



TOM HOWARD

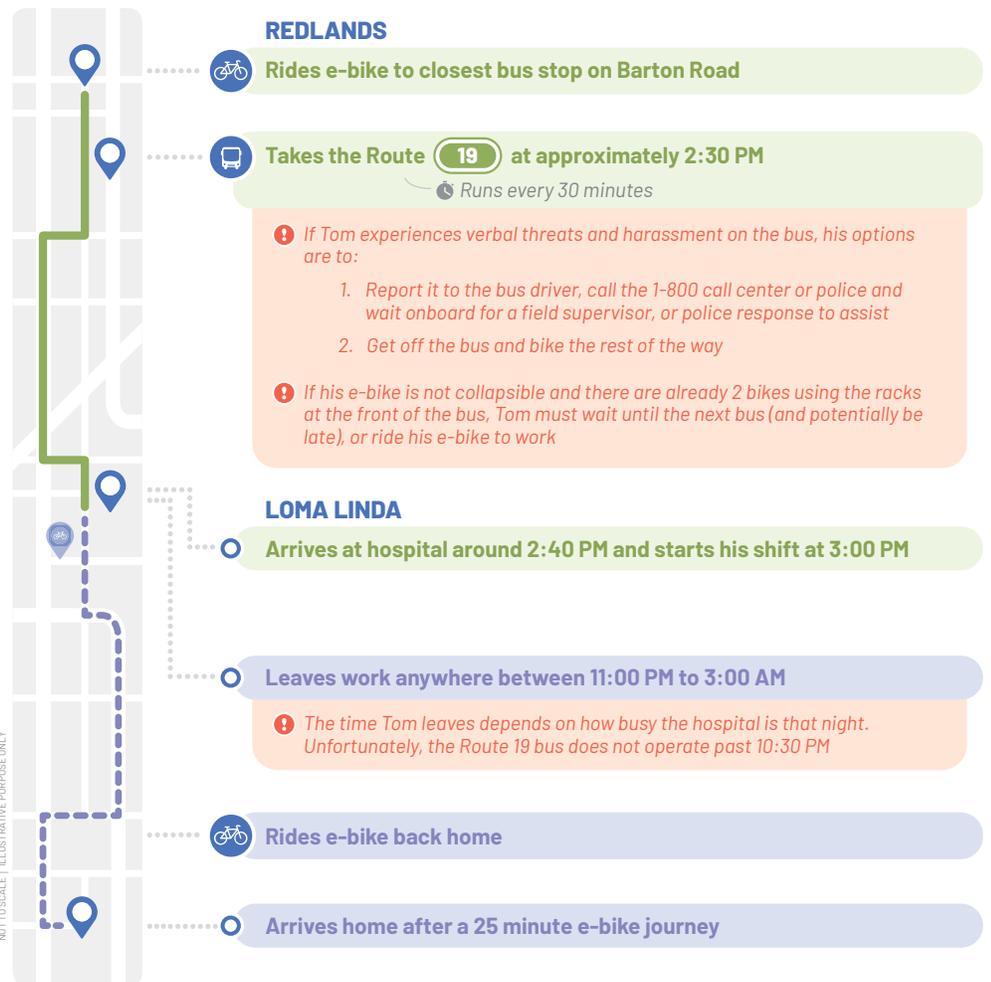
- AGE
25
- LOCATION
Southwest Redlands
- EMPLOYMENT STATUS
Pediatrics Student in residency training
- HOUSEHOLD STATUS
Single, lives with parents
- VEHICULAR ACCESS
Does not own a vehicle

Thomas is a postgraduate medical student studying to become a pediatrician. As part of his residency, he works the standard hospital afternoon shift from 3pm to anywhere between 11pm-3am, depending on the day.

He currently lives with his parents, who occasionally can drive him to school or the hospital. But on most days, he must make the solo commute by transit.

TOM'S TRAVEL ROUTINE

As a visibly queer person, Tom often feels unsafe when he takes the evening bus to his night shift at the hospital. Because the local bus does not run late at night, he carries his electric bicycle (e-bike) with him to make the long return trip home after work.



EXISTING OMNITRANS PROGRAMS AND SERVICES



Omnitrans allows **bulky items** such as collapsible e-bikes on board as long they are kept clear of the aisles.



With over 2,000 bus stops, Omnitrans does not have resources to update route schedule information at every stop several times per year. All bus stops have a **phone number to call or text** and a **Stop ID# that can be used with the TransitApp** to find out when the next bus is coming.



Pandemic-related **service reductions** have impacted the frequencies of several routes.



Omnitrans has **surveillance cameras on buses, field supervisors**, and provides a **1-800 call center number** for passengers experiencing safety concerns.

HOW CAN THE CONNECTRANSIT PLAN IMPROVE TOM'S EXPERIENCE?



ADD LIGHTING AT BUS STOPS

Prioritize safety and add more lighting near bus stops especially when considering late-night service



LATER EVENING SERVICE

Extend service later into the evening, especially for routes serving hospitals to give Tom a transit option going home from work



RESTORE SERVICE LEVELS

Restore service to pre-COVID levels, especially routes connecting communities that depend on transit



HIRE TRANSIT AMBASSADORS

Hire and train customer service staff to provide route information and respond to incidents on buses