



Comment on Proposed Access Policy Changes

Omnitrans is proposing new Access ADA service policies to take effect on September 7, 2009. Policy changes are described on back. The public is invited to comment at meetings listed below.

LOMA LINDA

Monday, January 12, 9:30 - 11:30 am
Loma Linda City Hall, 25541 Barton Rd.
Routes: 2,9,19

SAN BERNARDINO

Tuesday, January 13, 2:30 - 4:30 pm
Norman Feldheim Library, 555 W. Sixth St.
Routes: 1,2,3,4,5,7,8,9,10,11,14,15,215

FONTANA

Wednesday, January 14, 1:30 - 3:30 pm
Metrolink Station, 16777 Orange Way
Routes: 10,14,15,19,20,61,66,67,82

MONTCLAIR

Thursday, January 15, 10:00 am - 12:00 pm
Montclair TransCenter, 5091 Richton Rd.
Routes: 65,66,67,68,80

Comments may be submitted to Omnitrans Planning Dept., 1700 W. Fifth St., San Bernardino, CA 92411, our web site www.omnitrans.org or by telephone at 909-379-7250.

Comment deadline is February 11, 2009.

Para información en español:

1-800-966-6428

ACCESS

Proposed Policy Changes

ADVANCED BOOKING

CURRENT: 14 Days in Advance

PROPOSED: 7 Days in Advance

JUSTIFICATION: The greater the advanced booking window the higher the no show and cancellation rate which adversely affect efficiency and productivity. 2008 no show rate was 8.33% and cancellation rate was 7.38%. Rates should be less than 3% and 5% respectively.

ON-TIME SERVICE WINDOW

CURRENT: 40 Minutes

(10 minutes prior and 30 after target time.)

PROPOSED: 30 Minutes

(0 minutes prior and 30 after target time.)

JUSTIFICATION: Less wait time for customer.

FAXED TRIP REQUESTS

CURRENT: Allowed

PROPOSED: Prohibited

JUSTIFICATION: The ability of a group facility to fax reservations to the call center gives that facility's clients an unfair advantage over the rest of the individuals who may be trying to schedule their trips.

EXCESS NO SHOW SUSPENSION

CURRENT: Undefined

PROPOSED: Suspend Those with 7% No-Show Rate

JUSTIFICATION: Current policy states that "repeated no shows may result in denial of future service." FTA requires a suspension policy to be clearly defined and equitably applied to all individuals. Proposal is that clients with no shows totaling more than 7% of their total trips in a floating 6-month period may be suspended from service.

EXPANDED ADA BOUNDARY

CURRENT: Not Available

PROPOSED: \$5 Surcharge for Limited Availability

JUSTIFICATION: FTA mandates service up to 3/4 mile of regular fixed route service. A proposed pilot program funded through June 2010 would expand service within the JPA member cities beyond the 3/4 mile boundary Monday - Friday, 9:00 AM - 8:00 PM and weekends 7:00 AM - 7:00 PM, excluding holidays. Trips must be between a client address and a location within regular ADA service area. For ADA certified clients only.