



DOLORES MENDEZ

-  AGE
72
-  LOCATION
Upland, CA
-  EMPLOYMENT STATUS
Retired
-  HOUSEHOLD STATUS
Widow, lives alone
-  VEHICULAR ACCESS
Unable to drive
-  LANGUAGE
Non-English speaker

Dolores lives alone in Upland, CA and is no longer able to drive. She suffers from diabetes and needs to travel across town to the closest dialysis center three times a week.

She lives in an area not served by fixed route transit and relies on OmniAccess paratransit service to get to her dialysis appointments.



NOT TO SCALE | ILLUSTRATIVE PURPOSE ONLY

DOLORES' TRAVEL ROUTINE

Delores is used to booking OmniAccess trips over the phone, but she is not comfortable using smartphones and often relies on family members to perform tasks requiring use of technology. She is not aware that OmniRide service was recently introduced in her area, or how to access it.

ONE DAY BEFORE DOLORES' TRIP



Dolores or her son makes a call to book paratransit ride 24 hrs in advance

! Paratransit rides must be booked 24 hrs in advance via phone call or online. Her ride home is booked separately from her ride to the dialysis appointment

DAY OF DOLORES' TRIP

! If her dialysis appointment gets rescheduled or cancelled, she cannot make a same day adjustment to the OmniAccess pickup and dropoff schedule

OMNIACCESS (PARATRANSIT)



Dolores has to cancel OmniAccess pickup and dropoff for today since the times have changed.

! She has to reschedule her dialysis by at least 24 hours so she can reschedule OmniAccess pickup and dropoff

OMNIRIDE (MICROTRANSIT)



Dolores can call, or her son can book a trip via smartphone app up to 30 minutes prior to her trip.

They can also ask the driver to pick her up at her door or check the box "I have a disability" on the app so Dolores doesn't have to walk a long distance to the nearest virtual stop.

EXISTING OMNITRANS PROGRAMS AND SERVICES



Both **OmniAccess** and **OmniRide** have options for riders to receive door to door pickup/dropoff service.



OmniRide has \$1 per trip pricing for Veterans, and Disabled/Seniors/Medicare. Qualifying riders may also receive **free OmniAccess paratransit service**.



Omnitrans launched its **OmniRide microtransit** service in the Upland area beginning August 2021.



Omnitrans offers other alternative transportation programs for Disabled/Seniors such as **Ride Uber, Ride Taxi, Transportation Reimbursement Escort Program (TREP)**, and **Travel Training**.

HOW CAN THE CONNECTRANSIT PLAN IMPROVE DOLORES' EXPERIENCE?



RESOURCES FOR OMNIRIDE

Explore opportunities to expand OmniRide to new locations throughout the service area where access to bus service is limited



EXPLORE COMMUNITY PARTNERSHIPS

Explore local and community partnerships to expand outreach programs that teach residents how to use alternative transportation programs available through Omnitrans



DEVELOP WAYFINDING AND BRANDING AT VIRTUAL STOPS

Install wayfinding signage with cohesive Omnitrans branding to guide riders to the virtual stops. Incorporate rider feedback to add more virtual stops, where needed



IMPROVE OUTREACH AND EDUCATION

Omnitrans offers an all-in-one mobility service program application so riders are simply able to check off all the programs they are interested, and Omnitrans facilitates the application process for them

For more information visit the project website at www.omnitrans.org/connectransit.

