

SHORT-RANGE TRANSIT PLAN FY2023 – 2030



Message from the CEO/General Manager

While the last few years have brought unprecedented changes with the pandemic and the subsequent workforce shortage, through the Board of Directors' leadership and the hard work and dedication of the entire Omnitrans team, the Agency has emerged stronger, more resilient, more adaptable, and on strong financial footing.

Over the last two years, Omnitrans has adjusted service levels multiple times to match pandemic conditions, ridership demand, and workforce levels. We've implemented innovative OmniRide microtransit service in the communities of Chino Hills/Chino, Upland, and Bloomington. Omnitrans implemented the ConnectForward service plan designed to ensure long-term financial sustainability.

We've begun the transition toward the zero-emission bus (ZEB) fleet of the future. The Agency's first four battery electric buses went into service in 2021 with 18 more on order to support the sbX Purple Line. The Agency's first four hydrogen fuel cell buses are on order after Omnitrans successfully received \$10.5 million in competitive federal and state grants.

We've improved customer amenities. At bus stops, the Agency has added shelters, benches, and solar lights to enhance customer experience and safety, and has partnered with JPA members to construct ADA-compliant boarding areas and sidewalk improvements. Onboard, Omnitrans has installed Wi-Fi on nearly the entire fleet and replaced seats with cleaner, more comfortable, and more durable materials. We've implemented enhanced cleaning and maintenance practices to realize our "new bus standard" for the entire fleet.

As the Consolidated Transportation Services Agency (CTSA), Omnitrans has expanded the Regional Mobility Partnership (RMP) program to include funding for twelve city and non-profit partners to provide mobility services for seniors and individuals with disabilities. We've expanded our own CTSA programs to include Uber Ride, which is a 50% subsidy on Uber rides for seniors and individuals with disabilities.

Collectively, these enhancements ensure Omnitrans is delivering on its mission to *connect our community with coordinated and sustainable transit services.*

Over this planning horizon, Omnitrans seeks to build upon this established foundation. While uncertainty remains on the exact path forward, the focus areas the Agency is working to achieve within this SRTP period are clear:

- Service Resumption: Restore service to planned levels, which improves overall ease of use of the system, primarily through frequency resumption and improved transfer connectivity. This will be Omnitrans' primary focus during FY2023 through the beginning of FY2025.
- **sbX Purple Line** (West Valley Connector project): Continue to partner with SBCTA on delivery of the West Valley Connector bus rapid transit line, including constructing electrical charging infrastructure upgrades at the West Valley Maintenance Facility and conducting training and commissioning to initiate revenue service in 2025.

- **ZEB Implementation**: Furthering the implementation of ZEBs through evaluation of both battery electric and hydrogen fuel cell buses. Implement the 18 battery electric buses and inroute charging on the sbX Purple Line. Seek grant funding to further transition the fleet and related infrastructure to ZEBs.
- **Improving Frequency**: Nearly 60% of Omnitrans riders are on six core routes. Improving frequency on these routes significantly improves ease of use and mobility for the majority of Omnitrans riders and is key to attracting new riders to achieve federal, state, and regional policy objectives.
- Introducing Innovative Services: The OmniRide microtransit service and supporting technology has been well received to expand access to public transit in the communities it serves. Expanding access to OmniRide and other innovative solutions will help Omnitrans deliver more mobility solutions that match the individual characteristics of the communities we serve.
- **Fare Technology**: Tracking fare technology changes, with a specific goal of implementing openpayment solutions, is key to ease of use and regional connectivity.
- Enhancing Bus Stop Amenities: Working with JPA partners to improve bus stop amenities as new developments are built or through grants, to enhance the entry point to all transit trips improving both customer experience and safety.

Each of the focus areas above support the six FY2021-2025 Strategic Plan Goals: Safe & Secure Operations, Customer Experience, Organizational and Workforce Development, Finance, Long-Range Planning and Community Engagement.

Omnitrans strives to move each of these goals and focus areas forward to better connect our region and support the region path to a strong economy and meeting federal, state, and local policy objectives. Additionally, Omnitrans will utilize this plan to aggressively seek competitive funding sources to benefit the region.

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INTRODUCTION

Omnitrans is a Joint Powers Authority (JPA) established in 1976 to provide public transportation in the San Bernardino Valley. Omnitrans' JPA includes 15 cities and the County of San Bernardino. The JPAmember cities are Chino, Chino Hills, Colton, Fontana, Grand Terrace, Highland, Loma Linda, Montclair, Ontario, Rancho Cucamonga, Redlands, Rialto, San Bernardino, Upland and Yucaipa.

Board of Directors

The JPA's governing board consists of one elected official from each member city and four county supervisors. The Board of Directors sets agency policy.



John Dutrey Chair City of Montclair



Joe Baca Jr. County 5th District



Penny Lilburn City of Highland



Rafael Trujillo City of Rialto



Frank Navarro Vice Chair City of Colton



Eunice Ulloa City of Chino



Ron Dailey City of Loma Linda



Helen Tran City of San Bernardino



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Cynthia Moran City of Chino Hills



Alan Wapner City of Ontario



Bill Velto City of Upland



Dawn Rowe County 3rd District



John Roberts City of Fontana



Kristina Scott City of Rancho Cucamonga



Bobby Duncan City of Yucaipa



Curt Hagman County 4th District



Bill Hussey City of Grand Terrace



Denise Davis City of Redlands



Omnitrans Senior Leadership Team

Omnitrans CEO/General Manager implements the Board of Directors' policy direction and provides strategic and operational leadership to the organization. Omnitrans Senior Leadership Team (SLT) supports the CEO/General Manager by supporting and developing Agency staff, overseeing day-to-day business operations, and leading the implementation of agency initiatives. The SLT works to advance the Agency's Vision, Mission, Values and Goals.



Vision, Mission, Values & Goals

Omnitrans' Senior Leadership Team engaged with Omnitrans' Board of Directors, employees, customers, and community stakeholders to create the Fiscal Year 2021 – 2025 Strategic Plan, which was adopted by the Board of Directors in April 2021. The plan sets the Agency's vision, mission, values, and goals. It serves as the overall business plan for the organization.

Vision – Omnitrans provides innovative mobility solutions that connect our region and strengthen the economy

Mission - Omnitrans connects our community with coordinated and sustainable transit service

Values – Safety, Customer-Focused, Performance, Integrity, Innovation, Diversity, Collaboration, Leadership

Source: Strategic Plan 2021-2025, Omnitrans, <u>https://omnitrans.org/wp-content/uploads/2021/07/Omnitrans-Strategic-</u> Plan-2021-2025.pdf The strategic plan defines six focused goal areas:

- Safe and Secure Operations: Enhance our safety culture by providing safe and secure operations, improving safety for employees and customers while responding swiftly to new and emerging conditions
- **Customer Experience**: Provide an overall customer experience that reflects reliable, responsive, and exceptional service and promotes ridership growth
- **Organizational and Workforce Development**: Develop an adaptable organization focused on employees that adjusts to changing conditions and promotes a culture of success and collaboration
- **Finance**: Expand our financial resources to support operational stability and increase service levels in strategic ways
- Long-Range Planning: Strengthen our leadership in creating mobility solutions in local and regional planning
- **Community Engagement**: Expand our partnerships and engage the community to be responsive to community needs and enhance Omnitrans' value in the region

The Strategic Plan is the document that guides other plans including this Short-Range Transit Plan and annual plans such as the Service Plan, Budget, Marketing Plan, and Management Plan. These annual plans link the goals in the Strategic Plan to the daily work and the operations of the organization.

Short-Range Transit Plan Purpose & Context

Omnitrans' Short-Range Transit Plan (SRTP) sets the FY2023-2030 objectives in an eight (8) year capital and operating plan. This multi-year plan documents planned funding, service levels, fare policy, service warrants and performance standards and capital projects within the context of the community and customers that Omnitrans serves.

This SRTP is developed within the context of service resumption and recovery. At the onset of the pandemic, Omnitrans implemented its emergency service deployment plan, which reduced service levels to 55% of pre-pandemic levels. In September 2020, Omnitrans implemented the planned service changes from the ConnectForward Plan, which were planned pre-pandemic to ensure long-term fiscal health.

With the adoption of the FY2022 and FY2023 Service Plans, Omnitrans developed a measured and prioritized multi-step service resumption plan. This plan has been slowly implemented as workforce levels permit. As of January 2023, Omnitrans is operating 79% of planned service. This SRTP is predicated on Omnitrans reaching full planned service levels during FY2024 as outlined in the service resumption plan.

SERVICE PROFILE & DEMOGRAPHICS

Service Area

Omnitrans serves the urbanized area in southwest San Bernardino County otherwise known as the San Bernardino Valley. Key characteristics of Omnitrans' service area include:

- Geographic Size: 466 square miles
- Population: 1.58 million residents
- Population Density: 3,390 people per square mile
- 15 JPA Member Cities: Chino, Chino Hills, Colton, Fontana, Grand Terrace, Highland, Loma Linda, Montclair, Ontario, Rancho Cucamonga, Redlands, Rialto, San Bernardino, Upland, and Yucaipa
- Unincorporated County: Omnitrans provides service to the unincorporated county areas including the communities of Bloomington, Mentone, and Muscoy

Exhibit 1 maps the fifteen JPA cities Omnitrans serves.



Exhibit 1: Omnitrans' Service Area

Omnitrans directly operates service from three operating and maintenance facilities. The East Valley Division, headquartered at 1700 W. 5th Street, San Bernardino, 92411, generally serves the cities of Colton, Grand Terrace, Highland, Loma Linda, Redlands, Rialto, San Bernardino, and Yucaipa. The West Valley Division, located at 4748 Arrow Highway Montclair, CA 91763, generally serves the cities of Chino, Chino Hills, Fontana, Montclair, Ontario, Rancho Cucamonga, and Upland. The unincorporated communities of Bloomington, Mentone, and Muscoy are in the East Valley Division. Omnitrans operates contracted services from 234 S. I St., San Bernardino CA 92410.

Service Area Demographics

The 15 JPA member cities Omnitrans serves are diverse. The location of educational institutions, population, and large employers are spread across the Omnitrans' service area and member cities.

- Colleges and Universities: California State University, San Bernardino; Chaffey College (Rancho Cucamonga, Chino, and Fontana); Loma Linda University; Crafton Hills College (Yucaipa); San Bernardino Valley College; University of Redlands
- Largest Employers: San Bernardino County; Loma Linda University Medical Center; Loma Linda VA Hospital; Arrowhead Regional Medical Center (Colton); Amazon Facilities (San Bernardino, Chino, Bloomington); Stater Bros. Markets (San Bernardino, throughout the service area); Ontario International Airport; Kaiser Permanente (Fontana); San Antonio Regional Hospital (Upland); Yaamava Resort & Casino (Highland); California State University San Bernardino; ESRI (Redlands); Patton State Hospital (San Bernardino); FedEx Ground (Bloomington); Caltrans (San Bernardino)

The following exhibits illustrate general demographic-density trends in Omnitrans' service area. The exhibits illustrate areas of key differences among population, employment and where Omnitrans' services exist.

Exhibit 2 shows the general spatial distribution of population densities over Omnitrans' service area. Resident density in the service area is not uniform. The distribution of population density is in three general areas: (1) Montclair, Ontario, Upland and Rancho Cucamonga; (2) Fontana and Rialto; and (3) San Bernardino and Highland.

Exhibit 3 illustrates employment density within the service area. The major employment density regions are in the cities of Ontario, Rancho Cucamonga, San Bernardino, Loma Linda, and Redlands.

Exhibit 4 shows where major employers are in the service area. Major employers were defined as those with at least one-hundred employees. By juxtaposing both job densities and the locations of major employers, more information about employment can be obtained.

Exhibit 5 shows a bivariate map that combines employment and residential density into one.



Exhibit 2: Omnitrans' Service Area Population Densities

Exhibit 3: Omnitrans' Service Area Employment Density





Exhibit 4: Major Employers and Job Density in Omnitrans' Service Area

Exhibit 5: Omnitrans' Bivariate Map with Population and Employment



Demographic data at the city-level are included in this section.

Exhibit 6 shows demographic data for the West Valley cities of Chino, Chino Hills, Fontana, Montclair, Ontario, Rancho Cucamonga, and Upland.

Within West Valley, population density in the cities ranges from a low of 1,756 people per square mile in Chino Hills to a high of 6,846 people per square mile in Montclair.

Within West Valley, Montclair, the densest city in the group has the highest proportion of minorities 87.7%; the greatest amount of people below the poverty rate at 18.3%; the least income per capita at \$20,988; and the highest percentage of no vehicles available per household at 5.6%.

Within West Valley, Chino Hills has the highest income per capita at \$39,993; the highest educational attainment where 50% of the population over the age of 25 have a bachelors or higher degree; and the highest median age at 38.6.

Within West Valley, Ontario has the highest concentration of jobs compared to its population. The ratio of jobs to population ranged from a low of 0.18 jobs per person in Chino Hills to a high of 0.72 in Ontario.

Exhibit 7 shows population, household, and job statistics for the East Valley cities of Colton, Grand Terrace, Highland, Loma Linda, Redlands, Rialto, San Bernardino, and Yucaipa.

Within East Valley, population densities range from a low of 1,929 people per square mile in Yucaipa to a high of 4,318 people per square mile in Rialto.

Within East Valley, San Bernardino has the greatest amount of people below the poverty rate at 23.7%; the greatest unemployment rate at 12.1%; the lowest income per capita at \$19,322; and the highest percentage of no vehicles available per household at 10.3%.

Within East Valley, Loma Linda has the highest educational attainment where 47% of the population over the age of 25 have a bachelors or higher degree; the smallest average household size at 2.56; the lowest rate of home ownership at 35%; and the lowest unemployment rate at 5.9%.

Loma Linda has the highest concentration of jobs compared to its population. The ratio of jobs to population in East Valley ranges from a low of 0.12 jobs per person in Highland to a high of 0.89 in Loma Linda.

Exhibit 6: West Valley City Demographics

	Chino	Chino Hills	Fontana	Montclair	Ontario	Rancho Cucamonga	Upland
Population	91,403	78,411	208,393	37,865	175,265	174,453	79,040
Land Area (sq. miles)*	29.6	44.6	43.1	5.5	50.0	40.1	15.6
Population Density (per sq. mile)	3,087	1,756	4,838	6,846	3,507	4,349	5,072
Median Age*	37.3	38.6	31.2	32.1	32.3	36.8	37.6
% of Pop. by Age, Under 5	6%	6%	7%	6%	7%	7%	6%
% of Pop. by Age, 6 to 17	15%	17%	22%	20%	20%	17%	16%
% of Pop. by Age, 18 to 64	68%	65%	64%	64%	65%	65%	63%
% of Pop. by Age, 65+	11%	11%	7%	10%	9%	11%	15%
Total Housing Units	27,224	26,068	55,632	10,816	53,219	60,129	28,641
% Occupied Housing Units*	93%	95%	97%	98%	96%	96%	97%
% Home Ownership	69%	76%	68%	54%	56%	64%	56%
Avg. Household size	3.26	3.10	3.81	3.56	3.40	2.94	2.80
Median Household Income	\$86,462	\$111,251	\$78,809	\$63,442	\$71,176	\$95,020	\$79,195
Per Capita Income*	\$26,862	\$39,993	\$25,540	\$20,988	\$24,682	\$37,476	\$35,624
Mean Travel Time to Work (min)*	34.6	38.9	34.5	31.1	32.1	32.1	31.1
% Means of Transportation to work, Drive Alone*	79.3%	78.6%	77.1%	75.6%	80.6%	80.5%	76.1%
% Means of Transportation to work, Public Transit*	1.2%	0.9%	1.6%	1.7%	1.3%	1.5%	2.5%
% Means of Transportation to work, Worked at Home*	7.9%	9.1%	6.6%	3.2%	4.2%	7.1%	7.0%
% No Vehicle Available	3.4%	3.0%	3.0%	5.6%	4.1%	2.7%	3.9%
% Education Level (No Diploma, Pop. Age 25+)	11%	3%	11%	13%	12%	5%	6%
% Education Level (BA Degree or Higher, Pop. Age 25+)	26%	50%	19%	18%	19%	37%	34%
% Language at Home, English Only (adults 18+)*	58.4%	53.6%	41.2%	37.6%	43.9%	65.8%	68.0%
% Language at Home, Spanish (adults 18+)*	29.1%	13.7%	51.3%	48.7%	49.1%	19.0%	21.2%
% Minority**	76.1%	69.6%	87.1%	87.7%	83.9%	63.8%	61.4%
% Hispanic**	56.7%	28.8%	70.0%	72.2%	70.0%	37.8%	43.1%
% Low Income/Minority (LIM)**	77.4%	71.1%	88.6%	88.4%	85.1%	66.7%	64.4%
% Persons below Poverty Level*	8.4%	6.9%	11.7%	18.3%	13.3%	6.8%	11.3%
% Disabled	3%	3%	4%	5%	5%	4%	5%
% Veteran Status*	5.1%	4.5%	3.6%	2.7%	3.2%	5.6%	5.6%
Jobs	54,751	14,464	46,257	13,210	126,667	79,546	28,382
Jobs per Capita	0.60	0.18	0.22	0.35	0.72	0.46	0.36
Unemployment Rate	7.9%	6.0%	8.4%	8.4%	8.6%	6.9%	5.8%

Data obtained from SCAG's SoCal Atlas Platform, 2022 Spatial & Statistical Summary, <u>http://rdp.scag.ca.gov/socal-atlas;</u> Census Reporter, <u>https://censusreporter.org</u>; U.S. Census Bureau, 2019 ACS 5-Year Estimate

	Colton	Grand Terrace	Highland	Loma Linda	Redlands	Rialto	San Bernardino	Yucaipa
Population	53,909	13,150	56,999	24,791	73,168	104,026	222,101	54,542
Land Area (sq. miles)*	15.5	3.5	18.6	7.6	36.0	24.1	62.1	28.3
Population Density (per sq. mile)	3,467	3,754	3,069	3,245	2,033	4,318	3,575	1,929
Median Age*	31.8	36.8	31.2	36.8	35.7	30.7	30.9	36.8
% of Pop. by Age, Under 5	8%	5%	7%	6%	7%	8%	8%	7%
% of Pop. by Age, 6 to 17	20%	15%	22%	13%	16%	21%	22%	18%
% of Pop. by Age, 18 to 64	61%	65%	61%	63%	62%	63%	61%	61%
% of Pop. by Age, 65+	10%	11%	9%	18%	15%	9%	9%	15%
Total Housing Units	16,632	4,898	17,109	10,082	27,471	27,954	66,147	20,190
% Occupied Housing Units*	90%	92%	96%	89%	94%	95%	93%	94%
% Home Ownership	49%	60%	63%	35%	59%	63%	48%	72%
Avg. Household size	3.33	2.77	3.40	2.56	2.70	3.79	3.40	2.78
Median Household Income	\$56,406	\$74,002	\$69,672	\$65,428	\$81,048	\$63,039	\$49,076	\$70,230
Per Capita Income*	\$21,648	\$31,146	\$28,056	\$30,563	\$38,837	\$21,578	\$19,322	\$31,686
Mean Travel Time to Work (min)*	27.7	28.4	29.3	24.4	23.5	33.2	29.0	30.5
% Means of Transportation to work, Drive Alone*	77.0%	79.0%	82.8%	73.8%	78.4%	79.3%	77.1%	82.8%
% Means of Transportation to work, Public Transit*	1.9%	1.8%	1.7%	1.4%	0.9%	1.3%	1.9%	0.2%
% Means of Transportation to work, Worked at Home*	9.0%	5.1%	3.3%	8.4%	6.9%	4.3%	3.4%	5.8%
% No Vehicle Available	4.3%	3.7%	4.6%	9.5%	5.4%	4.9%	10.3%	5.9%
% Education Level (No Diploma, Pop. Age 25+)	14%	6%	11%	6%	7%	15%	17%	7%
% Education Level (BA Degree or Higher, Pop. Age 25+)	18%	29%	24%	47%	43%	12%	13%	25%
% Language at Home, English Only (adults 18+)*	45.9%	71.1%	54.4%	56.1%	73.2%	40.6%	48.9%	72.7%
% Language at Home, Spanish (adults 18+)*	49.2%	23.3%	35.5%	16.2%	18.3%	55.9%	45.6%	21.9%
% Minority**	82.0%	62.8%	73.8%	69.0%	50.0%	90.2%	85.6%	40.7%
% Hispanic**	68.0%	48.8%	53.9%	30.2%	32.9%	75.6%	66.0%	33.6%
% Low Income/Minority (LIM)**	83.1%	65.0%	77.6%	73.3%	53.8%	91.1%	88.0%	47.6%
% Persons below Poverty Level*	15.1%	8.7%	16.6%	14.7%	10.6%	15.7%	23.7%	8.5%
% Disabled	6%	7%	5%	6%	5%	5%	7%	6%
% Veteran Status*	6.0%	7.5%	6.1%	6.2%	6.5%	3.8%	4.2%	6.2%
Jobs	23,794	2,594	6,992	22,071	37,222	32,633	111,685	8,552
Jobs per Capita	0.44	0.20	0.12	0.89	0.51	0.31	0.50	0.16
Unemployment Rate	8.6%	7.6%	9.4%	5.9%	6.4%	11.6%	12.1%	6.6%

Data obtained from SCAG's SoCal Atlas Platform, 2022 Spatial & Statistical Summary, <u>http://rdp.scag.ca.gov/socal-atlas;</u> Census Reporter, <u>https://censusreporter.org</u>; U.S. Census Bureau, 2019 ACS 5-Year Estimate

Young & Elderly Populations

The geographical distribution of young and elderly populations within Omnitrans' service area is observed in this section. Age is a significant determinant of transit usage, as both younger and older segments of the population tend to be more limited in mobility choice. Areas where younger or older people cluster demographically tend to be areas of potentially greater transit demand.

While both seniors and youth are more likely to ride public transit than other age cohorts, the demand from each group is different, as demonstrated in Exhibit 8 and Exhibit 9.



Exhibit 8: Percent of Youths, Ages 17 and Younger

Populations with a strong skew towards youth tend to be more centrally clustered, running southwest to northeast through the service area, and with concentrations in central Ontario and in the cities of Fontana, San Bernardino, and western Highland. Strong concentrations of youths do not appear to cluster as much around the peripheral regions of the service area with the exceptions being areas of increased building of single and multi-family residential units in the Preserve community of southern Chino, adjacent to South Ontario.

Older populations tend to locate more often at the periphery of Omnitrans' service area such as in Grand Terrace, northeast Highland, Loma Linda, Redlands, Upland and Yucaipa. This indicates two divergent distributions of seniors: the more affluent population is to be found in the peripheral communities, while the less affluent population of seniors is to be found more centrally situated. The elderly population trends indicate that Omnitrans will continue to see demand growing at the edges of the service area, particularly for complementary paratransit services. While age is not a qualifying condition, age increases the likelihood of having a disability that may be a qualifying condition for complementary paratransit service eligibility.

The geospatial distribution of youth and elderly, who are more inclined to be limited on mobility options and are in both the central and periphery of the service area, presents interesting service challenges. To meet the needs of the youth and elderly the services Omnitrans offers must be tailored to the different needs of Omnitrans' target demographics.



Exhibit 9: Percent of Seniors, Ages 65 and Older

Income & Poverty

The cities on the periphery of the service area trend to greater affluence and an older demographic. In contrast, the more centrally located cities maintain the highest incidence of poverty. The City of San Bernardino has the highest rate of poverty, with 23.7% of its residents falling below poverty level. By contrast, peripherally situated cities such as Chino Hills, Grand Terrace, and Yucaipa all have levels of poverty below 10%. Exhibit 10 shows the spatial distribution of proportion of residents in Omnitrans' service area by block group who live below the poverty line.

The distribution of median household incomes within the service area confirms that more affluent populations are found at the periphery. Chino Hills and Rancho Cucamonga lead with the highest median household incomes at more than \$111,251 and \$95,020 respectively, while San Bernardino had the lowest median household income at more than \$49,076. The distribution of median household income by census block group is shown in Exhibit 11.



Exhibit 10: Percent of Residents below Poverty Level





Rider Demographics

Omnitrans belongs to the American Bus Benchmarking Group (ABBG) which is a group of mid-size bus agencies in North America that was established in 2011 to benchmark performance and best practices. The following rider demographic results are from the ABBG Fixed Route Customer Satisfaction Survey (CSS). Omnitrans has participated in the ABBG CSS every year since the survey launched in 2013. The survey measures customer satisfaction across nine categories. Customers also respond to demographic-related questions. The following results are from combined demographic responses from survey years 2018 through 2022, which led to over 2,700 individual responses per demographic question. Results from the 5-year compilation of fixed route surveys include age, gender, purpose of trip, and frequency of trips.

Exhibit 12 shows that 54% of survey respondents are between the ages of 19 and 39 years old, with 30% between 19 and 29 years old, which is younger than the median age for all 15 JPA city members. Fifty percent of respondents indicate they are female and 46% indicate they are male. Shown in Exhibit 13, 44% of riders indicated they use Omnitrans to get to their place of employment and 19% of riders use Omnitrans to get to their educational institution. Combined, 77% of riders indicated they ride very often or often.



Exhibit 12: ABBG Fixed Route Customer Satisfaction Survey, Age & Gender, 2018-2022

Race/ethnicity and income demographics were not available from the ABBG Fixed Route CSS prior to 2021. The race/ethnicity and income results are from survey years 2021 and 2022. Over 540 individual responses for these two categories were collected. Race/ethnicity and income demographics are in Exhibit 14. Relative to household income, 59% of our riders indicated they earn less than \$50,000 a year, which is less than all JPA city members except for San Bernardino.



Exhibit 13: ABBG Fixed Route Customer Satisfaction Survey, Trip Purpose & Frequency, 2018-2022

Exhibit 14: ABBG Fixed Route Customer Satisfaction Survey, Race/Ethnicity & Income, 2021-2022



OmniAccess Riders

The American Bus Benchmarking Group (ABBG) also conducts a biennial customer satisfaction survey for paratransit customers. Omnitrans participated in the first ABBG Paratransit Customer Satisfaction Survey (CSS) in 2021. Survey respondents were those who have used Omnitrans paratransit service OmniAccess. The Paratransit CSS included the same demographic questions and response categories as the Fixed Route CSS: age, gender, trip purpose, frequency of trips, race/ethnicity, and income. A total of 198 surveys were collected in 2021 Paratransit CSS.

Exhibit 15 shows that 71% of survey respondents are 50 years old or older, with 39% between 50 to 65 years old. Sixty-four percent of respondents indicate they are male, signifying that nearly two-thirds of OmniAccess users who took this survey were male. Compared to the age demographic for Fixed Route riders, there is less diversity in age for those who have used OmniAccess and took the Paratransit CSS.



Exhibit 15: ABBG Paratransit Customer Satisfaction Survey, Age & Gender, 2021

Exhibit 16 shows that the primary trip purpose for paratransit users who took this survey was medical related at 57%. This is significant since only 7% of fixed route customers use Omnitrans for medical purposes. Paratransit survey respondents also indicated they ride less often than fixed route users.

Exhibit 17 shows that a significant proportion, 88% of survey respondents, indicated that their annual income is less than \$15,000. This is four times greater than fixed route users within the same income bracket.



Exhibit 16: ABBG Paratransit Customer Satisfaction Survey, Trip Purpose & Frequency, 2021

Exhibit 17: ABBG Paratransit Customer Satisfaction Survey, Trip Purpose & Frequency, 2021



Population & Employment Growth

Population and employment growth forecast data was prepared by Southern California Association of Governments (SCAG). Referenced in this section is the 2020 Regional Transportation Plan/Sustainable Communities Strategy (RTP/SCS) report. The report holds information on the population and employment growth for Omnitrans' 15 JPA city members. The 2020 RTP/SCS report projects population and employment growth through 2045.

Regarding population, and from highest to lowest, San Bernardino, Fontana, Rancho Cucamonga, and Ontario were the most populous with each city having a population of over 170,000 residents. Together these cities contained approximately 54% of the population of all JPA member cities at the time.

SCAG projects that these four cities will remain the most populous through 2045. From highest to lowest, Fontana will lead in population followed by Ontario, San Bernardino, and Rancho Cucamonga, with each city having over 200,000 residents. The City of Rialto and Chino come closest at 139,000 and 121,000, respectively, and every other JPA member city is projected to have a population under 100,000. Exhibit 18 shows the projected population growth from the 2020 RTP/SCS report.



Exhibit 18: Projected Population Growth by City, 2020

SCAG projects that in 2045 61% of the population in Omnitrans' service area will reside in West Valley. Exhibit 19 shows the population growth and incremental differences between East and West Valley through 2045.



Exhibit 19: Projected Population Growth for East Valley and West Valley, 2020

The 2020 RTP/SCS report contains employment figures based on 2016 data. The two cities with the highest number of jobs are Ontario and San Bernardino with nearly 114,000 and 101,000 jobs per city respectively. Rancho Cucamonga and Fontana follow suit at 88,000 and nearly 57,000 jobs respectively.

The 2020 RTP/SCS report shows that Ontario's growth in job opportunities will outpace all other cities for the entire period through 2045. It is projected that 21% of the employment share relative to all JPA member cities will be in the City of Ontario. From highest to lowest, Ontario will lead in employment followed by San Bernardino, Rancho Cucamonga, and Fontana. This is shown in Exhibit 20.

With respect to Omnitrans' East and West Valley divisions, it is projected that West Valley will hold 61% of employment opportunities in 2045, as shown in Exhibit 21. This is in-line with the projected population growth forecast where 61% of the population reside in West Valley. Overall, the City of Fontana is expected to lead in population while the City of Ontario is projected to lead in job growth.



Exhibit 20: Projected Employment Growth by City, 2020





Longer term, more precise projections of job and population growth can be seen in the Exhibit 22 which uses dot-density to illustrate projected regions of resident and job growth. Non-retail business employment growth will likely continue in the east, south and west of the San Bernardino airport, with more retail growth out near Redlands. This should be outpaced, however, by similar employment growth in southern Fontana and in southern Ontario, especially south of Ontario International Airport. Fontana will likely also show population growth in the north, while Ontario will continue to build out in the south in the former Preserve region with significant increases in both single-family and multifamily residential units. In the region just north of Ontario Mills Mall, in an area encompassing northern Ontario and southern Rancho Cucamonga, there will be a large build -out of multi-family dwellings and subsequent population increases.



Exhibit 22: Projected Residential and Employment Growth

OUR SERVICES

Omnitrans services are designed to meet the different needs and conditions of the varying communities in Omnitrans' service area.

As seen in Exhibit 23 Omnitrans' family of services include Fixed Route, Demand Response, and Mobility Services. Under Fixed Route services exists Local, Express, Bus Rapid Transit (BRT), Community Circulators and First-Last Mile Shuttles. On-demand services include OmniAccess (Americans with Disabilities Act (ADA) complementary paratransit) and Microtransit on-demand services. Finally, Omnitrans offers an array of Mobility Service programs for the community.

There have been four major changes since the adoption of the FY2015-2020 SRTP. 1.) Access demandresponse service has been rebranded as OmniAccess. 2.) OmniGo, a community circulator service, is no longer a branded service, but Omnitrans still operates community circulator service. 3.) An ondemand service called OmniRide was added to Omnitrans' family of services in FY2021. 4.) In 2016, Omnitrans became the Consolidated Transportation Services Agency (CTSA), and through this role provides an array of Mobility Services.

Annual Service Plans

Omnitrans prepares an Annual Service Plan each Fiscal Year. The Service Plan provides an overview of Omnitrans' service offerings and sets the fare policy for the fiscal year. Service Plans are predicated on an annual budget.

The FY2022 Service Plan introduced a 7-Step Service Resumption Plan, a comeback plan to return to 100% planned services prior to the COVID-19 pandemic. The FY2022 Service Plan also introduced two microtransit programs, OmniRide Upland and Bloomington. The FY2022 Service Plan did not change the family of services Omnitrans offers.

In the FY2023 Service Plan the 7-Step Resumption Plan was consolidated into a 5-Step plan since Steps 1-3 were implemented in FY2022. The adopted plan included the approval of two microtransit zone expansions, the introduction of two First-Last Mile Pilot Shuttles to enhance rail and bus connectivity, Fare Capping, and a Fare Reduction to Senior and Disabled (S&D) OmniRide fares.

Exhibit 23: Omnitrans'	'Family of Services,	FY2023
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Service	Туре	Brand	Image	Description
Fixed Route	Bus Rapid Transit (BRT)	sbX	-	BRT service mirrors light-rail service on rubber tires with dedicated lanes, enhanced amenities, stand-alone stations, level boarding and significantly reduced travel times while utilizing dedicated branded BRT buses.
	Local	Omnitrans		Traditional large bus service operating on a set route with a set schedule at defined frequencies.
	Express	Omnitrans		Freeway bus service using a traditional large bus on a set route with a set schedule and frequency that is designed to connect two or more areas of highly concentrated activity. Route(s) typically travel mostly by freeway and stops are placed several miles apart.
	Community Circulator	Omnitrans		Smaller bus service designed to offer lifeline mobility for areas with relatively low population and employment density.
Demand Response	ADA Paratransit	OmniAccess		Origin-to-destination service provided to comply with the Americans with Disabilities Act (ADA) that is complementary to fixed-route service and is provided within ¾-mile of a fixed route and during same days and hours as fixed-route.
	Micro- transit	OmniRide		Reservation, on-demand, and shared transit service (like Uber or Lyft), providing local and demand response service to Bloomington, Chino Hills/Chino, and Upland.
Mobility Services			Can	Omnitrans Mobility Services offers a variety of mobility programs such as Travel Training, Volunteer Driver programs, UBER & Taxi program, and many community-based partnerships.

Fixed Route Services

In FY2022 Omnitrans operated a total of 28 fixed routes and in FY2023 Omnitrans operated a total of 29 fixed routes as shown in Exhibit 24. Traditional fixed route service, including local and freeway express, dominates systemwide service characteristics as 73% of Omnitrans' FY2023 revenue hours are directly operated 40-foot bus service, compared to 5% for sbX, and 5% for contracted fixed route service. 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, and 2% for contracted fixed route.

Be	eginning of FY2022	В	Division	
(.	Iuly/August 2021)	()	(FY2023)	
Fixed	FR Type	Fixed	FR Type	
Route		Route		
1	Local	1	Local	East Valley
2	Local	2	Local	East Valley
3	Local	3	Local	East Valley
4	Local	4	Local	East Valley
6	Local	6	Local	East Valley
8	Local	8	Local	East Valley
10	Local	10	Local	East Valley
14	Local	14	Local	East Valley
15	Local	15	Local	East Valley
19	Local	19	Local	East Valley
22	Local	22	Local	East Valley
61	Local	61	Local	West Valley
66	Local	66	Local	West Valley
67	Local	67	Local	West Valley
81	Local	81	Local	West Valley
82	Local	82	Local	West Valley
83	Local	83	Local	West Valley
84	Local	84	Local	West Valley
85	Local	85	Local	West Valley
87	Local	87	Local	West Valley
88	Local	88	Local	West Valley
202/sbX	BRT	202/sbX	BRT	East Valley
215	Express	215	Express	East Valley
290	Express	290	Temporarily	East & West
			Suspended	
300	(N/A)	300	First/Last Mile Shuttle	East Valley
305	Community Circulator	305	Community Circulator	East Valley
312	Community Circulator	312	Community Circulator	East Valley
319	Community Circulator	319	Community Circulator	East Valley
329	Community Circulator	329	N/A (Demand Response)	N/A
380	(N/A)	380	First/Last Mile Shuttle	West Valley

Exhibit 24: Omnitrans Fixed Route Services, FY2022-FY2023

Local Fixed Routes

Twenty-one of the 29 Fixed Routes are Local Fixed Routes. These routes use traditional forty-foot buses and operate on a set route and frequency. As such, bus stops are placed approximately every 0.25 miles (between 0.2 to 0.3 miles apart), while taking into consideration other factors for stop placement such as safety, access, potential conflicts with driveways/traffic, and availability of ADA-compliant infrastructure.

Express Fixed Routes

Two of the 29 Fixed Routes are Express Fixed Routes. Express routes use traditional forty-foot buses that utilize the freeway system to connect communities to regional areas of highly concentrated activity. Limited stops are placed several miles apart which allow for faster service. Due to a tight labor market and a shortage of Coach Operators, Omnitrans temporarily suspended Freeway Express Route 290 in January 2022. The route is planned to resume in-line with the service resumption plan.

Community Circulators

Three of the 29 Fixed Routes are Community Circulators. These routes use smaller buses to provide lifeline service in communities that have minimal transit activity and low population and employment density. Omnitrans currently provides community circulator services in Grand Terrace to San Bernardino (Route 305), Muscoy to Fontana and north San Bernardino (Route 312), and in Yucaipa (Route 319). Community Circulator fixed route services are operated under contract to the private sector.

First-Last Mile Pilot Shuttles

Two of the 29 Fixed Routes are pilot First-Last Mile Shuttles which were approved within the FY2023 Service Plan. The first shuttle, Route 380 ONT Connect operates between the Rancho Cucamonga Metrolink Station and the Ontario International Airport. The second shuttle, Route 300 SB Connect, connects the San Bernardino Transit Center (SBTC) to Downtown San Bernardino's Government Center.

Bus Rapid Transit

One of the 29 Fixed Routes is Omnitrans' BRT Route 202/sbX Green Line. The sbX program is designed to provide more frequent and direct transit service along major corridors in the Omnitrans service area. While Omnitrans' traditional network of local bus services provides good coverage in the general service area, sbX lines provides a premium level of service that is more competitive with the automobile and designed to capture riders who are making medium- to long-distance trips.

Exhibit 25 shows the sbX bus rapid transit corridors outlined in Omnitrans' 2010 System-Wide Transit Corridor Plan for the San Bernardino Valley and in the San Bernardino County Transportation Authority (SBCTA) 2010 Long Range Transit Plan. These corridors were identified as having potential for premium transit service. The sbX Green Line has been operational since 2014.

In partnership with SBCTA, Omnitrans is working on the second BRT line called the West Valley Connector (WVC) project that will ultimately enter service as the sbX Purple Line. SBCTA has initiated the Long-Range Multimodal Transportation Plan which will review and potentially modify these future BRT corridors. Long-term Omnitrans and SBCTA will continue to partner to deliver additional BRTs once the plan is completed. The current planned BRT corridors are shown in Exhibit 25.


Exhibit 25: Omnitrans Proposed sbX BRT Corridors, 2010

Fixed Route Service Characteristics

Omnitrans Fixed Route services are separated into Route Tiers. Route Tier groups are determined by the frequency of service. Tier 1 routes operate on a 15-minute or better headway; Tier 2 routes operate on a 16-to-20-minute peak headway; Tier 3 routes on a 21–40-minute headway, typically operating at a 30-minute headway; and Tier 4 routes operate at 41-minute or greater headway, typically operating at a 60-minute headway or lower. Exhibit 26 shows the frequency of Fixed Route services at the beginning of FY2023 compared to planned (pre-pandemic) frequency.

Omnitrans continues to add revenue service to ultimately reach planned pre-pandemic levels. This is what is labeled as "Planned" in the exhibits as we aim to reach those stages of service. These levels are part of the Service Resumption Plan mentioned under the Annual Service Plan section. In some cases, when comparing current frequency or span, Omnitrans has fulfilled or even improved relative to pre-pandemic levels.

Route	FR Type	Planned	Service Days/Frequency					
		Route	Weekday		Saturday		Sunday	
		Tier	FY2023	Planned	FY2023	Planned	FY2023	Planned
1	Local	1	20/30	15	30	30	50	30
2	Local	4	75	75	75	75	75	75
3	Local	1	20/30	15	20/25	22/25	22/25	22/25
4	Local	1	20/30	15	20/25	22/25	22/25	22/25
6	Local	3	60	30	60	60	60	60
8	Local	3	60	30/60	60	60	60	60
10	Local	3	60	30/60	60	60	60	60
14	Local	1	20/30	15	20	20	20	20
15	Local	3	60	30	60	60	60	60
19	Local	3	30/60	30	60	60	60	60
22	Local	3	60	30/60	60	60	60	60
61	Local	1	20/30	15	30	20	30	20
66	Local	2	20/30	20	30	30	50	30
67	Local	4	60	60	N/A	N/A	N/A	N/A
81	Local	4	60	60	60	60	N/A	N/A
82	Local	4	60	60	65	65	65	65
83	Local	3	30/60	30/60	60	60	60	60
84	Local	4	60	60	60	60	60	60
85	Local	3	60	30	60	60	60	60
87	Local	4	60	60	60	60	N/A	N/A
88	Local	4	60	60	60	60	60	60
202/sbX	BRT	1	20/30	10/15	32	20	N/A	N/A
215	Express	2	30/60	20/30	60	30/60	60	30/60
290	Express	4	N/A	Peak	N/A	N/A	N/A	N/A
300	First/Last	2	20/30	20/30	N/A	N/A	N/A	N/A
	Mile Shuttle							
305	Community	4	60	60	60	60	60	60
	Circulator							
312	Community	4	60	60	60	60	60	60
	Circulator							
319	Community	4	60	60	N/A	N/A	N/A	N/A
	Circulator							
380	First/Last	4	35/60	35/60	60	60	60	60
	Mile Shuttle							

Exhibit 26: Frequency of Fixed Route Services, FY2023

Exhibit 27 below shows the Fixed Route service span, or hours of service, at the beginning of FY2023 compared to Planned (pre-pandemic) frequency.

Route	FR Type	Service Days/Frequency						
		Weekday		Satu	rday	Sun	Sunday	
		FY2023	Planned	FY2023	Planned	FY2023	Planned	
1	Local	4:30-22:35	4:30-22:40	5:56-21:04	5:53-21:04	6:00-19:46	5:57-19:50	
2	Local	4:29-23:15	4:29-22:55	6:04-21:46	6:05-21:49	6:19-20:15	6:30-20:17	
3	Local	4:38-23:24	4:38-23:28	6:05-21:09	6:05-21:04	6:03-19:59	6:03-19:57	
4	Local	4:15-22:41	4:22-22:41	6:03-21:26	6:03-20:56	6:13-19:26	6:13-19:27	
6	Local	4:45-21:33	4:45-21:33	6:20-19:58	6:20-19:58	6:20-18:02	6:20-18:02	
8	Local	4:58-22:37	4:53-22:36	6:18-19:22	6:17-19:24	7:26-18:48	7:22-18:56	
10	Local	6:30-20:01	5:03-20:32	6:20-19:20	6:13-19:11	7:10-18:20	7:14-18:10	
14	Local	3:27-23:07	3:27-23:07	6:10-22:47	6:13-22:34	6:24-20:22	6:04-20:25	
15	Local	4:02-21:49	5:05-22:42	5:42-19:22	6:40-19:22	5:35-19:17	6:40-19:19	
19	Local	4:49-22:23	4:49-22:33	5:20-21:28	5:20-21:42	6:40-18:59	6:40-19:13	
22	Local	5:05-21:43	4:59-22:01	7:13-19:28	7:28-19:28	7:28-19:28	6:58-19:32	
61	Local	4:04-23:25	4:04-23:25	5:20-22:26	5:20-22:37	5:35-19:36	5:35-19:52	
66	Local	4:10-23:22	4:10-23:16	5:47-22:14	5:47-22:14	6:30-20:07	6:30-20:07	
67	Local	5:53-20:42	5:53-20:42	N/A	N/A	N/A	N/A	
81	Local	5:00-22:38	4:25-22:26	6:00-20:55	5:40-20:40	N/A	N/A	
82	Local	4:25-20:16	4:25-22:11	6:14-19:51	6:14-19:31	6:14-19:57	6:14-19:10	
83	Local	6:00-20:35	5:54-21:53	6:00-20:40	5:54-21:01	6:00-19:40	5:54-19:54	
84	Local	5:45-20:48	6:03-20:54	6:00-19:57	6:02-19:44	6:00-19:57	6:02-19:45	
85	Local	4:20-22:17	4:20-22:51	6:00-19:51	6:00-19:19	6:00-19:43	6:00-19:18	
87	Local	4:35-21:52	4:35-21:52	5:35-20:23	5:35-20:23	N/A	N/A	
88	Local	4:30-22:15	4:33-22:21	6:21-20:34	6:31-20:21	6:21-19:36	6:31-19:13	
202/sbX	BRT	5:33-23:00	5:00-23:01	6:20-21:08	6:20-21:15	N/A	N/A	
215	Express	5:02-22:18	5:05-21:49	6:38-22:27	6:38-22:27	6:38-19:27	6:38-19:27	
290	Express	N/A	4:18-20:46	N/A	N/A	N/A	N/A	
			(Peak only)					
300	First/Last	6:15-18:47	6:15-18:47	N/A	N/A	N/A	N/A	
	Mile Shuttle							
305	Community	5:40-22:06	5:40-22:06	6:55-20:21	6:55-20:21	6:55-18:50	6:55-18:50	
	Circulator							
312	Community	5:20-22:30	5:20-22:30	7:15-18:50	7:15-18:50	7:15-18:49	7:15-18:49	
	Circulator							
319	Community	5:59-20:15	5:59-20:15	N/A	N/A	N/A	N/A	
	Circulator							
380	First/Last	4:16-23:35	4:16-23:35	7:14-23:22	7:14-23:22	7:14-23:22	7:14-23:22	
	Mile Shuttle							

Exhibit 27: Service Span of Fixed Route Services, FY2023

Demand Response Services

Omnitrans provides two forms of demand-response services: OmniRide and OmniAccess. OmniRide is a microtransit transit solution and OmniAccess is the complementary ADA paratransit service. Both services provide origin-to-destination service and require customers to make trip reservations in advance of their trip.

Unlike fixed-route service, demand-response service does not operate on a specific route map or at a specific frequency. Rather, it is a shared-ride service that attempts to maximize efficiency while maintaining reasonable passenger travel times for riders.

In terms of service, for FY2023 14% of revenue hours comprise ADA paratransit service and 3% for OmniRide. From a ridership perspective, demand response services are very minor compared to fixed route services, where 2% account for OmniAccess and <1% for OmniRide.

OmniRide

OmniRide is an origin-to-destination general-public demand-response service. The service is reservation-based similar to transportation network companies (TNCs) such as Uber and Lyft. As of FY2023 Omnitrans has three OmniRide programs. The service is designed to provide on-demand service to/from Omnitrans' fixed route bus service. Riders are required to book the trips in advance to use this service. Customers may book trips up to three days in advance. Customers can request pick-up and drop-offs by using the RideCo OmniRide application on a mobile or smartphone device or by calling a reservation hotline to book a trip. OmniRide customers receive an Omnitrans Day Pass to use and transfer to Omnitrans' fixed route services from any OmniRide program.

The first program, OmniRide Chino Hills, began service in FY2021 primarily serving the City of Chino Hills and parts of Chino. In FY2022 Omnitrans implemented two programs, OmniRide Upland (August 2021) and OmniRide Bloomington (January 2022). OmniRide Upland primarily serves Upland. OmniRide Bloomington primarily serves the unincorporated community of Bloomington, parts of west Colton, south Rialto, and southwest Fontana.

In the FY2023 Service Plan, the OmniRide Chino Hills and OmniRide Upland microtransit zones were expanded. The OmniRide Chino Hills boundary was expanded to add new service to distribution and fulfillment centers in South Chino. This expansion also extended service along Riverside Avenue from Chino Hills into Chino. OmniRide Upland was expanded to provide service to the Montclair Place in Montclair. This expansion added microtransit service into Rancho Cucamonga as well.

OmniRide Chino Hills and OmniRide Upland operate Monday to Friday, 6am-8pm. OmniRide Bloomington operates Monday to Saturday, 6am-8pm.

Exhibit 28 shows Omnitrans' System Map which includes Fixed Route and OmniRide services.

Exhibit 28: System Map, FY2023



OmniAccess

The American with Disabilities Act (ADA) requires that fixed route transit operators provide, or ensure the provision of, "complementary paratransit service for those individuals who, are unable to use the regular general public fixed route service."

OmniAccess service is Omnitrans' ADA complementary paratransit service for eligible persons who are physically or cognitively unable to use regular fixed route transit. OmniAccess is available during the same days and hours that fixed route services operate and requires eligible riders to book each trip in advance or arrange a subscription service for recurring trips.

OmniAccess service is available throughout the Omnitrans service area within a ³/₄-mile radius of either side of an existing Omnitrans regular fixed bus route. OmniRide service in Chino Hills, Upland, and Bloomington is a demand-response service that meets the OmniAccess paratransit requirements. Thus, no other paratransit service additional to OmniRide is required within the boundaries of the microtransit programs.

Mobility Services

In order to provide enhanced mobility options for seniors and individuals with disabilities and to reduce OmniAccess costs, Omnitrans provides an array or specialized services under the mobility services umbrella. Funding for these services is from Measure I Consolidated Transportation Services Agency (CTSA) funding, which accounts for 2% of the revenue generated by the Measure. Omnitrans was designated the CTSA by SBCTA in 2016.

As the CTSA, Omnitrans provides these services utilizing two different approaches: 1) Directly Managed Mobility Services, and 2) Regional Mobility Partnership (RMP) programs where Omnitrans funds JPA members or non-profit organizations to provide these services.

Directly Managed Mobility Services include:

- **Travel Training** provides one-on-one or group assistance to seniors and individuals with disabilities and helps them learn to ride the Omnitrans bus system for the first time. The program is free to participate in and is available to qualifying individuals who reside in the Omnitrans service area. The Travel Training program gives participants the information and skills to ride the bus with confidence and take advantage of its benefits. Due to the COVID-19 pandemic, Travel Training services were temporarily suspended and are planned to resume in FY2023.
- **Transportation Reimbursement Escort Program (TREP)** provides mileage reimbursement (\$0.40/mile up to \$80 per month) for individuals with disabilities who cannot use public transportation and rely on others to drive them for transportation. Participants choose their own driver, usually a family member, friend, neighbor, or caretaker. The reimbursement offsets the cost associated with providing transportation.
- **UBER Ride** is a subsidy program for seniors and individuals with disabilities to use Uber. The subsidy is up to \$15 per trip up to 15 trips per month. Program participants must reside in the San Bernardino Valley and the trips origin or destination must be within the San Bernardino Valley.
- **Taxi Ride** is a subsidized voucher program for seniors and individuals with disabilities to use taxis within the San Bernardino Valley. Participants pre-purchase monthly vouchers up to \$150 per month, and Omnitrans matches the cost.
- **Mobility Services and ADA Paratransit Eligibility and Certification** is performed by the Mobility Services department to best match seniors and individuals with disabilities with the services that best meet their needs.

Regional Mobility Partnership (RMP) program provides funding to support the development and sustainability of programs that provide transportation services to seniors and individuals with disabilities throughout the San Bernardino Valley. Current RMP programs are shown in Exhibit 29.

Exhibit 29: Regional Mobility Partners, FY2023

RMP Agencies	Project Title/Description
City of Chino	Get S.M.A.R.T Program: Provides free door-to-door transportation for
	seniors who reside in the City of Chino.
City of Grand Terrace	Senior Transportation Program: Curb-to-Curb Transportation program for
	Seniors between their homes and the Grand Terrace Senior Center.
Aging Next	Transportation Reimbursement Program: Offers monthly mileage
	reimbursement to seniors and individuals with disabilities who reside in
	the West San Bernardino County cities of Chino, Chino Hills, Montclair,
	Ontario, Rancho Cucamonga, and Upland.
Highland Senior Center	Senior Transportation Services: Provides free door-to-door transportation
	for seniors from their home to the Highland Senior Center
Loma Linda University Medical	CBAS Transportation Project: Provides door-to-door transportation to and
Center ADHS (LLUMCADHS)	from LLUMCADHS to seniors and individuals with disabilities.
OPARC	OPARC Connect: Provides door-to-door transportation from their client's
	homes to their day programs
Anthesis	Anthesis in Motion: Provides door-to-door transportation from their
	client's homes to their day programs
City of Yucaipa	Yucaipa Senior Transportation: Provides free door-to-door transportation
	for seniors who reside in the City of Yucaipa within the city limits.
Lutheran Social Services of	LSSSC Transportation Program: Provides transportation for medical and
Southern California (LSSSC)	work-related trips in San Bernardino to clients with HIV and AIDS
City of Ontario	Ontario Silver S.T.A.R.S : Provides curb-to-curb transportation services for
	non-emergency medical services for seniors and individuals with
	disabilities who reside in the City of Ontario
City of Rialto	Rialto Specialized Transportation: Provides curb-to-curb transportation
	services to seniors and individuals with disabilities to essential destinations
	within the community
Foothill Aids Project (FAP)	Van-Connect San Bernardino Valley Program: Provides curb-to-curb
	transportation services to low-income seniors and individuals with
	disabilities

Fare Structure

Omnitrans fare structure for all services are shown in Exhibit 31, Exhibit 32, and Exhibit 33. Omnitrans currently offers four types of passes: Single Ride, Day Pass, 7-Day, and a 31-Day Pass.

OmniAccess paratransit fare structure is determined by zone crossings which are shown in Exhibit 30.



Exhibit 30: OmniAccess Service Area Map and Zone Map, FY2023

In FY2022 (August 2021) Omnitrans introduced a pilot Free Fares for School K-12 program (FFFS). This initiative provided students with a valid K-12 student ID free fares to board any of Omnitrans' fixed route services. The program remains active.

In the FY2023 Service Plan, Omnitrans continued to break socio-economic barriers by proposing Fare Capping. Fare Capping removes upfront costs that may have been financial barriers to our riders when purchasing multi-use passes through existing mobile fare technology, or Transit or Token Transit App. The initiative was approved by the Omnitrans Board of Directors as part of the Service Plan and was implemented in August 2022. Under fare capping, each time a customer rides Omnitrans, the fare will count towards the next available multi-use pass. For example, pay \$2.00 per ride and automatically receive a Day Pass once \$6.00 is spent within one-day all the way to a \$60.00 31-Day Pass. Customers will not pay more than \$60.00 for 31-days of unlimited rides.

A Senior & Disabled (S&D) fare discount for all OmniRide programs was also included in the FY2023 Service Plan. This was implemented in August 2022. It provided S&D, Medicare, and Medicaid customers a discount from \$2.00 per ride to \$1.00 per ride on OmniRide services. The fare is subsidized by Measure I CTSA funds.

Exhibit 31: Fare Struct	ture for Fixed	Route, FY2023
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	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; RTA and Sunline 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 i organization, Partic	s a pre-negotiated fare for any student ipants must have an active, valid Omni	t, employee, member o itrans-compatible ID ca	r client of a partner rd as proof of fare.		
*Youth	In FY2022 Omnitrar student ID with a Ff	rs implemented Free Fares for School f FS decal sticker, students K-12 may ric	for K-12 (FFFS). With a v de Omnitrans' fixed rou	ralid K-12 te services for free.		

Exhibit 32: Fare Structure for OmniAccess, FY2023

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

Exhibit 33: Fare Structure for OmniRide, FY2023

	Full-Fare	Senior/Disability/Medicare	Youth*	Veteran		
One-Ride (includes day pass on fixed	\$ 4.00	\$ 1.00	\$ 4.00	\$ 1.00		
route)						
Youth* - In FY2022 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.						

Facilities & Fleet

Omnitrans currently operates service from three facilities including:

• **East Valley** is an Operations and Maintenance facility that includes administrative offices that can accommodate up to 152 buses. Sixty-nine percent of Omnitrans employees report to this facility. This facility supports Omnitrans' directly operated local bus and 60-foot articulated bus fleet.

- West Valley is an Operations and Maintenance facility that can accommodate up to 69 buses. Thirty-one percent of Omnitrans employees report to this facility. This facility supports Omnitrans' directly operated local bus and future sbX Purple Line fleet.
- I Street is an Operations and Maintenance facility for Omnitrans' contracted services including OmniAccess, OmniRide, and contracted fixed route currently operated under contract. The facility supports 81 vehicles including cutaways and vans.

Omnitrans' revenue fleet is diverse to meet the diversity of services it offers. Exhibit 34 summarizes Omnitrans operating revenue fleet by service in FY2023. Exhibit 35 provides details of the operating revenue fleet by year, model, fuel type, and other characteristics.

Service Type	Number of Vehicles	Division/ Facility			
Fixed Route					
BRT	15	East Valley			
Local/	137	East Valley			
Express		West Valley			
Community Circulator	16	I Street			
Demand Response					
OmniAccess	58	I Street			
OmniRide	7	l Street			

Exhibit 34: Revenue Fleet, FY2023

Exhibit 35: Revenue Fleet Details, FY2023

Service Type	Number of Vehicles	Make/Model	Year	Seating Capacity	Total Capacity	Bus Length (ft)	Fuel Type
Fixed Route							
BRT	14	New Flyer/XN60	2014	37	101	60	CNG
	1	New Flyer/XN60	2018	37	101	60	CNG
Local/	22	New Flyer/C40LFR	2009	39	79	40	CNG
Express	20	New Flyer/XN40	2012	39	79	40	CNG
	16	New Flyer/XN40	2014	39	79	40	CNG
	15	New Flyer/XN40	2015	39	79	40	CNG
	13	New Flyer/XN40	2016	39	79	40	CNG
	24	New Flyer/XN40	2018	39	79	40	CNG
	23	New Flyer/XN40	2019	39	79	40	CNG
	4	New Flyer/XE40	2021	39	79	40	Electric
Community Circulator	6	Ford StarCraft	2017	16	16	29	CNG
	10	Ford E-450	2019	16	16	29	CNG
Demand Response							
OmniAccess	1	Ford StarCraft	2015	16	16	29	CNG
	12	Ford StarCraft	2016	16	16	29	CNG
	27	Ford StarCraft	2017	16	16	29	CNG
	8	Ford E-450	2019	16	16	29	CNG
	10	Ford Allstar	2019	16	16	29	CNG
OmniRide	2	Ford Transit/470 E	2020	9	9	24	Unleaded
	2	Ford Transit/390 M	2020	8	8	20	Unleaded
	3	Chrysler Pacifica	2021	6	6	18	Unleaded/ Hybrid

Distribution of Services and Ridership by City

In FY2022, Omnitrans delivered 5.1 million passenger trips. Average weekday boardings were just over 16,000 during this period. System total ridership trends from FY2021 to FY2022 have shown ridership growth of 26.7%. Service distribution by revenue hours, route miles, and investment are highlighted below in Exhibit 36 and Exhibit 37 by West and East Valley cities.

The City of San Bernardino is the city with the greatest number of boardings. San Bernardino also has the largest share of revenue hours and population. The city also has the greatest annual OmniAccess pick-ups at 56,000 while the remainder of the cities have annual pick-ups under 17,000.

Like the City of San Bernardino, cities of Fontana and Ontario also have average weekday boardings over 1,000. Fontana has nearly 2,500 weekday boardings while San Bernardino has 6,000. Ontario has nearly 1,400 weekday boardings.

With respect to OmniRide, Chino Hills has the highest average monthly pick-ups. OmniRide Chino Hills is the primary public transit service in the city. This program began two years ago in FY2021. Fontana has the second highest number of OmniRide pick-ups. OmniRide Bloomington connects in southern Fontana at a Transfer Center where the previous fixed route operated. This service began in January 2022.

	Chino	Chino Hills	Fontana	Montclair	Ontario	Rancho Cucamonga	Upland
Population	91,403	78,411	208,393	37,865	175,265	174,453	79,040
Route Miles	17.83	1.44	53.45	14.17	49.89	45.39	14.02
Bus Stops	95	4	307	93	254	248	80
Average Weekday	356	12	2,466	854	1,388	934	438
Boardings							
Average Annual Boardings	107,268	3,616	743,045	257,324	418,227	281,429	131,976
(Total)							
Annual Revenue Hours	16,421	6,527	56,743	19,697	51,563	46,834	19,766
(Total)							
% Share of Total Revenue	3.1%	1.2%	10.7%	3.7%	9.7%	8.8%	3.7%
Hours to City							
Annual Investment to City	\$2,300,000	\$916,000	\$7,960,000	\$2,760,000	\$7,230,000	\$6,570,000	\$2,770,000
Annual OmniAccess Trip	5,878	1,349	16,943	9,886	11,049	15,050	3,078
Origins in City							
Average Monthly	131	506	337	7	N/A	N/A	167
OmniRide Trip Origins in							
City							

Exhibit 36: Distribution of Services by City, West Valley

	Colton	Grand Terrace	Highland	Loma Linda	Redlands	Rialto	San Bernardino	Yucaipa
Population	53,909	13,150	56,999	24,791	73,168	104,026	222,101	54,542
Route Miles	22.57	2.03	19.16	10.91	19.41	33.20	118.40	16.94
Bus Stops	95	12	78	58	116	203	620	70
Average Weekday Boardings	697	10	524	345	551	819	6,031	316
Average Annual Boardings (Total)	210,017	3,013	157,890	103,954	166,025	246,778	1,817,237	95,216
Annual Revenue Hours (Total)	25,051	3,556	18,856	11,815	16,863	32,117	146,026	14,724
% Share of Total Revenue Hours to City	4.7%	0.7%	3.5%	2.2%	3.2%	6.0%	27.4%	2.8%
Annual Investment to City	\$3,510,000	\$499,000	\$2,650,000	\$1,660,000	\$2,370,000	\$4,510,000	\$20,490,000	\$2,070,000
Annual OmniAccess Trip Origins in City	1,841	4,946	2,719	2,514	5,279	16,557	56,109	15,254
Average Monthly OmniRide Trip Origins in City	27	N/A	N/A	N/A	N/A	45	N/A	N/A

Exhibit 37: Distribution of Services by City, East Valley

REGIONAL CONNECTIONS & TRANSIT PARTNERS

Transfer Centers/Transit Centers

Omnitrans works collaboratively with surrounding regional transit providers to provide a connected regional network that reaches the destinations where people need to go. Omnitrans fixed route and OmniRide services connect with regional transit agencies at several Transit Centers and or Transfer Centers throughout the region. Exhibit 38 shows the connectivity at transfer centers in the service area while Exhibit 39 shows the major connectivity at transit centers in the service area.

Additionally, Omnitrans connects to regional services outside of designated transit/transfer centers at:

- East Ontario Metrolink Station in South Ontario
- Rancho Cucamonga Metrolink Station in Rancho Cucamonga
- Redlands Depot (Metrolink Arrow station) in Redlands
- Amazon Eastvale near the border of Ontario and Eastvale
- Southridge in Fontana near the San Bernardino and Riverside County border



Exhibit 38: Transfer Centers in Omnitrans Service Area, FY2023



Exhibit 39: Transit Centers in Omnitrans Service Area, FY2023

Transit Partners

As the service provider and FTA-designated recipient of federal funds within the San Bernardino Valley, Omnitrans works in partnership with neighboring transit agencies and federal, state, and local funding agencies. Omnitrans has active cooperative service agreements and grant agreements with neighboring agencies. Exhibit 40 shows Omnitrans current route network and connectivity to regional transit providers.



Exhibit 40: Omnitrans Services & Connectivity with Transit Partners

Riverside Transit Agency (RTA)

Riverside Transit Agency is the primary public transit provider for western Riverside County. The agency provides both local and regional bus service including 42 fixed routes, eight CommuterLink routes, and demand response service. RTA Routes 14, 21, 49, 200 and 204 provide transfers into the San Bernardino Valley. The interagency agreement provides that Omnitrans and RTA will accept each other's transfers/passes on fixed routes, valued at each agency's base fare.

- Route 14 provides 70-minute headways between Riverside's Galleria at Tyler and Loma Linda's Jerry L. Pettis Veterans Administration Hospital, where it connects to Omnitrans' Routes 2, 19, and sbX Green Line.
- Route 21 provides 60-minute headways between Riverside and the Southridge community in South Fontana, where it connects to Omnitrans' Route 82.
- Route 49 provides 50-minute headways between Downtown Riverside and Southridge in South Fontana where it connects to Omnitrans' Route 82.

- CommuterLink Route 200 is a commuter service that provides 90-minute service between Anaheim, Riverside, and the San Bernardino Transit Center, where it connects to Omnitrans' Routes 1, 2, 3, 4, 6, 8, 10, 14, 15, 215, 290, 300, 305, sbX Green Line and OmniAccess.
- CommuterLink Route 204 is a commuter service that provides 60-minute service between downtown Riverside, Ontario Mills Mall, and the Montclair Transit Center on weekdays only. The route connects to Omnitrans' Routes 61, 66, 81, 82, 84, 85, 88, 290 and OmniRide Upland.

Victor Valley Transit Authority (VVTA)

Victor Valley Transit Authority (VVTA) provides service in the high deserts of Adelanto, Apple Valley, Hesperia, Victorville, and San Bernardino County. The agency provides three types of fixed routes: county routes, local fixed routes, and local deviated routes. In addition, VVTA provides ADA demand response service.

Route 15 B-V Link is VVTA's only route that provides a connection from Fort Irwin, Barstow, Victorville and then into Omnitrans' service area. The lifeline service operates on a two-hour headway with Weekday and Saturday service. The route stops at the following six locations within Omnitrans' service area: Cal State San Bernardino, San Bernardino Transit Center, San Bernardino Metrolink Depot, Arrowhead Regional Medical Center, Kaiser Hospital Fontana, and the Fontana Transit Center. In total, VVTA Route 15 B-V Link connects with Omnitrans' Routes: 1, 2, 3, 4, 6, 8, 10, 14, 15, 19, 22, 61, 66, 67, 82, 215, 290, 300, 305, 312, sbX Green Line, OmniAccess, and OmniRide Bloomington.

Mountain Transit

Mountain Transit provides services to Big Bear Valley, Running Springs, Lake Arrowhead, Crestline, and San Bernardino. The agency operates local and ADA demand-response service.

- Route 5 "Off-the-Mountain Service" is operated Monday, Wednesday, and Friday with stops in Highland and San Bernardino. This 2-trip peak service provides a connection to Omnitrans' Routes 1, 2, 3, 4, 6, 8, 10, 14, 15, 215, 290, 300, 305, sbX Green Line and OmniAccess at the San Bernardino Transit Center. Route 5 also connects with Omnitrans' Routes 3 & 4 at Highland Avenue at Boulder Avenue.
- Route 6 "Off-the-Mountain Service" is operated Monday through Friday with stops in Highland and San Bernardino. This 4-trip peak service provides a connection to Omnitrans' Routes 1, 2, 3, 4, 6, 8, 10, 14, 15, 215, 290, 300, 305, sbX Green Line and OmniAccess at the San Bernardino Transit Center. Route 6 also connects with Omnitrans Route 6 at 40th Street at Waterman Avenue in San Bernardino and with Omnitrans Route 300 at Arrowhead Avenue at 4th Street in Downtown San Bernardino.

Beaumont Transit

Beaumont Transit, formerly PASS Transit, is operated by the City of Beaumont, and provides service to Beaumont, Banning, Cherry Valley and Cabazon.

• CommuterLink Route 120 is a commuter service that provides 60-minute headways during the week and peak service on Saturday. It connects to the VA Hospital in Loma Linda and connects with Omnitrans' Routes 2, 19, and sbX Green Line. Commuter Route 120 also makes

connections at the San Bernardino Transit Center with Omnitrans' Routes 1, 2, 3, 4, 6, 8, 10, 14, 15, 215, 290, 300, 305, sbX Green Line and OmniAccess.

• CommuterLink Route 125 is a commuter service that provides two-hour headways from Beaumont to the Loma Linda VA Hospital where it connects to Omnitrans' Routes 2, 19, and sbX Green Line. Route 125 also connects with Omnitrans' Routes 8, 15, and 19 at the Redlands Mall Transfer Center on Redlands Boulevard. This service operates on weekdays.

Foothill Transit

Foothill Transit serves the San Gabriel Valley in Los Angeles County including the City of Pomona bordering Omnitrans' service area. Foothill Transit operates several routes that enter Omnitrans' service area at the Montclair Transit Center and Pomona Transit Center. Agreements between the two agencies allow passengers and employees with easy transfers between the agencies at points of contact if a rider has a valid multi-use pass.

- Silver Streak provides 15 minute headways between the L.A. Convention Center to the Montclair Transit Center, where it connects with Omnitrans' Routes 66, 84, 85, 88, 290 and OmniRide Upland. The route operates 24 hours a day on weekdays and weekends.
- Route 188 provides 15-minute headways from the Azusa Intermodal Transit Center to the Montclair Transit Center where it connects with Omnitrans' Routes 66, 84, 85, 88, 290 and OmniRide Upland.
- Route 197 provides 30-minute headways from the Pomona Transit Center, where it connects to Omnitrans' Route 61 and to the Montclair Transit Center where it connects with six of Omnitrans' routes. This route operates seven days a week.
- Route 480 provides a 20/30-minute headway from West Covina to the Montclair Transit Center where it connects to six of Omnitrans' routes. The route operates. On weekdays and weekends.
- Route 492 provides a 30-minute headway from El Monte to the Montclair Transit Center where it connects with six of Omnitrans' routes. The route operates seven days a week.
- Route 699 provides 15-minute headways from downtown Los Angeles to the Montclair Transit Center where it connects to six of Omnitrans' routes. This route operates weekdays only.

Sunline Transit

Sunline Transit provides a system of 15 public bus routes that link the valley from Desert Hot Springs in the northwest to North Shore in the southeast with Line 111 as the major trunk line that extends east along Highway 111. The agency also provides a demand response service which operates on a deviated fixed route basis that allows travel for all persons including those with disabilities and limited mobility.

CommuterLink Route 10 provides 2-hour headways during peak hours from the Sunline Indio Facility to the San Bernardino Transit Center where it connects with Omnitrans' Routes 1, 2, 3, 4, 6, 8, 10, 14, 15, 215, 290, 300, 305, sbX Green Line and OmniAccess. The route also connects to Cal State University San Bernardino where it connects to Omnitrans' Routes 2, 6, 312 and sbX Green Line. The route operates weekdays only.

Metrolink

Metrolink commuter rail service is operated by the Southern California Regional Rail Authority, which is comprised of 5 counties including San Bernardino. Metrolink's San Bernardino Line, Inland Empire-

Orange County Line, and Riverside Line have ten stations within the Omnitrans service area, with most transfer activity occurring at the San Bernardino, Fontana, Montclair, and Downtown Pomona stations. Riders transferring from Metrolink can use Metrolink fare media on Omnitrans' fixed routes only.

Omnitrans is reimbursed by Metrolink at a rate of half base fare for Metrolink riders transferring to/from Omnitrans that use a valid Metrolink pass. Additionally, the Riverside County Transportation Commission (RCTC) reimburses Omnitrans an additional half base fare for Metrolink transfers that occur on Route 215 that connects into the Downtown Riverside Metrolink Station.

Arrow Rail Service, or the Redlands Rail, is Metrolink's latest rail service. The rail line stops at five stations including the Redlands Depot, ESRI campus in Redlands, the University of Redlands, the Tippecanoe station in San Bernardino, and the San Bernardino Transit Center.

Omnitrans services connect to a total of 12 stations with Metrolink services shown in Exhibit 41.

Metrolink Line	Station	Route Name/Lines
San Bernardino	Fontana	10, 14, 15, 19, 61, 66, 67, 82, 312
San Bernardino	Montclair	66, 84, 85, 88, 290, OmniRide Upland
Riverside	Ontario East	81
Riverside	Pomona (Downtown)	61
San Bernardino	Rancho Cucamonga	82, 380
Arrow	Redlands Depot	8, 15, 19
San Bernardino	Rialto	15, 22
Riverside	Riverside	215
Inland Empire-Orange County		
91/Perris Valley		
San Bernardino	San Bernardino Transit	1, 2, 3, 4, 6, 8, 10, 15, 215, 290, 300,
Inland Empire-Orange County	Center (Downtown)	305, sbX Green Line
Arrow		
San Bernardino	San Bernardino Depot	1
Inland Empire-Orange County		
Arrow	Tippecanoe Avenue	8
	(San Bernardino)	
San Bernardino	Upland	83, 85, OmniRide Upland

Exhibit 41: Omnitrans Cooperative Service Agreement with Metrolink, FY2023

FlixBus

FlixBus is an intercity, long-haul carrier that services the San Bernardino Transit Center. The service connects with 13 Omnitrans' routes, OmniAccess, and regional partners such as RTA, VVTA, Mountain Transit, Beaumont, and Sunline. FlixBus connects passengers to destinations such as Downtown Los Angeles, to the Anaheim Regional Transportation Intermodal Center, and Las Vegas.

Greyhound

Greyhound is the largest provider of intercity bus transportation, serving more than 3,800 destinations nationwide. Greyhound's San Bernardino station is located at 596 North G Street. It is serviced by Omnitrans' Route 10 and 14 and is located less than a mile from the San Bernardino Transit Center. During this SRTP, Greyhound plans to relocate to the Santa Fe Depot located at 1170 W 3rd St in San Bernardino.

Greyhound provides service to the Montclair Transit Center where Foothill Transit and Omnitrans services exist. At this transit center Greyhound connects with Omnitrans' Routes 66, 84, 85, 88, 290, and OmniRide Upland.

Amtrak

Amtrak is the national rail operator for intercity passenger service, serving over 500 destinations in 46 states. Amtrak's Southwest Chief Line stops at the Santa Fe Depot in San Bernardino, which is served by Omnitrans' Route 1. In addition, Amtrak's Sunset Limited and Texas Eagle lines stops at 198 East Emporia Street in Ontario, which is less than a quarter of a mile walk from Omnitrans' Routes 61, 83 and 87.

Amtrak's Thruway buses provide feeder service from the Ontario and San Bernardino Amtrak stations to Amtrak's other California routes, as well as provide bus service to tourist destinations such as Las Vegas, Palm Springs/Cabazon, and beach cities.

Federal and State Agencies

Omnitrans also interacts with various federal, state, and local agencies.

Federal Transit Administration

The Federal Transit Administration (FTA) is the primary federal entity for public transportation, under the United States Department of Transportation (USDOT). The FTA provides financial and technical assistance to local public transit systems. The FTA has review authority over the federal environmental documentations, grants, and federally funded projects produced by Omnitrans. As a direct recipient, Omnitrans receives a large portion of programmed funding from the FTA, including pass-through funds awarded to sub-recipients. More information can be found at <u>www.fta.dot.gov</u>.

California Transportation Commission

The California Transportation Commission (CTC) is the primary decision-making body within California for state funding programmed and allocated to Omnitrans for capital projects. The CTC was established in 1978 by Assembly Bill 402 and is the Commission responsible for adopting the State Transit Improvement Program (STIP), which details all agency expenditures over the next five years on a biannual basis. Every change that is made to Omnitrans' capital and operating programs must ultimately be approved by the CTC before it can be included in a grant that goes to the FTA. More information can be obtained about the CTC on the state's web site, <u>www.catc.ca.gov</u>.

Caltrans

The California Department of Transportation (Caltrans) plays a role in implementing the programming and monitoring of some grant funds for transit projects in California. As such, Omnitrans submits reports to Caltrans for state-funded projects. Omnitrans is located within Caltrans District 8. Additional information can be found on Caltrans website <u>www.dot.ca.gov</u>.

Southern California Association of Governments (SCAG)

The Southern California Association of Governments (SCAG) is the designated Metropolitan Planning Organization overseeing the cities and counties of Imperial, Los Angeles, Orange, Riverside, Ventura, and San Bernardino. SCAG conducts research and plans transportation, growth management, hazardous waste management, and air quality for the six-county region. SCAG is responsible for adopting the Regional Transportation Plan/Sustainable Communities Strategy (RTP/SCS). Transportation projects outlined in the RTP/SCS's long-term vision for multimodal transportation are later programmed in the Federal Transportation Improvement Program (FTIP), the capital listing of all transportation projects proposed over a six-year period. Capital and operating projects must be approved and listed within the FTIP before they can be included in a grant application to the FTA. Additional information about SCAG and the current RTP/SCS can be found at <u>www.scag.ca.gov</u>.

County Agencies

The County of San Bernardino is a member of the Joint Powers Authority of Omnitrans and has representation on Omnitrans' Board of Directors. Omnitrans works with the County as it does with its member cities, as the County is responsible for planning and engineering for its unincorporated areas. In addition, Omnitrans works in close partnership with San Bernardino County Transportation Authority (SBCTA).

San Bernardino County Transportation Authority

The San Bernardino County Transportation Authority (SBCTA) is the transportation planning agency for San Bernardino County. SBCTA is responsible for cooperative regional planning and serves as the County Transportation Commission, which programs funds for bus transportation. As the County Transportation Commission, SBCTA has the responsibility under State law of proposing county projects, using the current RTP's policies, programs, and projects as a guide, from among submittals by cities and local agencies. The locally prioritized lists of projects are forwarded to SCAG for review. From this list, SCAG develops the FTIP based on consistency with the current RTP, inter-county connectivity, financial constraint, and conformity satisfaction. The San Bernardino Council of Governments (SBCOG) fulfills a regional planning function and operates under the same office and same Board of Directors as SBCTA. Further information about SBCTA and SBCOG can be found at <u>www.gosbcta.com</u>.

City Partnerships

Omnitrans works closely with its JPA member cities and neighboring cities to coordinate planning efforts and projects. Omnitrans staff often reviews cities' transportation project plans and development proposals for coordination with the transit system (for example, bus stop placement and

amenities). Cities also frequently include future transit plans in their General Plan updates or require property developers to build transit amenities.

Omnitrans works in partnership with the cities to develop infrastructure improvements, such as bus stop improvements and transit centers or transfer centers. Several cities in Omnitrans' service area are planning transit-oriented development along future bus rapid transit (BRT) routes, to help capture the benefit of BRT and to promote high ridership in the areas around the stations.

FINANCIAL PLAN

Omnitrans' projected financial position remains strong with a balanced operating and capital forecast through 2030. Over the period FY2023-2030, Omnitrans projected total revenue is \$1.2 billion and total costs are \$1.2 billion, with \$221 million for planned capital expenses and \$969 million for planned operating expenses. The annual details are shown in Exhibit 42. While there are a few capital years with a deficit, these can be funded with prior year capital surplus bringing a slight surplus through the entire period.

Exhibit 42: Forecasted Operating and Capital Total Cost, Revenue and Surplus/(Deficit) by Year 2023-2030

Constrained Plan Operating Summary													
	2023	2024	2025	2026	2027	2028	2029	2030	Total				
Operating Revenue	\$90,503,888	\$102,992,546	\$111,827,211	\$122,070,370	\$127,823,137	\$133,341,956	\$137,861,747	\$ 143,139,963	\$969,560,817				
Operating Cost	\$90,503,888	\$102,992,546	\$111,827,211	\$122,070,370	\$127,823,137	\$133,341,956	\$137,861,747	\$ 143,139,963	\$969,560,817				
Annual Surplus/(Deficit)	\$-	\$ -	\$-	\$ -	\$-	\$-	\$-	\$-	\$ -				
Constrained Plan Capital Summary													
	2023	2024	2025	2026	2027	2028	2029	2030	Total				
Capital Revenue	\$ 7,245,799	\$ 68,825,064	\$ 63,745,139	\$ 44,617,740	\$ 54,113,131	\$ 55,132,205	\$ 56,910,529	\$ 30,834,734	\$381,424,341				
Capital Used for Operating	\$ 4,545,799	\$ 14,329,488	\$ 17,344,225	\$ 18,919,302	\$ 20,579,567	\$ 21,472,352	\$ 22,353,519	\$ 22,971,486	\$142,515,738				
Available for Capital	\$ 2,700,000	\$ 54,495,576	\$ 46,400,913	\$ 25,698,438	\$ 33,533,564	\$ 33,659,853	\$ 34,557,010	\$ 7,863,248	\$238,908,603				
Capital Cost	\$ 2,700,000	\$ 31,941,500	\$ 59,605,460	\$ 21,103,369	\$ 36,950,578	\$ 30,758,353	\$ 32,390,509	\$ 6,169,133	\$221,618,902				
Annual Surplus/(Deficit)*	\$ -	\$ 22,554,076	\$ (13,204,547)	\$ 4,595,069	\$ (3,417,014)	\$ 2,901,500	\$ 2,166,501	\$ 1,694,115	\$ 17,289,701				
Running Balance*	\$ -	\$ 22,554,076	\$ 9,349,529	\$ 13,944,598	\$ 10,527,584	\$ 13,429,085	\$ 15,595,586	\$ 17,289,701					
notential use match for federal/state/regional grants													

The balanced operating forecast include service resumption to planned pre-pandemic levels as defined in the ConnectForward service plan. This is now considered the baseline service level, which Omnitrans projects to reach in FY2025. The only service addition planned in the baseline service level is the West Valley Connector, which is programed in this SRTP to begin revenue service as the sbX Purple Line in May 2025. Overall, the current project timeline shows service starting between May and November 2025.

The operating plan includes two \$0.25 fare increases in FY2026 and FY2029. More details can be found in the Fare Policy chapter of this SRTP.

With the baseline operating plan balanced, Omnitrans will work with San Bernardino County Transportation Authority (SBCTA) and other funding partners to fund expanded service beyond the baseline as described in the unconstrained plan of this SRTP.

The balanced capital plan includes the required transition to zero emission buses through 2030 and corresponding infrastructure investment. It also includes maintaining a state of good repair on all assets and planned improvements to technology and amenities. This capital plan is based on typical formula funding. There are significant competitive capital grant funding sources that Omnitrans will seek to either expand capital improvements beyond the baseline or expedite planned projects.

Funding Sources

The funding assumptions are based on the funding sources currently available to Omnitrans. This includes existing revenue sources at the federal, state, and local levels. The level of funding estimated to be available over the next seven years (FY2023 – FY2030) is based on the fund estimates provided by SBCTA and Omnitrans' projections.

Fare Revenue

Fare revenue in the financial plan is built on proposed changes described in the Fare Policy chapter of this SRTP. This includes two \$0.25 base fare increases in FY2026 and FY2029. These are equivalent to a 12.5% and 11.1% increase, respectively.

The biggest unknown related to projecting fare revenue is ridership recovery coming out of the pandemic. While the forecast assumes ridership growth, as seen in Exhibit 43, overall systemwide ridership is not projected to reach pre-pandemic levels through this forecast period. Ridership reaches close to pre-pandemic levels in 2030. The faster ridership growth in FY2024-2026 is attributed to three factors: service resumption, West Valley Connector and some general return of ridership. Fare revenue projections match ridership projections with the two proposed fare increases.



Exhibit 43: Projected Ridership and Fare Revenue FY 2018 to FY2030

Local Transportation Funds

In 1972, SB 325 created a fund for local transportation purposes. These funds are derived from a ¼cent sales tax. These Local Transportation Funds (LTF) are intended to be "transit first" funding, meaning that funds are expected to be spent on transit projects to the extent that such projects are meeting all "transit needs that are reasonable to meet."

Omnitrans' standard practice is LTF funds are assumed to be used for operations first, then as local match to federally funded capital projects when State Transit Assistance (STA) funds cannot be used.

SBCTA is responsible for allocating LTF in the San Bernardino Valley. Current SBCTA practice is to allocate LTF as part of a broader set of discretionary funds.

State Transit Assistance Funds

State Transit Assistance funds (STA) are derived from the statewide sales tax on gasoline and diesel fuel through the Public Transportation Account (PTA) as part of the State Transportation Improvement Program (STIP). Proposition 42, passed by the voters in 2002, requires that state sales and use taxes on the sale of motor vehicle fuel be used for public transportation, city and county street and road repairs and improvements, and state highway improvements. Proposition 42 revenue partially funds the Public Transportation Account, with some of those funds available for STIP projects and some for STA.

STA funds are allocated to SBCTA and to each public transit operator. Funds apportioned to SBCTA are made available to transit operators based on their service area population. Current SBCTA practice is to allocate STA as part of a broader set of discretionary funds. STA funds are stabilizing as the state is reducing the use of diesel fuel. Omnitrans anticipates that these reductions in STA funds will be replaced with the use of State of Good Repair funding. Omnitrans uses STA funds for both operating cost and capital projects.

State of Good Repair

On April 28, 2017 Governor Brown signed Senate Bill (SB) 1 (Chapter 5, Statutes of 2017), known as the Road Repair and Accountability Act of 2017. Senate Bill 1 will provide over \$50 billion in new transportation funding over the next decade to repair highways, bridges, and local roads, to make strategic investments in congested commute and freight corridors, and to improve transit service. SB 1 provides approximately \$105 million annually to transit operators in California for eligible transit maintenance, rehabilitation, and capital projects. SB 1 Funds comes to the region through an annual formula allocation. SBCTA allocates 100% of the SB 1 funds to Omnitrans.

Low Carbon Transit Operations Program

The Low Carbon Transit Operations Program (LCTOP) is a program funded by auction proceeds from the California Air Resources Board Cap-and-Trade Program. LCTOP provides public transportation operating and capital assistance to transit agencies to reduce greenhouse gas emissions and improve mobility through new and enhanced services. LCTOP funding comes to the region through an annual formula allocation. A portion of LCTOP comes directly to Omnitrans and a portion of LCTOP goes through SBCTA. Current SBCTA practice is to allocate LCTOP as part of a broader set of discretionary funds.

FTA Formula Funds

The Infrastructure Investment and Jobs Act (IIJA), aka Bipartisan Infrastructure Law (BIL), was signed into law by President Biden on November 15, 2021. The law authorizes \$1.2 trillion for transportation and infrastructure spending. This significant increase in federal funding allocates additional funding to Omnitrans. Omnitrans expects to see a 30% increase in FTA starting in FY2024.

The FTA Section 5307 Large Urban Cities is a formula program with funds apportioned to urbanized areas with populations over 50,000. Funds can only be used for capital projects, including the purchase of vehicles and facility maintenance. While Section 5307 funds are targeted for capital purposes,

operating expenses associated with vehicle maintenance may be "capitalized" and paid for with Section 5307 funds.

Omnitrans receives Section 5307 funds from two urbanized areas (UZAs): 1) Los Angeles/Long Beach UZA; and 2) Riverside/San Bernardino UZA. The Southern California Association of Governments (SCAG) is the designated recipient. Using federal transit data, SCAG determines the amount of Section 5307 funds apportioned to the areas based on a variety of variables. In the Riverside/San Bernardino UZA, funds are apportioned by SBCTA based on a variety of variables.

The FTA Section 5310 funds are used to improve mobility for seniors and individuals with disabilities. Omnitrans typically uses these funds to support the purchase of OmniAccess vehicles. Omnitrans receives Section 5310 funds from two UZAs. 100 % of FTA Section 5310 funds from the Los Angeles/Long Beach UZA is directly provided to Omnitrans while the FTA 5310 Funds for the Riverside/San Bernardino UZA are allocated through a competitive process administered by Caltrans.

The FTA Section 5337 funds support maintaining a state of good on major transit capital projects. FTA 5337 funds are specifically associated with dedicated guideway programs, such as Omnitrans' sbX Green Line. These funds can be used to support sbX Green Line stations or purchase of vehicles. Omnitrans will begin receiving section 5337 funds for the first time in FY2024 as there is a minimum of a seven-year lag between when a new dedicated guideway begins and the eligibility to receive state of good repair funds to support it. Ultimately, the fixed guideway on the West Valley Connector project (sbX Purple Line) will generate additional 5337 funds for Omnitrans but these funds will not yet be available during this planning horizon.

The FTA Section 5339 funds are federal capital funding to replace, rehabilitate and purchased buses and related equipment and to construct bus-related facilities. The 5339 funds shown in this revenue forecast is for formula funding only. The 5339 program has several competitive programs as well, which Omnitrans will also seek to enhance funding for zero-emission buses and related infrastructure.

Measure I Local Sales Tax for Transit

The ½-cent sales tax available for transportation projects in San Bernardino County is administered by SBCTA. As part of the Measure I sales tax, 8% of the Valley subarea's total share is apportioned to the Senior and Disabled (S&D) fund. From the S&D fund, a minimum of 25% is to support the operation of the Consolidated Transportation Services Agency (CTSA), which is Omnitrans' Mobility Services department. The remaining 75% of Measure I – S&D funds are to be used to reduce fares and enhance transit service for elderly individuals and individuals with disabilities.

Projected Measure I estimates are based on the allocation projections from SBCTA.

Additionally, 5% of Measure I revenue is dedicated to Express Bus/BRT. This was increased by the ordinance from 2% in 2020. To date, this Express Bus/BRT funding has been used to support capital delivery of the sbX Green Line and the West Valley Connector. When the West Valley Connector begins service as the sbX Purple Line some portion of this funding will be used to operate the Purple Line.

In-Kind Transfers

In-kind transfers are donations of land or other assets used to complete an infrastructure project. Inkind transfers can be of various forms, including transfers from private developers and/or from other government agencies. There are no in-kind transfers assumed during the planning horizon of this SRTP.

Advertising and Auxiliary Revenue

Omnitrans generates revenues from investment income and advertising allowed on its vehicles. On an annual basis, these two sources generated about \$0.7 million in FY2023 that was used for operations.

Low Carbon Fuel Standard Credits

Omnitrans operates clean air vehicles both using Compressed Natural Gas (CNG) and battery-electric buses. The uses of the propulsion systems is incentivized by the California Air Resources Board (CARB) through the generation of Low Carbon Fuel Standard (LCFS) Credits. The LCFS credit program aims to reduce emissions in the transportation sector by limiting the carbon intensity (CI) of fuels used. Fuels like petroleum are high CI fuels, whereas compressed natural gas, biogas, hydrogen, and electricity used for electric vehicles (Evs) are low CI fuels. Omnitrans generated approximately \$1.6 million in LCFS credits in FY2023 and these are projected to grow 1% per year.

Exhibit 44 summarizes these operating funding sources by year for FY2023 through FY2030. Exhibit 45 summarizes these capital funding sources by year for FY2023 through FY2030.

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	2023	2024	2025	2026		2027	2028	2029	2030	TOTAL
Generated Revenue										
Fares (Baseline)	\$ 8,088,000	\$ 9,765,918	\$ 10,780,287	\$ 12,668,037	\$	13,434,942	\$ 14,007,336	\$ 15,033,201	\$ 15,333,074	\$ 99,110,795
Advertising Income	\$ 600,000	\$ 755,000	\$ 762,550	\$ 770,176	\$	777,877	\$ 785,656	\$ 793,513	\$ 801,448	\$ 6,046,219
Other LCFS	\$ 1,600,000	\$ 1,700,000	\$ 1,717,000	\$ 1,734,170	\$	1,751,512	\$ 1,769,027	\$ 1,786,717	\$ 1,804,584	\$ 13,863,010
Total Generated Revenue	\$ 10,288,000	\$ 12,220,918	\$ 13,259,837	\$ 15,172,383	\$	15,964,331	\$ 16,562,019	\$ 17,613,431	\$ 17,939,106	\$ 119,020,024
SBCTA Discretionary TBD ¹	\$ 47,920,372	\$ 47,928,596	\$ 49,141,357	\$ 59,145,125	\$	61,579,023	\$ 64,752,125	\$ 66,502,678	\$ 69,913,523	\$ 466,882,798
LCTOP-Pop (1st/Last Mile)	\$ -	\$ 1,066,277	\$ 1,119,590	\$ 1,164,374	\$	1,210,949	\$ 1,254,543	\$ 1,299,707	\$ 1,346,496	\$ 8,461,936
LCTOP-Pop Free Student fares	\$ 406,729	\$ 985,000	\$ 378,828	\$ 350,000	\$	350,000	\$ 350,000	\$ 350,000	\$ 350,000	\$ 3,520,557
LCTOP-Pop - Other operating	\$ -	\$ 1,814,206	\$ -	\$ -	\$	-	\$ -	\$ -	\$ -	\$ 1,814,206
LCTOP-Total	\$ 406,729	\$ 3,865,483	\$ 1,498,418	\$ 1,514,374	\$	1,560,949	\$ 1,604,543	\$ 1,649,707	\$ 1,696,496	\$ 13,796,699
Measure I Funds										
MSI S&D	\$ 8,250,287	\$ 12,562,372	\$ 12,845,714	\$ 13,220,797	\$	13,606,773	\$ 14,003,958	\$ 14,412,676	\$ 14,833,258	\$ 103,735,835
MSI CTSA	\$ 3,230,290	\$ 3,984,456	\$ 4,207,538	\$ 4,375,840	\$	4,550,874	\$ 4,714,705	\$ 4,856,736	\$ 5,031,578	\$ 34,952,017
MSI BRT/Express Bus	\$ -	\$ -	\$ 1,092,833	\$ 6,557,000	\$	6,808,268	\$ 7,050,941	\$ 7,283,571	\$ 7,556,805	\$ 36,349,419
MSI-Total	\$ 11,480,577	\$ 16,546,828	\$ 18,146,086	\$ 24,153,637	\$	24,965,915	\$ 25,769,605	\$ 26,552,983	\$ 27,421,641	\$ 175,037,271
Operator Shares										
STA-OP	\$ -	\$ 2,813,660	\$ 2,500,000	\$ 2,200,000	\$	2,200,000	\$ 2,200,000	\$ 2,200,000	\$ 2,200,000	\$ 16,313,660
SGR-OP	\$ -	\$ 375,000	\$ 382,500	\$ 390,150	\$	397,953	\$ 405,912	\$ 414,030	\$ 422,311	\$ 2,787,856
LCTOP-OP	\$ 578,411	\$ 575,400	\$ 575,400	\$ 575,400	\$	575,400	\$ 575,400	\$ 575,400	\$ 575,400	\$ 4,606,211
Other	\$ 284,000	\$ -	\$ -	\$ -	\$	-	\$ -	\$ -	\$ -	\$ 284,000
Total State Operator Shares	\$ 862,411	\$ 3,764,060	\$ 3,457,900	\$ 3,165,550	\$	3,173,353	\$ 3,181,312	\$ 3,189,430	\$ 3,197,711	\$ 23,991,727
Capital Used for Operating	\$ 4,545,799	\$ 14,329,488	\$ 17,344,225	\$ 18,919,302	\$	20,579,567	\$ 21,472,352	\$ 22,353,519	\$ 22,971,486	\$ 142,515,738
Existing Operating Funding										
LTF Carryover	\$ 15,000,000	\$ -	\$ -	\$ -	\$	-	\$ -	\$ -	\$ -	\$ 15,000,000
ARPA Competitive	\$ -	\$ 4,337,173	\$ 8,979,387	\$ -	\$	-	\$ -	\$ -	\$ -	\$ 13,316,560
Total Existing Operating Funding	\$ 15,000,000	\$ 4,337,173	\$ 8,979,387	\$ -	\$	-	\$ -	\$ -	\$ -	\$ 28,316,560
Total Operating Funds	\$ 90,503,888	\$ 102,992,546	\$ 111,827,211	\$ 122,070,370	\$	127,823,137	\$ 133,341,956	\$ 137,861,747	\$ 143,139,963	\$ 969,560,817

Exhibit 44: Omnitrans' Operating Revenues Forecast

¹ From discretionary sources determined by SBCTA including but not limited to: LTF, Population Shares of STA/SGR/LCTOP, Measure I, and other state/federal transit funds. Sources to be determined annually based on Omnitrans' budget needs in coordination with SBCTA.

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		2023		2024	2025	2026		2027		2028		2029		2030	ΤΟΤΑ	L
CMAQ			\$1	9,976,014	\$ 26,486,646	\$ 17,117,915	\$2	26,369,560	\$2	27,142,452	\$2	8,672,131	\$	2,345,204	\$ 148,109	9,922
FTA 5307	\$	17,245,799	\$2	3,894,287	\$ 24,133,230	\$ 24,374,562	\$2	24,618,308	\$2	24,864,491	\$2	5,113,136	\$2	25,364,267	\$ 189,608	3,079
FTA 5310	\$	-	\$	425,000	\$ 425,000	\$ 425,000	\$	425,000	\$	425,000	\$	425,000	\$	425,000	\$ 2,975	5,000
FTA 5339	\$	-	\$	1,987,081	\$ 1,987,081	\$ 1,987,081	\$	1,987,081	\$	1,987,081	\$	1,987,081	\$	1,987,081	\$ 13,909),567
FTA 5337	\$	-	\$	713,182	\$ 713,182	\$ 713,182	\$	713,182	\$	713,182	\$	713,182	\$	713,182	\$ 4,992	2,274
Measure I S&D	\$	-	\$	-	\$ 10,000,000	\$ -	\$	-	\$	-	\$	-	\$	-	\$ 10,000),000
Existing Capital Funds	\$	(10,000,000)	\$2	1,829,500	\$ -	\$ -	\$	-	\$	-	\$	-	\$	-	\$ 11,829) ,500
Total	\$	7,245,799	\$6	8,825,064	\$ 63,745,139	\$ 44,617,740	\$5	54,113,131	\$5	55,132,205	\$5	6,910,529	\$3	80,834,734	\$ 381,424	4,341
Potential Competitive Sources																
Low/No	\$	-	\$	-	\$ -	\$ -	\$	-	\$	-	\$	-	\$	-	\$	-
Bus & Bus Facilities	\$	-	\$	-	\$ -	\$ -	\$	-	\$	-	\$	-	\$	-	\$	-
RAISE	\$	-	\$	-	\$ -	\$ -	\$	-	\$	-	\$	-	\$	-	\$	-
TIRCP	\$	-	\$	-	\$ -	\$ -	\$	-	\$	-	\$	-	\$	-	\$	-
CARB-CMO, STEP	\$	-	\$	-	\$ -	\$ -	\$	-	\$	-	\$	-	\$	-	\$	-
Calstart EnergIIZE	\$	-	\$	-	\$ -	\$ -	\$	-	\$	-	\$	-	\$	-	\$	-
MSRC	\$	-	\$	-	\$ 	\$ -	\$	-	\$	-	\$		\$	-	\$	-
Carl Moyer / AB617	\$	-	\$	-	\$ -	\$ -	\$	-	\$	-	\$	-	\$	-	\$	-
HVIP	\$	-	\$	-	\$ -	\$ -	\$	-	\$	-	\$	-	\$	-	\$	-
vw	\$	-	\$	-	\$ -	\$ -	\$	-	\$	-	\$	-	\$	-	\$	-
Article 3	\$	-	\$	-	\$ -	\$ -	\$	-	\$	-	\$	-	\$	-	\$	-
Other	\$	-	\$	-	\$ -	\$ -	\$	-	\$	-	\$	-	\$	-	\$	-
Total Potential Capital	\$	-	\$	-	\$ 	\$ -	\$	-	\$	-	\$	-	\$	-	\$	-
Total	\$	7,245,799	\$6	8,825,064	\$ 63,745,139	\$ 44,617,740	\$5	54,113,131	\$5	55,132,205	\$ 5	6,910,529	\$ 3	80,834,734	\$ 381,424	1,341
Capital Used for Operating	\$	4,545,799	\$1	4,329,488	\$ 17,344,225	\$ 18,919,302	\$2	20,579,567	\$2	21,472,352	\$2	2,353,519	\$2	2,971,486	\$ 142,515	5,738
Total Remaining	\$	2,700,000	\$5	4,495,576	\$ 46,400,913	\$ 25,698,438	\$3	33,533,564	\$3	33,659,853	\$3	4,557,010	\$	7,863,248	\$ 238,908	3,603

Exhibit 45: Omnitrans' Capital Revenues Forecast

Operating Expenses

The primary driver of Omnitrans operating expenses is the service levels operated. The detailed hours and miles of service planned can be found at the end of the Constrained Plan chapter summarized in Exhibit 130. With service resumption driving revenue hour growth in FY2024 and FY2025, the introduction of the sbX Purple Line increasing revenue hours in FY2025 and FY2026 and gradual recovery of OmniAccess service in the out years, Omnitrans total revenue hours across all services are expected to increase from 635,000 revenue hours in FY2023 to 820,000 revenue hours in FY2030, an increase of 29%.

Additionally, U.S. inflation is at the highest level in over 40 years. Current US inflation is 7.1% as of November 2022. As a result, Omnitrans is assuming a higher cost escalation rate than in prior operating expense forecasts. For FY2024 and FY2025 the escalation rate of 5% is used, for FY2026 and FY2027 the escalation rate of 4% is used and 3.6% escalation is used in subsequent years.

Combining service resumption, the introduction of the sbX Purple Line and these cost escalation rates, Omnitrans annual operating cost is estimated to increase from \$90.5 million in FY2023 to \$143.1 million in FY2030. This is a total increase of 58% and an annualized increase of 7%. As can be seen in Exhibit 46, the primary increases are in FY2024-FY2026 tied to service resumption and the Purple Line, where the annual increases are 13.8%, 8.6% and 9.2%, respectively. Each year after that sees annual increase at or below 4.7% per year.

Exhibit 46: Omnitrans' Operating Expense Forecast

Constrained Plan Operating Costs														
		2023		2024		2025		2026		2027	2028	2029	2030	Total
MBDO	\$	65,047,980	\$	74,466,478	\$	78,628,744	\$	80,746,768	\$	84,095,329	\$ 87,491,650	\$ 90,131,791	\$ 93,376,535	\$ 653,985,275
MBPT	\$	3,247,141	\$	3,409,498	\$	3,579,973	\$	3,723,172	\$	3,872,099	\$ 4,011,495	\$ 4,155,909	\$ 4,305,521	\$ 30,304,809
BRT	\$	4,130,256	\$	6,044,423	\$	7,755,227	\$	13,761,143	\$	14,432,798	\$ 14,952,379	\$ 15,360,571	\$ 15,913,551	\$ 92,350,347
First/last mile Connects	\$	926,390	\$	1,066,277	\$	1,119,590	\$	1,164,374	\$	1,210,949	\$ 1,254,543	\$ 1,299,707	\$ 1,346,496	\$ 9,388,325
OmniRide	\$	1,775,974	\$	1,795,913	\$	1,958,011	\$	2,036,332	\$	2,117,785	\$ 2,194,025	\$ 2,189,075	\$ 2,267,882	\$ 16,334,998
OmniAccess	\$	12,145,858	\$	12,818,153	\$	15,224,269	\$	16,934,731	\$	18,242,172	\$ 19,447,187	\$ 20,590,354	\$ 21,646,799	\$ 137,049,523
CTSA	\$	3,230,290	\$	3,391,805	\$	3,561,395	\$	3,703,851	\$	3,852,005	\$ 3,990,677	\$ 4,134,341	\$ 4,283,177	\$ 30,147,539
Baseline Total	\$	90,503,888	\$	102,992,546	\$	111,827,211	\$	122,070,370	\$	127,823,137	\$ 133,341,956	\$ 137,861,747	\$ 143,139,963	\$ 969,560,817

In addition to capturing operating expenses by service type as shown above, Omnitrans expenses are accounted for as an enterprise fund (proprietary fund type) using the economic resources measurement focus, and the accrual basis of accounting. A fund is an accounting entity with a self-balancing set of accounts established to record the financial position and results of operations of a specific governmental activity. The activities of enterprise funds closely resemble those of ongoing businesses in which the purpose is to conserve and add to basic resources while meeting operating expenses from current revenues. Enterprise funds account for operations that provide services on a continuous basis and are substantially financed by revenues derived from user charges. Revenues are recognized when earned and expenses are recognized as they are incurred.

Enterprise funds distinguish operating revenues and expenses from non-operating items. Operating revenues and expenses generally result from providing services and producing and delivering goods in connection with an enterprise fund's principal operations. The principal operating revenues of Omnitrans consist of bus transit services. Non-operating revenues consist of federal, state and local operating grants, investment income, and special charges that can be used for either operating or capital purposes. Operating expenses for enterprise funds include the cost of sales, administrative expenses and depreciation on capital assets.

Omnitrans' operating expenses are the expenses associated with the operation of the transit agency and goods and services purchased for system operation. It is the sum of either the functions or the object classes listed below. Operating Expense Function is an activity performed or cost center of a transit agency. The four basic functions are:

- Vehicle Operation includes all activities associated with the subcategories of the vehicle operations function: transportation administration and support; revenue vehicle operation; ticketing and fare collection; and system security.
- Vehicle Maintenance includes all activities associated with revenue and non-revenue (service) vehicle maintenance, including administration, inspection and maintenance, and servicing (cleaning, fueling, etc.) vehicles.
- Non-Vehicle Maintenance includes all activities associated with facility maintenance, including: maintenance of vehicle movement control systems; fare collection and counting equipment; structures, passenger stations, operating station buildings, grounds and equipment; communication systems; general administration buildings, grounds and equipment; and electric power facilities.

 General Administration includes all activities associated with the general administration of the transit agency, including transit service development, injuries and damages, safety, personnel administration, legal services, insurance, data processing, finance and accounting, purchasing and stores, engineering, real estate management, office management and services, customer services, promotion, market research and planning.

Operating Expense Object Class is a grouping of expenses on the basis of goods and services purchased. Eight Object Classes are reported on as follows:

- **Salaries and Wages** are the pay and allowances due employees in exchange for the labor services they render on behalf of the transit agency. The allowances include payments direct to the employee arising from the performance of a piece of work.
- **Fringe Benefits** are the payments or accruals to others (insurance companies, governments, etc.) on behalf of an employee and payments and accruals direct to an employee arising from something other than a piece of work.
- **Services** include the labor and other work provided by outside organizations for fees and related expenses. Services include management service fees, advertising fees, professional and technical services, temporary help, contract maintenance services, custodial services, and security services.
- **Materials and Supplies** are the tangible products obtained from outside suppliers or manufactured internally. These materials and supplies include spare parts, tires, fuel, and lubricants. Freight, purchase discounts, cash discounts, sales and excise taxes (except on fuel and lubricants) are included in the cost of the material or supply.
- Occupancy/Utilities include the payments made to various utilities for utilization of their resources (e.g., electric, gas, water, telephone, etc.). Utilities include propulsion power purchased from an outside utility company and used for propelling electrically driven vehicles, and other utilities such as electrical power for purposes other than for electrically driven vehicles, water and sewer, gas, garbage collection, and telephone.
- **Casualty and Liability Costs** are the cost elements covering protection of the transit agency from loss through insurance programs, compensation of others for their losses due to acts for which the transit agency is liable, and recognition of the cost of a miscellaneous category of corporate losses.
- **Purchased Transportation** is transportation service provided to a public transit agency or governmental unit from a public or private transportation provider based on a written contract. Purchased transportation does not include franchising, licensing operation, management services, cooperative agreements, or private conventional bus service.
- Other Operating Expenses is the sum of taxes, membership dues, travel, and other miscellaneous expenses.

For FY2023, these Operating Expense Object Class breakdowns are shown in Exhibit 47. Omnitrans largest expense category is Salaries and Benefits accounting for 56% of total expenses, followed by Purchased Transport and Casualty and Liability which are 11% each. Every other expense category is under 10% of total expenses. The Casualty and Liability expense object class is the most volatile category which is why Omnitrans has placed a high priority on risk mitigation and management.



Exhibit 47: Omnitrans' Operating Expenses by Operating Expense Object Class for FY2023

Finance Plan – Capital

Omnitrans Capital Plan

The Omnitrans Board of Directors adopted the Agency's first standalone Capital Plan, the Omnitrans FY2022-FY2023 Capital Plan, in September 2022. The Capital Plan is available online at <u>https://omnitrans.org/wp-content/uploads/2021/12/Omnitrans Capital Plan FY22-23.pdf</u>. The Plan outlines and describes short-term, mid-term, and long-term capital projects that Omnitrans plans to implement through 2045, in furtherance of the agency's goals set forward in its Strategic Plan and Short-Range Transit Plan.

The purpose of Omnitrans' Capital Plan is to attract and retain customers while supporting employees and maintaining safety, security, environmental sustainability, and fiscal sustainability as an agency. The Capital Plan prioritizes capital projects in accordance with how well they align with the following goals:

• **Regulatory compliance** Everything Omnitrans does must comply with a slate of Federal, State, and local regulations, including from funding agencies such as Federal Transit Administration (FTA), California Transportation Commission (CTC), California Air Resources Board (CARB), Southern California Air Quality Management District (SCAQMD), and more. Major regulations affecting Omnitrans' Capital Plan include the following:

- Innovative Clean Transit Rule CARB's Innovative Clean Transit Rule requires the conversion of Omnitrans' entire fleet of 40-foot buses to zero-emission by 2040, with phased-in purchases of zero-emission vehicles starting to be required in 2023. (More detail about the ICT and Omnitrans' plan for complying with it can be found in the Capital Plan). The costs of purchasing zero-emission buses and constructing charging/fueling infrastructure go far beyond Omnitrans' standard formula funding, so Omnitrans is seeking all possible grant funding sources to help fund this effort.
- State of Good Repair Omnitrans also incurs substantial capital costs for replacing, repairing, and upgrading infrastructure, equipment, and facilities to comply with FTA's guidance for asset management and maintaining capital assets, such as fleet and facilities, in a state of good repair. Omnitrans tracks the age and condition of all its capital assets, including vehicles, facilities, and bus stop amenities, and follows FTA guidance for determining the useful life of each asset. Omnitrans then determines when each asset needs to be rehabilitated or replaced, in line with Omnitrans' Transit Asset Management Plan (2018).
- Americans with Disabilities Act (ADA) The ADA requires access improvements at bus stops, which also require substantial funding and close partnerships with member jurisdictions to implement.
- Vehicle replacements Omnitrans uses a substantial portion of its regular formula capital funds to repair or replace capital assets including vehicles, to maintain them in a state of good repair in accordance with FTA guidance. In line with Omnitrans' Transit Asset Management Plan, Omnitrans undertakes a mid-life engine rebuild for 40-foot vehicles to extend their useful life from the FTA-approved useful life of 12 years to 14 years, and typically replaces them at 14 years. Smaller cutaway vehicles can be replaced at five years in accordance with FTA guidance, however, Omnitrans typically replaces at 7 years. FTA circular 5010.1E allows for the replacement of transit buses at 12 years or 500,000 miles and cutaways at 5 years or 150,000 miles.
- **Customer-focused improvements** To attract new riders and retain existing customers, Omnitrans remains focused on improving speed, efficiency, connectivity, and ease of use of its services. The Omnitrans Capital Plan includes capital projects as well as implementation of new services. While typically intended for one-time implementation of projects, capital grant funds are sometimes also available for piloting a new service or service expansion for a limited time.
- Safety and security Safety is Omnitrans' highest priority. Omnitrans continuously listens to and acts upon feedback from customers and employees to improve safety and security on buses, at bus stops, and at work. Omnitrans' <u>Bus Stop Safety Improvement Plan</u>, adopted by the Omnitrans Board of Directors in December 2021, includes proposed projects to improve safety at and around bus stops. Omnitrans will seek grant funding for these projects. The FTA also requires that 1% of FTA 5307 funds be used toward safety and security annually, which also provides funding for these projects.

- Sustainability (fiscal and environmental) Financial and environmental sustainability are core to Omnitrans' mission, vision, and strategic goals. Omnitrans signed on to the American Public Transportation Association (APTA) Sustainability Commitment in 2014. Omnitrans also signed on to the FTA's Sustainable Transit for a Healthy Planet Challenge in 2022; and as part of this Challenge, Omnitrans completed its Climate Action Plan in April 2022, which is available at <u>http://omnitrans.org/sustainability/</u>. The Climate Action Plan outlines the Agency's Greenhouse Gases (GHG) emission reduction goals and targets, the actions the agency will take to achieve the targets, and methods for tracking progress on goals and actions.
- Strong return on investment/reduce operating costs The Omnitrans Capital Plan prioritizes Omnitrans' fiscally unconstrained (unfunded) capital projects based on how many agency goals are met by each project. One of the goals is return on investment and reduction of operating costs; such projects make use of one-time capital grant funds to improve Omnitrans' operational efficiency and reduce future operational costs.
- Innovation/technology Omnitrans continually strives to make use of available technology to improve operating efficiency, improve the customer experience, support its employees, and protect the environment. Omnitrans has already implemented mobile fare payment, for example, and is currently implementing a federal grant-funded project to install contactless mobile fare payment readers on buses and improve mobile app integration for mobile fare payment. The Omnitrans Capital Plan includes additional innovative/technology projects, such as transit signal priority and automated vehicle technology to improve operations, safety, and the customer experience.
- Workforce development The Omnitrans Capital Plan includes projects to meet the demands of today's workforce, including improving employee safety, using technology to improve employees' ability to work efficiently, and promoting employees' career development.

The Omnitrans FY2022-FY2023 Capital Plan contains a listing of financially constrained projects that will be funded with the formula capital funds expected to be available, as well as an unconstrained listing of projects for which discretionary grant funds will be sought. Exhibit 49 includes an updated listing of Omnitrans' expected capital expenses for FY2023 through FY2030, including financially constrained and financially unconstrained projects from Omnitrans' Capital Plan.

The fiscally constrained capital plan includes projects in the areas of Revenue Vehicles, Non-Revenue Vehicles, Information Technology, Transit Enhancements/Safety Security and Facilities. Each of these are described in the subsections below.

Revenue Vehicles

Omnitrans capital plan includes funding for the purchase of revenue vehicles. Omnitrans revenue vehicles are principally four types: (1) Forty-foot Compressed Natural Gas (CNG) powered vehicles; (2) Forty-foot Battery Electric powered vehicles; (3) Sixty-foot CNG powered vehicles for operations of the sbX service; (4) Sixteen passenger medium-sized CNG powered vehicles to operate select fixed –route service and demand response service. The capital plan calls for the replacement of the forty-foot and sixty-foot CNG powered vehicles as identified Exhibit 48. The sixteen-passenger medium-sized vehicles will be replaced in accordance with the required FTA replacement cycle for these vehicles.

Bus	Bus Model	Туре	In Service	Useful	Eligible to	Fuel	FY									
Series			Year	Life	Replace	Туре	21	22	23	24	25	26	27	28	29	30
150	NF-SF-813	40'	2003	14	2017	CNG	4	-	-	-	-	-	-	-	-	-
1200	NF-SR-1337	40'	2009	14	2025	CNG	27	22	22	22	22	-	-	-	-	-
1230	NF-SR-1563	40'	2011	12	2023	CNG	9	6	6		-	-	-	-	-	-
1240	NF-SR-1564	40'	2011	12	2023	CNG	8	7	7		-	-	-	-	-	-
1250	NF-SR-1677	40'	2012	14	2026	CNG	20	20	20	20	20	20	-	-	-	-
1280	NF-SR-1820	40'	2014	14	2028	CNG	16	16	16	16	16	16	16	-	-	-
1301	NF-SR-1965	40'	2015	14	2029	CNG	15	15	15	15	15	15	15	15	15	-
1321	NF-SR-2029	40'	2016	14	2030	CNG	13	13	13	13	13	13	13	13	13	13
1341	NF-SR-2214	40'	2018	14	2032	CNG	24	24	24	24	24	24	24	24	24	24
2341	NF-SR-2340	40'	2019	14	2033	CNG	23	23	23	23	23	23	23	23	23	23
2500	NF-SR-2508	40'	2020	12	2032	ELEC	-	4	4	4	4	4	4	4	4	4
6000	NF-SSR-1565	60'	2012	14	2026	CNG	14	14	14	14	14	14				
6015	NF-SR-2252	60'	2018	14	2032	CNG	1	1	1	1	1	1	1	1	1	1
WVC	WVC Fleet	40'	2024	12	2036	ELEC	-	-	-	-	18	18	18	18	18	18
New	Hydrogen	40'	2024	12	2036	ZEB					4	4	4	4	4	4
New	Replacement of 1200 Series	40'	2025	12	2037	ZEB	1	-	-	-	-	6	6	6	6	6
New	Replacement of 1200 Series	40'	2025	14	2039	CNG	-	-	-	-	-	16	16	16	16	16
New	Replacement of 1250 Series	40'	2026	12	2038	ZEB	-	-	-	-	-		10	10	10	10
New	Replacement of 1250 Series	40'	2026	14	2040	CNG	-	-	-	-	-		10	10	10	10
New	Replacement of 1280 Series	40'	2028	12	2040	ZEB	-	-	-	-	-	-	-	8	8	8
New	Replacement of 1280 Series	40'	2028	12	2040	CNG	-	-	-	-	-	-	-	8	8	8
New	Replacement of 1301 Series	40'	2029	12	2041	ZEB	-	-	-	-	-	-	-	-	-	15
New	Replacement of 1321 Series	40'	2030	12	2042	ZEB	-	-	-	-	-	-	-	-	-	-
New	Replacement of 1341 Series	40'	2032	12	2044	ZEB	-	-	-	-	-	-	-	-	-	-
New	Replacement of 2341 Series	40'	2033	12	2045	ZEB	-	-	-	-	-	-	-	-	-	-
New	Replacement of 2501 Series	40'	2021	12	2033	ZEB	-	-	-	-	-	-	-	-	-	-
New	Replacement of WVC Fleet	40'	2036	12	2048	ZEB	-	-	-	-	-	-	-	-	-	-
New	Replacement of 6000 Series	60'	2026	12	2038	CNG	-	-	-	-	-		7	7	7	7
New	Replacement of 6000 Series	60'	2026	14	2040	ZEB	-	-	-	-	-		7	7	7	7
New	Replace or Delete 6015	60'	2032	12	2044	ZEB	-	-	-	-	-	-	-	-	-	-
				Total Inc	luding Contir	ngency	174	165	165	152	174	174	174	174	174	174

Exhibit 48: Revenue Fleet Replacement Plan

Note: Omnitrans is also exploring purchasing ZEB's instead of CNG vehicles to accelerate transition to zero-emission and seek competitive funding for this purpose.

Non-Revenue Vehicles

Omnitrans utilizes various non-revenue service vehicles including relief cars used by coach operators and administrative staff. Trucks and vans are also used for maintenance and support activities. The capital plan includes funding necessary for the replacement of these vehicles.

Information Technology

Expenditures are necessary to enhance, improve and maintain all management infrastructure in the agency. This includes information systems, communication systems, fare technology systems, security systems and other computer related items. The investment in information technology will be used to replace/supplement outdated equipment with the intent of improving operating efficiencies.

Transit Enhancements/Safety and Security

Transit enhancements represent the costs for customer improvements at bus stops and shelters to improve and enhance the customer experience. This may include lighting, signage benches and other related customer amenities. Safety and Security expenses can be for customer facing facilities or to secure Omnitrans operations and maintenance facilities.

Facilities

Facility expenditures are necessary to maintain and enhance Omnitrans infrastructure. These costs include facility upgrades, office and shop equipment acquisitions, and other capital items needed to ensure that Omnitrans facilities are kept in a state of good repair.

Exhibit 49: Omnitrans' Capital Expense Forecast

		2023	2024	2025	2026	2027	2028	2029	2030	Total
Revenue Vehicles										
40' CNG			\$13,230,000	\$ 8,599,500		\$ 7,412,356				\$ 29,241,856
60' CNG				\$ 4,127,760	\$ 5,723,827					\$ 9,851,587
40' ZEB			\$ 8,599,500	\$ 14,905,800		\$12,848,084	\$ 24,957,403	\$ 22,408,421		\$ 83,719,208
60' ZEB				\$ 6,879,600	\$ 5,366,088					\$ 12,245,688
Cutaways				\$ 1,950,000	\$ 2,028,000	\$ 2,109,120	\$ 2,185,048	\$ 2,263,710	\$ 2,345,204	\$ 12,881,082
Total	\$	a	\$ 21,829,500	\$ 36,462,660	\$ 13,117,915	\$ 22,369,560	\$ 27,142,452	\$ 24,672,131	\$ 2,345,204	\$ 147,939,422
Non-Revenue Vehi	cles \$	-	\$ 1,352,000	\$ 321,000	\$ 600,000	\$ 100,000	\$ 103,000	\$ 106,090	\$ 109,273	\$ 2,691,363
Information Techno	logy									
Core IT	\$	1,000,000	\$ 1,030,000	\$ 1,060,900	\$ 1,092,727	\$ 1,125,509	\$ 1,092,727	\$ 1,125,509	\$ 1,159,274	\$ 8,686,646
Radio/ITS			\$ 6,000,000							\$ 6,000,000
Fare Techno	logy					\$ 7,000,000				\$ 7,000,000
Total	\$	1,000,000	\$ 7,030,000	\$ 1,060,900	\$ 1,092,727	\$ 8,125,509	\$ 1,092,727	\$ 1,125,509	\$ 1,159,274	\$ 21,686,646
Transit Enhancemen	nts \$	500,000	\$ 515,000	\$ 530,450	\$ 546,364	\$ 562,754	\$ 579,637	\$ 597,026	\$ 614,937	\$ 4,446,168
Safety & Security	\$	200,000	\$ 200,000	\$ 200,000	\$ 200,000	\$ 200,000	\$ 200,000	\$ 200,000	\$ 200,000	\$ 1,600,000
Facilities			į							
General Fac	ilities \$	500,000	\$ 500,000	\$ 500,000	\$ 1,000,000	\$ 1,030,000	\$ 1,060,900	\$ 1,092,727	\$ 1,125,509	\$ 6,809,136
State of Goo	od Repair \$	500,000	\$ 515,000	\$ 530,450	\$ 546,364	\$ 562,754	\$ 579,637	\$ 597,026	\$ 614,937	\$ 4,446,168
ZEB Infrastr	ucture			\$ 10,000,000	\$ 4,000,000	\$ 4,000,000		\$ 4,000,000		\$ 22,000,000
WV Paratra	nsit Facility			\$ 10,000,000						\$ 10,000,000
Total	\$	1,000,000	\$ 1,015,000	\$ 21,030,450	\$ 5,546,364	\$ 5,592,754	\$ 1,640,537	\$ 5,689,753	\$ 1,740,446	\$ 43,255,304
Baseline Capital Tot	tal \$	2,700,000	\$ 31,941,500	\$ 59,605,460	\$ 21,103,369	\$ 36,950,578	\$ 30,758,353	\$ 32,390,509	\$ 6,169,133	\$ 221,618,902

Omnitrans' expected capital revenues are shown in Exhibit 45. The Omnitrans FY2022-FY2023 Capital Plan provides more detail on expected capital revenues. Omnitrans receives a regular annual allocation of formula capital funds. For large capital projects that need funding beyond what can be funded with regular formula allocations, Omnitrans applies for competitive discretionary grant funding sources. Exhibit 50 below describes the typical capital formula funds Omnitrans receives annually.

Funding Source	Funding Program	Funding Type	Types of Projects Funded
FTA	5307	Federal	Can be used for all capital projects or eligible operating expenses such as preventive maintenance. 1% of 5307 funds must be spent on security/safety projects.
FTA	5307 CMAQ	Federal	Highway funds transferred to FTA to use for bus purchases.
FTA	5310	Federal	ADA capital expenses (i.e., paratransit vehicles).
FTA	5337	Federal	Fixed route / guideway state of good repair.
FTA	5339	Federal	Buses and bus facilities.
State of California	LCTOP	State	Capital or operating that reduce GHG emissions.
State of California	SB 1	State	State of Good Repair capital or operating projects.

Exhibit 50: Typical Annual Capital Formula Funding to Omnitrans

Exhibit 51 below shows the typical sources of capital discretionary funds for which Omnitrans applies for capital projects.

Exhibit 51: Typical competitive funding sources for capital projects

Funding Source	Funding Program Funding	Funding Type	Potential Eligible Projects	Typical Size of Grant Award
California Energy Commission (CEC)	Clean Transportation Program Light-Duty Vehicle and Multi- Use Hydrogen Refueling Infrastructure	State	Light-duty vehicle hydrogen refueling infrastructure and multi-use hydrogen refueling infrastructure.	Limit of \$1 million per station for Light-Duty Vehicle Hydrogen Refueling Infrastructure, or limit of \$3 million For Multi-Use Hydrogen Refueling Infrastructure
California State Transportation Agency (CalSTA)	Transit and Intercity Rail Capital Program (TIRCP)	State	Alternative fuel buses, charging/fueling infrastructure, microtransit service, maintenance facility upgrades or construction of new facilities, innovative fare payment systems, new operational models.	\$29 million average in 2020
California Transportation Commission (CTC)	Solutions for Congested Corridors Grant Program	State	Zero emission buses, transit hubs or stations, advanced technology, fare integration / fare Modernization, public transit facilities.	\$100 million average in 2020
Funding	Funding Program	Funding	Potential Eligible Projects	Typical Size of Grant Award
--	--	---------	--	---
Source	Funding	Туре		
CALSTART	Clean Mobility Options Voucher Program	State	Operation of microtransit/mobility on- demand services, zero-emission vehicles, charging infrastructure, planning, public engagement.	\$1 million limit
CALSTART	Energy Infrastructure Incentives for Zero- Emission Commercial Vehicles (EnergIIZE)	State	Zero emission buses and charging/fueling infrastructure.	50-75% of equipment costs incurred with a per-project limit of between \$500k and \$2M, depending on funding lane
Caltrans	Transit and Intercity Rail Capital Program (TIRCP)	State	Zero emission buses or infrastructure, or capital improvements to transit corridors such as construction of bus rapid transit corridors.	\$34.6 million average in 2022
CARB	Sustainable Transportation Equity Project (STEP) Implementation grants	State	Transit station improvements, transit operations improvements, transit passes, microtransit, network/fare integration, wayfinding/signage, etc.	\$6 million average in 2020 for implementation grants
CARB	HVIP Clean Truck and Bus Incentives	State	Vouchers to help supplement cost differential for replacing CNG vehicles with zero-emission vehicles.	Typically \$180,000 per bus for 40-foot bus
Department of Transportation (DOT)	Charging and Fueling Infrastructure Grants	Federal	Publicly accessible electric vehicle charging or hydrogen fueling infrastructure.	
Department of Transportation (DOT)	Rebuilding American Infrastructure with Sustainability and Equity (RAISE)	Federal	Alternative fuel buses, planning for new services, signal synchronization, workforce development center, alternative vehicle charging/fueling infrastructure, bus stop improvements, improved parking facilities.	\$17 million average in 2022
Federal Highway Administration (FHWA)	Advanced Transportation and Congestion Management Technologies Deployment Initiative	Federal	Advanced traveler information systems, advanced transportation management technologies, infrastructure maintenance/ monitoring/condition assessment, advanced public transportation systems, data collection/analysis/dissemination systems, electronic payment systems, advanced mobility/technologies such as dynamic ridesharing and information systems to support human services for elderly and disabled individuals.	\$5 million average in 2020

Funding	Funding Program	Funding	Potential Eligible Projects	Typical Size of Grant Award
Federal Transit Administration (FTA)	Buses and Bus Facilities Program	Federal	Replace or rehab buses or facilities.	\$4.5 million average in 2020
Federal Transit Administration (FTA)	Low or No Emission Grant Program (Low/No)	Federal	Alternative fuel buses, facility upgrades for charging/fueling infrastructure.	\$3 million average in 2020
Federal Transit Administration (FTA)	Accelerating Innovative Mobility (AIM)	Federal	Enhanced real-time information, navigation, or data management, app improvements, enhanced fare collection system, vehicle automation technology, or microtransit / mobility on demand.	\$300,000 award typical
Mobile Source Air Pollution Reductions Review Committee (MSRC)	Innovative Transportation Program	Local	Microtransit or other innovative mobility services.	
San Bernardino County Transportation Authority (SBCTA)	Transportation Development Act Article 3 Transit Stop Access Improvements Program	Local	Transit stop ADA access improvements, benches, and shelters.	Typically around \$700,000 available countywide and no more than 10% awarded within one jurisdiction. Omnitrans and local jurisdictions can apply.
San Joaquin Valley Air Pollution Control District (SJVAPCD)	Volkswagen Air Mitigation Funds	State	Vouchers to help supplement cost differential for replacing CNG vehicles with zero-emission vehicles.	Typically \$180,000 per bus for 40-foot bus
South Coast Air Quality Management District (SCAQMD)	Carl Moyer Program or AB617 Community Air Protection Program (CAPP) funds	Local	Alternative fuel buses, infrastructure to fuel/power alternative fuel buses.	\$800,000 average in 2020

SERVICE PERFORMANCE & MONITORING

Omnitrans uses key performance indicators (KPIs) to evaluate performance in order to refine services offered and business practices. These KPIs are compared to the established goals and standards outlined in this chapter.

Performance Metrics

The goals and standards set in this section are guided by the strategic vision set by Omnitrans' Board of Directors as expressed through Omnitrans' Senior Leadership. The specific performance metrics are based on Omnitrans' established pattern of setting goals and evaluation of historical and peer performance.

In developing metrics, there are multiple considerations included. For instance, the measurement must be useful in improving the customer experience, reducing costs or be of value in improving the effectiveness or efficiency of the business. Some key considerations include the following:

- Customer focused
- Cost-effective
- Clear, measurable & quantifiable
- Equally applied in all municipalities
- Equally applied to all residents
- Easy to implement and monitor
- Responsive to change

Omnitrans goals, standards and performance metrics are divided into four key areas:

- 1. Service Warrants
- 2. Service Standards
- 3. Service Key Performance Indicators
- 4. Business Key Performance Indicators

Service Warrants

Service warrants are standards that are used to determine if new services are warranted and viable. They address when services should be considered as part of this SRTP or should land use change before the next SRTP is developed.

The Omnitrans Board of Directors established a standard for resource allocation amongst routes and services such that Omnitrans moves to a 65% productive-oriented service and 35% coverage-oriented services. Productive-oriented services as:

- Frequent service, 20-minutes or better
- Direct travel typically straight-line corridor-oriented routes
- Bus stop amenities that are more prevalent due to higher ridership
- Express, limited-stop, or BRT services by design are productivity-oriented services as are any local underlay route related to one of these higher quality transit options

Prior to the recommendation of new services an analysis of ridership is required. A decision should be based on the probability of attracting sufficient ridership to meet the approved minimum farebox recovery ratio. In some cases, new services may only be warranted during weekday peaks when hourly productivity is sufficient to support farebox recovery requirements. In other cases, service requests to new business parks or new residential subdivisions could be considered through a partnership with major employers or developers to offset farebox recovery shortfalls when initial ridership during the early phases of development is too low to support the approved farebox recovery minimum.

Standards used for the introduction of new or increased fixed route service are summarized in Exhibit 52.

Description	Measure	Target
Coverage	Distance from nearest service	1/2 mile from closest service
Employment: Office,	Minimum 1 million square feet	30 min fixed route: 18 MSF
commercial retail		Hourly fixed route: 11 MSF
		Circulator fixed route: 11 MSF
		Express fixed route: 11 MSF in 20 mile
		catchment area
Employment:	Minimum 1 million square feet	30 min fixed route: 8 MSF
Industrial, business		Hourly fixed route: 5 MSF
park		Circulator fixed route: 5 MSF
		Express fixed route: 5 MSF in 20 mile
		catchment area
Residential	Dwelling units (du) per acre	30 min fixed route: 7 du's/acre
		Hourly fixed route: 4 du's/acre
		Circulator fixed route: 4 du's/acre
		Express fixed route: 4 du's/acre in 20 mile
		catchment area
Route Deviation	Ratio of through passenger time added	Ratio less than 1 (net savings in total
	divided by deviation passenger time savings	passenger travel time because of deviation)
	less walking time	
Performance	Farebox recovery	Must show growth during first 12 months
		and meet service standards within 24
		months of normal service levels

Exhibit 52: Fixed Route Service Warrants

Demand response service warrants differ from fixed route service warrants. In accordance with ADA regulations, OmniAccess service coverage warrants are reliant upon fixed route and are adjusted with the expansion or decrease to meet the federal guidelines of providing ADA demand response service. OmniAccess service is warranted and required within ¾-mile of any regular local fixed route and within the same days and hours as fixed route.

Demand response services like OmniRide should only be considered in cases where there is sufficient potential ridership but insufficient ridership to support fixed route service. OmniRide service can also be considered in service areas with street patterns and widths that will not accommodate the safe and effective operation of a traditional fixed route vehicle.

If a new service is implemented following the warrant process, its performance should be evaluated in the following manner:

- Trial period of operation new or enhanced routes would be operated on a trial basis for a period of 24 months of normal service and evaluated
- Warrants for continuance
 - A new or changed route would be continued after the nine-month trial period if the performance of the route reaches 75% of the minimum passengers per hour standard established for its route type
 - If the 75% performance level is not reached, the route would be subjected to additional marketing and/or corrective actions such as further changes to the route structure, spans and headways.
 - New or changed routes would be expected to reach or exceed the minimum passengers per hour standard after twelve months of operation.
- Warrants for discontinuance
 - If new or changed route remains below the minimum passengers per hour standard for six months following the implementation of marketing and corrective actions, the route would be discontinued or redesigned as appropriate.
 - Normally discontinuance would occur if a route cannot achieve 50% of the minimum passengers per hour standard established for the route.
 - If the new or changed route reaches or exceeds the minimum passengers per hour standard after twelve months of operation, it would become a normal part of the transit system and subject to the same adjustment and review procedures as existing routes

Service Standards

The service standards describe the key service characteristics once service is delivered. These characteristics describe frequency of service, hours of service, stop spacing and similar.

Fixed route service standards are summarized in Exhibit 53. These standards are the levels of service that Omnitrans desires to offer. Occasionally, these standards are not met because of budgetary realities, or the performance of a route does not meet requirements and hence may be modified below these prescribed standards.

OmniAccess must operate in accordance with ADA regulations and be provided in conjunction with fixed route service coverage.

Exhibit 53: Fixed Route (Local, sbX, Express, Community Circulator Service Warrants)

Description	Measure	Target
Route	Bus stop distance from all consumer	85% within ½ mile of a bus stop
Coverage	destinations (residencies,	
	employment, schools, shopping	
	centers, etc.)	
Route	The route coverage should use the	Routes should operate in a direct straight-line manner, the
Structure	appropriate family and tier of service	more frequent the service and the higher the quality the
	to achieve satisfactory service KPI	service the more direct the routing should be
Due Chern	Pieterse hetweer stere	Legel/Community Cinculatory store should be placed
Bus Stop	Distance between stops	Local/Community Circulator: stops should be placed
Spacing		approximately 0.25 miles apart 0.2-0.3 miles)
		express: stops should be at major transfer centers of
		PPT: stops should be placed no closer than 0.5 miles apart
		with average spacing near 1.0 miles apart
Days of Service	Days of operations	Local/Community Circulator: routes should operate 7-days
Days of Service	Days of operations	ner week unless performance does not warrant
		Express: should operate at least on weekdays, with
		evaluation of weekend service needs
		BRT: should operate at least on weekdays, with evaluation
		of weekend service needs
Span of Service	Minimum hours of service	Weekday: 6am-10pm
		Saturday: 7am-9pm
		Sunday: 7am-7pm
Service	Minimum desired service frequency	Local: 30-minute weekday; 60-minute weekend
Frequency		Community Circulator: 60-minute weekday; 60-minute
		weekend
		Express: 30-minute weekday; 60-minute weekend
		BRT: 10-minute peak with 15-minute off-peak weekday; 15-
		minute weekend
venicle Loads	Peak load factor (ratio of number of	Local/Community Circulator: 1.2
	people onboard to number of seats)	Express: 1.0
Deute Celestian		BKI: 1.5
Route Selection	Roads and streets that route Will	Buses will only operate along street engineered to facilitate
	operate along	sale and enective bus operations. Turning radil, street
		width, bus size, overnead clearances and nature of
		intersection are considered in these standards

Service KPIs

This category of evaluation includes service coverage and availability, productivity, fiscal performance, as well as standards related to patron convenience and comfort. Some measures of service availability, include a comparison of the Omnitrans system with the underlying demographic and socio-economic conditions of the region and a congruency analysis as part of a determination of service needs. Other measures of service coverage, productivity and efficiency will be analyzed in this chapter. These performance measures take into consideration the following five categories:

- Service Development Guidelines form a consistent basis for service planning, and for establishing minimum levels of service. Judgment and flexibility remain, but the guidelines assist in the development of new services and the refinement of existing services.
- Evaluation Service design guidelines provide targets in the form of indicators and standards that enable individual route performance to be evaluated and monitored.
- Budgeting The preparation of annual budgets should reflect the goal of providing service to the policy levels established in the service design guidelines. This should enable the Board of Directors to focus on policy level decisions and the service impacts of budget adjustments.
- Public Accountability Political decision-makers, transit customers, voters and taxpayers should be able to readily identify the minimum levels of service and performance that are to be provided. The allocation of the resources of the transit system must be seen to be based on equitable and rational criteria that are explicit and available for public scrutiny.
- Title VI Title VI of the Civil Rights Act requires public transit agencies receiving federal funding to ensure that their service is provided without regard to race or the economic status of the residents. Application of service design guidelines provides a tool for design and evaluating service that does not discriminate on race or economic status.

To effectively measure the performance of routes three specific measures are evaluated:

- Service Effectiveness Measured by passengers per revenue hour (PPH) to determine the "output" in terms of ridership for each unit of service that Omnitrans delivers. Service effectiveness measures are measured monthly and reported quarterly and annually.
- Service Efficiency Measured by farebox recovery ratio. This measure is positively impacted when fare revenue and ridership increase, or costs are reduced. The measure is measured monthly and quarterly but reported annually due to seasonal fluctuations in revenue and cost data.
- Service Reliability Measured in terms of on-time performance and headway adherence. This measure is designed to determine if Omnitrans is delivering the service advertised in public timetables and in line with customer expectations.

Measures for service effectiveness and service efficiency are based on both the family of service and the tier of service. There are different standards for sbX, Fixed Route and Community Circulator. Since regular fixed route ridership accounts for over 90% of Omnitrans overall ridership, these are also broken into more refined measures by tier. Tier 1 routes are 15-minutes service or better; Tier 2 routes are 20-minute service, Tier 3 is 30-minute and Tier 4 is 60-minute service.

Business KPIs

Business key performance indicators (KPIs) are designed to allow decision makers to ensure Omnitrans' performance are consistent with reaching established targets and actual financial resources. These measures are tracked separately because they are not tied to the delivery of a specific route, but to the totality of Omnitrans' service.

Omnitrans presents business key performance indicators on a quarterly basis to the Board of Directors. They are:

- Cost effectiveness
- Service performance

- Reliability
- Budget
- Safety & Security
- Labor

Exhibit 54 through Exhibit 59 summarize the FY2022 performance measures relative to agency performance targets.

Cost Effectiveness KPI	Goal	Actual	Measure
Cost per Hour – Fixed	<\$145.00	\$143.07	Operating cost
Route			
Cost per Hour –	<\$140.00	\$156.18	Operating cost
OmniAccess			
Farebox Recovery Ratio –	>20.00%	21.20%	Ratio of passengers by operating
Fixed Route			costs
Farebox Recovery Ratio –	>10.00%	24.03%	Ratio of passengers by operating
OmniAccess			costs

Exhibit 54: Business KPI: Cost Effectiveness, FY2022

Exhibit 55: Business KPI: Service Performance, FY2022

Service Performance KPI	Goal	Actual	Measure
Ridership Growth	>=40.00%	26.67%	Positive growth. Goal and measure
			are based on impacts of the COVID-
			19 pandemic where ridership
			declined 64%
Productivity – Fixed Route	>=12.00	10.84	Passengers per hour
Productivity – OmniAccess	>=1.50	1.65	Passengers per hour
Complaints and	<=20.00 complaints	15.82	Tracked using customer feedback at
compliments – Per 100,000	>=1.00 compliment	1.37	the call center compared to overall
Fixed Route boardings			ridership.
Complaints and	<=25.00 complaints	49.26	Tracked using customer feedback at
compliments – Per 100,000	>=1.00 compliment	2.42	the call center compared to overall
OmniAccess boardings			ridership.

Exhibit 56: Business KPI: Reliability, FY2022

Reliability KPI	Goal	Actual	Measure
Mechanical – Miles	>=8,000.00	9,503	Average distance between
between Failures			mechanical failures
Loss of Service –	<=400.00	556.00	Scheduled service that was not
Operations per Quarter			delivered
Loss of Service –	<400.00	134.00	Scheduled service that was not
Maintenance per Quarter			delivered
Equipment Availability	100%	100%	Vehicle availability at time of
			scheduled pullout

Exhibit 57: Business KPI: Budget, FY2022

Budget KPI	Goal	Actual	Measure
Operating Revenue	>95.0%	91.67%	Revenue generated through fares
Operating Expense	<=100.00%	91.70%	Overhead expenses

Exhibit 58: Business KPI: Safety & Security, FY2022

Safety & Security KPI	Goal	Actual	Measure
Preventable Accidents	<1.0 per 100,000 miles	0.9	Preventable accidents divided by
			number of agency total miles
Injury Frequency Rate	<20.00 per 200,000	13.02	Number of injuries divided by
	work hours		number of work hours
Losses & Claims	<80.00	33.00	Claims for a loss by Omnitrans
			passengers per year

Exhibit 59: Business KPI: Labor, FY2022

Labor KPI	Goal	Actual	Measure
Turnover	<20.00%	26.54%	Number of annual separations from
			the agency divided by direct
			Omnitrans full time equivalent
			employees
Training – Development	>=5,000 hours per	1,153	Annual number of training hours for
	year		all non-ATU staff
Training – Amalgamated	>=10,000 hours per	16,862	Annual number of training hours for
Transit Union (ATU)	year		ATU represented staff
Training – Teamsters	>=700 hours per year	818 Annual number of training hou	
			Teamsters represented staff

CONSTRAINED PLAN

The Constrained Plan chapter discusses Omnitrans' proposed implementation plan. Most of this chapter is comprised of Omnitrans' ConnectForward Plan where some of these services have not reached 100% of planned services because of the pandemic. Steadily, Omnitrans is increasing services each Fiscal Year per each Annual Service Plan. The statistics in the tables represent 100% planned service levels.

Fixed Routes

sbX Green Line/Route 202

The sbX Green Line or Route 202 is Omnitrans' first bus rapid transit fixed route as shown in Exhibit 60. The line began revenue service in April 2014. The sbX system is designed to provide more frequent and direct transit service along major corridors in the Omnitrans service area.

The route operates between San Bernardino and Loma Linda and follows the same route alignment as Route 2, however, the sbX Green Line is distinctive from traditional fixed route. Under the sbX brand the Green Line is operated with 60-foot articulated vehicles, has center running lanes in San Bernardino, and side and center running stations with real-time information. The route also has transit signal priority (TSP) to help keep the buses on time.

Currently the sbX Green Line operates during weekdays and Saturday only. The sbX Green Line operates at a 10-minute frequency during weekday peak hours and 15-minute frequency during weekday off-peak hours. The route operates at a 20-minute frequency on Saturdays. In the unconstrained plan, it is proposed that sbX begin to operate on Sundays to take advantage of the capital investments and to provide more frequency service along the E Street corridor.

Main destinations for the sbX Green Line include Cal State San Bernardino, Downtown San Bernardino, the San Bernardino Transit Center, the Inland Center Mall, and the Loma Linda University Medical Center and VA Hospital.

Exhibit 60: sbX Green Line/Route 202 Map



Exhibit 61: sbX Green Line/Route 202 Service Summary

	Weekday	Saturday		Sunday
Peak Vehicles	12	6		-
Frequency	10/15	2	0	-
Span	5am-11pm	6am-9pm		-
Rev. Hours				
Daily	164	80		-
Annual	41,820	4,160		-
Annual Total Re	venue Hours			45,980

Route I

Route 1 serves Colton, Highland, and San Bernardino. Key areas served by this route include Downtown San Bernardino, the San Bernardino Transit Center, the San Bernardino Depot Metrolink Station, Valley College, Arrowhead Regional Medical Center, and the Yaamava Resort & Casino.

As part of the ConnectForward plan a minor route change was implemented in the northern end of the route to reduce duplication. This loss of coverage area was recovered by Route 6. Additionally, the route change permitted Route 1 to serve San Gorgonio High School and Pacific High School.



Exhibit 62: Route 1 Map

Exhibit 63: Route 1 Service Summary

	Weekday	Satu	rday	Sunday
Peak Vehicles	10	5		5
Frequency	15	3	0	30
Span	4am-11pm	6am-10pm		6am-8pm
Rev. Hours				
Daily	200	80		70
Annual	49,000	4,200		3,700
Annual Total Re	venue Hours			56,900

Route 2

Route 2 is the underlying local route for Omnitrans' BRT route the sbX Green Line. Route 2 serves San Bernardino and Loma Linda. Route 2 provides service to a Park & Ride at the northern end of line, Cal State San Bernardino, Downtown San Bernardino, the San Bernardino Transit Center, the Inland Center Mall, and the Loma Linda University campus including the Loma Linda VA Hospital.

Over the years, Omnitrans has evaluated the performance of Route 2 after the sbX Green Line launched in 2014. To take advantage of the capital investments of the sbX Green Line, Route 2 underwent a series of frequency reductions. Route 2 weekday frequency was first reduced in 2014 from 15-minutes to 30-minutes. In 2015, Route 2 saw weekday frequency decrease from 30-minutes to 60-minutes. As part of the ConnectForward Plan, weekday frequency was reduced to 75-minutes. Route 2 Saturday frequency was reduced to 30-minutes from 20-minutes when Omnitrans added sbX Saturday service. As part of ConnectForward, weekend frequency was reduced for both Saturday and Sunday to 75-minutes.



Exhibit 64: Route 2 Map

	Weekday	Saturday		Sunday
Peak Vehicles	2	2	<u>)</u>	2
Frequency	75	7	5	75
Span	4am-11pm	6am-10pm		6am-9pm
Rev. Hours				
Daily	38	32		30
Annual	9,700	1,700		1,600
Annual Total Re	Total Revenue Hours			13,000

Exhibit 65: Route 2 Service Summary

Routes 3 & 4

Routes 3 & 4 are two route numbers, but they are effectively one loop route with Route 3 operating counterclockwise and Route 4 operating clockwise through Highland and San Bernardino. Routes 3 & 4 operate at a 15-minute headway during the week. As part of the ConnectForward Plan implementation weekend frequency was reduced from 15-minute service to 22/25 minutes. The routes are a significant east-west feeder into sbX.

Upon completion of the Mt. Vernon Bridge project, it is proposed that Routes 3 & 4 use the bridge to 2nd Street to improve travel time to the San Bernardino Transit Center. This also provides two more connections to the San Bernardino Depot Metrolink Station. Construction of the Mt. Vernon Bridge is expected to complete in 2024. No other significant changes are proposed for the routes.



Exhibit 66: Routes 3 & 4 Map

	Weekday	Saturday		Sunday
Peak Vehicles	14	8		8
Frequency	15	22/	′25	22/25
Span	4am-11pm	6am-10pm		6am-8pm
Rev. Hours				
Daily	280	128		112
Annual	71,400	6,700		5,900
Annual Total Re	venue Hours			84,000

Exhibit 67: Routes 3 & 4 Service Summary

Route 6

Route 6 was implemented with the ConnectForward Plan network change. The alignment is a combination of the prior Routes 5 & 7. The route serves San Bernardino. Route 6 operates at a 30-minute headway, and it connects Cal State San Bernardino, the St. Bernardine Medical Center, Downtown San Bernardino, and the San Bernardino Transit Center.



Exhibit 68: Route 6 Map

	Weekday	Saturday		Sunday
Peak Vehicles	4	2	<u>)</u>	2
Frequency	30	6	0	60
Span	4am-10pm	6am-8pm		6am-7pm
Rev. Hours				
Daily	72	28		22
Annual	18,400	1,500		1,200
Annual Total Re	venue Hours			21,100

Exhibit 69: Route 6 Service Summary

Route 8

Route 8 serves San Bernardino, Loma Linda, Redlands, Mentone, and Yucaipa. Major destinations include Downtown San Bernardino, the San Bernardino Transit Center, an Amazon Facility, the VA Ambulatory Center in Loma Linda, Downtown Redlands, the Metrolink Arrow Redlands Depot, and Crafton Hills College.

In the ConnectForward Plan, Route 8 has a short trip from San Bernardino to Redlands. The Route 8 short trip is proposed to be at the VA Ambulatory Center in Loma Linda. The Route 8 long trip will continue to Crafton Hills College. The short trip is proposed to operate at a 30-minute headway and the long trip is proposed at a 60-minute headway. This short trip was not implemented at the implementation of ConnectForward.



Exhibit 70: Route 8 Map

	Weekday	Saturday		Sunday
Peak Vehicles	3	3		3
Frequency	30/60	6	0	60
Span	5am-11pm	6am-8pm		7am-7pm
Rev. Hours				
Daily	54	42		36
Annual	13,800	2,200		1,900
Annual Total Re	venue Hours			17,900

Exhibit 71: Route 8 Service Summary

Route 10

Route 10 serves Fontana, Rialto and San Bernardino. The route operates at a 30-minute headway during peak hours and is 60 minutes non-peak. Prior to the implementation of ConnectForward the route had an 83% on-time performance. After ConnectForward the route performs at a 90% on-time performance. While the route did not incur any alignment changes, the route was interlined with the Route 6 to improve efficiencies and reliability.

Exhibit 72: Route 10 Map



Exhibit 73: Route 10 Service Summary

	Weekday	Satu	rday	Sunday	
Peak Vehicles	4	2		2	
Frequency	30/60	6	0	60	
Span	5am-9pm	6am-8pm		7am-7pm	
Rev. Hours					
Daily	64	28		24	
Annual	16,400	1,500		1,300	
Annual Total Revenue Hours				19,200	C

Route 14

Route 14 serves Fontana, Rialto, and San Bernardino. Major destinations include the Fontana Metrolink Station, Downtown Fontana, Omnitrans East Valley Facility (Headquarters), Downtown San Bernardino and the San Bernardino Transit Center. Route 14 is one of Omnitrans core routes.

During the ConnectForward Plan implementation the route did not undergo any alignment change. Weekend frequency was reduced from a 15-minute to a 20-minute headway. There were no changes to weekday frequency.

There is no plan to modify Route 14 in the Constrained Plan, but Route 14 is a candidate for limited stop service and is described in the Unconstrained Plan.



Exhibit 74: Route 14 Map

Exhibit 75: Route 14 Service Summary

	Weekday	Saturday		Sunday
Peak Vehicles	7	5		5
Frequency	15	2	0	20
Span	3am-11pm	6am-11pm		6am-9pm
Rev. Hours				
Daily	147	8	5	75
Annual	37,500	4,500		3,900
Annual Total Revenue Hours				45,900

Route 15

Route 15 is an east-west route serving Redlands, Highland, San Bernardino, Rialto, and Fontana. The route serves Downtown Fontana, Downtown San Bernardino, the San Bernardino Transit Center, the San Bernardino International Airport, two Amazon facilities, Citrus Plaza and Mountain Grove shopping centers in Redlands, Downtown Redlands, and the Metrolink Arrow Rail at the Redlands Depot.

The route has a tripper that connects to the Amazon Air Freight Fulfillment Center at the north end of San Bernardino Airport. The tripper is scheduled to connect to the facility at shift change times only.



Exhibit 76: Route 15 Map

Exhibit 77: Route 15 Service Summary

	Weekday	Saturday		Sunday
Peak Vehicles	8	۷	ŀ	4
Frequency	30	6	0	60
Span	5am-11pm	6am-8pm		6am-8pm
Rev. Hours				
Daily	144	56		56
Annual	37,000	3,000		3,000
Annual Total Revenue Hours				43,000

Route 19

Route 19 serves Fontana, Rialto, Colton, Grand Terrace, Loma Linda, Redlands, Mentone and Yucaipa. It provides connections to the Fontana Metrolink Station, Arrowhead Regional Medical Center, the Loma Linda University Campus including the VA Hospital and the sbX Green Line, Downtown Redlands and the Yucaipa Transit Center. Route 19 connects to the Metrolink Arrow Rail Line in Downtown Redlands providing passengers an additional transfer to Downtown San Bernardino. There are no planned changes for Route 19.

Exhibit 78: Route 19 Map



Exhibit 79: Route 19 Service Summary

	Weekday	Saturday		Sunday
Peak Vehicles	9	5		5
Frequency	30	60)	60
Span	4am-11pm	5am-10pm		6am-8pm
Rev. Hours				
Daily	171	85		70
Annual	44,000	4,500		3,700
Annual Total Re	Revenue Hours			52,200

Route 22

Route 22 serves Rialto and Colton. Major destinations include the Renaissance Marketplace in Rialto, Downtown Rialto, the Rialto Metrolink Station, and the Arrowhead Regional Medical Center in Colton. The ConnectForward implementation called for a reduction of frequency from a 30-minute to a 60minute headway. The ConnectForward Plan called for Route 22 to have a short and long trip. The short-Route 22 will have 30-minute frequency between ARMC and Downtown Rialto during peak service hours. The route was the least performing 30-minute route in terms of passengers per hour, which is why the frequency was reduced to 60-minutes in ConnectForward.

Exhibit 80: Route 22 Map



Exhibit 81: Route 22 Service Summary

	Weekday	Satu	rday	Sunday
Peak Vehicles	3	2		2
Frequency	30/60	6	0	60
Span	5am-10pm	7am-8pm		7am-8pm
Rev. Hours				
Daily	51	26		26
Annual	13,100	1,400		1,400
Annual Total Revenue Hours				15,900

Route 61

Route 61 is one of Omnitrans' most productive core routes. The route provides service to the cities of Pomona in Los Angeles County, Montclair, Ontario, Rancho Cucamonga, and Fontana. Route 61 is an east-west route providing service primarily along Holt Boulevard. Primary destinations include the Fontana Transit Center, Ontario Mills, the Ontario International Airport, Downtown Ontario, and the Pomona Transit Center, where Route 61 makes connections with Foothill Transit.

Route 61 provides 15-minute service during the week. As part of the ConnectForward Plan, Route 61 weekend frequency decreased from 15-minutes to 20-minute service.

Route 61 will become an underlying local route to the next sbX line, the sbX Purple Line, planned for revenue service effective May 2025. At this point the existing Route 61 will be split into two routes, Route 61-West, and Route 61-East.



Exhibit 82: Route 61 Map

Exhibit 83: Route 61 Service Summary

	Weekday	Saturday		Sunday
Peak Vehicles	14	7		7
Frequency	15	2	0	20
Span	4am-11pm	5am-10pm		5am-8pm
Rev. Hours				
Daily	220	126		105
Annual	56,100	6,600		5,500
Annual Total Re	l Revenue Hours			68,200

Route 61-West

Route 61-West will follow the underlying sbX Purple Line. The route will serve the cities of Pomona, Montclair, Ontario, and Rancho Cucamonga. Route 61-West will follow the current alignment between Pomona Transit Center and Ontario Mills and will then transition to the current alignment of Route 82 between Ontario Mills and Victoria Gardens. Route 61-West will be given a new route designation prior to launch of service.

Primary destinations for this route include the Pomona Transit Center, the Ontario International Airport, Ontario Mills, the Rancho Cucamonga Metrolink Station, and Victoria Gardens.

The route is proposed to operate at 60-minute frequency during the week when the sbX Purple Line is in service, and at 15-minute service on the weekend when the sbX Purple Line is not operating.



Exhibit 84: Route 61-West

Exhibit 85: Route 61-West Service Summary

	Weekday	Saturday		Sunday
Peak Vehicles	4	9		9
Frequency	60	1	5	15
Span	4am-11pm	5am-10pm		5am-8pm
Rev. Hours				
Daily	80	162		135
Annual	20,400	8,500		7,000
Annual Total Re	venue Hours			35,900

Route 61-East

Route 61-East is planned to follow the current alignment of Route 61 between Ontario Mills and the Fontana Metrolink Station. The sbX Purple Line will not travel between Ontario Mills and the Fontana Metrolink Station so the Route 61-East is proposed to continue service between the two destinations. Frequency of Route 61-East is planned at 15-minute service all days to match the existing Route 61 frequency. Route 61-East will be given a new route designation prior to launch of service.



Exhibit 86: Route 61-East Map

	Weekday	Saturday		Sunday
Peak Vehicles	6	5		5
Frequency	15	1	5	15
Span	4am-11pm	5am-11pm		5am-8pm
Rev. Hours				
Daily	120	90		75
Annual	30,600	4,700		3,900
Annual Total Re	ual Total Revenue Hours			39,200

Exhibit 87: Route 61-East Service Summary

Route 66

Route 66 is a key east-west route that serves Fontana, Rancho Cucamonga, Upland, and Montclair, along historic Route 66, or Foothill Boulevard. Key destinations along Route 66 include Downtown Fontana, Victoria Gardens shopping center in Rancho Cucamonga, and the Montclair Transit Center. Passengers per hour for Route 66 has fallen over time and consequently the weekday frequency was reduced in the ConnectForward Plan to 20-minute service rather than 15-minute service. The route is meeting weekend performance standards and therefore no changes occurred.

There is no plan to modify Route 66 in the Constrained Plan, but Route 66 is a candidate for limited stop service and is described in a later Unconstrained Plan.



Exhibit 88: Route 66 Map

Exhibit 89: Route 66 Service Summary

	Weekday	Satu	rday	Sunday
Peak Vehicles	8	5	5	5
Frequency	20	3	0	30
Span	4am-11pm	5am-1	LOpm	6am-9pm
Rev. Hours				
Daily	160	85		75
Annual	41,000	4,500		3,900
Annual Total Re	nnual Total Revenue Hours			49,400

Route 67

Route 67 serves Fontana and Rancho Cucamonga. It serves as a direct connection between the City of Fontana and Chaffey College. This also offers a one-seat ride between the Chaffey College Fontana Campus and the Chaffey College main campus. No changes to the route occurred during the ConnectForward implementation nor are proposed in this SRTP.



Exhibit 90: Route 67 Map

Exhibit 91: Route 67 Service Summary

	Weekday	Saturday		Sunday
Peak Vehicles	3	-		-
Frequency	60	-		-
Span	5am-9pm	-		-
Rev. Hours				
Daily	48	-		-
Annual	12,300	-		-
Annual Total Re	venue Hours			12,300

Route 81

Route 81 provides service to Rancho Cucamonga and Ontario. Major destinations along the route include Chaffey College in Rancho Cucamonga, Ontario Mills, the Toyota Arena in Ontario, and the East Ontario Metrolink Station. The route is mostly a north-south route on Haven Avenue with weekday and Saturday service only.

Previously this route provided service to the Chino Transit Center along Riverside Drive. Low ridership volumes called for the removal of the Riverside segment. Instead, the route now provides service to

the East Ontario Metrolink Station that was not previously served. Omnitrans is the only public transit provider to serve this Metrolink Station. Currently there is no proposed change to this route.



Exhibit 92: Route 81 Map

Exhibit 93: Route 81 Service Summary

	Weekday	Saturd	ay	Sunday
Peak Vehicles	2	2		-
Frequency	60	60		-
Span	4am-10pm	5am-9	om	-
Rev. Hours				
Daily	36	32		-
Annual	9,200	1,700)	-
Annual Total Re		10,900		

Route 82

Route 82 is an east-west coverage route that serves the cities of Fontana, Ontario, and Rancho Cucamonga. Main destinations include the communities of Sierra Lakes and Southridge, with connections to the Fontana Metrolink Station, Ontario Mills, the Rancho Cucamonga Metrolink Station, and Victoria Gardens.



Exhibit 94: Route 82 Map

Exhibit 95: Route 82 Service Summary

	Weekday	Saturday		Sunday
Peak Vehicles	4	2	2	2
Frequency	60	6	0	60
Span	4am-10pm	6am-8pm		6am-7pm
Rev. Hours				
Daily	66	26		26
Annual	16,900	1,350		1,350
Annual Total Re	venue Hours			19,600

Route 82 (Post sbX Purple Line)

Once the sbX Purple Line becomes operational in 2025, it is proposed that Route 82 not provide service between Ontario Mills, the Rancho Cucamonga Metrolink Station, and Victoria Gardens as this would duplicate service with the sbX Purple Line during the week. The sbX Purple Line would provide a one-seat ride between all three destinations and at a higher frequency so it is proposed that Ontario Mills become the westernmost end of the line for Route 82 once the Purple Line begins revenue service.



Exhibit 96: Route 82 (Post sbX Purple Line) Map

	Weekday	Saturday		Sunday
Peak Vehicles	4	2	<u>)</u>	2
Frequency	60	6	0	60
Span	4am-10pm	6am-8pm		6am-7pm
Rev. Hours				
Daily	58	26		26
Annual	14,800	1,350		1,350
Annual Total Re	venue Hours			17,500

Exhibit 97: Route 82 (Post sbX Purple Line) Service Summary

Route 83

Route 83 is a north-south route serving the cities of Upland, Ontario, and Chino by mainly traveling on Euclid Avenue. Main destinations along this route include Downtown Ontario, the Upland Metrolink Station, Chaffey High School, the Chino Chaffey College campus, Chino City Hall, and the Chino Transit Center.

With a Transformative Climate Communities (TCC) partnership with the City of Ontario, Omnitrans received funding to provide 30-minute peak frequency on Route 83 which was implemented at the beginning of FY2023.



Exhibit 98: Route 83 Map

	Weekday	Saturday		Sunday
Peak Vehicles	4	2	2	2
Frequency	30/60	6	0	60
Span	6am-10pm	6am-	9pm	6am-8pm
Rev. Hours				
Daily	44	30		28
Annual	11,300	1,600		1,500
Annual Total Re	venue Hours			14,400

Exhibit 99: Route 83 Service Summary

Route 84

Route 84 serves the cities of Montclair, Upland, Ontario, and Chino primarily servicing Mountain Avenue. The north-south route provides service to the Montclair Transit Center, Mountain Green and Mountain Square shopping centers in Upland, Ontario High School, Chino City Hall, and the Chino Transit Center. No change is proposed for Route 84.



Exhibit 100: Route 84 Map

	Weekday	Saturday		Sunday
Peak Vehicles	2	2	2	2
Frequency	60	6	0	60
Span	6am-9pm	6am-8pm		6am-8pm
Rev. Hours				
Daily	30	28		28
Annual	7,700	1,500		1,500
Annual Total Re	venue Hours			10,700

Exhibit 101: Route 84 Service Summary

Route 85

Route 85 is a north-south route serving Rancho Cucamonga, Upland, Montclair, and Chino. Primary destinations along the route include Chaffey College in Rancho Cucamonga, the Rancho Cucamonga Quakes Stadium, San Antonio Regional Hospital in Upland, the Montclair Transit Center, Chino Valley Medical Center, Chino City Hall, and the Chino Transit Center.



Exhibit 102: Route 85 Map

	Weekday	Saturday		Sunday	
Peak Vehicles	6	(1)	}	3	
Frequency	30	6	0	60	
Span	4am-11pm	6am-8pm		6am-8pm	
Rev. Hours					
Daily	114	42		42	
Annual	29,100	2,200		2,200	
Annual Total Re	venue Hours			33,500)

Exhibit 103: Route 85 Service Summary

Route 87

Route 87 is a north-south route providing service to Rancho Cucamonga, Ontario, and Eastvale in Riverside County where customers can connect with RTA Routes 3 & 29. The route provides service to Chaffey College in Rancho Cucamonga, Alta Loma High School, Downtown Ontario, the Bon View Community Center and Baldy View Regional Occupational Program center in Ontario, the community of Ontario Ranch, Colony High School, and an Amazon Facility in Eastvale. Route 87 operates Monday through Saturday only. The route provides 60-minute frequency on operating days.





	Weekday	Saturday		Sunday
Peak Vehicles	3	(1)	3	-
Frequency	60	6	0	-
Span	4am-10pm	5am-9pm		-
Rev. Hours				
Daily	54	48		-
Annual	13,800	2,500		-
Annual Total Re	venue Hours			16,300

Exhibit 105: Route 87 Service Summary

Route 88

Route 88 provides service to the cities of Montclair, Chino, and Chino Hills. The north-south route provides 60-minute frequency during the week and on weekends. Primary destinations include the Montclair Transit Center, Don Lugo High School in Chino, Chino City Hall, the Chino Transit Center, the Chino Spectrum Marketplace, and the Shoppes at Chino Hills.



Exhibit 106: Route 88 Map

	Weekday	Saturday		Sunday
Peak Vehicles	2	2	2	2
Frequency	60	6	0	60
Span	4am-10pm	6am-8pm		6am-7pm
Rev. Hours				
Daily	36	28		26
Annual	9,200	1,500		1,400
Annual Total Re	venue Hours			12,100

Exhibit 107: Route 88 Service Summary

Route 215

Route 215 is a freeway express route connecting customers between Downtown San Bernardino and Downtown Riverside. The route stops at the San Bernardino Transit Center, Centrepointe in Colton, Downtown Riverside, and the Riverside Metrolink Station.



Exhibit 108: Route 215 Map

	Weekday	Saturday		Sunday
Peak Vehicles	4	2		2
Frequency	20	3	0	30
Span	5am-10pm	6am-10pm		6am-8pm
Rev. Hours				
Daily	68	32		28
Annual	17,400	1,700		1,500
Annual Total Re	venue Hours			20,600

Exhibit 109: Route 215 Service Summary

Route 290

Route 290 is Omnitrans' second freeway express route operating during weekday peak hours only. The route provides service to Montclair, Ontario, Colton, and San Bernardino. Destinations include the Montclair Transit Center, Ontario Mills, the Arrowhead Regional Medical Center, and the San Bernardino Transit Center.

Route 290 was temporarily suspended in January 2023. Omnitrans will reinstate the route as part of the service resumption plan projected through FY2025.



Exhibit 110: Route 290 Map

Exhibit 111: Route 290 Service Summary

	Weekday	Saturday	Sunday
Peak Vehicles	3	-	-
Frequency	Peak only	-	-
Span	4am-9pm	-	-
Rev. Hours			
Daily	22	-	-
Annual	5,610	-	-
Annual Total Re	venue Hours		5,610
Route 300 SB Connect

Route 300 SB Connect is a first-last mile pilot shuttle providing service in Downtown San Bernardino. The line began service in conjunction with the start of the Metrolink Arrow service in October 2022. This first-last mile shuttle connects passengers to and from the San Bernardino Transit Center to County offices and courts in Downtown San Bernardino. This route operates weekdays only. The route was implemented as planned in the FY2023 Annual Service Plan.





Exhibit 113: Route 300 Service Summary

	Weekday	Satu	rday	Sunday
Peak Vehicles	1	-		-
Frequency	20/30	-		-
Span	6am-7pm	-		-
Rev. Hours				
Daily	13	-		-
Annual	3,315	-		-
Annual Total Re	venue Hours			3,315

Route 305 is a community circulator fixed route operating between San Bernardino and Grand Terrace. Main destinations along this route include Downtown San Bernardino, San Bernardino Transit Center, an Amazon facility, the Inland Regional Center, and Town Square in Grand Terrace. The route operates at an hourly frequency all service days.



Exhibit 114: Route 305 Map

Exhibit 115: Route 305 Service Summary

	Weekday	Satu	rday	Sunday
Peak Vehicles	1	1		1
Frequency	60	60		60
Span	5am-10pm	7am-8pm		7am-7pm
Rev. Hours				
Daily	17	1	3	12
Annual	4,400	68	30	630
Annual Total Re	venue Hours			5,710

Route 312 is a community circulator fixed route operating in San Bernardino, Rialto, Fontana, and the unincorporated community of Muscoy. The route provides a one-seat ride between Cal State San Bernardino, Renaissance Marketplace in Rialto, and the Fontana Metrolink Station in Downtown Fontana. This route operates hourly service all service days.



Exhibit 116: Route 312 Map

Exhibit 117: Route 312 Service Summary

	Weekday	Satu	rday	Sunday
Peak Vehicles	3	3		3
Frequency	60	6	0	60
Span	5am-10pm	7am-7pm		7am-7pm
Rev. Hours				
Daily	51	3	6	36
Annual	13,000	1,900		1,900
Annual Total Re	venue Hours			16,800

Route 319 is a community circulator fixed route operating in the city of Yucaipa. Prior to the ConnectForward implementation, Yucaipa had three community circulator routes. Route 319 is a consolidation of those three routes. The route provides service to the Yucaipa Transit Center, Yucaipa City Hall and Library, and Yucaipa Regional Park. Route 319 operates weekdays only with hourly frequency.



Exhibit 118: Route 312 Map

	Weekday	Satu	rday	Sunday
Peak Vehicles	1	-		-
Frequency	60	-		-
Span	6am-8pm	-		-
Rev. Hours				
Daily	14	-		-
Annual	3,600	-		-
Annual Total Re	venue Hours			3,600

Exhibit 119: Route 319 Service Summary

Route 380 ONT Connect

Route 380 ONT Connect is Omnitrans' second first-last mile pilot shuttle operating in Rancho Cucamonga and Ontario. The route began service in August 2022 as part of the FY2023 Annual Service Plan. The route provides bus and rail connectivity so passengers can connect between the Rancho Cucamonga Metrolink Station and the Ontario International Airport. The service is operated all service days to provide maximum connectivity between the two destinations.

Exhibit 120: Route 380 Map



	Weekday	Satu	rday	Sunday
Peak Vehicles	1	1	-	1
Frequency	35/60	60		60
Span	4am-11pm	7am-11pm		7am-11pm
Rev. Hours				
Daily	20	1	6	16
Annual	5,100	840		840
Annual Total Re	venue Hours			6,780

Exhibit 121: Route 380 Service Summary

West Valley Connector

The West Valley Connector project is Omnitrans' second sbX bus rapid transit line. Once operational, the West Valley Connector will be named the sbX Purple Line. The route is scheduled to begin revenue service between May and November 2025. In this SRTP, all projects are based on service implementation meeting the earliest date of May 2025.

The sbX Purple Line will have capital investments similar to the sbX Green Line. The sbX Purple Line will use 40-foot 100% electric buses and will provide level boarding at the left side station platform types through the left door. The line will have center and side running stations (a total of 22 stations), transit signal priority (TSP), security cameras, and branded pylons. sbX Purple Line stations are also being designed to accommodate 60-foot sbX vehicles for future operations.

The route will provide service to Pomona, Montclair, Ontario, and Rancho Cucamonga. Main destinations are the Pomona Transit Center, the Ontario Civic Center, the Ontario International Airport, Ontario Mills, the Cucamonga Station, and Victoria Gardens.

The sbX Purple Line is planned to operate weekdays only. During weekday peak hours the route will operate at 10-minute frequency and during off-peak hours the route will operate at 15-minute frequency. In the Unconstrained Plan, it is proposed the line operate over the weekend as well.



Exhibit 122: sbX Purple Line Map

	Weekday	Satu	rday	Sunday
Peak Vehicles	15	-		-
Frequency	10/15	-		-
Span	6am-8pm	-		-
Rev. Hours				
Daily	167	-		-
Annual	42,600	-		-
Annual Total Re	venue Hours			42,600

Exhibit 123: sbX Purple Line Service Summary

Microtransit

OmniRide is an origin-to-destination general-public demand-response service. The service is reservation-based similar to transportation network companies (TNCs) such as Uber and Lyft. As of FY2023 Omnitrans has three OmniRide programs in Chino/Chino Hills, Upland, and Bloomington, respectively. The service is designed to provide on-demand service to/from Omnitrans' fixed route bus service. OmniRide customers receive an Omnitrans Day Pass to use and transfer to Omnitrans' fixed route services from any OmniRide program. The services have been effective in providing additional mobility options in these communities. There are no plans to modify the existing OmniRide programs.

OmniRide Chino/Chino Hills

Omnitrans implemented the first microtransit program in FY2021 primarily serving the City of Chino Hills and parts of Chino as shown in Exhibit 124. Customers using OmniRide Chino Hills can transfer to Routes 83, 84, 85, and 88. This microtransit program serves the Chino Transit Center in Chino.

As part of the FY2023 Annual Service Plan, OmniRide Chino Hills was expanded to provide residents along Riverside Avenue a mobility option and it was also expanded to large employer and distribution centers along south Euclid Avenue between Kimball and Pine Avenues. Including the expanded area, this microtransit boundary zone is 32.4 square miles.

Major destinations include an Amazon facility, Ayala High School, the Shoppes at Chino Hills, the Chino Chaffey College campus, Chino City Hall, Chino Hills High School, the Spectrum Marketplace, and Don Lugo High School. OmniRide Chino Hills operates on weekdays only from 6am-8pm.



Exhibit 124: OmniRide Chino/Chino Hills Map

Exhibit 125: OmniRide Chino/Chino Hills Service Summary

	Weekday	Saturday	Sunday
Peak Vehicles	2	-	-
Frequency	On-Demand	-	-
Span	6am-8pm	-	-
Rev. Hours			
Daily	21	-	-
Annual	5,400	-	-
Annual Total Re	evenue Hours		5,400

OmniRide Upland

OmniRide Upland began service in August 2021. This program primarily serves the City of Upland but was expanded into Montclair and into Rancho Cucamonga as part of the FY2023 Annual Service Plan. Service was expanded into Montclair to serve the Montclair Place and into Rancho Cucamonga to service some shopping plazas along Carnelian Street between 19th Street and Base Line Road. With the expansion, this microtransit boundary is 16.90 square miles. Exhibit 126 shows the extent of OmniRide Upland.

Customers using OmniRide Upland can connect to Routes 66, 83, 84, 85, 87, and 88. OmniRide Upland provides service to the Montclair Transit Center where customers can connect with Foothill Transit or

Metrolink. This program also provides service to the Upland Metrolink Station in Upland on East A Street.

Major destinations also include Colonies Crossroads in Upland, Downtown Upland, Montclair Place, San Antonio Regional Hospital, Upland High School, and the Upland Village Shopping Mall. OmniRide Upland operates on weekdays only from 6am-8pm.





Exhibit 127: OmniRide Upland Service Summary

	Weekday	Satu	rday	Sunday		
Peak Vehicles	1	-	-			
Frequency	On-Demand	-		-		
Span	6am-8pm	-		-		
Rev. Hours						
Daily	14	-		-		
Annual	3,600	-		-		
Annual Total Re	evenue Hours			3,600		

OmniRide Bloomington

OmniRide Bloomington began service in January 2022. This program primarily serves the unincorporated community of Bloomington, but also covers parts of west Colton, south Rialto, and southwest Fontana as shown in Exhibit 128. This microtransit boundary is 13.33 square miles.

Primary destinations include an Amazon facility, Arrowhead Regional Medical Center, Bloomington High School, the Lillian Court Senior Community, the Bloomington Branch Library, Bel-Air Swap Meet, Kaiser Permanente, Palm Court Shopping Center, and the South Fontana Transfer Center.

Customers using OmniRide Bloomington can transfer to Routes 1, 19, 22, 61, and 82. OmniRide Bloomington operates on weekdays and Saturday only from 6am-8pm.



Exhibit 128: OmniRide Bloomington Map

Exhibit 129: OmniRide Bloomington Service Summary

	Weekday	Saturday	Sunday
Peak Vehicles	2	2	-
Frequency	On-Demand	On-Demand	-
Span	6am-8pm	6am-8pm	-
Rev. Hours			
Daily	28	28	-
Annual	7,140	1,460	-
Annual Total Re	evenue Hours		8,600

Service Level Forecasts

The following nine tables are based on the service changes proposed. The primary drivers of the forecasts are service resumption, the introduction of the sbX Purple Line, and the proposed fare increases described in the Fare Policy chapter. Exhibit 130 shows the Systemwide forecast for FY2023-FY2029. This table represents forecasts for all services including Fixed Route, sbX, Contracted Services, First-Last Mile Shuttles, OmniAccess, and OmniRide.

c	Systemuide	Actuals				Pudgot			D	rojection			ł
3	bysternwide	Actuals				Duugei	Hojections						
(All Serv	vices, in Thousands)	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
Financial	Fare Revenue	\$13,595	\$11,545	\$6,443	\$7,804	\$8,089	\$9,765	\$10,779	\$12,669	\$13,435	\$14,008	\$15,033	\$15,333
	Operating Costs	\$94,814	\$87,588	\$76,887	\$68,122	\$90,593	\$102,991	\$111,827	\$122,070	\$127,823	\$133,342	\$137,862	\$143,141
Operating F Data T	Revenue Miles	11,425	10,146	6,824	7,407	8,588	9,746	10,769	11,249	11,280	11,355	11,225	11,248
	Total Miles	12,818	11,320	7,538	8,188	9,614	10,890	12,150	12,604	12,669	12,696	12,464	12,492
	Revenue Hours	833	738	497	532	635	709	742	780	788	796	794	797
	Total Hours	898	793	536	586	682	763	797	841	851	861	862	866
	Passengers	10,864	9,024	4,024	5,101	6,350	7,655	8,407	8,912	9,459	9,864	9,690	9,886
Fleet Data	Peak Rev. Fleet	251	252	134	139	179	191	220	226	234	237	240	250
	Spare Fleet	32	31	40	41	44	46	52	53	55	56	56	58
	Total Fleet	283	283	174	180	223	238	272	279	289	293	296	308
Key Stats	Passengers per Hour	13.0	12.2	8.1	9.6	10.0	10.8	11.3	11.4	12.0	12.4	12.2	12.4

Exhibit 130: Systemwide Operating Statistics

Exhibit 131: Total Fixed Route Operating Statistics including Directly Operated, BRT, Purchased and First-Last Mile

Tota	al Fixed Route	Actuals				Budget	Projections						
(in	Thousands)	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
Financial	Fare Revenue	\$12,150	\$10,361	\$6,022	\$7,036	\$7,408	\$8,896	\$9,748	\$11,389	\$12,094	\$12,615	\$13,506	\$13,776
	Operating Costs	\$78,286	\$74,213	\$68,176	\$57,313	\$73,441	\$84,985	\$91,084	\$99 <i>,</i> 395	\$103,611	\$107,710	\$110,949	\$114,943
Operating	Revenue Miles	9,111	8,259	6,035	6,155	6,988	7,669	8,270	8,734	8,747	8,806	8,720	8,717
Data T R T	Total Miles	9,917	8,971	6,542	6,706	7,627	8,366	9,039	9,544	9,540	9,595	9,512	9,509
	Revenue Hours	676	612	446	458	525	600	613	640	642	645	640	640
	Total Hours	709	641	466	479	547	626	641	672	674	677	672	672
	Passengers	10,503	8,778	3 <i>,</i> 958	4,974	6,160	7,414	8,123	8,628	9,162	9,557	9,386	9,576
Fleet Data	Peak Rev. Fleet	155	156	102	102	129	138	153	149	149	149	149	149
	Spare Fleet	32	31	33	33	33	35	38	37	37	37	37	37
	Total Fleet	187	187	135	135	162	173	191	186	186	186	186	186
Key Stats	Passengers per Hour	15.5	14.3	8.9	10.9	11.7	12.4	13.3	13.5	14.3	14.8	14.7	15.0

Exhibit 132: Motor Bus Directly Operated Operating Statistics (Local & Freeway Express)

Motor Bu	is Directly Operated		Act	tuals		Budget			F	Projections	5		
(ir	n Thousands)	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
Financial	Fare Revenue	\$11,433	\$9,433	\$5,418	\$6,318	\$6,714	\$7,941	\$8,616	\$9,676	\$10,268	\$10,716	\$11,475	\$11,704
	Operating Costs	\$69,730	\$65,572	\$60,584	\$51,116	\$65,048	\$74,466	\$78,629	\$80,747	\$84,095	\$87,492	\$90,132	\$93 <i>,</i> 377
Operating	Revenue Miles	8,111	7,235	5,188	5,382	6,146	6,591	7,065	6,979	6,988	7,032	6,970	6,967
Data	Total Miles	8,785	7,818	5,618	5,865	6,706	7,191	7,723	7,628	7,624	7,664	7,604	7,601
R	Revenue Hours	607	541	387	403	462	521	525	516	517	520	516	516
	Total Hours	635	565	403	421	481	542	548	541	542	545	541	541
	Passengers	9,624	7,996	3,561	4,466	5,584	6,618	7,180	7,330	7,779	8,118	7,975	8,135
Fleet Data	Peak Rev. Fleet	136	136	88	88	110	119	119	115	115	115	115	115
	Spare Fleet	26	26	17	17	22	24	24	23	23	23	23	23
	Total Fleet	162	162	105	105	132	143	143	138	138	138	138	138
Key Stats	Passengers per Hour	15.9	14.8	9.2	11.1	12.1	12.7	13.7	14.2	15.0	15.6	15.5	15.8

Exhibit 133: sbX Operating Statistics (Green and Purple Lines)

Bus	Rapid Transit	Actuals			Budget	Projections							
(ir	(in Thousands)		FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
Financial	Fare Revenue	\$585	\$704	\$467	\$535	\$533	\$779	\$942	\$1 <i>,</i> 497	\$1,597	\$1,661	\$1,775	\$1,811
	Operating Costs	\$6,295	\$5 <i>,</i> 896	\$3,562	\$2,744	\$4,130	\$6,044	\$7,755	\$13,761	\$14,433	\$14,952	\$15,361	\$15 <i>,</i> 914
Operating	Revenue Miles	651	600	372	371	423	659	786	1,336	1,340	1,354	1,332	1,331
Data	Total Miles	710	652	398	397	455	709	850	1,450	1,450	1,462	1,443	1,441
	Revenue Hours	44	40	25	25	29	45	54	90	91	91	90	90
	Total Hours	46	42	26	26	30	47	57	95	96	96	95	95
	Passengers	765	688	307	379	443	649	785	1,134	1,210	1,258	1,234	1,259
Fleet Data	Peak Rev. Fleet	12	12	6	6	12	12	27	27	27	27	27	27
	Spare Fleet	3	3	9	9	3	3	6	6	6	6	6	6
	Total Fleet	15	15	15	15	15	15	33	33	33	33	33	33
Key Stats	Passengers per Hour	17.5	17.2	12.2	15.0	15.4	14.5	14.5	12.6	13.3	13.8	13.7	14.0

Exhibit 134: Contracted Fixed Route Operating Statistics excluding First-Last Mile Shuttles

Motor Bus Purchased			Ac	tuals		Budget	dget Projections						
(ir	n Thousands)	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
Financial	Fare Revenue	\$132	\$224	\$137	\$183	\$142	\$156	\$168	\$191	\$203	\$211	\$227	\$231
	Operating Costs	\$2,261	\$2,745	\$4,031	\$3,453	\$3,247	\$3,409	\$3,580	\$3,723	\$3,872	\$4,011	\$4,156	\$4,306
Operating	Revenue Miles	349	423	475	402	334	333	333	333	333	335	332	332
Data	Total Miles	421	501	525	444	365	364	365	365	365	368	364	364
	Revenue Hours	25	31	34	30	25	25	25	25	25	25	25	25
	Total Hours	28	34	36	31	26	26	26	26	26	26	26	26
	Passengers	114	93	90	129	118	130	140	145	153	160	157	161
Fleet Data	Peak Rev. Fleet	7	8	8	8	5	5	5	5	5	5	5	5
	Spare Fleet*	3	2	7	7	7	7	7	7	7	7	7	7
	Total Fleet*	10	10	15	15	12	12	12	12	12	12	12	12
Key Stats	Passengers per Hour	4.5	3.0	2.6	4.3	4.7	5.2	5.6	5.8	6.1	6.4	6.3	6.4

*Spares are Shared with OmniAccess (Flex Vehicles)

Exhibit 135: First-Last Mile Shuttle Operating Statistics

First-l	Last Mile Shuttles		Ac	tuals		Budget	Projections						
(i	n Thousands)	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
Financial	Fare Revenue	\$-	\$-	\$-	\$-	\$19	\$20	\$22	\$25	\$26	\$27	\$29	\$30
	Operating Costs	\$-	\$-	\$-	\$-	\$1,016	\$1,066	\$1,120	\$1,164	\$1,211	\$1,255	\$1,300	\$1,346
Operating	Revenue Miles	-	-	-	-	86	86	86	86	86	86	86	86
Data	Total Miles	-	-	-	-	101	101	101	101	101	101	101	101
	Revenue Hours	-	-	-	-	9	9	9	9	9	9	9	9
	Total Hours	-	-	-	-	10	10	10	10	10	10	10	10
	Passengers	-	-	-	-	15	17	18	19	20	21	20	21
Fleet Data	Peak Revenue Fleet	-	-	-	-	2	2	2	2	2	2	2	2
	Spare Fleet	-	-	-	-	1	1	1	1	1	1	1	1
	Total Fleet	-	-	-	-	3	3	3	3	3	3	3	3
Key Stats	Passengers per Hour	0.0	0.0	0.0	0.0	1.8	1.9	2.0	2.1	2.2	2.3	2.2	2.3

Exhibit 136: Total Demand Response Operating Statistics including OmniAccess, OmniRide & CTSA

Total Demand Response Actuals Budget Projections													
(ii	(in Thousands)		FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
Financial	Fare Revenue	\$1,445	\$1,184	\$421	\$767	\$681	\$869	\$1,031	\$1,280	\$1,341	\$1,393	\$1,527	\$1,557
	Operating Costs	\$16,528	\$13,374	\$8,710	\$10,209	\$13,922	\$14,614	\$17,182	\$18,971	\$20,360	\$21,641	\$22,779	\$23 <i>,</i> 915
Operating	Revenue Miles	2,314	1,887	789	1,252	1,600	2,077	2,500	2,516	2,533	2,549	2,505	2,531
Data	Total Miles	2,901	2,349	996	1,482	1,987	2,525	3,111	3,060	3,129	3,101	2,951	2,983
	Revenue Hours	157	126	51	74	110	109	129	140	146	151	154	157
	Total Hours	189	152	70	107	135	137	156	170	177	184	191	194
	Passengers	360	247	66	127	190	241	284	284	297	307	304	310
Fleet Data	Peak Revenue Fleet	96	96	32	37	50	53	67	77	85	88	91	101
	Spare Fleet	-	-	7	8	11	12	14	16	18	19	19	21
	Total Fleet	96	96	39	45	61	65	81	93	103	107	110	122
Key Stats	Passengers per Hour	2.3	2.0	1.3	1.7	1.7	2.2	2.2	2.0	2.0	2.0	2.0	2.0

Exhibit 137: OmniAccess Operating Statistics

I	OmniAccess	Actuals				Budget	Projections						
(i	n Thousands)	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
Financial	Fare Revenue	\$1,445	\$1,184	\$413	\$744	\$619	\$804	\$965	\$1,208	\$1,268	\$1,319	\$1,448	\$1,477
	Operating Costs	\$16,528	\$13,374	\$8,140	\$8,983	\$12,146	\$12,818	\$15,224	\$16,935	\$18,242	\$19,447	\$20,590	\$21,647
Operating	Revenue Miles	2,314	1,887	766	1,170	1,467	1,944	2,367	2,383	2,400	2,416	2,372	2,398
Data	Total Miles	2,901	2,349	950	1,385	1,834	2,372	2,958	2,907	2,976	2,948	2,798	2,830
	Revenue Hours	157	126	46	61	92	92	111	122	128	133	137	140
	Total Hours	189	152	64	92	113	115	134	148	155	162	169	172
	Passengers	360	247	63	114	165	215	257	258	271	281	278	284
Fleet Data	Peak Revenue Fleet	96	96	29	34	45	48	62	72	80	83	86	96
	Spare Fleet	-	-	6	7	9	10	12	14	16	17	17	19
	Total Fleet	96	96	35	41	54	58	74	86	96	100	103	115
Key Stats	Passengers per Hour	2.3	2.0	1.4	1.9	1.8	2.3	2.3	2.1	2.1	2.1	2.0	2.0

Exhibit 138: OmniRide Operating Statistics

OmniRide			Ac	tuals		Budget Projections							
(i	n Thousands)	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
Financial	Fare Revenue	\$-	\$-	\$8	\$24	\$62	\$65	\$66	\$72	\$73	\$74	\$79	\$80
	Operating Costs	\$-	\$-	\$571	\$1,226	\$1,776	\$1,796	\$1,958	\$2,036	\$2,118	\$2,194	\$2,189	\$2,268
Operating	Revenue Miles	-	-	23	82	133	133	133	133	133	133	133	133
Data	Total Miles	-	-	46	97	153	153	153	153	153	153	153	153
	Revenue Hours	-	-	5	13	18	17	18	18	18	18	17	17
	Total Hours	-	-	6	15	22	22	22	22	22	22	22	22
	Passengers	-	-	3	12	25	26	27	26	26	26	26	26
Fleet Data	Peak Revenue Fleet	-	-	3	3	5	5	5	5	5	5	5	5
	Spare Fleet	-	-	1	1	2	2	2	2	2	2	2	2
	Total Fleet	-	-	4	4	7	7	7	7	7	7	7	7
Key Stats	Passengers per Hour	0.0	0.0	0.7	1.0	1.4	1.5	1.5	1.4	1.4	1.4	1.5	1.5

Exhibit 139: CTSA Costs

	CTSA	Actuals			Budget			ſ	Projections				
(in Thousands)		FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
Financial	Operating Costs	\$-	\$-	\$-	\$600	\$3,230	\$3,392	\$3,561	\$3,704	\$3,852	\$3,991	\$4,134	\$4,283

UNCONSTRAINED PLAN

The unconstrained operating plan describes services that meet community needs to enhance mobility and ease of use of Omnitrans' system. The services described are in line with service warrants but without additional funding these services are beyond the long-term sustainable financial capacity of the Agency. Omnitrans will seek both formula and competitive local, state, and federal funding to implement these services either as pilot programs or new fully implemented services.

The Unconstrained Plan is built on existing services and planned funded future services described in the constrained operating plan. During the period FY2023 through FY2025, Omnitrans' primary service focus remains on service resumption. During FY2025, Omnitrans' primary service focus will be implementing the sbX Purple Line, which is the operational name of the BRT service developed as the West Valley Connector. The services described in the unconstrained plan are designed to build upon the restored service level and the sbX Purple Line to increase ridership by improving the convenience and ease of use of Omnitrans' service network.

The primary unconstrained services include:

- 1. Increased frequency on the core network
- 2. Adding weekend service on the sbX green and purple lines
- 3. Implementing a limited stop service that connects the sbX green and purple lines
- 4. Implementing additional OmniRide services
- 5. Delivering transit service on currently closed holidays
- 6. Improved frequency on Haven Avenue
- 7. Other local routing changes
- 8. Future BRT network
- 9. Additional service span
- 10. Tunnel to Ontario International Airport

Frequency on the Core Network

Six of Omnitrans' 32 routes/services, account for 59% of overall ridership despite requiring only 40% of Omnitrans revenue hours. The productivity of these routes, measured by passengers per hour, is 14.1 compared to the 9.5 systemwide average. These six routes are the sbX green line and Routes 1, 3/4, 14, 61, and 66 as seen in Exhibit 140.

Exhibit 140: Omnitrans' Core Network Map, FY2023



The sbX Green Line has planned 10-minute peak frequency. The western portion of Route 61 will become the sbX purple line also operating at 10-minute service. Enhancing service on the remaining core network (1, 3/4, 14, and 66) can positively impact the greatest number of riders of any service enhancement Omnitrans can implement. Improving the frequency from 15-minute to 10-minute on these routes will allow riders to spontaneously use the system without the need to check schedules. Additionally, these enhancements will significantly improve transfer ease between Omnitrans' busiest routes for these routes and transfer connectivity throughout the rest of the system.

Enhancing the core network service frequency to 10-minutes from approximately 6am-6pm will add 67,700 revenue hours per year at a cost of \$7.7 million per year in escalated 2026 dollars. The details of these estimates by route can be found in Exhibit 141. Omnitrans is initially seeking the core improvements on Routes 1 and 3/4 as the frequency on Routes 14 and 66 would be accomplished by implementing the limited stop service describe below in this chapter.

Route	Annual Revenue Hours	Annual Operating Cost (2026 dollars)
1	15,300	\$1,744,200
3/4	21,700	\$2,473,800
Sub-Total Route 1, 3/4	37,000	\$4,218,000
14	12,300	\$1,402,200
66	18,400	\$2,097,600
Total Core Routes	67,700	\$7,717,800

Exhibit 141: 10-Minute Frequency on Core Network Forecast

Implementation of each of these services requires 27 additional coaches at an estimated cost of \$40.2 million in 2026 dollars. Implementing the core frequency improvements along with the limited stop services would require 14 coaches and \$20.9 million in capital costs. These costs are included in Omnitrans' capital plan.

Weekend Service on sbX

Implementing weekend service on the sbX lines will expand ridership and take full advantage of the capital improvements including enhanced stations, dedicated lanes, and transit signal priority seven days per week.

There are three key reasons to implement weekend service on the sbX Green Line (Sunday) and the sbX Purple Line (Saturday and Sunday).

- 1. The sbX station enhancements include enhanced shelters, real-time information, security cameras, PA systems, benches, and other amenities. These are critical to customer experience and safety amenities are only used when the service is running. The majority of the bus stops on the underlying local routes do not have these amenities. Running the sbX lines on weekends allows for the use of these enhance amenities. Additionally, the operating infrastructure such as dedicated lanes and transit signal priority will be used 7-days per week enhancing travel speeds for buses and customers on weekends
- 2. By having the sbX lines run on weekends, customers who use the system on weekdays and weekends do not need to learn two different routes making it easier for customers to seamlessly travel
- 3. Generally, completely new customers to transit systems are more willing to try a new service when they are not on as tight of a schedule. This generally occurs on weekends rather than weekdays. When Omnitrans implemented Saturday service on the sbX green line, not only did Saturday ridership grow, but so did weekday ridership.

Route	Annual Revenue Hours	Annual Operating Cost (2026 dollars)
sbX Green Line Sunday	4,264	\$486,096
sbX Purple Line Saturday	4,368	\$497,952
sbX Purple Line Sunday	4,368	\$497,952
Total	13,000	\$1,482,000

Exhibit 142: sbX Weekend Service Forecast

Adding weekend service on the sbX Green and Purple Lines has no additional capital costs, only operating costs as shown above in Exhibit 142.

Limited Stop Mid-Valley Service

In FY2025, the sbX Purple Line will begin revenue service. This will have the sbX Green Line operating premium service connecting colleges/universities, hospitals, residential areas and downtown San Bernardino. The sbX Purple Line will connect residential, the Ontario International Airport, larger employers, two large shopping malls, hospitality, and a convention center in the cities Rancho

Cucamonga, Ontario, Montclair, and Pomona. Providing a high frequency, limited stop service connecting these two BRTs will maximize the effectiveness of both services, while also growing ridership on the connecting corridor.

The most logical connection between the sbX Purple Line and the Green Line is a limited stop, 10minute service along 5th St. and Foothill Blvd. between the San Bernardino Transit Center and Victoria Gardens. Parts of this corridor has been studied multiple times such as in the:

- Systemwide Transit Corridor Plan for the San Bernardino Valley (Omnitrans, 2010)
- San Bernardino County Long Range Transit Plan (SBCTA, formerly SANBAG, 2010)
- Integrated Transit and Land Use Planning for Foothill Boulevard/5th Street Transit Corridor (SBCTA, formerly SANBAG, 2010)
- Foothill Boulevard BRT Corridor Study (City of Rancho Cucamonga, 2014)
- West Valley Connector Phase I and II Final Environmental Document (SBCTA, 2020)
- ConnectSoCal RTP/SCS (SCAG, 2020)
- Consolidation Study and Innovative Transit Review (SBCTA)



Exhibit 143: Limited Stop Mid-Valley Connector Route Map

Exhibit 144: Limited Stop Mid-Valley Connector Forecast

Route	Annual Revenue Hours	Annual Operating Cost (2026 dollars)
Limited Stop Mid Valley Connector	43,000	\$4,900,000

Additionally, implementation of these services requires 16 additional coaches at an estimated cost of \$23,849,280. These costs are included in Omnitrans' capital plan.

OmniRide Services

OmniRide is a on-demand microtransit service that can provide both general public and ADA service in a limited geographic zone. Omnitrans has implemented three OmniRide services in the communities

of Chino Hills/Chino, Upland and Bloomington. The services have been effective in providing additional mobility options in these communities. Surveys have indicated that 30% of OmniRide users had not previously tried Omnitrans services. Additionally, since the OmniRide services cover a greater area than the prior fixed route shuttles that operated in the area, mobility is expanded to the broader community. In Chino Hills, Upland, and Bloomington, riders from outside of the previous catchment area account for 10%, 18%, and 2% of ridership, respectively.

Expanding the benefits of OmniRide to additional communities will enhance mobility options to our community in line with Omnitrans mission. OmniRide is best suited to communities on the periphery of Omnitrans service area. The unconstrained plan includes adding three new OmniRide programs with two peak vehicles each. OmniRide and similar services are currently eligible for grant funding and the specifics of the grant opportunities will influence where the OmniRide service will be proposed. Likely OmniRide locations include Muscoy, North Rialto/Fontana, Yucaipa, Grand Terrace, and South Ontario/Chino. Additionally, the Innovative Transit Review further identified potential OmniRide locations in North Rancho Cucamonga and Colton. Each of these locations can be seen in Exhibit 145.



Exhibit 145: Potential OmniRide Services

Exhibit 146: Potential OmniRide Services Forecast

Route	Annual Revenue Hours	Annual Operating Cost (2026 dollars)
OmniRide 1	7,140	\$690,667
OmniRide 2	7,140	\$690,666
OmniRide 3	7,140	\$690,666
Total	21,420	\$2,072,000

Additionally, implementation of these services requires 9 vans at an estimated cost of \$1.35 million in 2026 dollars. These costs are included in Omnitrans' capital plan.

Holiday Service

Omnitrans currently does not operate service on six holidays: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving and Christmas. The majority of Omnitrans customers are traveling to work and many of them are working in service, logistics, retail, and hospitality industries. These industries are not closed on all of these Holidays. Therefore, Omnitrans customers need to find alternate transportation on these Holidays or lose the opportunity to earn additional income by working on these days. These six closed holidays can be divided into two groups: 1) Memorial Day, 4th of July, and Labor Day where many of these industries are not only open but often busier than usual; and, 2) New Year's Day, Thanksgiving, and Christmas where these industries are often operating at reduced hours/levels. Omnitrans will seek to fund operating on three of these currently closed Holidays including Memorial Day, 4th of July and Labor Day. Omnitrans would operate Sunday service levels on these Holidays.

Adding Sunday service on three holidays would cost \$700,000 per year in escalated 2026 dollars.

Adding holiday service would have no impact on capital costs.

Haven Avenue

When developing the final alignment for the West Valley Connector/sbX Purple Line, the City of Rancho Cucamonga expressed a strong desire to see similar service frequencies on Haven Avenue that will exist on Holt Blvd. This would bring Haven Avenue service on route 81 from a 60-minute to a 15-minute route. The key points of connection on this route will be Chaffey College, Rancho Cucamonga Civic Center, Terra Vista Shopping Center, future office developments on Haven south of Foothill Blvd, East Ontario Metrolink Station, the rental car facility at Ontario International Airport and a frequent, reliable connection to the west valley connector/sbX purple line.

SBCTA has set aside funding to enhance frequency on Haven Avenue when development has occurred to support the enhancement. The City of Rancho Cucamonga has indicated that they believe this development will be in place in mid-2025 (Fiscal Year 2026). If the development occurs and SBCTA dedicates the funding, Omnitrans will propose to enhance this service into the constrained plan during the FY2026 Annual Service Plan.



Exhibit 147: 10-Minute Service on Haven Route Map

Exhibit 148: 15/30-Minute Service on Haven Forecast

Route	Annual Additional Revenue Hours	Annual Additional Operating Cost (2026 dollars)
Route 81 Frequency on Haven	11,730	\$1,830,000

The enhanced frequency on Haven would require 6 additional coaches and a cost of \$8.9 million in 2026 dollars. These capital costs are included in Omnitrans' capital plan.

Other Route Considerations

Omnitrans proposes improvements to local routes to allocate resources to the routes with the highest performance levels and opportunities for growth. The proposals also looked to improve travel speeds, directness of travel and to remove duplication of service on the same corridors to deliver more frequent service. Service design was also modified to improve reliability of service while also working to improve the transfer to high-frequency trunk routes.

Capital costs in this section are in 2026 dollars.

Route 16

Route 16 is proposed to serve Redlands, Highland, and North San Bernardino. Major destinations include Downtown Redlands and the Citrus & Mountain Grove Plazas. This route would connect Redlands to Highland with new service from the Redlands Community Hospital to the Yaamava Casino & Resort. This route would cover the eastern portions of the Route 15 on Palm Avenue to continue the connectivity from Redlands and westward to San Bernardino or Fontana. Route 16 would also have a transfer with the Route 1 which also connects to San Bernardino and Colton.

This north-south route would travel through Downtown Redlands and connect to the Arrow Rail and alternatively provide another east-west connection to San Bernardino.

Implementation of this route would be able to straighten Route 15 improving reliability of the route. Additionally, Route 15 would then be able to extend farther east into Highland as development occurs.

Exhibit 150 provides a service summary for the proposed route including the annual operating cost. In terms of capital costs Route 16 would require 8 vehicles, including spares, at \$11.2 million dollars.



Exhibit 149: Route 16 Map

Exhibit 150: Route 16 Service Summary

	Weekday	Satu	rday	Sunday		
Peak	7	۷	1	4		
Vehicles						
Frequency	30	6	60			
Span	5am-11pm	6am-	9pm	6am-9pm		
Rev. Hours						
Daily	118	5	4	55		
Annual	31,000	2,8	2,800 2,800			
Annual Total I	Revenue Hours	venue Hours 36,6				
Annual Opera	ting Cost		\$4,172,400			

Route 60 is proposed to serve Eastvale in Riverside County, Ontario, and Chino. The east-west route would provide a one-seat ride between the Chino Transit Center and the Eastvale Amazon Facility, the current end of the line for Route 87, where transfers to RTA Routes 3 and 29 are made. This alignment would re-add service to the Creekside community in Ontario, which was lost during the ConnectForward implementation due to poor ridership on Riverside Drive. For this reason, it is proposed that the route travel primarily along Walnut Avenue, a more developed path of travel than Riverside Drive, where the southside of road is mostly still agricultural. Route 60 would also provide service to Colony High School in Ontario and the Chino Valley Medical Center in Chino.

Exhibit 152 provides a service summary for the proposed route including the annual operating cost. In terms of capital costs Route 60 would require 3 vehicles, including spares, at \$4.2 million dollars.



Exhibit 151: Route 60 Map

Exhibit 152: Route 60 Service Summary

	Weekday	Satu	rday	Sunday		
Peak	2	2		2		
Vehicles						
Frequency	60	6	0	60		
Span	5am-9pm	5am-9pm		5am-9pm		
Rev. Hours						
Daily	32	32		32		
Annual	8,200	8,200		8,200		
Annual Total I	Annual Total Revenue Hours					
Annual Opera	perating Cost \$2,804,4					

Route 83 currently serves Upland, Ontario, and Chino. It is proposed that the route provide coverage to the Preserve, a growing community in south Chino. The route would continue to provide coverage to Downtown Upland, Downtown Ontario, the Chino Transit Center, and the Chino Chaffey College Campus. The proposed route adds coverage to the Chino Airport, a Walmart and Amazon distribution center, and to the Preserve. The route would be the first to provide service into the Preserve.

Exhibit 154 provides a service summary for the proposed route including the annual operating cost. In terms of capital costs Route 83 would require an additional vehicle.



Exhibit 153: Route 83 Map

	Weekday	Satu	rday	Sunday			
Peak	5	3		3			
Vehicles							
Frequency	30/60	6	0	60			
Span	6am-10pm	6am-	9pm	6am-8pm			
Rev. Hours							
Daily	60	4	45 42				
Annual	15,400	2,3	350 2,200				
Annual Total I	Revenue Hours	5	19,950				
Annual Opera	ting Cost	st \$2,793,000					
Incremental R	levenue Hours		5,550				
Incremental R	evenue Costs		\$777,000				

Exhibit 154: Route 83 Service Summary

Route 210

Route 210 is a freeway express fixed route that travels primarily on Freeway 210. The route travels from the San Bernardino Transit Center to the Renaissance Marketplace in Rialto, to the shopping center at Sierra Lakes, and to Victoria Gardens. The purpose of this route is to connect passengers from the San Bernardino Transit Center to employment centers at three shopping centers. The route would also connect passengers from the sbX Green Line at SBTC to the sbX Purple Line at Victoria Gardens. Freeway 210 has HOV lanes that Route 210 can take advantage of faster speeds for commuters between San Bernardino and Rancho Cucamonga.

Exhibit 156 provides a service summary for the proposed route including the annual operating cost. In terms of capital costs Route 210 would require 4 vehicles, including spares, at \$5.6 million dollars.



Exhibit 155: Route 210 Map

	Weekday	Saturday		Sunday		
Peak	4	2		2		
Vehicles						
Frequency	30	6	0	60		
Span	5am-10pm	5am-3	10pm	5am-10pm		
Rev. Hours						
Daily	64	32		32		
Annual	16,350	1,800		1,800		
Annual Total I	Revenue Hours	S		19,950		
Annual Opera	ting Cost	st \$2,274,3				

Exhibit 156: Route 210 Service Summary

Future BRT Network

Exhibit 157 shows the sbX bus rapid transit corridors outlined in Omnitrans' 2010 System-Wide Transit Corridor Plan for the San Bernardino Valley and in the San Bernardino County Transportation Authority (SBCTA) 2010 Long Range Transit Plan. The sbX Green Line has been operational since 2014. The West Valley Connector is projected to begin service as the sbX Purple Line in mid-to-late 2025.

SBCTA has initiated the Long-Range Multimodal Transportation Plan which will review and potentially modify these future BRT corridors. Long-term Omnitrans and SBCTA will continue to partner to deliver additional BRTs once the plan is completed.



Exhibit 157: Omnitrans Proposed sbX BRT Corridors, 2010

Additional Service Span

Omnitrans' customers utilize our service for many reasons with the top two being access to employment opportunities and education. These reasons often do not conform to a standard 9am-5pm workday. As the logistics, hospitality and retail sectors have continued to grow in the Inland Empire, so too has demand for transit earlier in the morning and well into the night. Omnitrans minimum service span on weekdays is from 6am-9pm, on Saturday it is 7am-9pm and on Sunday it is 7am-7pm. While most of Omnitrans' routes operate beyond these minimum levels expanding service hours would allow Omnitrans to better meet the needs of these workers and students.

In particular, Omnitrans' customers have requested through public commentary the need for longer span, as mentioned in the Public Outreach chapter. Expanding service hours to 11pm Monday through Saturday and to 10pm on Sundays would cost an additional \$5.0 million per year in escalated 2026 dollars.

Tunnel to Ontario International Airport

Ontario International Airport (ONT) has been the fastest growing commercial airport in the U.S. Passenger volume is expected to grow by 15 to 30 million annual passengers by 2040. In order to accommodate and facilitate this growth, multiple, frequent, convenient and reliable public transit options to ONT are needed. Locally, the West Valley Connector/sbX Purple line will provide connections. However, a direct, non-stop connection between Metrolink and ONT may provide the greatest potential to draw passengers to ONT from throughout Southern California.

San Bernardino County Transportation Authority (SBCTA) and Southern California Association of Governments (SCAG) have completed multiple studies focused on connecting Los Angeles County, primarily the San Gabriel Valley, to ONT. These Studies include the Ontario Airport Rail Access Study (2014), the Hybrid Rail Service Plan for San Bernardino-Los Angeles Corridor (2018) and the Los Angeles and San Bernardino Inter-County Transit and Rail Connectivity Study (2018), among others.

Following these studies, SBCTA has begun environmental clearance and design on a subsurface transit connection between the Cucamonga Metrolink Station and ONT terminals. SBCTA has developed a funding plan for the tunnel and is working to secure grant funding.

Omnitrans is the planned oversite agency for Operations and Maintenance of the tunnel service. The service will be provided in a zero-emission, rubber tire, fully autonomous vehicle. It is currently planned that the provision of the service by Omnitrans will be performed by a contractor, that will initially be procured as part of a Design Build Operate Maintain (DBOM) contract awarded by SBCTA.

Omnitrans will be responsible for providing the service and maintaining the vehicles through the contractor, providing customer service, setting service standards, setting fare policy, collecting fares, advertising the service, and reporting of performance. Maintenance of the tunnel itself will be through other mechanisms as approved by SBCTA.

The capital costs associated with the Tunnel to ONT are part of an SBCTA project and outside of the purview of this SRTP. The annual O&M costs are being developed by SBCTA's consultant HNTB. Since

vehicle selection has not yet occurred and the technology has not been finalized, Omnitrans' is placing a to be determined (TBD) value for the cost of O&M in the unconstrained plan of this SRTP.

Summary of Unconstrained Plan

Collectively, these operating elements of the Unconstrained Plan have a total annual operating cost of \$34.7 million escalated to FY2026 dollars. The breakdown of these by service type is shown in Exhibit 158.

	Unconstrained Plan Operating Costs (2026 dollars)				
Frequency on the Core Network					
Routes 1, 3/4	\$4,218,000				
Routes 14, 66	\$3,499,800				
Total	\$7,717,800				
Weekend Service on sbX	\$1,482,000				
Limited Stop Mid-Valley Service	\$4,900,000				
Additional OmniRide Services	\$2,072,000				
Haven Avenue Frequency	\$1,830,000				
Holiday Service	\$700,000				
Other Local Routes	\$10,028,100				
Future BRT Network	TBD				
Additional Service Span	\$5,000,000				
Tunnel to Ontario International Airport	TBD				
Grand Total	\$33,729,900				

Exhibit 158: Unconstrained Plan Operating Costs

Additionally, several of these services require additional vehicles which has an associated capital cost. These costs are summarized in Exhibit 159.

Exhibit 159: Unconstrained Plan Capital Costs

	Unconstrained Plan Capital Costs (2026 dollars)				
Frequency on the Core Network					
Routes 1, 3/4	\$20,900,000				
Routes 14, 66	\$19,300,000				
Total	\$40,200,000				
Weekend Service on sbX	\$-				
Limited Stop Mid-Valley Service	\$23,800,000				
Additional OmniRide Services	\$135,000				
Haven Avenue Frequency	\$8,900,000				
Holiday Service	\$-				
Other Local Routes	\$7,000,000				
Future BRT Network	TBD				
Additional Service Span	\$-				
Tunnel to Ontario International Airport	SBCTA Project				
Grand Total	\$80,035,000				

Also, as described in the Financial Plan, Omnitrans will seek funding for additional zero emission bus infrastructure including a hydrogen fuel property and solar/battery storage which have a cost of approximately \$3 million and \$20 million, respectively.

CONSOLIDATED TRANSPORTATION SERVICES AGENCY

San Bernardino County Transportation Authority (SBCTA) designated Omnitrans as the Consolidated Transportation Services Agency (CTSA) for the San Bernardino Valley in 2016. As the designated CTSA for the San Bernardino Valley, Omnitrans can allocate Measure I CTSA funds for both the operation of directly managed programs and financial support community transportation programs for seniors and individuals with disabilities operated by JPA members or non-profit organizations. Omnitrans' annual CTSA budget must be approved by both the Omnitrans and SBCTA Board of Directors each year.

Directly Managed CTSA Programs

Directly managed CTSA programs include:

- Travel Training provides one-on-one or group assistance to seniors and individuals with disabilities and helps them learn to ride the Omnitrans bus system for the first time. The program is free to participate in and is available to qualifying individuals who reside in the Omnitrans service area. The Travel Training program gives participants the information and skills to ride the bus with confidence and take advantage of its benefits. Travel training was suspended during the pandemic but is expected to resume in late FY2023.
- **Transportation Reimbursement Escort Program (TREP)** provides mileage reimbursement (\$0.40/mile up to \$80 per month) for individuals with disabilities who cannot use public transportation and rely on others to drive them for transportation. Participants choose their own driver, usually a family member, friend, neighbor, or caretaker. The reimbursement offsets the cost associated with providing transportation.
- **UBER Ride** is a subsidy program for seniors and individuals with disabilities to use Uber. The subsidy is up to \$15 per trip up to 15 trips per month. Program participants must reside in the San Bernardino Valley and the trips origin or destination must be within the San Bernardino Valley.
- **Taxi Ride** is a subsidized voucher program for seniors and individuals with disabilities to use taxis within the San Bernardino Valley. Participants pre-purchase monthly vouchers up to \$150 per month, and Omnitrans matches the cost.
- **Mobility Services and ADA Paratransit Eligibility and Certification** is performed by the Mobility Services department to best match seniors and individuals with disabilities with the services that best meet their needs.

The Mobility Services Department provides partial funding for on-demand services that enhance mobility for seniors and individuals with disabilities. Omnitrans' OmniRide service improves upon mandated Americans with Disabilities Act (ADA) complementary paratransit service. In addition to general public microtransit service that pickup at designated virtual stops, OmniRide provides specific origin/destination pickups and covers the entire community served, which is beyond the required ³/₄ - mile ADA boundary that governs OmniAccess. Additionally, OmniRide provides OmniAccess riders with

same-day origin/destination service within the OmniRide zone, where OmniAccess requires an advanced reservation at least one-day in advance. Because of these service features, OmniRide enhances ADA service beyond the minimum requirements in line with the MSI ordinance for CTSA funds. As such, the entire OmniRide program is not eligible for MSI CTSA funding. However, the proportion of OmniRide costs commensurate with the ADA, senior and disabled ridership share is eligible. This is equivalent to one-third of the overall OmniRide cost per year. This share needs to be revalidated each year based on ridership levels.

In order to reduce transportation costs for seniors and individuals with disabilities, Mobility Services also provides a fare subsidy for OmniRide. Qualified individuals OmniRide fares are reduced by 50% which make the OmniRide senior and disabled fare inline with fixed route service instead of the higher premium fare for OmniRide.

Regional Mobility Partnership Program

The core purpose of the Regional Mobility Partnership (RMP) programs is to coordinate transportation with health and human services providers. By doing this, transportation funds from transit and from the health and human services providers can be leveraged together to provide the highest quality service for eligible participants. Additionally, by coordinating transportation with the primary service provider for these eligible clients, the scheduling and flexibility of services can better match the core service provided.

The RMP program provides funding to develop and support ongoing operations of programs that provide transportation services to seniors and individuals with disabilities throughout the San Bernardino Valley. Participation in the RMP is contingent upon maintaining Measure I eligibility by serving demographics identified in the Measure I ordinance, maintaining a Service Plan, entering into a cooperative funding agreement, and strict adherence to the funding and reporting guidelines. Guidelines were established and Board approved March 2020 to create a strategy for Measure I fund distribution as well as provide guidance to the staff of the participating agencies.

Call for Projects

JPA members and non-profit organizations can join the RMP program through Omnitrans biennial call for projects. Projects are required to fulfill goals outlined in the Public Transit-Human Services Transportation Coordination Plan for San Bernardino County to be eligible for Measure I CTSA funding. Currently, Omnitrans has provided funding and continued support to twelve community organizations as shown in Exhibit 160. Descriptions of the services provided by these partners can be found in the Our Services Chapter in Exhibit 29.

PMD Dorthors	FY23 FY23		FY24	FY24	Total
Rivip Partners	Operating	Capital	Operating	Capital	
Anthesis	\$322,040	\$234,000	\$350,000	\$0	\$906,040
City of Chino	\$113,157	\$0	\$116,217	\$0	\$229,374
City of Grand Terrace	\$86 <i>,</i> 965	\$46,800	\$86,738	\$0	\$220,503
City of Ontario	\$247,791	\$180,000	\$247,791	\$0	\$675 <i>,</i> 582
City of Rialto	\$83,039	\$145,702	\$165,973	\$83,280	\$477,994
City of Yucaipa	\$128,198	\$108,000	\$124,048	\$0	\$360,246
Community Senior Services	\$164,528	\$0	\$181,582	\$0	\$346,110
Foothill Aids Projects	\$169,828	\$0	\$174,988	\$0	\$344,816
Highland Senior Center	\$52,082	\$46,260	\$46,082	\$0	\$144,424
Loma Linda University	\$75,000	\$0	\$75,000	\$0	\$150,000
Medical Center ADHS					
Lutheran Social Services of	\$55,000	\$94,500	\$55,000	\$0	\$204,500
Southern California (LSSSC)					
(Formally CCLM)					
OPARC	\$164,000	\$202,500	\$169,000	\$148,500	\$684,000
Total	\$1,661,628	\$1,057,762	\$1,792,419	\$231,780	\$4,743,589
Annual Total	\$2,71	9,390	\$2,024	,199	\$4,743,589

Exhibit 160: Regional Mobility Partner Funding Commitments

These existing partners have the opportunity to continue their programs through a simplified application process so long as they continue to provide eligible services, have reasonable cost escalation, meet reporting requirements and have been deemed low risk during their annual site visits.

Expanding the RMP program is based on applications to the biennial call for projects. Omnitrans is currently scheduled to issue a new call for projects at the end of 2023 with awards scheduled for Spring of 2024 for programs starting in summer 2024. This would continue every two years with anticipated future awards occurring in spring 2026, 2028 and 2030.

As Omnitrans has just completed its first full cycle within the RMP program ranging from award, two years of funding issued and agreement to continue these programs, Omnitrans is in the process of completing a review of the program criteria and procedures to ensure effectiveness and consistency.

Future CTSA Programs

Omnitrans works to expand the RMP program through the call for projects. Omnitrans is also working to expand the directly operated services.

Resuming and Expanding Travel Training

During the pandemic, Omnitrans ceased travel training for the safety of the travel trainers and clients that need to be trained. Omnitrans is working to reimplement travel training in early 2023. Additionally, Omnitrans has begun to identify OmniAccess customers whose typical trip could be accomplished by one fixed route boarding and have the capability to travel independently. Omnitrans will actively reach out to these customers to offer travel training.

Evaluating Fare Subsidies

Seniors and individuals with disabilities are often on fixed incomes and identify cost as a primary barrier to transportation. As the Measure I CTSA program generates more revenue than current costs for directly managed programs and RMP programs, Omnitrans is evaluating expanding the OmniRide S&D fare subsidy to other programs. This is in line with the Public Transit-Human Services Transportation Coordination Plan of San Bernardino County.

Technology Enhancements

In order to build upon travel training, mobility services will evaluate wayfinding technology specifically for seniors and individuals with disabilities. This will include enhancements to mobile technology and at key facilities. Additionally, as some seniors and individuals with disabilities have issues utilizing the technology that supports programs like Uber Ride, Mobility Services will evaluate opportunities to implement voice options for these services.

Supporting Other Innovative Services

As Omnitrans seeks to expand OmniRide to additional zones, Mobility Services will seek opportunities to ensure OmniRide provides for services that go beyond the ADA mandate.

FARE POLICY

Omnitrans' Fare Policy sets the fare (price) for all services that Omnitrans offers. This includes any discounts for prepaid passes (i.e., daily, weekly, monthly), or bulk purchases and the parameters for other fare offerings such as Go Smart.

Omnitrans' fare policy is set by the Board of Directors through approval of this SRTP. Each actual fare change is approved and implemented following the approval of each year's Annual Management Plan.

Fare policies at Omnitrans and all transit agencies are designed based on an understanding of the tradeoffs inherent in setting fares. These tradeoffs require a balance between the desire to increase ridership, increase fare revenue, and increase service offerings, while keeping the fare reasonable for the rider and keeping the public subsidy reasonable for taxpayers.

Another key tradeoff is between the frequency and size of successive fare changes. Omnitrans' experience is that a fare increase of every three to four years, based on financial needs, balances this tradeoff best. More frequent changes can be smaller but leave riders with the perception of being nickeled and dimed with increases. Too frequent increases also have each increase occurring before ridership levels recovered from previous increases. This can lead to a plateau or decline in ridership. Conversely, infrequent but large fare increases cause some financial instability for the agency and leave riders with a sense of shock at each increase.

Fare Policy Requirements

Omnitrans must comply with federal, state, and local regulations when setting and changing fares. Five of these criteria drive Omnitrans' fare policy:

- Farebox Recovery Ratio: California' Transportation Development Act (TDA) requires that transit fares and local fare subsidies cover a minimum of 20% of operating costs for general public fixed-route service and cover 10% of operating costs for ADA paratransit services.
- Half Fare: To receive FTA §5307 formula funding, a transit agency must provide seniors, disabled persons and Medicare recipients with an off-peak fare that is no greater than half of the full fare during the peak period. Given Omnitrans' flat fare structure by time of day, this means that the senior/disability/Medicare fare must be no more than 50% of the full fare. {49 CFR § 5307(d)(1)(D)}
- Access Fares: The maximum fare for ADA complementary paratransit service (OmniAccess) is two times the regular base fare on general public fixed route service. {49 CFR § 37.131}
- **Fare Equity**: Title VI of the Civil Rights Act of 1964 requires that when transit agencies change fares, the change does not place a disproportionate impact on low income or minority individuals without ensuring that any disparate impact is mitigated. Fare changes must be evaluated in a fare equity analysis while being planned and prior to being approved.
- **Measure I**: Senior and disabled rider fares on fixed route and paratransit are offset by a Measure I-funded fare subsidy. This subsidy has a two-fold purpose: 1) help fund the half-fare

and two-times fare mandates discussed previously; and, 2) provide fare relief to the senior and disabled populations. Currently, Measure I provides a \$0.05 to \$0.25 fare subsidy depending on service and exact fare purchased.

Fare Goals

Setting fares is a crucial component of establishing an agency's place in the market. While ridership levels are determined primarily by the demographic, land use and density traits of a community, these are outside of a transit agency's control. Fares, along with the quality and time-competitiveness of the service offered, are a key element within an agency's control that can influence overall ridership levels.

Increasing ridership and increasing fare revenue through appropriate fare choices are counterbalancing goals. An increase in fare will generally reduce ridership and increase fare revenue simultaneously because ridership does not typically fall by as much as the fare increases (transit fares are own-price inelastic).

The stated SRTP goals related to fares are:

- Maximize cost recovery while charging a fair fare
- Build ridership while maximizing revenue
- Price fares so that passengers pay a reasonable amount and Omnitrans achieves system-wide farebox recovery targets
- Maintain ease of understanding, ease of use, enforcement, and customer convenience of the fare structure and ensure fare media are recognizable and durable
- Provide fare media options that meet rider needs
- Promote regional integration
- Minimize boarding times through fare technology and media options
- Provide for regular fare structure reviews and adjustments

The goals provide specific guidance in determining the fare policy for FY2023-FY2030. The proposed fares strive to reach fare revenue and farebox recovery goals.

Fixed Route Fares

Exhibit 161 describes Omnitrans' proposed fixed route fare structure through FY2030. Fare increases are proposed for FY2026 and FY2029. Other than specific fares, no fare policy was changed.

Exhibit 161: Proposed Fixed Route Fare Structure

	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
Cash/Ticket Fares										
Full-Fare	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.25	\$2.25	\$2.25	\$2.50	\$2.50
Senior/Disability/	\$0.90	\$0.90	\$0.90	\$0.90	\$0.90	\$1.00	\$1.00	\$1.00	\$1.10	\$1.10
Medicare/Veteran										
Cash/Ticket Fares (10-Pack)										
Full-Fare	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$20.25	\$20.25	\$20.25	\$22.50	\$22.50
Senior/Disability/	\$8.50	\$8.50	\$8.50	\$8.50	\$8.50	\$9.50	\$9.50	\$9.50	\$10.50	\$10.50
Medicare/Veteran										
Day Passes(Single)										•
Full-Fare	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.50	\$6.50	\$6.50	\$7.00	\$7.00
Senior/Disability/	\$2.75	\$2.75	\$2.75	\$2.75	\$2.75	\$3.00	\$3.00	\$3.00	\$3.25	\$3.25
Medicare/Veteran										
Day Passes(10-Pack)	<u> </u>	Τ.	Τ.	1.	T .			T .	· .	1.
Full-Fare	\$54.00	\$54.00	\$54.00	\$54.00	\$54.00	\$59.00	\$59.00	\$59.00	\$63.00	\$63.00
Senior/Disability/	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$27.00	\$27.00	\$27.00	\$30.00	\$30.00
Medicare/Veteran										
7-Day Passes	400.00	400.00	400.00	400.00	400.00	400.00	400.00	400.00	400.00	400.00
Full-Fare	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$23.00	\$23.00	\$23.00	\$26.00	\$26.00
Senior/Disability/	\$9.00	\$9.00	\$9.00	\$9.00	\$9.00	\$11.00	\$11.00	\$11.00	\$13.00	\$13.00
iviedicare/veteran	64E 00	645.00	645.00	64E 00	61E 00	617.00	617.00	617.00	620.00	¢20.00
Youth	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	\$17.00	\$17.00	\$17.00	\$20.00	\$20.00
SI-Day Passes	\$60.00	\$60.00	\$60.00	\$60.00	\$60.00	\$70.00	¢70.00	¢70.00	¢ 80, 00,	\$20.00
Full-Fare	\$00.00 \$20.00	\$00.00	\$00.00 \$20.00	\$00.00 \$20.00	\$00.00 \$20.00	\$70.00	\$70.00 \$25.00	\$70.00 \$25.00	\$80.00 \$40.00	\$80.00
Medicare (Veteran	330.00	Ş50.00	ŞSU.UU	Ş30.00	ŞSU.UU	ŞSS.00	355.00	333.00	Ş40.00	\$40.00
Vouth	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$53.00	\$53.00	\$53.00	\$60.00	\$60.00
Average Fare	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.32	\$1.32	\$1.32	\$1.77	\$1.44
GoSmart	Ş1.20	J1.20	J1.20	Ş1.20	J1.20	JT.JZ	Υ 1. 52	JT.JZ		Ş1.44
GoSmart The Go Smart fare is a pre-negotiated fare for all riders that attend a partner university, college, trade/technical school, or high school, or work at a partner employer. Participants must have an active, valid Omnitrans-										
	compatible ID card as proof of fare.									
Free Fares	ree Fares									
Children	Height < 46°; ilmit 2 free per fare-paying rider.									
Personal Care	Accompa	Accompanying an ADA Rider.								
Attendant	Omnitran	Owniting and DTA Employees and family with Employee (Equily ID, OCTA, 14, Matter, and 5, 1111, T, 11)								
Employees	Employee	Umnitrans and KTA Employees and family with Employee/Family ID; UCTA, LA Metro and Foothill Transit								
Promotional Fares	Eree or re	aduced fare	s for promo	tional effor	ts may he a	uthorized h	v the Direct	or of Marke	ating & Com	munications
Tromotional Tures	the CEO/	General M	anager or	the Board	of Directo	rs in accor	dance with	their purc	chasing aut	hority levels.
	Promotio	nal fares sh	all be made	available o	on a limited	time basis	only. Free o	or reduced f	fares canno	t be provided
	for ongoi	ng use by a	any group c	or organizat	ion as this	would circu	, umvent the	fare policy	. Special ev	, vent free-ride
	vouchers	for commu	nity organiz	ations shal	l be limited	to no more	e than two e	events per y	vear.	
Regional Transfers	•									
OmniRide Transfer	Free with	a valid Om	niRide ride.							
Metrolink Transfer	Free to ri	ider; SCRRA	pays one l	base fare fo	or two boar	rdings with	a MetroLin	k ticket/pa	ss. A one-w	ay Metrolink
	ticket car	n be used l	eaving a M	etrolink sta	ation. A rou	und trip Me	etrolink tick	et or pass	may be us	ed to/from a
	Metrolin	< station. R	CTC pays an	additional	half					
RTA Transfer	Omnitran	is accepts v	alid RTA pas	sses as a on	e-ride trans	sfer at a poi	nt of conta	ct. RTA reci	procates fo	r local service
	and a \$1.	50 charge f	or Commut	erLink.						
Beaumont Transit	Omnitran	is accepts c	urrent valid	Beaumont	Transit Pas	sses as a on	e-ride trans	fer at a poi	nt of conta	ct. Beaumont
Transfer	Transit re	ciprocates	except offer	rs a discour	it on comm	uter link.				
VVTA Transfer	Omnitran	is accepts c	urrent valio	I VVTA Trar	nsit Passes	as a one-ric	le transfer	at a point o	of contact.	/VTA offers a
E a a th'ill Tao a sit Tao a sfa a	discount	on BV Link	passes.	E a statu Tar					6 t t	
FOOTNIII Transit Transfer	Umnitran	Omnitrans accepts current valid Footnill Transit Passes as a one-ride transfer at a point of contact. Foothill Transit								
Supling Transit Transfer	Omnitro	ites.	urront valid	Cupling De		o rido traca	for at a pai	nt of cont-	et Cupline -	ociprocatas
Summe transfer Ommittans accepts current valid Summe Passes as a one ride transfer at a point of contact. Summe Peciprocates.										
On Roard CR.D	On Reard S&D \$0.10 per bearding									
Outlot C&D	\$0.10 per	\$0.05 per boarding								
	1 20.00 hei	Souraing								
Fixed route fares apply to sbX Bus Rapid Transit, Local, Express and Community Circulator routes. Omnitrans has proposed keeping fixed-route fares consistent amongst classes of fixed-route service to maintain fare simplicity for the rider.

For fixed route fares, the fare categories are defined as follows:

- Senior: 62 years of age and older that can be proven with a birth certificate, driver's license, D.M.V. ID card or a social security Medicare card.
- Disability/Medicare: Individuals can qualify if they can present: a C.A letter confirming 50% disability, D.M.V. Disability Placard receipt, Social Security insurance award letter, Omnitrans physician statement form, or Medicare card.
- Youth: An individual 18 years of age or younger who is not already covered by the children free fare. D.M.V. ID or high school ID may be required.

For senior/disability/Medicare fares, Omnitrans offers specific ID Cards rather than requiring this information at the time of boarding.

OmniAccess Fares

OmniAccess is the complementary paratransit service required by the Americans with Disability Act (ADA). As described in the Fare Policy Requirements, OmniAccess fares are governed by a mandate that fares cannot exceed two times the base fare for fixed route service.

Exhibit 162 shows Omnitrans' proposed OmniAccess fares. There are no changes to policy, other than the proposed fare increases scheduled for FY2026 and FY2029. These changes are designed to remain consistent with the two times base fare requirement minus the \$0.25 fare subsidy provided by Measure I.

OmniAccess riders must have met ADA eligibility requirements prior to riding.

The OmniAccess fare covers the ADA-eligible rider, and each OmniAccess rider may transport up to two children at no additional cost. An ADA-qualified Access rider may have a Personal Care Attendant (PCA) accompany them at no charge. If space permits, a qualified OmniAccess rider may bring companions along; however, the companions are required to pay full OmniAccess fare.

OmniAccess fares are based on the number of zones traveled. The base fare covers 1-3 Zones, which is a distance comparable to the longest routes in Omnitrans' fixed route network. The OmniAccess zone map is shown in Exhibit 163.

OmniAccess service is provided within a ¾-mile area around each Omnitrans fixed route.

		1	1	1	1	1	1	1	1	1
	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
OmniAccess Fa	OmniAccess Fares									
1-3 Zone	\$3.75	\$3.75	\$3.75	\$3.75	\$3.75	\$4.00	\$4.00	\$4.00	\$4.25	\$4.25
Cash/Ticket										
Each	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00
Additional										
Zone										
Average Fare	\$3.75	\$3.75	\$3.75	\$3.75	\$3.75	\$4.69	\$4.69	\$4.69	\$5.20	\$5.20
Free Fares										
Personal Care	Accompa	nying an A	DA Rider							
Attendants										
(PCA)										
Children	Children Height < 46"; limit 2 per fare paying riders.									
Measure I Fare	Measure I Fare Subsidy									
Fare Subsidy	\$0.25 per	\$0.25 per boarding								

Exhibit 162: Proposed OmniAccess Fare Structure

Exhibit 163: OmniAccess Service Area Map and Zone Map, FY2023



OmniRide Fares

Exhibit 164 provides the proposed fare structure for OmniRide, Omnitrans' microtransit service.

As part of the FY2023 Annual Service Plan, the Board of Directors approved a fare reduction for seniors, people with disabilities, Medicare, or veteran customers using OmniRide services by utilizing Measure

I CTSA funds for the 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.

	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
OmniRide Fares (per ride)										
Regular	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	\$4.50	\$4.50	\$4.50	\$5.00	\$5.00
Senior/Disability/	\$2.00	\$2.00	\$1.00	\$1.00	\$1.00	\$1.15	\$1.15	\$1.15	\$1.30	\$1.30
Medicare/Veteran										
Average Fare	\$2.48	\$2.48	\$2.48	\$2.48	\$2.48	\$2.79	\$2.79	\$2.79	\$3.10	\$3.10

Exhibit 164: Proposed OmniRide Fare Structure

Long-Term Fare Strategy

In addition to the specifics of the current and proposed fare policy and fare changes described above, Omnitrans anticipates monitoring and potentially implementing other changes to overall fares during this SRTP period.

Omnitrans will monitor developments in the areas of:

- **Open-Loop Fare Payments**, which is effectively the ability to take credit cards directly on board at the farebox without an intermediary technology like mobile payment.
- **Cashless On-Board Payment**, which would restrict acceptance of cash to transit centers and pass sales outlets to support the dual objectives of increasing travel speeds by reducing dwell time and reducing cash handling expense.
- Fare Free Transit Initiatives, which have ranged through the industry from targeted free ride programs for students like Omnitrans' pilot program called "Free Fares for School" to systemwide free fare initiatives.
- **Ticket Vending Machine (TVMs) trends**, which have varied from installing more TVMs to eliminating TVMs as mobile ticketing has become more common.
- Fare technology upgrades, Omnitrans current fareboxes are reaching end of life and will soon no longer be supported by the manufacturer. In order to implement open-loop fare payments and likely to go cashless, Omnitrans would need to upgrade its fare technology or alternatively, going fare free would eliminate the need. Omnitrans will monitor the developments of alternative fare technology to recommend the appropriate course of action.

Over the next few years, Omnitrans will seek funding to support a transition to open-loop fare payments and by either utilizing the California Integrated Travel Project (Cal-ITP) model including state contracts or other payment technology modeled off of and coordinated with Cal-ITP.

TITLE VI FARE AND SERVICE EQUITY ANALYSES

As a recipient of federal funding under the Federal Transit Administration's (FTA's) guidelines, Omnitrans is required to report at least triennially on compliance with Title VI requirements. These requirements are outlined in the FTA Circular FTA C 4702.1B, dated October 1, 2012. These requirements are set forth in Section 601 of Title VI of the Civil Rights Act of 1964, which states that no person will be discriminated against, excluded from, or denied service based on race, color, or national origin.

To remain in compliance with 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 may be demonstrated that no group or groups are being denied service based on discriminatory planning.

Omnitrans is also required to conduct a Title VI analysis during the planning process for every major fare or service change before it occurs. By including these Fare and Service Equity Analyses in the Short-Range Transit Plan (SRTP), Omnitrans is demonstrating compliance in that the evaluations were completed as a component of the planning process.

Fare Equity Analysis

Omnitrans' proposed Fare Policy is detailed in the previous chapter. The SRTP must deliver a proposal with a balanced budget using expected available revenue sources compared to forecasted costs. In order to develop a balanced budget and meet California's Transportation Development Act (TDA) mandated farebox recovery ratios, Omnitrans proposes two fare increases in FY2026 and FY2029.

The Fare Equity Analysis does not address whether or not the agency can increase fares, but whether or not the agency does so in a fair and equitable manner. The analysis verifies that the proposed fare changes do not unfairly impact minority ridership, either by disparate treatment (intentional action) or by disparate impact (unintentional consequence). By offering alternate fare payment forms, Omnitrans gives its riders options whereby costs can be reduced, and the effects of fare increases can be mitigated.

As Omnitrans must present a balanced budget, this SRTP includes two across-the-board fare increases: 10% increase in FY2026 and 9% in FY2029. The fare increase in FY2026 would be the first increase in 7 years as the last time Omnitrans increased fares was in FY2019. Exhibit 165 through Exhibit 167 describe the proposed fare increases.

The proposed fares maintain Omnitrans' current fare structure in terms of multiple discounts, and the relative discounts are generally maintained for discounted fare groups. OmniAccess fares are determined by a rule which states that ADA complementary paratransit fares cannot exceed two times the fixed route base fare.

The two fare increases proposed over the next seven fiscal years are necessary to close a projected budgetary shortfall.

	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
Cash/Ticket Fares										
Full-Fare	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.25	\$2.25	\$2.25	\$2.50	\$2.50
Senior/Disability/	\$0.90	\$0.90	\$0.90	\$0.90	\$0.90	\$1.00	\$1.00	\$1.00	\$1.10	\$1.10
Medicare/Veteran										
Cash/Ticket Fares (1	LO-Pack)									
Full-Fare	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$20.25	\$20.25	\$20.25	\$22.50	\$22.50
Senior/Disability/	\$8.50	\$8.50	\$8.50	\$8.50	\$8.50	\$9.50	\$9.50	\$9.50	\$10.50	\$10.50
Medicare/Veteran										
Day Passes (Single)	¢6.00	<i></i>		¢6.00	<i></i>	66 F0	66 F0	66 F 0	67.00	<u> </u>
Full-Fare	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.50	\$6.50	\$6.50	\$7.00	\$7.00
Senior/Disability/	Ş2.75	Ş2.75	Ş2.75	Ş2.75	Ş2.75	\$3.00	\$3.00	\$3.00	\$3.25	Ş3.25
Day Passes (10-Pack	()									
Eull-Fare	\$54.00	\$54.00	\$54.00	\$54.00	\$54.00	\$59.00	\$59.00	\$59.00	\$63.00	\$63.00
Senior/Disability/	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$27.00	\$27.00	\$27.00	\$30.00	\$30.00
Medicare/Veteran	Ş23.00	Ş23.00	Ş23.00	Ş23.00	Ş23.00	Ş27.00	Ş27.00	Ş27.00	Ş30.00	Ş30.00
7-Day Passes										
Full-Fare	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$23.00	\$23.00	\$23.00	\$26.00	\$26.00
Senior/Disability/	\$9.00	\$9.00	\$9.00	\$9.00	\$9.00	\$11.00	\$11.00	\$11.00	\$13.00	\$13.00
Medicare/Veteran										
Youth	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	\$17.00	\$17.00	\$17.00	\$20.00	\$20.00
31-Day Passes										
Full-Fare	\$60.00	\$60.00	\$60.00	\$60.00	\$60.00	\$70.00	\$70.00	\$70.00	\$80.00	\$80.00
Senior/Disability/	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00	\$35.00	\$35.00	\$35.00	\$40.00	\$40.00
Medicare/Veteran		4			4	4	4	4		4
Youth	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$53.00	\$53.00	\$53.00	\$60.00	Ş60.00
GoSmart	The Ce (a matiata d	forma form al	البينوا مبيم الم				aallaaa
Gosman	trade/te	chnical sch	ns a pre-n	gh school	or work a	it a nartne	at attenu er emplove	a partner Pr. Particin	ants must	have an
	active, va	alid Omnit	rans-comp	atible ID o	ard as pro	of of fare.	i cinpioye			nave an
Free Fares			·		•					
Children	Height <	46"; limit	2 free per	fare-payin	g rider.					
Personal Care	Accompa	anying an <i>I</i>	ADA Rider.							
Attendant Transit Agapov	Omnitra	nc and DT	\ Employo	oc and far	aily with E	mployoo/I	Eamily ID:		Motro and	Footbill
Employees	Transit F	mnlovees	with Empl	ovee ID		прюуеел	ranniy iD,	UCTA, LA		FOOLIIII
Promotional Fares	Free or r	reduced fa	res for pro	omotional	efforts ma	ay be auth	orized by	the Direct	or of Mar	keting &
	Commur	nications,	the CEO/G	ieneral Ma	anager or	the Board	of Direct	ors in acco	ordance w	ith their
	purchasi	ng authori	ty levels. F	Promotion	al fares sha	all be mad	e available	e on a limit	ed time ba	asis only.
	Free or r	educed far	es cannot	be provide	ed for ongo	oing use by	any group	or organiz	ation as th	is would
	circumve	ent the far	e policy. S	pecial eve	nt free-rid	e voucher	s for com	nunity org	anizations	shall be
Decional Transform	innited to			events per	year.					
OmniBide	Free with	n a valid O	mniRide ri	de						
Transfer	TICE WILL									
Metrolink	Free to r	ider; SCRR	A pays one	e base fare	for two b	oardings w	ith a Meti	roLink tick	et/pass. A	one-way
Transfer	Metrolin	k ticket ca	n be used	leaving a l	Metrolink	station. A	round trip	Metrolink	ticket or p	bass may
	be used	to/from a	Metrolink	station. R	CTC pays a	n addition	al half			

RTA Transfer	Omnitrans accepts valid RTA passes as a one-ride transfer at a point of contact. RTA reciprocates for local service and a \$1.50 charge for CommuterLink.
Beaumont Transit	Omnitrans accepts current valid Beaumont Transit Passes as a one-ride transfer at a point of
Transfer	contact. Beaumont Transit reciprocates except offers a discount on commuter link.
VVTA Transfer	Omnitrans accepts current valid VVTA Transit Passes as a one-ride transfer at a point of contact.
	VVTA offers a discount on BV Link passes.
Foothill Transit	Omnitrans accepts current valid Foothill Transit Passes as a one-ride transfer at a point of contact.
Transfer	Foothill Transit reciprocates.
Sunline Transit	Omnitrans accepts current valid Sunline Passes as a one ride transfer at a point of contact. Sunline
Transfer	reciprocates.
Measure I Subsidy	
On Board S&D	\$0.10 per boarding
Outlet S&D	\$0.05 per boarding

Exhibit 166: Proposed OmniAccess Fare Structure

	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
OmniAccess Fai	OmniAccess Fares									
1-3 Zone	\$3.75	\$3.75	\$3.75	\$3.75	\$3.75	\$4.00	\$4.00	\$4.00	\$4.25	\$4.25
Cash/Ticket										
Each	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00
Additional										
Zone										
Free Fares										
Personal Care	Accompa	nying an A	DA Rider							
Attendants										
(PCA)										
Children	Height < 4	46"; limit 2	per fare p	aying rider	s.					
Measure I Fare	Subsidy									
Fare Subsidy	\$0.25 per boarding									

Exhibit 167: Proposed OmniRide Fare Structure

	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
OmniRide Fares (per ride)										
Regular	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	\$4.50	\$4.50	\$4.50	\$5.00	\$5.00
Senior/Disability/	\$2.00	\$2.00	\$1.00	\$1.00	\$1.00	\$1.15	\$1.15	\$1.15	\$1.30	\$1.30
Medicare/Veteran										

FY2026 Proposed Fare Increase

A comparison was made between the media types most affected by the proposed fare changes, the proportion of minority use of those affected media types, the propensity of use of the media types in question, and how these compare to the minority proportion found within the agency's service area and area served.

Proportions of minority and non-minority populations were determined for the regions defining our Service Area, and the half-mile buffer region around all of Omnitrans' fixed routes. This was done to obtain a baseline level estimation of minority proportions of our ridership.

As well, proportion of minority usage for each fare media type was determined from data taken from the results of the 2017 Onboard Rider Survey, which was the most recent onboard survey data which

estimated fare media type usage by ethnicity. This was cross referenced with data determining propensity of use of fare media type obtained by our farebox system.

The greatest differential in fare increases by media type were not found to correspond to the highest proportion of minority use of the respective fare media type or to the greatest positive difference between minority use of fare media type and baseline minority proportion within the fixed route buffer region. The only times these two phenomena do correspond is with Veteran fare 7-day passes and with Youth fare 31-day passes. As well, fare type use must account for propensity of use of that fare media type; in that, there is little correspondence between the preponderant use of a fare media type and the proportion of minority use of that media type or in how much higher over average its fare is proposed to be raised. The only times these do occur are for General/Full fare 31-day passes and for Senior/Disabled fare 31-day passes. In both these cases, alternate fare media options exist with the 7-day pass packets which are priced more affordably, and which will not have as great a differential in price increase. Even 10-day passes, which have differentials between 8.0% and 11.8%, are still lower than the differentials for both the 7-day passes and the 31-day passes. In all cases in which fare increase seems onerous to a particular fare media type, riders within the affected categories have other fare media options by which they can save money.

FY2029 Proposed Fare Increase

With the proposed fare increase for FY2029, there were several differences noted in Exhibit 168. First, the overall increases were less than for those proposed for FY206 (with few exceptions). Second, there continues to exist better options in all cases for riders to purchase different fare types if one or another type had increased extraordinarily.

Fare Type	% Differential in Proposed Fare Increase	Difference between Usage Minority and Buffer Minority Proportions	Variance from Mean of Adjusted Fare Use Overall
General/Full fare 1-day pass	7.70%	2.24%	12.93%
General/Full fare 1-way cash	11.10%	7.28%	-1.54%
General/Full fare 7-day pass	13.00%	4.05%	1.48%
General/Full fare 31-day pass	14.30%	3.18%	11.60%
Senior/Disabled fare 1-day pass	8.30%	-2.76%	7.36%
Senior/Disabled fare 1-way cash	10.00%	-15.15%	-3.58%
Senior/Disabled fare 7-day pass	18.20%	-12.53%	-1.66%
Senior/Disabled fare 31-day pass	14.30%	-11.56%	4.75%
Veteran fare 1-day pass	8.30%	-2.63%	-5.43%
Veteran fare 1-way cash fare	10.00%	-1.81%	-6.69%
Veteran fare 7-day pass	18.20%	10.12%	-6.47%
Veteran fare 31-day pass	14.30%	-23.70%	-5.73%
Youth fare 7-day pass	17.60%	17.42%	-4.65%
Youth fare 31-day pass	13.20%	10.37%	-1.77%

Exhibit 168: FY2029 Proposed Fare Increase by Type

For example, for Senior/Disabled/Veteran 7-day passes, which had proposed to increase 22.0% for FY2025, the proposed increase was still high at 18.2% for FY2029. But in this case, the riders within this cohort had the options to purchase passes for one-day, 10-day (at 10.5% or 11.1%), or 31-day periods, which were all lower proportion increases than for the 7-day passes. For Youth Fare 7-day

passes, the proposed increase is 17.6%, which is challenging considering that the minority usage difference is a high 17.42% for that fare type. However, this increase offers options as well, since Youth fare 31-day passes can still be purchased at a much lower proposed fare increase of 13.2%, which will save the purchaser significantly on price per fare. 31-day passes for the general public and for Senior/Disabled/Veterans did go up 14.3%, which was higher, and these do accord with higher variance from mean adjusted fare use at 11.6% and 4.75% above mean use, respectively. However, riders do have the option of purchasing 7-day or 10-day passes; one or the other fare type offers better deals depending on the cohort using them.

In all cases, the increases are not uniform across the board, and offer riders the opportunity to save money on a per-fare basis by purchasing other fare types which do not increase in price as much.

Fare Equity Analysis Conclusion

The proposed fare increases for FY2026 and FY2029 will not disparately impact minority populations, nor will they impose a disproportionate burden on them. Omnitrans would remain in compliance with its Title VI mandate with both proposed fare increases.

Service Equity Analysis

As part of the constrained plan, it is anticipated that Omnitrans focus on two major service changes within this SRTP.

Between FY2023 through the end of FY2025, Omnitrans is focusing on service resumption to restore service to planned levels to improve overall ease of use of the system. The primary focus is on frequency resumption and improved transfer connectivity.

In partnership with San Bernardino County Transportation Authority (SBCTA), Omnitrans is planning to deliver the West Valley Connector bus rapid transit line, including constructing electrical charging upgrades at the West Valley Maintenance Facility and conducting training and commissioning to initiate revenue service in 2025.

Service Equity for Service Resumption

Omnitrans established a service resumption plan in the wake of the COVID-19 pandemic to return to normal service levels in a strategic and fiscally sustainable manner. A seven-step resumption plan was adopted by our Board of Directors as part of the FY2022 Annual Service Plan as shown in Exhibit 169.

Exhibit 169: Service Resumption Plan, FY2022

	7-Step Service Resumption Plan							
Step 1:	Resume canceled routes, e.g., Route 67, with a focus on schools.							
Step 2:	Resume specific school tripper service.							
Step 3:	Return AM peak frequencies on core routes.							
Step 4:	Second Tier routes (which were reduced to 60-minute frequencies) will be returned to 30-minute peak frequency service.							
Step 5:	Return 15-minute peak service on core routes.							
Step 6:	Resume remaining weekday service.							
Step 7:	Resume Weekend Services that had been reduced.							

Exhibit 170: Determination of Minority and Low-Income Minority to Service Resumption Plan, FY2022

Demographic Buffer	Total Population	Minority *	% Minority	Low-Income White (Adjusted)	Low-Income or Minority (LIM)	% LIM
Population of County (2019)	2,180,085	1,584,922	72.7%	68,274	1,653,196	75.8%
Population of Service Area	1 556 579	1 194 514	76 7%	33 614	1 228 128	78 9%
(Includes Area within All JPA Cities' Limits)	1,550,575	1,194,514	70.776	55,014	1,220,120	70.5%
3/4-Mile of Any Fixed Route Stops						
(September 2020 Alignment)						
Within (ADA/OmniAccess Area Served)	1,352,319	1,063,812	78.7%	29,490	1,093,302	80.8%
Not-Within	827,766	521,110	63.0%	38,784	559,894	67.6%
County Total	2,180,085	1,584,922	72.7%	68,274	1,653,196	75.8%
1/2-Mile of Any Service Stops						
(includes 60-Minute or greater service)						
Within	1,213,144	965,457	79.6%	25,242	990,699	81.7%
Not Within	966,941	619,465	64.1%	43,032	662,497	68.5%
1/2-Mile of Step 0 Service Resumption						
(Status Quo)						
Within	1,200,392	960,683	80.0%	25,209	985,892	82.1%
Not Within	979,693	624,239	63.7%	43,065	667,304	68.1%
1/2-Mile of Service Resumption						
Steps 1, 2, 3	540.446			10.010	456 474	
Within	543,116	445,564	82.0%	10,910	456,474	84.0%
Not Within	1,636,969	1,139,358	69.6%	57,364	1,196,722	73.1%
1/2-Mile of Service Resumption						
Step 4	C02 CE0		00.20/	14 701	570 727	02.20/
	693,650	555,996	80.2%	14,731	570,727	82.3%
Not Within	1,486,435	1,028,926	69.2%	53,543	1,082,469	72.8%
1/2-White of Service Resumption						
Step 5	470 225	207 707	91 69/	10.022	407 720	96 70/
Not Within	470,525	1 107 215	64.0%	10,022	407,729	00.7% 73.0%
1/2 Mile of Service Posumption	1,709,700	1,107,215	09.4%	56,252	1,245,407	12.0%
Stops 6 & 7						
Within	760 268	615 271	80.0%	16 011	621 292	82.0%
Not Within	1 /10 817	969 551	68.3%	52 263	1 021 81/	72 0%
1/2-Mile of Concatenated	1,419,817	909,551	00.376	52,203	1,021,814	72.0%
Stons 1-A						
Within	965 819	776 307	80.4%	19 951	796 258	87 4%
Not Within	1 214 266	808 615	66.6%	48 323	856 938	70.6%
1/2-Mile of Concatenated	1,214,200	000,015	00.070	+0,525	050,550	70.070
Steps 1-5						
Within	984.061	791.036	80.4%	20,480	811,516	82.5%
Not Within	1.196.024	793.886	66.4%	47.794	841.680	70.4%
1/2-Mile of Concatenated	_,,	,		,	,	
Steps 1-7						
Within	984,061	791,036	80.4%	20,480	811,516	82.5%
Not Within	1,196,024	793,886	66.4%	47,794	841,680	70.4%
*Defined as total nonulation minus White Al	one (not Hisna	nic or Latino)	By default	all not white alone	equal "minority"	-

*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 group data, except for determination of Low-Income Whites, which is at the tract level. A service equity analysis was conducted prior to the adoption of the plan. For every step in the Service Resumption Plan that goes into effect, those who benefit by returning services will be in communities with Low-Income or Minority (LIM) proportions which are higher than that within in our service area overall. Details of the determination of LIM proportions in our service area in relation to our proposed Resumption Steps are in Exhibit 170. As each step in the Service Resumption Plan has a positive effect on a greater proportion of LIM ridership than that seen in the service area overall, there is no disparate impact or disproportionate burden placed LIM population. Omnitrans remained in compliance with its Title VI mandate.

Omnitrans continues its service resumption plan as part of the FY2023 Annual Service Plan. It is forecasted that Omnitrans reaches 100% of planned services by the end of FY2025.

Service Equity Analysis for the sbX Purple Line

The San Bernardino County Transportation Authority (SBCTA) in cooperation with the Federal Transit Administration (FTA) prepared the Environmental Impact Report/Environmental Assessment for the West Valley Connector project in 2019 that will operationally become the sbX Purple Line in 2025.

SBCTA Board of Directors certified the Final Environmental Impact Report/Environmental Assessment in May 2020. The Environmental Document included an assessment of impacts on Environmental Justice (Low-Income and Minority) populations and concluded that the project would not have an impact on Environmental Justice populations.

Prior to the implementation of revenue service of the sbX Purple Line, Omnitrans will complete a service equity analysis to be approved by our Board of Directors in the Annual Service Plan.

PUBLIC OUTREACH

ConnectForward Plan

In 2019 Omnitrans was working on the SRTP that focused on financial sustainability to balance the agency's budget and to prepare for future regional and community transit needs. The document focused on the long-term ConnectForward Plan that began with the work of the joint Omnitrans and San Bernardino County Transportation Authority (SBCTA) Ad Hoc Committee that included both service reductions and an increase in funding. Most of this plan was developed long before COVID-19 impacted system ridership and revenue.

Route eliminations, frequency changes, new services, and other network and policy changes were proposed. Together, these proposals on an annualized basis resulted in the 11%, 71,000 revenue hour, and \$5 million reduction as recommended by the Ad Hoc Committee. A service equity analysis of these proposals was completed and concluded that all proposed changes did not result in disparate impact or impose disproportionate burdens on minority populations.

Omnitrans held public meetings to gather feedback on the proposals. Between January and February 2020 Omnitrans held 22 public meetings shown in Exhibit 171. During these meetings, Omnitrans staff interacted with 750 people. Omnitrans received a total of 358 comments at these meetings, via email, over the phone and through social media. Sixty-six percent of these comments were related to the ConnectForward proposals. Thirty-four percent of the comments were categorized as Other. Exhibit 172 through Exhibit 174 provide a summary of the public comments.

CITY/COMMUNITY	LOCATION	DATE	TIME
San Bernardino	San Bernardino Transit Center	Monday, January 13, 2020	6:00 A.M. – 9:00 A.M.
San Bernardino	San Bernardino Transit Center	Monday, January 13, 2020	3:00 P.M. – 6:00 P.M.
*Yucaipa	Yucaipa City Hall	Tuesday, January 14, 2020	3:00 P.M. – 5:00 P.M.
Fontana	Fontana Transit Center	Wednesday, January 15, 2020	6:00 A.M. – 9:00 A.M.
*Upland	Upland City Hall	Wednesday, January 15, 2020	3:00 P.M. – 6:00 P.M.
Fontana	Fontana Transit Center	Thursday, January 16, 2020	3:00 P.M. – 6:00 P.M.
Rialto	Foothill & Riverside Bus Stops	Friday, January 17, 2020	11:00 A.M. – 2:00 P.M.
Montclair	Montclair Transit Center	Tuesday, January 21, 2020	6:00 A.M. – 9:00 A.M.
Chino	Chino Transit Center	Tuesday, January 21, 2020	3:00 P.M. – 6:00 P.M.
*San Bernardino	Plans and Programs Meeting	Wednesday, January 22, 2020	9:00 A.M.
Redlands	Redlands Mall Bus Stops	Thursday, January 23, 2020	3:00 P.M. – 6:00 P.M.
Ontario	Ontario Mills	Friday, January 24, 2020	11:00 A.M. – 2:00 P.M.
*Grand Terrace	Grand Terrace Community Room	Monday, January 27, 2020	3:00 P.M. – 5:00 P.M.
Montclair	Montclair Transit Center	Wednesday, January 29, 2020	11:00 A.M. – 2:00 P.M.
*Chino Hills	Chino Hills City Hall	Wednesday, January 29, 2020	4:00 P.M. – 7:00 P.M.
San Bernardino	San Bernardino Transit Center	Thursday, January 30, 2020	6:00 A.M. – 9:00 A.M.
*Fontana	Fontana City Hall	Thursday, January 30, 2020	3:00 P.M. – 6:00 P.M.
*Ontario	Dorothy Quesada Community Center	Monday, February 3, 2020	4:00 P.M. – 7:00 P.M
Colton	Arrowhead Regional Medical Center Transfer Center	Tuesday, February 4, 2020	11:00 A.M. – 2:00 P.M.
*San Bernardino	Omnitrans: East Valley Facility	Tuesday, February 4, 2020	4:00 P.M. – 7:00 P.M.
*San Bernardino	Board Meeting	Wednesday, February 5, 2020	8:00 AM
Rancho Cucamonga	Chaffey College Transit Center	Thursday, February 6, 2020	11:00 A.M. – 2:00 P.M.

Exhibit 171: ConnectForward Public Meetings

*Formal Public Hearings.

The ConnectForward Plan proposed the following:

- Route Eliminations: Routes 5, 7, 20, 80, 86, 308, 325 and 365
- Frequency Changes: Routes 2, 3, 4, 8, 14, 22, 61, 66, 290, 309, and 310
- Map Changes: Routes 1, 29, 81, 82, 83, and 84
- New Routes: Routes 6, 87, 305, and 383
- New Services: MicroTransit Chino Hills
- Access Map Changes: Eliminate Beyond the Boundary Service and map changes associated with fixed route changes
- Access Policy Changes: 3-day reservation window

Of the comments that identified a route, a total of 70% of the comments related to OmniGo Yucaipa (Routes 308/309/310) and OmniGo Grand Terrace (Route 325). Of the 70%, 32% related to Yucaipa and essentially asked for additional service rather than service reductions. Of the 70%, 38% where related to OmniGo Grand Terrace and over half of those were from one individual. The requests in Grand Terrace related to maintain service to the Grand Terrace Senior Center and maintaining a one-seat ride between the VA Hospital and the Senior Center. While Omnitrans understood the requests from these communities, the primary services in these areas were not financially sustainable.

In both cases, Omnitrans' Mobility Services Department partners with the cities through the Regional Mobility Partnership (RMP) program. At the time, a new call for projects was issued for the RMP program and Omnitrans helped the cities apply for additional grant funding.



Exhibit 172: Summary Public Comments, ConnectForward

Exhibit 173 shows the distribution of comments by route. The blue is the total number of comments, the red the total number of concerns, and then the gap between the blue and the red show the share of positive comments by route. As can be seen in this graph, there were very few comments on any service change other than OmniGo Grand Terrace (325) and OmniGo Yucaipa (Routes 308/309/310). The only other comment with double digit concerns related to Route 81, where there were requests to maintain service to Ontario Mills. Following these comments, Omnitrans was able to maintain service to Ontario Mills.



Exhibit 173: Public Comments by Route, ConnectForward

The four most common Other comments include: 1) a desire for additional service area, with Redlands Community Hospital and South Ontario/Chino being mentioned with most frequency, 2) requests for additional stop amenities including shelters and benches, 3) request for longer hours of span, particularly on weekend evenings, and 4) more frequency across routes that were not seeing service changes.

Exhibit 174: Other Public Comments, ConnectForward



'Other' Category Comment Breakdown

Due to the uncertainty of the COVID-19 pandemic at the time, the ConnectForward Plan became the basis for the FY021 Annual Service Plan. The service plan focused on the financial sustainability of the agency and scalability of returning to normal planned service levels. The FY2021 Annual Service Plan was approved by the Omnitrans' Board of Directors in May 2020. In September 2020, Omnitrans implemented the ConnectForward Plan changes.

FY2023-2030 SRTP

In February 2023, Omnitrans held public meetings to gather public feedback on the:

- Fiscal Year 2024 (FY2024) Service Plan Service Resumption Omnitrans continues its adopted Service Resumption Plan in FY2024, which begins in July 2023. Omnitrans seeks public input on the resumption plan. It is projected that service resumption continues through FY2025 before reaching 100% of planned services. The plan prioritizes restoring services to 30-minute frequency and 15-minute frequency routes followed by weekend services.
- Short-Range Transit Plan Omnitrans seeks public input on its FY2023-2030 Short-Range Transit Plan (SRTP). Through the end of FY2025 Omnitrans plans to focus on service resumption efforts per the adopted Service Resumption Plan. In mid-to-late 2025, Omnitrans plans to launch the sbX Purple Line, currently known as the West Valley Connector project, being planned and constructed in partnership with San Bernardino County Transportation Authority (SBCTA). Omnitrans proposes maintaining current fares for at least the next two years with potential fare changes in FY2026 and FY2029.

The SRTP also identifies services that Omnitrans will seek additional funding for through grants and other sources that meet needs previously expressed by the community. Omnitrans will seek funding for services ranging from increased frequency, limited stop service, additional OmniRides and expanded weekend and holiday service.

A total of 18 public meetings were held as shown in Exhibit 175. By meeting at the locations below, Omnitrans staff had the opportunity to interact with public members on all fixed and on-demand services. During these meetings Omnitrans staff interacted with 300 people. Omnitrans received a total of 185 comments at these meetings, on our webpage, via email, via mail, over the phone, and through social media.

CITY/COMMUNITY	LOCATION	DATE	ТІМЕ	ROUTES TO MEETING
				83, 84, 85, 88,
Chino	Chino Transit Center	Thursday, February 2, 2023	3:00 P 7:00 P.M.	OmniRide Chino Hills
	Arrowhead Regional Medical			1, 19, 22,
Colton	Center	Friday, February 3, 2023	7:00 A 10:00 A.M.	OmniRide Bloomington
Rialto	Foothill @ Riverside Bus Stop	Friday, February 3, 2023	3:00 P 6:00 P.M.	14, 22
Montclair	Montclair Transit Center	Monday, February 6, 2023	6·00 A 9·00 A M	66, 84, 85, 88, OmniBide Unland
Ontario	Ontario Mills	Monday, February 6, 2023	11:00 A = -2:00 P M	61 81 82
San Bernardino*	Omnitrans Metro Facility	Monday, February 6, 2023	5:00 P 7:00 P.M.	14
San Bernardino	San Bernardino Transit Center	Tuesday, February 7, 2023	6:00 A 9:00 A.M.	sbX, 1, 2, 3, 4, 6, 8, 10, 14, 15, 215, 300, 305
Fontana	Fontana Transit Center	Tuesday, February 7, 2023	3:00 P.– 6:00 P.M.	10, 14, 15, 19, 61, 66, 67, 82, 312
Yucaipa	Yucaipa Transit Center	Wednesday, February 8, 2023	1:00 P 4:00 P.M.	19, 319
Virtual Meeting*	Online	Wednesday, February 8, 2023	6:00 P 7:00 P.M.	Online
Ontario	Civic Center	Thursday, February 9, 2023	6:00 A 9:00 A.M.	61, 83, 87
Rancho Cucamonga	Rancho Cucamonga Metrolink Station	Thursday, February 9, 2023	11:00 A 2:00 P.M.	82, 380
Redlands	Redlands Mall	Friday, February 10, 2023	10:00 A 1:00 P.M.	8, 15, 19
Loma Linda	VA Hospital	Friday, February 10, 2023	3:00 P 6:00 P.M.	sbX, 2, 19
Virtual Meeting*	Online	Saturday, February 11, 2023	10:00 A 11:00 A.M.	Online
San Bernardino	Cal State	Monday, February 13, 2023	7:00 A 10:00 A.M.	sbX, 2, 6, 312
Highland	Baseline @ Boulder Bus Stop	Monday, February 13, 2023	1:00 P 4:00 P.M.	3, 4, 15
Muscoy	Baker Learning Family Center	Tuesday, February 14, 2023	11:30 A 1:30 P.M.	312

Exhibit 175: FY2024 Service Plan and FY2023-2030 SRTP Public Meetings

Exhibit 176 shows the breakdown of the comments received by the public. Just over 62% (n=115) of the comments related to the SRTP, including the sbX Purple Line, fare proposals, and future service enhancements outlined in the Unconstrained Plan of this SRTP. Only 8.6% (n=16) of the comments were about the FY2024 Service Plan proposal which proposes to continue with the Service Resumption Plan to reach 100% of planned service levels. Just over 29% (n=54) of the comments were not related to either the SRTP or the FY2024 Service Plan, so they were categorized as "Other".



Exhibit 176: Summary Public Comments, FY2023-FY2030 SRTP & FY2024 Service Plan

Of the SRTP-related comments 46% called for increased frequency as shown in Exhibit 177. Routes 2, 290, and 319, were the three routes the public wrote for this service enhancement. Increasing frequency on these routes go beyond the frequency levels approved within the ConnectForward Plan. Route 319 received 94% of the 46% comments supporting increased frequency. Nearly half of the comments supporting increased frequency for Route 319 were written by employees or staff with a Yucaipa Joint Unified School District email.

With respect to the sbX Purple Line, there were comments that supported the project and that supported extended weekend service and additional span. Of the 19 comments, only three expressed concerns over the underlying local route changes: one on the proposed frequency reduction of Route 61; one on the proposal to split Route 61 into East and West routes; one on the proposal to end Route 82 at Ontario Mills. More information about the proposed 61-East, 61-West, and Route 82 can be found in the Constrained Plan chapter.

Printed information, including hand outs, and staff advised the public that any proposed service and fare changes in the SRTP are subject to additional public hearings prior to any implementation.





Only 8.6% (n=16) of the total comments related to the FY2024 Service Plan proposal to continue with the Service Resumption Plan that was adopted in the FY2023 Service Plan shown in Exhibit 178. Exhibit 179 details which routes the public supports the resumption of service.

Exhibit 178: Adopted FY2023 & Proposed FY2024 Service Resumption Plan





Exhibit 179: FY204 Service Resumption Plan Comment Breakdown

Other comments (29% of the total comments, n=54) are shown in Exhibit 180. Top themes included fixed route services, Pre-ConnectForward services, bus stop amenities, and fleet. Nine of the 12 fixed route service comments were compliments about buses being on-time and that services are useful. All 11 comments received under the Pre-ConnectForward requested that Omnitrans bring back route services that were eliminated or modified per the ConnectForward Plan. Six of the nine comments under Bus Stop Amenities requested amenities such as benches, lights, shelters and trash cans. Finally, under Fleet, the public requested more onboard amenities such as USB plug-ins and Wi-Fi on Community Circulator vehicles. Comments also supported the transition to ZEB vehicles.



Exhibit 180: Other Public Comments