



# ANNA SOLIS

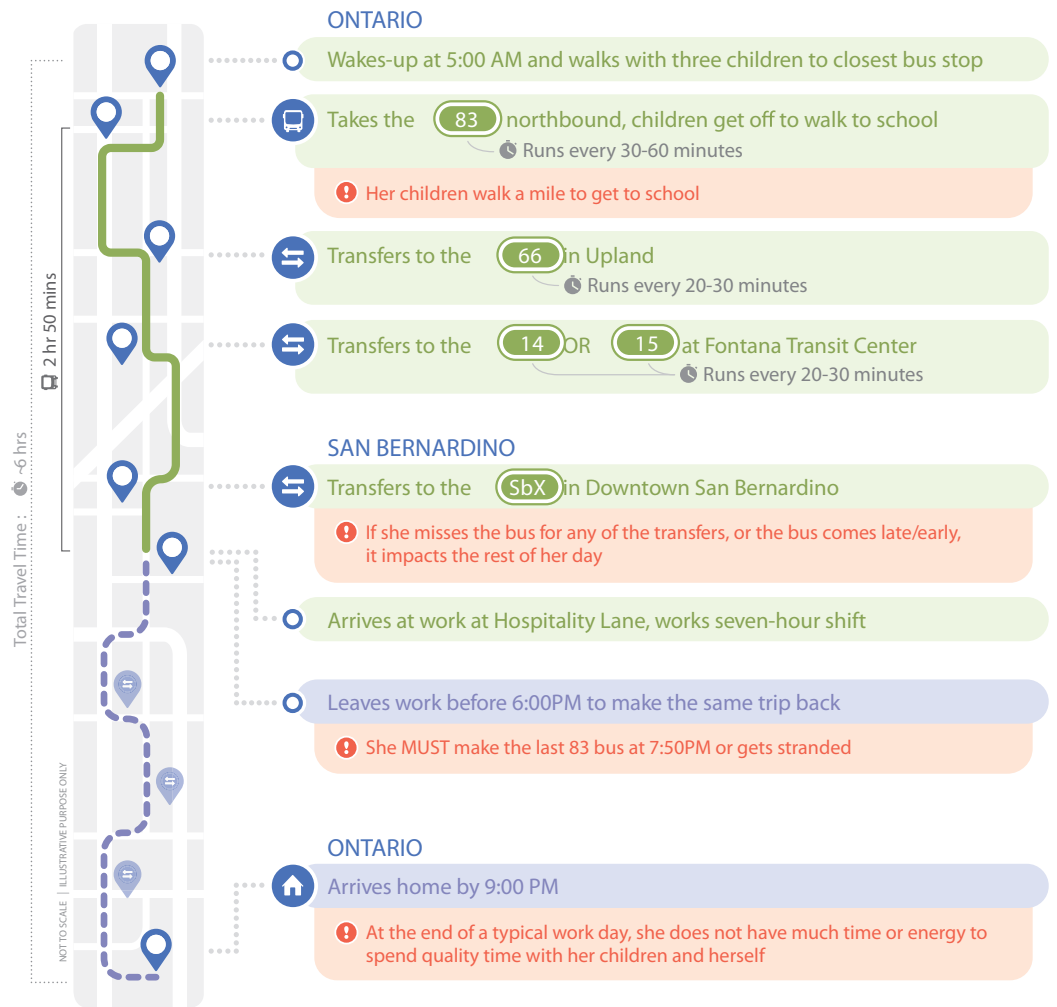
- AGE**  
39
- LOCATION**  
Southwest Ontario, CA
- EMPLOYMENT STATUS**  
Shift Manager at Restaurant in San Bernadino
- HOUSEHOLD STATUS**  
Single, mother of three children
- VEHICULAR ACCESS**  
Does not own a vehicle

In 2019, Anna and her family moved from their apartment in San Bernardino to a small two-bedroom house in Ontario, which they rent from a family friend at a discounted rate.

During the COVID-19 pandemic, Anna's husband passed away and she became the sole provider for her family. Anna still works in San Bernardino, as her long history at the restaurant offers higher pay than anything in her area.

## ANNA'S TRAVEL ROUTINE

Like many residents Anna commutes long distances to work, nearly 20 miles. Since Metrolink is more expensive and has limited service hours, she must navigate multiple bus transfers every day.



## EXISTING OMNITRANS PROGRAMS AND SERVICES



Omnitrans currently provides fixed-route transit service along **major arterial corridors** between Anna's home (Ontario) and her destinations (San Bernardino).



Anna's children can ride Omnitrans for free through the **Free Fares to Schools program**.



If Anna has access to TransitApp and a credit card, she can save on fares through the **Omnitrans Fare Capping Policy**.



Omnitrans buses have **amenities** such as power outlets and Wi-Fi, and certain transit centers also have shelters, Wi-Fi, and passenger information displays.

## HOW CAN THE CONNECTRANSIT PLAN IMPROVE ANNA'S EXPERIENCE?



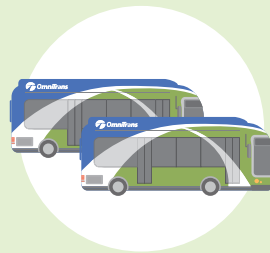
### INCREASE SERVICE FREQUENCIES

Increase the frequency of buses on local routes (such as 83) or redesignate them as high-frequency services



### LATER EVENING SERVICE

Extend service later into the evening, to give Anna more flexibility when going home from work



### PROVIDE MORE OPTIONS

Provide bus-bridges outside of Metrolink service hours to provide more direct end-to-end services between destinations



### FIRST/LAST MILE PARTNERSHIPS

Explore partnerships with cities to provide shared bikes, scooters, and on-demand mobility, to meet the first/last mile needs of passengers