



Service Plan FY2026



May 7, 2025

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San Bernardino, CA 92411

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1. INTRODUCTION

The Fiscal Year 2025-2026 (FY2026) Service Plan continues Omnitrans' commitment to enhancing service quality, maintaining high levels of reliability, and fostering ridership growth. With Omnitrans now operating at 100% of the planned service levels outlined in the FY2023-2030 Short-Range Transit Plan (SRTP) known as ConnectForward, the focus for FY2026 is on smaller service refinements to improve efficiency, customer experience, and regional connections.

This marks the third year of ConnectForward's implementation, following its adoption by the Omnitrans Board of Directors in April 2023. Over the past year, Omnitrans has increased service with the regularly scheduled service changes. Service levels grew from 83% in May 2024 to 86% in August 2024, and further still to 96% in January 2025. As of the May 2025 service change, Omnitrans is operating at 100% of the ConnectForward fixed route service level. With service levels fully restored, the emphasis now shifts to

The Annual Service Plan defines the Family of Service offerings, changes to services or service policies, and sets fare policy for the year. Omnitrans does not propose new service type offerings during FY2026.

While the SRTP proposed fare changes in FY2026, these adjustments were based on estimates that full service levels would have been implemented for over a year, ridership would have been close to fully recovered, and the West Valley Connector service would have begun revenue service. These conditions have not been met, so Omnitrans has deferred moving forward with the proposed fare changes in FY2026.

Omnitrans proposes two major service changes to the two First/Last Mile shuttles:

- Proposed elimination of Route 300 (SB Connect) due to persistently low ridership.
- Proposed weekday service expansion to Route 380 (ONT Connect) to improve regional connectivity between existing and future services at the Rancho Cucamonga Metrolink Station and the Ontario International Airport.

The FY2026 Service Plan aligns with the FY2026 budget, supports initiatives in the FY2026 Management Plan and will be supported by dedicated marketing efforts resulting from the FY2026 Marketing Plan.







A Title VI service equity analysis was completed for the Annual Service Plan and Omnitrans remains compliant with Title VI based on this analysis.

With service levels fully restored, FY2026 represents a transition from service resumption to service optimization. By making targeted refinements to enhance reliability and efficiency, Omnitrans continues to provide high-quality transit options that support mobility, economic growth, and regional connectivity.

2. OMNITRANS FAMILY OF SERVICES

OmniTrans' Family of Services includes Bus Rapid Transit (BRT), Express and Local Bus service, Community Circulator service, Microtransit service and ADA Paratransit service. These can be seen in Exhibit 1.

Exhibit 1: OmniTrans Family of Service Offerings

Service	Type	Brand	Image	Description
Fixed Route	Bus Rapid Transit (BRT)	sbX		BRT service mirrors light-rail service with dedicated lanes, amenities, stations and vehicles.
	Express	OmniTrans		Freeway bus service connecting two or more areas of highly concentrated activity.
	Local	OmniTrans		Traditional large bus service operating on a set route with a set schedule at defined frequencies.
	Community Circulator	OmniTrans		Smaller bus service designed to offer mobility for areas with relatively low population and employment density. Smaller bus service also includes First/Last Mile services.
Demand Response	Microtransit	OmniRide		Real-time customer requested, technology-enabled, automatically dispatched demand responsive service.
	ADA Paratransit	OmniAccess		Curb-to-curb service provided to comply with the Americans with Disabilities Act (ADA) that is provided within 3/4-mile of fixed route service.
Mobility Services				As the designated Consolidated Transportation Services Agency (CTSA), OmniTrans' Mobility Services offers a variety of mobility programs such as Travel Training, Volunteer Driver programs, UBER & Taxi program, and many community-based partnerships.

OmniTrans proposes no changes to the overall Family of Services in FY2026.

3. RIDERSHIP LEVELS

Ridership in FY2025 relative to FY2024 shows an increase in fixed route and a decrease in demand response services.

OmniTrans' systemwide ridership is estimated to finish FY2025 at 8.0 million boardings, up by 14.7% compared to FY2024. Exhibit 2 shows the Average Weekday Fixed Route Ridership by Month. OmniTrans ridership continues to grow steadily with an average of 23,000 weekday daily boardings, up from 22,000 in FY2024.

OmniTrans monitors route performance by service tiers to help evaluate productivity and passenger demand. Currently, OmniTrans' Core routes in Exhibit 3 are the most productive carrying 16.2 passengers per hour, which is more than 10 times as many passengers per hour than OmniRide and 54 times the First/Last Mile services operated as SB Connect and ONT Connect.

Since the primary operating cost associated with transit service is labor cost, the greater the productivity is, the lower the cost per passenger is. OmniTrans' core network includes six routes that currently account for 58% of OmniTrans ridership. Over time, service investment in the core network will have the greatest impact on ridership.

Exhibit 2: Average Weekday Fixed Route Ridership by Month

Average Weekday Fixed Route Ridership by Month
(Pre-COVID Avg. Daily Ridership: 35,000)

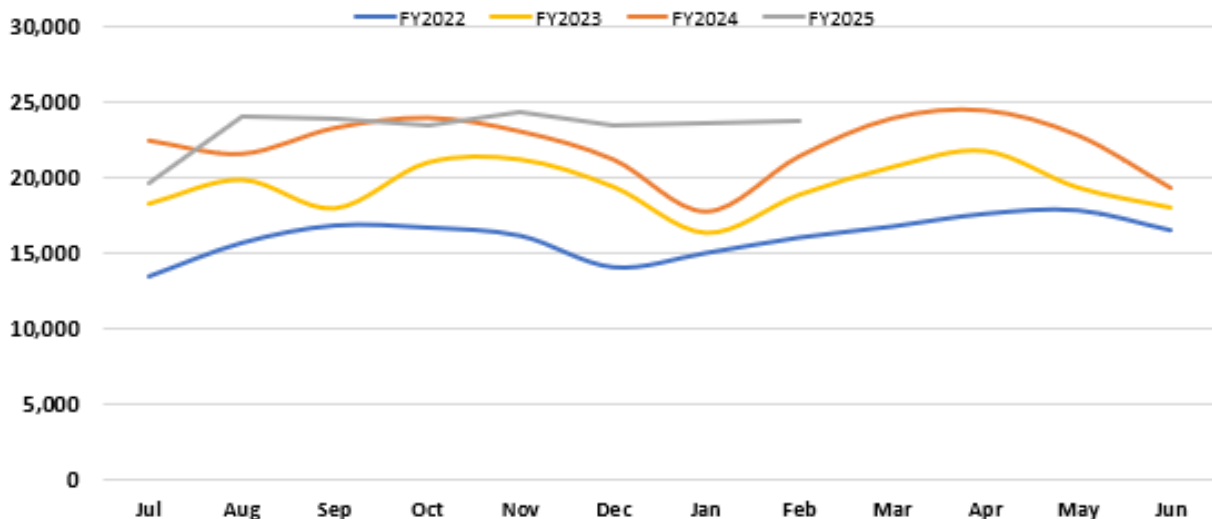
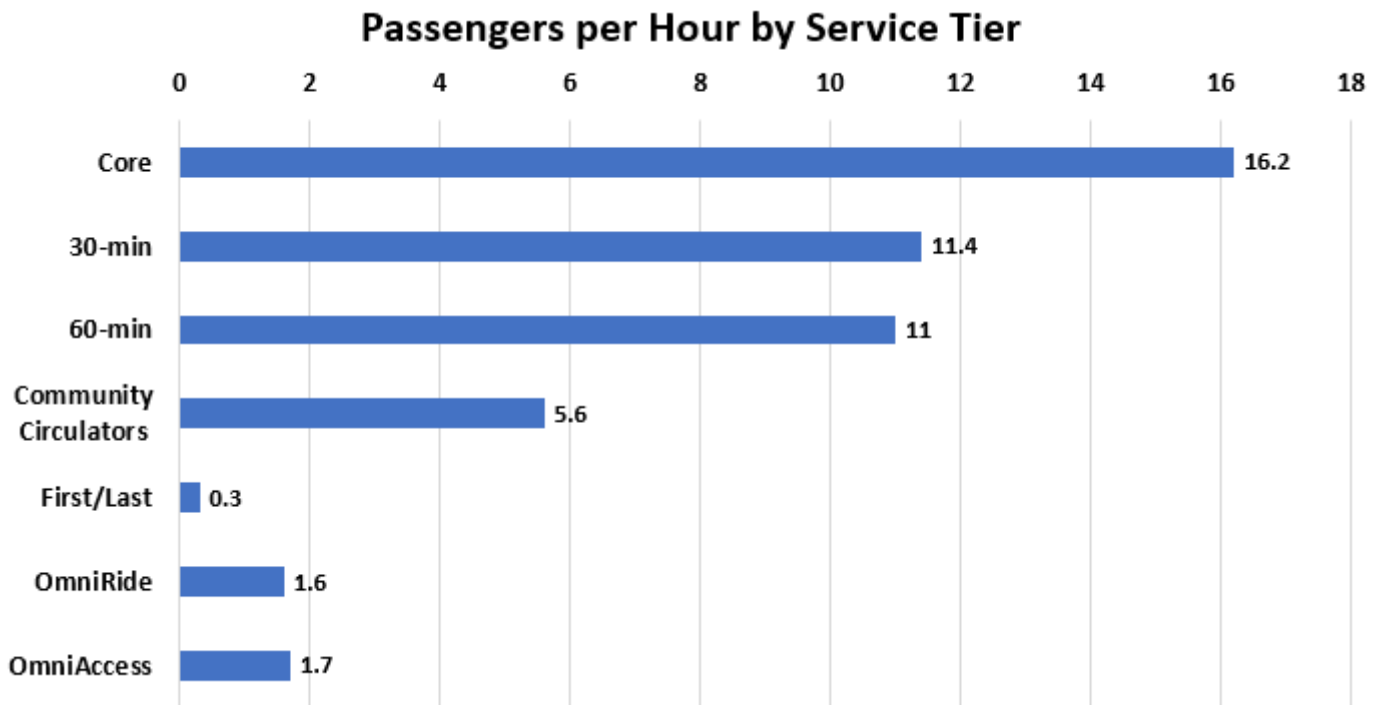
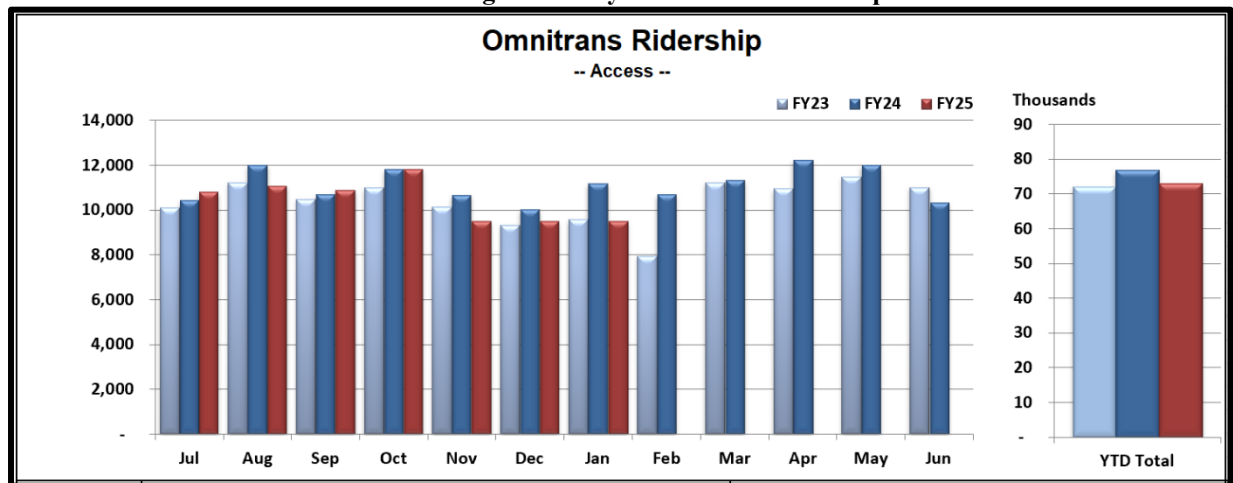


Exhibit 3: Passengers per Hour by Service Tier



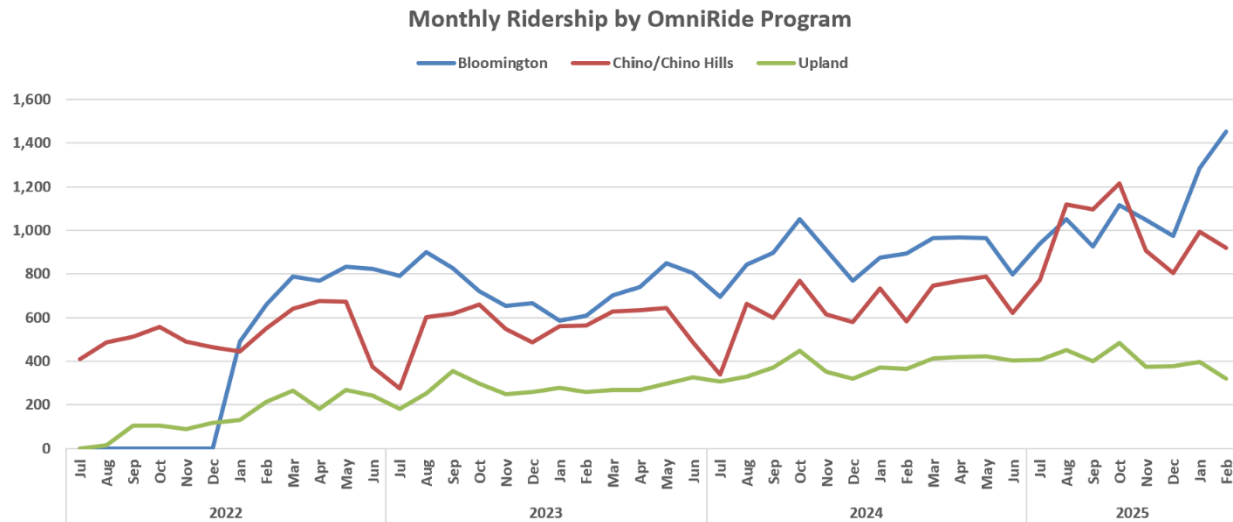
OmniAccess ridership is estimated to finish FY2025 at 124,000 boardings, down by 7.6% compared to FY2024. Exhibit 4 shows OmniAccess ridership during FY2025 relative to FY2024 and FY2023.

Exhibit 4: Average Weekday OmniAccess Ridership



OmniRide ridership is estimated to finish FY2025 at 29,000 riders, up by 28% compared to FY2024. When ridership by individual program is compared to FY2024, ridership is 60.3% higher for OmniRide Chino/Chino Hills, 12.0% higher for OmniRide Upland, and 26.9% higher for OmniRide Bloomington, year-to-date in FY2025. OmniRide Bloomington ridership remains higher than both OmniRide Chino/Chino Hills and Upland, respectively (Exhibit 5).

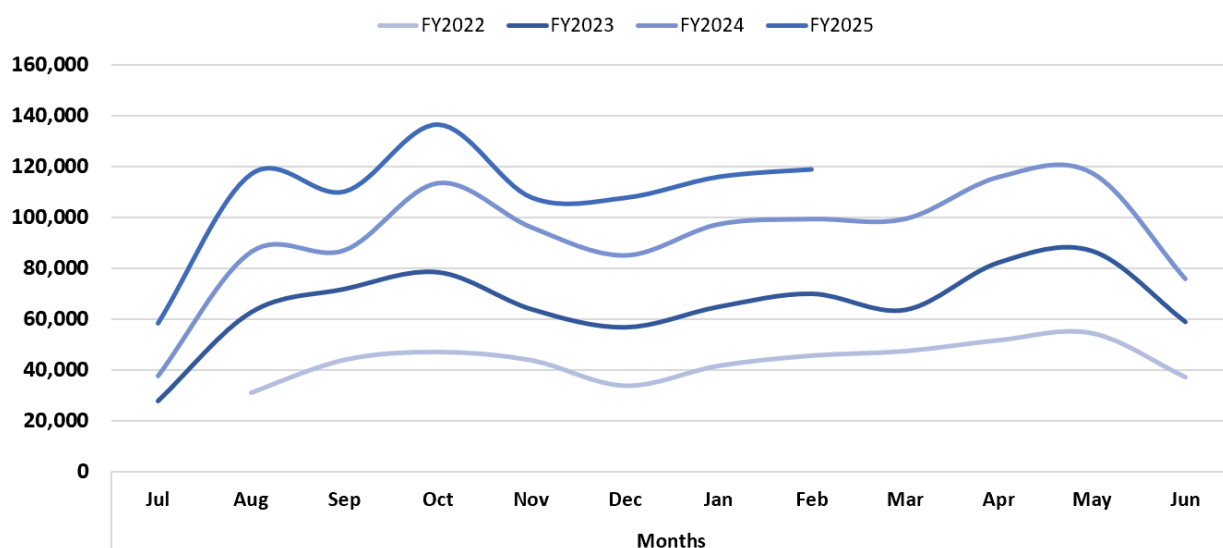
Exhibit 5: OmniRide Monthly Ridership



Ridership generated by Free Fares for School K-12 (FFFS) continues to rise. When compared to the same month in FY2024, FFFS transactions rose by a monthly average of 27% (Exhibit 6). The success of this program resulted in a countywide expansion of Free Fares for School among all regional bus providers, funded by SBCTA.

Exhibit 6: Free Fares for School Ridership

Free Fares for School (FFFS) Transactions by Month



4. SUMMARY OF SERVICE CHANGES

Based on data analysis (Section 3), conducting public hearings (Section 7.1), and completing the required Title VI service equity analysis (Section 7.2), Omnitrans proposes two major service changes in the FY2026 Service Plan. The changes affect the two First/Last Mile shuttles.

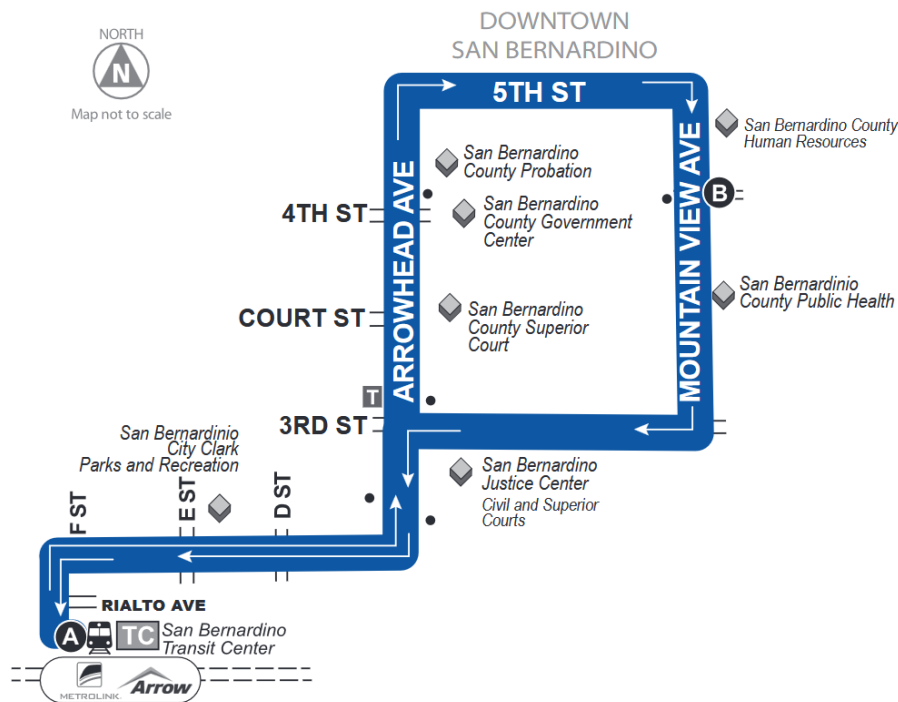
Route 300 began revenue service in October 2022, in conjunction with the start of Metrolink Arrow service. Route 380 began revenue service August of 2022 as part of Omnitrans' regularly scheduled service change. Since then, both shuttle services have served riders for three years. Three years of performance data indicate that Route 300 has consistently underperformed, warranting elimination, while Route 380 has demonstrated strong potential for expansion.

These routes are funded through dedicated grants, separate from Omnitrans' fixed-route services, ensuring no impact on other transit funding.

4.1 ELIMINATION OF ROUTE 300

Route 300 SB Connect is the First/Last Mile pilot shuttle designed to connect passengers via bus between San Bernardino Transit Center and employment locations in downtown San Bernardino.

Exhibit 7: Route 300 SB Connect Map



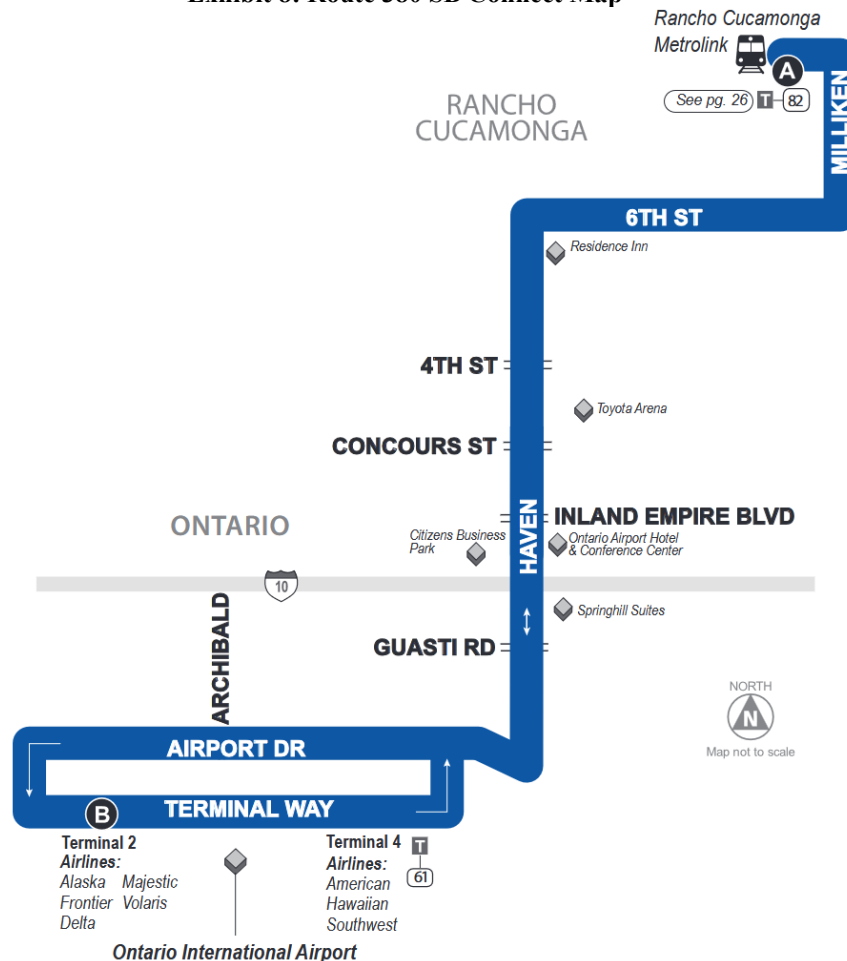
On average, Route 300 serves fewer than three passengers every weekday, spread out over 25 trips. This is consistent with ridership on the route since entering revenue service. In addition to adjusting trip schedules to improve connections, Route 300 has been promoted consistently in partnership with SBCTA in attempts at attracting more riders. Despite extensive marketing efforts—including digital, onboard, and employer-targeted campaigns—ridership has remained consistently low.

Given extensive marketing efforts and the typical two-year ridership maturation period, Route 300's persistently low usage justifies its elimination.

4.2 INCREASE SERVICE ON ROUTE 380

Route 380 ONT Connect is Omnitrans' other First/Last Mile pilot shuttle designed to provide bus, rail, and air connectivity between Rancho Cucamonga Metrolink Station and Ontario International Airport.

Exhibit 8: Route 380 SB Connect Map



Omnitrans proposes adding 11.0 revenue hours to weekday service to improve regional connectivity. This expansion increases service by 57%, from 19.3 to 30.3 weekday revenue hours. This increase ensures timed connections with all San Bernardino Line Metrolink trains and helps establish ridership patterns ahead of future transportation developments at Rancho Cucamonga Metrolink Station.

The First/Last Mile shuttles carry the lowest number of Passengers per Hour in Omnitrans' family of services. Shifting resources from Route 300 to Route 380 is an opportunity to improve ridership and cost recovery metrics in this service category, as well as enhancing multimodal connectivity.

5. PROPOSED FY2026 SERVICE LEVELS

This section provides FY2026 projections for key service characteristics at systemwide, fixed route and demand response services levels. The Board will be provided with a minimum of a quarterly updates as part of the reports brought to the Board regarding the Annual Management Plan and key performance indicators.

5.1 SYSTEMWIDE SERVICE

Systemwide service characteristics are the summation of the fixed route (sbX, Local, Express, Contracted) and demand response (OmniAccess, OmniRide) service characteristics provided in the sections below. Traditional fixed route service dominates systemwide service characteristics because 74% of Omnitrans' FY2026 revenue hours are directly operated 40-foot bus service, compared to 6% for sbX, 6% for contracted fixed route service, 11% for ADA paratransit service and 3% for OmniRide. From a ridership perspective, traditional fixed route service dominates the service characteristics by an even larger share accounting for 87% of boardings compared to 8% for sbX, 3% for contracted fixed route, <2% for OmniAccess and <1% for OmniRide.

Exhibit 9 shows that Omnitrans' revenue hours are projected to grow 8.7% to 718,000 during FY2026, rising from 661,000 hours in FY2025.

Ridership levels are projected to reach over 8.6 million riders, up 8.2% compared to 8 million in FY2025 as described in Section 3 of this report. From the projected ridership growth, 4.2% is induced growth due to increased revenue service in FY2025, while 4% is organic growth associated with our current recovered service levels.

Exhibit 9: Systemwide Service Characteristics Summary

Systemwide (in Thousands except vehicles and ratios)		Actuals				Year-End Estimate	Projection	Percent Change
		FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2026
Financial	Fare Revenue	\$ 6,443	\$ 7,804	\$ 7,815	\$ 8,019	\$ 8,108	\$ 8,919	10.0%
	Operating Costs	\$ 76,887	\$ 68,122	\$ 79,203	\$ 90,796	\$ 99,935	\$ 112,260	12.3%
Operating Data	Revenue Miles	6,824	7,407	7,726	8,191	8,924	9,746	9.2%
	Total Miles	7,538	8,188	8,584	9,294	10,043	10,762	7.2%
	Revenue Hours	497	532	563	602	661	718	8.7%
	Total Hours	536	586	614	661	723	776	7.4%
	Passengers	4,024	5,101	6,101	6,976	8,002	8,654	8.2%
Fleet Data	Peak Rev. Fleet	134	139	152	166	190	193	1.6%
	Spare Fleet	40	41	37	39	37	38	2.7%
	Total Fleet	174	180	189	205	227	231	1.8%
Key Stats	Passengers per Hour	8.1	9.6	10.8	11.6	12.1	12.0	-0.5%

Omnitrans' total fleet expands as OmniAccess demand grows.

5.2 FIXED ROUTE SERVICE

The projected fixed route service characteristics are based on the service changes described in Section 4 of this report. Fixed route services include sbX, Local, Express, and contracted fixed route services, including First/Last Mile Shuttles.

Due to Omnitrans reaching 100% of planned service in FY2025, Exhibit 10 describes the annualized change in total revenue hours of 8.9% reaching 620,000 revenue hours. Ridership is projected to increase 8.2% to 8.5 million riders, up from 8.0 million riders in FY2025. The growth rate is associated with FY2026 being the first year operating at full service since 2020, and the slowing of the rebound Omnitrans has seen since FY2022.

Exhibit 10: Total Fixed Route Service Characteristics Summary

Total Fixed Route (in Thousands except vehicles and ratios)		Actuals				Year-End Estimate	Projection	Percent Change
		FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2026
Financial	Fare Revenue	\$ 6,022	\$ 7,036	\$ 7,147	\$ 7,282	\$ 7,360	\$ 8,097	10.0%
	Operating Costs	\$ 68,176	\$ 57,313	\$ 66,078	\$ 78,220	\$ 83,569	\$ 95,293	14.0%
Operating Data	Revenue Miles	6,035	6,155	6,395	6,815	7,544	8,298	10.0%
	Total Miles	6,542	6,706	6,986	7,521	8,314	9,003	8.3%
	Revenue Hours	446	458	479	510	570	620	8.9%
	Total Hours	466	479	501	538	601	647	7.8%
	Passengers	3,958	4,974	5,958	6,819	7,848	8,491	8.2%
Fleet Data	Peak Rev. Fleet	102	102	108	118	140	140	0.0%
	Spare Fleet	33	33	27	29	27	27	0.0%
	Total Fleet	135	135	135	147	167	167	0.0%
Key Stats	Passengers per Hour	8.9	10.9	12.4	13.4	13.8	13.7	-0.6%

5.3 DEMAND RESPONSE SERVICE

Demand response service includes OmniAccess ADA complementary paratransit service and OmniRide microtransit service. Service characteristic details can be seen in Exhibit 11.

Exhibit 11: Demand Response Service Characteristics Summary

Total Demand Response (in Thousands except vehicles and ratios)		Actuals				Year-End Estimate	Projection	Percent Change
		FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2026
Financial	Fare Revenue	\$ 421	\$ 767	\$ 668	\$ 737	\$ 748	\$ 821	9.8%
	Operating Costs	\$ 8,710	\$ 10,209	\$ 11,162	\$ 12,575	\$ 16,367	\$ 16,967	3.7%
Operating Data	Revenue Miles	789	1,252	1,330	1,376	1,379	1,448	5.0%
	Total Miles	996	1,482	1,598	1,774	1,729	1,759	1.7%
	Revenue Hours	51	74	84	92	91	98	7.6%
	Total Hours	70	107	112	123	122	129	5.6%
	Passengers	66	127	143	157	153	163	6.5%
Fleet Data	Peak Revenue Fleet	32	37	44	48	50	53	6.0%
	Spare Fleet	7	8	10	10	10	11	10.0%
	Total Fleet	39	45	54	58	60	64	6.7%
Key Stats	Passengers per Hour	1.3	1.7	1.7	1.7	1.7	1.7	-1.0%

Overall Demand Response ridership levels are projected to reach 163,000 riders up 6.5% compared to 153,000 in FY2025.

Ridership levels on OmniAccess are projected to reach 128,000 riders up 3.4% compared to 124,000 in FY2025. OmniAccess service levels are exclusively driven by customer demand for service and therefore revenue hours only increase with the increase in demand. Revenue hours are projected to increase to 75,000 up 2.4% compared to FY2025.

Ridership levels for OmniRide are projected to reach 35,000 riders up 19.5% compared to 29,000 in FY2025. Revenue hours in FY2026 are projected to increase by 29.5%, from 17,000 in FY2025 to 23,000 in FY2026. The growth in OmniRide is created primarily by the service expansion in OmniRide Bloomington, and ridership is increasing due in large part to more K-12 passengers.

6. FARE STRUCTURE

Omnitrans does not propose a fare policy change during FY2026. Exhibit 12 and Exhibit 13 provide details of Omnitrans' fixed route and OmniAccess fare structure. Exhibit 14 shows the fare structure for OmniRide services.

Exhibit 12: Fixed Route Fares

	Full-Fare	Senior/Disability/Medicare	Youth*	Veteran
31-Day	\$ 60.00	\$ 30.00	\$ 45.00	\$ 30.00
7-Day	\$ 20.00	\$ 9.00	\$ 15.00	\$ 9.00
1-Day				
Single Day Pass	\$ 6.00	\$2.75	n/a full-fare	\$ 2.75
Packs of Ten	\$ 54.00	\$ 25.00	n/a full-fare	\$ 25.00
Single Ride				
Individually	\$ 2.00	\$ 0.90	n/a full-fare	\$ 0.90
Packs of Ten	\$ 18.00	\$ 8.50	n/a full-fare	\$ 8.50
Free Rides	Metrolink Transfers: Free to rider; SCRRA pays one-half base fare for each boarding with a Metrolink ticket/pass; RCTC pays a half base fare for Metrolink transfers on Rt. 215. Children: Height < 46"; limit 2 free per fare paying riders. Personal Care Attendant: Accompanying an ADA Rider. Omnitrans Employees and Family Members: With Employee/Family ID. RTA and Sunline Transit Employees and Family Members: With Employee/Family ID; and, LAMTA, Foothill Transit, OCTA, Beaumont Transit Employees: With Employee ID. Promotional Fares. Uniformed active military, police and fire personnel. Interagency Transfers: Omnitrans accepts multi-use passes from Foothill Transit, Riverside Transit Agency, Sunline Transit, Mountain Transit, Victor Valley Transit Authority and Beaumont Transit for one free transfer on Omnitrans fixed route services at points of connection.			
Go Smart Fare	The Go Smart fare is a pre-negotiated fare for any student, employee, member or client of a partner organization. Participants must have an active, valid Omnitrans-compatible ID card as proof of fare.			
*Youth	In FY2021 Omnitrans implemented Free Fares for School for K-12 (FFFS). With a valid K-12 student ID with a FFFS decal sticker, students K-12 may ride Omnitrans' fixed route services for free.			

Exhibit 13: OmniAccess Fares

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

Exhibit 14: OmniRide Fares

	Full-Fare	Senior/Disability/Medicare	Youth*	Veteran
One-Ride (includes day pass on fixed route)	\$ 4.00	\$ 1.00	\$ 4.00	\$ 2.00
In FY2021 Omnitrans implemented Free Fares for School for K-12 (FFFS). With a valid K-12 student ID with a FFFS decal sticker, students K-12 may ride Omnitrans' microtransit services at a 50% discount.				

7. PUBLIC INPUT AND TITLE VI SERVICE EQUITY ANALYSIS

Effective transit planning relies on comprehensive public input. To that end, Omnitrans staff held in-person and virtual public meetings associated with the FY2026 Service Plan. Additionally, Omnitrans collects public comments submitted online, over the phone, by mail and email.

The Federal Transit Administration (FTA) mandates public hearings and Title VI equity analyses for major service changes or fare adjustments. Omnitrans defines a major service change as a 25% or greater adjustment to a route's hours, miles, or ridership on any service day. Based on this, Omnitrans sought feedback and conducted a Title VI equity analysis on the proposed elimination of Route 300 SB Connect and proposed increase of service on Route 380 ONT Connect.

7.1 PUBLIC INPUT

Omnitrans held two in-person, and one virtual public meeting related to the proposed major service changes to Route 300 and Route 380 (Exhibit 15). Omnitrans visited San Bernardino Transit Center and Rancho Cucamonga Metrolink Station to maximize the potential for public input by passengers most likely to use those routes.

Exhibit 15: Public Outreach Schedule

CITY/ COMMUNITY	LOCATION	DATE	TIME	ROUTES TO MEETING
San Bernardino	San Bernardino Transit Center	Tuesday, February 25, 2025	7:00 A.M. - 10:00 A.M.	sbX Green Line, 1, 2, 3, 4, 6, 8, 10, 14, 15, 215, 290, 300 SB Connect, 305
Virtual Meeting	Online/Zoom	Wednesday, February 26, 2025	7:00 P.M. - 8:00 P.M.	Online/Zoom
Rancho Cucamonga	Rancho Cucamonga Metrolink Station	Thursday, March 6, 2025	12:00 P.M. - 3:00 P.M.	82, 380 ONT Connect

Omnitrans engaged with 54 individuals and received 23 comments. Three supported eliminating Route 300, while four opposed. One suggested replacing Route 300 with micromobility options, such as bike or scooter-sharing. Additionally, six comments were in support of increased service on Route 380 while one was opposed.

The remaining nine comments included suggestions for route realignments, schedule adjustments, vehicle assignments, and partnerships with cities to enhance sidewalk infrastructure.

7.2 SERVICE EQUITY ANALYSIS

Omnitrans is required to complete a Title VI service equity analysis for every fare and/or major service change before it occurs. These requirements are outlined in the FTA Circular 4702.1B, dated October 1, 2012, and more generally in Section 601 of Title VI of the Civil Rights Act of 1964. This states that no person will be discriminated against, excluded from, or denied service based on race, color, or national origin. To abide by the Civil Rights Act, each transit agency must report on the services it provides in relation to the population in its service area. In this way, it must demonstrate that no group or groups are being denied service based on discriminatory planning.

Service equity analyses were completed for the proposed changes. Results demonstrate that there is no disparate impact or disproportionate burden placed on LIM populations. Omnitrans remains in compliance with its Title VI mandate.

7.2.1 Elimination of Route 300

Omnitrans conducted a Title VI service equity analysis to determine whether eliminating Route 300 would disproportionately impact minority or low-income populations. The findings confirm that this change complies with Title VI requirements and does not impose a disparate impact.

Route 300 consistently has low ridership, averaging fewer than three riders per weekday 24 out of the 28 months since it has been introduced. On average, 23 out of 25 trips operate without passengers.

Exhibit 16: Route 300 Riders per Month

ROUTE 300: Riders per Month (Weekdays)									
	FY23	Weekdays	AVG Riders per Day	FY24	Weekdays	AVG Riders per Day	FY25	Weekdays	AVG Riders per Day
<i>Jul</i>	-			71	20	3.55	55	22	2.50
<i>Aug</i>	-			55	23	2.39	87	22	3.95
<i>Sep</i>	-			43	20	2.15	43	20	2.15
<i>Oct</i>	22	21	1.05	33	22	1.50	37	23	1.61
<i>Nov</i>	25	21	1.19	34	21	1.62	32	20	1.60
<i>Dec</i>	11	22	0.50	33	20	1.65	24	21	1.14
<i>Jan</i>	45	22	2.05	39	22	1.77	62	22	2.82
<i>Feb</i>	66	20	3.30	38	21	1.81	-		
<i>Mar</i>	47	23	2.04	52	21	2.48	-		
<i>Apr</i>	32	20	1.60	61	22	2.77	-		
<i>May</i>	40	22	1.82	64	22	2.91	-		
<i>Jun</i>	126	22	5.73	57	20	2.85	-		

NOTE: Route 300 only runs on weekdays. It began service in October of FY2023. It provides 25 daily trips, and its average ridership has been 2 riders per day

Despite extensive efforts to increase awareness and ridership, including digital promotions, employer outreach, and schedule adjustments, demand has remained unsustainably low. The lack of ridership on Route 300 demonstrates that continued operation would not yield significant increases in demand.

The Route 300 service area has a higher minority and low-income/minority (LIM) population than countywide averages. However, all its stops, including its terminus at SBTC, are within a quarter-mile of other Omnitrans fixed route stops, ensuring continued transit access. The route's redundancy and minimal ridership indicate that its elimination does not create a disparate impact or disproportionate burden on LIM populations.

While some riders will need to use alternative fixed route services, the data supports that no riders will be abandoned, and the elimination of Route 300 does not disproportionately impact protected populations. By reallocating resources to better-performing services, such as Route 380, Omnitrans can enhance First/Last Mile connectivity while ensuring equitable service distribution.

7.2.2 Increase Service on Route 380

Omnitrans conducted a Title VI service equity analysis to assess whether increasing service on Route 380 would disproportionately impact minority or low-income populations. The findings confirm that this service enhancement complies with Title VI requirements and does not impose a disparate impact.

A demographic analysis of Route 380's service area indicates that its minority and low-income/minority (LIM) population proportions align closely with those of the county, the JPA service area, and the ADA/Access service area.

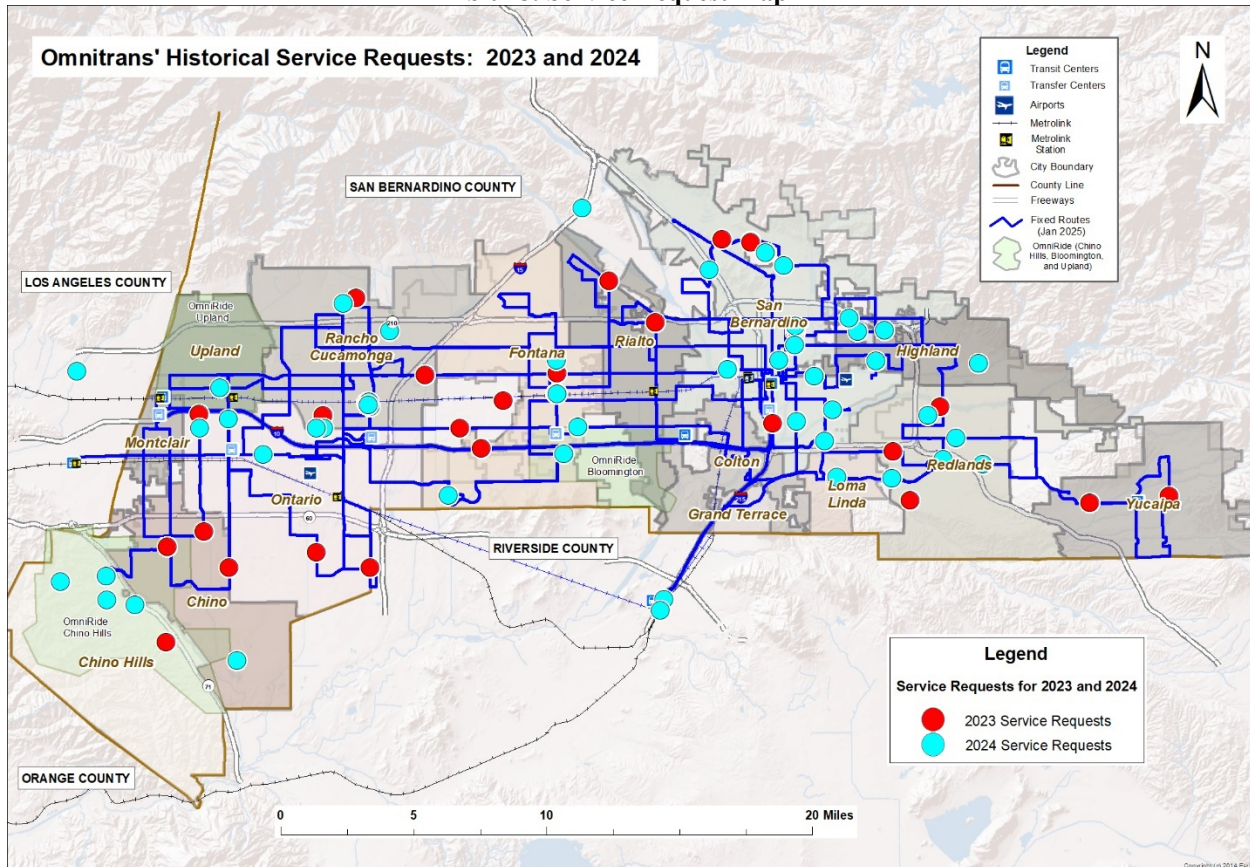
Exhibit 17: Determination of Minority and Low-Income Minority Impacts

Comparison to Routes	Total Population	Minority *	% Minority	Low-Income White (Adjusted)	Low-Income or Minority (LIM)	% LIM	Within Acceptable Bounds?
Population of County (2022)	2,194,000	1,617,000	73.70%	141,000	1,758,000	80.13%	
Population of County (2019)	2,180,085	1,584,922	72.70%	68,274	1,653,196	75.83%	
Population of Service Area (Includes Area within All JPA Cities' Limits)	1,531,015	1,209,565	79.00%	36,251	1,245,816	81.37%	
Population of ADA/OmniAccess Service Area (Extended)**	1,405,867	1,134,467	80.70%	36,530	1,170,997	83.29%	
Additional Regions (Buffer Extensions into Pomona, Eastvale, Calimesa, Riverside County)***	46,299	36,898	79.70%	1,425	38,323	82.77%	
Population of Political Service Area (Extended Union)***	1,577,314	1,246,463	79.02%	37,676	1,284,139	81.41%	
3/4-Mile of Any Fixed Route (FY2024 Alignment)							
Within (ADA / Access Area Served)	1,466,264	1,167,769	79.64%	34,778	1,202,547	82.01%	
Not-Within	727,736	449,231	61.73%	33,496	482,727	66.33%	
County Total	2,194,000	1,617,000	73.70%	141,000	1,758,000	80.13%	
1/2-Mile of Any Service (includes 60-minute or greater service)							
Within	1,140,224	940,118	82.45%	26,324	966,442	84.76%	
Not Within	1,053,776	676,882	64.23%	114,676	791,558	75.12%	
Within the City of San Bernardino							
City of San Bernardino	220,821	190,569	86.30%	8,773	199,342	90.27%	Yes
1/2-Mile Buffer of Route 300							
Population of Half-Mile Buffer Around Route 300 Stops	6,189	5,603	90.53%	216	5,819	94.02%	Yes
Within the Cities of Ontario and Rancho Cucamonga							
Cities of Ontario and Rancho Cucamonga (combined)	355,397	272,317	76.62%	7,459	279,776	78.72%	Yes
1/2-Mile Buffer of Route 380							
Population of Half-Mile Buffer Around Route 380 Stops	13,716	10,783	78.62%	210	10,993	80.15%	Yes
<p>* Defined as total population minus White Alone (not Hispanic or Latino). By default, all not white</p> <p>All population estimates derived by GIS selection of block group data, except for determination of Low Income</p> <p>** ADA / Access Service Area (Extended) includes 3/4-mile buffer around all fixed routes (excluding freeway express service) PLUS OmniRide Chino Hills, Upland, and Bloomington.</p> <p>*** Political Service Area Extended Union equals all JPA cities plus extended ADA / Access service, plus Additional Regions.</p>							

8. SERVICE REQUESTS AND PLANNED DEVELOPMENTS

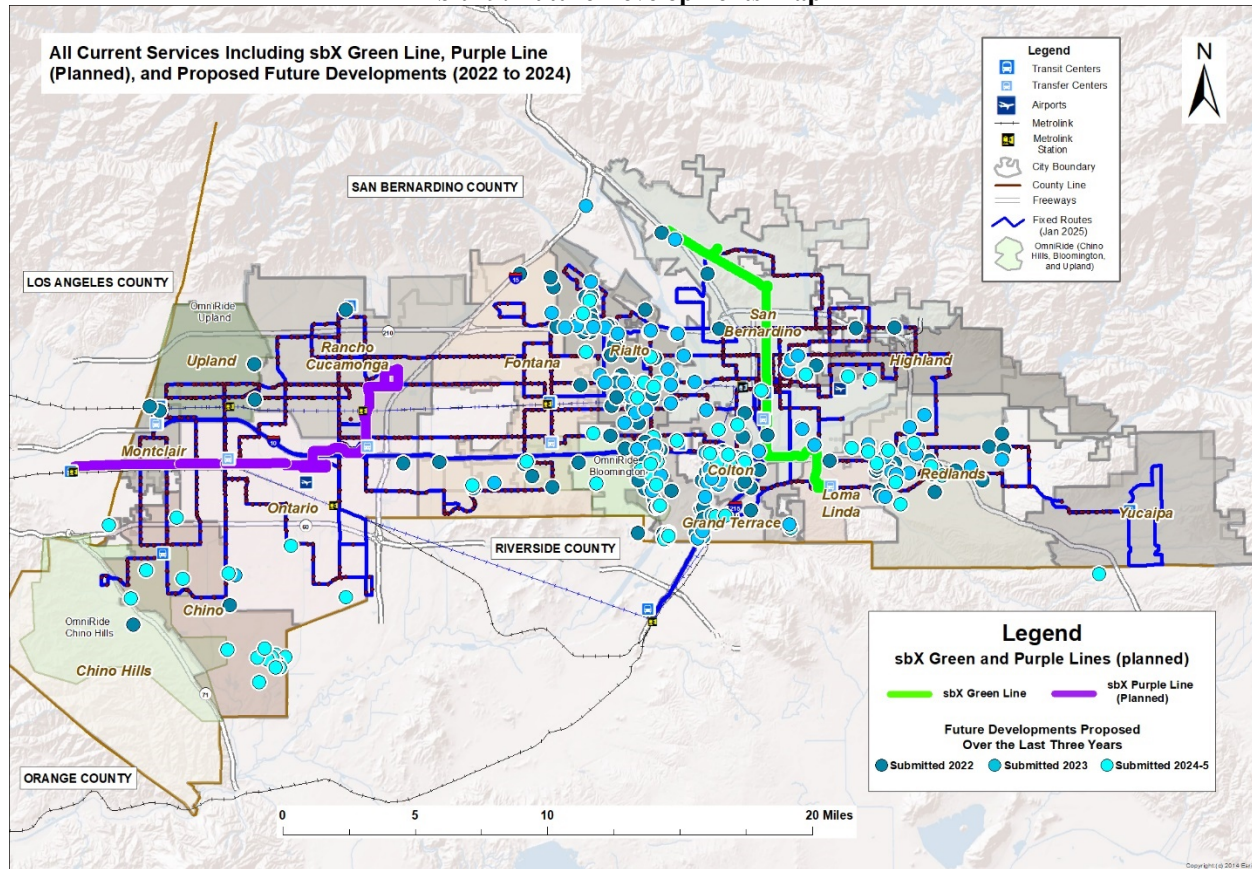
OmniTrans receives, documents, and uses service requests to modify services to meet community needs. Service requests are submitted by the general public via mail, the call center, by email, or on OmniTrans' website <https://omnitrans.org/about/contact-us/>. Strategic Development staff review requests and if circumstances allow, changes are implemented in conjunction with planned service change periods. Exhibit 18 is a map that represents all service requests from calendar years 2023 and 2024.

Exhibit 18: Service Request Map



Additionally, OmniTrans receives new development plans from our JPA member cities and developers. Strategic Development staff follow a flow chart to review and provide feedback to ensure the development supports access to existing or future transit services. As part of the process, staff consider ADA compliance, bus stop amenities, safety considerations for stop placement, and proximity to bike routes and potential passenger destinations. For more information about the development review process, please visit <https://omnitrans.org/busstops> and reference Appendices A and B of our Transit Design Guidelines.

Exhibit 19: Future Developments Map



8.1 UNCONSTRAINED PLAN

In addition to the planned services for the fiscal year and service requests, Omnitrans has an unconstrained plan that includes services that would meet service warrants. Key unconstrained plan elements are included in Omnitrans' FY2023-FY2023 Short-Range Transit Plan (SRTP) which include:

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

Details of the unconstrained plan can be found in the FY2023–FY2030 SRTP online at <https://omnitrans.org/wp-content/uploads/2023/04/Omnitrans-Short-Range-Transit-Plan-FY2023-FY2030.pdf>.