



# CARLOS GOMES

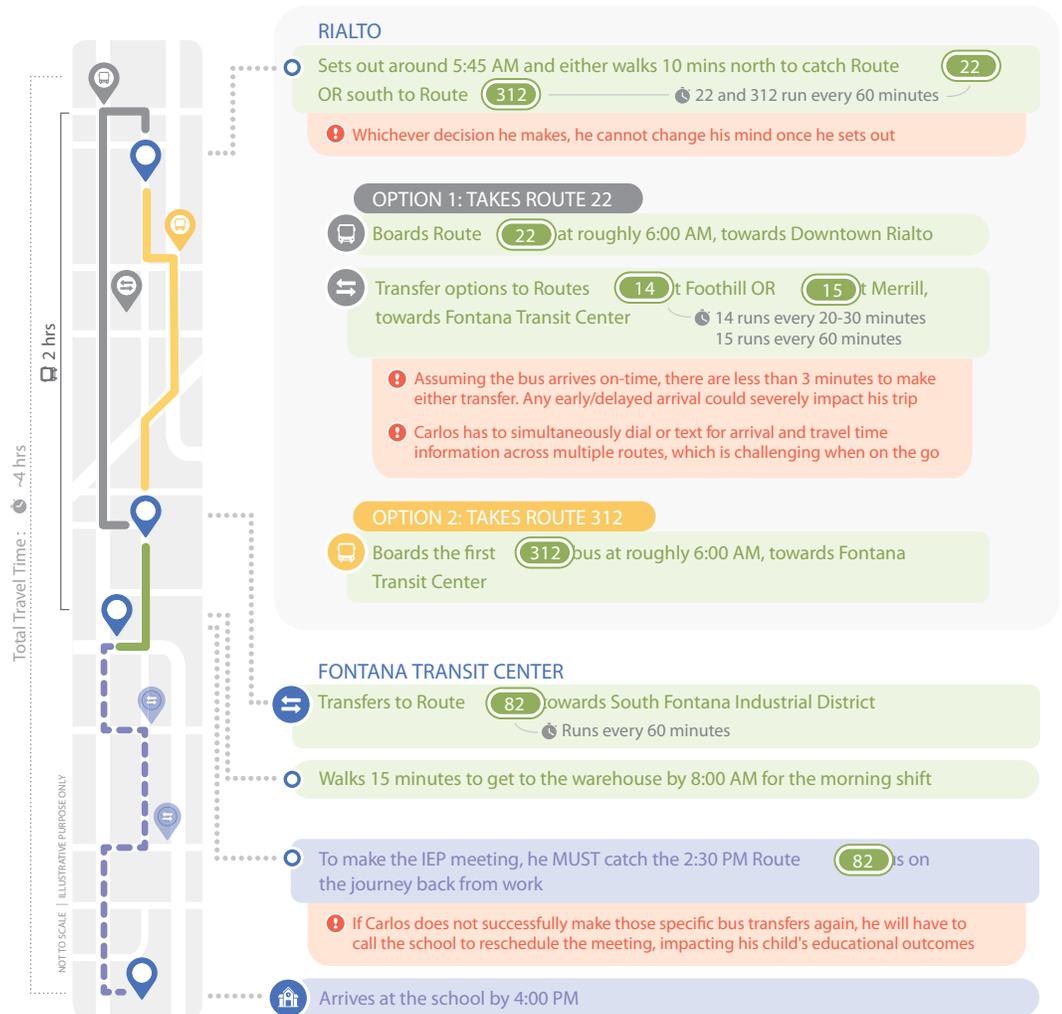
- AGE  
43
- LOCATION  
Rialto (near the airport), CA
- EMPLOYMENT STATUS  
Warehouse Manager
- HOUSEHOLD STATUS  
Married, father of two children
- VEHICULAR ACCESS  
1 vehicle

Carlos and his family live near Rialto airport, and he works the 8:00 AM shift at a South Fontana warehouse. Since his wife works an evening shift elsewhere, she drives their car and takes the children to school.

One of their children attends Individualized Education Program (IEP) support classes once per week, which must be accompanied by a parent. On that day, Carlos must leave work early to arrive on time for the class.

## CARLOS' TRAVEL ROUTINE

Carlos does not have a smartphone or mobile internet access, which limits the tools he has when planning his daily trips. His routine is especially vulnerable to unexpected delays and detours.



## EXISTING OMNITRANS PROGRAMS AND SERVICES



Omnitrans provides **timed transfers** specifically at major transit centers, which facilitates transfers between arterial services.



Omnitrans buses are being upgraded to have **amenities** such as Wi-Fi, which helps those who rely on technology throughout the day.



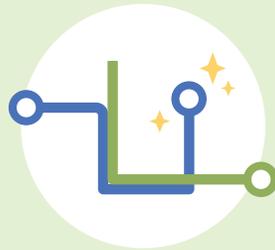
If Carlos has access to a smartphone and internet plan, he can track his buses in real-time via **TransitApp**. Otherwise, he can dial a 1-800 number or text 41411 to receive updates for his bus stop.

## HOW CAN THE CONNECTRANSIT PLAN IMPROVE CARLOS' EXPERIENCE?



### INCREASE SERVICE FREQUENCIES

Run more frequent services on existing north-south routes, such as 82 and 312, to alleviate the pressure on making specific and limited buses



### NEW ROUTES TO COVER NETWORK GAPS

Introduce new routes to provide critical north-south connections, bridging transit-deficient communities



### REAL-TIME BUS INFORMATION AT STOPS AND TRANSIT CENTERS

Install digital signs at stops and Fontana Transit Center to provide arrival and alternative travel information for those without cellular access



### COORDINATED TRANSFERS AT BUS STOPS

Schedule timed transfers for the 22 with the 14 and 15, to ease the transfer process when service frequencies are low