



# ConnecTransit Plan



Adopted by Board of Directors

**May 2023**

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## i. INTRODUCTION

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### Background

The ConnecTransit Plan (“the Plan”) is a community-driven sustainable transportation plan that seeks to develop community-identified transit-related needs within the San Bernardino Valley region. As part of California Climate Investments, the Plan is funded through a statewide initiative that puts billions of Cap-and-Trade dollars to work reducing greenhouse gas emissions, strengthening the economy, and improving public health and the environment — particularly in disadvantaged communities to identify key equitable outcomes related to transit access, service, connectivity, and utilization patterns among potential riders.

Omnitrans is the public transit agency serving the San Bernardino Valley, an area that includes 15 cities and several unincorporated areas in the southwest corner of San Bernardino County. The Omnitrans ConnecTransit Plan was developed in coordination with the California Air Resources Board (CARB), the Other and Belonging Institute (OBI) at UC-Berkley, two sub-grantee community-based organizations (Arrowhead United Way and El Sol), and consulting firm Nelson\Nygaard.

The objectives of the ConnecTransit Plan are as follows.

- 1) *Create a community-driven sustainable transportation equity plan that clearly defines community-identified transit-related needs within the San Bernardino Valley region (including in Disadvantaged Communities) and prioritizes transit and related community projects for implementation that are equitable and that increase the sustainability of the transportation system.*
- 2) *Outline projects, such as services and capital improvements, that Omnitrans and its partner agencies can implement with California Air Resources Board (CARB) Sustainable Transportation Equity Project (STEP) implementation funds or other grant funding programs, which will improve transit equity, increase access to key destinations, and reduce GHG emissions.*

This Plan summarizes the data sources, analysis tools, and methodologies used to identify communities with high likelihood of residents experiencing mobility needs, as well as potential gaps in transportation access with the existing transit network. The Plan utilized a community-driven approach to identify potential solutions during the 20-month timeline illustrated in Figure 1.

**Figure 1 ConnecTransit Plan Milestone Timeline**


## 1. OVERVIEW

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This chapter outlines the overall approach and strategies that were implemented to maximize engagement with members of the STEP Community (defined below) by dedicating resources to reach and involve community members from historically underserved and economically distressed areas. This Plan provides proposals that address community-identified transportation needs and priorities.

### OMNITRANS NETWORK CONDITIONS

Across a 480-square mile service area, Omnitrans' services include local fixed routes, sbX bus rapid transit line, express routes, circulator shuttle routes, OmniRide microtransit services, OmniAccess paratransit service, and Mobility Services for older adults (age 62+) and people with disabilities.

#### ***Fixed-Route Transit Network***

Omnitrans' fixed-route network consists of 27 local fixed routes and one regional bus rapid transit (BRT) route known as the sbX Green Line. Most local fixed-route services operate seven days a week with headways ranging from 15 to 60 minutes. Five routes (1, 3, 14, 61, 66) in addition to sbX provide frequent peak period service of 15-minutes or better. The sbX Green Line provides express service along a 15.7-mile corridor in the cities of San Bernardino and Loma Linda. sbX features dedicated bus-only lanes, traffic signal prioritization, onboard Wi-Fi, power outlets, and on-board bike racks to achieve quicker travel times and better on-time performance. Omnitrans has recently completed upgrading its bus fleet to offer Wi-Fi on all routes.

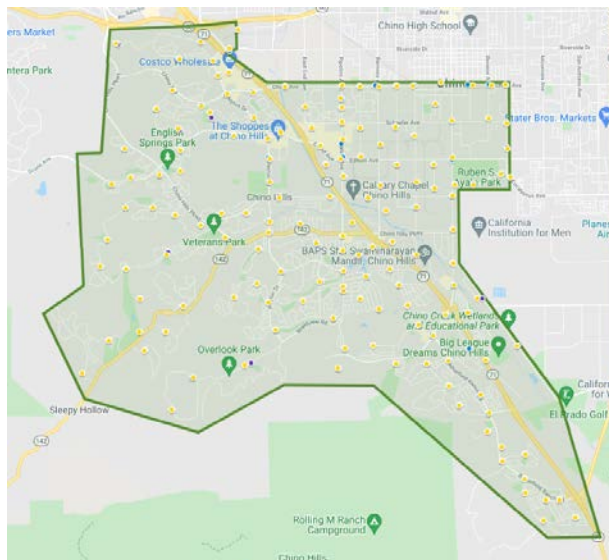
Two commuter rail systems operate within Omnitrans' service area: Metrolink and Amtrak. Metrolink's Inland Empire-Orange County line has two stations in San Bernardino (San Bernardino Depot and San Bernardino Downtown) and the Riverside Line has a station in Ontario (East Ontario Metrolink Station). Metrolink's San Bernardino line stops at seven stations within Omnitrans' service area (Montclair, Upland, Rancho Cucamonga, Fontana, Rialto, San Bernardino Depot, and San Bernardino Downtown). Amtrak's Southwest Chief and Sunset Limited lines operate within Omnitrans' service area at the San Bernardino Santa Fe Depot Station and Ontario Station, respectively. At each commuter rail station, Omnitrans offers connecting service with a combination of fixed-route service and microtransit options.

Finally, many connections are provided from Omnitrans' service area to neighboring communities by other public transit providers including Beaumont Transit, Mountain Transit, Victor Valley Transit, Riverside Transit, Foothill Transit, and SunLine Transit. Private providers such as Greyhound and Flixbus offer intercity connections within and across Omnitrans' service area.

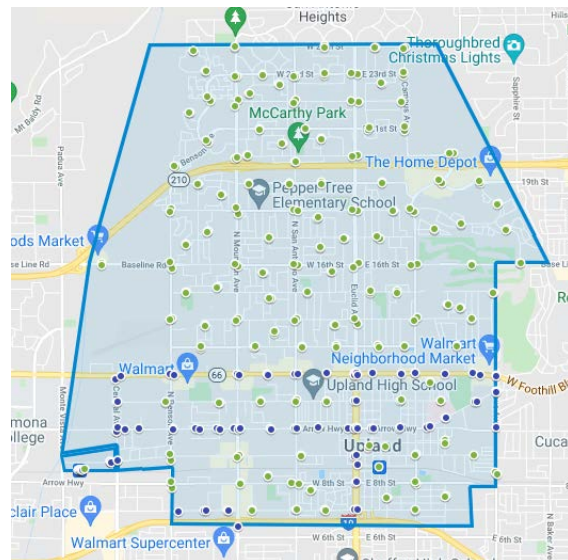
### Microtransit (OmniRide)

To supplement its fixed-route network, Omnitrans offers on-demand microtransit service branded as OmniRide that serves as a community circulator. Operating in the communities of Bloomington, Chino/Chino Hills, and Upland (Figure 1), OmniRide is a reservation-based, on-demand, shared transit service. For \$4 per ride (\$1 for veterans and disabled/seniors/Medicare and \$2 for K-12 students), the fare includes a same-day pass and allows customers to connect to Omnitrans bus service. OmniRide Bloomington is the newest service, which began in January 2022 and replaced a fixed bus route, Route 329. Currently, OmniRide operates from 6 a.m. to 8 p.m. on weekdays.

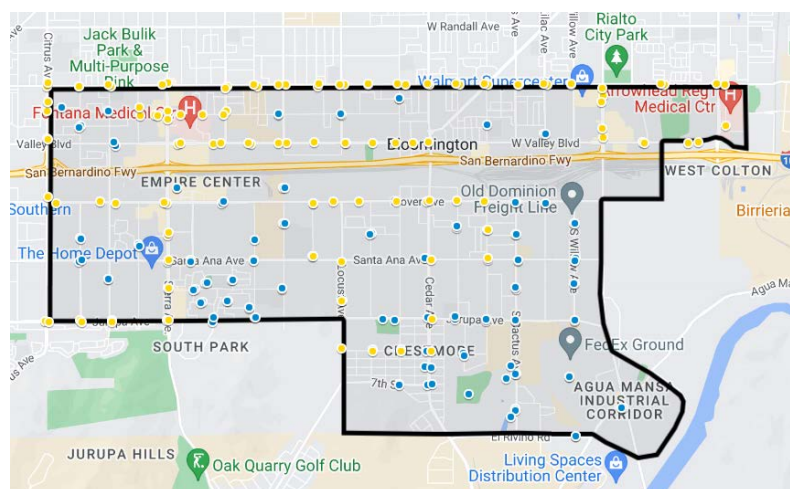
**Figure 2 OmniRide Service Area Boundaries**



Chino/Chino Hills Service Area Boundary



Upland Service Area Boundary



Bloomington Service Area Boundary



***Paratransit (OmniAccess)***

Like all public transit agencies that provide fixed-route transit services, Omnitrans operates a federally required paratransit service as stipulated under the American with Disabilities Act (ADA). that provides curb-to-curb mobility to people with disabilities within 0.75 miles of a fixed-route service. The service, known as OmniAccess, is zone-based and initially costs \$3.75 for a trip. Trips must be reserved a day in advance.

***Mobility Services***

Complementing OmniAccess services, Omnitrans also offers a number of program-based mobility solutions for seniors (ages 62+) and individuals with disabilities.

The Omnitrans RIDE program offers a monthly match to eligible riders for taxi or Uber service for any trip purpose. Once approved for the program, Omnitrans will match the amount contributed by the rider (up to a maximum monthly limit).

The Omnitrans Travel Training program provides customized assistance to seniors and individuals with disabilities and equips them with the knowledge and skills to travel comfortably on public transportation. During travel training, participants learn how to use a bus book, travel to and from bus stops, communicate with bus drivers, pay fares, buy passes, board and alight the bus, and make transfers to other buses. Participants can also receive a customized travel plan for specific destinations they may frequently visit such as a doctor's office, shopping mall, senior center, school, or work.

The Volunteer Driver Program provides mileage reimbursement for individuals with disabilities who rely on others to drive them for transportation. Volunteer drivers usually consist of a family member, friend, neighbor, or caretaker. Qualifying individuals must be unable to use public transportation for some or all trips and require the assistance of another individual to travel. Residents in the eastern portion of Omnitrans' service area ("East Valley") residents can contact Omnitrans Mobility Services to enroll in the program. AgingNext Services operates the volunteer driver program for residents of the western portion of Omnitrans' service area ("West Valley").

## **STEP COMMUNITY AND AREAS OF GREATEST MOBILITY NEED**

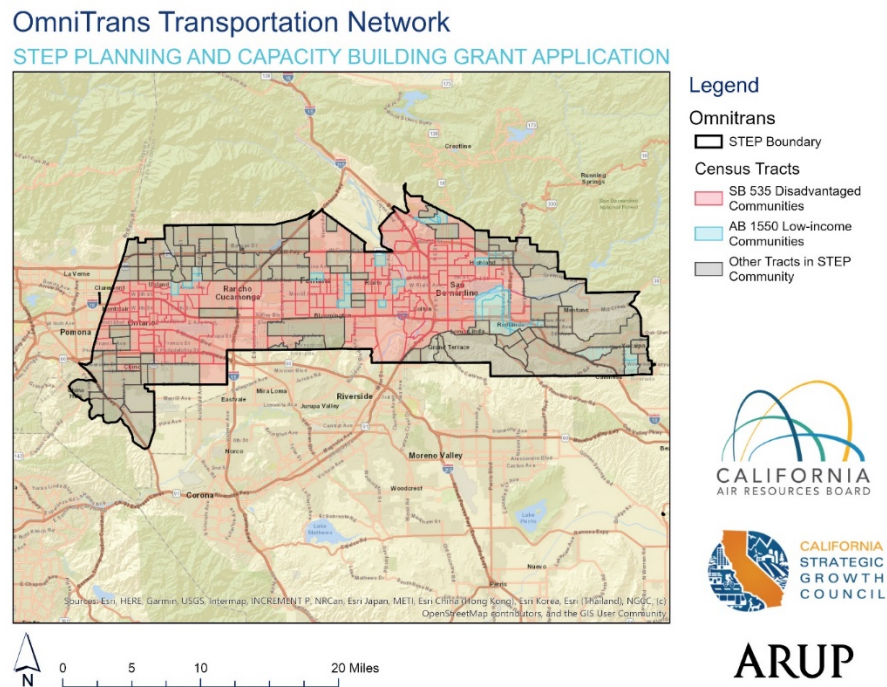
The ConnecTransit Plan studied the entire area within this STEP Community boundary (which is Omnitrans' service area), while placing a priority on engaging residents of areas more likely to experience barriers to equal access, opportunities, and resources due to disadvantages created by historical transportation policy and built environment / development patterns. Areas with high concentrations of residents likely having alternative mobility needs often have homogeneous land uses that orient low-density commercial and retail or industrial development along major arterial roadways are often offset by miles of residential housing. Residents may be likely to have lower incomes, limited access to autos for personal use, and have longer walk access to nearest transit service. The quality of fixed route service (frequency) may vary depending on proximity to major regional transit or employment centers. The lower income households generate less tax revenue, often creating funding gaps for critical pedestrian and multimodal

infrastructure to support safe and comfortable transit stops. Land uses may also result in limited access to activities of daily living such as grocery stores (food deserts), critical healthcare, social services, as well as cultural, educational and employment opportunities.

In line with the goals and requirements of the CARB STEP grant program, Omnitrans defined the STEP Community, the area that will be covered by the ConnecTransit Plan, shown in the maps below. Under the CARB STEP grant program definition, a STEP community is made up of at least 50% Census Tracts designated as SB 535 Disadvantaged Communities where residents are most burdened by pollution that causes climate change and affects public health or AB 1550 Disadvantaged Communities where residents are burdened by pollution and at least 10% of households live on low incomes. By land area, 51% of Omnitrans' service area is designated as either SB 535 Disadvantaged Communities or AB 1550 Low-Income Disadvantaged Communities, as shown in the map below.

As part of the analysis of existing conditions and market assessment, Nelson\Nygaard provided a map of potential mobility needs within the broader STEP Community, guiding where the community organization partners, Arrowhead United Way and El Sol, dedicated resources to implement culturally relevant and customized engagement, outreach, and education activities.

For more information on the approach to identify communities likely to experience the greatest mobility needs, refer to the *ConnecTransit Outreach Plan* in **Appendix I** and *ConnecTransit Equity Index Memorandum* in **Appendix J**.



## AREAS OF GREATEST MOBILITY NEED

Nelson\Nygaard developed an Equity Index to illuminate specific areas within the STEP Community that should be centered in the Plan process. Figure 2 summarizes the seven equity indicators, data sources, and associated metrics by Census block group included in the Equity Index.

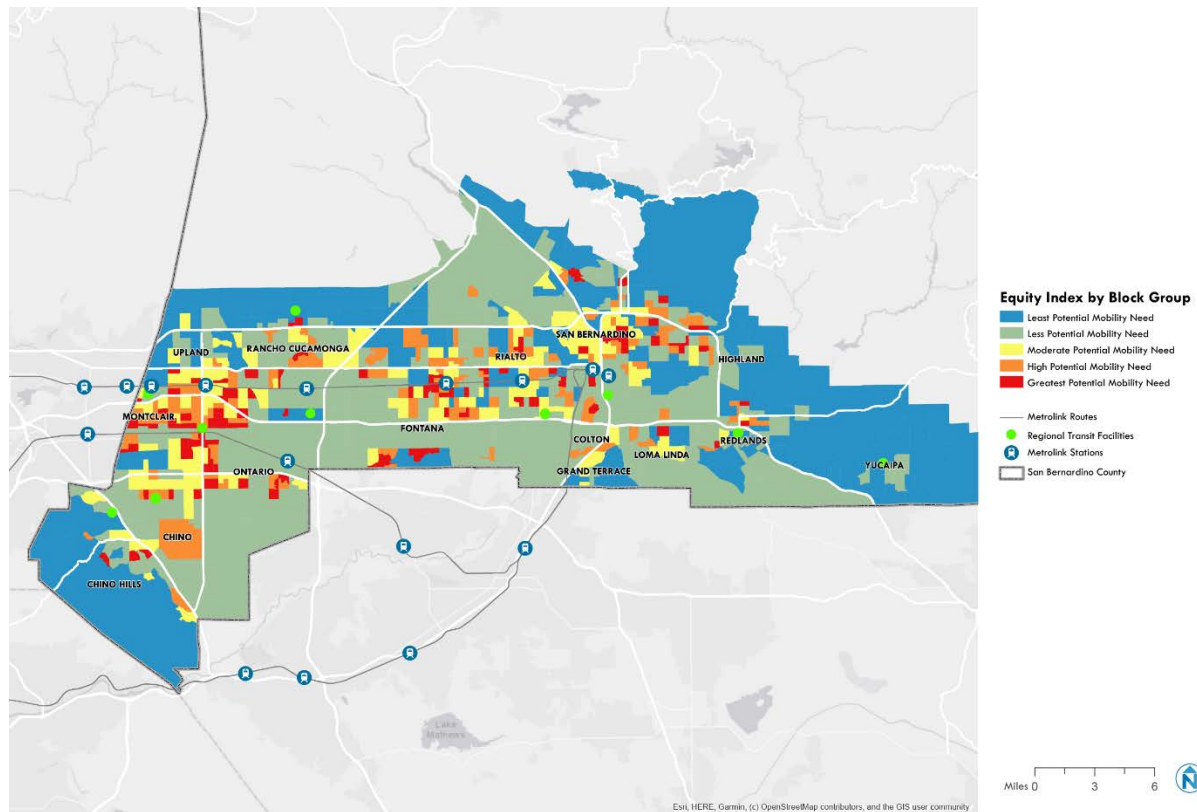
**Table 1 Summary of Equity Index Indicators, Associated Metrics, and Data Sources**

Equity Index Indicator	Metric	Data Source
Racialized and minoritized population	Percent of residential population who self-identify as non-White	U.S. Census American Community Survey 5-year Estimates (2015-2019)
Children and youth	Percent of residential population ages 18 years old or less	U.S. Census American Community Survey 5-year Estimates (2015-2019)
Older adults	Percent of residential population ages 65 years old or more	U.S. Census American Community Survey 5-year Estimates (2015-2019)
Households living in poverty	Percent of households earning annual incomes \$50,000 or less	U.S. Census American Community Survey 5-year Estimates (2015-2019)
Households who do not speak English	Percent of households who reported speaking English less than "very well"	U.S. Census American Community Survey 5-year Estimates (2015-2019)
Households with no access to a vehicle	Percent of households with access to zero vehicles	U.S. Census American Community Survey 5-year Estimates (2015-2019)
Households exposed to sources of pollution	CalEnviroScreen 4.0 Pollution Burden percentile	CalEnviroScreen 4.0

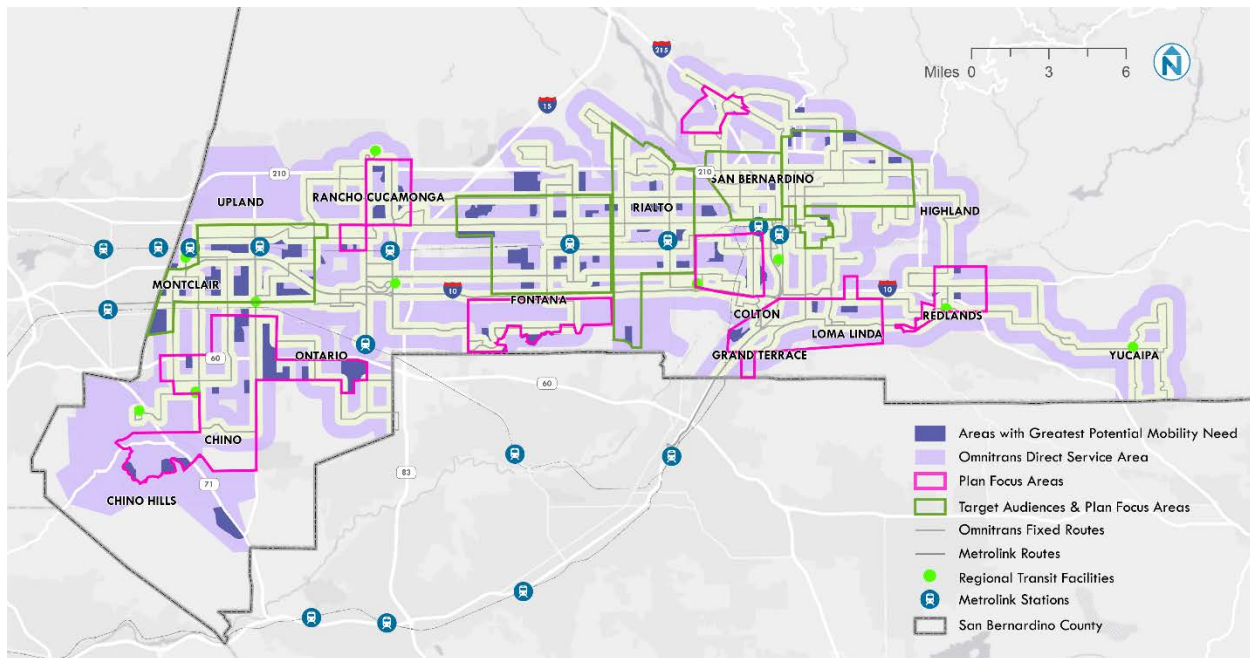
Based on the Equity Index, Nelson\Nygaard proposed twelve (12) plan focus area boundaries in Figure 4 to the Project Team based on where the Equity Index results indicated the highest concentration of people and households in Census Block Groups categorized as "High Potential Mobility Need" and "Greatest Potential Mobility Need." Detailed explanation of weight of aforementioned factors can be found in the **Appendix J**. The Project Team identified the following as the most distressed communities per the Equity Index:

Focus Area Name	Approximate Area Boundaries
Montclair / Upland / Ontario	Holt Blvd–Vineyard Ave–Foothill Blvd–Central Ave–I-10 Freeway/Mills Ave
Central Fontana	Baseline Ave –Locust Ave – W San Bernardino Ave–Cactus Ave–I-10 Freeway –Cherry Ave–Arrow Ave–East Ave
Rialto / Bloomington	Sycamore Ave–N Linden Ave–Cedar Ave–El Rivino Rd–Cactus Ave–W San Bernardino Ave–N Pepper Ave–E Highland Ave
San Bernardino / Highland	17th St–Mills St – E St – Church Ave
North San Bernardino	30th St – 5th St – Cajon Wash - E St

**Figure 3 Map of Equity Index by Census Block Group in the Omnitrans Service Area**



**Figure 4 ConnecTransit Areas of Greatest Mobility Need**



A complete list of Focus Area communities is below:

Focus Area Name	General Area Boundaries
(1) Montclair, SW Upland, N Ontario	Phillips Blvd-Vineyard Ave Mills Ave-Central Ave
(2) Chino, Central Ontario	Mission Blvd-Kimball Ave Chino Hill Pkwy-Euclid Ave
(3) Cimarron, Kendall Hills, Hudson	Kendall Dr-Ogden St Gray St-Little Mountain Dr
(4) S Fontana, Bloomington	Slover Ave-Philadelphia St Mulberry Ave-Cactus Ave
(5) Upland, Rancho Cucamonga	Banyan St-8 <sup>th</sup> St Archibald Ave-Rochester Ave
(6) C Fontana	Baseline Ave – 10 Freeway East Ave-Linden Ave
(7) Rialto	Sycamore Ave-San Bernardino Ave



Focus Area Name	General Area Boundaries
	Cactus Ave-Pepper Ave
(8) NE San Bernardino, Highland	17 <sup>th</sup> St-Mills St E St – Church Ave
(9) N San Bernardino	30 <sup>th</sup> St – 5 <sup>th</sup> St Cajon Wash - E St
(10) N Colton, W San Bernardino	Rialto Ave-Valley Blvd Pepper Ave-K St
(11) Loma Linda, Grand Terrace	Cooley Ave-Main St Terrace Ave-California St
(12) North Redlands	Pioneer Ave-Brookside Ave Nevada St-Judson St



## 2. CONNECTRANSIT PLAN SCOPING AND APPROACH

In developing the ConnecTransit Plan, the Project Team adopted a planning approach (or scoping framework) to comprehensively assess the community needs and opportunities in Omnitrans' service area and inform recommendations. The framework involves the following components:

**Needs & Purpose**

**Goals & Objectives**

**Community-Driven Solutions**

**Recommendations and Workforce**

1. **Need for and Purpose of the Plan:** the inputs and considerations used to identify the mobility needs of STEP study area communities, informing development of Plan goals and objectives.
2. **Plan Goals:** the desired outcomes or results of the proposed implementation projects and solutions.
3. **Community-Driven Solutions:** specific policy interventions, strategic investments, and implementation project concepts to accomplish one or more specific goals.
4. **Recommendations and Workforce:** the solutions that are most supported by the community and potential aspects of implementation may generate employment or job training opportunities.

### NEED FOR AND PURPOSE OF THE PLAN

A thorough review of Omnitrans' existing services and network identified various gaps, challenges, and barriers faced by community members in areas of greatest mobility need when trying to access public transit. For example, Omnitrans' most frequent services tend to traverse east-west arterials, limiting connectivity for those making north-south trips or travelling outside of major urban areas. A service change implemented due to the COVID-19 pandemic starting in 2020 included reduction of frequencies on many routes, which accounted for shifts in travel behavior. As Omnitrans strives to restore service frequencies, understaffing has been a prominent challenge on the road to recovery.

Rigorous community outreach also helped identify limitations in existing transit service, particularly from equity perspectives. A Community Advisory Council (CAC) was formed

with residents of diverse backgrounds who live in areas identified in the equity analysis as Areas of High Mobility Need. The CAC members provided input and perspectives on mobility barriers faced by individuals with the greatest mobility needs and how Omnitrans can holistically improve their services. A community-wide survey was also conducted in Fall of 2021, and focus groups were convened in March of 2022 to target outreach towards equity-focus areas. Extensive in-person outreach was conducted to encourage participation in the surveys and focus groups by residents of Areas of Greatest Mobility Need.

Altogether, these efforts illuminated key issues such as bus frequency, off-peak-hour service, personal safety and security, and access to recreational resources. This input informed development of the Plan Goals, which are stated below. In light of these findings, and supported by the recommendations of previous planning efforts, this Plan provides Omnitrans potential solutions to remedy areas of community need.

Further community survey and focus group activities were conducted in September and Fall 2022 to gather preferences and level of support for potential solutions.

## PLAN GOALS & OBJECTIVES

The mobility needs identified were used to establish concise goals and objectives, listed below. Goal and objective statements were refined with input from Omnitrans, CAC members, Survey and Focus Group participants through March 2022.



### Health and Safety

Provide services that promote the personal health and safety of communities and riders



### Service Reliability

Promote investments that improve mobility service reliability, such as frequency and travel times.



### Mobility Access and Connectivity

Expand community access to mobility services and provide safe, efficient connections between services and activity centers.



### Rider Experience and Information

Improve onboard and stop area comfort and information about available services, such as trip planning etc.

## COMMUNITY-DRIVEN SOLUTIONS

As demonstrated in the development of Plan Goals and Objectives, formation of the ConnecTransit Plan is rooted in consistent and recurring community dialogue. An iterative process was used to meaningfully engage the community in the process of developing and refining potential projects and determining the critical factors for riders and community members in evaluating potential projects.

The community and stakeholder engagement process included numerous touchpoints throughout the two-year planning process, allowing the Project Team to refine and tailor solutions through engagement with the CAC, Focus Groups, community surveys, popup demonstrations, and other in-person engagement opportunities. The Plan Team's approach to community engagement was divided into two rounds, each with distinct themes:

Round 1: What are the community's biggest issues facing transit usage?

Validating resident / traveler needs and desired improvements identified through plan reviews and neighborhood canvassing and sidewalk intercepts of community members in targeted areas identified through the Plan Equity Index analysis.

Round 2: Do these potential solutions help address your concerns / challenges w/using transit?

Adding context to potential solution typologies regarding implementation and potential benefits/impacts considering what it is and what services Omnitrans currently provides.

A list of potential needs and issues with descriptions of solutions and key implementation benefit and impact information was vetted with Omnitrans staff, CAC members, and Focus Group participants prior to solicitation of broad community feedback through the second community survey. Chapter 3 of this report presents the various engagement approaches, events, and findings in-depth.

ConnecTransit Plan recommendations and prioritization were informed by the results of comparative evaluation by the Project Team, as well as feedback received from community members and key stakeholders.

## 3. COMMUNITY ENGAGEMENT

### APPROACH

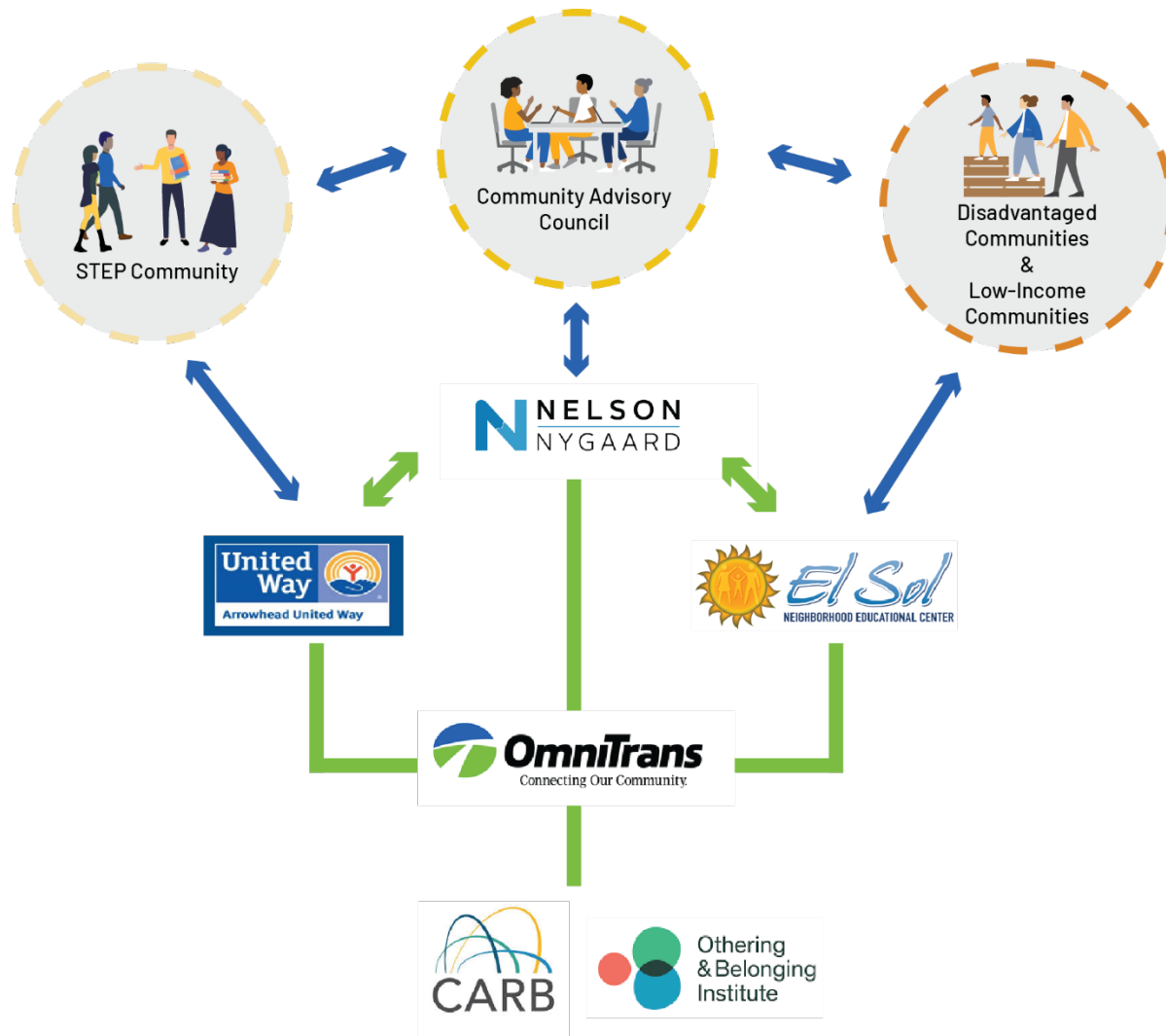
The ConnecTransit Outreach Plan developed by the Project Team early in the planning process (**Appendix I**) outlined the overall approach and strategies that were implemented to maximize engagement with members of the STEP Community by dedicating resources to reach and involve community members from Areas of Greatest Mobility Need. The Outreach Plan set the stage for developing a Plan that would address community-identified transportation needs and priorities.

Engagement Goal	Outreach Result
Obtain at least 500 community member survey responses over project period	Over 2,300 surveys received during two rounds of engagement
Engage at least 200 community members over project period	Gathering place intercept surveys (over 300) and popup event attendance (over 100)

### PROJECT TEAM

The partnership structure for developing the ConnecTransit Plan is shown in Figure 4 below. with the ConnecTransit Plan Team included Omnitrans, two community-based organizations / grant sub-recipients El Sol Neighborhood Education Center (El Sol) and Arrowhead United Way (AUW) consulting firm Nelson\Nygaard (NN), and grant program technical assistance provider Othering & Belonging Institute (OBI).

**Figure 5 ConnecTransit Team Partnership Structure**



Nelson\Nygaard developed the ConnecTransit Plan with input from Project Team members, Community Advisory Council members, and community engagement conducted with STEP Community residents.

## COMMUNITY ADVISORY COUNCIL (CAC)

The ConnecTransit Team established a Community Advisory Council (CAC) comprised of five individual residents of Areas of High Mobility Need throughout the STEP community. CAC member selection was conducted through an application process structured to empower residents with lived experience in the Areas of High Mobility Need and who represented unique perspectives on transit and mobility.

The CAC met six (6) times throughout the development of the ConnecTransit Plan to receive briefings on project progress and to provide input on community engagement

efforts and goals and recommendations in the Plan. The CAC utilized consensus decision making as its governing and decision-making structure.

Mtg #	Meeting Date	CAC Meeting Focus
1	November 2021	<ul style="list-style-type: none"> <li>Initial gathering of the Community Advisory Council.</li> <li>Set Council meeting guidelines and decision-making processes.</li> <li>Discuss past experiences with Omnitrans outreach and engagement efforts.</li> <li>Workshop to align community engagement, outreach and education activities with phases of the ConnecTransit Plan process.</li> </ul>
2	January 2022	<ul style="list-style-type: none"> <li>Briefing on Community Survey #1 results and future community engagement.</li> <li>Workshop to inform the scope and objectives of the ConnecTransit Plan.</li> </ul>
3	April 2022	<ul style="list-style-type: none"> <li>Discussion on Community Survey #2 objectives and format.</li> <li>Input on development of project prioritization / decision-making frameworks.</li> <li>Workshop to identify potentially suitable clean transportation and implementation projects.</li> </ul>
4	August 2022	<ul style="list-style-type: none"> <li>Briefing on Community Survey #2 results and the draft version of the ConnecTransit Plan decision-making framework. Discussion of how to apply initial results to develop a list of potential solutions.</li> <li>Workshop to define how the pop-up demonstration event can help refine the framework/Plan.</li> </ul>
5	October 2022	<ul style="list-style-type: none"> <li>Briefing and discussion on the roadmap for Omnitrans, partner agencies, and CAC action.</li> <li>Discussion to provide input on the community-vetted ranked project list and funding opportunities.</li> </ul>
6	January 2023	<ul style="list-style-type: none"> <li>Briefing on the development of the Final Plan and next steps to deliver on community expectations.</li> </ul>

### **ConnecTransit Plan Equity Statement Refinement**

The Project Team has been committed to consistently incorporating equity lenses in the ConnecTransit Plan as part of an iterative process, and equity stands as a core value that threads through all goals and objectives in the Plan. In collaboration with the CAC, the Othering and Belonging Institute (OBI) at UC-Berkeley, Omnitrans' Senior Leadership Team, and Omnitrans staff from the Diversity, Equity, Inclusion, and Belonging Committee, the following equity vision statement was developed for the Plan:

*The ConnecTransit Plan Team will work alongside key stakeholders with special attention to disadvantaged communities including: Black, Indigenous, People of Color (BIPOC) and members of the Lesbian, Gay, Bisexual, Trans, Queer, +, and those community members that lie at the intersections of any and all of the identities listed above, to develop and deliver equitable, holistic, sustainable, and restorative mobility solutions by combining a programmatic analysis of services and projects along with a continuous and inclusive decision-making process.*

See **Appendix E** for the definitions of key terms.



The Plan equity statement was initially developed by CAC members and refined iteratively by OBI as well as Omnitrans staff throughout the life of the ConnecTransit Plan. After multiple work sessions, the equity statement was settled upon.

When developing potential solutions, the Project Team ensured sensitivity to the needs of riders so that proposed solutions consider opportunities to create restorative benefits and corrective actions.

### ***CAC Member Experience***

At the conclusion of the final CAC meeting (#6), members were asked to complete an exit survey to provide critical feedback on their experience and advise on how to improve services moving forward.

Results of the CAC member exit survey showed that CAC members enjoyed their experience and provided positive and insightful feedback about their experience serving on the CAC. CAC members said future CACs should have an option to meet in person, meet during evening hours, meet more frequently, and that Omnitrans should work more closely with the community to vet people for future CAC membership. A CAC is a worthwhile venture for Omnitrans to pursue in the future and offered valuable insight about the transportation needs of the communities in the San Bernardino Valley region.

## **COMMUNITY OUTREACH ACTIVITIES**

### ***ConnecTransit Plan Website***

As part of the outreach and educational materials used to facilitate this Project's information and reporting, a Project webpage was developed and hosted at <https://omnitrans.org/connectransit/>. The webpage presents the vision, purpose, and desired outcomes of the ConnecTransit Plan, as well as updates regarding opportunities to get involved and participate in the various community engagement activities. Project materials such as the Transit Diaries, as well as an ongoing project timeline are also uploaded on the Project website.

### ***Community Focus Groups***

Community partners El Sol and Arrowhead United Way conducted four focus groups for the ConnecTransit Plan, two in March 2022 and two in September 2022. In each round, one was conducted in English and one in Spanish; all were held during the evening over Zoom to maximize participation from residents across Omnitrans' service area.

All participants were regular bus riders. The purpose of the focus groups was to engage in in-depth dialogue with community members whose perspectives may not always be represented at the planning table.

#### ***Focus Group Round #1***

In round 1, the Spanish focus group had eight participants and the English focus group had four participants. The central topics of discussion during this round were about their travel patterns and experiences riding transit. Key themes from participants included the following:

- Desire for higher frequency bus service, particularly to schools and recreation destinations for children/students.
- Concerns about reliability and schedule changes making it difficult to travel.
- Concerns about trash volumes and issues with vagrancy at bus stops and desire for more lighting at stops.
- Desire for lower fares.
- Desire for more customer information, such as maps, at bus stops, as well as audio announcements onboard that use accessible language in both English and Spanish.
- NexTrip real-time arrival info sometimes being incorrect.
- Desire to reduce pollution.

### Focus Group Round #2

In round 2, the Spanish focus group had ten participants and the English focus group had two. This round gathered input as to how to prioritize recommended investments in the ConnecTransit Plan. Focus group participants were asked to rate potential solutions to improve their transit experience, with 5 being the most important and 1 being the least important. Of the 12 potential solution types presented to the participants, all were strongly supported with an average score above 4.5.

Although the Plan team anticipated stronger delineation of strongly and less strongly supported solutions, there was a consistently high desire for all forms of capital, service, technology and policy investments to make the Omnitrans network more attractive and successful. The participants' highest ratings include:

- New Route Designs (5.0)
- On-Demand Mobility Choices (5.0)
- Health and Wellness Supplies (5.0)
- Customer Service (4.96)
- Four (4) solutions tied at (4.92)

[Transit-Oriented Streets; Inclusive Fare Policy and Collection Systems; and Trip Planning and Information; Leadership Transparency and Accountability]

**Appendix B** documents the focus group process and findings in full.

### **Community Surveys**

While focus groups allowed for deeper and nuanced exploration of topics, two community surveys were also conducted to reach a wider population and solicit input from a more comprehensive cross-section of STEP community residents.

#### Survey #1

This first survey sought to understand existing travel patterns, including how people travel and why they make these trips. Questions around people's experience and sentiment towards riding Omnitrans services were also included to better understand the travel market in San Bernardino County.

The first public survey for the ConnecTransit Plan was conducted from December 2021 to January 2022. The survey was made available online and advertised on Omnitrans' social media, website, and flyers on buses, and information was distributed to Omnitrans' 15 member cities and County for distribution. Outreach Leaders from El Sol Neighborhood Educational Center and Arrowhead United Way conducted in-person outreach, including on buses and at transit centers, to promote the survey. Approximately **1,870 total survey responses** were received, including online and in-person. Gift cards and Omnitrans passes were raffled off to participants.

The findings in this survey regarding where people would like to see service improved and what matters most when planning their daily trips illuminated gaps in Omnitrans' existing services and informed the development of potential solutions as presented in Chapter 4. Some notable findings:

- 67% of respondents were between the age of 18-35.
- 39% of respondents identified having a condition that limited their physical or cognitive abilities.
- 69% of respondents said they had refrained from going somewhere at least once in the past month because travel was too difficult.
- 37% of respondents would ride Omnitrans buses more often if the fares cost less.

### Survey #2

Arrowhead United Way, and El Sol Neighborhood Educational Center assisted Omnitrans from November to December 2022, in conducting the second survey asked the community to help identify which potential transit improvements and solutions are most important to them. A menu of recommendations (henceforth "Solution Typology") and a series of "Transit Diaries" representing different trip experiences by community personas were provided as accompanying materials for survey respondents. Outreach was conducted online through the website, social media, and emails, as well as in-person efforts including the ConnecTransit Pop-Up Outreach Event and other scheduled Omnitrans events. 495 total responses were received.

The survey collected information on where people commute from and to, frequency of ridership, routes rode, mode of travel to a bus stop, travel decision factors, preferred means of receiving travel information, preferred service changes, and open-ended responses. Survey respondents were asked to identify their top 4 ConnecTransit Plan solutions (of 16 solution types identified) that would encourage them to use transit more often. Eight of 16 solutions were prioritized by 25% or more of the respondents. Among the strongest supported actions were:

- Over 40% of respondents identified lower or reduced-fare programs as a critical incentive.
- Approximately 39% of respondents said that amenities promoting safety and comfort at bus stops were a priority.
- Additional strongly supported actions ranged between 25% and 30% support and addressed transit access for mobility challenged individuals, the condition of roadways and sidewalks, more direct routes

and less transfers, as well as increased safety and security measures.

- Four solutions received between 10% and 20% support.
- Only four solutions received less than 10% support.

The survey results also included over 275 open-ended write-in responses **Appendix C** documents the responses from both community surveys in full. The findings from this survey will help Omnitrans prioritize implementation of recommendations.

### ***Pop-up Outreach Event***

On January 14, 2023, Omnitrans hosted the ConnecTransit Pop-up Outreach Event (the Event) between the hours of 9 AM to 1 PM at the San Bernardino Transit Center (SBTC). The Event shared the ConnecTransit Plan main recommendations with the community to ask for feedback on the Plan. In total, approximately 2 dozen people stopped by to talk about the poster boards and offer feedback and more than 100 people stopped by to experience the event. The Event provided the opportunity for people to offer their own ideas, solutions, and feedback to further inform the Plan.

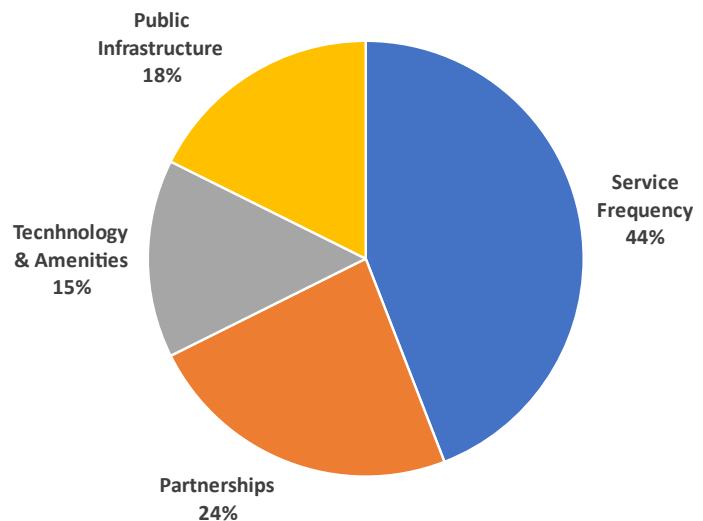
Omnitrans created poster boards that highlighted the main plan recommendations, equity statement, and route network so that people could learn more about the Plan and write on sticky notes to leave their comments. We included English and Spanish text on the posters, and English and Spanish speakers worked at the posters to engage people. In addition, team members from Omnitrans' Marketing and Strategic Development departments were working at a table near the posters and providing information about Omnitrans' services, the Plan, Omnitrans giveaway items, and free snacks.



As part of the event, artists were hired to paint unique art designs on concrete bus benches which were transported from their respective bus stops to Omnitrans' San Bernardino Transit Center for the event and then transported back to the bus stops following the event. Omnitrans released a Call for Artists in December 2022 and selected 10 artists from 48 eligible entries received. Each artist submitted original concept designs and then painted their designs onto Omnitrans' concrete bus benches during the Pop-Up Outreach Event. All artists received a \$1,500 stipend for their involvement, funded by the ConnecTransit Plan STEP grant funds. Rain impacted the ability of the artists to complete their work during the Pop-Up Event, and they finished them at the bus stops in the following week after the event.

Thirty-four (34) comments were received from attendees, with themes focusing on improvements to **Service Frequency**, **Technology & Amenities** at bus stops and onboard comfort and safety, as well as customer service and **Partnerships** with regional mobility partners and municipalities to invest in alternative mobility solutions, as well as pedestrian, bicycle, and roadway **Infrastructure**.

Refer to **Appendix H** for further information.









## 4. POTENTIAL SOLUTIONS

The ConnecTransit Plan followed an iterative process in the identification and refinement of potential Plan solutions. After vetting the Project goals and objectives with Omnitrans staff and the CAC, the Plan identified potential solutions that would uphold these goals while offering the impactful methods of satisfying the needs of community members and riders. For each Plan objective, the team began by intentionally referring back to community feedback to understand the user experience of mobility burdened riders and outline the characteristics and desired impacts/effects of potential solutions. Examples of equity-focused outcomes and positive impact objectives are provided below.

**Table 2 Equity-Focused Lenses for Potential Solutions**

ConnecTransit Goal	Objective	Equity-Focused Lenses
 Health and Safety	Provide services that promote the health and safety of communities	Promote safe travel for those with vulnerabilities (women, children, ability-challenged, etc.)
		Investment in safety and comfort amenity at high ridership and high transfer locations
 Service Reliability	Promote investments that improve mobility network service reliability	Improve frequency of service in communities with high mobility burden and reliant on transit
		Reduce driver pass-ups and stranded riders
		Improve local connections to regional transit facilities and transfer opportunities
 Mobility Access and Connectivity	Expand community access to mobility services and provide safe, efficient connections between services	Look beyond connecting work trips and identify "Quality of Life" destinations
		Help those for whom technology is a barrier to accessing services that are available
		Identify trip patterns that require high numbers of transfers to identify potential solutions
		Expand on-demand services and coverage areas
 Rider Experience and Information	Improve onboard and stop area comfort and communication of available services, trip planning, etc..	Create comfortable waiting areas in communities with high disability, elderly, youth
		Expand information accessibility for non-English speakers
		Make website, app, and online content intuitive for technology-challenged users



## SOLUTION TYPOLOGIES

As the Plan team began to identify potential projects, policies, and programmatic interventions that may result in the desired equitable impacts, initial concepts were organized into three (3) categories of types of investments required for implementation. Specific projects and solutions were further sub-categorized as shown below.

**Capital Improvements** involving construction and/or physical changes to buses, stops, roadways and the surrounding, built environment. Examples of potential solution types include, but are not limited to:



**Transit-Oriented Streets** that get buses out of traffic and keep them moving on-time.



**Vehicle Designs** that are more comfortable, safe, and provide more spaces for riders.



**Transit Facilities and Amenities** that are more comfortable and safer for riders.

**Service Improvements** involve changes to where and when bus routes operate as a system. Examples of potential solution types include, but are not limited to:



**System Connectivity and Transfer** investments that make trips more seamless and efficient.



**Route Frequency and Service Hours** improvements that expand community access to quality transit options.



New **Routes and Designs** that create routes and address current service gaps.

**Policy and Technology** initiatives that improve the rider's experience as well as the provision of transit network information.



**Fare Policy and Collection System** investments that reduce financial barriers, making transit more inclusive for potential riders.



**Trip Planning and Information** that is more accessible to riders of all ages and abilities.



Expanded **Customer Service** resources that provides more touchpoint opportunities with riders.



**Community Empowerment with Agency Accountability** policies that encourage Omnitrans to improve community relations.

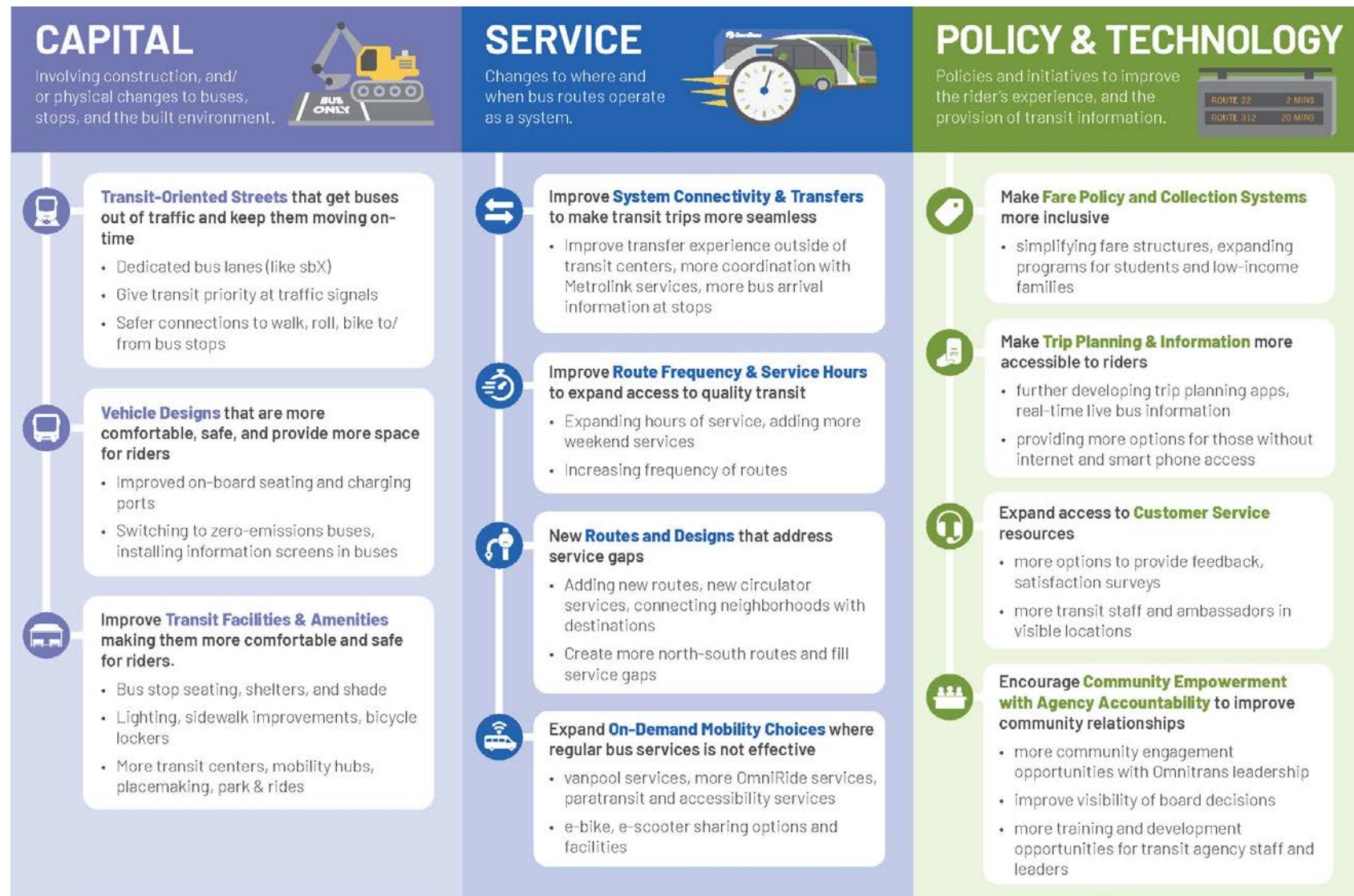
These broad typologies and sub-categories created a communication framework to explain potential solutions to riders and stakeholders. Examples of specific initiatives, projects, and programs within the solution typologies and sub-categories are illustrated in Figure 5.

## ADDITIONAL CONSIDERATIONS

In addition to new community-sourced project, program, and policy recommendations, the Plan also sought to align existing and planned Omnitrans services and resources with community needs. The Project Team held internal workshop meetings with Omnitrans staff to discuss the planned and ongoing agency initiatives to address and respond to the needs raised by community members. The cross-referencing of initiatives also served to demonstrate the agency's ongoing commitment to investments to improve the transit network and riders' experiences.

Refer to **Appendix F** for additional information.

Figure 6 ConnecTransit Plan Solution Typologies



## TRANSIT DIARIES

As the project team identified more specific actions and interventions that could be implemented to address existing mobility challenges, the range of potential benefits, impacts, and other considerations associated with each solution became too numerous to communicate. A common set of descriptive talking points for potential solutions was developed that could be easily communicated to most audiences, considering pieces of information are typically most important to riders and stakeholders.

- Overall transit network and/or service benefits – how and where investments will likely benefit the most riders.
- Scale of deployment (ex - location-specific, neighborhood/community, route-based, system-wide).
- Cost of construction, implementation (training, rollout), and continuing operations and maintenance (O&M) needs.
- Timeline to implement – also related to scale, but also considers complexity of solutions and potential infrastructure and built/natural environment impacts.

To communicate information about potential solutions, their implicit benefits, impacts and tradeoffs to community members, the Project Team developed narrative stories (Transit Diaries) of fictional transit riders living and working in Areas of Greatest Mobility Need. By creating a story about a transit rider's experience, the Diaries helped to humanize the Plan goals, needs, and potential remedies in a way audiences could personally connect with. The Diaries were constructed by first creating a personality profile of an individual that included:

- Location of home, place of employment and/or activities of daily life (approximate)
- Demographic history (age, gender, ability, language proficiency, employment status, domestic status, vehicular access, etc.)
- Daily mobility needs that require the person to use transit (work, school, recreation, etc.)
- Relevant trip constraints and deadlines (must arrive by or leave no later than).
- Comfort level with finding information from or providing feedback to Omnitrans.

The Consultant team worked with CAC members, community outreach partners El Sol and AUW, and Omnitrans staff to construct narratives about a “typical day” in the life of a hypothetical person. Considering background information and engagement feedback, details were developed about the characters’ circumstances, travel needs, and any existing mobility challenges or constraints.

Based on each personality profile, the Plan team developed experiences that considered both the initial transit trip and return trip of a hypothetical transit rider. By identifying locations of a trip origin (home) and trip destination(s) (work or activities), the team was

able to construct the steps of potential trips using the existing Omnitrans and regional rail fixed route transit networks and schedules. The three (3) aspects of the person's initial and return trip included in transit diaries were:

1. "First mile" to the transit stop or station:
  - What is the walk/bike/trip to bus stop like?
  - What is the environment like at the stop?
2. Experience at station(s) and onboard transit:
  - What types of connections / transfers do they have to make?
  - What types of delays or decision points might the person experience during their trip?
3. "Last mile" travel from transit stop/station to activity:
  - What is the environment like at the stop?
  - What is the walk/bike/trip from bus stop like?

The diaries included a chronologic timeline of the person's movements during each aspect of their daily trip(s), as well as any challenges or delays in navigating the Omnitrans system along the way. Potential impacts and issues encountered by the hypothetical riders were informed by community engagement feedback. Critical decisions and actions the person may be required to take are timestamped in the Diary, with context regarding any associated transit network challenges.

The Diaries provided illustrative descriptions of the existing and planned Omnitrans initiatives that may help address the challenges and issues experienced by the rider, as well as applicable proposed ConnecTransit Plan solutions that could benefit the rider or mitigate the impacts experienced.

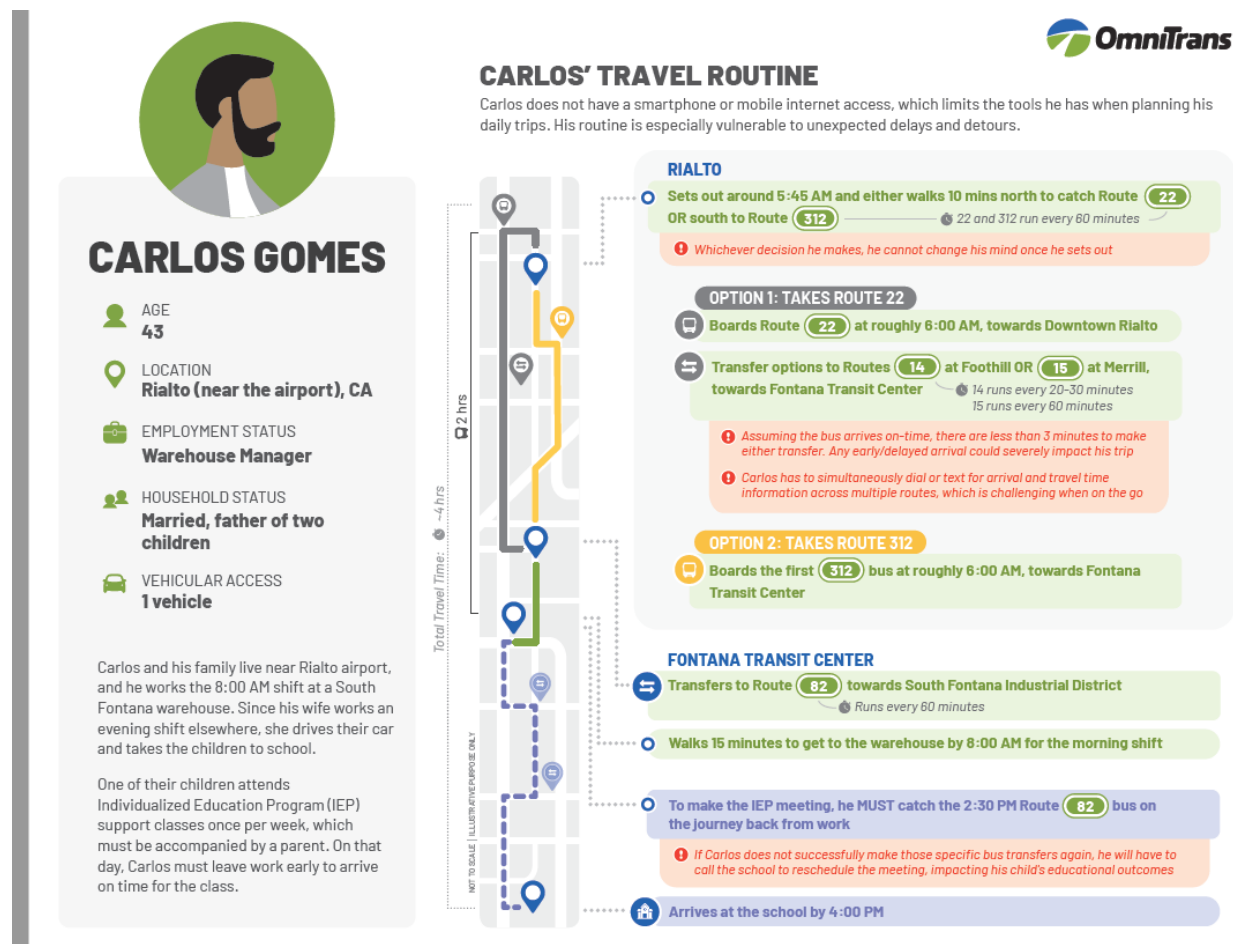
Four (4) Transit Diary narratives, as well as a stylized handout of the Plan typologies with example project types, were the primary community outreach education tools used by the ConnecTransit Plan during the second survey period.

Refer to **Appendix G** for ConnecTransit Plan Transit Diaries.

Example of hypothetical "person 1" Transit Diary illustrating **potential trip-planning challenges**: [Multiple route options at the beginning of the morning trip, as well as transfer options to get to final destination.]

- Sets out to work around 5:45am and either walks 10 mins north to catch Route 22 or south to Route 312.
- Must catch initial bus Route (##) bus by roughly 6am, towards Downtown Rialto to make it to work on time.
- Transfer options to Route 14 at Foothill or Route 15 at Merrill, towards Fontana Transit Center

**Diary emphases:** How does the person decide which route to take at the beginning of their trip? How do they decide which transfer to take on the initial and return trip? What tools do they use? How easy is it for the person to make the transfer(s) needed to complete their trip on time? What services are currently provided by Omnitrans? What additional solutions may be appropriate?





## 5. PLAN RECOMMENDATIONS

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### DRAFT RECOMMENDATIONS

Community feedback compiled from survey #2 and the prior engagement activities was used to identify a priority set of ConnecTransit Plan recommendations. A cross-referenced list of Plan solution typologies, descriptions, and community engagement preferential feedback results is included in **Appendix D**.

Responses to three of the survey #2 questions had direct relationships to the priority recommendations of the ConnecTransit Plan:

*When deciding how to get where you want to go, what are the three (3) most important things to you?*

Respondents selected:

- Least Expensive – solutions such as reduced fare programs, sponsorships, and partnerships to assist cost-burdened riders.
- Fastest Means of Travel – solutions improving bus speeds as well as reducing waiting and/or transfer times.
- Minimum Number of Transfers – new or redesigned routes that offer direct connections to more destinations.

*Which of the following best describe how you would like to get information about travel options in your neighborhood?*

Respondents were asked to choose 3 and the top selections were:

- Mobile App
- Email a Help Address
- Text a Help Line

Note: Consider that while customers are getting more comfortable with electronic communication and may expect more from Omnitrans digital interface platforms, there were also a large number of respondents who still use brochures or other hard copy information and signage.

*Knowing that funding is limited, which four (4) of the following do you think are the most important results that Omnitrans should focus on to improve your transit trip, which would encourage you to ride transit more?*

Respondents selected from among the 16 capital, service, technology and policy solutions in Figure 5, strongly supporting half of them by over 25%. The top areas of importance were:

- Lower Fare solutions such as reduced fare programs, sponsorships and partnerships to assist cost-burdened riders.
- Upgraded bus stops that make it safer and more comfortable while waiting for the bus.
- Improved bus stop access and safer streets to access bus stops.

The next four (4) most supported actions were only slightly behind this group and included adding new routes, expanding new shared mobility choices, trip planning and fare payment information technology, as well as increased safety measures onboard and at stops.

Due to the breadth of the actions and initiatives strongly supported in the second survey, in addition to the many localized issues and ideas elevated by community members during the planning process resulted in the Plan team carrying forward a robust list of capital, service, technology and policy recommendations for Omnitrans consideration. The strongest and most consistently supported solution types throughout the planning process are summarized in Figure 6.

More detailed descriptions of projects, programs, and policies that may be aligned with the types, below in **Appendix F**.

**Figure 7 ConnecTransit Recommended Solution Types**



## ADDITIONAL CONSIDERATIONS

In addition to the recommended solutions to improve transit trip safety, efficiency, comfort, and customer experience, the ConnecTransit Plan collected and documented observations and opportunities for future study and/or consideration in Omnitrans' future capital and service planning activities.

### ***Workforce Development and Partnership Opportunities***

This Plan includes recommendations for Omnitrans to make an impact in the communities it serves through job training and workforce development opportunities in the transportation industry. Possibilities for workforce development initiatives and partnerships may include but are not limited to:

- Create a Transit Ambassador Program of staff trained in customer service (not security) to increase Omnitrans presence at stops and transit facilities while providing valuable information services to customers.
- Capacity building for Omnitrans maintenance mechanics and coach operators – additional staff training for high-frequency network scaleup, operation and maintenance of zero emission buses and related infrastructure, and new technologies.

- Expand Omnitrans' existing hiring programs with local colleges, universities, and trade organizations.
- Work with social media influencers to create educational content to increase awareness of proposed programs.

In addition to internal programs and initiatives that Omnitrans can implement, potential partnership opportunities could help build pipelines to employment with institutions around the region, such as:

- Social Service Specialists to provide mental health services for individuals at bus stops or stations and to provide related training for Transit Ambassadors.
- Technology providers to expand open loop payment system opportunities.
- Professional Service Contractors and Vendors by incorporating procurement requirement to have local Workforce development within proposals.
- Collaborate with local community-based organizations to engage community members where they are and empower community-based idea generation and decision-making.

Two main pathways were identified that offer paid opportunities for community member participation with the potential for impactful contribution to accomplishing the ConnecTransit Plan goals. The potential responsibilities and activities fulfilled by these positions are described below, for further consideration.

- Create a **Community Ambassador** program that supports Omnitrans operations in a variety of ways, including but not limited to:
  - Outreach workers and travel trainers to provide in-person assistance.
  - Advise community engagement campaign strategies and messaging to best reach riders and members of the public.
  - Beta testing new Omnitrans marketing / promotional / educational materials and including website updates and mobile app launches, (focusing on online user experience and interface).
  - Add capacity to support translations of printed and digital materials (including additional languages).
  - Collect data / inventory existing network conditions.
  - Provide user experience input for design / specifications of bus stop and onboard improvements.
- Implement **Permanent Regional Advisory Bodies** such as Community Advisory Council (CAC) and/or Youth Council (YC) to support local planning solution development processes:
  - Providing reviews and recommendations to Omnitrans Board.
  - Promoting student awareness and transit use as well as institutional partnerships (ex – CSU, SBCUSD).
  - Supporting agency Diversity, Equity, Inclusion, and Belonging (DEIB) goals.

***Pilot Implementation Opportunities***

The ConnecTransit Plan may consider several sub-areas for piloting potential mobility solutions. Targeting efforts most where the greatest gaps exist between demand and service can help improve transit quality, especially in historically disinvested neighborhoods and communities. Selection of pilot sub-areas and locations may consider factors such as, but not limited to:

- Critical or urgent system needs.
- Communities affected by existing fixed route service gaps.
- Services connecting people to specific trip generators or job centers.
- Community workforce development opportunities.
- Opportunities to expand partnerships with community-based organizations.
- Quick-build implementation opportunities.
- Areas with high ridership and bus network benefit/utilization.

Omnitrans should also consider whether before/after data be collected to demonstrate benefits and impacts of pilot solutions. Additional study and consideration are required to determine the internal agency capacity to deploy and maintain these workforce development and pilot programs and initiatives. Factors and constraints that may influence activation may include training and staff/resource development needs, community-sourced elements of participation, potential program partners, funding eligibility, and alignment with current and planned Omnitrans initiatives.

***Funding Opportunities***

The diverse suite of mobility solutions proposed to enhance the Omnitrans network through the ConnecTransit Plan will require a multi-faceted funding strategy to support project implementation and sustainability. Potential capital and/or operations funding grant types that may be considered will vary dependent upon the types of solutions recommended and ultimately selected for development and implementation.

Eligibility and Competitiveness provides assessment of potential constraints or requirements of projects such as, but not limited to:

- Specific infrastructure or mobility components
- Cost limitations
- Pilot/quick-build implementation
- Operating requirements

Traditional and innovative funding sources that may be available at the Federal, State, and local levels of government for implementing ConnecTransit Plan recommendations, include:

- USDOT Rebuilding American Infrastructure with Sustainability and Equity (RAISE) Grants.
- Congestion Mitigation and Air Quality Improvement (CMAQ) Program.
- FTA grant programs such as Low or No Emission Vehicles (Low-No) Program, Buses and Bus Facilities Program, and Areas of Persistent

Poverty Program (Omnitrans has applied for and been awarded a Low-No grant in a previous round).

- Active Transportation Program (ATP).
- California Climate Investments funding such as STEP Implementation Grants, Clean Mobility Options (CMO) Vouchers, EnergIZE zero emission vehicle and infrastructure vouchers, and HVIP zero emission vehicle vouchers (Omnitrans has applied for and been awarded CMO and EnergIZE funds in previous rounds).
- Caltrans - Low Carbon Transit Operations Program (LCTOP).
- Caltrans - Transit and Intercity Rail Capital Program (TIRCP).
- Local Transportation Fund (LTF).
- SBCTA's Transportation Development Act Article 3.
- Mobile Source Reduction Committee (MSRC) grant programs.
- South Coast Air Quality Management District (AQMD) grant programs such as Carl Moyer (Omnitrans has applied for and been awarded these funds in previous rounds).

Omnitrans already receives funding from some of the sources above. It will be necessary for Omnitrans to consider the possible effects of implementing Plan recommendations on ongoing or planned programs and to assess potential funding sources available.

### ***Lessons Learned***

Throughout the course of the Plan development process, the Project Team documented specific feedback from community participants, community partners (AUW and El Sol), and advisors from the Othering and Belonging Institute (OBI) related to the outreach materials, engagement methods, and tactics within the *ConnecTransit Outreach Plan* (Appendix I).

## **PLAN APPROVAL PROCESS**

Draft ConnecTransit Plan recommendations were vetted by CAC members at the final CAC meeting held in January 2023 and by Omnitrans staff and Senior Leadership Team, and ConnecTransit Project Team members in Spring 2023.

Following Board approval, Omnitrans will consider allocating funding and applying for new funding sources to implement the projects recommended in the ConnecTransit Plan in future fiscal years' budgets and in agency plans. Internal departments will then take ownership of activities and programs for implementation.



## **APPENDIX A – CAC MEETING MINUTES**

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## Omnitrans ConnecTransit Plan Community Advisory Council Meeting

November 22, 2021

### Minutes

#### Attendees:

<b>CAC members:</b>	
El Sol (facilitator)	Isaac Mendez
Arrowhead United Way (co-facilitator)	Chris Ortiz
Community Representative	Angie Balderas
Community Representative	Janet Martin Del Campo
Community Representative	Jordan Dibell
Community Representative	Wanda Williams
Community Representative	<i>Edward Brantley (not in attendance)</i>
Community Representative	<i>Brandy Nelson</i>
CCA EJ (community partner)	<i>Ana Gonzalez (not in attendance)</i>
Helping Hands Pantry (community partner)	<i>Paul Dickau (not in attendance)</i>
Project Boon (community partner)	<i>Christopher Suchanek (not in attendance)</i>
<b>Project team members:</b>	
Omnitrans	Anna Jaiswal
Omnitrans	Megan Walker
Nelson\Nygaard (consultant)	Karina Macias
OBI (technical assistance provider)	Richard Aviles

#### Discussion:

##### 1. Introductions and descriptions of attendees:

- a. Isaac Mendez (he/him) is from Ciudad Juarez, MX and with El Sol Neighborhood Educational Center; used to ride Omnitrans until he bought a car.
- b. Christopher Ortiz (he/him) is from San Bernardino and with Arrowhead United Way; used to ride Omnitrans.
- c. Megan Walker (she/her) is from Richmond, VA and recently with Omnitrans
- d. Anna Jaiswal (she/her) is from Cincinnati, OH and with Omnitrans; Has worked at the public transit agency for 10 years.
- e. Richard Aviles (he/him/they/them) is from South Central Los Angeles, CA and with the Institute of Othering and Belonging; Used to commute from Los Angeles to Redlands using Omnitrans.
- f. Janet Martin del Campo (she/her) is from Rialto and used to ride Omnitrans buses growing up because parents didn't have a car; Is looking forward to purchasing a monthly bus pass soon.
- g. Angie Balderas (she/her) was born in LA, raised in Bloomington and San Bernardino, and has ridden Omnitrans throughout her life.

- h. Wanda Williams (she/her) has been living in Rialto for 38+ years and has had horrible travel experience riding transit between Riverside and San Bernardino.
- i. Jordan Dibell (he/him) is from Ontario, used to take the bus for all sorts of trips, and has switched to riding his bicycle for transportation.
- j. Karina Macias (she/her) is from Los Angeles, CA and with Nelson\Nygaard Consulting; Has been working alongside Omnitrans since August 2021.

**2. Project Overview:**

- a. Isaac and Chris provided an overview of the project vision, team structure and roles, timeline, and outreach strategy.
- b. Isaac shared El Sol's work developing community health workers and Chris covered United Way's work on assisting people after emergency events

**3. CAC gift card poll:**

- a. Target and Cardenas (Janet)
- b. Amazon (Jordan)
- c. Macy's (Wanda)
- d. Target, Sprouts, Staters, Costco (Angie)

**4. New CAC member admission:**

- a. All agreed that new members should live within the community and have interests/concerns about public transportation, and that the CAC needs to have more youth voices.
- b. The committee was particularly interested in having more youth voices involved, ICUC was mentioned as an example.
- c. There was concern that not all racial and demographic groups represented in the community are present at the committee.
- d. Also need to be mindful of onboarding new members, ensuring they are up to speed on what CAC is doing and how it's procedures. New members should be inaugurated by the third meeting and should receive a training from another CAC member as well as project team members.
- e. CAC members suggested translation services and closed captioning for meetings. Megan said she will turn on CC in future CAC meetings through Zoom. Meeting was recorded, and future meetings may also be publicly livestreamed.

**5. Decision-making structure:**

- a. Consensus-based decision-making, CAC members don't want to vote down any one person, will aim to compromise if there is disagreement.
- b. A CAC member can help with facilitation.
  - i. Angie and Wanda each volunteered to take a turn facilitating a meeting, will discuss with each other after the meeting
  - ii. Megan will provide a calendar of future meeting dates, so Angie and Wanda can check their calendars and back each other up. (Megan will be checking CAC members' schedule conflicts and scheduling future meetings)
  - iii. Other CAC members could also volunteer for other roles, such as keeping records of votes or keeping time
- c. Angie suggested using progressive stack, which is a technique to give a greater chance for marginalized groups to speak. Facilitator would manage that by prompting people to

speakers who haven't spoken as much even if they didn't have their hand up first. All agreed

- d. Karina suggested an agenda should be provided beforehand with action items that need a decision; CAC members agreed
- e. All agreed to take final votes on major decisions through Zoom poll or roll call vote to ensure everyone is in consensus
- f. Wanda suggested that benchmarking metrics be developed for this project and committee based on similar projects being done through CARB
- g. Jordan suggested that CAC members take public input into account first before voting on decisions. All agreed

**6. Best practices benchmarking:**

- a. Richard from OBI will provide information on what other STEP communities are doing and their CAC/community engagement strategies, as suggested by Wanda

**7. Outreach strategies:**

- a. Chris from AUW covered their outreach methods:
  - i. Partnering with other organizations
  - ii. Engaging at community events and food distribution in the area
  - iii. Targeted Facebook and Instagram ads
- b. Isaac covered El Sol's outreach strategies:
  - i. Door-to-door outreach
  - ii. Tabling community events and food distribution
  - iii. Targeted social media ads
- c. CAC members suggested conducting outreach at:
  - i. Transit centers or transfer centers
    - 1. Anna will provide ridership activity data for various transit centers to project team members
  - ii. Churches
  - iii. Audio announcements on buses,
  - iv. Schools, parent organizations, and colleges,
  - v. Flyers on buses.
  - vi. PSA's for local radio were
  - vii. Billboard advertisements along freeway
  - viii. Omnitrans social media, website/blog, newsletters

**8. Survey, Website, Interviewer script:**

- a. Isaac provided an overview of the survey and interview guide and asked for input from CAC members on the questions. Karina explained how the survey will inform the development of the ConnecTransit Plan.
- b. Jordan and Wanda suggested that the question on where people live be changed to be more flexible and granular, asking for a street intersection rather than zip code.
- c. Wanda mentioned it may be a challenge to keep people's attention to fill out the whole survey
  - i. Janet agreed the survey/surveyor needs to be adaptable to guide the participants through it quickly and clarify the meaning of questions

- ii. Wanda suggested that in some cases open-ended questions may work better than multi-part questions
  - d. Richard suggested that the project team also needs to agree on how to code participants' responses.
  - e. Jordan brought up a question on how fares rates impact travel and Wanda suggests adding a question about children and the additional burden of paying for children's fares.
  - f. There were comments about some of the language needing to be simplified for the public.
  - g. Jordan proposed a question about how COVID has impacted people's travel and their travel patterns.
  - h. Wanda asked which languages survey will be administered in
    - i. English and Spanish, Omnitrans also has translation services for other languages if needed
    - ii. Project team will check the focus areas to determine if additional translations are needed
  - i. CAC members suggested that audio announcements on buses include information about community destinations or community events, as well as wayfinding/destination information on bus stop signs.
  - j. Wanda offered to help write the PSAs/audio announcements.
  - k. No substantive comments about the interview guide and website content.
- 9. Other feedback:**
- a. Wanda observes that people are unaware of transit services available
    - i. suggested adding destinations and place names to routes – used DC as an example
    - ii. Jorden recommends on bus announcements of stops and destinations
  - b. Digital bus displays with real time information would be helpful and make people waiting feel safer
  - c. Additional lighting and frequency at stops would make them safer

## Omnitrans ConnecTransit Plan Community Advisory Council Meeting

February 7, 2022

### Minutes

#### Attendees:

<b>CAC members:</b>	
El Sol (facilitator)	Isaac Mendez
Arrowhead United Way (co-facilitator)	Chris Ortiz
Community Representative	Angie Balderas
Community Representative	Janet Martin Del Campo
Community Representative	Jordan Dibell
Community Representative	Wanda Williams
Community Representative	Edward Brantley
Community Representative	Brandy Nelson
Community Representative	Mike Aguilar (not in attendance)
CCA EJ (community partner)	Ana Gonzalez (not in attendance)
Helping Hands Pantry (community partner)	Paul Dickau (not in attendance)
Project Boon (community partner)	Christopher Suchanek (not in attendance)
<b>Project team members:</b>	
Omnitrans	Megan Walker
Nelson\Nygaard (consultant)	Karina Macias
OBI (technical assistance provider)	Richard Aviles
OBI (technical assistance provider)	Sarah Syed

#### Discussion:

##### 1. Introductions

- a. Isaac Mendez
- b. Christopher Ortiz
- c. Megan Walker
- d. Richard Aviles
- e. Sarah Syed
- f. Janet Martin del Campo
- g. Angie Balderas
- h. Edward Brantley
- i. Wanda Williams
- j. Jordan Dibell
- k. Karina Macias



## **2. Icebreaker Equity language Activity**

Sarah and Richard cofacilitated an activity to set a shared language on what equity looks like for us and how this relates to the work the CAC is doing.

## **3. CAC Roles and Responsibilities**

Megan shared where in the schedule the plan is, the roles of the CAC, and upcoming milestones.

## **4. Round 1 Surveys and Input**

Isaac lead the discussion of the survey found and solicited the group for their opinions on the responses.

Wanda shared that she felt safety was one of the biggest concerns for riders and suggested that the stops and buses have ways to contact 911 and better signage so people know when the buses are coming. – Megan shared that these measures were in the Bus stop Safety Plan that was adopted by the Board last month.

Jordan said that his biggest barrier is that the routes are not near him and aren't frequent enough for him to use.

Janet stated that there wasn't enough service and there were too many transfers for her to be able to reliably use the bus.

Angie said that the biggest issues for her were routes and safety and that the buses should have better options for people with bikes.

Wanda also stated that adding plastic barriers between the seats would make people feel safer with the pandemic.

Edward feels that car culture and the speed at which people want to get around make taking the bus unappealing. He also added that there should be more direct routes with fewer transfers needed and that routes should concentrate on recreational destinations and connecting residential areas with recreation opportunities.

Wanda agreed and added that there needs to be a focus on youth access to recreation and people should have more weekend shopping opportunities.

Janet added that the elderly need to be included in the route planning to allow them to access the community more.

Jordan suggested that better connections to Metrolink stations should be considered to allow for commenting more easily, and that stations should also connect to nearby retail and other amenities, not just park and ride options.

## **5. Focus Group Planning**

Chris facilitated the focus group discussion on what ways to best engage the focus group members, who and how should we reach out and, what key topics should we include.

Janet brought up elderly and the houseless population needing accommodation.

Wanda stressed the need to include youth and suggested that we use public access television to help get the word out.

It was suggested that we have an intro video for the focus group to orient them.

Janet suggested partnerships with local nonprofit organizations.

Angie reminded the facilitators to have the meetings at convenient times for the general public.

## **6. Next Steps**

Megan shared the next steps with the group of Focus group meetings and April CAC meeting. Karina checked in with the group that Mondays from 10-12 are still a doable time, which all agreed that they were.

## Omnitrans ConnecTransit Plan Community Advisory Council Meeting

April 18, 2022 at 10:30am

### Minutes

#### Attendees:

<b>CAC members:</b>	
El Sol (facilitator)	Isaac Mendez
Arrowhead United Way (co-facilitator)	Chris Ortiz
Community Representative	Angie Balderas
Community Representative	Janet Martin Del Campo
Community Representative	Jordan Dibell
Community Representative	Wanda Williams
Community Representative	<i>Edward Brantley (not in attendance)</i>
Community Representative	<i>Brandy Nelson (not in attendance)</i>
CCA EJ (community partner)	<i>Ana Gonzalez (not in attendance)</i>
Helping Hands Pantry (community partner)	<i>Paul Dickau (not in attendance)</i>
Project Boon (community partner)	<i>Christopher Suchanek (not in attendance)</i>
<b>Project team members:</b>	
Omnitrans	Anna Jaiswal
Nelson\Nygaard (consultant)	Karina Macias
OBI (technical assistance provider)	Richard Aviles

#### Discussion:

##### 1. Icebreaker led by Richard from OBI – flower or fruit

##### 2. Plan Background and Focus Group Recap - Isaac

- Focus groups held in March helped to validate information from surveys.
- 4 attendees at English focus group, 8 at Spanish focus group. Separate focus groups that were both led by Isaac and Chris.
- Reliability, wait times, and frequency of bus service were issues brought up by participants.
- Lighting, cleaning, safety/security at bus stops.
- Omnitrans app has been useful, more live tracking and maps at bus stops would be useful, but sometimes has said the bus is on the way and it doesn't arrive (especially brought up in Spanish focus group).
- More reduced or free fares.
- More transit access for children to school or field trips.

##### 3. Omnitrans Goals

Isaac and Chris provided information on Omnitrans' ongoing plans and projects, including the new Omnitrans Strategic Plan, Bus Stop Safety Improvement Plan, and ongoing efforts to

convert buses to zero emission such as electric buses. Janet acknowledged that the Strategic Plan covers a lot of the major concerns CAC members have brought up.

- Health and safety – Wanda brought up seat dividers and asked about COVID precautions being taken onboard buses. Anna clarified that masks and hand sanitizer are provided on buses. Angie brought up safety while waiting for bus.
- Service reliability – Karina and Anna clarified that reliability means on-time and frequent service.
- Mobility access and connectivity – Jordan brought up a desire for more direct connections between residential area, job centers and Metrolink stations to make car free commutes more possible. Janet agreed.
- Rider experience and information – Wanda asked for clarification about what is meant by onboard and stop area comfort and communications, Wanda suggested adding to this goal to increase public awareness of Omnitrans' services, make use of cities' local TV channels and radio station PSAs, billboard advertising, dropping off flyers promoting Omnitrans' services in police stations, hospitals, or other community facilities. Angie and Janet agreed there may be language issues with accessing information or information may not be widely circulated enough to reach all community members. Anna offered to bring those suggestions to Omnitrans Marketing & Communications staff, and they could possibly attend the next CAC meeting to contribute to the dialogue about what marketing efforts Omnitrans is doing and additional things they could do.

#### **4. Jamboard activity – CAC member input on how goals can be implemented**

Chris and Isaac clarified that they are hoping to get as many ideas as possible during the meeting but that additional sticky notes could still be added after the meeting (jamboard will be kept open through Tuesday evening 4/19/2022).

[https://jamboard.google.com/d/1rfSDCY-Eh3UIfrDF1wZ\\_kM36\\_fEbKU7fnBaISffJM4/edit?usp=sharing](https://jamboard.google.com/d/1rfSDCY-Eh3UIfrDF1wZ_kM36_fEbKU7fnBaISffJM4/edit?usp=sharing)

Jordan suggested making announcements on the bus of a hotline that people can call into for safety/security. Janet suggested providing information such as phone numbers for community health resources at bus stops. Wanda suggested expanding electronic signage for real-time bus arrival information at transit centers and bus stops. Janet suggested workforce initiatives are needed to recruit, hire, and train more coach operators. Wanda also suggested to communicate to the public that buses have bike racks, wheelchair spaces, and Ontario airport service. Jordan has found out about transit services through the Transit App, agrees with suggestion for billboards advertising that bus goes directly to terminal. Jordan suggested promoting Transit App, it's been useful. Jordan answered a question from Janet that you can star the routes you ride the most in Transit App to personalize your information. Karina asked how people feel about bus-only lanes, and everyone agreed that they are needed but may be challenging to implement. Richard suggested sponsoring social media influencers to promote transit, and others agreed with the idea.

**5. How to present this information to the public for their feedback, such as survey and two workshops for the ConnecTransit Plan?**

Wanda suggested providing information in a succinct way, such as a one-page flyer. Isaac asked what kind of language should be used to make information less technical and more understandable to the public. Wanda suggested using simplified language, fifth grade reading level. Give examples of projects/improvements for each goal and then ask if people have other suggestions. Relate to how the rider benefits, such as “improving your ride”, “keeping you safer”. Change wording of “service reliability” to "bus service is frequent and on-time" and change “mobility and connectivity” to "bus routes take you to your destination and provide you convenient connections to where you want to go". Also provide information about where the bus service goes and how to ride, i.e., what you’re allowed to bring on the bus, etc. Jordan suggested route-specific information such as maps and destinations the route goes to posted at the bus stops.

**6. Next Steps**

Project team will be working on compiling information for the public to present and obtain public input in future survey, focus groups, and pop-up event. Anna will be sending Wanda her gift card from second CAC meeting and sending out all gift cards from this meeting.

## ConnecTransit Plan Team Meeting

5/3/2022 – Virtual

### Meeting Minutes

#### 1. Attendees

- a. Jimi and Karina from N\N
- b. Anna and Victor from Omnitrans
- c. Isaac from El Sol
- d. Richard from OBI

#### 2. Glows and Grows from CAC meeting held on 4/18

- a. Glows:
  - i. Great dialogue and had better participation than past meetings
  - ii. Jamboard activity worked well at least for some CAC members, for in-person meeting could do physical sticky note board
  - iii. Worked well for team members to record comments being made in real-time
  - iv. Reminder from CAC member that we need to consider how non-riders view transit
- b. Grows:
  - i. CAC members didn't seem to have 100% understanding of what they were being asked for in jamboard activity or understanding of purpose of goal setting activity
  - ii. Need to make space for other CAC members who aren't as vocal, could try breakout sessions
  - iii. At next CAC mtg, need to obtain input on how to message next round of outreach in summer, how to ask people what kinds of improvements will be beneficial for them.
  - iv. Team would like to workshop with Omnitrans staff to understand what Omnitrans is doing and what else could be done, examples of improvements Omnitrans is working on, where they are, what they look like (i.e., e-signs) – *team workshop scheduled for 5/11 at 1pm and will bring in Omnitrans staff (Mobility Services, Service Planning, Marketing) to talk about Omnitrans planning process, funding programs, marketing, community engagement. Nelson\Nygaard to send questions for Omnitrans staff to Anna by 5/4.*

- v. Next CAC meeting would be better in person. *Anna to poll the CAC members about interest to come in person. Anna to look into location, will ask CAC members about convenient location.*
- vi. Gift card snafu – will hand gift cards to CAC members in person at next meeting.
- vii. No attendance from Brandy Nelson or community partners Helping Hands, Project Boon, or CCAEJ – will ask the CAC members to vote at next meeting to formally remove them from roster since they haven't attended. *Anna to reach back out to three partners and reengage them besides being actual CAC members; they could have opportunities to partner for next round of outreach.*

### 3. Workplan/Schedule

- a. Nelson\Nygaard update on tech memos – will complete scoping memo after 5/11 meeting
- b. Nelson\Nygaard will have thoughts for survey questions by June team meeting to get input from CAC in July, start survey in August, CAC to give input in July for survey and pop-up event. Balance between talking in too technical terms for the public but not being too broad, so they understand examples of what we're talking about. Need to get input from CAC on how to frame potential solutions. Need specific examples with pictures of things that Omnitrans doesn't do yet or does but could expand upon. Need draft by June team meeting.
- c. Omnitrans will be coordinating pop-up event, get input from CAC members on what kind of pop-up event to do, what are some options, based on priorities the CAC has outlined for the project
- d. *Anna to send draft quarter 4 report to Nelson\Nygaard for input*
- e. Richard to facilitate a relationship building conversation – 45 minutes – *Richard will send out an email to schedule project mid-point reflection meeting, two weeks from now*

### 4. Next Steps

- a. *Anna will schedule next CAC meeting for July*



## Omnitrans ConnecTransit Plan Community Advisory Council Meeting

October 21, 2022 at 3:30pm

### Minutes

#### Attendees:

<b>CAC Members:</b>	
El Sol (facilitator)	Isaac Mendez
Arrowhead United Way (co-facilitator)	Chris Ortiz
Community Representative (community facilitator)	Angie Balderas
Community Representative	Janet Martin Del Campo
Community Representative	Wanda Williams
Community Representative	Edward Brantley
Community Representative	<i>Jordan Dibell (not in attendance)</i>
<b>Project Team Members:</b>	
Omnitrans	Anna Jaiswal, Victor Cuate, Nathan Morin
OBI (technical assistance provider)	Richard Aviles

#### Discussion:

##### 1. Welcome Message and Roll Call – Angie

- Community Agreements for the meeting

##### 2. Conversation Starter – Richard, OBI

- Discussion of LGBTQ+ and BIPOC LGBTQ+ variances
  - i. LGBTQ+ and BIPOC intersectionality will be incorporated into equity statement

##### 3. Milestone Timeline & Upcoming Engagement – Anna, Chris, & Isaac

- Focus Group Summary – Chris & Isaac
- Survey #2 – Anna
  - i. Will be launching survey #2 soon, CAC members are invited to share the survey to get the word out to encourage people to participate, there will be a drawing to win a \$25 retail gift card
- Pop-up Event – Anna
  - i. Discussion of a bus bench art painting event
  - ii. Committee approves of the event
    - 1. 5 out of 6 people in Zoom poll said they will attend the event
  - iii. Suggestion from Angie to display the winning artwork at Garcia Center
  - iv. Get elected officials there, Angie can help connect to people and spread the word to get people there

##### 4. Recap & Next Steps

- CAC Meeting #6
  - i. Mid to late January works best for Angie for next CAC meeting
  - ii. Friday afternoons still work besides first Friday of the month for Angie

## **Omnitrans ConnecTransit Plan Community Advisory Council Meeting 6**

January 20, 2023 at 11:00am

Virtual Meeting

### **Meeting Notes**

#### **Attendees**

- CAC members
  - Edward Brantley
  - Janet Martin Del Campo (joined at about 11:50am)
  - Wanda Williams
- Arrowhead United Way – Chris Ortiz
- El Sol Neighborhood Educational Center – Isaac Mendez
- Nelson\Nygaard – Jimi Mitchell
- Omnitrans – Allan Icarangual, Anna Jaiswal, and Nathan Morin

#### **Discussion Items**

- Welcome Message and Roll Call – Anna
- Community Agreements for the meeting
- Conversation Starter – Anna
  - Equity statement revisions - LGBTQ+ and BIPOC intersectionality – CAC members confirmed that they are happy with how the equity statement has included all the points discussed by the CAC members that are important to them about equity.
- Survey results – Nathan
- Pop-up outreach event update - Nathan
- Schedule for remainder of project – Anna
  - Wanda – appreciates Transit app.
  - Edward – WiFi hotspots and charging at stations/stops and additional routes on west side of San Bernardino.
  - Wanda and Edward expressed they are happy with the direction of the project.
- Summary of draft recommendations for ConnecTransit Plan – Jimi
  - Positive comments from Wanda about traffic signal priority.
  - Edward and Wanda happy with the process of continuous improvement for Omnitrans' service, and happy with the proposed Muscoy/northern San Bernardino OmniRide service.
  - Wanda interested in future Omnitrans CAC.
- CAC member wrap-up feedback/evaluation of CAC experience – Anna/Nathan
  - CAC member survey – Nathan will follow up via email with a link to the survey and a deadline, feedback is requested in the next couple of weeks.

## **APPENDIX B – FOCUS GROUP WORKSHOP SUMMARIES**

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## Focus Group Main Topics Covered

The first round of focus groups (third and fourth focus group) for the ConnecTransit Plan were held in early March 2022, one in English and one in Spanish. Participants were asked to take a near-final version of the draft Community Survey #1 to provide feedback on proposed format, questions and responses. Each focus group participant received a \$100 retail gift card as an incentive for their participation.

### Spanish Language

All of the participants take the bus on a regular basis, many as their main form of transportation. All of them would appreciate being able to be a part of future involvement

Long wait times between buses are a major issue, hourly buses cause the most issues, requests for 15-20 minute frequency are brought up repeatedly and in different contexts. This issue seems to underpin many of the other topics.

Schedule changes are also a major issue, this combined with long wait times leads to people missing the bus or having to show up 10 minutes early. Reliability is cited several times as a reason people can't take a ride or why a new program might not work.

Access to real time info has been a problem for several of the people as well as their relatives who also take transit, a few people had had issues with the app not tracking the buses correctly and so they weren't able to catch the bus.

That children don't have enough access to transit was brought up as a major point, suggestion for school pick ups and drop offs as well as class trips. Reliability and frequency are a concern for this.

A lot of the people use the bus to connect to Metrolink and go into LA for both work and recreation. The Getty Center and Beach are brought up as examples of recreation people would like to have access to. People would like to be able to go to a park on the bus, discussions about this also bring up kids and their children's use of the bus.

Pollution and not contributing to congestion are on people's minds when they make trip choices. People are also concerned about this around schools

Homeless causing disruptions and making the stops messy can be an issue for people.

Suggestion of having maps and signage at the stops was popular.

More regular surveys of riders to see what changes could be made, yearly suggestion.

Cost was brought up as a barrier

Ensuring that announcements are made in both English and Spanish and that they are concise enough to be easily understood.

### English Language

All of the people attending are regular bus riders, and use the bus as their main form of transportation. This group was considerably smaller than the Spanish Language group.

Recreation and leisure travel on weekends are a major driver (work from home) and connections to Metrolink are important

People are riding less due to the pandemic and working from home.

Wait times for service have caused issues, frequency being a concern. This is mentioned repeatedly and in different contexts.

Lighting and cleaning are mentioned as improvements to the stops. Social distancing is also a concern.

The app had positive reviews and has had an impact on people being able to catch the bus more reliably.

Having maps at the stops is brought up as a suggestion. Having live tracking on the maps is also suggested.

Reduced or free fares are brought up.

Suggestion of showing the reduction in pollution by taking the bus when entering in trip planning info.

Being able to buy tickets on the app was suggested, as well as being able to link the app to calendars (google and outlook) for scheduling.

Change to bus that served a school caused issues for parents.

The second round of focus groups (third and fourth focus group) for the ConnecTransit Plan were held on September 27<sup>th</sup> and 28<sup>th</sup>, one in English and one in Spanish. Both were held at 6pm over Zoom to maximize participation from residents throughout Omnitrans' service area. The Spanish focus group had 10 attendees; the English focus group had 2. Each focus group participant received a \$100 retail gift card as an incentive for their participation.

Focus group participants were asked to rank the importance of categories of potential transit improvements to recommend in the ConnecTransit Plan. Below is the summary of the average ratings from all focus group participants, as well as comments brought up by participants related to each category.

Potential Transit Solution/Improvement	Average Score	Examples Suggested by Participants
New Routes and Designs	5.00	Expansion of routes / new routes to serve more areas. Expanding OmniRide service to more communities, particularly low-income areas.
On-Demand Mobility Choices	5.00	Scooter share, especially between schools and transit stops. Expansion of volunteer driver reimbursement program. Van ride services to senior housing.
Health and Wellness	5.00	First-aid supplies onboard buses. Dividers between seats.
Customer Service	4.96	Technology for customers to submit issues encountered via text message.
Transit-Oriented Streets	4.92	Transit signal priority.
Inclusive Fare Policy and Collection Systems	4.92	GoSmart partnerships with employers, mobile payment readers on board, Google/Apple Pay integration. Free fares for people eligible for MediCal.
Trip Planning and Information	4.92	One-app integration for payment, trip planning, and detour notifications, in multiple languages. Promotion of places you can go on the bus.
Leadership Transparency and Accountability	4.92	Community/Rider Advisory Council, more focus groups.
System Connectivity and Transfers	4.83	Transit Ambassadors at transit centers.
Vehicle Designs	4.83	Zero-emission vehicles, WiFi and charging ports onboard, electronic wayfinding screens onboard. More space onboard.
Transit Facilities and Amenities	4.75	Transit-oriented development such as affordable housing at transit centers/sbX stations. Cleaning at bus stops and transit centers. More seating and lighting at bus stops. Public WiFi at transit centers and bus stops.
Route Frequency and Service Hours	4.50	Higher frequency during peak times (15-30 minutes instead of hourly routes), later evening hours, more weekend service.

## **APPENDIX C – COMMUNITY SURVEY RESPONSES**

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# CONNECTRANSIT PLAN

**Community Survey #1 Results  
January 2022**



## Community Transportation Survey

The purpose of this survey is to collect community feedback about current travel patterns and ideas to improve transportation options in the future. Omnitrans is working with El Sol Neighborhood Educational Center (El Sol), Arrowhead United Way (AUW), and other community leaders to get people involved in the ConnecTransit Plan that will identify investments that can support the community's transportation needs, especially when it comes to riding Omnitrans. This project is supported by the California Climate Investments program.

#	Question	Responses	Branch
1	I understand the purpose of this survey and that all my personally identifiable information will be held confidential. I understand that I am free to stop at any time and skip any questions that I am not comfortable answering. I also understand that I have the right to contact Megan Walker (megan.walker@omnitrans.org) to request to have my personal information erased from the record at any time	<input type="checkbox"/> Yes, I would like to complete the survey. I know I can request my responses be removed at any time. <input type="checkbox"/> No, I would not like to complete the survey.	<input type="checkbox"/> If yes, continue to question 2 <input type="checkbox"/> If no, submit survey.
2	Survey participants may enter a drawing for the chance to receive a \$50 gift card to a grocery store. Would you like to participate?	<input type="checkbox"/> Yes, I would like to enter the drawing. <input type="checkbox"/> No, I would not like to enter the drawing.	<input type="checkbox"/> If yes, continue to question 3 <input type="checkbox"/> If no, continue to question 5.
3	Please provide us your name and email or phone number to reach you should you be selected	Open-ended	<input type="checkbox"/> Go to question 4
4	Survey participants can sign up to participate in future guided discussions and receive compensation. Would you like to sign up?	<input type="checkbox"/> Yes, I would like to be considered for a guided discussion. <input type="checkbox"/> No, I would like to be considered for a guided discussion.	
<b>Tell us about your travel:</b> Your responses to the following questions will help Omnitrans understand how you travel and get your ideas for how transportation should be improved in the future. Thank you for participating!			

**ConnecTransit Community Outreach Leader's Guide #1**  
Omnitrans

#	Question	Responses	Branch
5	Think about the trips you make most often, where are you going? (Please select all that apply.)	<input type="checkbox"/> Go to work site <input type="checkbox"/> Go to medical appointment(s) <input type="checkbox"/> Go to school or attend class(es) <input type="checkbox"/> Go to the grocery store <input type="checkbox"/> Go shopping or to a non-food retail store <input type="checkbox"/> Go to church or spiritual organization <input type="checkbox"/> Go to parks and recreation <input type="checkbox"/> Go to places in other cities <input type="checkbox"/> Go to visit family or friends <input type="checkbox"/> Other: [Open-ended] <input type="checkbox"/> Prefer not to say	
6	Think about the trips you make most often, how are you traveling? (Please select all that apply.)	<input type="checkbox"/> I drive myself in my own vehicle <input type="checkbox"/> I drive myself in a vehicle I share <input type="checkbox"/> I get driven by family or friends <input type="checkbox"/> I ride the bus (Omnitrans routes, OmniRide microtransit, RTA, Foothill, VVTA, Mountain Transit, Beaumont Transit, etc.) <input type="checkbox"/> I ride paratransit (OmniAccess or another agency's Access paratransit service) <input type="checkbox"/> I walk <input type="checkbox"/> I bicycle <input type="checkbox"/> I hail a ride (Uber, Lyft, taxi) <input type="checkbox"/> Other: [Open-ended] <input type="checkbox"/> Prefer not to say	
7	In the last month, how many times have you travelled on a bus?	<input type="checkbox"/> 0 times <input type="checkbox"/> 1 or 2 times <input type="checkbox"/> 3 to 10 times <input type="checkbox"/> Several times every week <input type="checkbox"/> Almost everyday <input type="checkbox"/> Prefer not to say	
8	Before the start of the COVID-19 pandemic in March 2020, how many times did you travel on a bus?	<input type="checkbox"/> 0 times <input type="checkbox"/> 1 or 2 times <input type="checkbox"/> 3 to 10 times <input type="checkbox"/> Several times every week <input type="checkbox"/> Almost everyday <input type="checkbox"/> Prefer not to say	

**ConnecTransit Community Outreach Leader's Guide #1**  
Omnitrans

#	Question	Responses	Branch
9	What, if anything, would encourage you to travel on Omnitrans buses more? (Please check all that apply)	<input type="checkbox"/> Buses run more frequently <input type="checkbox"/> Bus travel times are shorter <input type="checkbox"/> Buses go to more places <input type="checkbox"/> Bus fares cost less <input type="checkbox"/> Buses provide more space for my belongings <input type="checkbox"/> Bus stops are closer to my home, work, or destinations <input type="checkbox"/> Bus stops have better lighting and shade <input type="checkbox"/> Sidewalks, pathways, and environment are improved <input type="checkbox"/> Bus customer service programs exist to learn about riding the bus <input type="checkbox"/> Nothing <input type="checkbox"/> Other: [Open-ended] <input type="checkbox"/> Prefer not to say	
10	If you wanted to find out about bus routes and schedules, what would you do? (Please check all that apply.)	<input type="checkbox"/> Call Omnitrans <input type="checkbox"/> Use the internet <input type="checkbox"/> Use the Transit app <input type="checkbox"/> Get printed maps and schedules <input type="checkbox"/> Ask a friend or relative <input type="checkbox"/> Other: [Open-ended] <input type="checkbox"/> Prefer not to say	
11	In the last month, how many times did you want to go someplace but DID NOT go because travel was too difficult?	<input type="checkbox"/> None <input type="checkbox"/> Less than 4 times <input type="checkbox"/> About once a week <input type="checkbox"/> Many times a week <input type="checkbox"/> Daily <input type="checkbox"/> Not sure <input type="checkbox"/> Prefer not to say	<input type="checkbox"/> If none, go to question 13 <input type="checkbox"/> If other than "None", go to question 12

**ConnecTransit Community Outreach Leader's Guide #1**  
Omnitrans

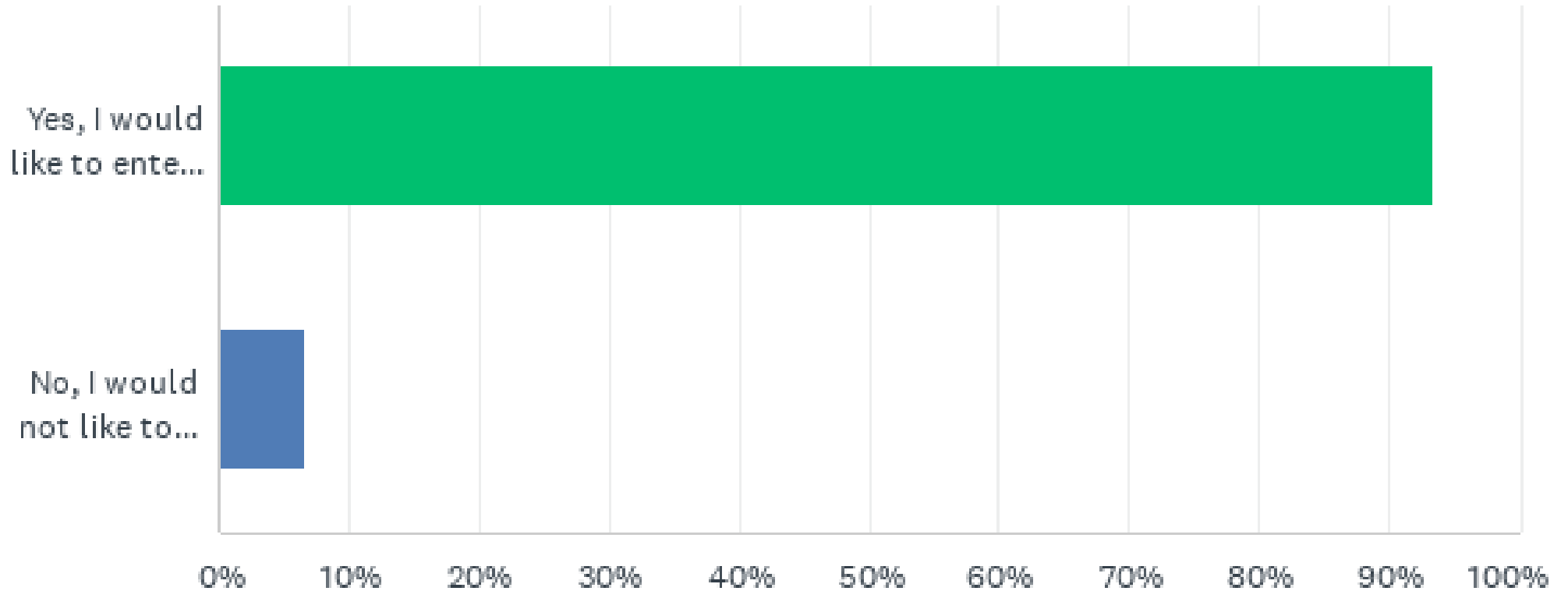
#	Question	Responses	Branch
12	Think about trips you DID NOT take because travel was too difficult, where did you want to go? (Please check all that apply.)	<input type="checkbox"/> Go to medical appointment(s) <input type="checkbox"/> Go to school or attend class(es) <input type="checkbox"/> Go to the grocery store <input type="checkbox"/> Go shopping or to a non-food retail store <input type="checkbox"/> Go to church or spiritual organization <input type="checkbox"/> Visit other neighborhoods <input type="checkbox"/> Visit parks and recreation <input type="checkbox"/> Visit family or friends <input type="checkbox"/> Other: [Open-ended] <input type="checkbox"/> Prefer not to say	
13	Think about travel that is too difficult, what change(s) would you like to see to make travel easier for you?	[Open-ended]	
<b>Tell us more about you:</b> Your responses to the following questions will help Omnitrans understand who is represented in this feedback. We want to make sure we are collecting information that represents people who live in the area of San Bernardino County that Omnitrans serves. Thank you for participating!			
14	Which of the following best describe you? (Please check all that apply.)	<input type="checkbox"/> I am a woman <input type="checkbox"/> I am a man <input type="checkbox"/> I am non-binary/third gender <input type="checkbox"/> I am American Indian or Alaska Native <input type="checkbox"/> I am Asian or Asian American <input type="checkbox"/> I am Black or African American <input type="checkbox"/> I am Native Hawaiian or Other Pacific Islander <input type="checkbox"/> I am Latina/o/e/x or Hispanic <input type="checkbox"/> I am white or Caucasian <input type="checkbox"/> I prefer to self-describe: _____ <input type="checkbox"/> Prefer not to say	
15	What is your age?	<input type="checkbox"/> I am under 18 years old <input type="checkbox"/> I am 18-35 years old <input type="checkbox"/> I am 36-55 years old <input type="checkbox"/> I am 56-74 years old <input type="checkbox"/> I am 75 years old or more <input type="checkbox"/> Prefer not to say	

**ConnecTransit Community Outreach Leader's Guide #1**  
Omnitrans

#	Question	Responses	Branch
16	Where do you live? (Please share the nearest street intersection, neighborhood, or city)	<input type="checkbox"/> Please enter here: [Open-ended response] <input type="checkbox"/> Not applicable, I do not have a permanent residence now <input type="checkbox"/> Prefer not to say	
17	Where do you work or go to school? (Please share the nearest street intersection, neighborhood, or city)	<input type="checkbox"/> Please enter here: [Open-ended response] <input type="checkbox"/> Not applicable, I do not work or go to school <input type="checkbox"/> Prefer not to say	
18	Do you care for children or other dependents (i.e., older parents)? (Please select all that apply.)	<input type="checkbox"/> I do not care for children or other dependents <input type="checkbox"/> I am a single parent <input type="checkbox"/> I am one of two parents <input type="checkbox"/> I am a foster parent <input type="checkbox"/> I am raising own children and children of others <input type="checkbox"/> I am raising someone else's children (I am an aunt, grandparent, etc.) <input type="checkbox"/> I support other dependents, not children <input type="checkbox"/> Prefer not to say	
19	In 2020, how much did your household earn?	<input type="checkbox"/> Less than \$25,000 <input type="checkbox"/> \$25,000 - \$50,000 <input type="checkbox"/> \$50,000 - \$100,000 <input type="checkbox"/> More than \$100,000 <input type="checkbox"/> Prefer not to say	
20	Do you have any of the following? (Please check all that apply.)	<input type="checkbox"/> Condition that limits my ability to walk or climb stairs <input type="checkbox"/> Blindness or serious difficulty seeing when wearing glasses <input type="checkbox"/> Limited ability to care for myself <input type="checkbox"/> Condition that limits learning, remembering, or concentrating <input type="checkbox"/> I do not have any of the listed conditions <input type="checkbox"/> Prefer not to say	

## **Q2: SURVEY PARTICIPANTS MAY ENTER A DRAWING FOR THE CHANCE TO RECEIVE A \$50 GIFT CARD TO A GROCERY STORE. WOULD YOU LIKE TO PARTICIPATE?**

Answered: 1,869   Skipped: 6



## **Q2: SURVEY PARTICIPANTS MAY ENTER A DRAWING FOR THE CHANCE TO RECEIVE A \$50 GIFT CARD TO A GROCERY STORE. WOULD YOU LIKE TO PARTICIPATE?**

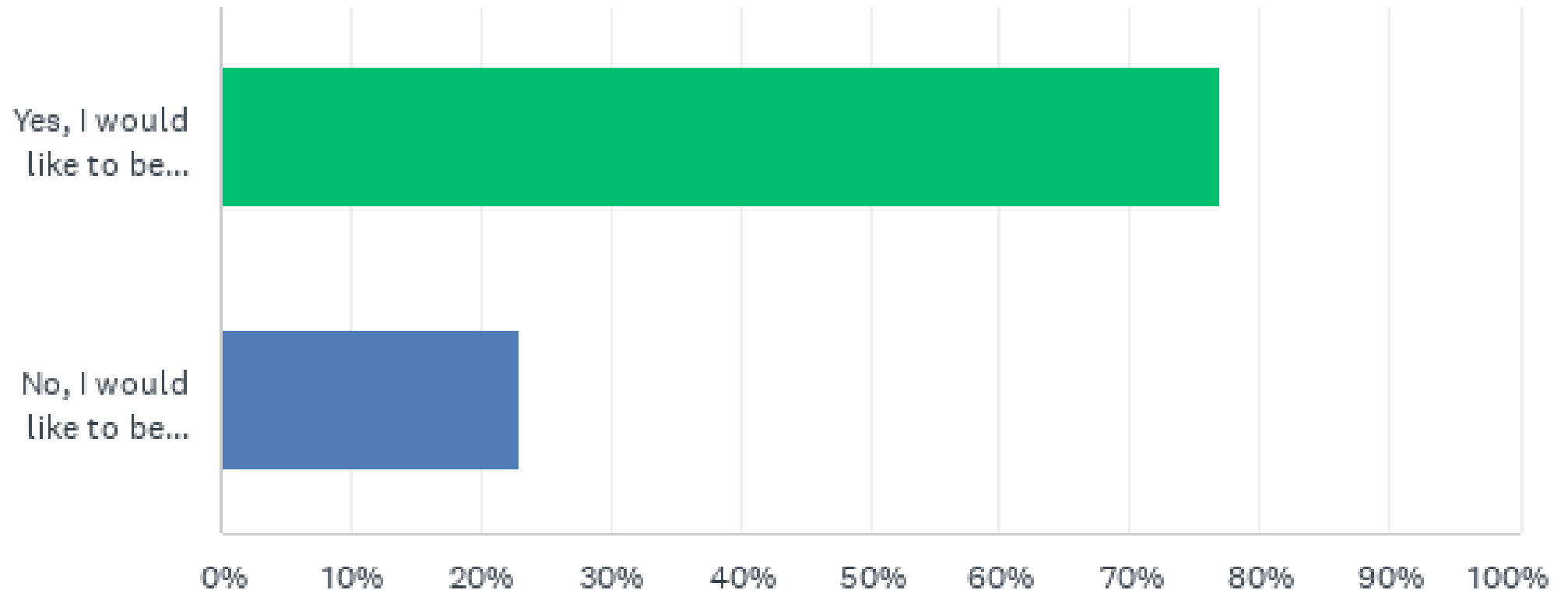
Answered: 1,869   Skipped: 6

ANSWER CHOICES	RESPONSES	
Yes, I would like to enter the drawing.	93.31%	1,744
No, I would not like to enter the drawing.	6.69%	125
TOTAL		1,869



## Q4: SURVEY PARTICIPANTS CAN SIGN UP TO PARTICIPATE IN FUTURE GUIDED DISCUSSIONS OR DECISION-MAKING MEETINGS FOR COMPENSATION. WOULD YOU LIKE TO SIGN UP?

Answered: 1,846 Skipped: 29



## **Q4: SURVEY PARTICIPANTS CAN SIGN UP TO PARTICIPATE IN FUTURE GUIDED DISCUSSIONS OR DECISION-MAKING MEETINGS FOR COMPENSATION. WOULD YOU LIKE TO SIGN UP?**

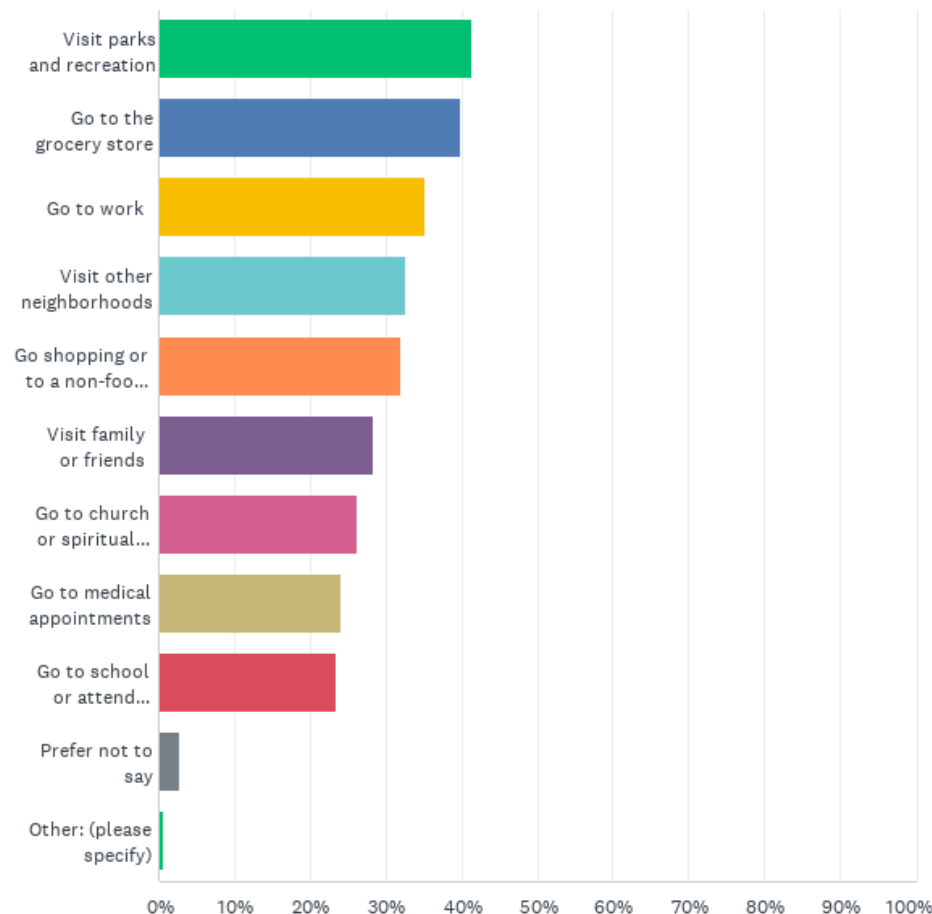
• **Answered: 1,846      Skipped: 29**

ANSWER CHOICES	RESPONSES	
Yes, I would like to be considered for future discussions or meetings.	76.98%	1,421
No, I would like to be considered for future discussions or meetings.	23.02%	425
TOTAL		1,846

## Q5: THINK ABOUT THE TRIPS YOU MAKE MOST OFTEN, WHERE ARE YOU GOING? (PLEASE SELECT ALL THAT APPLY.)

• **Answered: 1,798**    **Skipped: 77**

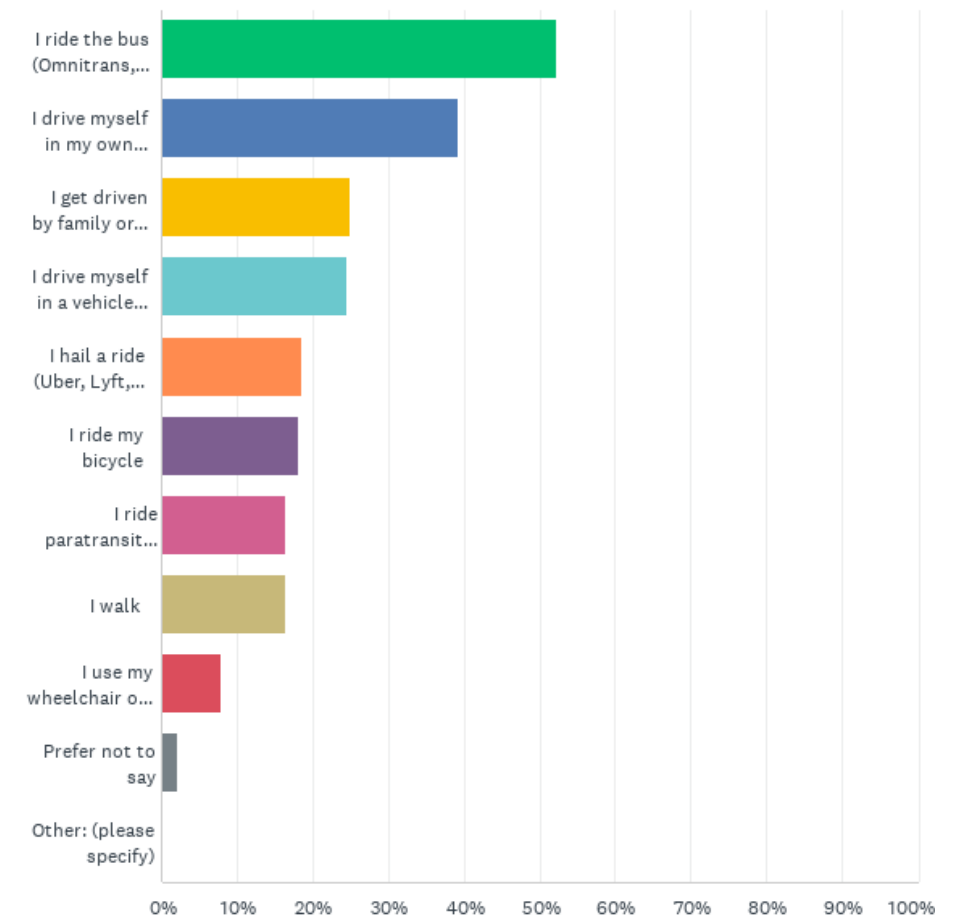
ANSWER CHOICES	RESPONSES	
Visit parks and recreation	41.43%	745
Go to the grocery store	39.77%	715
Go to work	35.21%	633
Visit other neighborhoods	32.59%	586
Go shopping or to a non-food retail store	32.04%	576
Visit family or friends	28.42%	511
Go to church or spiritual organization	26.14%	470
Go to medical appointments	24.08%	433
Go to school or attend class(es)	23.47%	422
Prefer not to say	2.67%	48
Other: (please specify)	0.61%	11
Total Respondents: 1,798		



## Q6: THINK ABOUT THE TRIPS YOU MAKE MOST OFTEN, HOW ARE YOU TRAVELING? (PLEASE SELECT ALL THAT APPLY.)

• **Answered: 1,798**   **Skipped: 77**

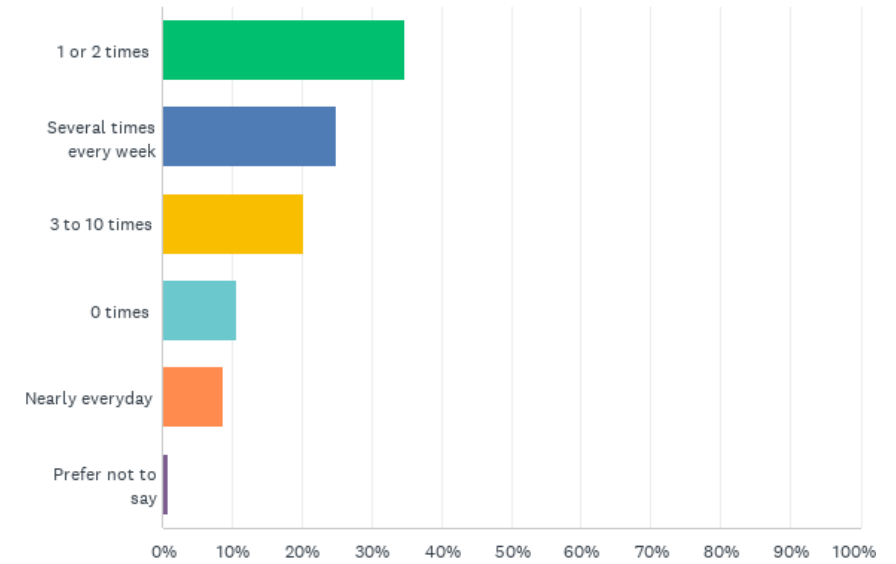
ANSWER CHOICES	RESPONSES	
I ride the bus (Omnitrans, OmniRide microtransit, Foothill Transit, RTA, VVTA, Mountain Transit, Pass Transit, etc.)	52.28%	940
I drive myself in my own vehicle	39.32%	707
I get driven by family or friends	24.92%	448
I drive myself in a vehicle I share	24.47%	440
I hail a ride (Uber, Lyft, taxi)	18.46%	332
I ride my bicycle	18.13%	326
I ride paratransit (OmniAccess or another agency's Access paratransit service)	16.41%	295
I walk	16.41%	295
I use my wheelchair or mobility device	7.84%	141
Prefer not to say	2.06%	37
Other: (please specify)	0.22%	4
Total Respondents: 1,798		



## Q7: IN THE LAST MONTH, HOW MANY TIMES HAVE YOU TRAVELED ON AN OMNITRANS BUS?

• **Answered: 1,678**    **Skipped: 197**

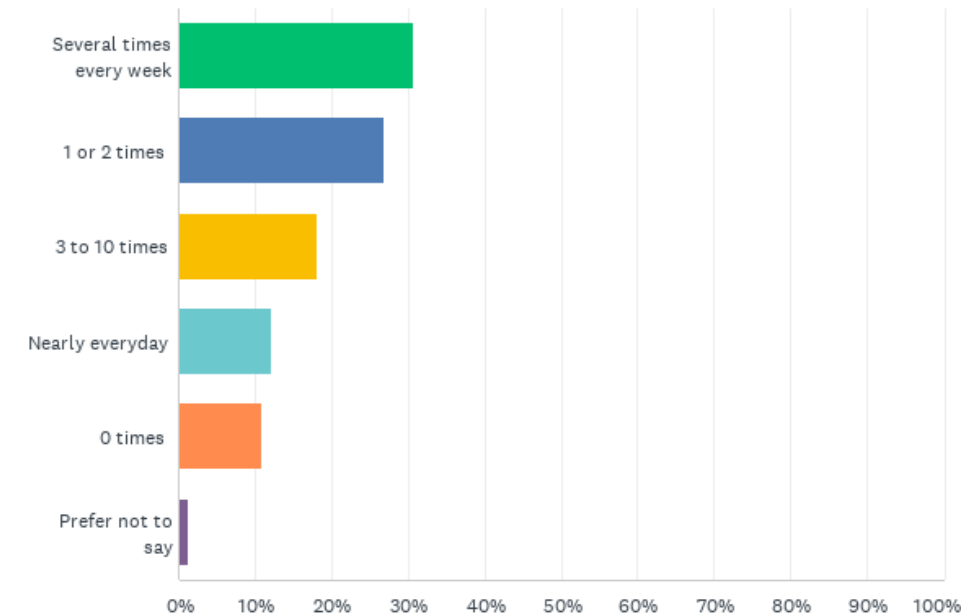
ANSWER CHOICES	RESPONSES	
1 or 2 times	34.68%	582
Several times every week	24.91%	418
3 to 10 times	20.32%	341
0 times	10.61%	178
Nearly everyday	8.64%	145
Prefer not to say	0.83%	14
<b>TOTAL</b>		<b>1,678</b>



## Q8: BEFORE THE START OF THE COVID-19 PANDEMIC IN MARCH 2020, HOW MANY TIMES DID YOU TRAVEL ON AN OMNITRANS BUS?

• **Answered: 1,791**      **Skipped: 84**

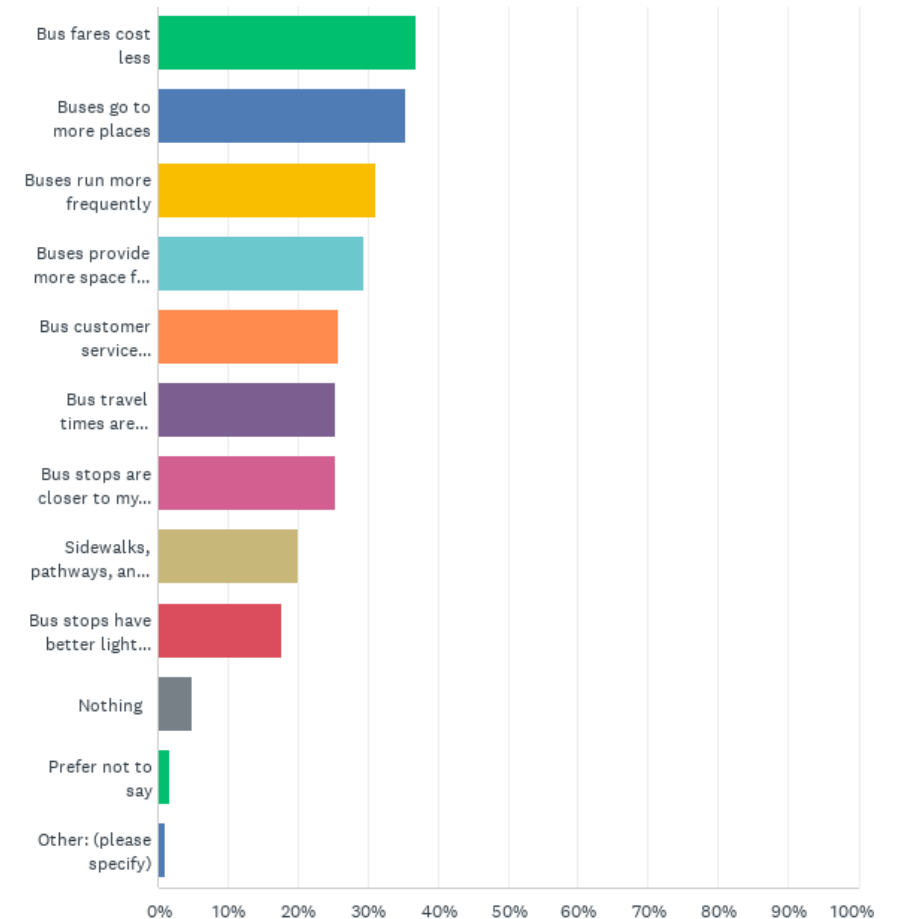
ANSWER CHOICES	RESPONSES	
Several times every week	30.65%	549
1 or 2 times	26.86%	481
3 to 10 times	18.15%	325
Nearly everyday	12.17%	218
0 times	10.83%	194
Prefer not to say	1.34%	24
<b>TOTAL</b>		<b>1,791</b>



## Q9: WHAT, IF ANYTHING, WOULD ENCOURAGE YOU TO TRAVEL ON OMNITRANS BUSES MORE? (PLEASE CHECK ALL THAT APPLY)

• **Answered: 1,798**   **Skipped: 77**

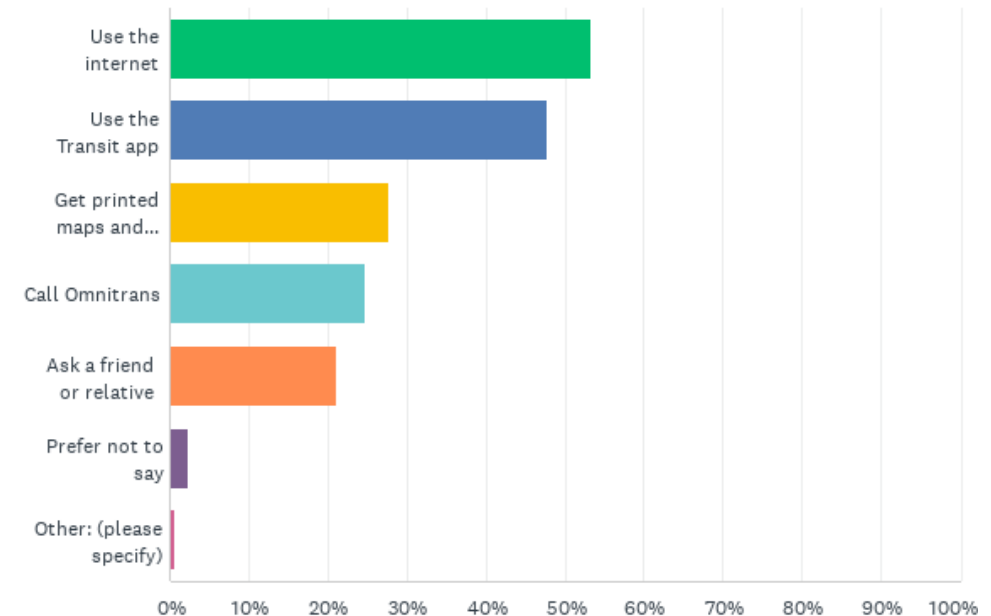
ANSWER CHOICES	RESPONSES	
Bus fares cost less	36.93%	664
Buses go to more places	35.37%	636
Buses run more frequently	31.09%	559
Buses provide more space for my belongings	29.42%	529
Bus customer service programs exist to learn about riding the bus	25.81%	464
Bus travel times are shorter	25.36%	456
Bus stops are closer to my home, work, or destinations	25.36%	456
Sidewalks, pathways, and environment are improved	20.13%	362
Bus stops have better lighting and shade	17.80%	320
Nothing	4.84%	87
Prefer not to say	1.78%	32
Other: (please specify)	1.06%	19
Total Respondents: 1,798		



## Q10: IF YOU WANTED TO FIND OUT ABOUT OMNITRANS BUS ROUTES OR SCHEDULES, WHAT WOULD YOU DO? (PLEASE CHECK ALL THAT APPLY.)

• **Answered: 1,786**    **Skipped: 89**

ANSWER CHOICES	RESPONSES	
Use the internet	53.36%	953
Use the Transit app	47.76%	853
Get printed maps and schedules	27.72%	495
Call Omnitrans	24.80%	443
Ask a friend or relative	21.05%	376
Prefer not to say	2.30%	41
Other: (please specify)	0.56%	10
Total Respondents: 1,786		

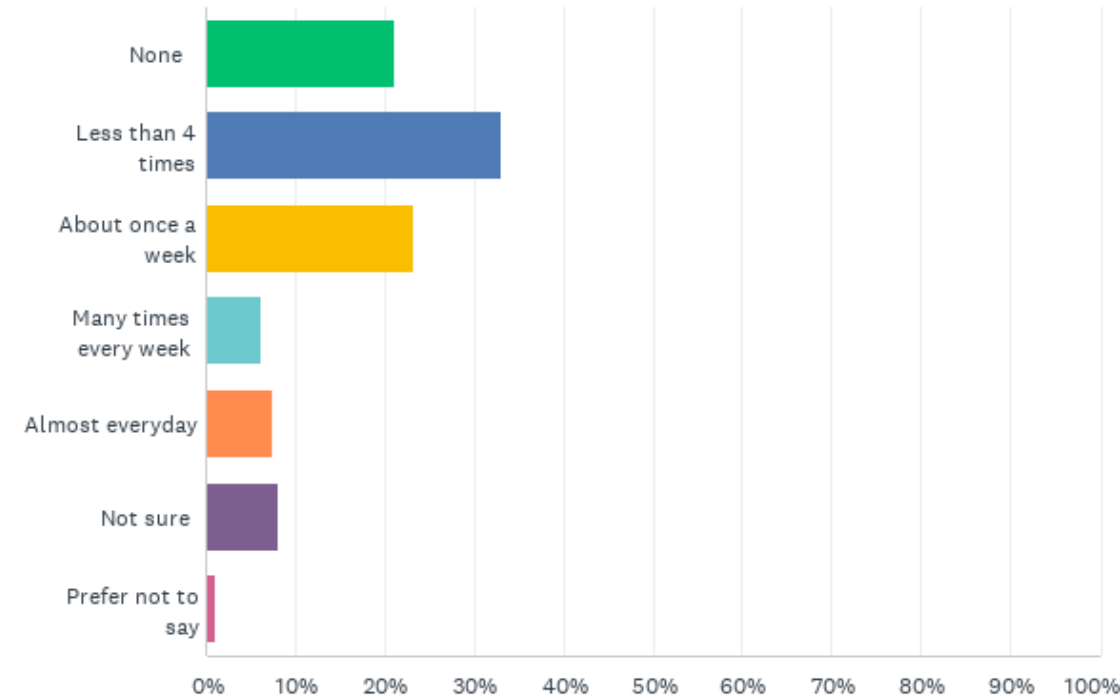




## Q11: IN THE LAST MONTH, HOW MANY TIMES DID YOU WANT TO GO SOMEPLACE BUT DID NOT GO BECAUSE TRAVEL WAS TOO DIFFICULT?

• **Answered: 1,785**    **Skipped: 90**

ANSWER CHOICES	RESPONSES	
None	21.18%	378
Less than 4 times	33.00%	589
About once a week	23.25%	415
Many times every week	6.16%	110
Almost everyday	7.39%	132
Not sure	8.01%	143
Prefer not to say	1.01%	18
<b>TOTAL</b>		<b>1,785</b>



## **Q13: THINK ABOUT TRAVEL THAT IS TOO DIFFICULT, WHAT CHANGE(S) WOULD YOU LIKE TO SEE TO MAKE TRAVEL EASIER FOR YOU?**

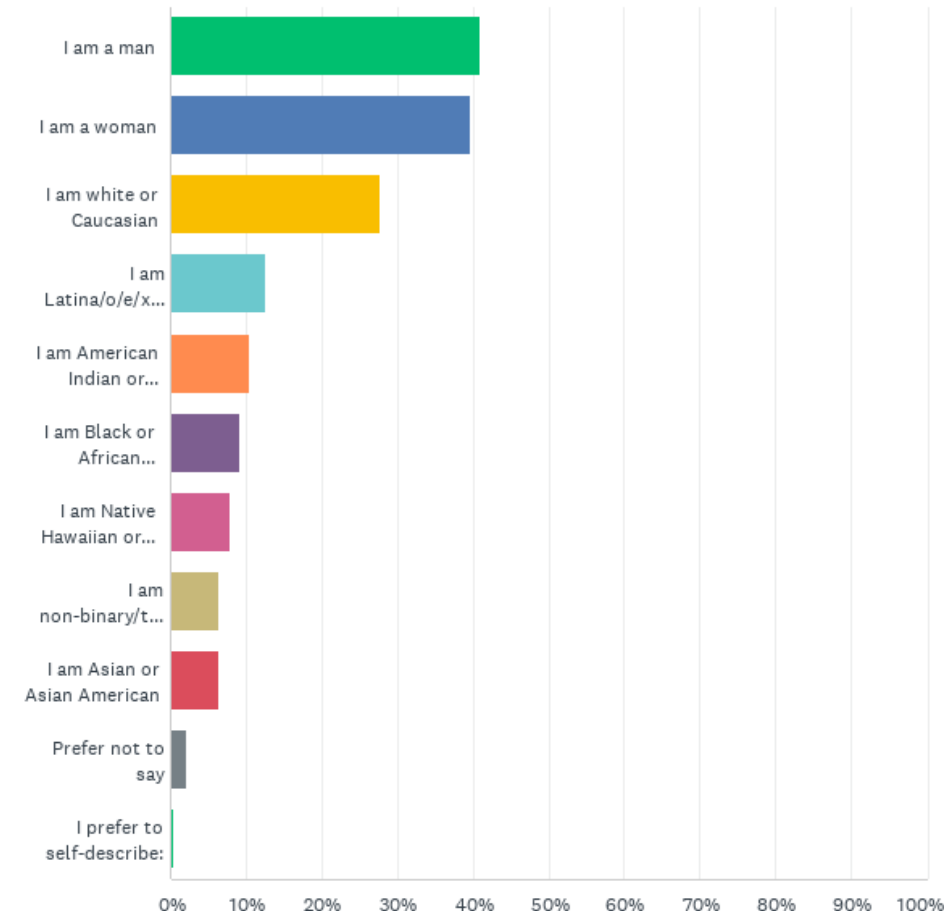
• **Answered: 975    Skipped: 900**

- **Changes to bus travel:** Longer hours of operation (e.g. later in the day), more frequency (e.g. 30 mins or better), better connections, faster east-west travel, go to tourist destinations
- **Hope to see changes:** More churches and shopping near home, routes to scenic places, greater environmental awareness
- **Concerned about time:** Shorter wait times, shorter transit travel times, trip planning
- **More convenient options**

## Q14: WHICH OF THE FOLLOWING BEST DESCRIBE YOU? (PLEASE CHECK ALL THAT APPLY.)

• **Answered: 1,764**   **Skipped: 111**

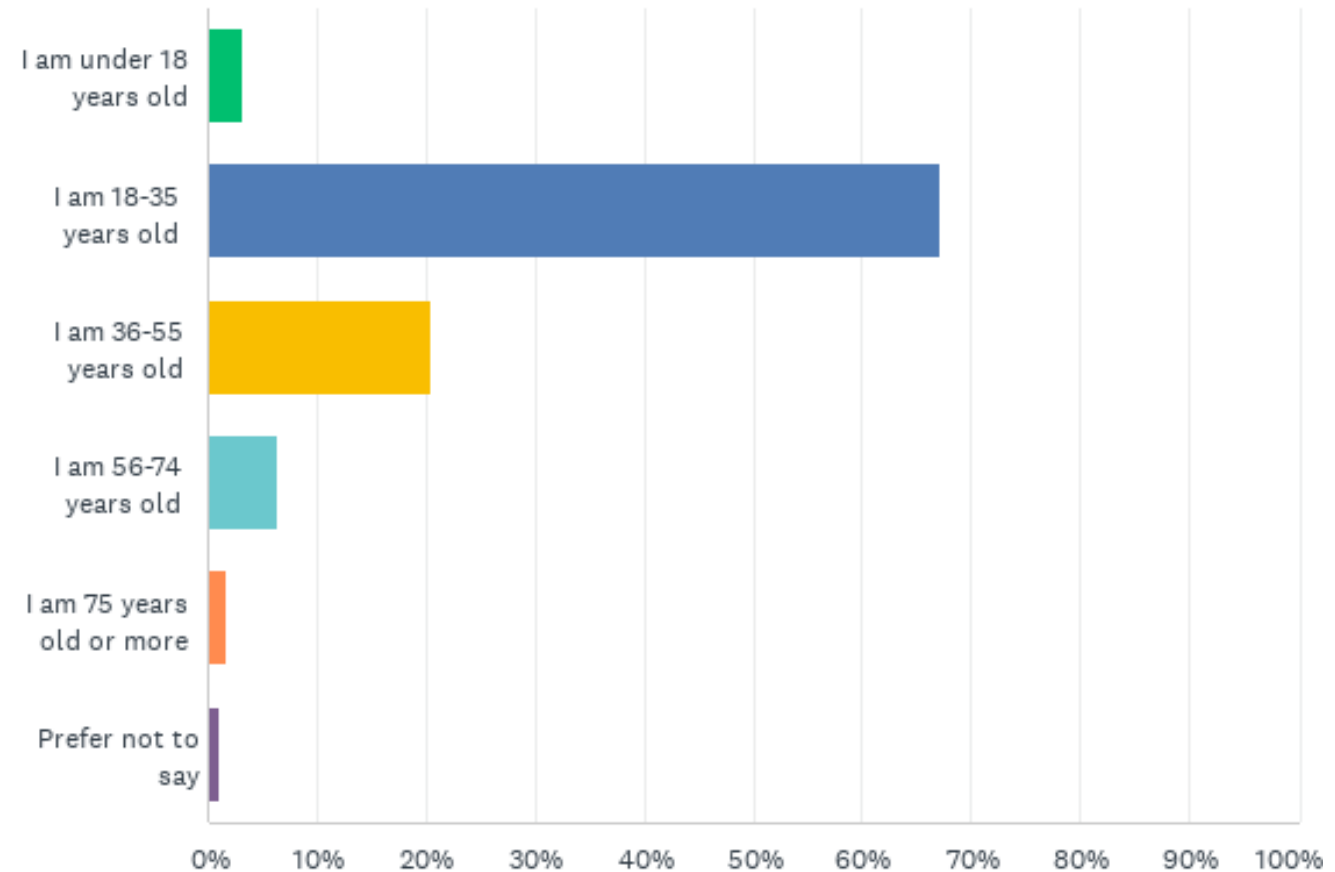
ANSWER CHOICES	RESPONSES	
I am a man	41.04%	724
I am a woman	39.57%	698
I am white or Caucasian	27.72%	489
I am Latina/o/e/x or Hispanic	12.53%	221
I am American Indian or Alaska Native	10.49%	185
I am Black or African American	9.24%	163
I am Native Hawaiian or Other Pacific Islander	7.94%	140
I am non-binary/third gender	6.46%	114
I am Asian or Asian American	6.35%	112
Prefer not to say	2.10%	37
I prefer to self-describe:	0.34%	6
Total Respondents: 1,764		



## Q15: WHAT IS YOUR AGE?

• **Answered: 1,763**      **Skipped: 112**

ANSWER CHOICES	RESPONSES	
I am under 18 years old	3.29%	58
I am 18-35 years old	67.16%	1,184
I am 36-55 years old	20.36%	359
I am 56-74 years old	6.47%	114
I am 75 years old or more	1.64%	29
Prefer not to say	1.08%	19
TOTAL		1,763



## **Q16: WHERE DO YOU LIVE? (PLEASE SHARE THE NEAREST STREET INTERSECTION, NEIGHBORHOOD, OR CITY)**

• **Answered: 1,703      Skipped: 172**

Answer Choices	Responses	
Not applicable, I do not currently have a permanent residence	58.23%	538
Prefer not to say	41.77%	383
Open-ended response	%	782
<b>Total</b>		<b>1,703</b>

## Q17: WHERE DO YOU WORK OR GO TO SCHOOL? (PLEASE SHARE THE NEAREST STREET INTERSECTION, NEIGHBORHOOD, OR CITY)

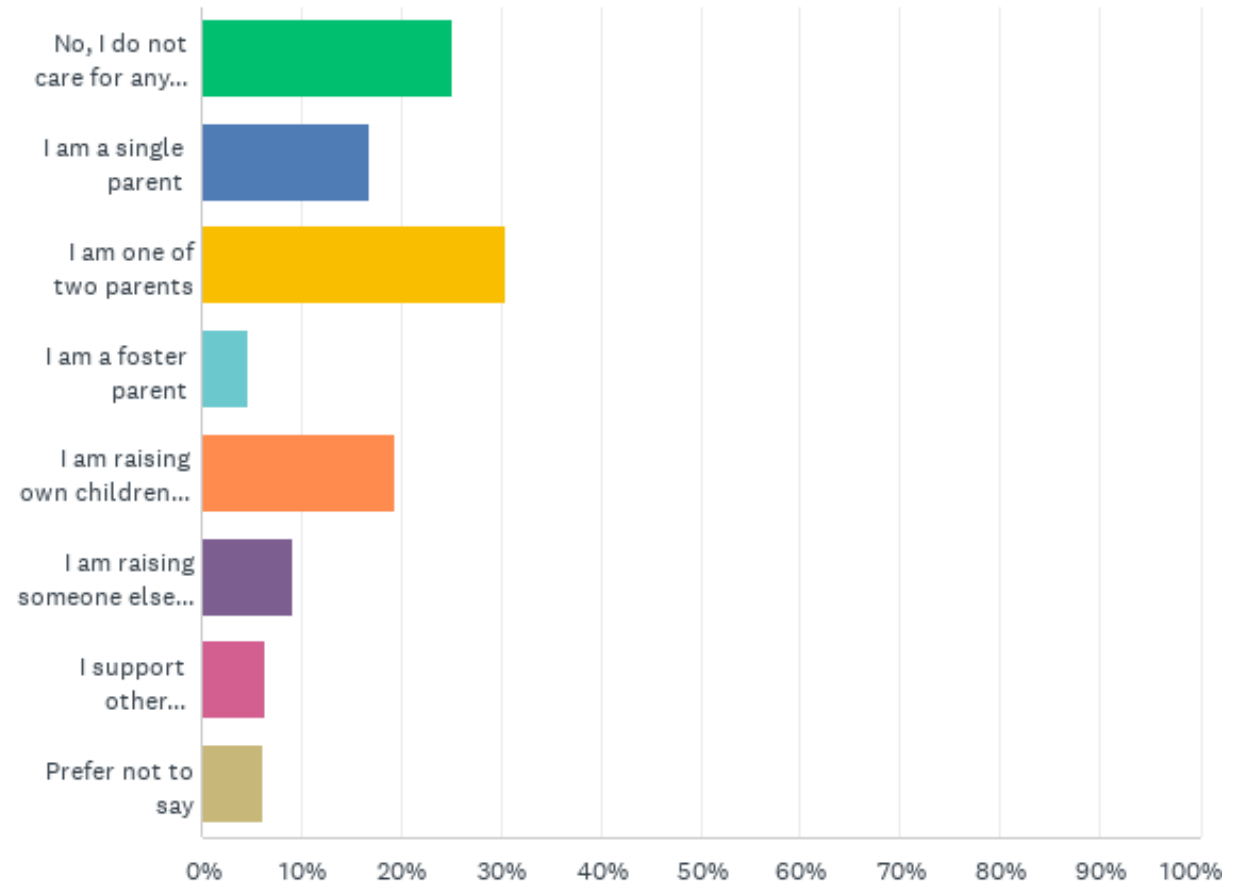
• **Answered: 1,666    Skipped: 209**

Answer Choices	Responses	
Not applicable, I do not work or go to school	24.55%	409
Prefer not to say	37.45%	624
Open-ended response	38.00%	633
Total		1,666

## Q18: DO YOU CARE FOR CHILDREN OR OTHER DEPENDENTS (I.E., OLDER PARENTS)? (PLEASE SELECT ALL THAT APPLY.)

• **Answered: 1,759** **Skipped: 116**

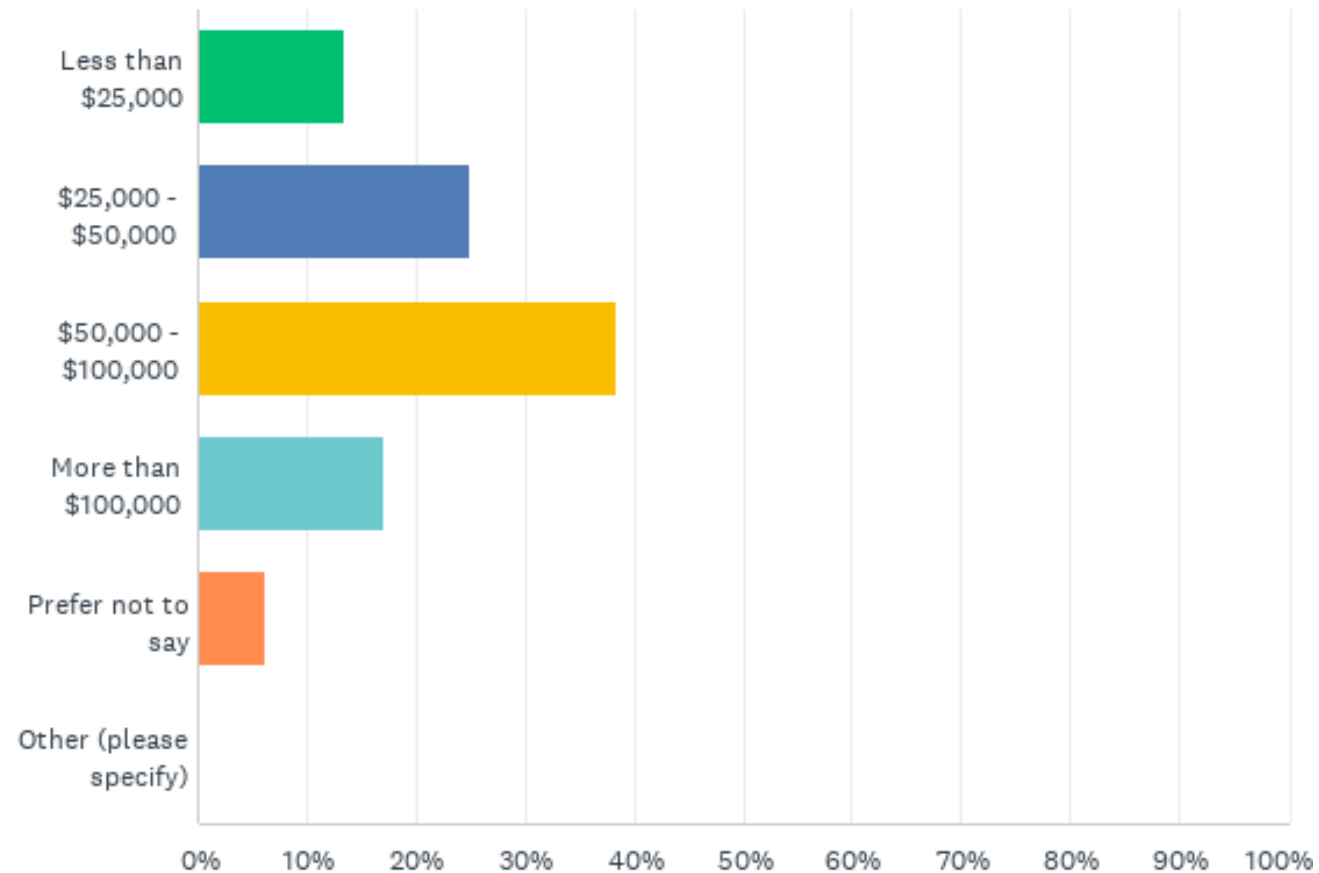
ANSWER CHOICES	RESPO
No, I do not care for any children or other dependents	25.13%
I am a single parent	16.77%
I am one of two parents	30.53%
I am a foster parent	4.66%
I am raising own children and children of others	19.39%
I am raising someone else's children (I am an aunt, grandparent, etc.)	9.21%
I support other dependents, no children	6.48%
Prefer not to say	6.20%
Total Respondents: 1,759	



## Q19: IN 2020, HOW MUCH DID YOUR HOUSEHOLD EARN?

• **Answered: 1,757**    **Skipped: 118**

ANSWER CHOICES	RESPONSES	
Less than \$25,000	13.43%	236
\$25,000 - \$50,000	25.04%	440
\$50,000 - \$100,000	38.30%	673
More than \$100,000	16.96%	298
Prefer not to say	6.15%	108
Other (please specify)	0.11%	2
<b>TOTAL</b>		<b>1,757</b>

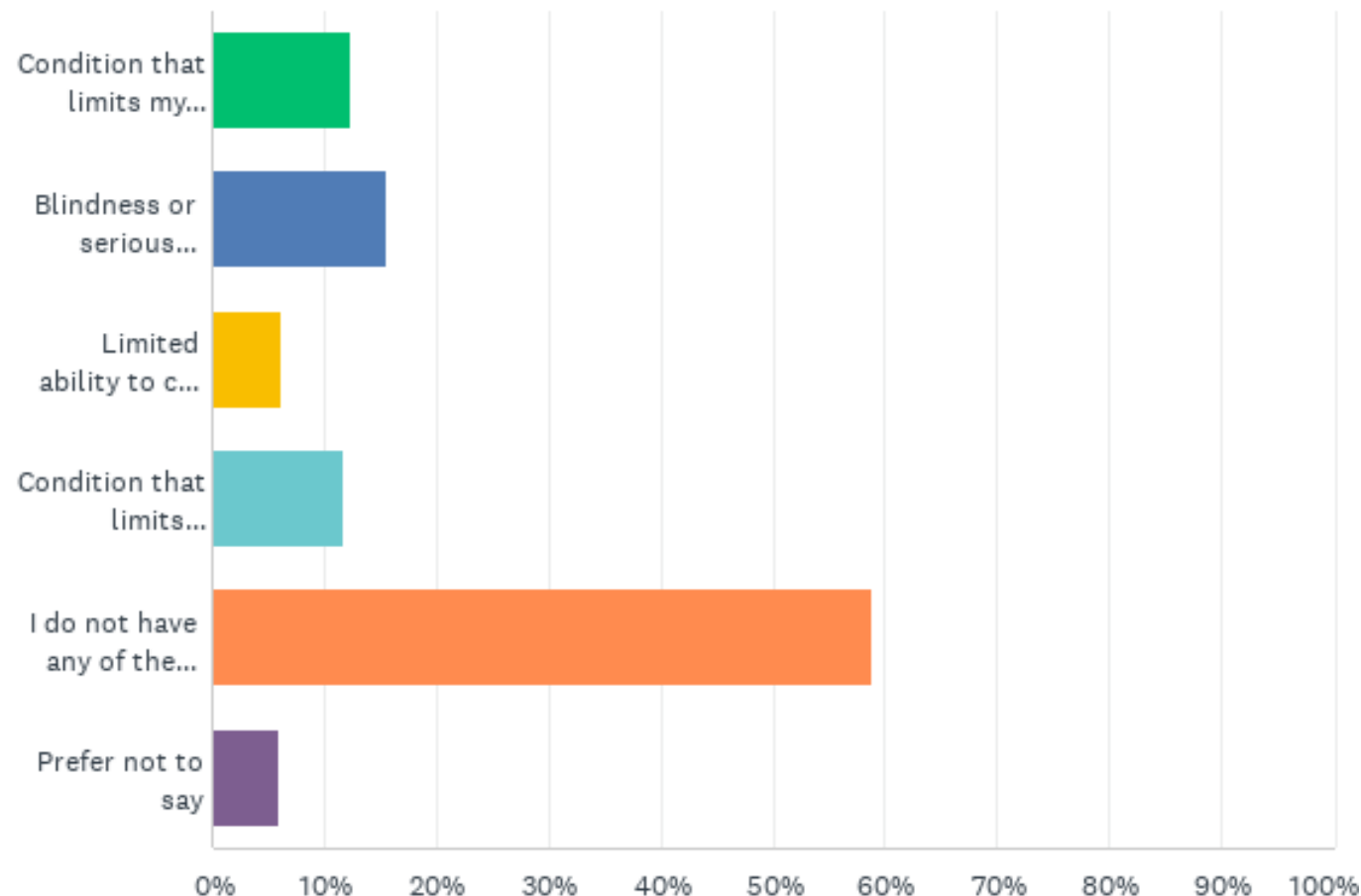




## Q20: DO YOU HAVE ANY OF THE FOLLOWING? (PLEASE CHECK ALL THAT APPLY.)

• **Answered: 1,749**      **Skipped: 126**

ANSWER CHOICES	RESPONSES	
Condition that limits my ability to walk or climb stairs	12.35%	216
Blindness or serious difficulty seeing when wearing glasses	15.61%	273
Limited ability to care for yourself	6.29%	110
Condition that limits learning, remembering, or concentrating	11.78%	206
I do not have any of the listed conditions	58.95%	1,031
Prefer not to say	6.00%	105
Total Respondents: 1,749		





# CONNECTRANSIT PLAN

**Community Survey #2 Results  
February 2023**



## CONNECTRANSIT SURVEY 2 FOR OMNITRANS CUSTOMERS AND COMMUNITY MEMBERS

Omnitrans is working with El Sol Neighborhood Educational Center (El Sol), Arrowhead United Way (AUW), the Community Advisory Committee, and other community leaders to get people involved in developing the ConnecTransit Plan. This plan will summarize the Omnitrans community's transit-related needs (including in disadvantaged communities), establish a community-driven vision for transit in the San Bernardino Valley region, and prioritize investments that advance an equitable and sustainable regional transportation system, especially for people ride Omnitrans. This project is part of California Climate Investments, a statewide initiative that puts billions of Cap-and-Trade dollars to work reducing greenhouse gas emissions, strengthening the economy, and improving public health and the environment – particularly in disadvantaged communities.

### What is the community's vision for Omnitrans transit?

The ConnecTransit Plan project team will work alongside Black, Indigenous, and people of color (BIPOC) community members and key stakeholders to develop and deliver equitable, holistic, sustainable mobility choices by combining a systematic analysis of services and projects with continuous and inclusive decision-making. We envision a transit network and family of services co-created with BIPOC communities and key stakeholders to provide safe, reliable, accessible, and sustainable mobility choices that promote health and safety and support seamless transit journeys.

### What is the purpose of this survey?

In late 2021, the ConnecTransit project team launched the first community survey to ask people about their current travel patterns and ideas for improving transportation in the future. Now, responses to this second community survey will help identify what potential transit improvements and transportation solutions are most useful for Omnitrans customers and community members.

We need your help to let Omnitrans how to make the bus system better and improve transit journeys for Omnitrans customers and community members like you. The following survey questions will identify the top priorities for Omnitrans customers and community members when it comes to transit and transportation options. People who complete the survey may enter a drawing to win a \$XX gift card to **Name of Store**.

No	Purpose	Question	Responses
Tell Us About Your Travel and Funding Priorities			

## COMMUNITY SURVEY #2 SUPPORTING INFORMATION

Omnitrans | ConneCTransit Plan

1	Connection to Focus Area	What is the ZIP code of your primary residence? (Please select one)	<input type="checkbox"/> 91701 <input type="checkbox"/> 91708 <input type="checkbox"/> 91709 <input type="checkbox"/> 91710 <input type="checkbox"/> 91729 <input type="checkbox"/> 91730 <input type="checkbox"/> 91737 <input type="checkbox"/> 91739 <input type="checkbox"/> 91743 <input type="checkbox"/> 91758 <input type="checkbox"/> 91759 <input type="checkbox"/> 91761 <input type="checkbox"/> 91762 <input type="checkbox"/> 91763 <input type="checkbox"/> 91764 <input type="checkbox"/> 91784 <input type="checkbox"/> 91785 <input type="checkbox"/> 91786 <input type="checkbox"/> 91798 <input type="checkbox"/> 92242 <input type="checkbox"/> 92252 <input type="checkbox"/> 92256 <input type="checkbox"/> 92267 <input type="checkbox"/> 92268 <input type="checkbox"/> 92277 <input type="checkbox"/> 92278 <input type="checkbox"/> 92280 <input type="checkbox"/> 92284 <input type="checkbox"/> 92285 <input type="checkbox"/> 92286 <input type="checkbox"/> 92301 <input type="checkbox"/> 92304 <input type="checkbox"/> 92305 <input type="checkbox"/> 92307 <input type="checkbox"/> 92308 <input type="checkbox"/> 92309 <input type="checkbox"/> 92310 <input type="checkbox"/> 92311 <input type="checkbox"/> 92312 <input type="checkbox"/> 92313 <input type="checkbox"/> 92314 <input type="checkbox"/> 92315
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## COMMUNITY SURVEY #2 SUPPORTING INFORMATION

Omnitrans | ConneCTransit Plan

			<ul style="list-style-type: none"><li><input type="checkbox"/> 92316</li><li><input type="checkbox"/> 92317</li><li><input type="checkbox"/> 92318</li><li><input type="checkbox"/> 92321</li><li><input type="checkbox"/> 92322</li><li><input type="checkbox"/> 92323</li><li><input type="checkbox"/> 92324</li><li><input type="checkbox"/> 92325</li><li><input type="checkbox"/> 92326</li><li><input type="checkbox"/> 92327</li><li><input type="checkbox"/> 92329</li><li><input type="checkbox"/> 92331</li><li><input type="checkbox"/> 92332</li><li><input type="checkbox"/> 92333</li><li><input type="checkbox"/> 92334</li><li><input type="checkbox"/> 92335</li><li><input type="checkbox"/> 92336</li><li><input type="checkbox"/> 92337</li><li><input type="checkbox"/> 92338</li><li><input type="checkbox"/> 92339</li><li><input type="checkbox"/> 92340</li><li><input type="checkbox"/> 92341</li><li><input type="checkbox"/> 92342</li><li><input type="checkbox"/> 92344</li><li><input type="checkbox"/> 92345</li><li><input type="checkbox"/> 92346</li><li><input type="checkbox"/> 92347</li><li><input type="checkbox"/> 92350</li><li><input type="checkbox"/> 92352</li><li><input type="checkbox"/> 92354</li><li><input type="checkbox"/> 92356</li><li><input type="checkbox"/> 92357</li><li><input type="checkbox"/> 92358</li><li><input type="checkbox"/> 92359</li><li><input type="checkbox"/> 92363</li><li><input type="checkbox"/> 92364</li><li><input type="checkbox"/> 92365</li><li><input type="checkbox"/> 92366</li><li><input type="checkbox"/> 92368</li><li><input type="checkbox"/> 92369</li><li><input type="checkbox"/> 92371</li><li><input type="checkbox"/> 92372</li></ul>
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## COMMUNITY SURVEY #2 SUPPORTING INFORMATION

Omnitrans | ConnecTransit Plan

			<input type="checkbox"/> 92373 <input type="checkbox"/> 92374 <input type="checkbox"/> 92375 <input type="checkbox"/> 92376 <input type="checkbox"/> 92377 <input type="checkbox"/> 92378 <input type="checkbox"/> 92382 <input type="checkbox"/> 92385 <input type="checkbox"/> 92386 <input type="checkbox"/> 92391 <input type="checkbox"/> 92392 <input type="checkbox"/> 92393 <input type="checkbox"/> 92394 <input type="checkbox"/> 92395 <input type="checkbox"/> 92397 <input type="checkbox"/> 92398 <input type="checkbox"/> 92399 <input type="checkbox"/> 92401 <input type="checkbox"/> 92402 <input type="checkbox"/> 92403 <input type="checkbox"/> 92404 <input type="checkbox"/> 92405 <input type="checkbox"/> 92406 <input type="checkbox"/> 92407 <input type="checkbox"/> 92408 <input type="checkbox"/> 92410 <input type="checkbox"/> 92411 <input type="checkbox"/> 92412 <input type="checkbox"/> 92413 <input type="checkbox"/> 92414 <input type="checkbox"/> 92415 <input type="checkbox"/> 92418 <input type="checkbox"/> 92423 <input type="checkbox"/> 92424 <input type="checkbox"/> 92427 <input type="checkbox"/> 92880 <input type="checkbox"/> 92887 <input type="checkbox"/> 93516 <input type="checkbox"/> 93528 <input type="checkbox"/> 93555 <input type="checkbox"/> 93558 <input type="checkbox"/> 93562
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## COMMUNITY SURVEY #2 SUPPORTING INFORMATION

Omnitrans | ConnecTransit Plan

No	Purpose	Question	Responses
			<input type="checkbox"/> Other: [Open-ended]
2	Connection to Focus Area	What is the ZIP code of the place where you travel to most often? (Examples include your place of work, place of worship, school, or shopping mall) (Please select one)	[Provide dropdown list of all ZIP Codes in S.B. County again and an "Other: [Open-ended]"
3	Frequency of Omnitrans Use (riders vs. non-riders)	How often do you ride Omnitrans (including OmniAccess, OmniRide, sbX, or other Omnitrans routes) for your travel?	<input type="checkbox"/> About 1 time per year <input type="checkbox"/> 1 –2 times per month <input type="checkbox"/> 3 –4 times per month <input type="checkbox"/> 2 –3 times per week <input type="checkbox"/> 4 –6 times per week <input type="checkbox"/> Everyday <input type="checkbox"/> I do not ride Omnitrans

## COMMUNITY SURVEY #2 SUPPORTING INFORMATION

Omnitrans | ConnecTransit Plan

4	Align input with usage of existing routes and services	In the last year, which of the following Omnitrans bus routes or services have you regularly used? (Check all that apply)	<input type="checkbox"/> OmniRide (microtransit serving Chino, Chino Hills, Upland, and Bloomington) <input type="checkbox"/> ONTConnect (shuttle serving Rancho Cucamonga Metrolink station and Ontario Airport) <input type="checkbox"/> Route 1 (bus serving Colton and San Bernardino) <input type="checkbox"/> Route 2 (bus serving Cal State San Bernardino and Loma Linda) <input type="checkbox"/> Route 3 (circulator bus serving West San Bernardino) <input type="checkbox"/> Route 4 (circulator bus serving West San Bernardino) <input type="checkbox"/> Route 6 (bus serving San Bernardino, Del Rosa, and Cal State San Bernardino) <input type="checkbox"/> Route 8 (bus connecting San Bernardino and Yucaipa) <input type="checkbox"/> Route 10 (bus connecting Fontana, Rialto, and San Bernardino) <input type="checkbox"/> Route 14 (bus connecting Fontana, Rialto, and San Bernardino) <input type="checkbox"/> Route 15 (bus connecting Fontana, Rialto, San Bernardino, Highland, and Redlands) <input type="checkbox"/> Route 19 (bus connecting Fontana, Colton, Grand Terrace, and Redlands) <input type="checkbox"/> Route 22 (bus serving north and south Rialto) <input type="checkbox"/> Route 61 (bus connecting Fontana, Ontario, and Pomona) <input type="checkbox"/> Route 67 (bus serving Fontana and Chaffey College Rancho Cucamonga via Baseline) <input type="checkbox"/> Route 81 (bus serving Ontario and Rancho Cucamonga via Ontario Mills Mall) <input type="checkbox"/> Route 82 (bus serving Rancho Cucamonga and Sierra Lakes via Jurupa) <input type="checkbox"/> Route 83 (bus serving Upland and Chino via Euclid) <input type="checkbox"/> Route 84 (bus connecting Chino, Ontario, and Upland via Mountain) <input type="checkbox"/> Route 85 (bus serving the Chino Transit Center, Montclair, Upland, and Chaffey College) <input type="checkbox"/> Route 87 (bus connecting Rancho Cucamonga, Ontario, and Eastvale) <input type="checkbox"/> Route 88 (bus serving connecting Chino Hills and Montclair via Ramona) <input type="checkbox"/> Route 215 (bus connecting San Bernardino and Riverside via I-215, Centerpointe and I-91)
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## COMMUNITY SURVEY #2 SUPPORTING INFORMATION

Omnitrans | ConneCTransit Plan

No	Purpose	Question	Responses
			<input type="checkbox"/> Route 305 (bus connecting Grand Terrace, Colton, and San Bernardino) <input type="checkbox"/> Route 312 (bus serving connecting Fontana, Rialto, Muscoy, and Cal State San Bernardino) <input type="checkbox"/> Route 319 (bus connecting Yucaipa and Calimesa) <input type="checkbox"/> sbX Green Line (premier bus connecting Cal State University San Bernardino and Loma Linda University & Medical Center) <input type="checkbox"/> None, I do not ride Omnitrans
5	Align input usage of first/last mile connections	What travel options have you used to get to a bus stop? (Check all that apply)	<input type="checkbox"/> Walked and/or rolled in my wheelchair or mobility device <input type="checkbox"/> Rode my own bike / skateboard <input type="checkbox"/> Rode my own scooter / moped <input type="checkbox"/> Rode one of the numbered Omnitrans bus routes <input type="checkbox"/> Rode the OmniRide or OmniAccess service provided by Omnitrans <input type="checkbox"/> Took a taxi, Uber, or Lyft <input type="checkbox"/> Took an employee or student shuttle <input type="checkbox"/> Drove my car <input type="checkbox"/> Got a ride from a friend or family member/carpooled <input type="checkbox"/> I never ride the bus
6	Identify most common transportation values	When deciding how to get where you want to go, what are the three most important things to you? (Please choose only 3)	<input type="checkbox"/> What options gets me there the fastest <input type="checkbox"/> What options add up to be the least expensive <input type="checkbox"/> Which options avoid or minimize the number of transfers <input type="checkbox"/> Which options avoid or minimize time spent traveling <input type="checkbox"/> Whether I will be carrying anything <input type="checkbox"/> What will the weather be like (e.g., too hot, too cold, etc.) <input type="checkbox"/> What options reduce impacts on the natural environment (e.g., reduce emissions) <input type="checkbox"/> Whether I will be safe from traffic crashes or criminal activity <input type="checkbox"/> Whether I will find available parking spaces at my destination <input type="checkbox"/> Other: [Open-ended]

## COMMUNITY SURVEY #2 SUPPORTING INFORMATION

Omnitrans | ConnecTransit Plan

No	Purpose	Question	Responses
7	Understand community preferences for information access	Which of the following best describe how you would like to get information about travel options in your neighborhood? (Please choose only 3)	<input type="checkbox"/> Call a transportation help line <input type="checkbox"/> Text a transportation help line <input type="checkbox"/> Email a transportation help address <input type="checkbox"/> Use a mobile app (e.g., Transit App) <input type="checkbox"/> Go to a website on the internet <input type="checkbox"/> Read a paper brochure (e.g., bus system map, bus route schedules) <input type="checkbox"/> Signs at or near the bus stop <input type="checkbox"/> See flyers or signs inside the bus <input type="checkbox"/> See outdoor advertisements (e.g., billboards, bus shelters) <input type="checkbox"/> Other: [Open-ended response]
8	Identify funding priorities	Knowing that funding is limited, which three of the following do you think are the most important results that Omnitrans should focus on? (Please choose only 4)	<input type="checkbox"/> Upgraded bus stops (e.g., lighting, shade, seating, real-time information, etc.) <input type="checkbox"/> Improved bus stop access for older adults and people with disabilities (e.g., accessible signs and equipment, priority seating, sidewalks, etc.) <input type="checkbox"/> Work with Cities and County to make streets safer to access bus stops (e.g., safer crosswalks, protecting bike lanes, etc.) <input type="checkbox"/> More zero-emission buses and comfortable spaces onboard transit vehicles <input type="checkbox"/> Get buses out of traffic time and keep them on time (e.g., dedicated bus lanes like sbX) <input type="checkbox"/> More frequent bus service on routes (every 20 min or better) <input type="checkbox"/> Expanded hours of transit service (e.g., late night service, weekend service) <input type="checkbox"/> More bus routes to reduce the number of transfers <input type="checkbox"/> More security and support inside buses and at stops (e.g., transit ambassadors, social service specialists) <input type="checkbox"/> More shared mobility options (e.g., OmniRide, vendor partnerships) <input type="checkbox"/> Provide access to electric bikes or scooters <input type="checkbox"/> Easy-to-use mobile apps with reliable bus arrival time information <input type="checkbox"/> Easier ways to make public comments at Omnitrans Board meetings <input type="checkbox"/> Improve Omnitrans' website <input type="checkbox"/> Language translation and/or interpretation for when you ride Omnitrans <input type="checkbox"/> Other: [Open-ended response]

## COMMUNITY SURVEY #2 SUPPORTING INFORMATION

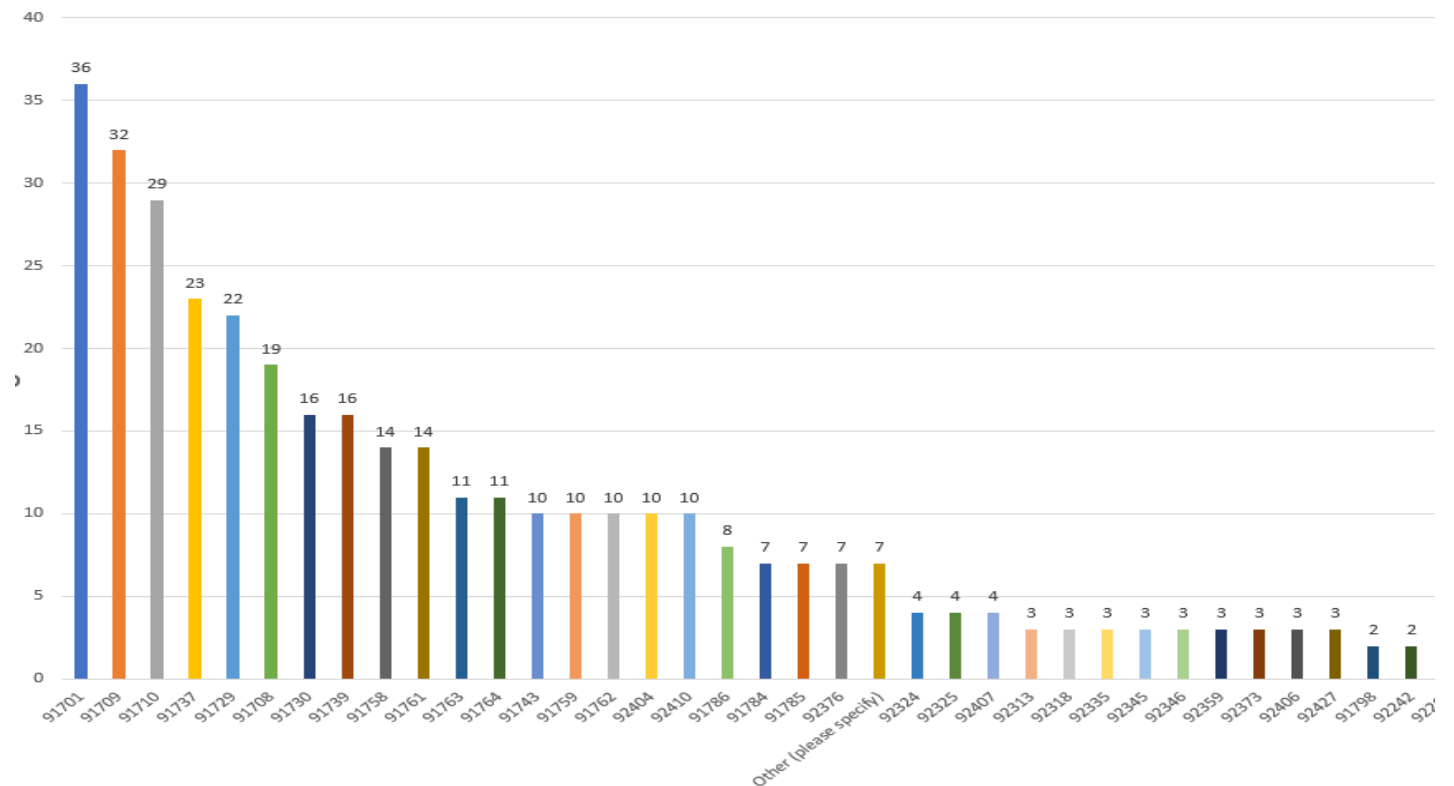
Omnitrans | ConnecTransit Plan

No	Purpose	Question	Responses
9	Identify Potential to shift travel to transit	If you regularly drive for most of your trips, which three of the following best describe what would motivate you to travel a different way? (Please choose only 3)	<input type="checkbox"/> Better walkways to access bus stops (e.g., paved sidewalks, safe crossings, physical separation) <input type="checkbox"/> Increased shade, trees, or greenery <input type="checkbox"/> Physically separated bicycle lanes <input type="checkbox"/> More convenient bus routes near me <input type="checkbox"/> Faster bus travel <input type="checkbox"/> More comfortable bus stops <input type="checkbox"/> Lower cost bus fares <input type="checkbox"/> New shared personal mobility options (e.g., short-term electric bike rentals, scooters) <input type="checkbox"/> Higher cost gas prices <input type="checkbox"/> Living in or closer to my destinations <input type="checkbox"/> Other: [Open-ended response]
10	Collect ideas for potential solutions	Please share any issues or concerns you experience when using Omnitrans bus routes or services and any recommendations you may have to improve your experience.	Open-ended response
<b>Tell Us How to Stay in Touch with You</b>			
11	Interest in entering gift card drawing	If you would like to enter the drawing for a \$XX gift card to <b>Name of Store</b> , please enter your name and the best email address or phone number to reach you.	<input type="checkbox"/> Name and contact information: [Open-ended response] <input type="checkbox"/> I would not like to enter the drawing.
12	Support ConnecTransit Plan	Please share any community groups, community service, or community activism efforts you are a part of.	Open-ended response

# Q1: WHAT IS THE ZIP CODE OF YOUR PRIMARY RESIDENCE? (PLEASE SELECT ONE)

## Top 5 ZIP Codes Reported

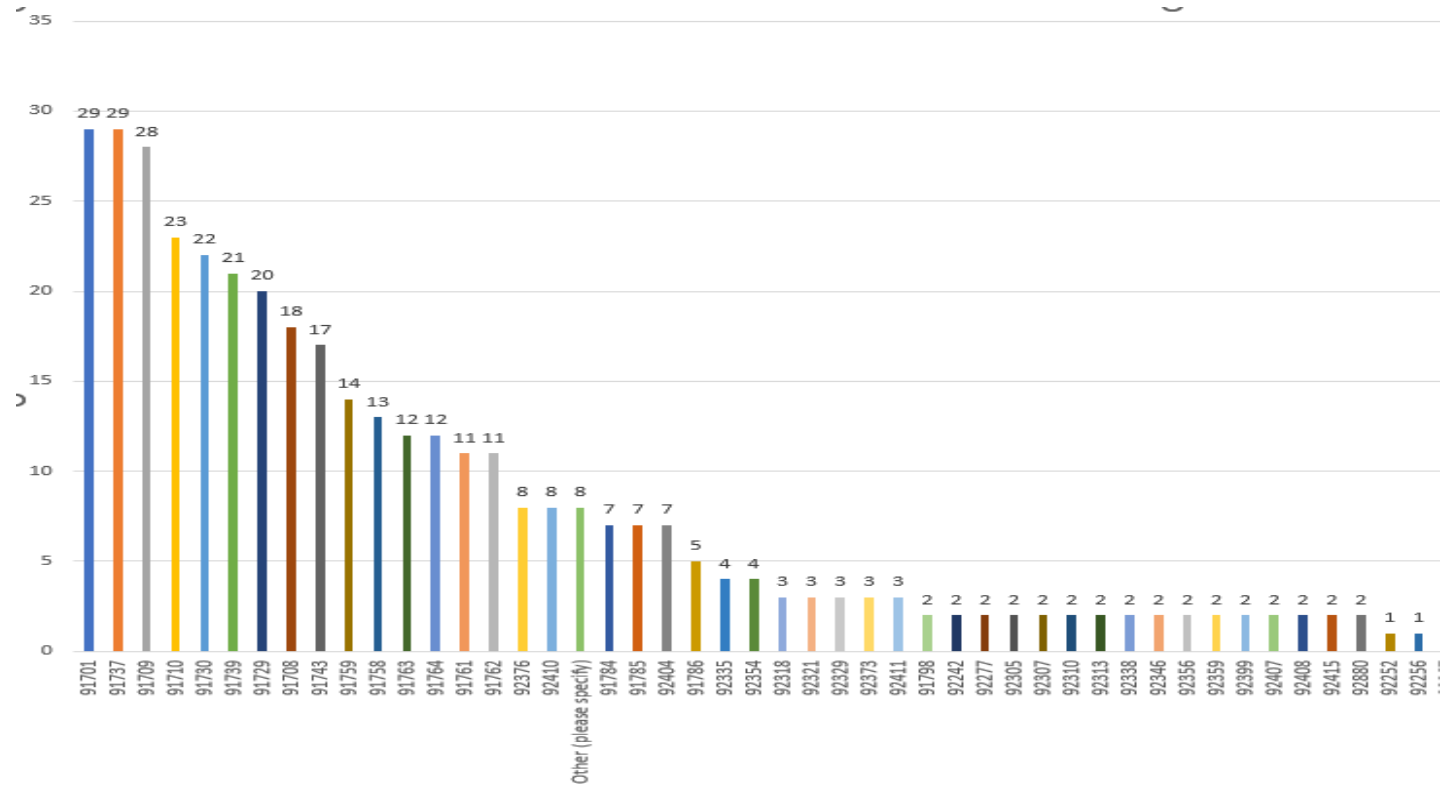
- 91701 = Rancho Cucamonga
- 91709 = Chino Hills
- 91710 = Chino
- 91737 = Rancho Cucamonga
- 91729 = Rancho Cucamonga



## Q2: WHAT IS THE ZIP CODE OF THE PLACE WHERE YOU TRAVEL TO MOST OFTEN (EXAMPLES INCLUDE YOUR PLACE OF WORK, PLACE OF WORSHIP, SCHOOL, OR SHOPPING MALL)? (PLEASE SELECT ONE)

### Top 5 ZIP Codes Reported

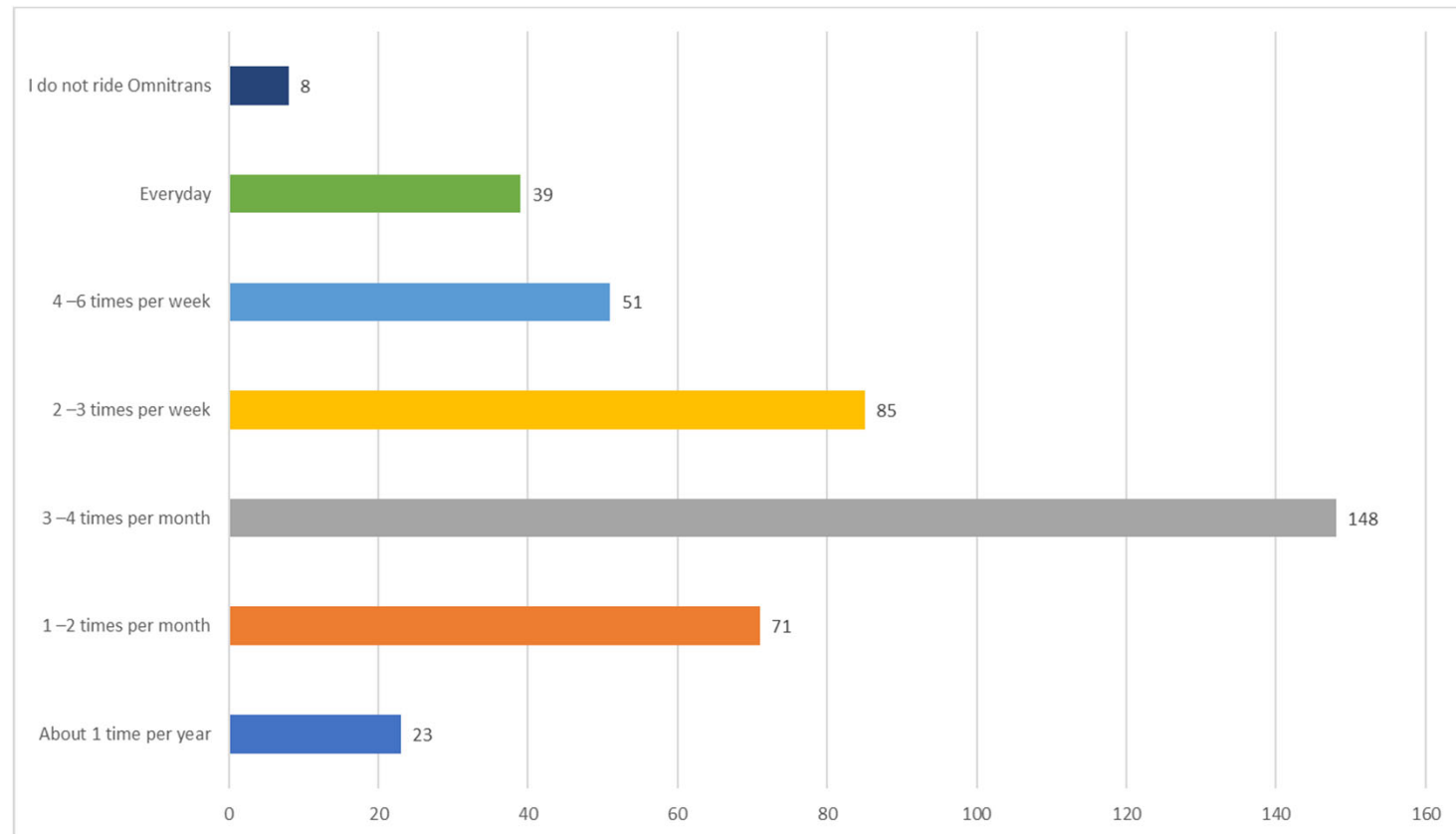
91701 = Rancho Cucamonga  
 91737 = Rancho Cucamonga  
 91709 = Chino Hills  
 91710 = Chino  
 91730 = Rancho Cucamonga





### Q3: HOW OFTEN DO YOU RIDE OMNITRANS (INCLUDING OMNIACCESS, OMNIRIDE, SBX, OR OTHER OMNITRANS ROUTES) FOR YOUR TRAVEL? (PLEASE CHOOSE ONE)

Answer Choices	Responses	
<input type="checkbox"/> About 1 time per year	5.41%	23
<input type="checkbox"/> 1 –2 times per month	16.71%	71
<input type="checkbox"/> 3 –4 times per month	34.82%	148
<input type="checkbox"/> 2 –3 times per week	20.00%	85
<input type="checkbox"/> 4 –6 times per week	12.00%	51
<input type="checkbox"/> Everyday	9.18%	39
<input type="checkbox"/> I do not ride Omnitrans	1.88%	8
	<b>Answered</b>	<b>425</b>
	<b>Skipped</b>	<b>5</b>

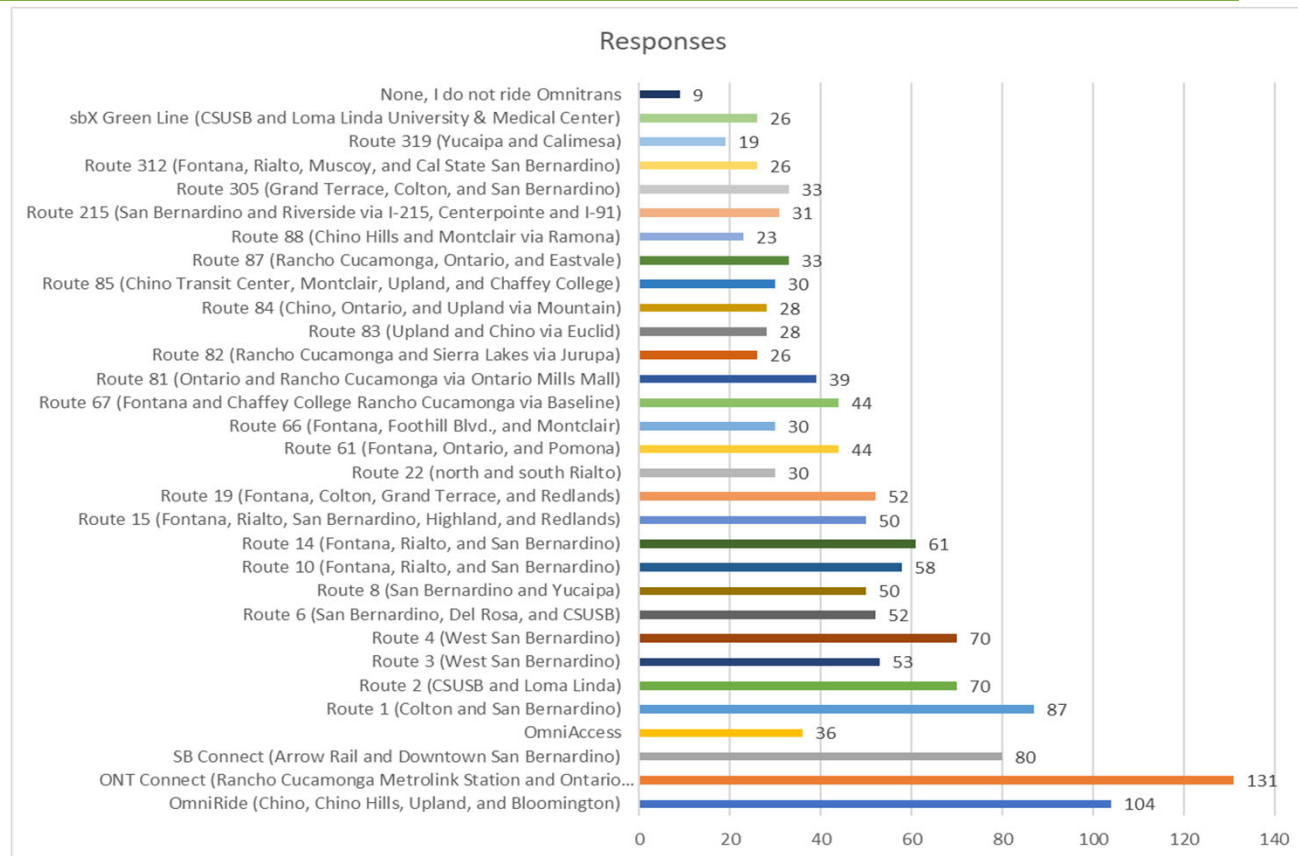




## Q4: IN THE LAST YEAR, WHICH OF THE FOLLOWING OMNITRANS BUS ROUTES OR SERVICES HAVE YOU REGULARLY USED? (CHECK ALL THAT APPLY)

### Top 5 Reported Bus Routes

- ONT Connect
- OmniRide
- Route 1
- SB Connect
- Routes 2 & 4



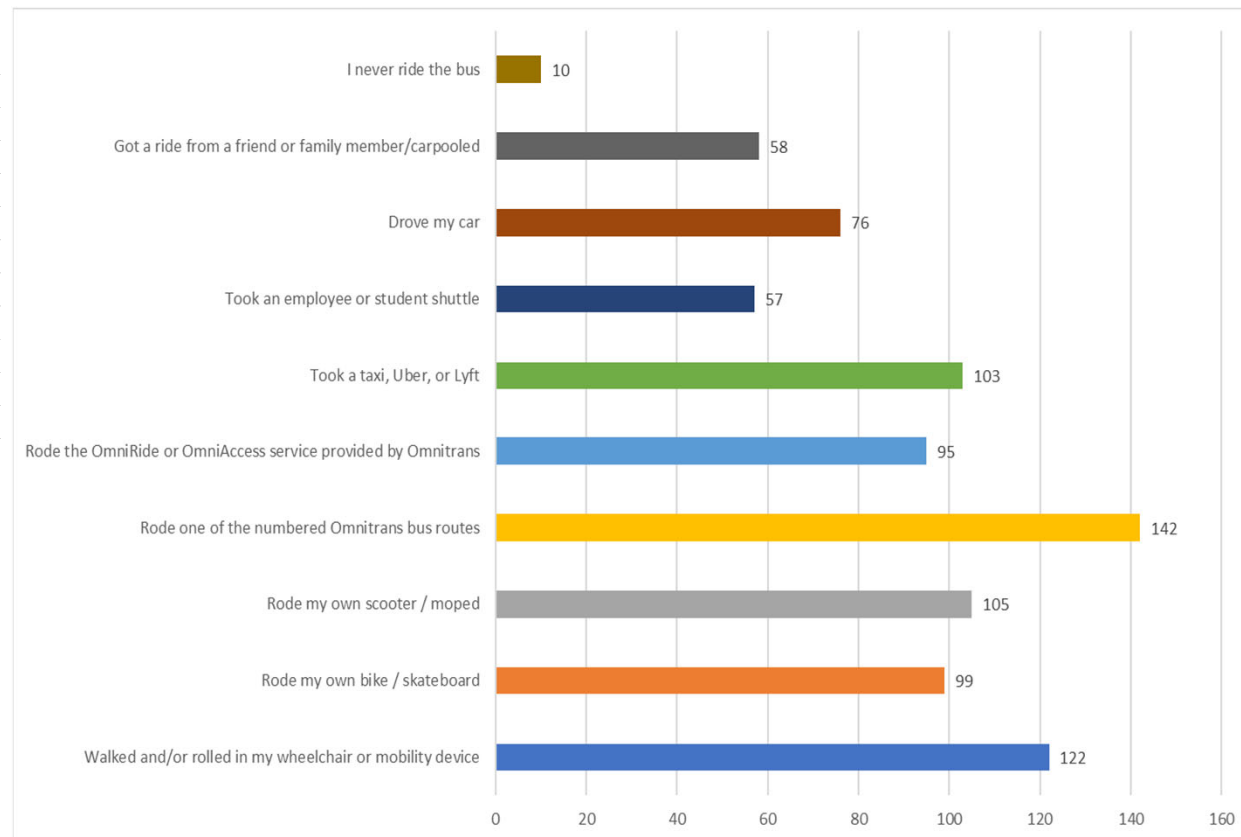


## Q5: WHAT TRAVEL OPTIONS HAVE YOU USED TO GET TO A BUS STOP? (CHECK ALL THAT APPLY)

Answer Choices	Responses	
Walked and/or rolled in my wheelchair or mobility device	28.50%	122
Rode my own bike / skateboard	23.13%	99
Rode my own scooter / moped	24.53%	105
Rode one of the numbered Omnitrans bus routes	33.18%	142
Rode the OmniRide or OmniAccess service provided by Omnitrans	22.20%	95
Took a taxi, Uber, or Lyft	24.07%	103
Took an employee or student shuttle	13.32%	57
Drove my car	17.76%	76
Got a ride from a friend or family member/carpooled	13.55%	58
I never ride the bus	2.34%	10
	<b>Answered</b>	<b>428</b>
	<b>Skipped</b>	<b>2</b>

### Top 3 Reported Travel Options

- Rode a Numbered Omnitrans Bus Route
- Walked or Used Mobility Device
- Scooter or Moped

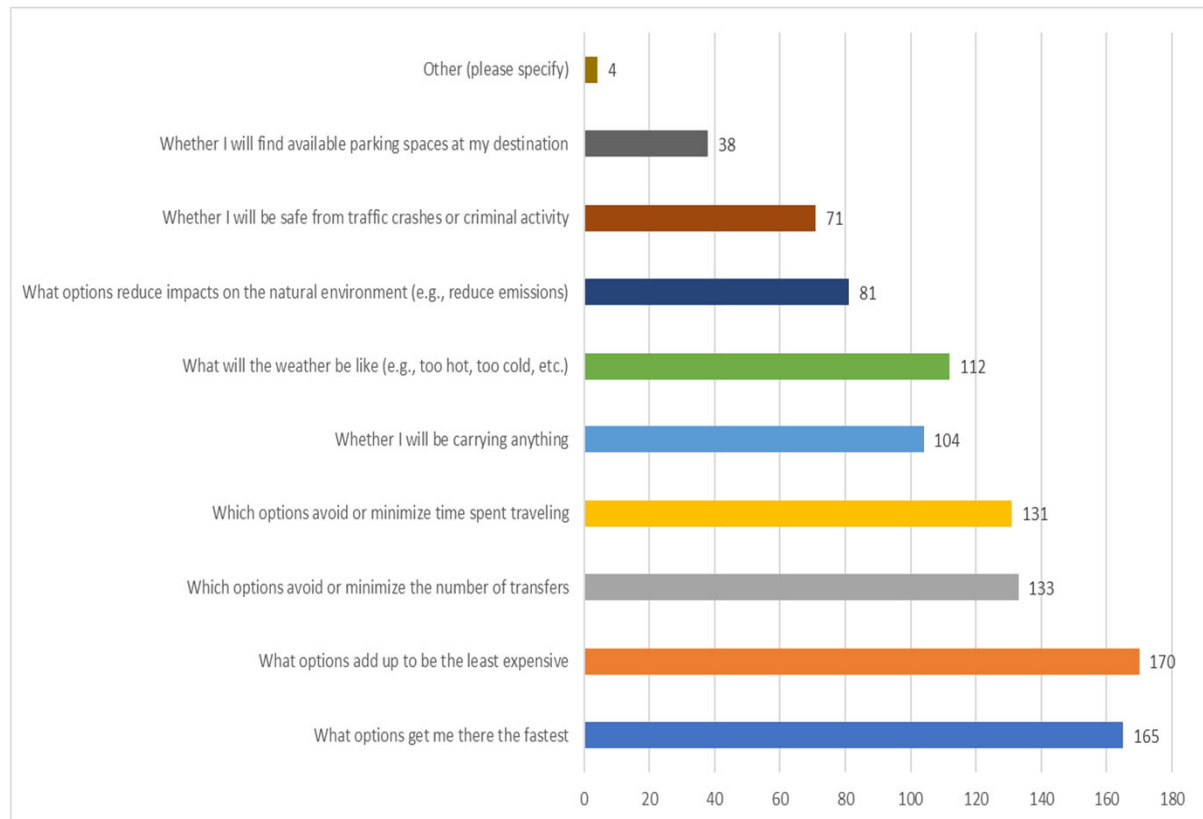






## Q6: WHEN DECIDING HOW TO GET WHERE YOU WANT TO GO, WHAT ARE THE THREE MOST IMPORTANT THINGS TO YOU? (PLEASE CHOOSE ONLY 3)

Answer Choices	Responses	
What options get me there the fastest	38.64%	165
What options add up to be the least expensive	39.81%	170
Which options avoid or minimize the number of transfers	31.15%	133
Which options avoid or minimize time spent traveling	30.68%	131
Whether I will be carrying anything	24.36%	104
What will the weather be like (e.g., too hot, too cold, etc.)	26.23%	112
What options reduce impacts on the natural environment (e.g., reduce emissions)	18.97%	81
Whether I will be safe from traffic crashes or criminal activity	16.63%	71
Whether I will find available parking spaces at my destination	8.90%	38
Other (please specify)	0.94%	4
<b>Answered</b>		<b>427</b>
<b>Skipped</b>		<b>3</b>



### Top 3 Reported Travel Factors

- Least Expensive
- Fastest Means of Travel
- Minimum Number of Transfers

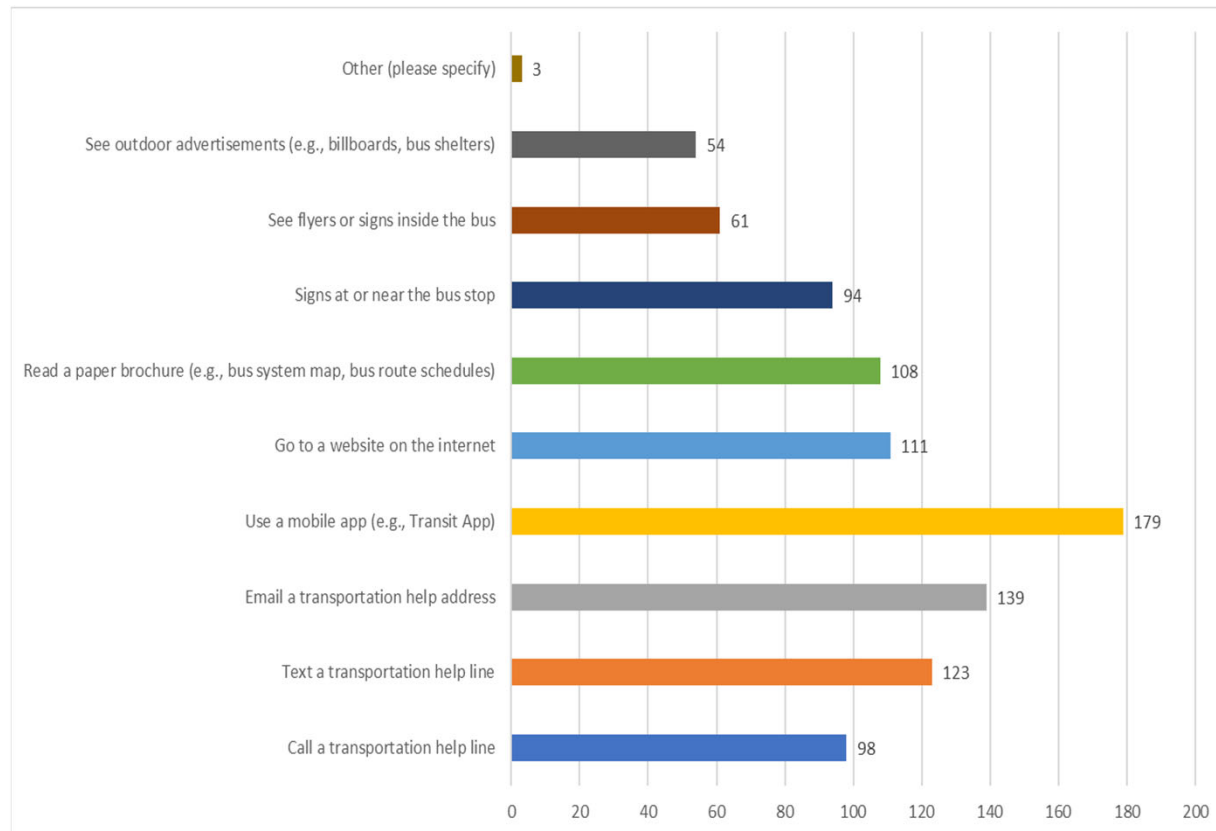


## Q7: WHICH OF THE FOLLOWING BEST DESCRIBE HOW YOU WOULD LIKE TO GET INFORMATION ABOUT TRAVEL OPTIONS IN YOUR NEIGHBORHOOD? (PLEASE CHOOSE ONLY 3)

Answer Choices	Responses	
Call a transportation help line	22.79%	98
Text a transportation help line	28.60%	123
Email a transportation help address	32.33%	139
Use a mobile app (e.g., Transit App)	41.63%	179
Go to a website on the internet	25.81%	111
Read a paper brochure (e.g., bus system map, bus route schedule)	25.12%	108
Signs at or near the bus stop	21.86%	94
See flyers or signs inside the bus	14.19%	61
See outdoor advertisements (e.g., billboards, bus shelters)	12.56%	54
Other (please specify)	0.70%	3
	<b>Answered</b>	<b>430</b>
	<b>Skipped</b>	<b>0</b>

### Top 3 Preferred Means for Travel Info

- Mobile App
- Email a Help Address
- Text a Help Line





**Q8: KNOWING THAT FUNDING IS LIMITED, WHICH FOUR OF THE FOLLOWING DO YOU THINK ARE THE MOST IMPORTANT RESULTS THAT OMNITRANS SHOULD FOCUS ON TO IMPROVE YOUR TRANSIT TRIP, WHICH WOULD ENCOURAGE YOU TO RIDE TRANSIT MORE? (PLEASE CHOOSE ONLY 4)**

### Top 4 Approaches of Importance

- Lower Fares
- Upgraded bus stops
- Improved bus stop access
- Safer streets to access bus stops





## **Q9: PLEASE SHARE ANY ISSUES OR CONCERNS YOU EXPERIENCE WHEN USING OMNITRANS BUS ROUTES OR SERVICES AND ANY RECOMMENDATIONS YOU MAY HAVE TO IMPROVE YOUR EXPERIENCE.**

The themes below emerged as open-ended responses mentioned more than once from survey respondents.

### Customer Service

- Improve customer service on buses
- More security on buses and at stops
- Improve transfer windows during peak hours
- Improve cleanliness on buses
- Route planning assistance for customers

### Additional Routes

- More routes around Redlands
- More route options
- Bring back route 7
- Expand SBX services

### Fares & Technology

- Reduce fare costs
- Improve user friendliness of website
- More fare discount options
- Transit apps that offer wider range of updates for customers
- More zero-emission buses
- Improve comfort of bus seats

### Bus Stop and Access Improvements:

- More bus shelters
- USB ports and water fountains at bus stops
- Improve ADA access at bus stops
- Make OmniAccess trips shorter and more direct

### Traffic & Road Conditions

- Reduce time spent in traffic on bus in general
- Reduce time in traffic during peak commute hours for buses
- Improve crosswalks and add protected bike lanes

### Increased Service Frequency

- Reduce the wait time
- More number of vehicles in service
- Later service hours

## APPENDIX D – COMMUNITY RESPONSES TO POTENTIAL CONNECTTRANSIT SOLUTIONS

Solution Typology	Project / Program / Policy Description	Survey #1 count	Survey #1 Percent	Focus Group 1	Survey #2 Percent Respondents	Survey #2 count	Survey 2 Short Repsonses	Focus Group 2 (out of 5)	Pop-Up Event
Capital - Facilities & Amenities	Add more stops closer to home, work, or destinations	456	25%				X		
Capital - Facilities & Amenities	Improve bus stop access for older adults and people with disabilities (e.g., accessible signs and equipment, sidewalks, curb ramps, etc.)	362	20%		29%	114	X		
Capital - Facilities & Amenities	Upgrade bus stops (e.g., lighting, shade, seating, real-time information, more frequent cleaning/trash pickup, etc.)	320	18%	X	38%	153	X		X
Capital - Facilities & Amenities	Improve pedestrian and bike access to stops						X		X
Capital - Transit Oriented Streets	Get buses out of traffic and keep them on time (e.g., dedicated bus lanes like sbX)				17%	66	X	4.92	X
Capital - Transit Oriented Streets	Work with Cities and County to make streets safer to access bus stops (e.g., safer crosswalks, protected bike lanes, etc.)				27%	108	X		X
Capital - Vehicles	Vehicle onboard accommodations to improve comfort and accessibility for all (including accommodations for personal belongings/luggage onboard within reason, Wi-Fi, device charging ports, first aid kits)	529	29%				X	4.83	X
Capital - Vehicles	More zero-emission buses, pollution reduction			X	20%	78	X		
Other	Transit Oriented Development							4.75	X
Policy - Bus Fares & Technology Systems	Lower bus fares, more free or reduced-fare programs	664	37%	X	42%	167	X	4.92	
Policy - Customer Service	increase medium by which customers can interact or provide feedback (surveys, chat, text, etc)			X				4.96	
Policy - Customer Service	More security and support inside buses and at stops (e.g., transit ambassadors, social service specialists)			X	25%	100	X	4.83	
Policy - Customer Service	Language translation and/or interpretation for when you ride Omnitrans			X	2%	6			
Policy - Leadership Transparency / Accountability	Easier ways to make public comments at Omnitrans Board meetings or provide input to Omnitrans through customer advisory council or focus groups				14%	55		4.92	

Solution Typology	Project / Program / Policy Description	Survey #1 count	Survey #1 Percent	Focus Group 1	Survey #2 Percent Respondents	Survey #2 count	Survey 2 Short Repsonses	Focus Group 2 (out of 5)	Pop-Up Event
Policy - Marketing and Communications	Student transit passes and route accessibility			X					X
Policy - Other	More frequent cleaning of buses and stops						X		
Service - Alternative Mobility	More shared mobility options (e.g., OmniRide, Uber ride program, volunteer driver reimbursement program)				28%	110		5	
Service - Alternative Mobility	Provide access to electric bikes or scooters				11%	44			
Service - Frequency	More frequent bus service on routes (every 20 min or better)	559	31%	X	16%	64	X	4.5	X
Service - Hours and Span	Expanded hours of transit service (e.g., late night service, weekend service)				6%	23	X	4.5	X
Service - New or Modified Routes	Direct bus routes to destinations (including social, cultural, and active)	636	35%	X	25%	101	X	5	
Service - Other	Reduce trip times	456	25%				X		
Service - Other	Improve transfer windows during peak hours						X		
Service - Other	Improve demand response service efficiency						X		
Technology - Trip Planning	Expand mobile apps with reliable bus arrival time information, integrated with payment, trip planning, detour information, in multiple languages	464	26%	X	25%	100	X	4.92	
Technology - Website / App	Improve Omnitrans' website user friendliness				2%	9			
Technology - Website / App	Integrated transit application (payment, trip planning, detour notifications, promotion of places you can go on the bus, information in multiple languages)				1%	5	X		

**Notes:**

Survey #1 respondents – approximately 1,870

Survey #2 respondents – 495

Popup Event comments received - 34

## APPENDIX E – EQUITY TERMS AND UNDERSTANDINGS

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### **The refined Equity Statement:**

The ConnecTransit Plan Team will work alongside key stakeholders with special attention to disadvantaged communities including: Black, Indigenous, People of Color (BIPOC) and members of the Lesbian, Gay, Bisexual, Trans, Queer, +, and those community members that lie at the intersections of any and all of the identities listed above, to develop and deliver equitable, holistic, sustainable, and restorative mobility solutions by combining a programmatic analysis of services and projects along with a continuous and inclusive decision-making process.

### **Equity / Equitable**

As defined by the U.S. Department of Transportation equity within Transportation “seeks fairness in mobility and accessibility to meet the needs of all community members.” It is important to note that equity is not equality, there are existing systemic infrastructure that have impacted communities differently; and consequently, transportation needs vary for each community. An equitable approach to transportation planning acknowledges the past harms caused by institutions—whether intentional or unintentional, centers community knowledge to analyze needs within communities, and creates targeted solutions giving greater importance to communities that have historically been disinvested in.

### **Holistic**

Inspired by a Social Work practice called Person-In-Environment perspective – a process that centers the individual (client) and “individual behavior in light of the environmental contexts in which that person lives and acts.” Holistic approach to urban planning thus centers communities and their needs as they relate to different built-environmental contexts whether that is housing, economic development, land-use, and zoning. Even though our work is specific to transportation needs, a holistic approach to urban planning requires planners to provide resources and link communities with the respective government agencies that can address the concerns of communities being served.

### **Restorative**

Defined by the University of Wisconsin-Madison Law School, restorative as it relates to a criminal justice system is defined as a practice that “seeks to examine the harmful impact of a crime and then determines what can be done to repair that harm while holding the person who caused it accountable for his or her actions. Accountability for the offender means accepting responsibility and acting to repair the harm done.” As it relates to urban planning, a restorative justice approach acknowledges the harm of historically racist urban policies. Transit agencies take accountability for the unintentional or intentional harms and work towards rebuilding community relationships and addressing the ways in which programs and services can repair the harm caused by previous transit policies.

## **Inclusive Decision-making**

Existing governing structures create barriers for community engagement making it impossible for certain disadvantaged communities to be involved in the planning process, thus equity within transportation planning is understanding the power differentials that exist in current systems and making commitment to leverage power to ensure that communities are not only the ones providing feedback and are compensated for their lived experience and expertise and also make a commitment to make all planning processes accessible to all community members to ensure that community members have the opportunity to be involved in the entire planning process.

## **Disadvantaged Communities**

Areas that are disproportionately affected by multiple types of pollution and areas with vulnerable populations, identified as disadvantaged by the California Environmental Protection Agency per SB 535. These census tracts include the top 25 percent in CalEnviroScreen 3.0 along with other areas with high amounts of pollution and low populations.

## **Programmatic Analysis**




A framework of analysis that evaluates existing programs and services provided by Omnitrans in the hopes of meeting the needs of all communities. Generally, the framework incorporates three phases, 1) a needs assessment that aims to understand the needs of those who are most dependent on public transit, 2) an evaluation and assessment of program/service outcome and impact and 3) an analysis of administrative support throughout programs and services.





## **Sustainability**





As defined by author Dr. Jean-Paul Rodrigue, "sustainable transportation is the capacity to support the mobility needs of a society in a manner that is the least damageable to the environment and does not impair the mobility needs of future generations." In terms of equity, we expand upon this definition to include disadvantaged communities that have been harmed by environmental damages of the past and address the harms of past environmental damages while also proposing mobility treatments that do not harm the environment of present and future generations.



## APPENDIX F – POTENTIAL SOLUTIONS, IMPLEMENTATION CONSIDERATIONS, AND OMNITRANS EXISTING / PLANNED INITIATIVES

Capital Improvements			
Typology Theme	Potential Solutions / Benefits	Implementation Considerations	Existing and Ongoing Omnitrans Initiatives
 <p>Transit-Oriented Streets</p>	<ul style="list-style-type: none"> <li>Dedicated bus lanes (like sbX) get buses out of traffic and keep them on time.</li> <li>Give transit priority at traffic signals to move buses through congested intersections more quickly.</li> <li>Safer connections to walk, roll, bike to/from bus stops.</li> </ul>	<ul style="list-style-type: none"> <li>Long timeline to implement higher cost infrastructure - transit signal priority, bus only lanes, bus rapid transit (BRT) may take many months if not years.</li> <li>Bus lane improvements may cross municipal borders and require additional collaboration from agencies that control the infrastructure.</li> </ul>	<ul style="list-style-type: none"> <li>Buses authorized for use of HOV and toll facilities.</li> <li>Omnitrans and SBCTA developing West Valley Connector sbX Purple Line bus rapid transit line connecting Montclair, Ontario, Pomona, and Rancho Cucamonga.</li> </ul>
 <p>Vehicle Designs</p>	<ul style="list-style-type: none"> <li>Improved comfort to onboard seating and spaces; rider charging ports.</li> <li>Installing information screens on buses.</li> <li>Switching to zero-emission (ZE) buses.</li> </ul>	<ul style="list-style-type: none"> <li>Bus specifications adding capacity for personal items. May decrease onboard rider capacity.</li> <li>Requires phasing over many years -- current buses purchased with federal funds must meet useful life (12 years) before replacement. Higher cost (\$\$) of ZE buses vs traditional fuel.</li> </ul>	<ul style="list-style-type: none"> <li>Omnitrans is in process of converting bus fleet to Zero Emissions (ZE) by 2040 -- applying for grant funding.</li> <li>66 buses have USB ports, all buses have active WiFi.</li> </ul>
 <p>Transit Facilities and Amenities</p>	<ul style="list-style-type: none"> <li>Bus stop seating, shelters, and shade to make bus stops more comfortable and protect from the elements.</li> <li>Lighting, sidewalk improvements, bicycle lockers to make facilities more inviting and accommodating to rider needs.</li> <li>More transit centers, park &amp; rides, mobility hubs, placemaking to expand access to transit and make facilities a destination.</li> </ul>	<ul style="list-style-type: none"> <li>Agency must work with local municipalities to update bus stop and station amenities consistently across the service area.</li> <li>Implementation times will vary across region.</li> <li>Upkeep and maintenance policy must be integrated in implementation strategy.</li> <li>Infrastructure requirements at mobility hubs transit transfer facilities may vary and impact private rights of way.</li> </ul>	<ul style="list-style-type: none"> <li>Omnitrans Bus Stop Safety Guidelines include recommendations for prioritization of capital improvements. Omnitrans is coordinating with member cities and County for construction of ADA/sidewalk/curb ramp improvements at bus stops and installation of seating, shelters, and other amenities. Ability to install amenities at some bus stops is constrained by inadequate sidewalk width or inadequate right-of-way available.</li> <li>Installing pole-mounted solar lights at bus stops throughout the system as well as replacing shelter-mounted lights that have met the end of their useful life.</li> <li>Omnitrans uses onboard survey results to cross-reference stops where passengers notice lighting deficiencies.</li> </ul>

Service Improvements			
Typology Themes	Potential Solutions / Benefits	Implementation Considerations	Existing and Ongoing Omnitrans Initiatives
 <p><b>System Connectivity and Transfers</b></p>	<ul style="list-style-type: none"> <li>Improve transfer experience outside of transit centers.</li> <li>More route connections with Metrolink stations.</li> <li>More bus arrival information at stops.</li> <li>Direct service to regional activity centers.</li> </ul>	<ul style="list-style-type: none"> <li>Fixed route bus schedules timed for transfers at regional Transit Centers and key in-line time points.</li> <li>Dynamic display signs cannot be implemented at stops without shelters. Requires electrical and internet connections.</li> </ul>	<ul style="list-style-type: none"> <li>Communication with other operators to identify connectivity and transfer opportunities and issues.</li> <li>Omnitrans collects internal operator feedback on route performance.</li> <li>Omnitrans Bus Stop Safety Guidelines include recommendations for prioritization of capital improvements at stops and stations.</li> </ul>
 <p><b>Route frequency, hours and days of service</b></p>	<ul style="list-style-type: none"> <li>Expanding hours of service, adding more weekend services.</li> <li>Provide high-quality bus service (frequency and hours) on priority routes.</li> </ul>	<ul style="list-style-type: none"> <li>Limited funding to add additional vehicles and operators to maintain target rapid frequencies.</li> <li>Operator / staffing shortages are impacting ability to restore frequent service and expand coverage.</li> </ul>	<ul style="list-style-type: none"> <li>Working to restore frequency coming back from the pandemic, including: <ul style="list-style-type: none"> <li>Target to be at 90% of normal by June 2023.</li> <li>Plan to restore 30 min service (up to 40% of riders will benefit) and 15 min service on 'Core'-tier routes (affecting up to 60% of riders).</li> </ul> </li> </ul>
 <p><b>New or Modified Route patterns</b></p>	<ul style="list-style-type: none"> <li>Adding new routes, new circulator services, connecting neighborhoods with destinations.</li> <li>Create more north-south routes and fill service gaps.</li> </ul>	<ul style="list-style-type: none"> <li>Local circulator routes.</li> <li>Additional north-south oriented fixed routes.</li> <li>Direct service to major transfer facilities (SBTC and Ontario) from communities like Rancho Cucamonga, Chino, and Redlands.</li> <li>More direct routes to recreational, cultural, and social destinations.</li> </ul>	<ul style="list-style-type: none"> <li>Omnitrans holds public hearings at transit centers or bus stops in every community to get rider input before implementing major service changes. Takes constructive feedback after service changes (3x per year). <ul style="list-style-type: none"> <li>Currently tracking service requests on a map to document where issues are occurring and investigates to develop solutions.</li> </ul> </li> </ul>
 <p><b>On demand mobility services</b></p>	<ul style="list-style-type: none"> <li>Vanpool services, more OmniRide services, paratransit, and accessibility services.</li> <li>Expand e-bike, e-scooter sharing options and facilities.</li> </ul>	<ul style="list-style-type: none"> <li>First Mile/Last Mile connections at suburban and neighborhood trip origins / destinations.</li> <li>Expand OmniRide service to additional pilot areas.</li> </ul>	<ul style="list-style-type: none"> <li>Launch of OmniRide (microtransit) in Chino Hills (2021) and Bloomington (2022). Expansion to Upland in 2023.</li> <li>Uber partnership for senior citizens and ADA riders (subsidized fare by Omnitrans).</li> </ul>

Policy and Technology Improvements			
Typology Theme	Potential Solutions / Benefits	Implementation Considerations	Existing and Ongoing Omnitrans Initiatives
 <p><b>Fare Policy and Collection Systems</b></p>	<ul style="list-style-type: none"> <li>Simplifying fare structures, expanding programs for students and low-income families.</li> <li>Partner with regional retailers to become vendors of Omnitrans transit passes and expand access to communities.</li> </ul>	<ul style="list-style-type: none"> <li>Explore opportunities for simplifying multi-ride fare schedule.</li> <li>Expand free fares and a regional Low Income Fare policy.</li> <li>Expand fare pass vending location partnerships (retail, commercial). Supply chain logistic distribution of passes to vending locations.</li> <li>Consider implications of a fare free network increasing unhoused riders.</li> </ul>	<ul style="list-style-type: none"> <li>Free Fares for Schools Program (extended through 2023 school year) and currently seeking permanent funding (LCTOP funds).</li> <li>GOSmart program for colleges and university students.</li> <li>Implemented mobile fare payment. Mobile fare validators are planned to be installed on all fixed route buses in early 2023.</li> <li>Senior fare rate reduction (decrease from \$2 to \$1).</li> <li>Implemented Fare capping: <ul style="list-style-type: none"> <li>applies to single fare, daily, 7-day, monthly passes.</li> <li>upgrade to monthly if you buy multiple fare day 7 day passes.</li> </ul> </li> <li>Mileage reimbursement for ADA eligible riders (that have limited resources) - a monthly reimbursement for those who rely on others to drive them for transportation.</li> </ul>
 <p><b>Trip Planning &amp; Information</b></p>	<ul style="list-style-type: none"> <li>Increase promotion of methods for accessing trip planning and real-time bus information.</li> <li>Providing more options for those without internet and smart phone access.</li> </ul>	<ul style="list-style-type: none"> <li>Expand deployment of real-time bus arrival information signage at bus stops with shelters.</li> <li>Improve wayfinding and visibility of posted route information and customer service contacts at bus stops.</li> <li>Update bus stop guidelines to address visibility and designation of bus stop information at all bus stop types (especially without shelters).</li> <li>Integrate route detour information into the Transit App.</li> </ul>	<ul style="list-style-type: none"> <li>Omnitrans has real-time arrival information available for all fixed route buses, which can be access through Omnitrans' website, the Transit App, text message, or phone call.</li> <li>Digital real time arrival signs with audio annunciators are available at sbX stations, the San Bernardino Transit Center, and on all Premium Bus Shelters. Omnitrans is working to deploy more digital signs at high-ridership bus stops and transit centers.</li> <li>Existing bilingual call center and a customer service desk at San Bernardino Transit Center.</li> </ul>
 <p><b>Customer Service</b></p>	<ul style="list-style-type: none"> <li>Deploy more options to increase in-person customer engagement.</li> <li>Provide additional staff and ambassadors at transit centers and major network transfer points.</li> <li>Deploy QR code to surveys/signs for quick access to feedback tools.</li> </ul>	<ul style="list-style-type: none"> <li>Design more interactive engagement opportunities such as focus groups, on-board surveying, etc.</li> <li>Update external communications and marketing strategies to increase digital footprint via social media.</li> <li>Transit Ambassadors would not function like security or law enforcement, providing information only.</li> </ul>	<ul style="list-style-type: none"> <li>Omnitrans conducts annual customer satisfaction survey (online only).</li> <li>All buses have an onboard sticker with phone number (7 languages) for riders to call related to any Civil Rights Act infringements.</li> <li>Omnitrans has security guards at some locations. Omnitrans Coach Operators, Field Supervisors, and Stops and Stations Workers who notice problems at bus stops report them to Omnitrans' Security Specialist, who works with various homelessness outreach programs to support people experiencing mental health crises or homelessness at bus stops.</li> </ul>
		<ul style="list-style-type: none"> <li>Expand bus operator and customer care / relations training.</li> </ul>	<ul style="list-style-type: none"> <li>Omnitrans Senior Leadership Team develops an annual agency Management Plan and also holds a Board of Directors workshop annually to provide input/direction into the development of that plan. Senior Leadership Team meets internally every week.</li> </ul>






Policy and Technology Improvements			
Typology Theme	Potential Solutions / Benefits	Implementation Considerations	Existing and Ongoing Omnitrans Initiatives
Community Empowerment with Agency Accountability	<ul style="list-style-type: none"><li>▪ Empower more community decision-making opportunities and interaction with Omnitrans leadership.</li><li>▪ Provide more training and professional development opportunities for transit agency staff and leaders.</li></ul>	<ul style="list-style-type: none"><li>▪ Incorporate diversity, equity, and inclusivity principles into agency policy, funding, operational and deployment processes.</li><li>▪ Formalize community participation committees/workgroups, such as a Rider Advisory Council and/or Youth Council.</li></ul>	

## **APPENDIX G – TRANSIT DIARY NARRATIVES**

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## ANNA SOLIS

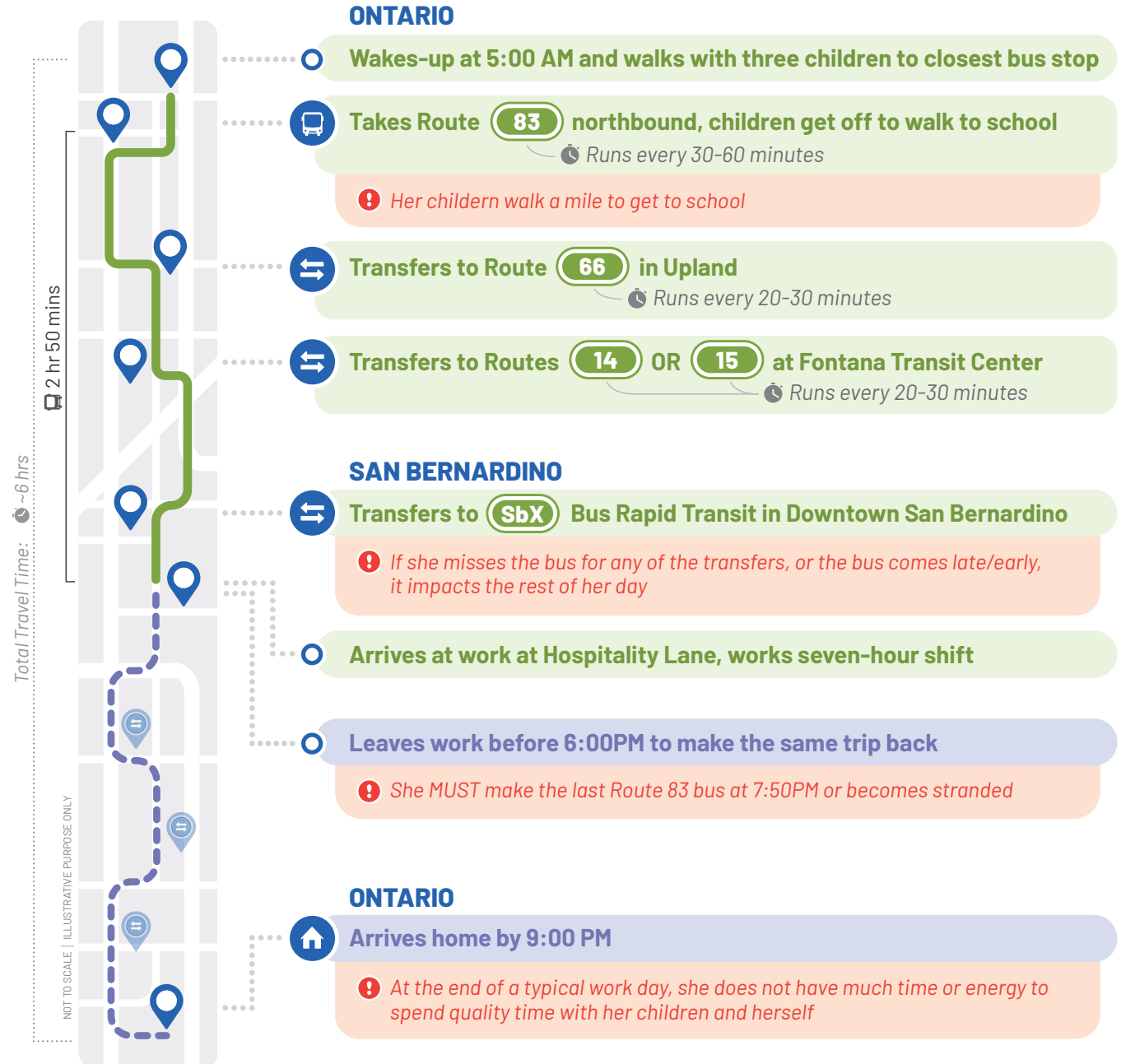
-  **AGE**  
**39**
-  **LOCATION**  
**Southwest Ontario, CA**
-  **EMPLOYMENT STATUS**  
**Shift Manager at Restaurant in San Bernadino**
-  **HOUSEHOLD STATUS**  
**Single, mother of three children**
-  **VEHICULAR ACCESS**  
**Does not own a vehicle**

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

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

## ANNA'S TRAVEL ROUTINE

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



## EXISTING OMNITRANS PROGRAMS AND SERVICES



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



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



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



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

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



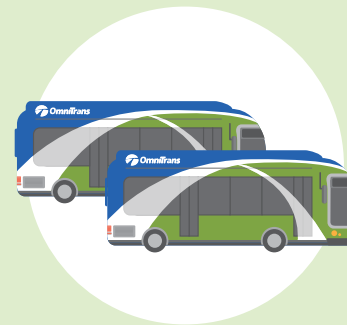
### INCREASE SERVICE FREQUENCIES

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



### LATER EVENING SERVICE

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



### PROVIDE MORE OPTIONS

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








### FIRST/LAST MILE PARTNERSHIPS

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



# CARLOS GOMES

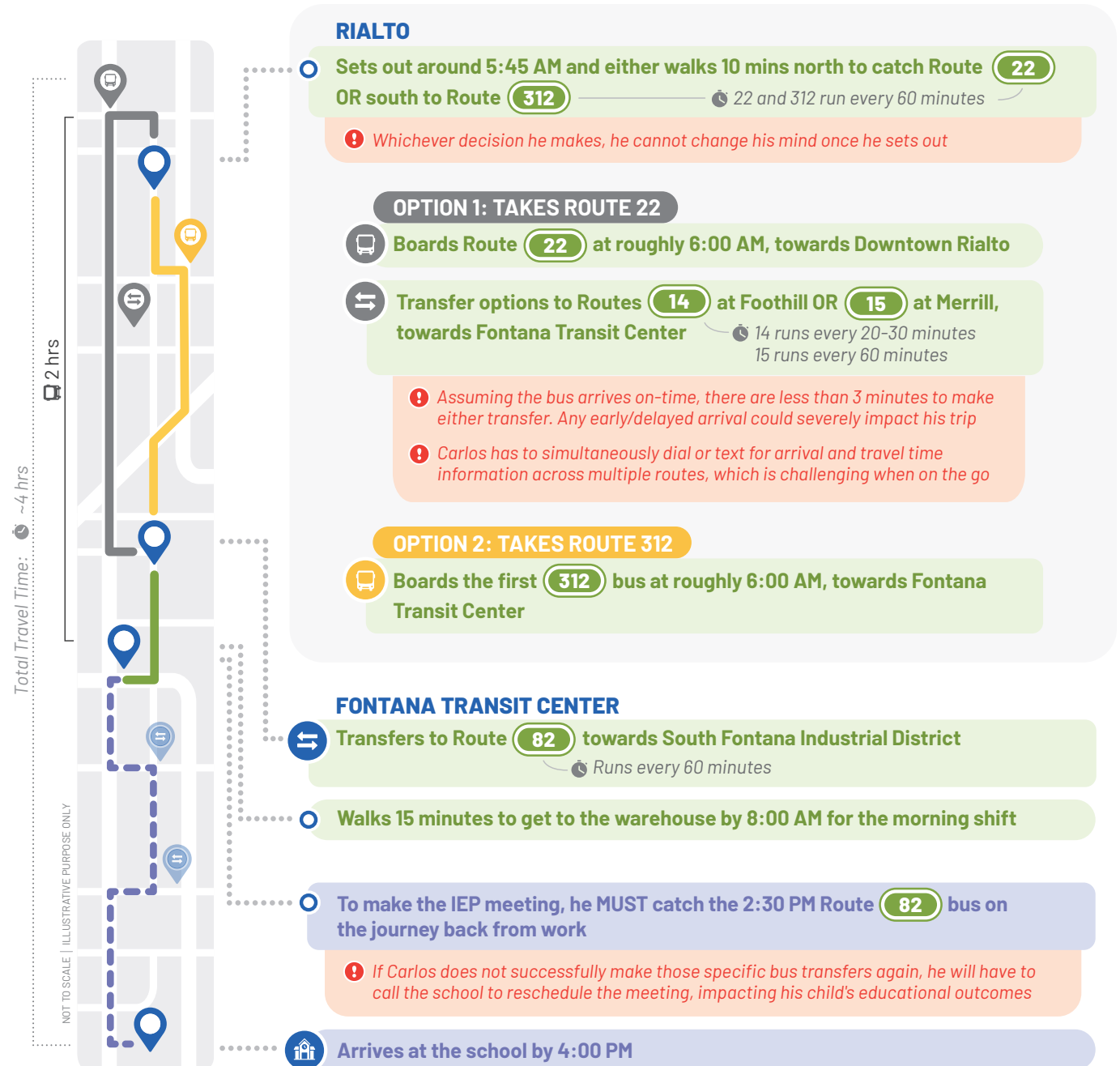
-  AGE  
**43**
-  LOCATION  
**Rialto (near the airport), CA**
-  EMPLOYMENT STATUS  
**Warehouse Manager**
-  HOUSEHOLD STATUS  
**Married, father of two children**
-  VEHICULAR ACCESS  
**1 vehicle**

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

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

## CARLOS' TRAVEL ROUTINE

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





## EXISTING OMNITRANS PROGRAMS AND SERVICES



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



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



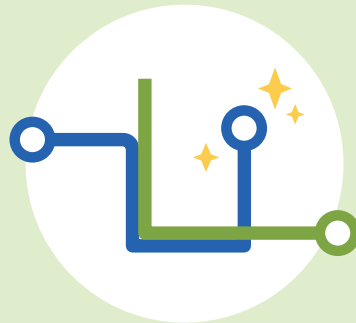
If Carlos has access to a smartphone and internet plan, he can track his buses in real-time via **TransitApp**. Otherwise, he can dial a 1-800 number or text 41411 to receive updates for his bus stop.

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



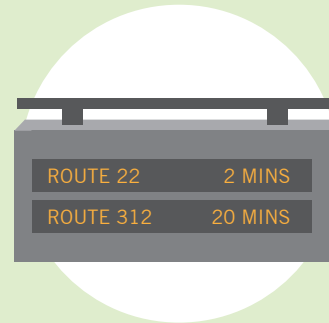
### INCREASE SERVICE FREQUENCIES

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



### NEW ROUTES TO COVER NETWORK GAPS

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



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

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








### COORDINATED TRANSFERS AT BUS STOPS

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



# TOM HOWARD

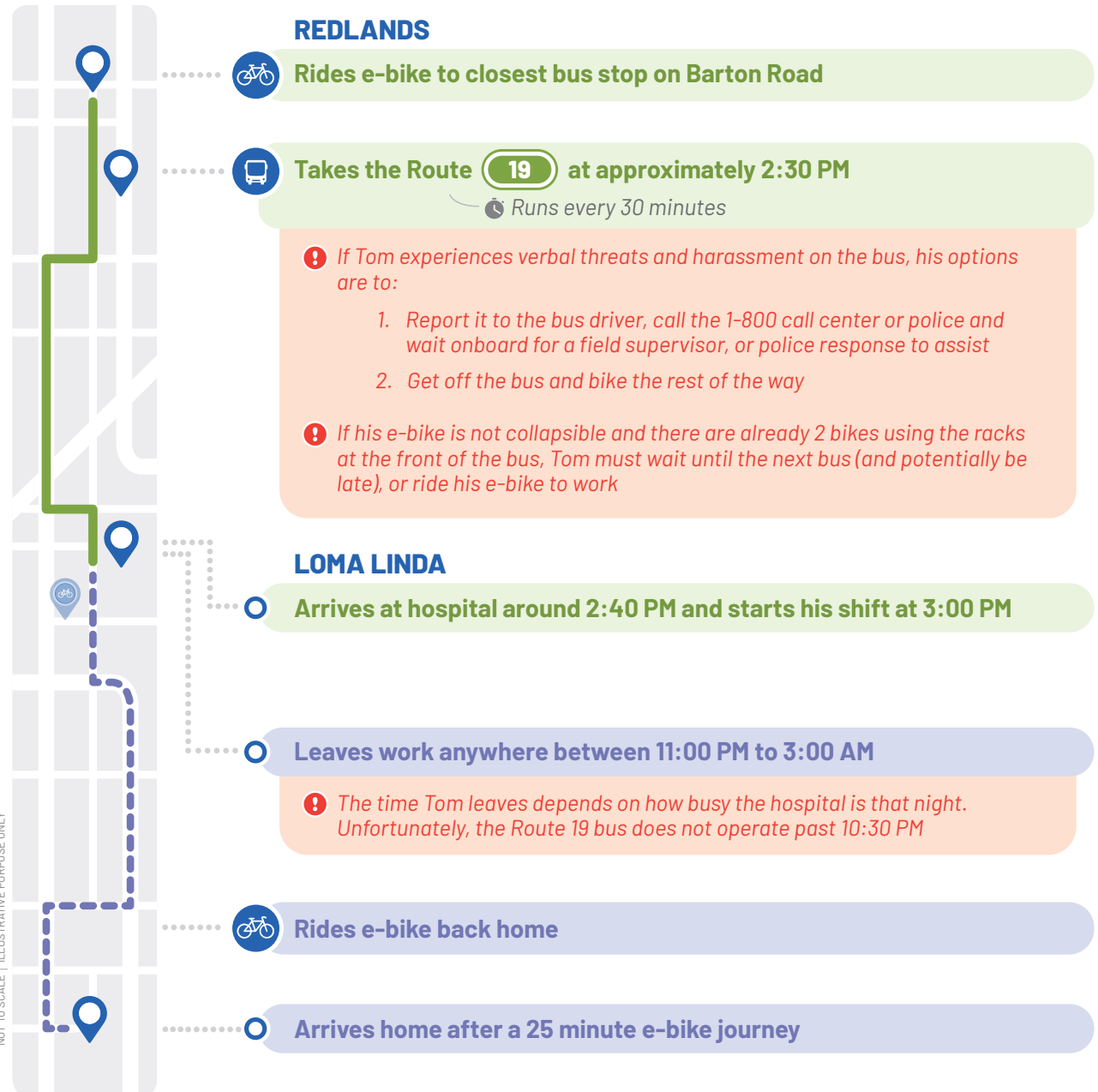
-  AGE  
**25**
-  LOCATION  
**Southwest Redlands**
-  EMPLOYMENT STATUS  
**Pediatrics Student in residency training**
-  HOUSEHOLD STATUS  
**Single, lives with parents**
-  VEHICULAR ACCESS  
**Does not own a vehicle**

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

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

## TOM'S TRAVEL ROUTINE

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



## EXISTING OMNITRANS PROGRAMS AND SERVICES



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



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



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



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

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



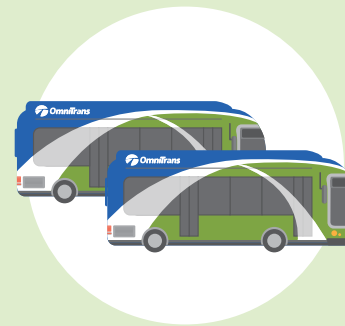
### ADD LIGHTING AT BUS STOPS

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



### LATER EVENING SERVICE

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



### RESTORE SERVICE LEVELS

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









### HIRE TRANSIT AMBASSADORS

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



## DOLORES MENDEZ

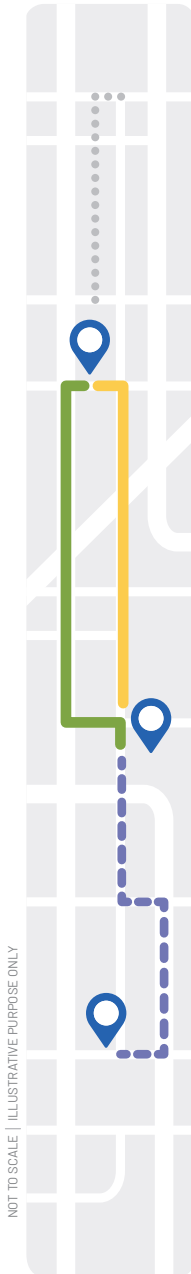
-  AGE  
**72**
-  LOCATION  
**Upland, CA**
-  EMPLOYMENT STATUS  
**Retired**
-  HOUSEHOLD STATUS  
**Widow, lives alone**
-  VEHICULAR ACCESS  
**Unable to drive**
-  LANGUAGE  
**Non-English speaker**

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

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

## DOLORES' TRAVEL ROUTINE

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



### ONE DAY BEFORE DOLORES' TRIP



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

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

### DAY OF DOLORES' TRIP

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

#### OMNIACCESS (PARATRANSIT)



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

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

#### OMNIRIDE (MICROTRANSIT)



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

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

## EXISTING OMNITRANS PROGRAMS AND SERVICES



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



Omnitrans launched it's **OmniRide microtransit** service in the Upland area beginning August 2021.



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



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

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



### RESOURCES FOR OMNIRIDE

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



### EXPLORE COMMUNITY PARTNERSHIPS

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



### DEVELOP WAYFINDING AND BRANDING AT VIRTUAL STOPS

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



### IMPROVE OUTREACH AND EDUCATION

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

## **APPENDIX H – CONNECTRANSIT POP-UP EVENT SUMMARY**

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# ConnecTransit Plan Outreach Event Public Comments

**STEP ConnecTransit Plan Monthly Team Meeting  
February 8, 2023**





# UPDATE FOR POP-UP OUTREACH EVENT

## Event Details

Date: January 14, 2023

Time: 9 AM to 1 PM

Location: 599 W. Rialto Ave. San Bernardino, CA 92410

Overview of Event:

Ten artists painted original designs on concrete bus benches.

An additional 11<sup>th</sup> bus bench was painted by children, and various community members

Snacks were provided to anybody who wanted some

Booths were set-up with poster boards to discuss ConnectTransit Plan and engage the community to demonstrate potential solutions & gather community feedback.

Demonstration of App integration (OmniRide, Transit App).





# MEET THE ARTIST: VANESSA “VMG” GOMEZ



Vanessa M Gomez, “VMG,” is a multi-disciplined artist from the desert community of Victorville. VMG’s work features vivid colors creating symbolic work usually represented through animals and shapes. She enjoys learning new skills and growing her art practice by exploring different styles through animation, digital, acrylic, and wood mediums. VMG aims to create empathic experiences that invoke inspiration and encourage curiosity.

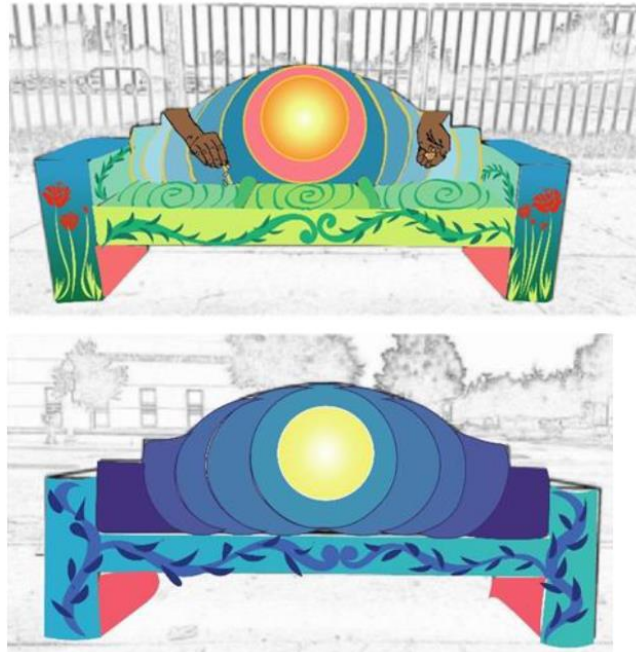
VMG is painting “Resilience Arising.” This piece explores themes of resilience, independence, and the pursuit of dreams which is represented by hummingbirds and blooming purple nopal (or prickly pear cactus). Yellow streams radiate throughout the bench representing change through wind and movement. The color scheme is inspired by sunrising and sunset; the cycle of beginning and ends. “Resilience Arising” is inspired by the independence of the bus commuter and aims to pay homage to the strength and resilience of Inland Empire communities.

Bench Located at Ontario Mills Mall

# MEET THE ARTIST: ALEXANDRA “NYX” GARCIA



Bench located at Ontario Mills Mall

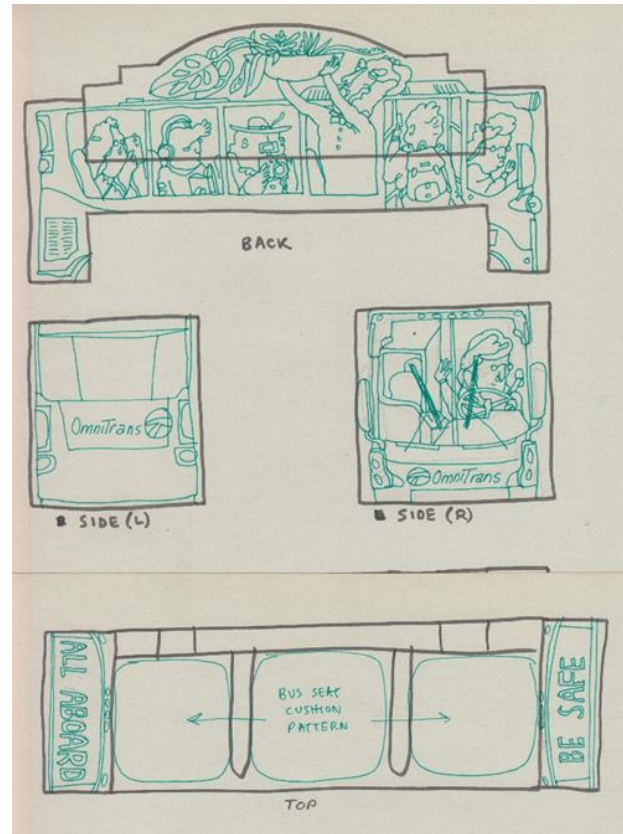


Born in San Bernardino and raised nomadically throughout the Inland Empire, Nyx Alexandra has been creating and showcasing her artwork since adolescence. Navigating the Inland Empire arts community has provided Nyx with genuine connections, inspiration and continues to offer opportunities that aid in the development of her artistic voyage. Her work often reflects themes or questions in her current psyche, inviting the viewer to also ponder the subject at hand. Nyx's present work highlights parallels between environmental, social and psychological landscapes, showcasing the insights that can be attained by observing Nature.

Her Omnitrans contribution titled "I.E Gardens" is an homage to the many fruitful gardens found in the backyards of the Inland Empire community. Although surrounded by concrete and highways, almost every home in the I.E makes abundant use of the fertile ground and sunshine this area is loved for. You can count on finding lemon trees in someone's yard and in many cases a variety of flowers, fruits and chiles. These gardens are creative outlets for the elders of these homes, who most of the time are not only cultivating beauty and life in their gardens but are actively working for their children to have opportunity and freedom.



# MEET THE ARTIST: JUSTIN PASZUL



Justin Paszul is a daily bus commuter, a library employee and a New Yorker only recently moved to California. His untitled bench painting is inspired by a lifetime of people-watching on public transportation, trompe-l'œil painting and a love of idiosyncratic and exaggerated character design.

Bench located at Ontario Mills Mall

# MEET THE ARTIST: ASHLEY WRIGHT



Bench located at Highland – Baseline/McKinley

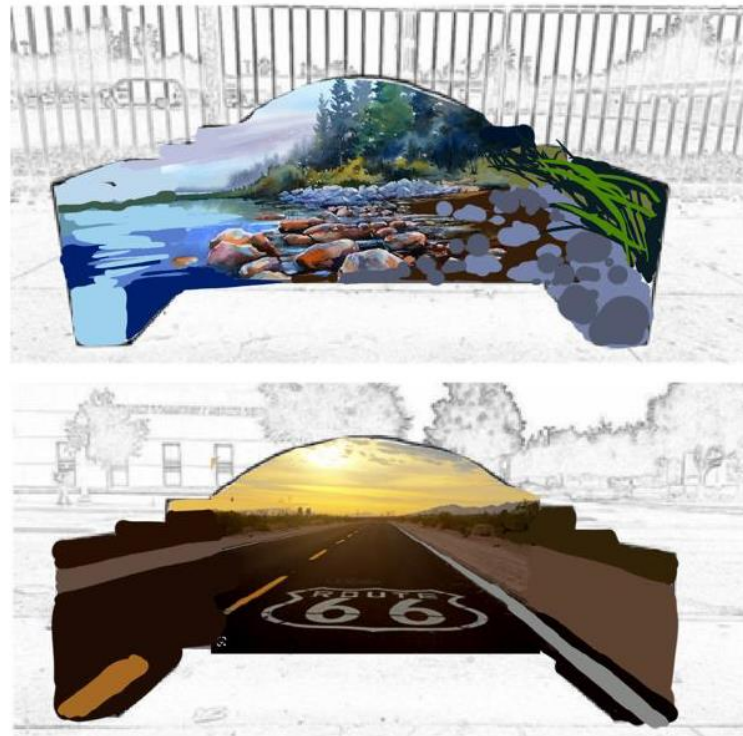


Ashley Wright is an artist from Redlands, CA who paints highly vibrant, textured, eye-catching landscapes and illustrations. Since becoming a full-time artist, Wright has sold her work internationally and exhibits throughout Southern California. Her paintings focus on perception, reality, and nostalgia in relation to Derealization, Dissociation, and Maladaptive Daydreaming.

Wright's piece is entitled "The Essence of the I.E." and features a nostalgic look at the Inland Empire. Essence (n.): the intrinsic nature or indispensable quality of something, especially something abstract, that determines its character. From the colorful umbrellas of the street vendors to the strength and architecture of the Missions, this illustration transports viewers to the past and present. Topped off with dreamy sprawling city lights as you drive throughout the valley during sunset, this bench will surely remind you of the essence of this unique area. Wright's aim is to honor the beautiful area that sculpted who she is today.



# MEET THE ARTIST: RONALD DEL CID



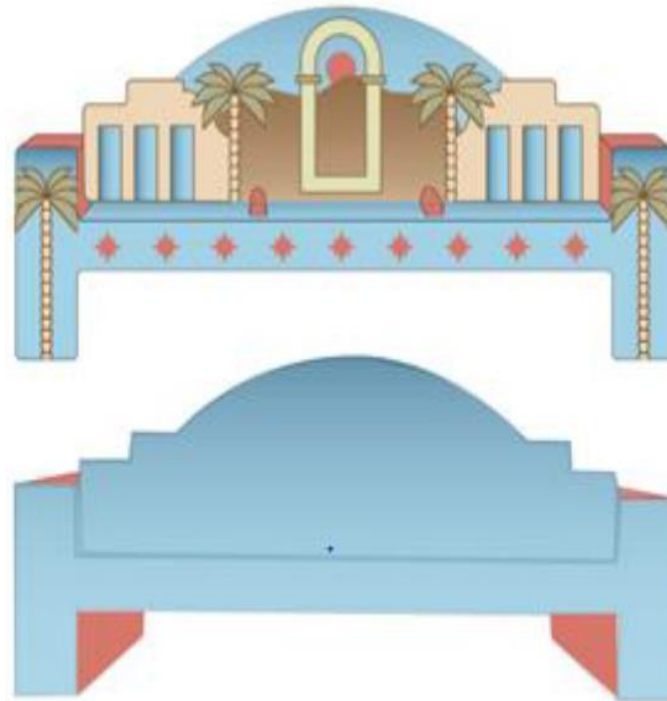
Bench located at Rialto – Riverside/Foothill

Ronald Del Cid paints murals as a passion of his. Being in any weather condition and absorbing the environment while he paints is what he enjoys. Growing up in the LA area, he gained his influence through Graffiti Art, and also got to see many different style of murals. One style that has stuck with him which left a big impression was the East Los Angeles Murals done by many local East Los Angeles artist like Zender one, and many others.

Painting graffiti throughout his teenage years, and as an adult, networking, navigating through many different cities painting with different Graffiti crews, Ronald learned the different geographical areas of Los Angeles, but learned that there were many resemblance in stories of graffiti. Ronald later went to Community College, transferred to UC Riverside, and since then has been painting many community murals in different areas of Riverside, San Bernardino, and Los Angeles Counties.

This artwork, titled, Trips to Beauty, is about those beautiful places we all have been to in San Bernardino County, Lake Arrowhead, Lytle Creek, up in Mt. Baldy, and many more. The water, scenery, can take you back to a day out fishing, or the road on Arrow Hwy, or any highway that looks like dirt and has no ending, trips to beauty.

# MEET THE ARTIST: VICTORIA BANE GAS



My name is Victoria Banegas, I am a graphic designer born and raised in San Bernardino. I have a BA in studio art from Cal-State San Bernardino and currently work for the City of Ontario where I design assets for the City's different agencies. While I love my career as a designer, I plan on focusing more on community engagement in the coming years and how my skills can help uplift and inspire my community.

My bench design, titled "The Depot at Dawn" highlights The San Bernardino Depot. While this place is historically significant to the City it also holds a lot of personal memories for me. Childhood memories of driving over the Mt. Vernon Bridge and praying the Santa Fe horn wouldn't go off. Memories of my first train rides to L.A. and Oakland, and other memories that are too personal to share.

The depot is a very old Mission style building and I wanted to reinterpret it in a modern way. I pulled shapes from the building's form and brought in elements surrounding the depot, palm trees, mountains and the warm California sun to create a simple, graphical pattern that represents a San Bernardino landscape familiar to anyone who grew up here.

Bench located at San Bernardino – Highland/Del Rosa



# MEET THE ARTIST: DILLAN GARCIA

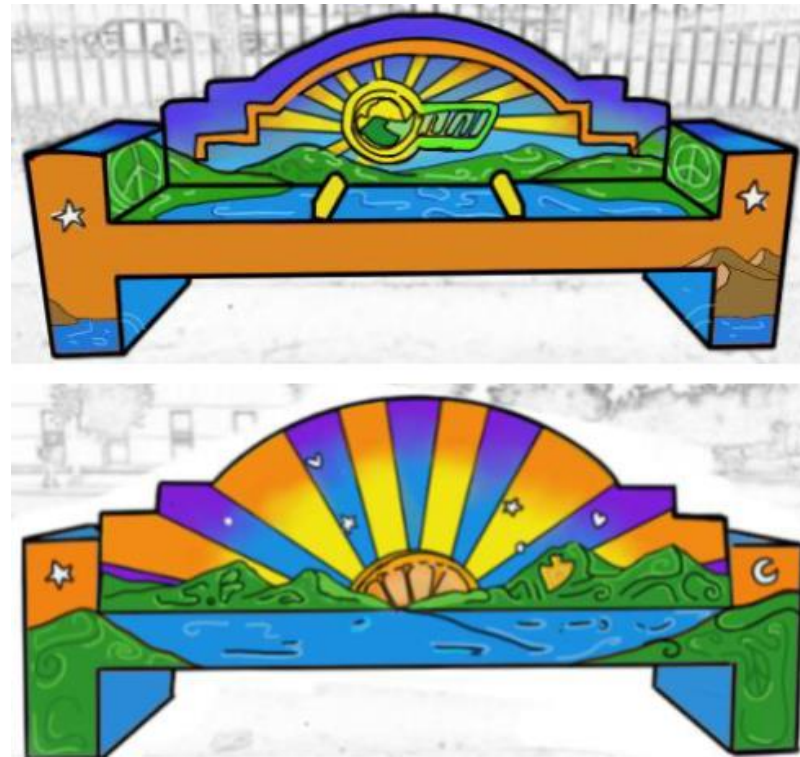


Dillan Garcia is a multimedia artist from Los Angeles, California. His work investigates his mixed Chicano experience, indigenous roots, the use of public and private land, and the negative impact of gentrification in working class Latino/a communities by engaging locals with public art that opens dialogue and is relatable. Garcia draws inspiration from cultural and historical landmarks, architecture, archeology, and Mexican Folk Art to connect with his indigenous roots. He uses materials such as acrylic and house paint, aerosol, gaffer tape, fabric, rope, cultural objects, and ready-made furniture to build connections and involve local communities in Los Angeles and Inland Empire. His work spans drawing, painting, mural, photography, sculpture, installation, and performance.

The bench mural titled, "Encuentro Consuelo Donde Quiera Que Vaya/ I find Comfort Everywhere I Go" celebrates the Latino/a experience, cultural roots, and preservation of indigenous traditions for the San Bernardino Valley communities and commuters. It also uses Oaxacan textile iconography to invite residents to sit and reminisce on the diverse traditions of their hometowns.

Bench located at Fontana – Marygold/Sierra

# MEET THE ARTIST: PRIESTLY HENRY



Howdy! My name is Priestly Henry, (aka lovingroach) and I'm a visual artist born and raised in Southern California. Being creative from birth, I fell in love with the idea of recreating the beauty that is around all of us. I've always had an energetic outlook on life, and painting helps me to communicate that to the people around me.

Painting has gotten me through many dark times in my life and I hope my pieces can help others do the same. While creating the design for this bench that I'd like to call "A New Beginning", I kept the city and people who pass by in mind. By using bright colors and familiar looking scenery this bench should serve as a reminder to the people that we are surrounded by opportunities and wonder, despite whatever our current positions in life may be.

Bench located at San Bernardino – Waterman/Baseline



# MEET THE ARTIST: VICTOR SUAREZ



Bench located at San Bernardino – Waterman/Baseline

Victor Suárez is a lifelong resident of the City of San Bernardino. Suárez serves as a CTE Educator for the Digital Media Arts (DMA) Academy at Arroyo Valley High School. His passion for art began in middle school at Richardson Prep Hi where he learned that he could freely express himself through art. “Hope Grows Here” represents the rich diversity of resilient residents that live and grow in San Bernardino, and also honors generations of people that continuously hope and contribute to a better community. He strongly believes the arts play an important role in strengthening and breathing life into a community.

Inspired by his childhood walks to and from school, and through the former Waterman Gardens site, Suárez wants to encourage others to be hope for our neighbors. Suárez has a bachelor’s degree from CSUSB in Graphic Design with dual minors in Art Studio and Art History. He serves on the Board of Directors for Arts Connection, The Art Council of San Bernardino County, and Habitat for Humanity San Bernardino Area. He lives in San Bernardino with his wife and two beautiful daughters. Suárez dedicates this bench to family and community.

# MEET THE ARTIST: VANESSA MELESIO



Bench located at Montclair – Holt/Mills

Vanessa Melesio is an interdisciplinary artist born and raised in the Inland Empire and Los Angeles region. Using color, composition, and freeform shapes, her works are abstract and reflective renditions of the human experience navigating man-made systems. For example, she has an art piece called En transito that takes the viewer on a commuter's journey in three parts.

An alumnus of California State University San Bernardino, B.A. Anthropology and current student of Cal Poly Pomona, M.S. Urban and Regional Planning, she is a community planner with an anthropological approach and focuses on transportation related projects across the Inland Empire and Los Angeles regions.





# CONNECTRANSIT POP-UP EVENT JANUARY 14, 2023





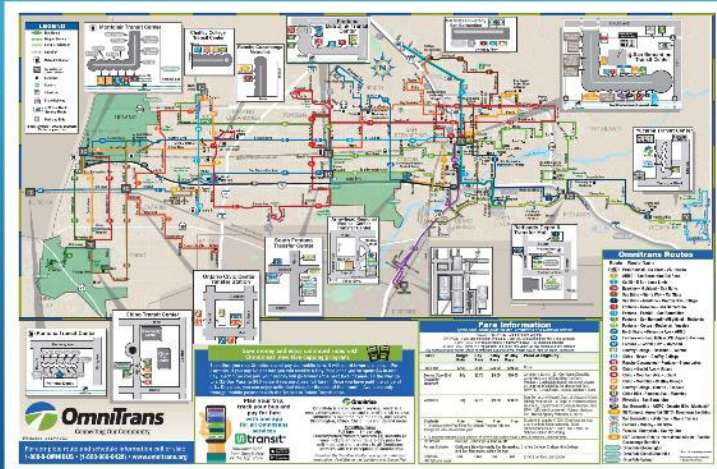


All artists received a certificate of recognition and a \$1500 stipend.



# CONNECTRANSIT POP-UP OUTREACH EVENT POSTERS

## OmniTrans System Map



Leave a comment with a sticky note and let us know where and how you would like to see some of the proposed changes made or your own ideas for changes.

Deje un comentario con una nota adhesiva y díganos dónde y cómo le gustaría ver algunos de los cambios propuestos o sus propias ideas de cambios.

OmniTrans serves the San Bernardino Valley in 15 cities and portions of the unincorporated areas of San Bernardino County.

OmniTrans sirve al Valle de San Bernardino en 15 ciudades y partes de las áreas no incorporadas del condado de San Bernardino.

## ConnecTransit Plan Equity Statement

**Equity Statement**— The ConnecTransit Plan will work alongside key stakeholders with special attention to disadvantaged communities including: Black, Indigenous, People of Color (BIPOC) and members of the Lesbian, Gay, Bisexual, Trans, Queer, +, —and those community members that lie at the intersections of any and all of the identities listed above—community to develop and deliver equitable, holistic, sustainable, and restorative mobility solutions by combining a programmatic analysis of services and projects along with a continuous and inclusive decision-making process.

### Key Terms

**Equity:** As defined by the U.S. Department of Transportation equity within transportation "seeks fairness in mobility and accessibility to meet the needs of all community members." It is important to note that equity is not equality, there are existing systemic infrastructure that have impacted communities differently, and therefore transportation needs are going to look different for each community. An equitable approach to transportation planning acknowledges the past harms caused by institutions—whether intentional or unintentional, centers community knowledge to analyze needs within communities, and creates targeted solutions giving greater importance to communities that have historically been disinvested in.

**Holistic:** Inspired by a Social Work practice called Person-in-Environment perspective—a process that centers the individual (client) and "individual behavior in light of the environmental contexts in which that person lives and acts." Holistic approach to urban planning thus centers communities and their needs as they relate to different built-environmental contexts whether that is housing, economic development, land-use, and zoning. Even though our work is specific to transportation needs, a holistic approach to urban planning requires planners to provide resources and link communities with the respective government agencies that can address the concerns of communities being served.

**Restorative:** Defined by the University of Wisconsin-Madison Law School, restorative as it relates to a criminal justice system is defined as a practice that "seeks to examine the harmful impact of a crime and then determines what can be done to repair that harm while holding the person who caused it accountable for his or her actions. Accountability for the offender means accepting responsibility and acting to repair the harm done." As it relates to urban planning, a restorative justice approach acknowledges the harm of historically racist urban policies. Transit agencies take accountability for the unintentional or intentional harms and work towards rebuilding community relationships and addressing the ways in which programs and services can repair the harm caused by previous transit policies.

**Inclusive Decision-making:** Existing governing structures create barriers for community engagement making it impossible for certain disadvantaged communities to be involved in the planning process, thus equity within transportation planning is understanding the power differential that exist in current systems and making commitment to leverage power to ensure that communities are not only the ones providing feedback and are compensated for their lived experience and expertise and also make a commitment to make all planning processes accessible to all community members to ensure that community members have the opportunity to be involved in the entire planning process.

**Disadvantaged Communities:** Areas that are disproportionately affected by multiple types of pollution and areas with vulnerable populations, identified as disadvantaged by the California Environmental Protection Agency per SB 535. These census tracts include the top 25 percent in CalEnviroScreen 3.0 along with other areas with high amounts of pollution and low populations.

**Programmatic Analysis:** A framework of analysis that evaluates existing programs and services provided by OmniTrans in the hopes of meeting the needs of all communities. Generally, the framework incorporates three phases: 1) a needs assessment that aims to understand the needs of those who are most dependent on public transit, 2) an evaluation and assessment of program/service outcome and impact and 3) an analysis of administrative support throughout programs and services.

**Sustainability:** As defined by author Dr. Jean-Paul Rodrigue, "sustainable transportation is the capacity to support the mobility needs of a society in a manner that is the least damageable to the environment and does not impair the mobility needs of future generations." In terms of equity, we expand upon this definition to include disadvantaged communities that have been harmed by environmental damages of the past and address the harms of past environmental damages while also proposing mobility treatments that do not harm the environment of present and future generations.

## ConnecTransit Plan Main Recommendations

### Capital

Involves construction and/or physical changes to buses stops, and built environments

- **Vehicle On-board Amenities** – Improve the onboard riding experience, through information, safety, and comfort
- **Transit Facilities & Amenities** – Invest in place-making at bus stops and establish safe walk/bike access to/from
- **Transit-Oriented Streets** – Improve transit trip times through investments to get buses out of traffic

### Policy & Technology

Policies and initiatives to improve the riders' experience and the provision of transit information

- **Inclusive Fare Policy and Collection Systems** - Expand awareness of fare discount programs and access to trip planning information
- **Trip Planning, Information, & Customer Service** - Refresh communications and marketing approach to hard-to-reach customers
- **Leadership Transparency & Accountability** - Formalize community member involvement in decision making and services
- **Safety & Security** - Develop additional safety and security strategies for buses and stops

### Service

Changes to where and when buses operate

- **Route Frequency & Service Hours** - Improve transit trip times through frequency and restore services cut due to the pandemic
- **On-Demand Mobility Choices** - Increase access to shared and on-demand mobility services
- **System Connectivity** - More direct bus services and connections between homes and destinations, including community/cultural destinations



ConnecTransit is part of California Climate Investments, a statewide initiative to reduce greenhouse gas emissions, strengthen the economy, and improve public health and the environment.



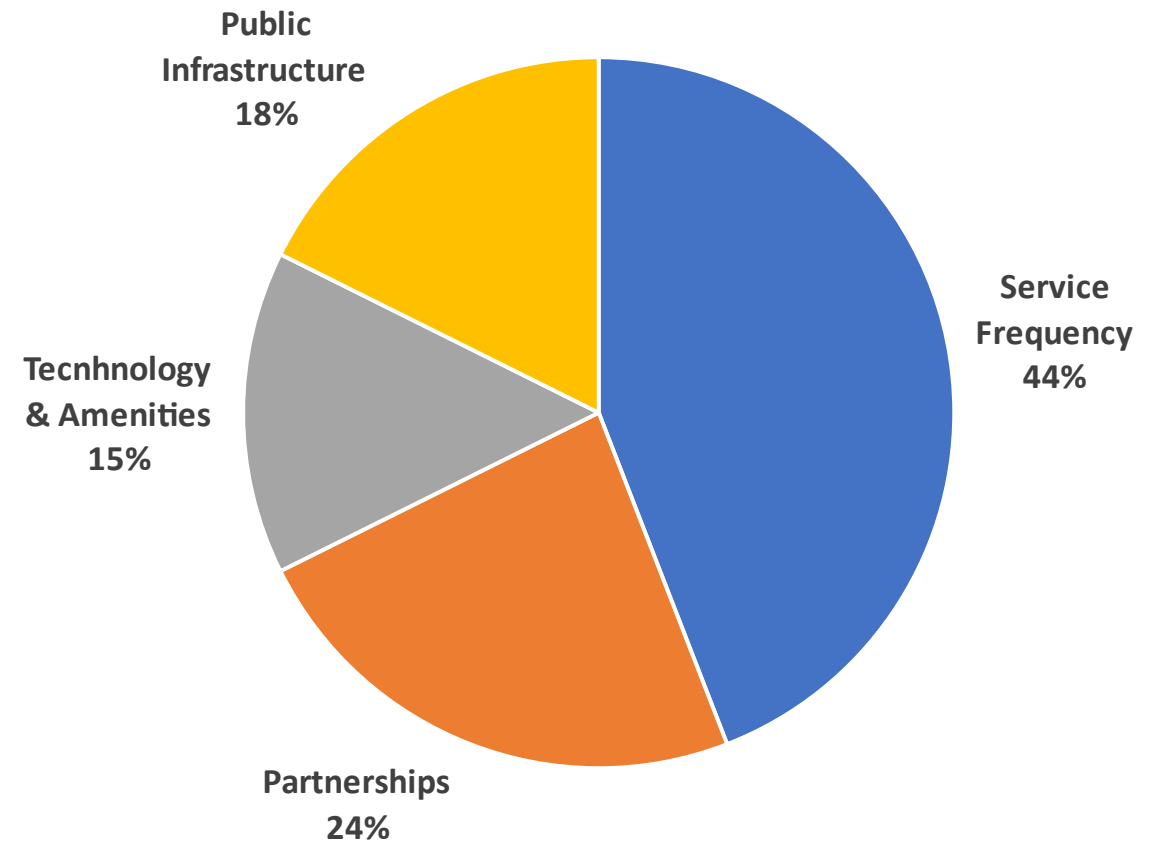
Equity Statement and Main Recommendations posters had posters in Spanish and English. In addition, the System Map poster had writing in English and Spanish.

English and Spanish speakers worked at the poster boards to engage people who stopped by.

# SUMMARY OF PUBLIC COMMENTS

34 Comments, 4 Themes

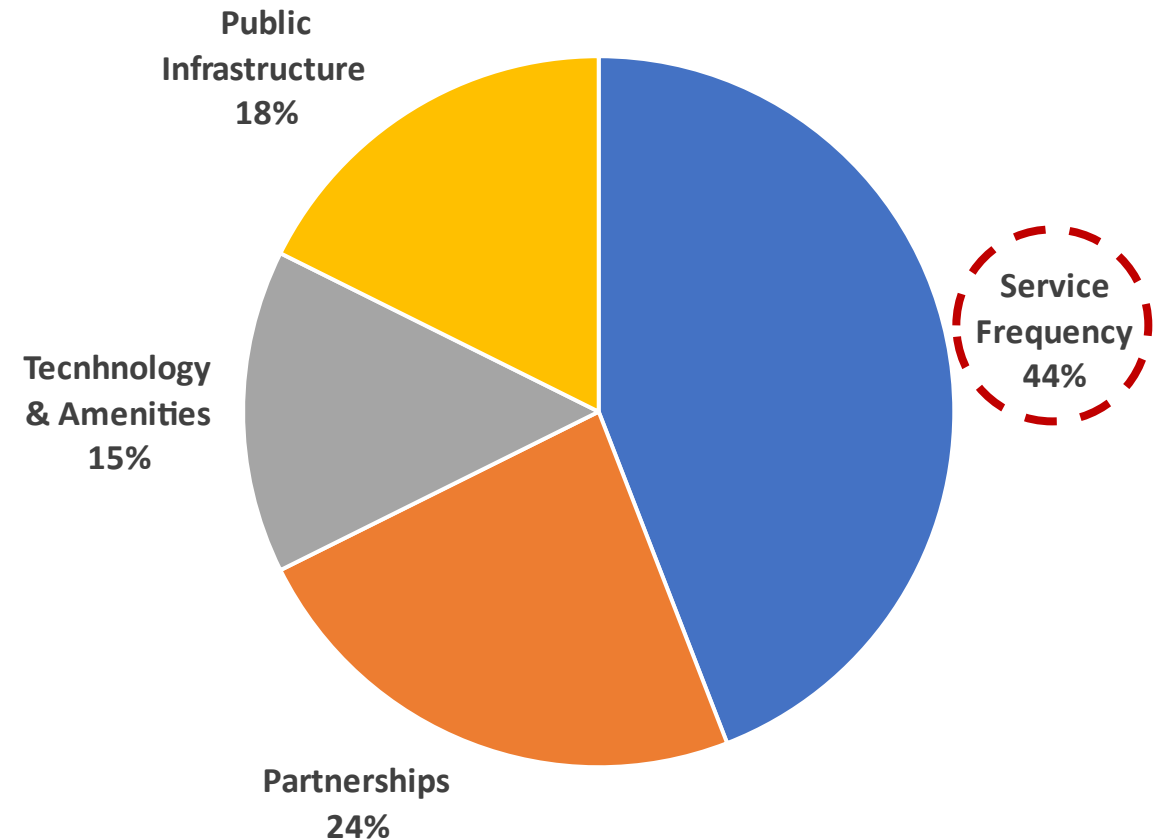
- Service Frequency
- Partnerships
- Technology & Amenities
- Public Infrastructure



# SERVICE FREQUENCY

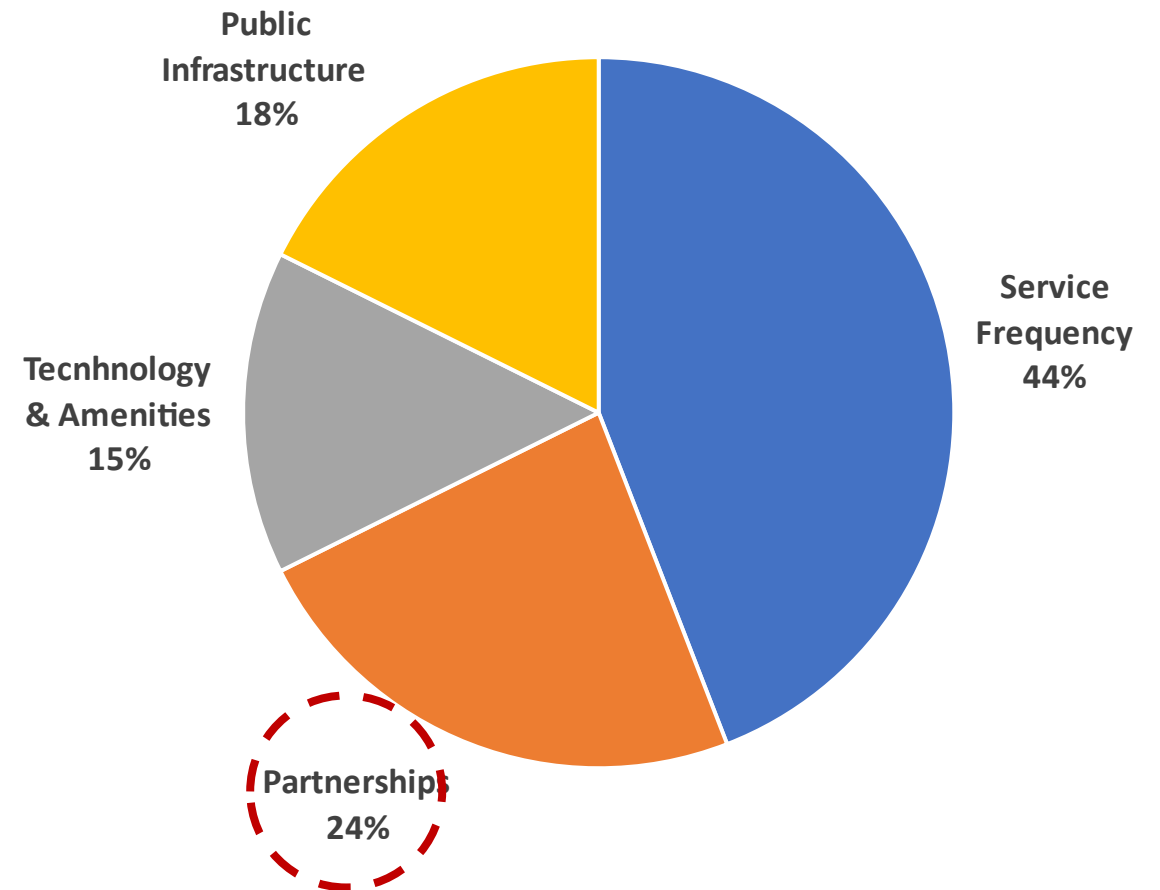
- Route (Frequency) Specific
  - Routes 1, 2, 6, 305, and sbX
- General – Service Frequency
  - More service on weekends
  - Later service hours
  - Restore pre-pandemic service
- Route Restoration
  - Routes 11, 14, and 290

Service: Route Frequency & Service Hours



# PARTNERSHIPS

- Agencies & Organizations
  - SB International Airport
  - Active transportation companies
  - Regional employers
  - Regional transit agencies
  - Additional free fare days
- Operators more friendly
- Providing good service

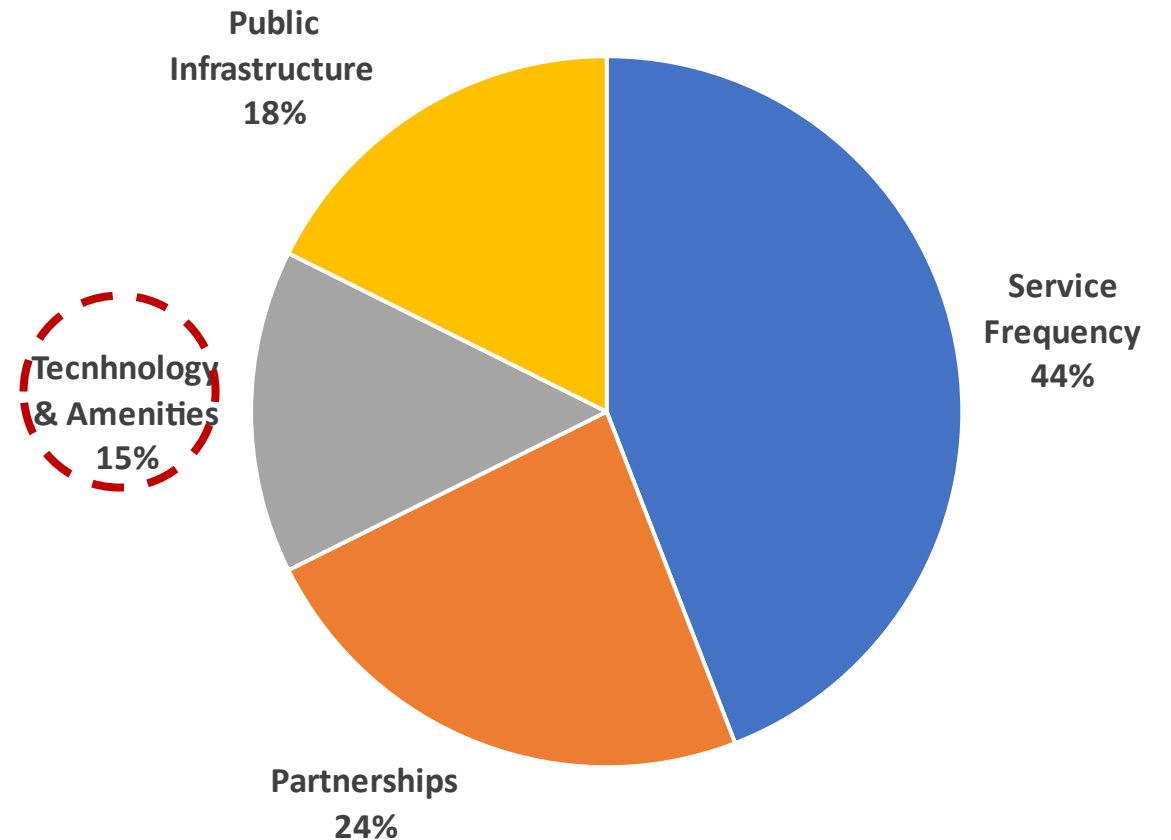


Policy & Technology: Inclusive Fare Policy & Collection Systems, and Trip Planning, Information & Customer Service



# TECHNOLOGY & AMENITIES

- Wi-Fi Amenities
- Additional Bus Benches
- Storage Space

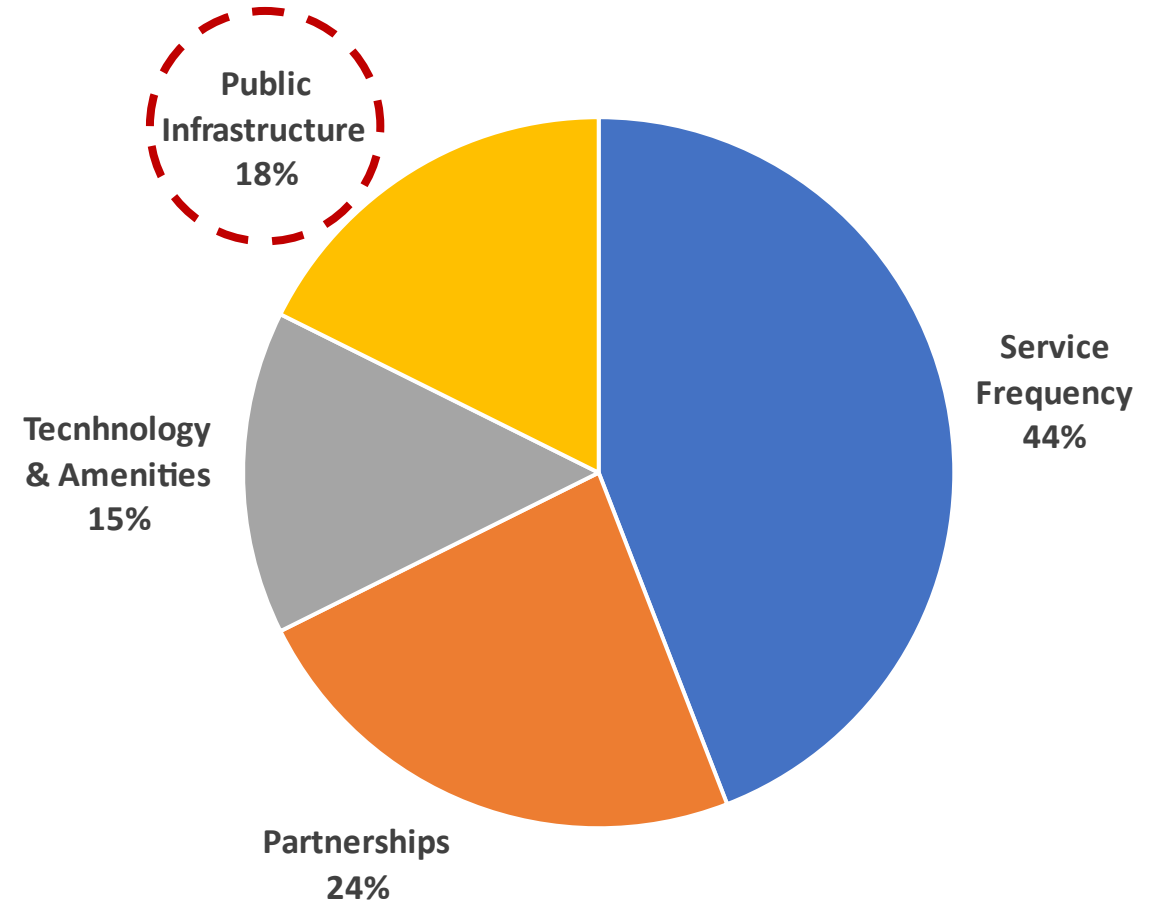


Capital: Vehicle On-board Amenities, Transit Facilities & Amenities

# PUBLIC INFRASTRUCTURE

- Transit Signal Prioritization
- Road Maintenance
- Transit Oriented Developments
- Curb Improvements
  - Additional sidewalks across the region
  - Bus turnouts
  - Curb alignments

Capital: Transit Facilities & Amenities, and Transit-Oriented Streets





# THANK YOU

## **APPENDIX I – CONNECTRANSIT OUTREACH PLAN**

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Arrowhead  
United Way

# OmniTrans ConnecTransit Plan

## Outreach, Engagement, and Education Plan



**MOVING CALIFORNIA**  
*cleaner transportation for all communities*

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## Background

Omnitrans is the primary public transportation provider for the San Bernardino Valley. Omnitrans is a joint powers authority (local government) that serves 15 cities and portions of unincorporated areas of San Bernardino County. The Omnitrans Board of Directors is made up of elected officials representing its 15 member cities (Chino, Chino Hills, Colton, Fontana, Grand Terrace, Highland, Loma Linda, Montclair, Ontario, Rancho Cucamonga, Redlands, Rialto, San Bernardino, Upland, and Yucaipa) and four County Supervisors.

Omnitrans, which provided approximately 11 million passenger trips per year pre-pandemic, operates a family of services including fixed-route, community circulators, sbX bus rapid transit, OmniRide on-demand microtransit, OmniAccess ADA paratransit service, and a suite of Special Transportation Services for seniors and individuals with disabilities.

For nearly 45 years, Omnitrans has been dedicated to meeting the transportation needs of San Bernardino Valley residents. These needs have evolved as the community has grown from less than 900,000 residents in 1980 to more than 2.18 million residents today. With a service area of more than 450 square miles, a population as diverse as the landscape, and heightening environmental concerns and priorities, Omnitrans continues to strive to foster an equitable and sustainable transportation system.

The objectives of the ConnecTransit Plan are as follows.

- 1) Create a community-driven sustainable transportation equity plan that clearly defines community-identified transit-related needs within the San Bernardino Valley region (including in disadvantaged communities) and prioritizes transit and related community projects for implementation that are equitable and that increase the sustainability of the transportation system.
- 2) Outline projects, such as services and capital improvements, that Omnitrans and its partner agencies can implement with California Air Resources Board (CARB) Sustainable Transportation Equity Project (STEP) implementation funds or other grant funding programs, which will improve transit equity, increase access to key destinations, and reduce GHG emissions.

The purpose of this Community Outreach, Engagement, and Education Plan (Outreach Plan) is to outline the overall approach and strategies that will be implemented to maximize engagement with members of the STEP Community (defined below) by dedicating resources to reach and involve community members from historically underserved, economically distressed, and mobility burdened areas and drives development of the ConnecTransit Plan provide proposals that address community-identified transportation needs and priorities.



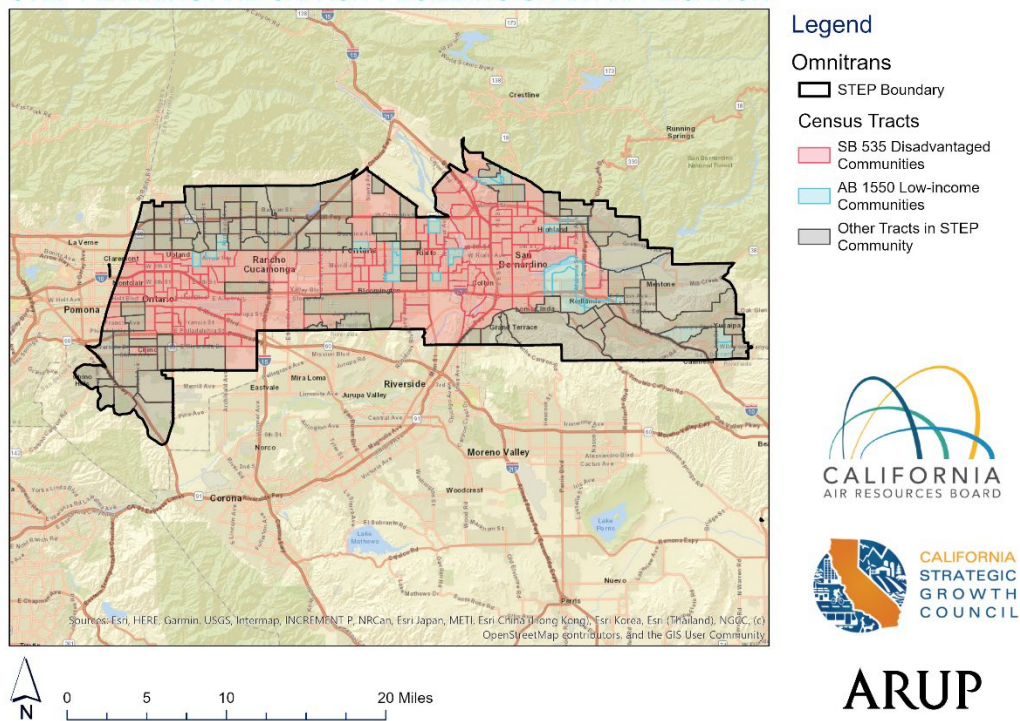
## STEP Community and Mobility-Burdened Focus Areas

In line with the goals and requirements of the CARB STEP grant program, Omnitrans defined the STEP Community, the area that will be covered by the ConnecTransit Plan, shown in the map below. Under the CARB STEP grant program definition, a STEP community is made up of at least 50% Census Tracts designated as SB 535 Disadvantaged Communities where residents are most burdened by pollution that causes climate change and affects public health or AB 1550 Disadvantaged Communities where residents are burdened by pollution and at least 10% of households live on low incomes. By land area, 51% of Omnitrans' service area is designated as either SB 535 Disadvantaged Communities or AB 1550 Low-Income Disadvantaged Communities, as shown in the map below.

The ConnecTransit Plan will study the entire area within this STEP Community boundary (which is Omnitrans' service area), while placing a particular focus on engaging residents of areas of the STEP Community where the need for mobility services and solutions are likely to be greatest. As part of the analysis of existing conditions and market assessment, Nelson\Nygaard will provide a map of areas communities having greatest mobility needs within the broader STEP Community. The Project Team will dedicate resources to implement culturally relevant and customized engagement, outreach, and education activities at existing community gathering places. For more information on the approach to identify areas of high mobility need, refer to the Data Collection Plan section of this document.

## OmniTrans Transportation Network

### STEP PLANNING AND CAPACITY BUILDING GRANT APPLICATION



## Project Team

The partnership structure for developing the ConnecTransit Plan is shown in Figure 1 below. Omnitrans is leading the development of a ConnecTransit Sustainable Transportation Equity Plan (the “Project”) in partnership with two community-based organizations and CARB STEP grant sub-recipients El Sol Neighborhood Education Center (El Sol) and Arrowhead United Way, in consultation with the Community Advisory Council, and with planning and technical assistance services from Nelson\Nygaard Consultants (N\N). The project team also includes two Community Partners, the Center for Community Action and Environmental Justice (CCAIEJ) and Helping Hands Pantry, who will support community outreach and engagement efforts.

Omnitrans, El Sol, AUW, CCAIEJ, Helping Hands Pantry, and other community representatives will participate on the Community Advisory Council (CAC), which is described further below.

Nelson\Nygaard will lead drafting the ConnecTransit Plan based upon the input from Project Team members and CAC members and informed by the community engagement that will be conducted with STEP Community residents.

**Figure 1. Partnership Structure**



This Community Engagement, Outreach and Education Plan was developed collaboratively by Omnitrans, El Sol, and AUW, with input from Nelson\Nygaard and the Othering and Belonging Institute (OBI) relating to data that needs to be collected through community engagement efforts that will inform the ConnecTransit Plan.

### **Decision-Making Process**

Decisions regarding the use of grant funding and development of the ConnecTransit Plan will be made by the Community Advisory Council, which will consist of Omnitrans, UAW, El Sol, Community Partners, and other community representatives. The Community Advisory Council will utilize Consensus Decision Making as its governing and decision-making structure - a process initially identified and utilized during the application process. The Project Team purposefully includes a broad representation of interests: from transit providers and city governments to community-based organizations and activists with interests that cover the spectrum health, environment, education, homelessness and hunger, and financial stability. Equity is the uniting theme for all these organizations, and by utilizing Consensus Decision Making, no decision will be made against the will of an individual or a minority. The team will engage in self and democratic governance, grounded in equity, and will follow a step-by-step process that introduces issues, opens discussion, explores all ideas, defines proposals, tests for agreement, amends as needed and reaches consensus. The process will ensure final decisions are solutions that all participants are comfortable implementing. The Community Advisory Council will play a critical role as a sounding board for solutions and in ensuring resulting decisions are agreeable to the range of stakeholders.

If disputes occur, the team will work closely to evaluate alternatives to overcome the disputed issues and reach common ground. If a partner must be changed or removed from the process for any reason, the process will be transparent, project team members will be consulted to reach consensus, and formal notifications will follow for all team members and the granting agency. If Omnitrans' Project Manager is not able to resolve a conflict or issue with the team, it will be escalated to Omnitrans' Director of Strategic Development or CEO/General Manager to work collaboratively with all involved to reach a solution.

### **Community Inclusion Activities**

The following activities recommended in the STEP Community Inclusion Guidance will be included in the development of the Omnitrans ConnecTransit Plan.

#### **Subcontract with Community-Based Organizations for Staff Positions Focused on Education, Outreach and Education**

El Sol and AUW have extensive experience working with the STEP Community. El Sol and AUW were integrally involved in developing this Community Outreach, Engagement, and Education Plan and will lead all community engagement activities to ensure that the ConnecTransit Plan is reflective of the desires of STEP Community residents, with a particular emphasis on maximizing opportunities for participation for Disadvantaged and Low-Income Community residents.

### **Convening Community Advisory Council**

The Community Advisory Council (CAC) will meet six (6) times throughout the development of the ConnecTransit Plan. The CAC will be facilitated and led by El Sol and will be comprised of Omnitrans, El Sol, AUW, Community Partners, interested stakeholders, and community residents and organizations. The Project Team will ensure the CAC is representative of the STEP Community by prioritizing recruitment, onboarding, and retention of individuals who meet the following criteria:

- Resident or lived experience in the high mobility need areas.
- Represent a unique perspective or lived experience with transit and mobility.

The CAC will receive briefings on project progress, advice on community engagement, outreach, and education efforts, and provide specific input throughout the planning process. Nelson\Nygaard will attend all CAC meetings to solicit input from CAC members on draft materials and ConnecTransit Plan chapters, including proposed projects, scoring/ranking criteria, and costs/benefits and timeframe of potential projects. The community engagement activities included in this Plan will also be used to solicit input from the STEP Community on these items throughout the development of the ConnecTransit Plan.

### **Conducting In-Person Outreach**

In-person outreach led by El Sol and AUW will include administering survey questions and asking open-ended discussion questions to a minimum of 500 residents of equity-focus areas within the STEP Community. Nelson\Nygaard will provide input to El Sol and AUW, such as data collection methodologies and questions to ask. Nelson\Nygaard will incorporate data collected from community engagement, provided by El Sol and AUW, into the ConnecTransit Plan.

The dynamic COVID-19 public health crisis across Southern California may affect people's comfort participating in in-person outreach. The Plan team will supplement in-person efforts with digital/virtual/passive community engagement and outreach efforts. This may include social media posts, social media "live" events, distributing printed promotional materials, etc.

### **Administering Community Surveys**

Nelson\Nygaard will develop survey questions for two (2) surveys with input from Project Team and CAC members. The first survey will be designed to identify existing challenges and hurdles to equity with the existing regional/local transportation system. The second survey will solicit feedback on proposed solutions identified through community input and research/analysis conducted by Nelson\Nygaard. The surveys will be administered by El Sol and AUW, who will provide results to Nelson\Nygaard.

Omnitrans will provide translation into Spanish or other languages, if needed.

Nelson\Nygaard will incorporate data collected from surveys (provided by Project Team members to Nelson\Nygaard) into the ConnecTransit Plan.

### **Hosting Community Focus Groups/Charrettes/Workshops**

The Nelson\Nygaard will develop content questions for four (4) community focus groups/charrettes/workshops, which will be led by Project Team members such as El Sol, AUW, and Omnitrans. Nelson\Nygaard will seek input from Project Team and CAC members in developing questions.

The Nelson\Nygaard will incorporate data collected from community focus groups/charrettes/workshops (provided by Project Team members to Nelson\Nygaard) into the ConnecTransit Plan.

### **Hosting a Pop-up Demonstration Event**

The Nelson\Nygaard will provide input into development of Pop-up outreach event to be led by Omnitrans, El Sol, and AUW, particularly relating to what questions to ask and how input collected from pop-up event will inform the ConnecTransit Plan.

Project Team will provide feedback collected at the pop-up demonstration to Nelson\Nygaard, and Nelson\Nygaard will incorporate results of the pop-up demonstration into recommendations made in ConnecTransit Plan.

- Potentially align pop-up demonstrations with locally scheduled events and activities within targeted communities. Targeted communities will be informed by equity index analysis; CBO partners will determine local (calendar) opportunities and collaboration with locals

### **Developing Outreach and Educational Materials**

Nelson\Nygaard will provide accessible and visually appealing educational and informational materials to facilitate the Project Team's information sharing and reporting back to communities through various forms of communication (e.g., website, social media, flyers, signs in project area, radio, newspaper).

### **Continuously Evaluate Outreach Efforts**

Nelson\Nygaard will guide the Project Team to implement the iterative evaluation process defined in this Community Engagement, Outreach and Education Plan. Omnitrans will maintain records of results of community engagement efforts conducted by Project Team members using secure database methods to ensure confidentiality of personal information.

By reviewing data collected throughout the planning period, Nelson\Nygaard will provide feedback that can help the Project Team focus its outreach efforts to better target engagement efforts in hard-to-reach communities. Quarterly review of the feedback received from community engagement will allow the team and Nelson\Nygaard to investigate new ideas or potential equity challenges to further study during the planning process.



# Principles of Community Engagement

## Clarity

Clear communication about the purpose of the community engagement, the project, and the community's role in project planning and implementation.

## Accessibility

Accessible times and locations of events, meetings, and gatherings (e.g., virtual engagement when possible, evening meetings, meeting locations close to transit, neutral meeting locations) and accessible materials (e.g., language and ADA accessibility).

## Representation

Activities that reach a broad and representative subset of the whole community, including hard-to-reach residents that are not typically served well by existing public feedback processes.

## Transparency

Consistent, clear, and easily available information about community engagement activities, including notices before they happen and follow-up after they happen.

## Data Collection Plan

Nelson\Nygaard will guide and support the Project Team to collect, manage, and monitor data throughout the project based on this Data Collection Plan. Nelson\Nygaard will develop the methods and tools for data collection, provide coaching and training as needed, monitor data collection activities, and conduct analyses throughout the project. Nelson\Nygaard will also provide analyses of the data, including a compilation and summary of data collected during the period of each quarterly report to meet CARB grant requirements.

The Project Team and Nelson\Nygaard will perform the following data collection efforts throughout the development of the Omnitrans ConnecTransit Plan:

### Tracking the ConnecTransit Plan Process

Nelson\Nygaard will lead collection and tracking of data on the ConnecTransit Plan development process and supporting engagement, outreach, and education efforts with support from the Project Team. Nelson\Nygaard will help track this project element by implementing or providing the following list of data collection methods and tools for this sub-task:

- **Actual project budget and schedule** will be monitored by the Nelson\Nygaard Project Manager using an Excel-based tool and observations regarding significant differences between projected and actual project milestones will be tracked with information on causes and reasons.
- **Challenges, successes, and lessons learned throughout the project** will be tracked along with accompanying resolutions and recommended practices for

similar projects by Nelson\Nygaard and the Project Team using the Project Charter, a living and shared web-based Word document

- A **map of High Mobility-Need Areas** will be developed by Nelson\Nygaard based on a using a Geographic Information System (GIS) **Mobility Equity Index** analysis of secondary data indicators of transportation disadvantage, mobility gaps, and economic distress by Census Tract to identify target audiences for engagement and outreach activities to be led by El Sol, AUW, and Community Partners within the broader STEP Community
- A **ConnecTransit Outreach Worker Survey** will be created by Nelson\Nygaard and distributed to outreach workers hired by El Sol and AUW to implement the outreach, engagement, and education activities part of this planning and capacity building project
- The **final ConnecTransit Plan and supporting memos/reports** focused on overall community outreach and engagement; current transit network, demographic, and travel market conditions; existing planning documents and relevant insights; objectives and scope of the plan; list of identified implementation projects and ranking criteria; table of preliminary cost, timeline, and benefits estimates of implementation projects; and funding and workforce development opportunities will be provided by Nelson\Nygaard with input from the Project Team

### Documenting the Community Advisory Council

Omnitrans will recruit and retain members of the Community Advisory Council, the key project element intended to build capacity within the community. Nelson\Nygaard will help track this project element by providing the following list of data collection methods and tools for this sub-task:

- A **Community Advisory Council (CAC) Welcome Member survey** will be distributed by [Placeholder for Responsible Party] prior to the first CAC meeting to collect each member's demographic information, place of residence, and purpose for participating in the Community Advisory Council. Nelson\Nygaard will prepare the online survey for Omnitrans to distribute and encourage responses.
- Nelson\Nygaard will prepare and provide **up to two (2) brief online Community Advisory Council member feedback surveys** for Omnitrans to distribute and collect ratings and qualitative feedback from members on their experience serving on the council.
- El Sol and AUW will **document comments and feedback from the Community Advisory Council on draft outreach and education materials and ConnecTransit Plan components** presented during Community Advisory Council meetings facilitated by El Sol, then provide comments to Nelson\Nygaard.

### Capturing Feedback from Community Engagement and Outreach

El Sol and AUW will lead in-person, digital, and virtual community engagement and outreach efforts throughout the project to reach a minimum of 500 residents/workers (of equity-focus areas). El Sol, AUW, and Community Partners' staff will directly engage with



and reach community members and participants through in-person, virtual, or over the phone outreach activities. Sol, AUW, and Community Partners' staff will receive **Equity-Focus Community Member Survey instruments, Transportation Equity Discussion Guides**, and **direct training** from Nelson\Nygaard to ensure consistent data collection during the following planned public engagement and outreach activities:

- Four (4) community focus groups/listening sessions/charrettes/workshops;
- One (1) pop-up demonstration event of clean transportation and supporting implementation project(s); and
- Various instances of in-person outreach through door-to-door canvassing, community-based organization public events, pop-up survey stations at essential destinations and community gathering places like grocery stores, parks, etc.
- Various instances of virtual or digital outreach through social media campaigns, e-mail distribution lists, etc.

Nelson\Nygaard will help track this project element by providing the following list of data collection methods and tools for this sub-task:

- **Up to two (2) Equity-Focus Community Surveys** prepared by Nelson\Nygaard with input from the Project Team to collect demographic/socioeconomic, place of residence and work, transportation needs and preferences, and user feedback information of participants engaged or reached by the project's community engagement, outreach, and education activities, with a focus on residents/workers of equity-focus areas.
  - Nelson\Nygaard will host the two (2) Equity-Focus Community Surveys online for Omnitrans, El Sol, AUW, and Community Partners to direct outreach participants. Omnitrans, El Sol, AUW, and Community Partner staff may submit surveys on behalf of participants reached in-person or over the phone using an internet connected mobile device. El Sol and AUW staff will be responsible for transferring and entering all received paper questionnaires into the online survey.
  - The **two (2) Community Survey questionnaires** will be designed to support the following outcomes:
    - (1) Ground truth how the existing local and regional transportation systems do and do not meet equity-focus area residents/workers' current needs, experiences, and desires initially identified by research/analysis conducted by Nelson\Nygaard and map preferences for transportation and mobility; then
    - (2) Solicit input on current travel preferences, barriers, and ideas to inform potential clean transportation and supporting implementation projects that would enhance equity-focus communities' access.
- **Up to four (4) Transportation Equity Discussion Guides** prepared by Nelson\Nygaard with input from the Project Team to empower staff from El Sol, AUW, and other Community Partners to promote Community Surveys, secure informed consent to administer surveys and interviews, answer questions about the project and share relevant information.
  - Nelson\Nygaard will provide four (4) Transportation Equity Discussion Guides designed to support the following outcomes:

- **(1) Provide Transportation Discussion Guide #1** with the first Equity-Focus Community Member Survey protocols and response facilitation techniques, guidance on securing informed consent to be surveyed, survey participants about how the existing local and regional transportation systems do and do not meet equity-focus area residents/workers' current needs, desires, and preferences for transportation and mobility.
- **(2) Provide Transportation Discussion Guide #2** with the second Equity-Focus Community Member Survey protocols and response facilitation techniques, guidance on securing informed consent to be surveyed, tips for interviewing participants about how the proposed list of clean transportation and supporting implementation projects would or would not address the gaps identified from community input and research/analysis.
  - **All:** Discussion Guides will all include specific data collection, storage, and transfer guidelines; relevant information about Omnitrans and partner services; including discounted fee offers for staff to share with Community Members.
- **Up to four (4) hours of direct data collection training sessions** will be provided by Nelson\Nygaard to El Sol, AUW, and Community Partners' staff will conduct direct outreach to community members on the two (2) Equity-Focus Community Member Survey protocols and respondent support techniques, the four (4) Transportation Equity Discussion Guide protocols and discussion facilitation, and specific data storage and transfer guidelines. Training sessions will be hosted virtually on a live video conference call when most participants are available and recorded to be accessible afterwards.

### **Evaluating Community Engagement and Outreach Efforts**

The Project Team and Nelson\Nygaard will work together to collect and maintain data that allows evaluation of key themes, insights, and reach of grant-funded community engagement, outreach, and education activities. In addition to keeping records on the schedule of events and activities with details on each event's title, place, date, and time, event type, list of speakers, estimated number of attendees, outreach methods, and evaluation of and lessons learned from outreach and engagement methods deployed,

With Omnitrans approval, Nelson\Nygaard will store and maintain data collected from community engagement, outreach, and education activities during the project period based on CARB secure database management requirements to ensure the protection of personal information and confidentiality. At project closeout, Nelson\Nygaard will transfer all data collected during the project to Omnitrans and will not maintain disaggregated data.

Nelson\Nygaard will help track this project element by providing the following list of data collection methods and tools for this sub-task:

- **Quarterly analyses of community feedback**, such as key themes and highlights from qualitative data gathered, description of stakeholders reached (i.e., number of STEP Community residents, number of equity-focus community residents), and effectiveness at capturing input representative of targeted audiences through community engagement and outreach efforts to date
- **Quarterly community feedback data summaries** based on quarterly analyses for CARB quarterly reports and to inform the Project Team's upcoming activities and events.

## Lessons Learned

Throughout the course of the Plan development process, the team documented specific feedback from community participants, community partners (AUW and El Sol), and advisors from the Othering and Belonging Institute (OBI) related to the outreach materials, engagement methods, and tactics:

- Continue CBO partnerships (AUW and El Sol) to integrate organizations into the entire project management team and planning process.
- Recommend that CARB and other grant funding partners place additional resources in future rounds of STEP grant funding for more technical assistance for CBO partners. They do not typically possess the administrative infrastructure and technical capacity to produce the same level of project management and technical deliverables expected of professional service Contractors.
- Outreach to riders at bus stations worked better than other public places.
- iPads were a safety concern for outreach workers, but paper surveys also created more work. iPad could be used for checking the disclaimer box. Disclaimer statement is too long, should make it a checkbox on the form instead of having to read it to them.
- Community surveys forms were too long, keep under 5 minutes, maybe do series of shorter surveys instead of longer ones. Survey fatigue. On some questions people just checked the first answer option because they didn't want to take the time to answer it.
- Omnitrans had trouble mailing out gift cards. Issue gift cards on the spot in the future, as supplies are available, or do e-gift cards (still had trouble with invalid email addresses too). Having gift cards in possession may also present safety concern for outreach workers. Have Security guards guarding the iPads and gift cards.

## **APPENDIX J – CONNECTTRANSIT EQUITY INDEX**

### **MEMORANDUM**

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## MEMORANDUM

**To:** Omnitrans

**From:** Nelson\Nygaard

**Date:** November 6, 2021

**Subject:** Equity Index Method and Plan Focus Area Selection

Omnitrans has partnered with El Sol Neighborhood Educational Center (El Sol) and Arrowhead United Way (AUW) and contracted Nelson\Nygaard to develop the ConnecTransit Plan (plan) - this is the project team. As a critical first step in the ConnecTransit Plan (plan) process, Nelson\Nygaard developed an equity index to serve as a data tool to help the project team identify focus areas within the Omnitrans service area (STEP Community) that should be centered in the plan process. This memo summarizes the data sources, analysis methods, and selection process used to define plan focus areas – these are target audiences for community outreach and engagement.

## EQUITY INDEX DATA

Nelson\Nygaard developed an Equity Index to serve as a data tool to help the project team identify specific areas within the STEP Community that should be centered in the plan process. This section describes the data sources, distribution of each factor across the STEP Community, calculations, and categorization process used to identify plan focus areas. All data was obtained at the census block group level where available. Where unavailable, data was translated into the Census block group level. Figure 1 summarizes the seven equity indicators and associated metrics by Census block group analyzed and data sources included in the equity index.

**Figure 1. Summary of Equity Index Indicators, Associated Metrics, and Data Sources**

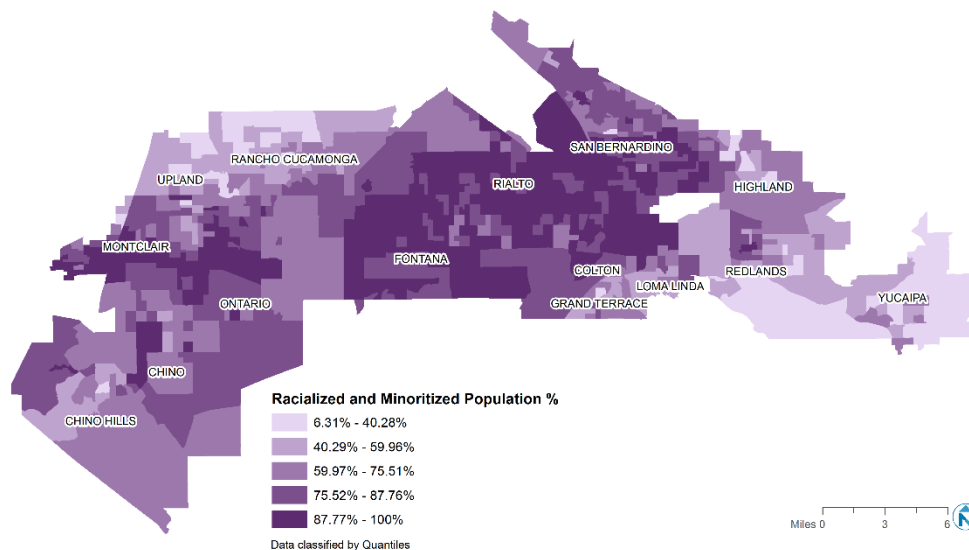
Equity Index Indicator	Metric	Data Source
Racialized and minoritized population	Percent of residential population who self-identify as non-White	U.S. Census American Community Survey 5-year Estimates (2015-2019)
Children and youth	Percent of residential population ages 18 years old or less	U.S. Census American Community Survey 5-year Estimates (2015-2019)
Older adults	Percent of residential population ages 65 years old or more	U.S. Census American Community Survey 5-year Estimates (2015-2019)

Households living in poverty	Percent of households earning annual incomes \$50,000 or less	U.S. Census American Community Survey 5-year Estimates (2015-2019)
Households who do not speak English	Percent of households who reported speaking English less than “very well”	U.S. Census American Community Survey 5-year Estimates (2015-2019)
Households with no access to a vehicle	Percent of households with access to zero vehicles	U.S. Census American Community Survey 5-year Estimates (2015-2019)
Households exposed to sources of pollution	CalEnviroScreen 4.0 Pollution Burden percentile	CalEnviroScreen 4.0

The following series of maps represents the distribution of each equity index factor across the Omnitrans service area classified by quantiles, dividing the data range into equal subgroups.

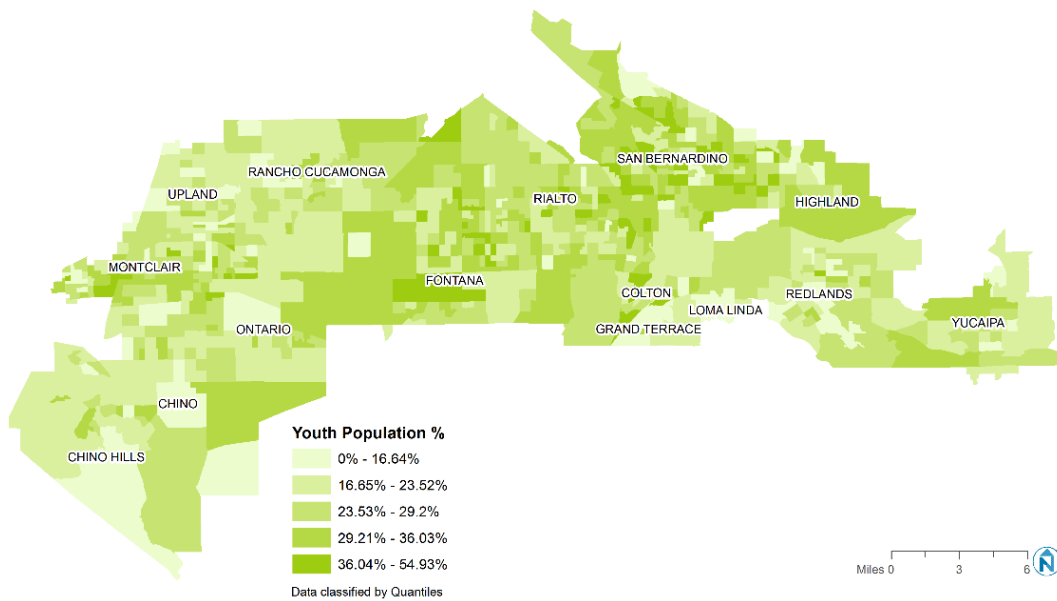
### Racialized and minoritized population

All categories of race and ethnicity except “Not Hispanic or Latino: White alone” were aggregated for each Census block group to calculate the total number of racialized or minoritized people, then divided by the total population to calculate the percent of the residential population who self-identify as non-White. The map below shows the distribution of the percentage of racialized and minoritized populations by census block group within the STEP Community.



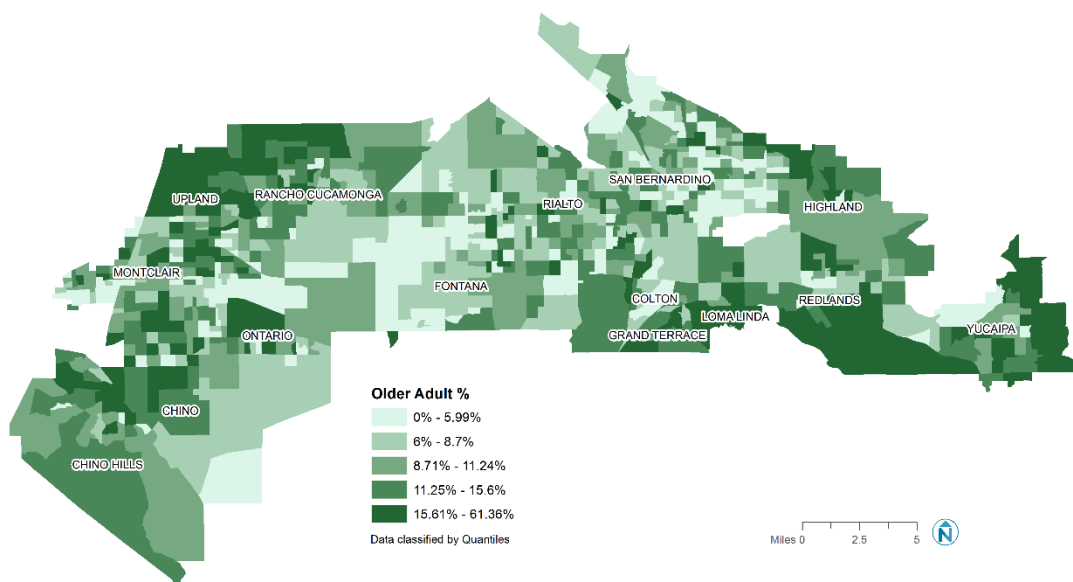
### Children and youth

The map below shows the distribution of the percentage of residential population ages 18 years or less by census block group within the Omnitrans Service area, or children and youth.



## Older adults

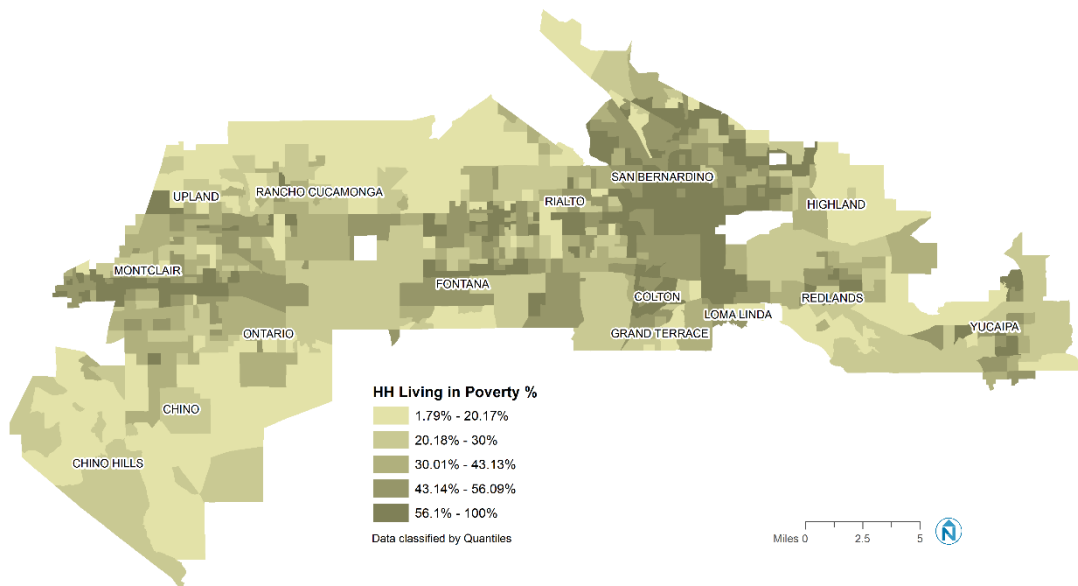
Older adults were defined as residential population ages 65 years old or more. ages 18 years or less



## Households living in poverty

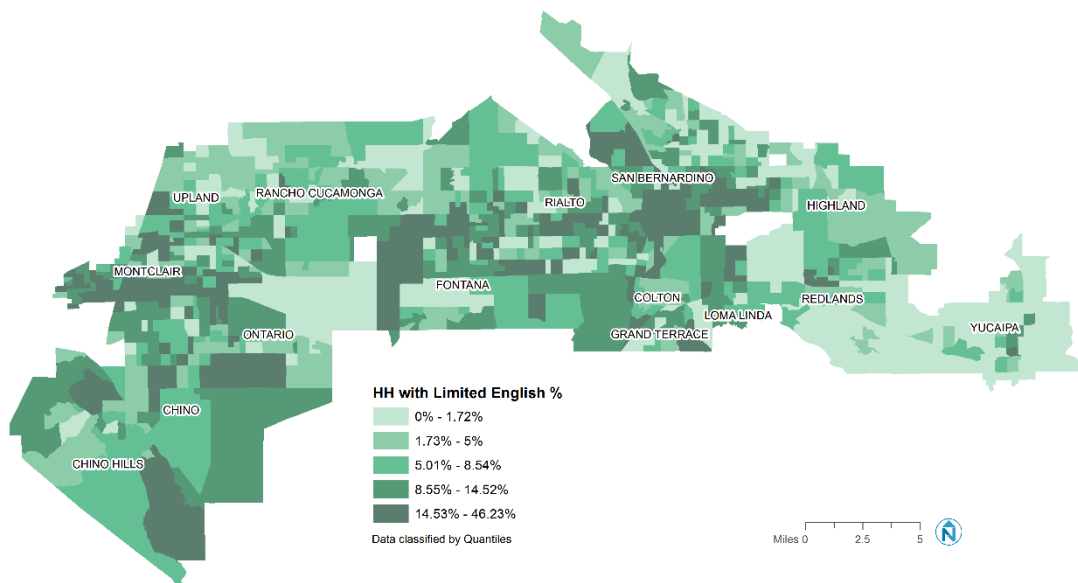
Housholds living in poverty were defined as households earning annual incomes \$50,000 USD or less.





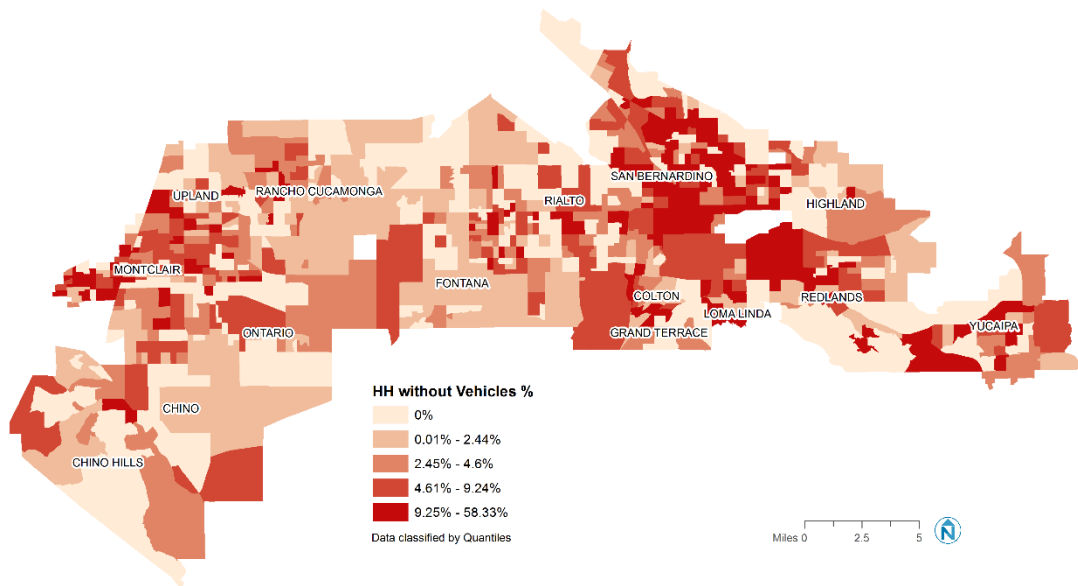
## Households who do not speak English

Households who do not speak English were defined as percent of households who reported speaking English less than “very well.”



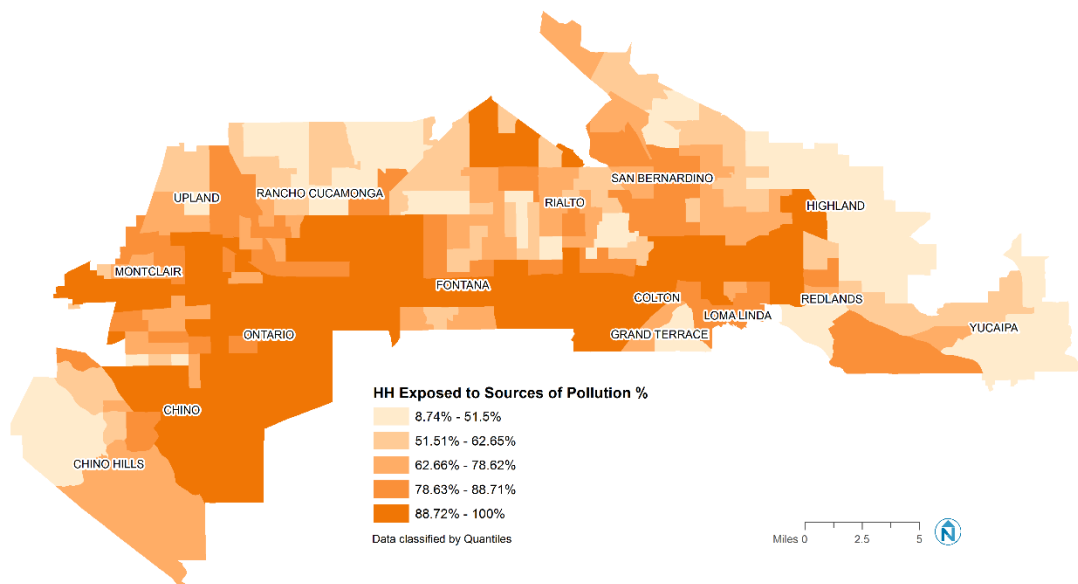
### Households with no access to a vehicle

Households with no access to a vehicle was defined as the percentage of households with access to zero vehicles.



### Households exposed to sources of pollution

Households exposed to sources of pollution was identified via the CalEnviroScreen 4.0 Pollution Burden percentile, published in 2021.



## FINAL EQUITY INDEX METHOD

Nelson\Nygaard calculated an equity index score for every census block group in the Omnitrans service area by combining metric values and associated weights summarized in Figure 2. Weighting by equity index indicator considers the importance of each factor in determining potential mobility and environmental justice need within the Omnitrans service area in alignment with SB 535 and AB 1550 criteria for disadvantaged communities.

**Figure 2. Table of Weighting by Equity Index of Mobility Factor**

Metric	Weight
Percent of residential population who self-identify as non-White	20%
Percent of residential population ages 18 years old or less	5%
Percent of residential population ages 65 years old or more	5%
Percent of households earning annual incomes \$50,000 or less	15%
Percent of households who reported speaking English less than "very well"	15%
Percent of households with access to zero vehicles	20%
CalEnviroScreen 4.0 Pollution Burden percentile	20%

Then, the equity index values were adjusted based on the distribution of population density by census block group to emphasize areas where there is a greater number of people. The initial equity index value was multiplied by an adjustment factor based on how each census block group deviates from the average population density across the Omnitrans service area as described in Figure 3. The average population density by census block group in the STEP Community is 11.5 persons per acre, the standard deviation is 7.4, the minimum is 0, and the maximum is 70.3 persons per acre.

**Figure 3. Final adjustment to equity index based on population density ranges**

Population Density Range	Equity Index Value Adjustment
Less than 7.8 people per acre	0.6 * Equity Index
7.8 to 15.2 people per acre	0.7 * Equity Index
0 to 18.9 people per acre	0.8 * Equity Index
0 to 22.6 people per acre	0.9 * Equity Index
More than 22.6 people per acre	1 * Equity Index

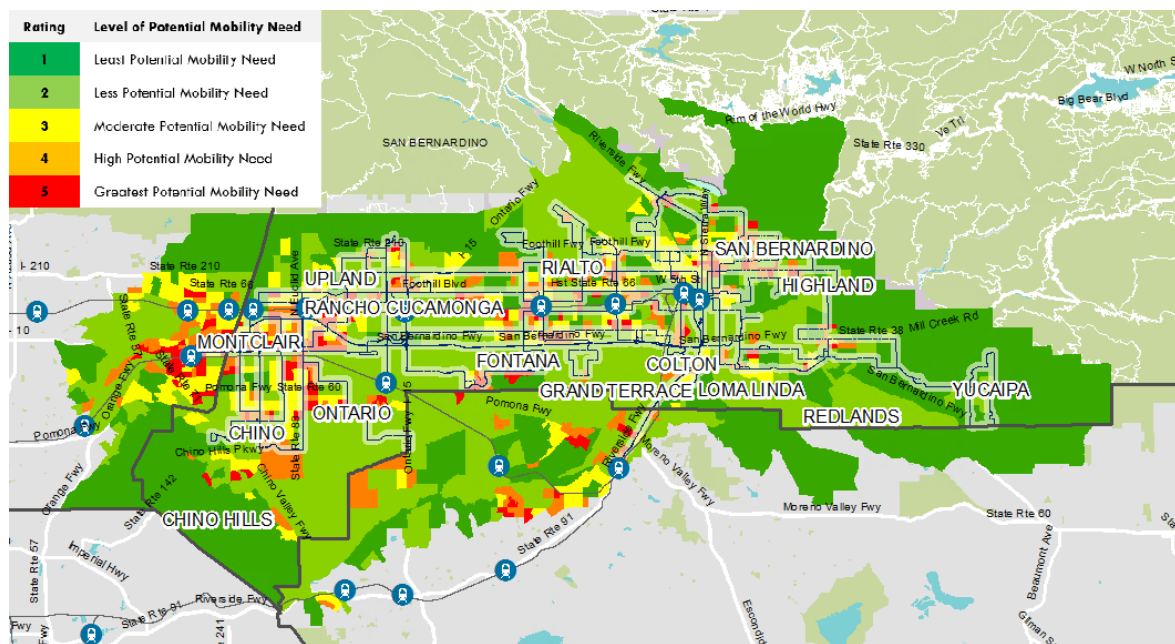
Based on the final values, each census block group was assigned one of five "level of potential mobility need" categories:

1. Least potential mobility need for values 1.70 or lower,
2. Less potential mobility need for values 1.701 to 2.24,
3. Moderately potential mobility need for values 2.241 to 2.52,

4. High potential mobility need for values 2.521 to 2.88, and
5. Greatest potential mobility need for values 2.881 or higher.

Figure 4 presents the distribution of final equity index value by census block group in the Omnitrans service area. The minimum final equity index value is 1.6, the average final value is 2.3, and the maximum final value is 4.0, and the standard deviation for the distribution of the final values is 0.56. People and households in census block groups categorized as “High Potential Mobility Need” and “Greatest Potential Mobility Need” are more likely to experience barriers to equal access, opportunities, and resources due to disadvantages created by past policy choices and development patterns as well as current governance, social, attitudinal, and built environment conditions.

**Figure 4. Map of Equity Index by Census Block Group in the Omnitrans Service Area**



## PLAN FOCUS AREAS & TARGET AUDIENCES

Nelson\Nygaard proposed twelve (12) plan focus area boundaries to the project team based on where the equity index results indicated the highest concentration of people and households in census block groups categorized as “High Potential Mobility Need” and “Greatest Potential Mobility Need.” Plan focus areas will be centered in the plan process in the following ways:

- Prioritize Community Advisory Council members who live in focus areas,
- Target focus area residents for Community Outreach and Engagement Plan activities,
- Analyze current transportation conditions and needs in focus areas, and
- Assess and prioritize clean transportation solutions that serve the needs and create benefits for people in focus areas.

Based on input from El Sol and AUW, from proposed plan focus areas, target audiences for direct community outreach and engagement activities were selected to leverage the community-based organizations' pre-existing strong relationships and trust with community members. Community outreach and engagement target audiences are listed in the table below:

Focus Area Name	Area Boundaries	Community Engagement Lead
Montclair / Upland / Ontario	Holt Blvd–Vineyard Ave–Foothill Blvd–Central Ave–I-10 Freeway/Mills Ave	El Sol
Central Fontana	Baseline Ave –Locust Ave – W San Bernardino Ave–Cactus Ave–I-10 Freeway –Cherry Ave–Arrow Ave–East Ave	El Sol
Rialto / Bloomington	Sycamore Ave–N Linden Ave–Cedar Ave–El Rivino Rd–Cactus Ave–W San Bernardino Ave–N Pepper Ave–E Highland Ave	AUW
San Bernardino / Highland	17th St–Mills St – E St – Church Ave	AUW
North San Bernardino	30th St – 5th St – Cajon Wash - E St	AUW