



Service Plan FY2022-2023



May 4, 2022

OmniTrans
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San Bernardino, CA 92411

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1. INTRODUCTION

The Fiscal Year 2022-2023 (FY2023) Service Plan continues Omnitrans' strategy of utilizing a flexible, data-driven approach to align service with ridership demand and staffing levels. The primary determinate of service levels during FY2023 will be Omnitrans' ability to recruit and retain front line staff, primarily coach operators. The FY2023 service plan follows Omnitrans' 7-step service resumption path adopted in the FY2022 Service Plan. The plan has been simplified to four steps as the first three steps were implemented during FY2022.

In May 2022 Omnitrans is operating at 76% of the ConnectForward fixed route service level. With the proposed service resumption in August 2022, January 2023 and May 2023, service levels will increase to 82%, 86%, and 90% of the ConnectForward planned service, respectively. Should there be a significant change in line with ridership demand or staffing levels, Omnitrans will return to the Board to adjust services outlined in this report. Each service level increase will require approximately 20 additional operators.

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 new service, service changes and fare policy proposals during FY2023.

Omnitrans proposes two First/Last Mile Pilot Shuttles to strengthen connectivity between (1) the Rancho Cucamonga Metrolink Station and the Ontario International Airport and (2) rail services at the San Bernardino Transit Center and Downtown San Bernardino.

Omnitrans proposes to expand service boundaries for OmniRide Chino/Chino Hills and OmniRide Upland. The proposed expansion of OmniRide Chino/Chino Hills adds new service to the large distribution centers in South Chino and additional service between Chino and Chino Hills along Riverside Avenue. The proposed expansion of OmniRide Upland provides additional service to the Montclair Place in Montclair and additional service into Rancho Cucamonga along Carnelian Avenue.

Omnitrans proposes Fare Capping, a policy that limits the amount a customer pays to travel for a day, week, or month at the cost of that multi-use pass. Fare capping upgrades passenger paid fares to the next pass level once they have paid the equivalent of that multi-use pass. Fare capping achieves social equity by removing upfront cost barriers when purchasing a multi-use pass.

Finally, Omnitrans proposes to subsidize and reduce Senior & Disabled (S&D) Fares on OmniRide services by using Measure I Consolidated Transportation Services Agency (CTSA) funds.

Omnitrans conducted public hearings and Title VI fare and service equity analysis for each of these proposed changes. Additionally, each proposed change fits within the proposed FY2023 budget, supports initiatives in the FY2023 Management Plan and will be supported by dedicated marketing efforts resulting from the FY2023 Marketing 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 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 UberRide & TaxiRide program, and many Regional Mobility Partnership programs.

OmniTrans proposes no changes to the overall Family of Services in FY2023.

3. RIDERSHIP LEVELS

Ridership in FY2022 relative to FY2021 shows increases in both fixed route and demand response.

OmniTrans' systemwide ridership is estimated to finish FY2022 at 4.9 million boardings, up by 29.6% compared to FY2021. Exhibit 2 shows the Average Weekday Fixed Route Ridership. OmniTrans ridership remains stable with an average of 16,000 weekday daily boardings, up from 13,000 in FY2021.

Ridership on OmniTrans core network, which is comprised of six higher frequency routes, has gained share (Exhibit 3). Prior to the pandemic, these six routes accounted for 55% of OmniTrans' fixed route ridership and this has grown to 60% during FY2022. These routes generally operated at 15-minute headways prior to the pandemic, were reduced to 30-minute headways, and have been restored to 20-minute headways. This service resumption has improved customer convenience, which has allowed for relatively faster ridership rebound.

Conversely, OmniTrans second tier of services, which operated at 30-minute headways prior to the pandemic, were reduced to 60-minute headways and remain at that level. These routes share of ridership has fallen from 29% pre-pandemic to 22% currently. As these routes provide key connections to the core network and service throughout the community, they are prioritized in the service resumption plan. The improvement from 60-minute headways to 30-minute headways will be critical to rebuilding ridership on these routes and throughout the system.

Exhibit 2: Average Weekday Fixed Route Ridership by Week

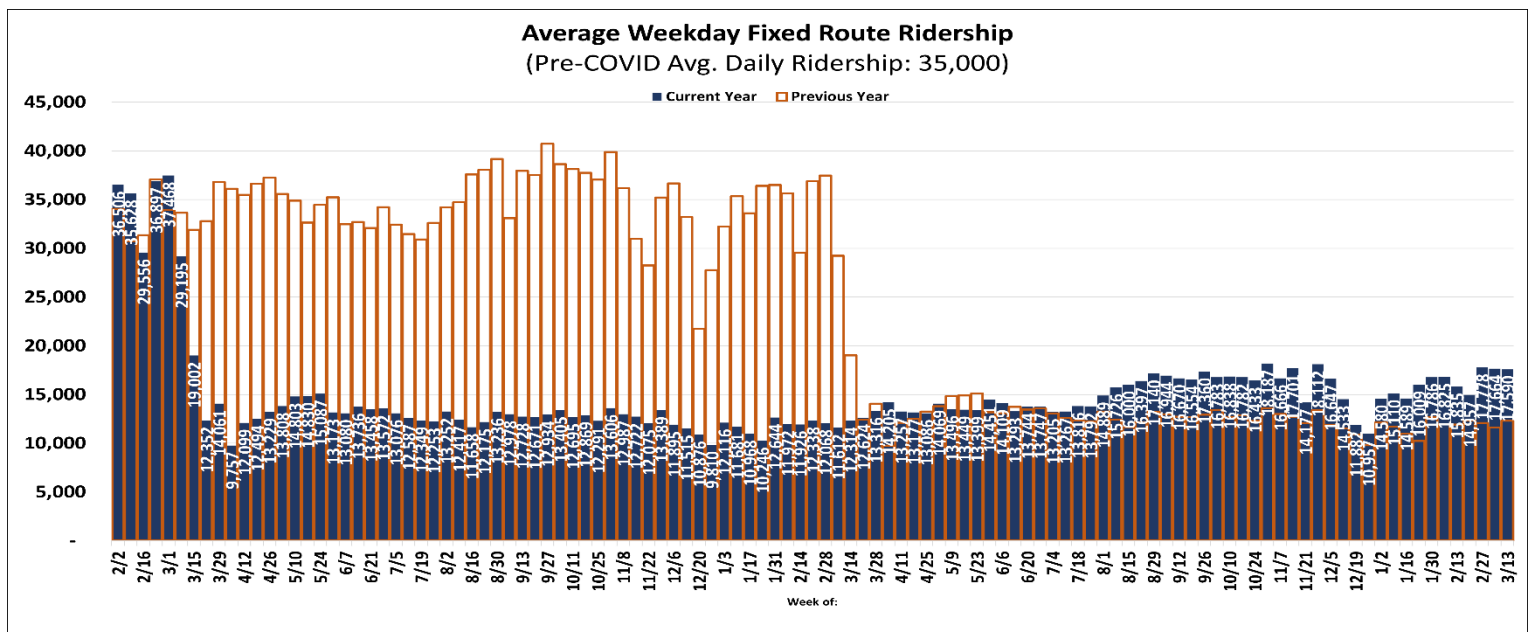
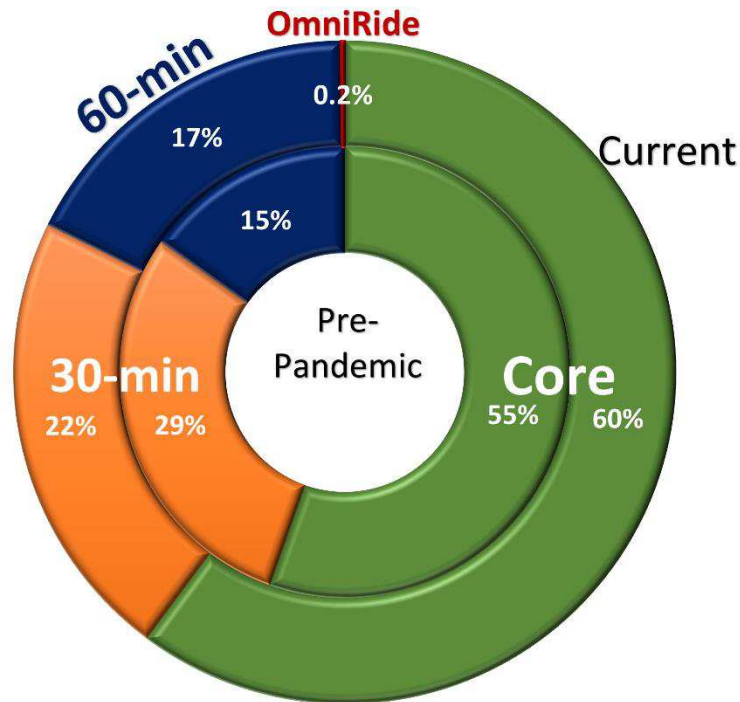


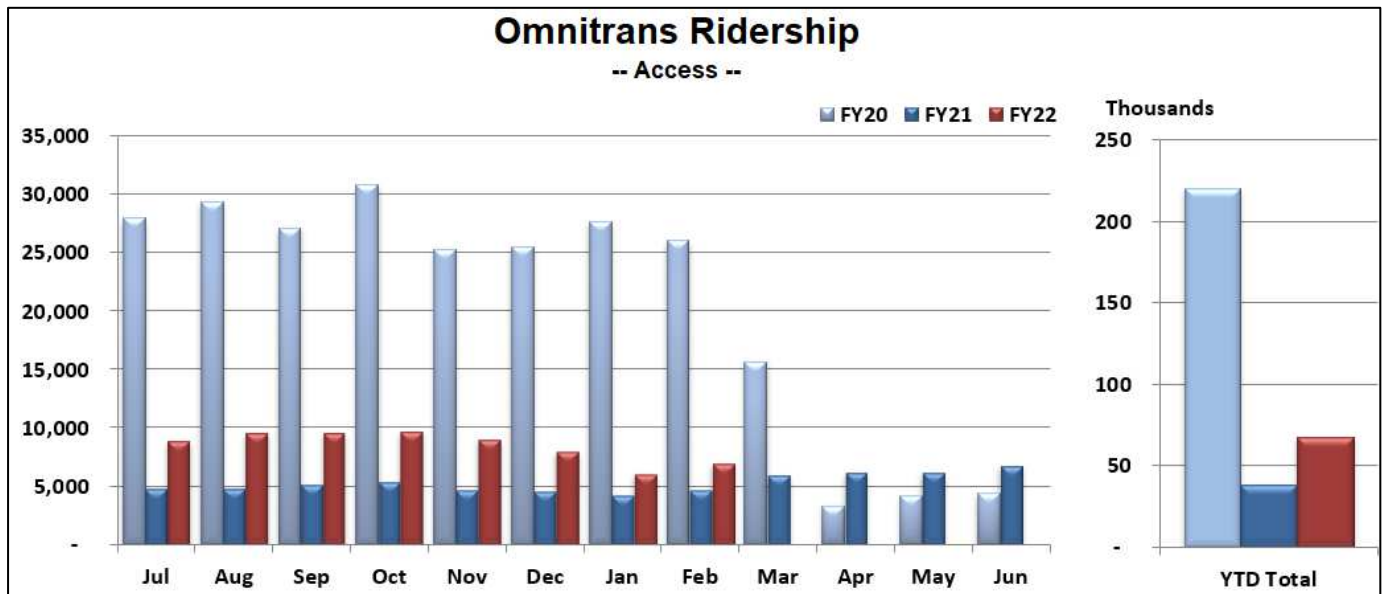
Exhibit 3: Share of Ridership by Planned Route Tiers

Share of Ridership by Planned Route Tiers Pre-Pandemic vs. Current



OmniTrans' OmniAccess ridership is estimated to finish FY2022 at approximately 112,000 boardings, up by 77.2% compared to FY2021. Exhibit 4 shows OmniAccess Ridership during FY2022 relative to FY2021 and FY2020. While ridership has grown on OmniAccess, the service remains down 69% compared to pre-pandemic levels. The FY2023 Management Plan proposes a detailed evaluation of OmniAccess trends in light of these sustained lower ridership levels. This evaluation will also evaluate the impact of the Regional Mobility Programs and may make recommendation to adjust the delivery of OmniAccess services.

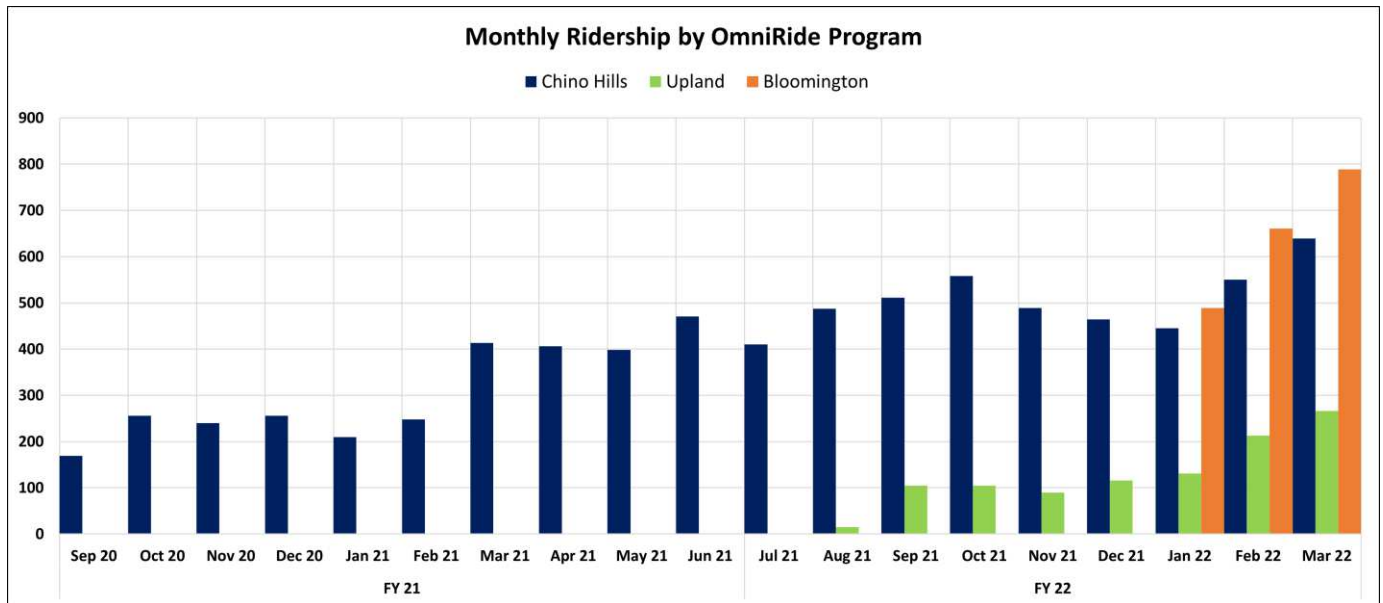
Exhibit 4: Average Weekday OmniAccess Ridership



OmniTrans introduced two new OmniRide microtransit programs in FY2022, OmniRide Upland in August 2021 and OmniRide Bloomington in January 2022. OmniTrans has a total of three programs in operation with the third program operating in Chino/Chino Hills.

Ridership on OmniRide Bloomington surpassed the other two programs in the first month of service (Exhibit 5). While there are several differences between Bloomington, Upland and Chino/Chino Hills, one of the differences that OmniTrans has control over is the OmniRide fare. The OmniRide Bloomington fare is currently half the fare of Upland and Chino/Chino Hills. In 2020 OmniTrans applied for a Clean Mobility Options Voucher grant to fund OmniRide Bloomington. OmniTrans was awarded \$1 million dollars for the service which included a 50% off discount for fares for the first six months of the program. Measure I Consolidated Transportation Services Agency (CTSA) funding can extend the discount for senior and disabled riders in Bloomington and initiate the same discount in Upland and Chino/Chino Hills. Initiating this discount across the three OmniRide service areas will allow OmniTrans to evaluate the impact of price versus other service and service area attributes which will allow the Agency to refine future OmniRide proposals.

Exhibit 5: OmniRide Monthly Ridership



4. SUMMARY OF SERVICE RESUMPTION AND SERVICE CHANGES

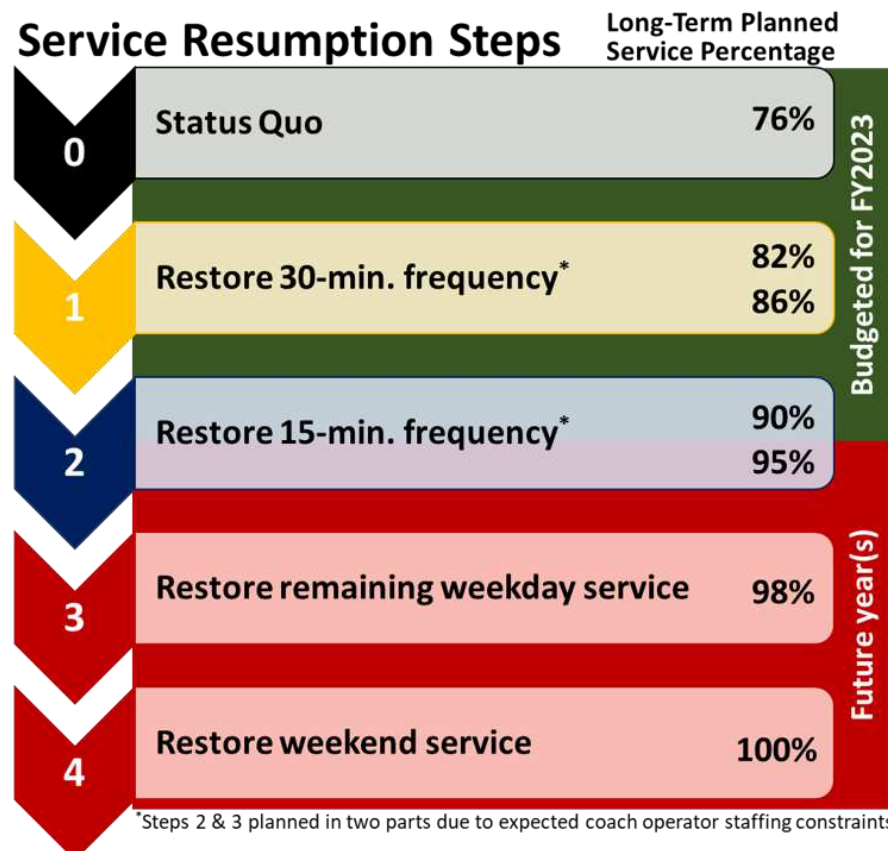
The FY2023 Service Plan is built on elements of previous service plans, including the FY2022 Revised Service Resumption Triggers and the FY2022 7-Step Service Resumption Plan. Omnitrans has met all conditions under the Health & Safety, Financial, and Ridership Demand Triggers. Additional service resumption is now explicitly tied to Omnitrans ability to attract and retain front line employees, primarily coach operators, during this tight labor market.

As part of the FY2022 7-Step Service Resumption Plan, Omnitrans implemented Steps 1 through 3 in August 2021 which (1) resumed services that were eliminated when schools were closed, (2) reinstated trips that aligned with school bell times, and (3) increased frequency during morning peak hours on core routes. By implementing Steps 1-3 Omnitrans operated at 78% of the ConnectForward planned fixed route services.

In January 2022 Omnitrans planned to implement Step 4 of the service resumption path. However, due to insufficient Coach Operator staff Omnitrans was unable to implement Step 4 and made other minor adjustments to service levels. As of May 2022, Omnitrans is operating 76% of the long-term forecasted service level.

The FY2023 Service Plan will follow a simplified Service Resumption Plan as shown in Exhibit 6 that is focused on the remaining four steps.

Exhibit 6: FY2023 Revised Service Resumption Path

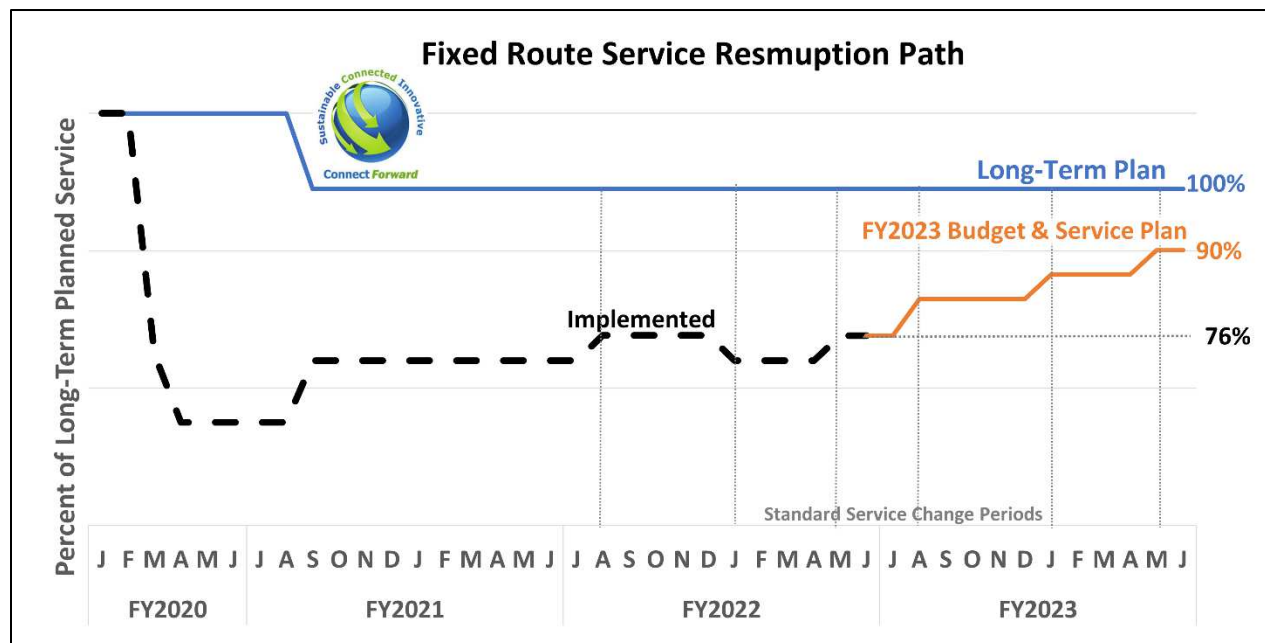


In August 2022 Omnitrans proposes to restore 30-minute frequency on Routes 15 & 19 and add 30-minute peak frequency on Route 83. With this service implementation, there is a 30-minute headway improvement for 12% of riders. By accomplishing this Omnitrans will be operating 82% of planned services.

In January 2023 Omnitrans proposes to restore frequency on second-tier 30-minute routes. Routes 6, 8, 10, 22, and 85 will have increased frequency from 60-minutes to 30-minutes or be implemented as planned in the ConnectForward services. An additional, twelve percent of customers benefit from improving frequencies of these second-tier 30-minute routes.

The last planned service change within FY2023 occurs in May 2023. Omnitrans proposes to restore 15-minute frequency on core routes 14 and 61. The Agency also plans to restore frequency on sbX to 10-minute during peak hours and 15-minute frequency during off-peak hours. Omnitrans will be operating at 90% of planned services if achieved. Exhibit 7 shows Omnitrans' planned service resumption path by fiscal year.

Exhibit 7: Omnitrans Planned Service Resumption Path



While the primary focus of the FY2023 Service Plan is service resumption, there are six proposals the agency seeks to implement during the fiscal year. The proposals align with Omnitrans' Strategic Plan Goal "Customer Experience" and to specific initiatives to increase multi-modal connectivity, improve transfers and regional connectivity to improve ease of use for riders across Omnitrans' routes and partner agency systems.

4.1 FIRST/LAST MILE SHUTTLES

Omnitrans proposes two pilot First/Last Mile Shuttle routes to enhance bus and rail connectivity. San Bernardino County Transportation Authority (SBCTA) has identified specific funding for the

implementation of both pilot proposals. These proposals align with SBCTA’s “Strategy for First/Last Mile Transit Connections to Metrolink Stations” presented to the SBCTA Board in April 2022 including approval of approximately \$1.2 million to fund these pilot routes.

The first proposed shuttle is for Downtown San Bernardino. The Agency explored a fixed route shuttle and an OmniRide microtransit program to improve connectivity. Ultimately the shuttle is proposed in order to ensure timed train connections. The shuttle will connect passengers from the San Bernardino Transit Center (SBTC) to downtown courts, county offices and the San Bernardino Government Center. The shuttle is proposed to operate weekdays only, with timed connections to Arrow Rail trips at the SBTC with a span from 6am – 7pm. Exhibit 8 outlines the planned fixed route line.

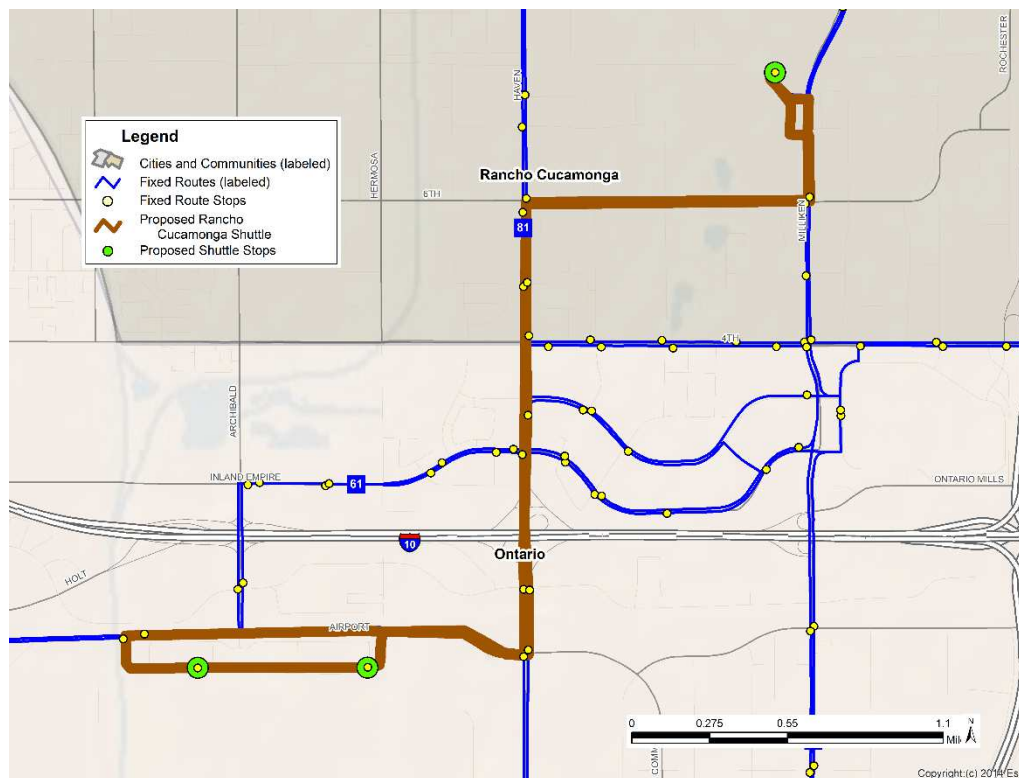
The second proposal is a fixed route shuttle to connect the Rancho Cucamonga Metrolink Station and the Ontario International Airport (ONT). The shuttle is proposed to have three stops, one at the Metrolink station and one each at ONT Terminal 2 and ONT Terminal 4. Service is planned to operate all Omnitrans service days with timed connections to Metrolink. Proposed span is as follows: Weekday, 4am – 9pm; Saturday, 7am – 11pm; Sunday 7am – 11pm. Exhibit 9 outlines the planned route line and proposed shuttle stops.

Both shuttle services have the same fare as other fixed route services, which include a free transfer from Metrolink that is partially reimbursed by Metrolink.

Exhibit 8: Downtown San Bernardino First/Last Mile Shuttle



Exhibit 9: Rancho Cucamonga Metrolink to Ontario International Airport First/Last Mile Shuttle

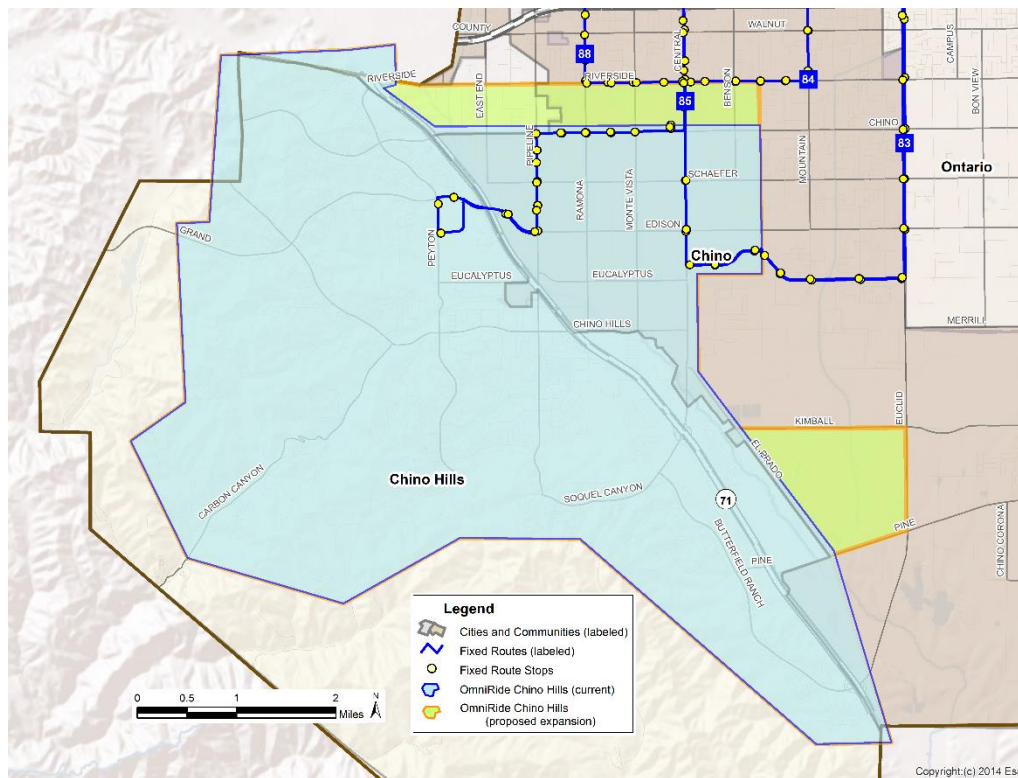


4.2 OMNIRIDE SERVICE BOUNDARY EXPANSIONS

OmniTrans proposes to expand service boundaries for OmniRide Chino/Chino Hills and OmniRide Upland. The proposals aim to increase ridership by connecting passengers to more residential, employment, and recreational areas. The proposed expansions also increase transfer opportunities onto OmniTrans' fixed route network.

The proposed expansion of OmniRide Chino/Chino Hills adds new service to the large distribution centers in South Chino including Wal-Mart and Amazon along Euclid Avenue between Kimball Avenue and Pine Avenue. Expanding the northern boundary will provide additional service to primarily single and multi-family residential areas between Chino and Chino Hills along Riverside Avenue. In total the service boundary would be expanded from currently 29.54 sq. miles to 32.41 sq. miles, a 9.7% increase. No change in service span is proposed with the expansion. Exhibit 10 shows the current boundary compared to the proposed boundary expansion in green.

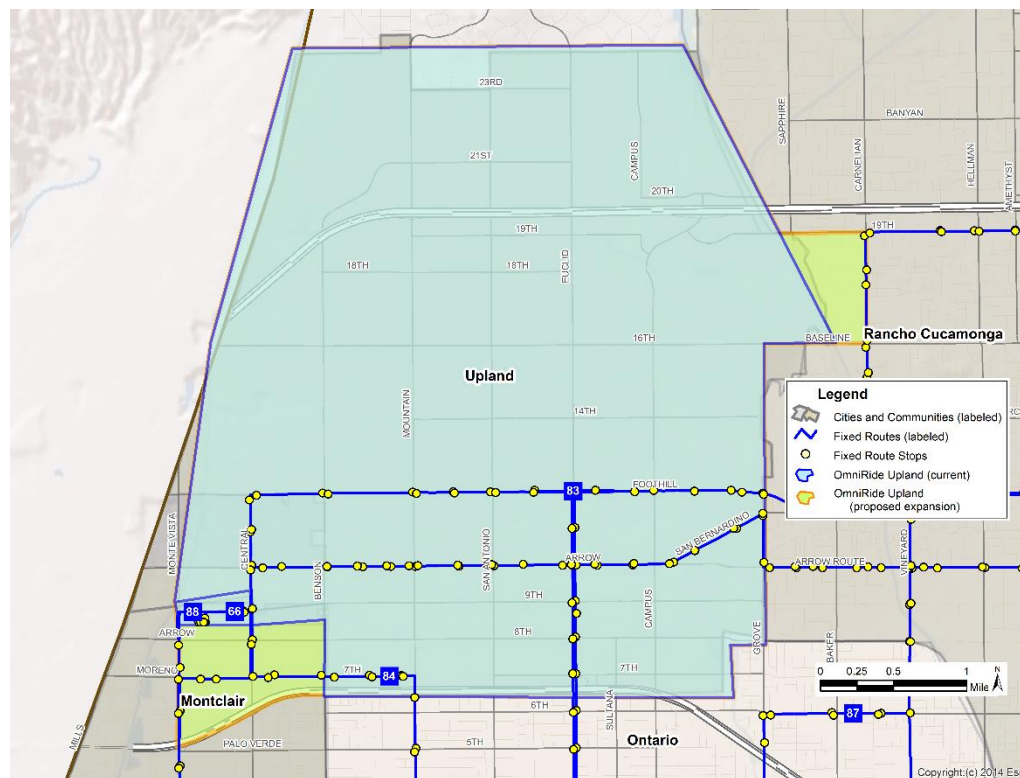
Exhibit 10: OmniRide Chino Hills Boundary Expansion



The proposed expansion of OmniRide Upland provides additional service to the Montclair Place in Montclair and additional service into Rancho Cucamonga along Carnelian Avenue. Currently the Montclair Place is served by Omnitrans fixed routes 66, 85, and 88. By expanding OmniRide Upland to service the shopping mall creates direct access to passengers within the boundary that are not able to connect to these fixed routes.

The proposal to expand OmniRide Upland also stretches into Rancho Cucamonga along Carnelian Avenue, between 19th Street and Baseline Road. Between these street segments exist shopping plazas. Also, along this street segment exists Omnitrans fixed route 87. Expanding OmniRide Upland into Rancho Cucamonga creates a transfer opportunity to Route 87. Route 87 connects to downtown Ontario at the Civic Center and ultimately ends at an Amazon facility in Eastvale. In total the service boundary would be expanded from currently 15.98 sq. miles to 16.29 sq. miles, a 1.9% increase. No change in service span is proposed with the expansion. Exhibit 11 shows the current boundary compared to the proposed boundary expansion in green.

These two OmniRide service area expansions are relatively minor and can be met with the existing resources providing the services today.

Exhibit 11: OmniRide Upland Boundary Expansion


4.3 FARE CAPPING

The proposal to implement fare capping limits the amount a customer pays to travel for a day, a week, or a month at the cost of a multi-use pass. By utilizing existing mobile fare payment technology, fare capping upgrades passengers paid fares to the next pass level once they have paid the fare equivalent of a Day, 7-Day, or 31-Day pass. Fare Capping achieves social equity by removing upfront cost barriers when purchasing multi-use passes.

An analysis of pre-pandemic ridership and fare usage demonstrates that the likely lost revenue from implementing fare capping is under \$10,000 per year, which is less than 0.5% of fare revenue. This low impact is inline with other agency findings that have implemented fare capping.

4.4 SENIOR & DISABLED FARE REDUCTION/SUBSIDY FOR OMNIRIDE

The Agency proposes a fare reduction for Senior & Disabled (S&D) customers who ride OmniRide. Currently S&D customers pay \$2.00 per ride on OmniRide. The proposal is to reduce the OmniRide S&D fares to \$1.00 per ride utilizing Measure I CTSA funds for this subsidy. This is an appropriate use of CTSA funds as it expands mobility options for seniors and individuals with disabilities. The annual cost for this subsidy is under \$10,000 per year and can be absorbed by remaining unallocated funds from the Regional Mobility Program call for projects.

5. PROPOSED FY2023 SERVICE LEVELS

This section provides FY2023 projections for key service characteristics at systemwide, fixed route and demand response services levels. The service characteristics are based on implementing service resumptions Steps 1-2 beginning in August 2022 through May 2023. Should service 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 73% of Omnitrans' FY2023 revenue hours are directly operated 40-foot bus service, compared to 5% for sbX, 5% for contracted fixed route service, 14% for ADA paratransit service and 3% for OmniRide. From a ridership perspective, traditional fixed route service dominates the service characteristics by an even larger share accounting for 88% of boardings compared to 7% for sbX, 2% for contracted fixed route, 2% for OmniAccess and <1% for OmniRide.

Exhibit 12 shows that Omnitrans' revenue hours are projected to grow 19.1% during FY2023, rising from 532,000 hours in FY2022 to 633,000 hours in FY2023. This remains 24% below FY2019, which was the last year not impacted by the COVID-19 pandemic.

Ridership levels are projected to reach 6.3 million riders up 29.6% compared to 4.9 million in FY2022 as described in Section 3 of this report. The FY2022 ridership projections remains down 42% compared to systemwide ridership in FY2019 levels of 10.8 million.

Exhibit 12: System-wide Service Characteristics Summary

System Total (in Thousands except vehicles and ratios)		Actuals					Year-End Estimate	Projection	Percent Change
		FY2017	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	FY2023
Financial	Fare Revenue	\$ 13,314	\$ 13,078	\$ 13,595	\$ 11,544	\$ 6,443	\$ 6,987	\$ 8,088	15.8%
Operating Data	Revenue Miles	11,389	11,415	11,425	10,146	6,823	7,323	8,629	17.8%
	Total Miles	12,742	12,805	12,818	11,320	7,538	8,091	9,659	19.4%
	Revenue Hours	832	830	833	738	496	532	633	19.1%
	Total Hours	897	898	898	793	536	569	681	19.7%
	Passengers	11,653	11,210	10,864	9,024	4,024	4,899	6,351	29.6%
Fleet Data	Peak Revenue Fleet	250	251	251	252	134	139	179	28.3%
	Spare Fleet	31	31	32	31	40	58	44	-23.7%
	Total Fleet	281	282	283	283	174	197	223	13.1%
Key Stats	Passengers per Hour	14.0	13.5	13.0	12.2	8.1	9.2	10.0	8.8%

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 revised service resumption path described in Section 4 of this report. Fixed route services include sbX, local, express, and contracted fixed route services.

Exhibit 13 describes the annualized change in total revenue hours of 14.2% reaching 524,000 revenue hours. While this is a 14.2% increase compared to FY2022, it remains down 22% compared to FY2019, the last Fiscal Year not impacted by the pandemic. Ridership is projected to increase 28.8% to 6.1 million riders, up from 4.7 million riders in FY2022. This remains down 41% compared to ridership level in FY2019, which was 10.5 million riders.

Exhibit 13: Total Fixed Route Service Characteristics Summary

Total Fixed Route (in Thousands except vehicles and ratios)		Actuals					Year-End Estimate	Projection	Percent Change
		FY2017	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	FY2023
Financial	Fare Revenue	\$ 11,577	\$ 11,463	\$ 12,150	\$ 10,361	\$ 6,022	\$ 6,459	\$ 7,407	14.7%
Operating Data	Revenue Miles	8,833	8,985	9,111	8,259	6,035	6,161	7,028	14.1%
	Total Miles	9,568	9,769	9,917	8,971	6,542	6,712	7,672	14.3%
	Revenue Hours	665	673	676	612	446	459	524	14.2%
	Total Hours	697	705	709	641	466	479	546	13.9%
	Passengers	11,220	10,832	10,503	8,778	3,958	4,784	6,162	28.8%
Fleet Data	Peak Revenue Fleet	154	155	155	156	102	105	129	22.9%
	Spare Fleet	31	31	32	31	33	34	33	-2.9%
	Total Fleet	185	186	187	187	135	139	162	16.5%
Key Stats	Passengers per Hour	16.9	16.1	15.5	14.3	8.9	10.4	11.8	12.8%

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 14.

Exhibit 14: Demand Response Service Characteristics Summary

Total Demand Response (in Thousands except vehicles and ratios)		Actuals					Year-End Estimate	Projection	Percent Change
		FY2017	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	FY2023
Financial	Fare Revenue	\$ 1,736	\$ 1,614	\$ 1,445	\$ 1,184	\$ 421	\$ 528	\$ 681	29.0%
Operating Data	Revenue Miles	2,556	2,431	2,314	1,887	788	1,163	1,601	37.7%
	Total Miles	3,174	3,036	2,901	2,349	996	1,379	1,987	44.1%
	Revenue Hours	167	158	157	126	50	73	109	50.4%
	Total Hours	200	193	189	152	71	90	135	50.4%
	Passengers	432	378	360	247	66	115	190	65.3%
Fleet Data	Peak Revenue Fleet	96	96	96	96	32	34	50	44.8%
	Spare Fleet	0	0	0	0	7	24	11	-53.5%
	Total Fleet	96	96	96	96	39	58	61	4.7%
Key Stats	Passengers per Hour	2.6	2.4	2.3	2.0	1.3	1.6	1.7	9.9%

Overall Demand Response ridership levels are projects to reach 190,000 riders up 65.3% compared to 115,000 in FY2022. Demand Response ridership however is projected to remain down 47% compared to pre-pandemic levels.

Ridership levels on OmniAccess are projected to reach 165,000 riders up 60% compared to 103,000 in FY2022. The FY2023 ridership projection remains down 54% 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 for OmniAccess, revenue hours are projected to increase by 51% rising to 92,000 revenue hours compared to 61,000 revenue hours in FY2022. This remains down 41% compared to pre-pandemic levels.

Ridership levels are projected to reach 25,000 riders up 112.3% compared to 12,000 in FY2022. In FY2022 Omnitrans implemented two OmniRide programs, one program in Upland and a second in Bloomington. The Agency operates a total of three programs, the first operating in Chino Hills. Revenue hours in FY2023 are projected to increase to 18,000 up 46.9% compared to 12,000 in FY2022.

6. FARE STRUCTURE

Omnitrans proposes a fare policy change during FY2023 for fixed route services to incorporate Fare Capping. Additionally, Omnitrans proposes a fare subsidy for Senior & Disabled (S&D) fares on OmniRide which results in a \$1 reduction in fare subsidized by Measure I CTSA funds. These proposals were described in Section 4 of this report.

Exhibit 15 and Exhibit 16 provide details of Omnitrans' FY2023 fixed route and OmniAccess fare structure. Exhibit 17 shows a current versus proposed fare structure for OmniRide services.

Exhibit 15: 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 an ADA Rider; Omnitrans Employees and Family Members: With Employee/Family ID; RTA and Sunline Transit 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.			
*Youth	In FY2021 Omnitrans implemented Free Fares for School for K-12 (FFFS). With a valid K-12 student ID with a FFFS decal sticker, students K-12 may ride Omnitrans' fixed route services for free.			

Exhibit 16: OmniAccess Fares

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

Exhibit 17: OmniRide (MicroTransit) Fares

		Full-Fare	Senior/Disability/Medicare	Youth*	Veteran
Current (FY2022)	One-Ride (includes day pass on fixed route)	\$ 4.00	\$ 2.00	\$ 4.00	\$ 2.00
Proposed (FY2023)	One-Ride (includes day pass on fixed route)	\$ 4.00	\$ 1.00	\$ 4.00	\$ 2.00
*Youth	In FY2021 Omnitrans implemented Free Fares for School for K-12 (FFFS). With a valid K-12 student ID with a FFFS decal sticker, students K-12 may ride Omnitrans' microtransit services at a 50% discount.				

7. PUBLIC INPUT AND TITLE VI SERVICE EQUITY ANALYSIS

Best practices in transit planning are built upon thorough public input. To achieve maximum public interaction Omnitrans staff held in-person and virtual public meetings associated with the FY2023 Service Plan. Additionally, Omnitrans collects public comments submitted online, over the phone, by mail and email. 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 Equity Analyses for major service changes 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. Based on this criterion, Omnitrans was required to seek feedback on the proposals (1) First/Last Mile Shuttle Services, (2) Fare Capping, and (3) the Senior & Disabled Fare Reduction/Subsidy for OmniRide. Omnitrans also sought public input on the proposals to slightly expand the service boundaries for OmniRide Chino/Chino Hills and Upland. While the OmniRide boundary proposals did not require a public hearing, gathering public feedback is consistent with best practices.

7.1 PUBLIC INPUT

Omnitrans held four in-person public hearings and two virtual meetings related to the above items. To maximize the potential for public input, Omnitrans posted a recording of the public hearing presentation online. 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 29 times and the website promoting the public hearings was viewed 1,003 times. The public hearing schedule is shown in Exhibit 18.

Exhibit 18: Public Meeting Schedule

CITY/ COMMUNITY	LOCATION	DATE	TIME	ROUTES TO MEETING
Montclair	Montclair Transit Center	Tuesday March 15, 2022	7:00 A.M. – 10:00 A.M.	66, 84, 85, 88, OmniRide Upland
Fontana	Fontana Transit Center	Tuesday March 22, 2022	3:00 P.M. – 6:00 P.M.	10, 14, 15, 19, 61, 66, 67, 82, 312
Chino	Chino Transit Center	Thursday March 24, 2022	3:00 P.M. – 6:00 P.M.	83, 84, 85, 88, OmniRide Chino Hills
Virtual Meeting*	Online	Saturday March 26, 2022	10:00 A.M. – 11:00 A.M.	Online
San Bernardino	San Bernardino Transit Center	Monday March 28, 2022	6:00 A.M. – 9:00 A.M.	1, 2, 3, 4, 6, 8, 10, 14, 15, 215, 305, sbX
Virtual Meeting*	Online	Wednesday March 30, 2022	6:00 P.M. – 7:00 P.M.	Online

During these meetings, Omnitrans staff interacted with 112 people. Omnitrans received 78 total comments at these meetings, via the electronic comment form, over email, over the phone and through social media. Forty-four comments were related to the proposals while 34 comments were 'Other' feedback. The breakdown of the 44 proposal-related comments include:

- OmniRide Boundary Expansion (15 comments. 10 about Chino Hills and 5 about Upland): Ten comments supported both proposals and five comments requested additional resources, weekend service, or increased boundaries compared to the proposals.
- S&D OmniRide Fare Reduction (13 comments): Eleven comments supported the proposal, one comment mentioned a further reduction of S&D fares relative to the proposal, and one comment did not fully support the proposal
- Proposed First/Mile shuttles (9 comments. 5 about the Rancho Cucamonga-Ontario Airport shuttle and 4 for the Downtown San Bernardino shuttle): Seven comments fully supported the proposals and two comments mentioned additional services to the proposals
- Fare Capping (2 comments): The two comments received for Fare Capping support the proposal
- Service Resumption (5 comments): Two comments were received to return to 30-minute frequency on Routes 15 & 85, respectively. A comment was made for each Route 83, 85, and 87 for additional trips.

The other feedback received focused on scheduling, customer service, transit centers, and the Transit App.

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.

Service and fare equity analyses were completed for (1) First/Last Mile Shuttle Services, (2) Fare Capping, and (3) the Senior & Disabled Fare Reduction/Subsidy for OmniRide. Details of the Determination of LIM proportions in our service area in relation to our proposals are in Exhibit 19 for the First/Last Mile Shuttle proposals.

Exhibit 20 and Exhibit 21 show the analysis completed for both the Fare Capping and S&D Fare Reduction for OmniRide, respectively. Though not required Omnitrans also completed a service equity analysis on the proposals to expand the OmniRide service boundaries for Chino Hills & Upland. The analysis is shown in Exhibit 22.

Results demonstrate that Omnitrans remains compliant with its Title VI obligations in all FY2023 Service Plan proposals.

The proposed fixed route or microtransit Downtown San Bernardino First/Last Mile shuttle would serve populations whose Minority and LIM demographic profiles were greater than those for any service area measure and for the City of San Bernardino overall. The Agency remains in compliance with Title VI.

With respect to the proposed First/Last Mile shuttle for Rancho Cucamonga and Ontario Airport, the percent of Minority and LIM proportions are less than that of the service area, but within thresholds that do not violate Omnitrans' Title VI mandate.

Exhibit 19: Service Equity Analysis of the Proposed First/Last Mile Shuttle Services

Buffer and Service Area Population Comparisons	Total Pop	Minority *	% Minority	Low-Income or Minority (LIM)	% LIM
Population of County (2019)	2,180,085	1,584,922	72.7%	1,653,196	75.8%
Population of Service Area (Includes Area within ALL JPA Cities' Limits)	1,556,579	1,194,514	76.7%	1,228,128	78.9%
Population of ADA/Access Service Area (Jan 2022--not extended)	1,327,385	1,048,555	79.0%	1,081,937	81.5%
City of San Bernardino					
Within (ADA/Access Area Served)	231,307	197,856	85.5%	204,041	88.2%
Not-Within	1,948,778	1,387,066	71.2%	1,449,155	74.4%
County Total	2,180,085	1,584,922	72.7%	1,653,196	75.8%
Proposed San Bernardino MicroTransit Service Boundary					
Within	1,703	1,557	91.4%	1,627	95.5%
Not-Within	2,178,382	1,583,365	72.7%	1,651,569	75.8%
County Total	2,180,085	1,584,922	72.7%	1,653,196	75.8%
Half-Mile Buffer of Seven Downtown Shuttle Route Stops					
Within	5,593	5,092	91.0%	5,325	95.2%
Not-Within	1,578,451	1,211,664	76.8%	1,245,266	78.9%
County Total	2,180,085	1,584,922	72.7%	1,653,196	75.8%
Cities of Rancho Cucamonga and Ontario					
Within (ADA/Access Area Served)	353,474	261,024	73.8%	267,665	75.7%
Not-Within	1,826,611	1,323,898	72.5%	1,385,531	75.9%
County Total	2,180,085	1,584,922	72.7%	1,653,196	75.8%
Half-Mile of Rancho Cucamonga-Airport Shuttle Boundary					
Within	13,810	10,025	72.6%	10,111	73.2%
Not-Within	2,166,275	1,574,897	72.7%	1,643,085	75.8%
County Total	2,180,085	1,584,922	72.7%	1,653,196	75.8%
Half-Mile of Three Rancho Cucamonga-Airport Shuttle Stops					
Within	7,689	5,545	72.1%	5,545	72.1%
Not-Within	1,576,355	1,211,211	76.8%	1,245,046	79.0%
County Total	2,180,085	1,584,922	72.7%	1,653,196	75.8%

* 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 groups, except for determination of Low-Income Whites, which is at the tract level.

The proposal to implement Fare Capping does not disparately impact minority populations or impose a disproportionate burden on them. Omnitrans remains in compliance with its Title VI mandate by adopting the fare capping policy. The policy change supports Omnitrans' equity initiatives.

Exhibit 20: Fare Equity Analysis for the Fare Capping Proposal

Fare Type	Usage Proportion Non-Minority (Caucasian)	Usage Proportion: Minority *	Half-Mile Fixed Route Buffer Minority Proportion	Difference Between Usage Minority and Buffer Minority Proportions
General/Full fare 1-day pass	18.18%	81.82%	79.58%	2.24%
General/Full fare 1-way cash	13.14%	86.86%	79.58%	7.28%
General/Full fare 7-day pass	16.37%	83.63%	79.58%	4.05%
General/Full fare 31-day pass	17.24%	82.76%	79.58%	3.18%
Senior/Disabled fare 1-day pass	23.18%	76.82%	79.58%	-2.76%
Senior/Disabled fare 1-way cash	35.57%	64.43%	79.58%	-15.15%
Senior/Disabled fare 7-day pass	32.95%	67.05%	79.58%	-12.53%
Senior/Disabled fare 31-day pass	31.98%	68.02%	79.58%	-11.56%
Veteran fare 1-day pass	23.05%	76.95%	79.58%	-2.63%
Veteran fare 1-way cash fare	22.23%	77.77%	79.58%	-1.81%
Veteran fare 7-day pass	10.30%	89.70%	79.58%	10.12%
Veteran fare 31-day pass	44.12%	55.88%	79.58%	-23.70%
Youth fare 7-day pass	3.00%	97.00%	79.58%	17.42%
Youth fare 31-day pass	10.05%	89.95%	79.58%	10.37%

* These data taken from 2017 Onboard Rider Survey

The proposal to reduce the Senior & Disabled Fares for OmniRide does not disparately impact minority populations or impose a disproportionate burden on them. Omnitrans remains in compliance with its Title VI mandate.

Exhibit 21: Fare Equity Analysis for the Proposed S&D Fare Reduction for OmniRide

	Proportion of Whites (Caucasians)	Proportion of Minorities
Demographics of Service Area According to ACS and Census data		
Overall	23.6%	76.4%
Chino Hills	30.4%	69.6%
Upland	38.6%	61.4%
Bloomington	13.4%	86.6%
Demographics of Ridership According to 2017 On Board Survey		
Overall	16.8%	83.2%
Chino Hills	26.6%	73.4%
Upland	12.2%	87.8%
Bloomington	18.0%	82.0%

These data are taken Census 2019 ACS data, and from Tableau extraction by community from 2017 On Board Survey data.

The proposed expansion of OmniRide services in both Chino Hills and Upland does not impose a disparate impact or disproportionate burden on minority populations within our service area and Omnitrans remains compliant with Title VI.

Exhibit 22: Service Equity Analysis for the Proposed OmniRide Service Boundary Expansions for Chino Hills & Upland

Buffer and Service Area Population Comparisons	Total Pop	Minority *	% Minority	Low-Income or Minority (LIM)	% LIM
Population of County (2019)	2,180,085	1,584,922	72.7 %	1,653,196	75.8 %
Population of Service Area (Includes Area within ALL JPA Cities' Limits)	1,556,579	1,194,514	76.7 %	1,228,128	78.9 %
Population of ADA/Access Service Area (January 2022--not extended)	1,327,385	1,048,555	79.0 %	1,081,937	81.5 %
Half-Mile of Original Chino Hills Route 365					
Within	38,010	26,609	70.0 %	27,196	71.5 %
Not-Within	2,142,075	1,558,313	72.7 %	1,626,000	75.9 %
County Total	2,180,085	1,584,922	72.7 %	1,653,196	75.8 %
OmniRide Chino Hills Boundary (FY2021-current)					
Within	71,972	49,993	69.5 %	51,202	71.1 %
Not-Within	1,512,072	1,166,763	77.2 %	1,199,389	79.3 %
County Total	2,180,085	1,584,922	72.7 %	1,653,196	75.8 %
Proposed Expansion of the OmniRide Chino Hills Boundary (FY2023)					
Within	90,677	65,912	72.7 %	67,549	74.5 %
Not-Within	1,493,367	1,150,844	77.1 %	1,183,042	79.2 %
County Total	2,180,085	1,584,922	72.7 %	1,653,196	75.8 %
Half-Mile of Replaced Routes in Upland					
Within	30,189	15,028	49.8 %	15,772	52.2 %
Not-Within	2,149,896	1,569,894	73.0 %	1,637,424	76.2 %
County Total	2,180,085	1,584,922	72.7 %	1,653,196	75.8 %
OmniRide Upland Boundary (FY2022-current)					
Within	76,596	47,068	61.4 %	49,301	64.4 %
Not-Within	1,507,448	1,169,688	77.6 %	1,201,290	79.7 %
County Total	2,180,085	1,584,922	72.7 %	1,653,196	75.8 %
Proposed Expansion of the OmniRide Upland Boundary (FY2023)					
Within	78,406	47,924	61.1 %	50,210	64.0 %
Not-Within	2,101,679	1,536,998	73.1 %	1,602,986	76.3 %
County Total	2,180,085	1,584,922	72.7 %	1,653,196	75.8 %

* 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 groups, except for determination of Low-Income Whites, which is at the tract level.