



PLANS AND PROGRAMS COMMITTEE
WEDNESDAY, JANUARY 22, 2014, 2:00 P.M.
OMNITRANS METRO FACILITY
1700 WEST 5TH STREET
SAN BERNARDINO, CA 92411

The meeting facility is accessible to persons with disabilities. If assistive listening devices or other auxiliary aids or services are needed in order to participate in the public meeting, requests should be made through the Recording Secretary at least three (3) business days prior to the Committee Meeting. The Recording Secretary’s telephone number is 909-379-7110 (voice) or 909-384-9351 (TTY), located at 1700 West Fifth Street, San Bernardino, California. If you have comments about items on the agenda or other general concerns and are not able to attend the meeting, please mail them to Omnitrans at 1700 West Fifth Street, San Bernardino, California, Attention Board Secretary. Comments may also be submitted by email to BoardSecretary@omnitrans.org.

A. CALL TO ORDER

B. ANNOUNCEMENTS/PRESENTATIONS

1. Next Committee Meeting: Not scheduled at this time.

C. COMMUNICATIONS FROM THE PUBLIC

This is the time and place for the general public to address the Board for items that are not on the agenda. In accordance with rules applicable to meetings of the Plans & Programs Committee, comments on items not on the agenda and on items on the agenda are to be limited to a total of three (3) minutes per individual.

D. POSSIBLE CONFLICTS OF INTEREST ISSUES

Disclosure – Note agenda items contractors, subcontractors and agents, which may require member abstentions due to conflict of interest and financial interests. Board Member abstentions shall be stated under this item for recordation in the appropriate item.

N/A

E. DISCUSSION ITEMS

1. Approve Plans & Programs Committee Minutes – December 3, 2013
2. OmniConnects Short Range Transit Plan
3. Set Next Plans and Programs Committee Meeting

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ITEM # E1

**PLANS AND PROGRAMS COMMITTEE
MINUTES
DECEMBER 3, 2013**

A. CALL TO ORDER

The Plans & Programs Committee Meeting was called to order by Committee Chair Penny Lilburn at 10:32 a.m. on December 3, 2013.

Committee Members Present

Mayor Pro Tem, Penny Lilburn, City of Highland – Committee Chair
Council Member Dick Riddell, City of Yucaipa
Mayor Pro Tem Sam Spagnolo, City of Rancho Cucamonga
Mayor Pro Tem Debbie Stone, City of Upland - Alternate
Council Member Alan Wapner, City of Ontario
Mayor Dennis Yates, City of Chino

Committee Members Not Present

Councilmember Ron Dailey, City of Loma Linda
Councilmember Ed Palmer, City of Rialto
Supervisor Josie Gonzales, County of San Bernardino
Supervisor James Ramos, County of San Bernardino

Omnitrans Administrative Staff Present

Scott Graham, Interim CEO/General Manager
Diane Caldera, Interim Director of Operations
Jack Dooley, Director of Maintenance
Jacob Harms, Director of Information Technology
Jennifer Sims, Director of Procurement
Don Walker, Director of Finance
Wendy Williams, Director of Marketing
Jeremiah Bryant, Service Planning & Scheduling Manager
Maurice Mansion, Treasury Manager
Brenda Ramirez, Planner II
Lourdes Sandoval, Administrative Secretary

B. ANNOUNCEMENTS/PRESENTATIONS

There is no scheduled meeting at this time.

C. COMMUNICATION FROM THE PUBLIC

There were no comments from the public.

D. POSSIBLE CONFLICT OF INTEREST ISSUES

None

E. AGENDA ITEMS

1. Approve Plans & Programs Committee Minutes – July 25, 2012

M/S (Yates/Spagnolo) that approved the minutes of July 25, 2012. Motion was unanimous by members present.

2. Receive & File Results of Benchmarked Customer Satisfaction Survey Results

Planning & Scheduling Manager Jeremiah Bryant provided the results of the Benchmarked Customer Satisfaction Survey, explaining that Omnitrans belongs to the American Bus Benchmarking Group (ABBG) that includes 17 mid-size size agencies throughout the nation. In April-May 2013, the group conducted a joint customer satisfaction survey that included all the same questions and conducted simultaneously by all members. The survey had one general question on overall satisfaction and included 19 questions to measure eight key areas that impact customer satisfaction: Availability, Ease of Use, Comfort, Customer Care, Environment, Information, Security and Time. After completing a cleaning of the surveys completed, Omnitrans had 506 surveys and the results are accurate with a 95% confidence level.

Overall, in response to how satisfied customers are with Omnitrans, Omnitrans scored second highest among the group at 83% positive, while the average of the group scored 65%. Although the score is below Omnitrans 90% goal, we scored very high among peers. The only two areas that Omnitrans scored at or below peers was Travel Time (Omnitrans 68%; Peers 69%) and Security at Bus Stops (62% for both Omnitrans and Peers).

This was a receive and file item.

3. Receive & Forward to Board of Directors, Notice of Upcoming Sub-Recipients for Job Access Reverse Commute and New Freedom Federal Funds

Planner II Brenda Ramirez announced that Omnitrans will be entering funding agreements with seven sub-recipients who were awarded Section 5316 Job Access Reverse Commute (JARC) and Section 5317 New Freedom (NF) funds through

SANBAG's 2013 Call for Projects. Each will be presented to the Board of Directors seeking approval to authorize the Interim CEO/General Manager to execute the agreement.

This item will be forwarded to the Board of Directors.

4. Receive and File, Service Change Process

Planning and Scheduling Manager Jeremiah Bryant reviewed the current process Omnitrans uses for fixed route service change requests, explaining that service change requests come from both internal and external sources and are categorized as Very Minor, Minor, Major and System Level Changes. The process followed and whether a change is approved, depends on two key factors: annual cost and whether it's included in the budget, and the impact on the route or the system. The level of impact triggers certain steps that Omnitrans must take, such as public hearings and service equity analyses.

The four service change categories are:

Very Minor Change – Annual cost of less than \$15,000, within approved budget and affects less than 25% of a route. Approved at Service Planning Committee level.

Minor Change – Annual cost of more than \$15,000, within approved budget and affects less than 25% of a route. Recommended by Service Planning Committee to CEO/General Manager for approval.

Major Change – Greater than 25% of one route affected, has annual cost more of than \$15,000 and usually not within approved budget. Public Hearing must be held and Title VI Equity Analysis must be completed. Generally, brought forward with Annual Service Plan, if recommended, and implemented in September.

System Level – Same characteristics as major change, except that changes are being made to several routes. Included in the Short Range Transit Plan and implemented each year in the Annual Service Plan.

While several metrics are used to evaluate service changes, two important metrics considered are walking distance and farebox recovery ratio. The current Board approved walking standard is one-half mile and the required farebox recovery ratio is 20%.

In summary, not all service changes are the same, all service change requests are evaluated separately based on Board policy, what's going on in the community and the routes at the time.

5. Recommend Approval to Board of Directors, Proposed Chino Hills OmniGo Tripper Service

Planning and Scheduling Manager Jeremiah Bryant explained that the OmniGo service uses the 16 passenger vehicles and is designed as a lifeline service where other service

doesn't exist. Omnitrans provides OmniGo service in Chino Hills, Grand Terrace and Yucaipa. OmniGo service began in Chino Hills in Fiscal Year 2011 as a result of the reduction of OmniLink service, which freed up financial resources, as well as the receipt of JARC (Job Access Reverse Commute) funds, which covers 50 percent of the cost of the OmniGo service. Prior to OmniGo service in Chino Hills, OmniLink carried 12,500 trips annually. Last year, OmniGo alone totaled 50,000 trips.

A large part of the success of OmniGo in Chino Hills is the tripper service that deviates from the fixed route to Chino Hills High School and Townsend Junior High at the AM and PM bell times. This tripper service accounts for 38 percent of ridership, from just 12 percent of the trips.

To build on this success, Chino Hills asked if the tripper could be extended to the Butterfield Ranch area. After going through the service change evaluation process described in the prior item, staff developed a very minor change and recommends a third tripper; this can be accomplished by shifting some time around, using the exact same resources, and without a negative impact to on-time performance. If approved, a 17% increase (9,000 additional riders) in trips is expected.

M/S (Riddell/Yates) that recommended approval to the Board of Directors that authorizes Interim CEO/General Manager to implement the proposed Chino Hills High School Tripper service to Butterfield Ranch (a very minor service change) to OmniGo Chino Hills Route 365 at the start of the next school year. Motion was unanimous by members present.

6. Potential Upland OmniGo Service

Planning and Scheduling Manager Jeremiah Bryant explained that the City of Upland has had a long standing service request to provide service to the Upland Metrolink station as there are six of eight stations in the Omnitrans service area that have direct bus service to Metrolink, with Upland and East Ontario being the two that do not. Bus service to the Upland Metrolink is a little more than 0.3 miles away. While the request makes sense as it is important to provide multi-modal connectivity, it is not possible for a forty-foot bus to operate safely on A Street as it is too narrow. Additionally, the bus cannot take A Street to Euclid as it is an uncontrolled intersection, which is unsafe for passengers. Other alternatives were considered, but at the current time, there is no way for a bus to operate safely at the station. Further, though we cannot provide service directly to the Upland Metrolink, of the five routes that serve Upland, three serve the Montclair Metrolink, which is just one-quarter mile outside of Upland City limits.

Just like with all service requests, Omnitrans went through the service evaluation process and considered several solutions including stop placement and route deviations. Omnitrans worked with City staff concerning possible route deviations and came up with the same result; there currently is no way to safely provide direct service to the Upland Metrolink; however, the award of TDA Article 3 money from SANBAG will allow the City to improve a northbound stop so that Omnitrans could add a bus stop once the

improvements are made, which would reduce walking distance to the Metrolink from 0.3 of a mile to 0.1 of a mile.

Upon exhausting cost neutral options to serve the station, the next consideration was adding OmniGo service. First consideration was given to the two proposals that came from the Comprehensive Operational Analysis; one with 30 minute service between the Upland and Montclair Metrolink stations at a cost of \$1.1 million. This proposal duplicated Route 67, which is the second lowest performing route in the system; and one with 60 minute service, which reduced the cost by half.

Staff then considered a route that would serve the Upland Metrolink, Senior Center, Colonies Shoppes, the Y, and the Upland High School by way of the Campus Corridor, for an annual proposed cost of \$300,000. However, there is no identified funding for this alternative and it does not conform to walking distance and ridership standards. Ridership estimates for this option are between 1,000-1,500 per month, with 3.5 passenger per hour and a farebox recovery ratio of under 5%. Additionally, this route would require the City to enhance 30 bus stops to meet ADA requirements. In conclusion, the bus routes in Upland are .03 walking distance to the Metrolink station and the Upland residents have very good coverage to access the Montclair Metrolink station.

M/S (Riddell/Yates) that recommended to the Board of Directors to cease consideration of a potential Upland OmniGo service at this time. Motion was unanimous by members present.

7. Receive and Forward to Board of Directors, Status Report, OmniConnects, Fiscal Year 2015-2020 Short Range Transit Plan

With the Comprehensive Operational Analysis complete and the funding projections through 2020 identified, Omnitrans must prepare its Short Range Transit Plan (SRTP). Planning and Scheduling Manager Jeremiah Bryant provided an overview of the SRTP sections, goals and strategies included in the plan and explained that the new plan must be adopted by the Board in April or May, prior to the adoption of the Fiscal Year 2015 Annual Management Plan. The SRTP, dubbed OmniConnects, coincides with our marketing tag line, Connecting Our Community, will be a proactive rather than a reactive plan that lays out the Agency's vision and includes strategies to move the Agency forward. Guiding documents to develop the plan include the current SRTP, the COA, Sanbag's Long Range Transit Plan, and SCAG's Regional Transportation Plan, as well as input from the Board Workshop conducted in early 2013.

A key decision the Board will be asked to make is to clearly define the 65% productivity vs 35% coverage split, as well as whether it applies to new service or existing service. With the financial constraints facing Omnitrans, tolerance for change needs to be considered. Does the Agency move coverage service to more productive service or serve the greatest breadth of people? The SRTP will also tie into things going on in the region, as well as look at efficiencies.

Board Chair Wapner emphasized that any document presented be presented as a draft and not a finished document and cautioned that it appears that staff is making policy decisions that should be made by the Board of Directors. He further suggested that this issue come back to the Committee to have policy discussions based on suggestions by staff so that when it is presented to the Board, it goes with a policy Committee recommendation. Committee Chair Lilburn concurred, adding that when presented, staff should clearly identify the current policy compared with the proposed policy.

The direction by the Committee is to present further information on this topic for discussion and direction on goals and strategies to the Committee in January 2014.

F. REMARKS AND ANNOUNCEMENTS

Board Vice Chair Spagnolo requested that Omnitrans explore whether it can provide direct service between the San Bernardino County Court Houses with the upcoming changes in 2014 and present to the Committee for consideration at a future meeting.

G. ADJOURNMENT

The Plans & Programs Committee meeting adjourned at 11:45 a.m. The next Committee Meeting will be scheduled in January and posted at Omnitrans and on the Omnitrans website.

Vicki Dennett, Assistant to CEO/General Manager



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ITEM # E2

DATE: January 22, 2014

TO: Committee Chair Penny Lilburn and
Members of the Plans and Programs Committee

THROUGH: P. Scott Graham, Interim CEO/General Manager

FROM: Anna Rahtz, Acting Director of Planning & Development Services

**SUBJECT: PLANS & PROGRAMS COMMITTEE WORKSHOPS --
OMNICONNECTS SHORT RANGE TRANSIT PLAN**

In order to complete the OmniConnects Plan (the FY2015-2020 Short Range Transit Plan), Omnitrans staff desires to hold two Plans and Programs Committee workshops – one during mid-January and another in late January or early February. The goal of these workshops is to seek policy direction from the Committee on key issues necessary for the OmniConnects Plan. The need for these workshops was mentioned at the Plans and Programs Committee meeting on December 3, 2013.

The OmniConnects Plan is designed to address the \$12.8 million shortfall between FY2015 and FY2020 that was identified in the Comprehensive Operational Analysis (COA) of Omnitrans. The population in Omnitrans' service area continues to grow and there are on-going demands for additional bus service. Because closing the financial gap and meeting demands for service are both of paramount importance to Omnitrans, staff seeks the Plans and Programs Committee's active participation in developing and finalizing the OmniConnects Plans.

The workshops will be a relatively informal discussion about the Board's goals and policy objectives for the FY2015-2020 planning horizon. The initial workshop will be focused on broader goals and the second workshop will explore options for service provision based on the stated goals. The purpose of each workshop will be to reach a consensus on the answers to the questions below:

Plans and Programs Committee Workshop 1

1. What are the key service goals Omnitrans should strive for during the next six years? Staff suggests the seven goals below, which align with Omnitrans' existing mission and embody what Omnitrans has historically worked toward. This workshop is an ideal venue

for the Board to reaffirm, redefine, or change the goals of the agency in order to best meet the needs of the community.

- a. Deliver safe, reliable, clean, frequent, convenient, comfortable and equitable service.
 - b. Enhance Omnitrans' network design to increase ridership and minimize costs by reducing redundancy.
 - c. Minimize impact to existing riders while seeking opportunities to expand ridership.
 - d. Support the local economy by providing connections to where people want to go.
 - e. Maximize cost recovery while charging a fair fare.
 - f. Support initiatives that are financially and environmentally sustainable in the short and long term.
 - g. Expand, maintain, and improve existing vehicles, facilities and passenger amenities.
2. Will the Board support a more detailed route monitoring/performance tracking system of goals and standards?
- a. Currently routes are measured by a single "pass/fail" standard; routes either meet or do not meet the standard. There is no specific prescriptive approach to the standard.
 - b. Staff suggests developing a "stop light" approach to setting route monitoring standards. The more clearly defined standards with prescriptive actions will allow for a better monitoring and reporting process.
3. What size and frequency of fare increases will the Board support, in keeping with the above-stated goal of maximizing cost recovery and charging a fair fare?
- a. The COA financial plan called for two fare increases, one in FY2015 and one in FY2018. The base fare would increase by 16.7% and 14.4% respectively, with fare increases in individual categories ranging from between 10% and 25%.
 - b. Will the board support larger fare changes to further expand service or reduce the identified deficit?
4. In 2001, the Omnitrans Board of Directors set a goal that as new service is added to the system, it should bring the system closer to 65% productive service / 35% coverage service. Given that no new operating funding is projected to be available for new services over the FY2015-2020 time horizon, how would the Board like to address the 65% / 35% goal?

- a. Does the Board desire to see the existing system become more productivity-oriented in FY2015-2020?
 - b. How should “productive” service and “coverage” service be defined and measured? Staff currently defines a productive route as a direct, corridor-oriented route operating at 15-minute or better frequency.
5. Which services and projects are “must-haves” and “like-to-haves” for FY 2015-2020? For example, the following service changes proposed by staff could fall within the constrained or unconstrained plans:
- a. Refine and improve the effectiveness and efficiency of the local fixed-route system.
 - i. Work to improve travel speed by straightening out routes and further refining a grid-based system.
 - ii. In East Valley, improve service design to utilize sbX where appropriate.
 - iii. In West Valley, improve the directness of travel and reduce complexities.
 - b. Develop limited-stop Rapid/BRT-Lite corridors along identified high performance routes.
 - c. Develop peak-period freeway express routes that speed up the east-west connection between transfer hubs and key destinations.

Plans and Programs Committee Workshop 2

1. Staff will summarize the outcomes of the first workshop.
2. Staff will present alternative options for service delivery and fare structure based on the feedback provided at the first workshop.
3. Staff will present proposed service standards and performance monitoring program based on the feedback provided at the first workshop.
4. Following this workshop, Omnitrans will begin a public hearing process to seek public comments on the proposed changes.

PSG:AMR:JB