13,568	\$ 16,528	\$ 13,374	\$ 8,919	\$ 13,346	49.6%
Operating Data	Revenue Miles	2,587	2,556	2,431	2,314	1,887	719	1,539	114.0%
	Total Miles	3,290	3,174	3,036	2,901	2,349	905	1,929	113.1%
	Revenue Hours	170	167	158	157	126	50	108	116.0%
	Total Hours	209	200	193	189	152	68	134	96.3%
	Passengers	434	432	378	360	247	61	162	167.3%
Fleet Data	Peak Revenue Fleet	96	96	96	96	96	32	67	109.4%
	Spare Fleet	0	0	0	0	0	7	13	0.0%
	Total Fleet	96	96	96	96	96	39	80	105.1%
Key Stats	Passengers per Hour	2.5	2.6	2.4	2.3	2.0	1.2	1.5	23.7%

OmniAccess service was the service that experienced the greatest impact from the COVID-19 pandemic. OmniAccess ridership was down 82% during the pandemic, from approximately 1,300 riders per weekday pre-pandemic to approximately 200 average weekday riders during the pandemic. Omnitrans estimates that during FY2022, ridership on OmniAccess will increase to approximately 550 average weekday riders as workshops begin to reopen. While this increase in

ridership is a large 167.3% increase in ridership, this is based on the small current base of ridership. Overall Demand Response ridership is projected to remain down 55% compared to pre-pandemic levels.

OmniAccess service levels are exclusively driven by customer demand for service and therefore revenue hours only increase with the increase in demand. Based on the estimated ridership demand, revenue hours are projected to also see significant increase of 114% rising to 108,000 revenue hours, compared to 50,000 revenue hours in FY2021. This remains down 31% compared to pre-pandemic levels. The increase in revenue hours is less than the increase in riders as there is an expected increase in productivity from 1.2 passengers per hour to 1.5 passengers per hour.

OmniRide accounts for less than 5% of the demand response service and as a result the small changes in OmniRide Upland dwarfed by the pandemic-based changes on OmniAccess.

6. FARE STRUCTURE

Omnitrans raised fares in FY2020 and proposes no fare change during FY2022.

Exhibit 21, Exhibit 22 and Exhibit 23 provide details of Omnitrans' FY2022 fare structure.

Exhibit 21: 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; SCRRA 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 & Beaumont Transit Employees: With Employee ID Promotional Fares. Uniformed active military, police and fire personnel. Interagency Transfers: Omnitrans accepts multi-use passes from Foothill Transit, Riverside Transit Agency, Sunline Transit, Mountain Transit, Victor Valley Transit Authority and Beaumont Transit for one free transfer on Omnitrans fixed route services at points of connection.			
Go Smart Fare	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 22: Access Fares

	Cash
1-3 zone	\$ 3.75
4 zone	\$ 4.75
5 zone	\$ 5.75
6 zone	\$ 6.75

Exhibit 23: 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

6.1 K-12 STUDENT FREE FARE PILOT PROGRAM

During FY2022 Omnitrans proposes a six-month pilot free student fare program beginning in August 2021. The pilot will be supported by grant funding and will be used to determine the financial viability of an expanded program or determine the level of partnerships needed to continue to program. If the pilot is successful and the Board chooses to continue it after six months, a subsequent fare policy change including public hearing and fare equity analysis will be needed.

7. PUBLIC INPUT AND TITLE VI SERVICE EQUITY ANALYSIS

Best practices in transit planning are built upon thorough public input. Due to the COVID-19 pandemic, Omnitrans staff held public meetings virtually. The public meetings included three discussion items: COVID-related Emergency Service Changes that were implemented in March and April 2020; the Service Resumption Plan; and the FY21-FY25 Short Range Transit Plan. 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 unanticipated implementation of the Emergency Service Plan due to the pandemic, this service change was deemed a major service change and required a public hearing. Additionally, the FTA allows an emergency service deployment plan to be implemented for up to one-year. The pandemic has had Omnitrans on an emergency service deployment footing for more than one-year and a related service equity analysis was completed and public input was gathered.

7.1 PUBLIC INPUT

Omnitrans held four virtual public hearings related to the above items. To maximize the potential for public input, Omnitrans posted a recording of the public hearing presentation online. The public was able to download the presentation material if they desired. An online comment form was also made available on the same webpage. This allowed the public to provide feedback prior to the first scheduled hearing and after the last scheduled hearing. The video was viewed 70 times and the website promoting the public hearings was viewed 230 times. The public hearing schedule is shown in Exhibit 24.

Exhibit 24: Virtual Public Meetings

DATE	TIME
Monday, March 22, 2021	6:00 P.M. – 7:00 P.M.
Friday, March 26, 2021	12:00 P.M. – 1:00 P.M.
Saturday, March 27, 2021	11:00 A.M. – 12:00 P.M.
Tuesday, March 30, 2021	7:00 P.M. – 8:00 P.M.

During these meetings, Omnitrans staff interacted with 2 people. Omnitrans received 18 total comments at these meetings, via the electronic comment form, over email, over the phone and through social media. Six comments related to the Short-Range Transit Plan, two comments were related to the Service Resumption Plan and 10 comments were 'Other' category. The breakdown of the six SRTP related comments include: (4) route network expansions for Redlands, Upland, Ontario and Riverside; (2) increased P.M. service span for Route 329 and 'all' routes.

7.2 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. 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.

In March & April 2020, the agency implemented its Emergency Service Plan which included the following steps:

- Reduce 15- and 20-minute frequencies to 30 minutes
- Reduce 30-minute frequencies to 60 minutes
- Reduce Service Plans judiciously
- Eliminate lowest impact routes

These steps were taken to minimize the impact of ridership and to maintain some level of service wherever possible. Exhibit 14 shows the route affected by the Emergency Service Plan. Since more than 25% of service hours, miles or riders were impacted Omnitrans conducted a Service Equity Analysis of the Emergency Service Changes. Results demonstrate that Omnitrans remains compliant with its Title VI obligations in adopting its COVID-related Emergency Service Plan.

A service equity analysis was also completed for the proposed Service Resumption Plan. The Service Resumption Plan is explained in detail in Section 4 of this report. A summary of the steps is shown below in Exhibit 9.

Exhibit 25: Summary of Service Resumption Steps

Steps to Return to Full Service	
Stage 1:	Resume canceled routes, e.g., Route 67, with a focus on schools.
Stage 2:	Resume specific school tripper service.
Stage 3:	Return AM peak frequencies on core routes
Stage 4:	Second Tier routes (which were reduced to 60-minute frequencies) will be returned to 30-minute peak frequency service.
Stage 5:	Return 15-minute peak service on core routes.
Stage 6:	Resume remaining weekday service.
Stage 7:	Resume Weekend Services that had been reduced.

For every step in the Service Resumption Plan that goes into effect, those who benefit by returning services will be in communities with Low-Income or Minority (LIM) proportions which are higher than that within in our service area overall. Details of the Determination of LIM proportions in our service area in relation to our proposed Resumption Steps are in Exhibit 26. As each step in the Service Resumption Plan has a positive effect on a greater proportion of LIM ridership than that

seen in the service area overall, there is no disparate impact or disproportionate burden placed LIM population. Omnitrans remains in compliance with its Title VI mandate.

Exhibit 26: Determination of Minority and Low-Income or Minority to Proposed Resumption Steps

Demographic Buffer	TOTAL POP	Minority *	% Minority	Low-Income White (Adjusted)	Low-Income or Minority (LIM)	% LIM
Population of County (2019)	2,180,085	1,584,922	72.7%	68,274	1,653,196	75.8%
Population of Service Area (Includes Area within ALL JPA Cities' Limits)	1,556,579	1,194,514	76.7%	33,614	1,228,128	78.9%
3/4-Mile of Any Fixed Route Stops (September 2020 Alignment)						
Within (ADA / Access Area Served)	1,352,319	1,063,812	78.7%	29,490	1,093,302	80.8%
Not-Within	827,766	521,110	63.0%	38,784	559,894	67.6%
County Total	2,180,085	1,584,922	72.7%	68,274	1,653,196	75.8%
1/2-Mile of Any Service Stops (includes 60-Minute or greater service)						
Within	1,213,144	965,457	79.6%	25,242	990,699	81.7%
Not Within	966,941	619,465	64.1%	43,032	662,497	68.5%
1/2-Mile of Stage 0 for RESUMPTION OF SERVICE STATUS QUO						
Within	1,200,392	960,683	80.0%	25,209	985,892	82.1%
Not Within	979,693	624,239	63.7%	43,065	667,304	68.1%
1/2-Mile of Green Group for RESUMPTION OF SERVICE STEPS 1, 2, 3						
Within	543,116	445,564	82.0%	10,910	456,474	84.0%
Not Within	1,636,969	1,139,358	69.6%	57,364	1,196,722	73.1%
1/2-Mile of Yellow Group for RESUMPTION OF SERVICE STEPS 4						
Within	693,650	555,996	80.2%	14,731	570,727	82.3%
Not Within	1,486,435	1,028,926	69.2%	53,543	1,082,469	72.8%
1/2-Mile of Purple Group for RESUMPTION OF SERVICE STEPS 5						
Within	470,325	397,707	84.6%	10,022	407,729	86.7%
Not Within	1,709,760	1,187,215	69.4%	58,252	1,245,467	72.8%
1/2-Mile of Amber Group for RESUMPTION OF SERVICE STEPS 6 & 7						
Within	760,268	615,371	80.9%	16,011	631,382	83.0%
Not Within	1,419,817	969,551	68.3%	52,263	1,021,814	72.0%
1/2-Mile of Green and Yellow Group Concatenated Steps 1-4						
Within	965,819	776,307	80.4%	19,951	796,258	82.4%
Not Within	1,214,266	808,615	66.6%	48,323	856,938	70.6%
1/2-Mile of Green, Yellow, Purple Group Concatenated Steps 1-5						
Within	984,061	791,036	80.4%	20,480	811,516	82.5%
Not Within	1,196,024	793,886	66.4%	47,794	841,680	70.4%
1/2-Mile of Green, Yellow, Purple, Amber Group Concatenated Steps 1-7						
Within	984,061	791,036	80.4%	20,480	811,516	82.5%
Not Within	1,196,024	793,886	66.4%	47,794	841,680	70.4%

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

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