



OmniTrans

OmniTrans 2021 Title VI Triennial Update September 2021



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TABLE OF CONTENTS

- Introduction 1
 - Background 1
 - Omnitrans’ Mission 1
 - Personnel Structure 2
 - Services Provided 2
 - Service Area 3
 - Service Changes and Service Levels 4
 - Report Purpose 6

- General Reporting Requirements 13
 - Service Area Demographics 13
 - Applications for Financial Assistance 19
 - Civil Rights Compliance Review 19
 - Title VI Lawsuits 20
 - Signed Assurances 20
 - Construction Projects 20

- Program Specific Requirements 22
 - Demographic & Service Profile 22
 - Service Standards and Policies 24
 - Vehicle Assignment 28
 - Vehicle Headways 28
 - Transit Amenities 29
 - Transit Accessibility 34

- Other Areas of Consideration 35
 - Changes in Service Features 35
 - History of Recent Fixed Route Changes 37
 - Overall Triennial Service Equity Analysis 39
 - Results and Conclusions 43
 - Information Dissemination 44
 - Minorities on Decision-making Bodies 45
 - Survey Information of Customer Demographics 45
 - Multilingual Facilities 47
 - Recent Enhancements for Multilingual /LEP Community 49
 - Title VI Complaint Procedure 51
 - Title VI Complaints Received and Actions Taken 54
 - Sub-Recipient Monitoring of Title VI Compliance 57
 - Title VI Procedure in Relation to LEP Languages 59
 - Ongoing Training of Agency Personnel in Title VI Protocols 59
 - Documentation of Board Approval of Omnitrans’ Title VI Program 59

Appendix-A: FTA Civil Rights Assurance.....	60
Appendix-B: DOT Title Vi Assurance	61
Appendix-C: FTA Title VI Discrimination Complaint Procedures	63
Appendix-D: Title VI Complaint Form	66
Appendix-E: Title VI Statement of Rights in Seven Languages (and Shown on Omnitrans Coach)	70
Appendix-F: Board Minutes Documenting Approval of Triennial Title VI Program	71

Appendix Volume II (Compilation of Additional Appendices)

Table of Contents.....	AV2-2
Appendix G: LIM Populations Served by Fixed Routes and by Bus Stops.....	AV2-3
Appendix H: Minority or Hispanic, Latino Population by Census Block Group	AV2-5
Appendix I: Low-Income (White) Population by Census Tract	AV2-29
Appendix-J: Compilation of Service and Fare Equity Analyses.....	AV2-40
Appendix-K: Excerpts of Omnitrans Board Agenda Minutes Approving Equity Analyses.....	AV2-55
Appendix-L: History of Service Changes 2018 to 2021.....	AV2-65
Appendix-M: Record of Complaints Received 2018 to 2021.....	AV2-70
Appendix-N: Omnitrans’ LEP Policy and LAP Plan	AV2-81
Appendix-O: Omnitrans’ Sub-Recipient Self Certification Form.....	AV2-102
Appendix-P: How to Ride Guide in All Seven Safe Harbor Languages and AVAZA Translation Service.....	AV2-110
Appendix-Q: Omnitrans’ Public Outreach Policy	AV2-130
Appendix-R: Title VI Training	AV2-180

TABLE OF EXHIBITS

Introduction	1
Exhibit 1: Omnitrans Family of Services.....	3
Exhibit 2: Service & Fare Changes at Omnitrans over the Last Three Years	5
Exhibit 3: Span of Fixed Route Service.....	6
Exhibit 4: Omnitrans’ Service Area by ADA/OmniAccess Boundaries and by Municipal Boundaries, September FY2021.....	7
Exhibit 5: Omnitrans Fixed Route Network, September FY2021.....	8
Exhibit 6: Omnitrans’ Fixed Route Network by Frequency of Service, September FY2021.....	9
Exhibit 7: Omnitrans’ Fixed Route Network and Connectivity to Neighboring Transit Agencies, September FY2021	10
Exhibit 8: Omnitrans’ OmniAccess Service Area, based on ¼-mile Buffer around Fixed Route Network, September FY2021	11
Exhibit 9: Omnitrans’ OmniAccess Service Area by Fare Zones, September FY2021.....	12
General Reporting Requirements	13
Exhibit 10: Total Minority Population by Census Block Group (Data from 2019 ACS 5- Year Estimate).....	14
Exhibit 11: Percentage Minority Population by Census Block Group (Data from 2019 ACS 5-Year Estimate)	15
Exhibit 12: Percentage of Households Below Poverty Level by Census Block Group (Data: 2019 ACS 5-Year Estimate).....	16
Exhibit 13: Percentage of LIM (Low-Income / Minority) by Census Block Group (Data: 2019 ACS 5-Year Estimate)	17
Exhibit 14: Percentage of Population Living Below the Poverty Line.....	18
Exhibit 15: Driver’s Licenses Status for Riders and County Overall, 2017.....	18
Exhibit 16: Household Vehicle Availability, Riders vs. Service Area Residents Overall, 2017	18
Program Specific Requirements.....	22
Exhibit 17: Percent Minority Population within a ½-Mile Walking Buffer of All Omnitrans Services	23
Exhibit 18: Vehicle Load Standards.....	24
Exhibit 19: Maximum Occupancy by Bus Type and Number of Wheelchairs	24
Exhibit 20: Fixed Route Vehicle Summary	24
Exhibit 21: Average Peak Loads by Time Period (September CY2019 & September CY2020)	25
Exhibit 22: On Time Performance of Fixed Routes, (September CY2019 & September CY2020)	26
Exhibit 23: Fixed Route Vehicle Series Type Assignments by Division	27
Exhibit 24: Contract Services Vehicle Series Type Assignments by Division	27
Exhibit 25: LIM & Non-LIM Populations Served by Omnitrans Stops, September 2020.....	29

Exhibit 26: Fixed Route Bus Stops and Percent Minority Population within Omnitrans Service Area	30
Exhibit 27: Fixed Route Bus Stops with ½-mile Pedestrian Buffer of Omnitrans Routes and Percent Minority Population	31
Exhibit 28: Fixed Route Bus Stops with Benches and Percent Minority Population within Omnitrans Service Area	32
Exhibit 29: Fixed Route Bus Stops with Shelters and Percent Minority Population within Omnitrans Service Area	33
Other Areas of Consideration	35
Exhibit 30: Omnitrans Fixed Route Headways by Route (September CY2020)	35
Exhibit 31: Omnitrans Fixed Route Service Span by Route (September CY2020)	36
Exhibit 32: Low-Income/Minority Determination by Route Buffering Method	40
Exhibit 33: Low-Income/Minority Determination by Buffering of Route Stops Method	41
Exhibit 34: Low-Income/Minority Demographic Profile by Fixed Route	42
Exhibit 35: Race or Ethnicity of Omnitrans Riders in 2017 vs Profile of County Ethnic Makeup Overall, from Redhill 2017 Survey	46
Exhibit 36: Comparison of Annual Incomes for Omnitrans Riders vs San Bernardino County Residents, from 2017 Redhill Onboard Survey	47
Exhibit 37: Sub-Recipient Title VI Program Compliance	58

INTRODUCTION

Background

In March 1976, Omnitrans was formed as a Joint Powers Authority (JPA) to be the primary provider of transportation in the San Bernardino Valley. Omnitrans' service area is bounded by the San Bernardino Mountains to the north, the Los Angeles County Line to the west, the Riverside County Line to the south, and the Yucaipa Valley on the east.

Omnitrans is governed by a Board of Directors consisting of 19 elected officials, with one from each of the 15 JPA cities and four San Bernardino County Supervisors. The Omnitrans Board is responsible for the establishment of all policies, rules, and regulations under which the agency operates. Committees, made up of the members of the Board, oversee specific functional areas of the agency. The committees are:

1. Executive Committee
2. Administrative and Finance Committee
3. Plans and Programs Committee
4. Operations and Safety Committee
5. Ad-hoc Committees as needed.

Omnitrans' Mission

Omnitrans' Mission Statement sets the framework for the development of service goals and objectives. It promotes a philosophy of service delivery and reflects the collective vision of the Board, Management, and Omnitrans' staff of how transit should operate, and whom it should serve. Omnitrans' Mission Statement is:

“Omnitrans connects our community with coordinated and sustainable transit service.”

To accomplish this, Omnitrans has set forth six goals in its Strategic Plan for FY2021-2025:

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

These goals lead Omnitrans to focus on six Strategic Directions outlined in the Strategic Plan as priorities for moving the Agency forward:

- Secure our finances long-term, and explore new funding sources,
- Expand our customer base,
- Enhance our role in providing mobility and connectivity to the community,
- Engage in local and regional planning, promoting transit as a solution,
- Strengthen our communication,
- Be bold, entrepreneurial, and innovative.

Personnel Structure

As of March of 2020, before COVID Emergency Service and temporary staff reductions went into effect, Omnitrans had a budgeted staff of 713 employees to provide its services, 500 assigned to work from the East Valley Division (headquartered in San Bernardino), and 213 assigned to work from the West Valley Division (located in Montclair). The CEO/General Manager is responsible for the day-to-day management of Omnitrans and acts as the liaison to the Board of Directors and each of the committees. Reporting to the CEO/General Manager are the following departments:

1. Executive Office
2. Finance
3. Human Resources
4. Information Technology
5. Maintenance
6. Marketing & Communications
7. Operations
8. Procurement
9. Safety, Security, and Regulatory Compliance
10. Strategic Development

Services Provided








Omnitrans offers a family of services. Each service is designed to meet the different needs and conditions of the varying communities in Omnitrans' service area, illustrated in Exhibit 4

Omnitrans' family of services includes local fixed route, express fixed route, bus rapid transit (BRT), contracted fixed route, on-demand, and Americans with Disabilities Act (ADA) paratransit demand response services. Omnitrans offers Special Transportation Services, an array of mobility programs for the community.

There have been changes to our family of services in 2020. Access demand-response service was rebranded as OmniAccess; OmniGo, a community circulator service, is no longer a branded service, but Omnitrans still operates community circulator service; and an on-demand service called OmniRide has been added to Omnitrans' family of services. In 2017, Omnitrans became

the Consolidated Transportation Services Agency (CTSA), and through this role Omnitrans provides an array of Special Transportation Services.

Exhibit 1: Omnitrans Family of Services

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.
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 ¼-mile of a fixed route service.
Special Transit Services				As the designated Consolidated Transportation Services Agency (CTSA), Omnitrans offers a variety of mobility services including Travel Training, Volunteer Driver programs, a Lyft & Taxi program, and many Regional Mobility Partnership programs.

Service Area

Omnitrans’ service area is broadly defined as the area encompassing Omnitrans’ 15 JPA member cities: Chino, Chino Hills, Colton, Fontana, Grand Terrace, Highland, Loma Linda, Montclair, Ontario, Rancho Cucamonga, Redlands, Rialto, San Bernardino, Upland and Yucaipa; and the contained unincorporated San Bernardino County areas, specifically including the larger unincorporated communities of Bloomington, Mentone, and Muscoy. Omnitrans’ current service area is approximately 470 square miles based on the boundaries of the JPA cities and communities served.

For the Americans with Disabilities Act (ADA) service area requirement of ¼-mile buffer around all fixed routes, the service area is 343 square miles, and is shown in Exhibit 2. According to the US Census' American Community Survey 2019 5-year average estimates, Omnitrans' ADA OmniAccess service area is 1.43 million people, while the service Area by municipal boundaries contains 1.56 million people. The population of the entire county is estimated at 2.18 million in 2019. The agency's service population continues to grow, and according to the latest projections from Southern California Association of Governments (SCAG), the service area population in 2040 is projected to be 1.78 million people.

Service Changes and Service Levels

Since the 2018 Title VI Triennial report, Omnitrans' services have undergone a series of changes. These changes are summarized in Exhibit 1 along with the indication that a service equity or fare equity analysis was completed for each.

As of March 2020 (at the beginning of the COVID Pandemic service reductions), Omnitrans operated a peak fixed route fleet of 174 coaches (107 assigned to East Valley and 67 assigned to West Valley) plus 11 more contracted fixed route vehicles which served circulator routes in Yucaipa, Muscoy, Bloomington and Grand Terrace. Omnitrans' OmniAccess demand response fleet consists of 106 contracted service vehicles.

As of September of 2020, Omnitrans operates 28 fixed bus routes consisting of 18 East Valley Routes (east of I-15); and 10 routes in the West Valley (west of I-15). Of these 28 routes, 24 are directly operated and four are contracted out and are given the designation of Community Circulators. The directly operated routes primarily utilize 40-foot coaches, running chiefly along major east-west and north-south corridors. Headways vary from 15-minute to hourly service. A single limited-stop bus rapid transit route (sbX Green Line) utilizes 60-foot articulated coaches and operates on a 10- and 15-minute frequency. The circulator routes utilize a smaller cutaway bus and typically operate on a 60-minute headway. These routes are shown in Exhibit 5. Exhibit 6 and Exhibit 7 on the following pages illustrate Omnitrans' tiers of service offered according to route peak frequencies, and show Omnitrans' connectivity to neighboring transit agencies, respectively.

Over the last three years, Omnitrans has operated both normal service and more recently its COVID Emergency level of service. Omnitrans strove during this period to maintain service span. The span of fixed route service for weekdays, Saturdays, and Sundays is given below in Exhibit 3.

Exhibit 2: Service & Fare Changes at Omnitrans over the Last Three Years

Service & Fare Changes	Implemented Date	Equity Analysis Completed?
1. Numerous Runtime adjustments. Time Point changes. Route Alignments changed for routes 14, 83, and 86. (NOTE: Not a Major Service Change; equity analysis not necessary).	September, 2018	Not needed
2. Numerous Runtime adjustments. Route 14 Tripper service to ISS at Almeria eliminated. Route 11 eliminated and replaced with Route 12 (new route); one Freeway Express Route eliminated (Route 208). Major Service Change. Also, Fare Equity Analysis for overall fare change.	September, 2019	Yes
3. Omnitrans' Emergency Service Plan went into effect, reducing service so as to socially distance members of the transit community. Major Service Change necessitated by the COVID-19 pandemic.	March and April, 2020	Yes
4. Significant revisions to service. Numerous routes eliminated or realigned and consolidated with other routes. Implemented ConnectForward Plan. Eliminated routes: 5, 7, 20, 80, 86, 308, 309, 310, 325, 365; New routes: 6, 87, 305, 319; Realigned routes: 1, 81, 82, 83, 84; New service: OmniRide Chino Hills. Major Service Change; ADA Beyond Boundary service elimination to maintain strict compliance with ADA requirements.	September, 2020	Yes
5. Service Resumption Plan: A graduated return to full-frequency service, to be implemented once COVID pandemic is controlled and the threat of contagion to the public is minimized. Major service change to return service incrementally to normal (pre-pandemic) levels.	Expected Implementation FY2022	Yes

Since the submission of Omnitrans' 2018 Triennial Title VI report, Omnitrans' system wide ridership has declined from 10.8 million riders in FY2018 to 8.8 million riders in FY2020 (ridership for 2021 is not included for the comparison since COVID Pandemic Emergency Service Plan reductions artificially lowered ridership in order to maintain social distancing).

Exhibit 3: Span of Fixed Route Service

Span of Service FY2020

	Weekdays	Saturdays	Sundays
Time Service Begins:	3:20 AM	4:50 AM	4:50 AM
Time Service Ends:	11:42 PM	10:57 PM	8:35 PM
Clock Hours:	20:22 hours	18:07 hours	15:45 hours

OmniAccess Service: OmniAccess provides public transportation services for individuals who, due to disability, are prevented from using regular bus service (ADA certified). OmniAccess operates origin-to-destination service on minibuses or vans, complementing the Omnitrans fixed-route bus system. The OmniAccess service area is defined as up to ¼-mile on either side of an existing Omnitrans fixed route. Service is available on the same days and at the same times that Omnitrans fixed-route services operate.

Further information on Omnitrans' services can also be found on the website: www.omnitrans.org.

Report Purpose

As a recipient of federal funding under the Federal Transit Administration's guidelines, Omnitrans is required to report at a minimum triennially on the recipients' compliance with Title VI requirements. These requirements are outlined in the FTA Circular FTA C 4702.1B, dated October 2012. This report demonstrates Omnitrans' compliance with these requirements.

More generally, these requirements are set forth 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. In order 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. It must be demonstrated that no group or groups are being denied service based on discriminatory planning.

Exhibit 4: Omnitrans' Service Area by ADA/OmniAccess Boundaries and by Municipal Boundaries, September FY2021

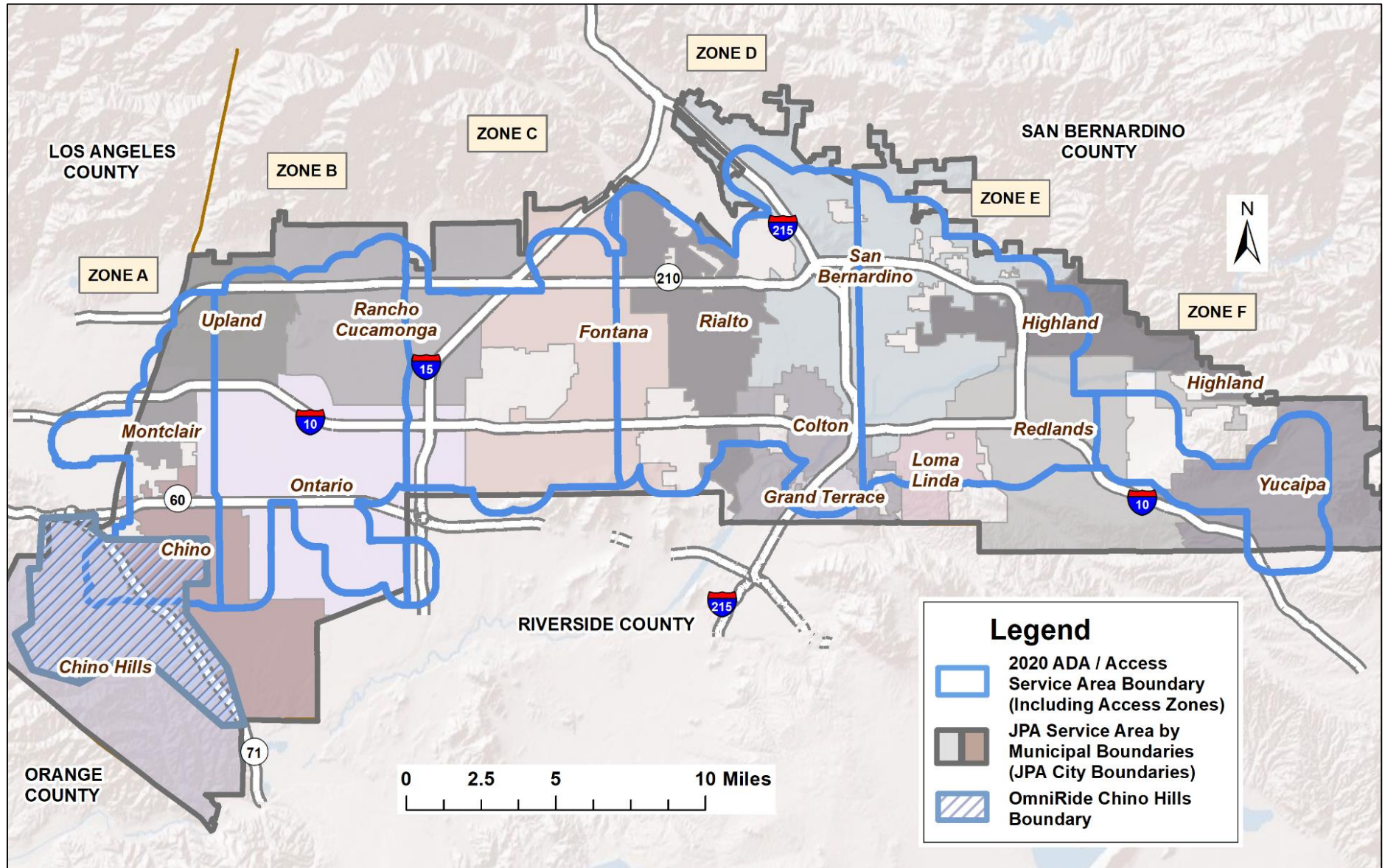


Exhibit 5: Omnitrans Fixed Route Network, September FY2021

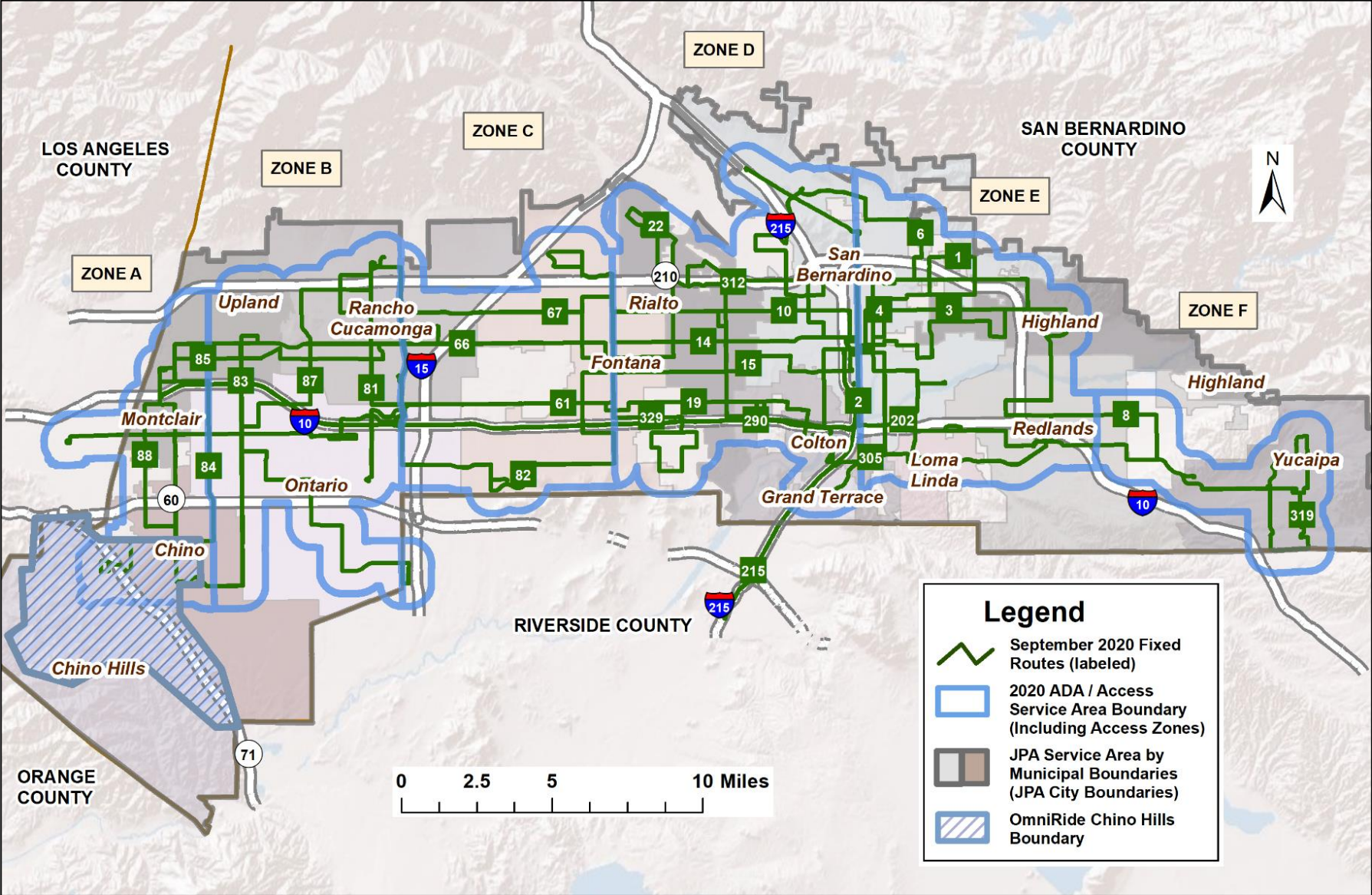


Exhibit 6: Omnitrans' Fixed Route Network by Frequency of Service, September FY2021

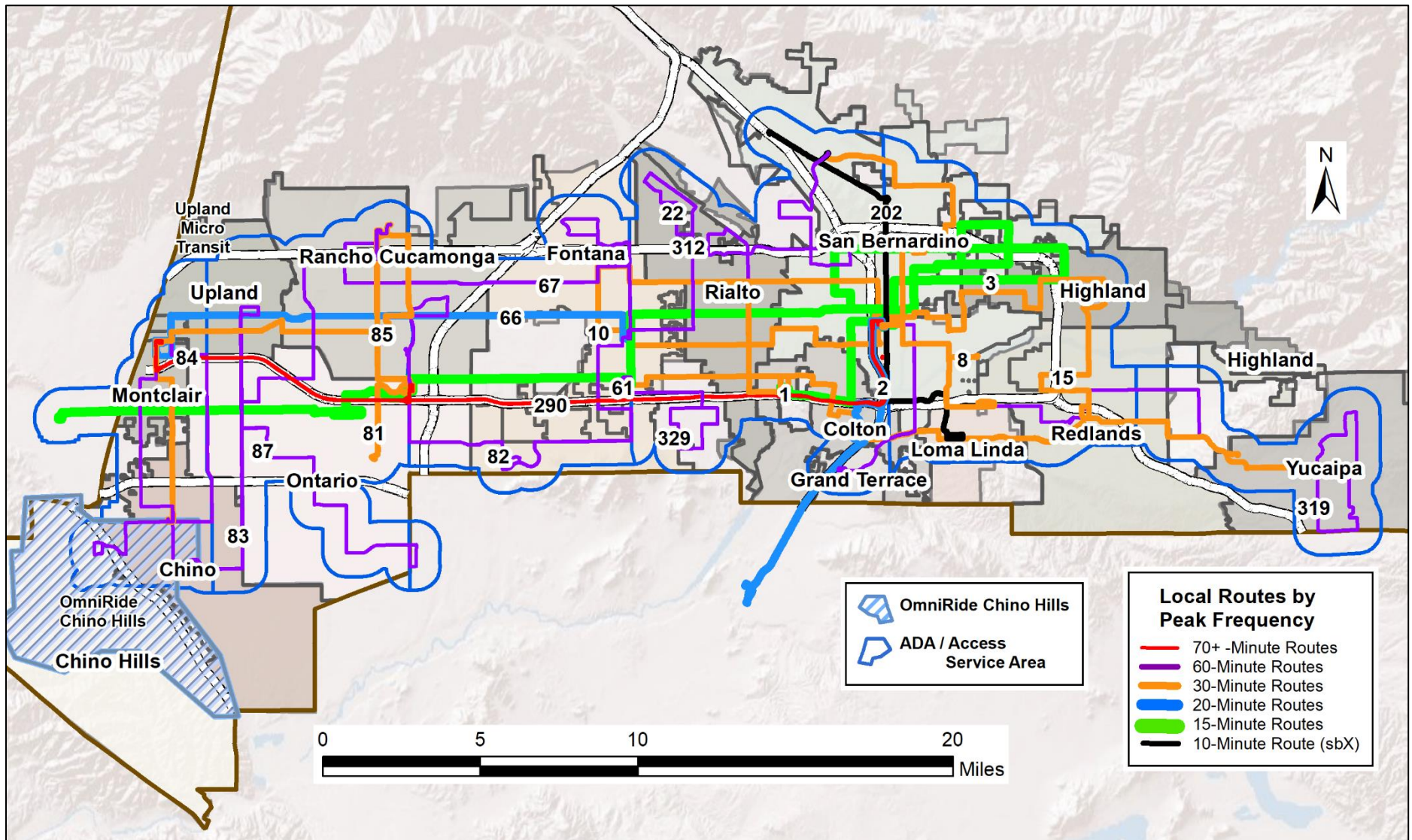


Exhibit 7: Omnitrans' Fixed Route Network and Connectivity to Neighboring Transit Agencies, September FY2021

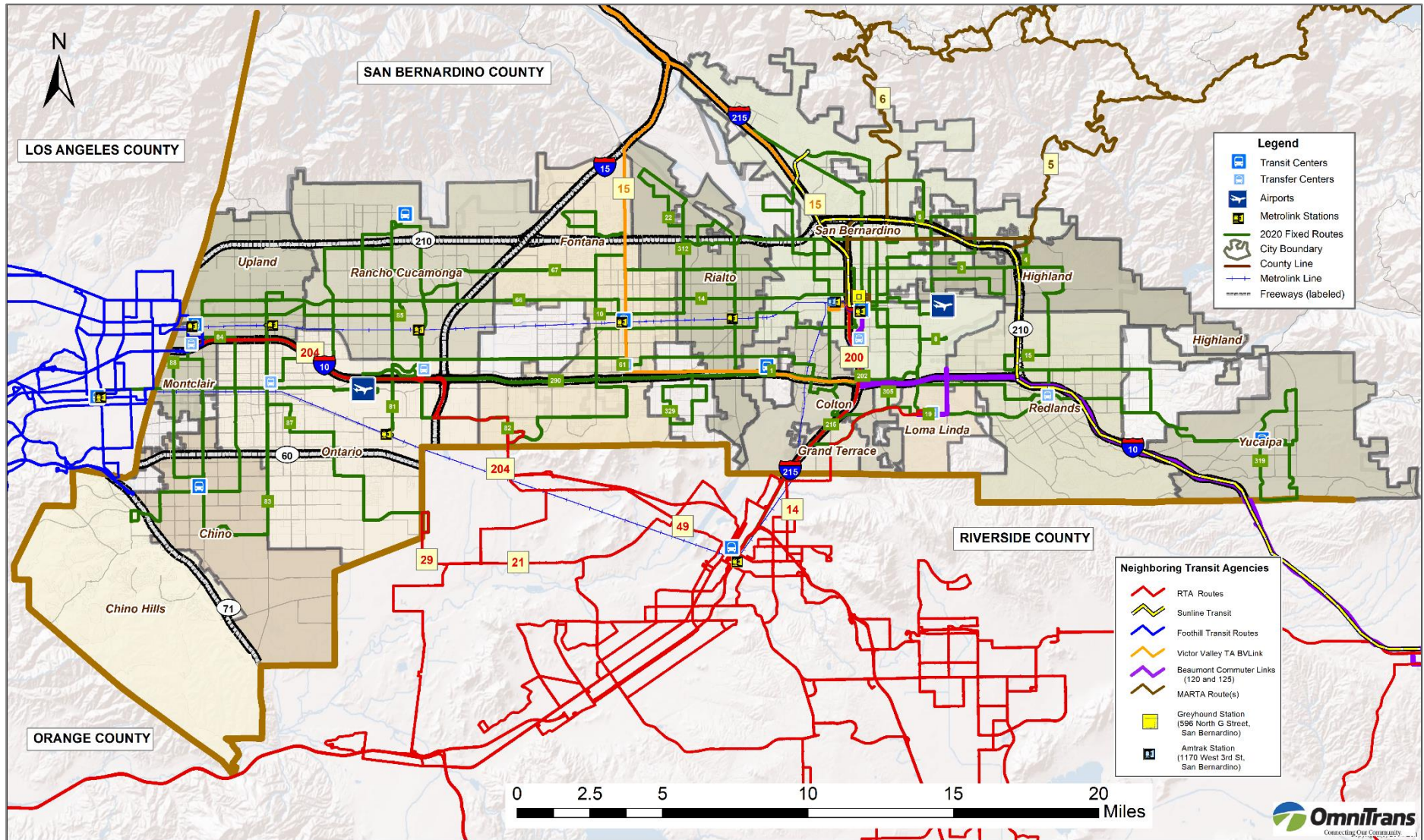


Exhibit 8: Omnitrans' OmniAccess Service Area, based on ¾-mile Buffer around Fixed Route Network, September FY2021

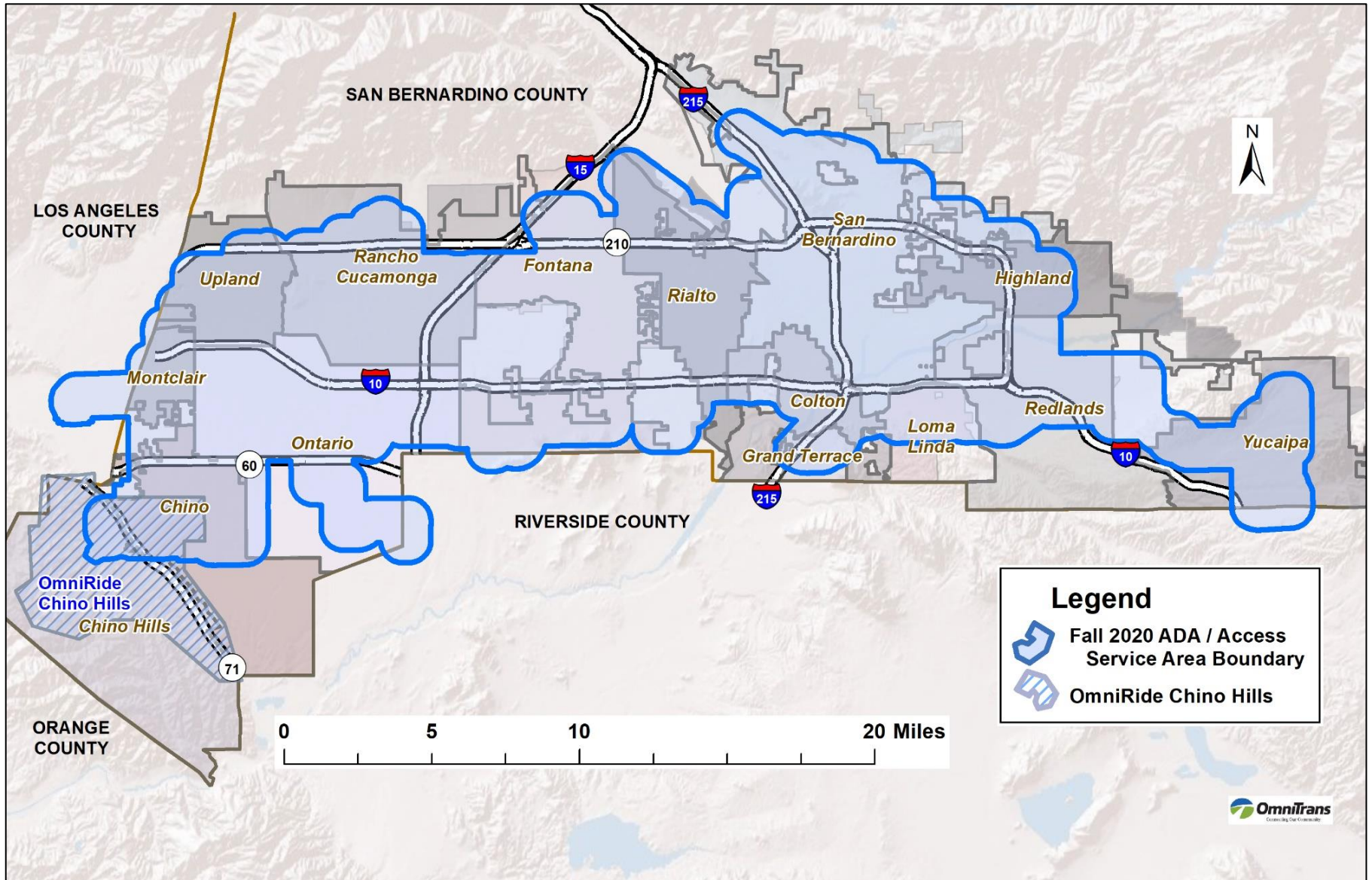
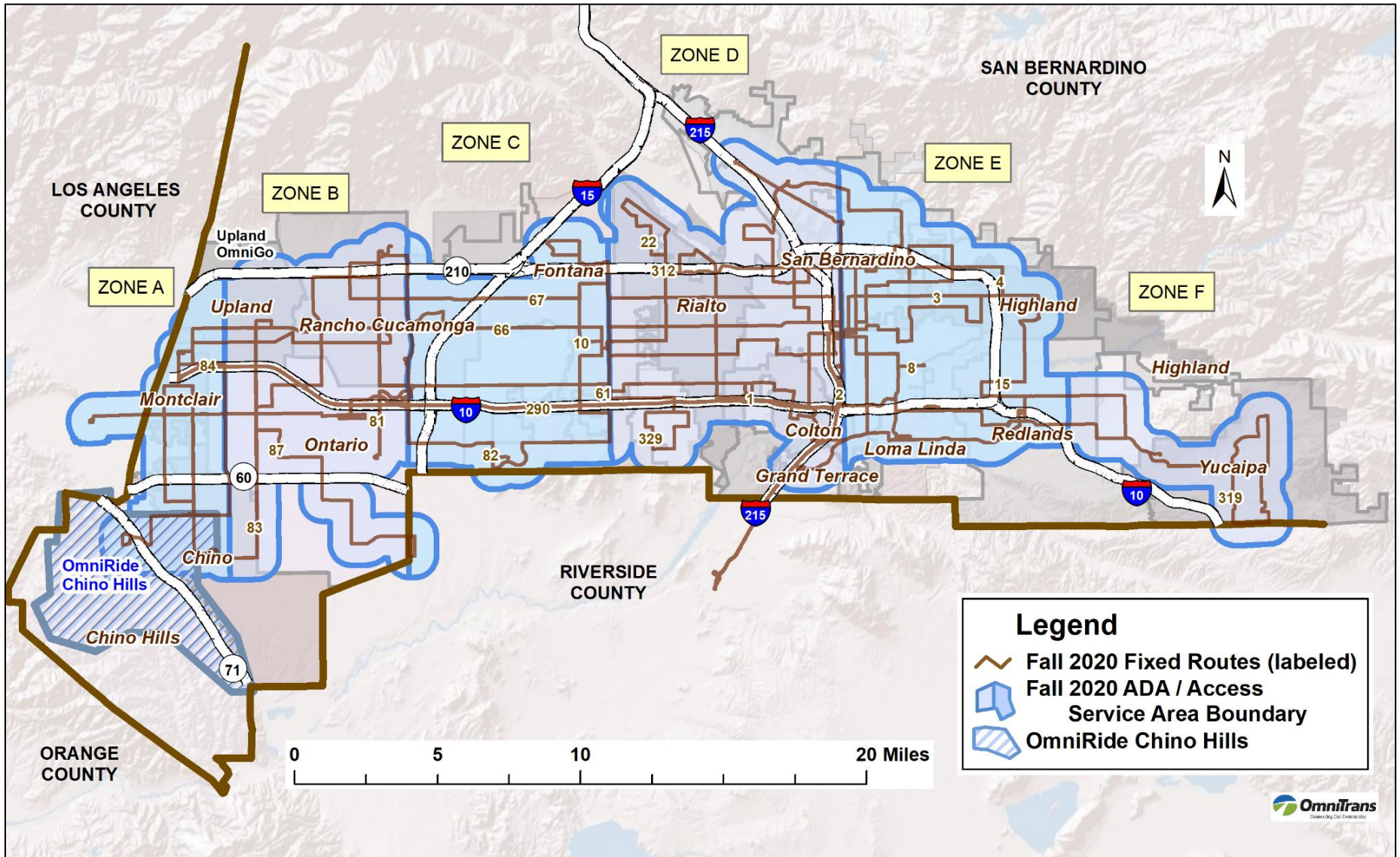


Exhibit 9: Omnitrans' OmniAccess Service Area by Fare Zones, September FY2021



GENERAL REPORTING REQUIREMENTS

Service Area Demographics

As of FY2021, Omnitrans' service area covers 470 square miles and serves the urbanized area of the San Bernardino Valley region of the County with a population of 1.56 million. The service area includes 15 cities in our Joint Powers Authority plus some unincorporated areas of San Bernardino County, including the communities of Bloomington, Mentone, and Muscoy. The 15 cities Omnitrans serves are: Colton, Fontana, Grand Terrace, Highland, Loma Linda, Redlands, Rialto, San Bernardino, and Yucaipa in the East Valley and Chino, Chino Hills, Montclair, Ontario, Rancho Cucamonga, and Upland in the West Valley. More formally, the general service area encompasses all 15 JPA cities, their boundaries, and all unincorporated areas of San Bernardino County in between.

Based on Omnitrans' 2017 Onboard Rider Intercept Survey completed by Redhill Group, the typical Omnitrans rider is male (53% male to 47% female), most likely to be between the ages of 19 and 39 (48% of respondents), and more likely to self-identify as Hispanic/Latino (46%) than African American (25%) or Caucasian/White (17%). The majority of Omnitrans' surveyed riders reports an annual income of less than \$35,000 (80%), and 57% report an annual income of less than \$20,000. As such, poverty has a significant presence within Omnitrans' service area, and a substantial proportion of our riders would be described as Low-Income or Minority (LIM).

Based on the US Census American Community Survey (ACS) 5-Year estimates for 2019, 79% of the population in Omnitrans' service area is LIM, which is greater than that found in the County as a whole (76%). The maps provided in Exhibits 10 through 13 illustrate the distribution of minority and low-income populations throughout Omnitrans' service area.

Exhibit 10: Total Minority Population by Census Block Group (Data from 2019 ACS 5-Year Estimate)

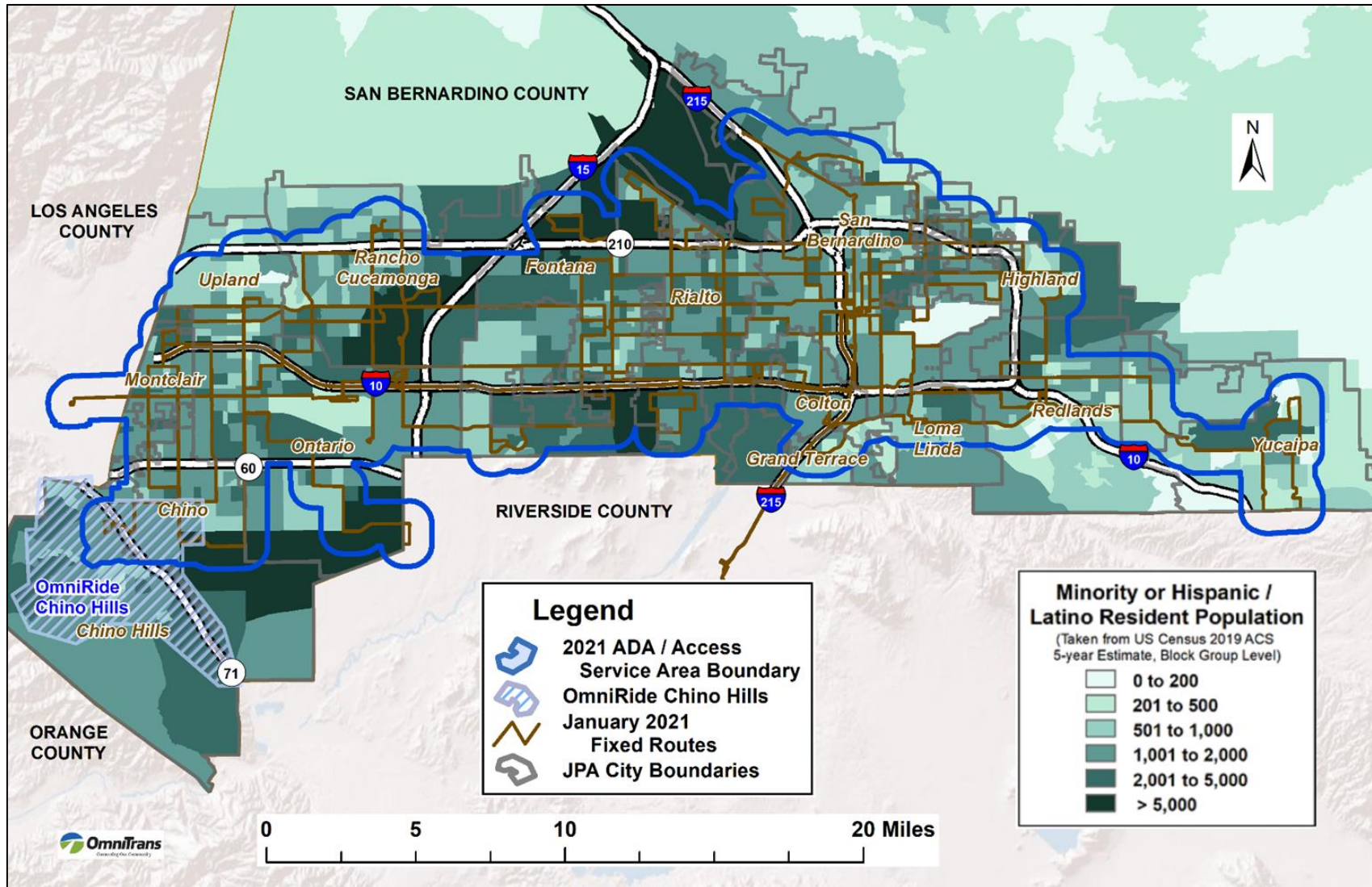


Exhibit 11: Percentage Minority Population by Census Block Group (Data from 2019 ACS 5-Year Estimate)

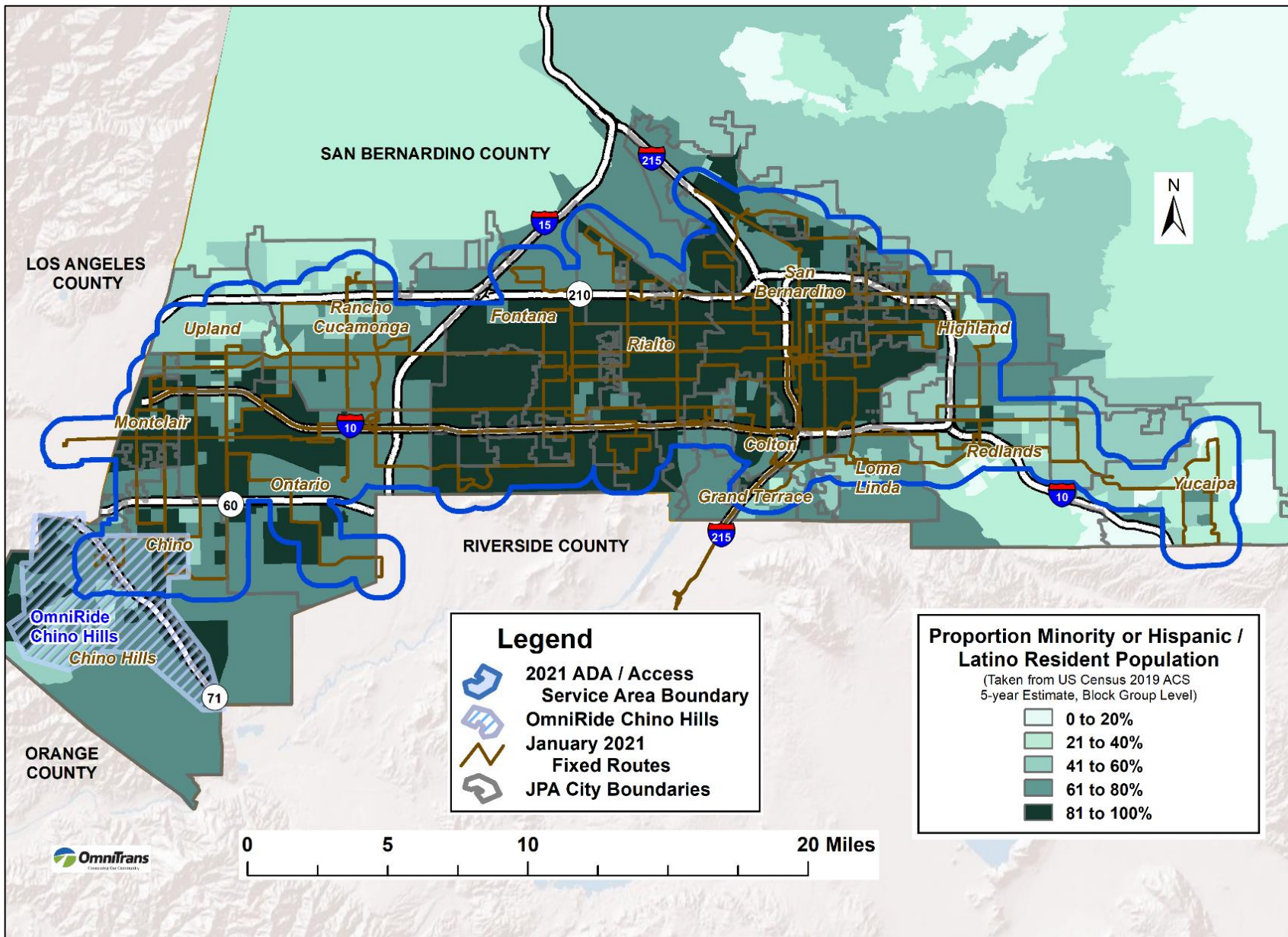


Exhibit 12: Percentage of Households Below Poverty Level by Census Block Group (Data: 2019 ACS 5-Year Estimate)

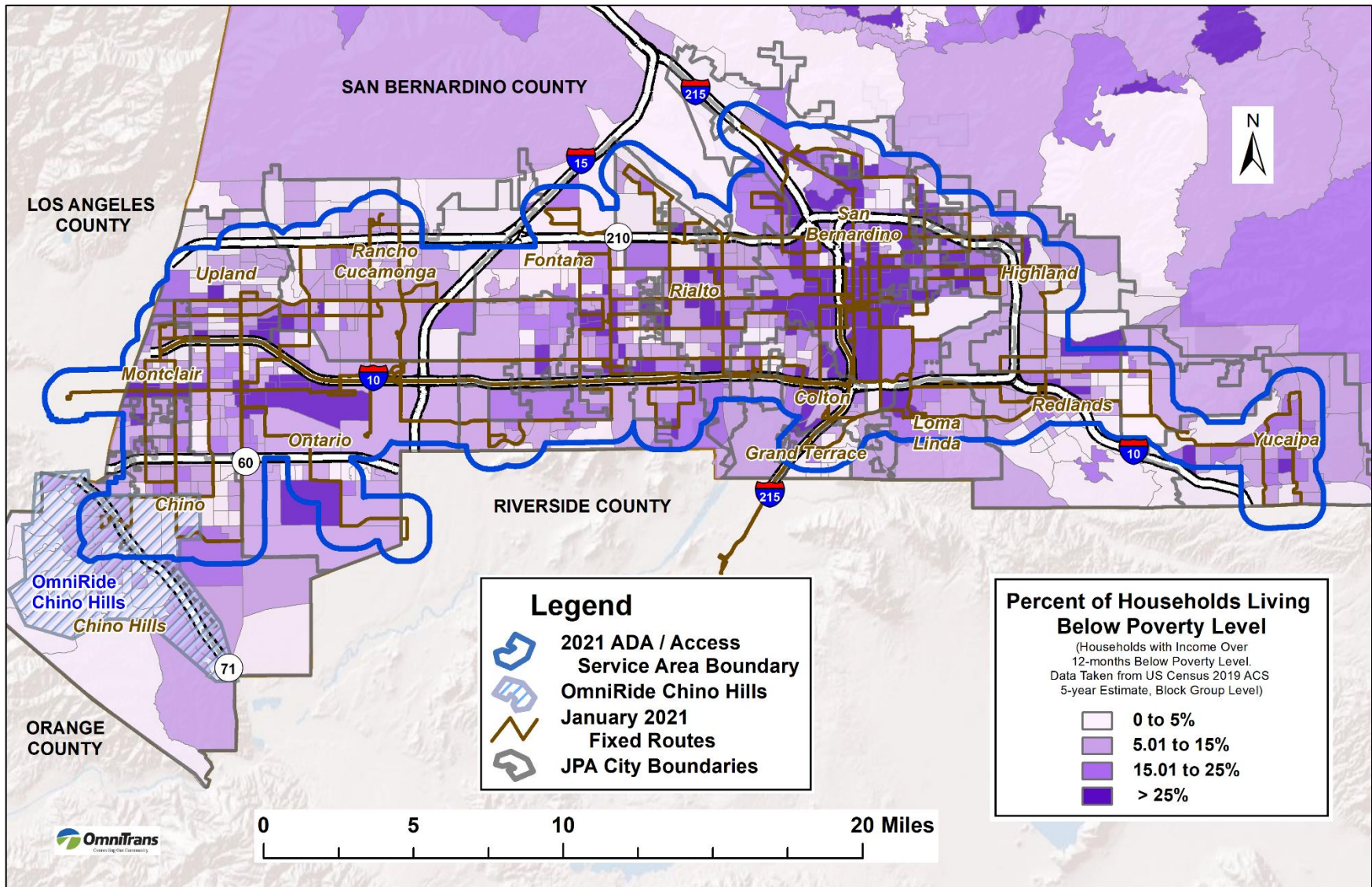


Exhibit 13: Percentage of LIM (Low-Income / Minority) by Census Block Group (Data: 2019 ACS 5-Year Estimate)

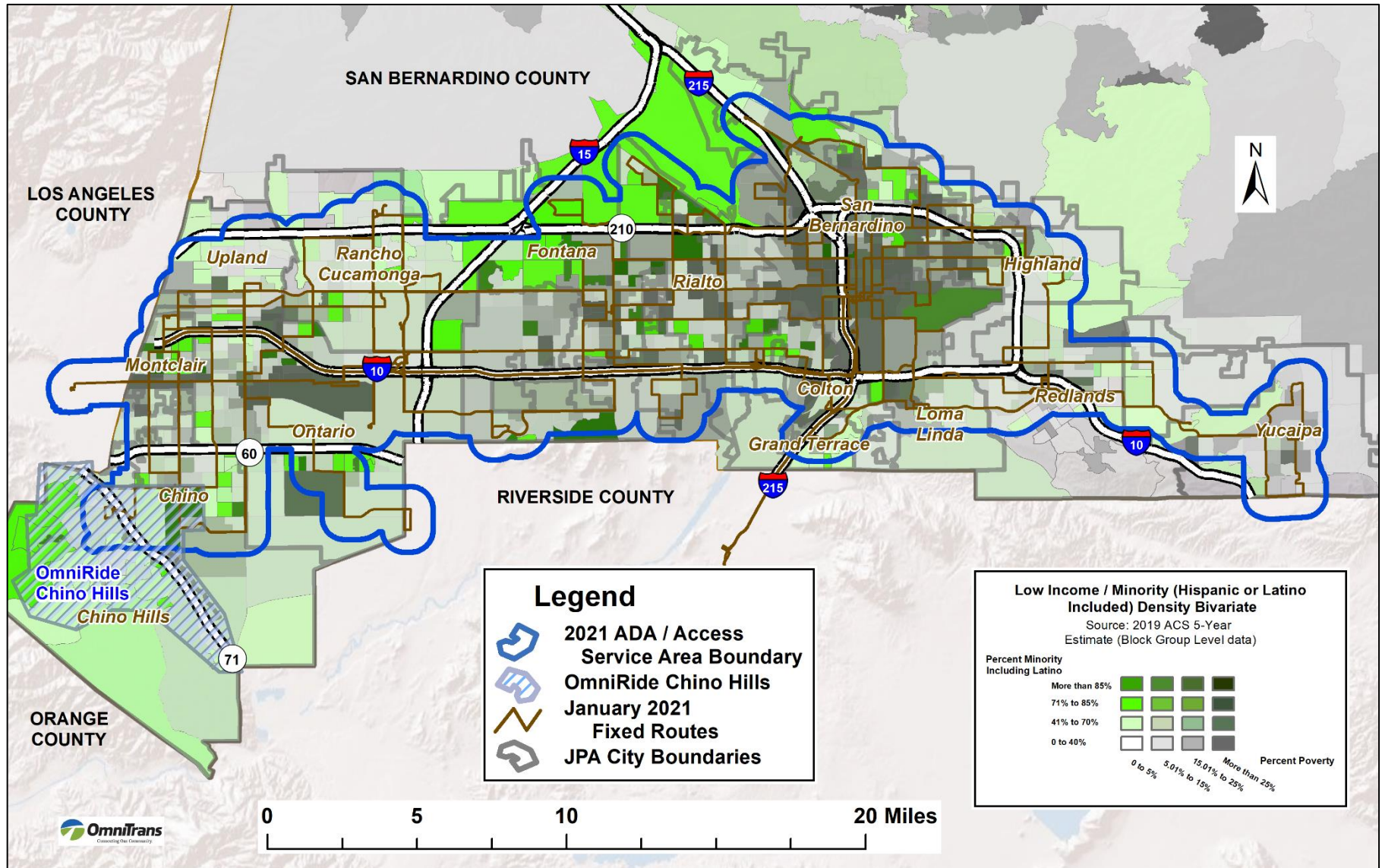


Exhibit 14 below shows the distribution of poverty within the San Bernardino Valley in terms of percentage of each city population living below the poverty threshold.

Exhibit 14: Percentage of Population Living Below the Poverty Line

CITY	% Below Poverty Line
San Bernardino	28.4%
Highland	20.0%
Loma Linda	17.9%
Rialto	17.6%
Montclair	17.0%
Ontario	15.9%
Colton	15.8%
Fontana	13.9%
Upland	13.8%
Redlands	13.6%
Yucaipa	12.4%
Chino	11.0%
Grand Terrace	8.9%
Rancho Cucamonga	8.1%
Chino Hills	7.0%

(2018 ACS Demographic and Housing 5-Year Estimates)

The City of San Bernardino had the highest rate of poverty, with 28.4% of its residents falling below the poverty line in 2018; the City of Chino Hills had the lowest rate of poverty (7.0%).

Exhibit 15 and Exhibit 16 show the proportions among surveyed riders and residents in the County overall who possess licenses to drive and the vehicle availability by household. These data are obtained from the latest Onboard Survey by Redhill Group from 2017, and from the ACS 5-Year Estimate of the same period.

Exhibit 15: Driver’s Licenses Status for Riders and County Overall, 2017

Personal Possession of Driver’s License	Riders (n=4,440)	Overall County
Yes	43%	93%
No	57%	7%

Exhibit 16: Household Vehicle Availability, Riders vs. Service Area Residents Overall, 2017

Vehicle Availability	Service Area Overall	2017 Riders
Household Vehicle Available	95.8%	61%
No Household Vehicle Available	4.2%	39%

Applications for Financial Assistance

All current applications for federal financial assistance are for Federal Transit Administration (FTA) funds. Omnitrans is a recipient of the following FTA formula funds:

- FTA §5307: Urbanized Area Formula Program;
- FTA §5310: Transportation for Elderly Persons and Persons with Disabilities;
- FTA §5339: Bus and Bus Facilities Discretionary Program; and
- CMAQ: Congestion Mitigation and Air Quality Improvement Program.

Civil Rights Compliance Review

Annual independent audit reviews were conducted for Omnitrans from 2018 to 2020, and were performed by EideBailly, LLP, certified public accountants. FTA FY2019 Triennial Review (2019) was conducted by Qi Tech LLC. FTA Procurement System Review (2019) was conducted by Qi Tech LLC.

In particular, the salient findings of the more recent audits can be detailed as follows. First, EideBailly, LLP performed the agency's financial audit for the years ending June 30, 2018, June 30, 2019, and June 30, 2020, and the Single Audit Report on Federal Awards Program. Omnitrans received an "Unqualified Opinion" on the financial audit and was found in compliance with federal regulations for all dates mentioned. Secondly, FTA FY2019 Triennial Review (2019), conducted by Qi Tech LLC, found that there were no material deficiencies; there were 17 findings which required corrective action, but all were corrected and accepted by the FTA.

The statement of rights, or the notification of beneficiary protection, under Title VI is provided to the public. It is found in the Bus Book, and a copy is located on each coach behind the coach operator's seat and translated into all seven safe harbor recognized languages of Omnitrans' service area.

Procedures for filing Title VI complaints have been updated and are available to the public; a copy of these procedures is also included in Appendix C of this Title VI Report, and can be obtained by clicking on a link on the Agency' web page and providing some contact information so that the material can be mailed. A request for the same can also be made directly by telephone. As well, the agency has updated its website so that such notification is made more fully accessible to the public. This expansion of communicating of protections is part of the Limited English Proficiency Policy and Language Assistance Plan, as notification of beneficiary protection under Title VI is made in seven languages determined by a Four Factor Analysis determining which languages fall under Safe Harbor definition within our service area.

With respect to procedures within the agency for collecting, investigating, and tracking complaints involving issues of discrimination or Title VI, Trapeze COM is also used to file, track, follow up, and log all complaints, including any involving acts of discrimination, or those involving complaints with specific regard to Title VI. Trained information clerks enter and log the complaints, and forward them to the appropriate department for investigation, incident resolution, and timely follow up contact with the customer as warranted. By employing this

multi-pronged approach, it can be determined whether the complaint would fall within the definition of a Title VI service-level violation or not; in all cases, appropriate action is taken. Recently, ability on the part of the complainant to file a complaint independent of the Trapeze COM procedure has been incorporated as well. This procedure is more extensively described in the section: Record of Title VI Complaint Procedure, under Title VI Complaints. A table listing complaints tracked by Trapeze COM over the most recent triennial period is included in Appendix M of the separate Appendix Volume II.

Title VI Lawsuits

Omnitrans has not had any lawsuits filed against the agency based on discrimination with respect to service or other transit benefits regarding issues of Title VI compliance.

Signed Assurances

The Civil Rights Assurance can be found in Appendix A. Omnitrans' Title VI Assurance and discrimination procedures can be found in Appendices B and C.

Construction Projects

The majority of Omnitrans' construction projects fall under the class of categorical exclusion (CE) as defined by FTA. Major capital projects that do not fall under the category of CE are typically managed by the San Bernardino County Transportation Authority (SBCTA), which works in cooperation with Omnitrans to perform all required Environmental Assessments or Environmental Impact Statements under the close guidance of FTA officials.

The following construction projects have either been completed during the last three years since the last Title VI Report or are still in the process of being planned, designed, or completed.

Bus Stop Improvement Program (federal funds)

Omnitrans applies for local Transportation Development Act (TDA) Article 3 grants from the San Bernardino County Transportation Authority (SBCTA) every two years to construct transit stop access improvement projects, including sidewalk, concrete boarding areas, and curb ramps. The bus stop improvement projects are all categorical exclusions, as they are minor alterations to existing sidewalk. These projects provide better accessibility to bus stops. The locations are scattered throughout Omnitrans' service area and are selected based on criteria such as ridership, current condition of bus stop, available right-of-way, and cost of improvements. Omnitrans completed construction in FY2020 of access improvements at 15 bus stops in Omnitrans' service area, including ADA-compliant boarding areas, sidewalk, and curb ramps.

San Bernardino Transit Center (federal funds)

The San Bernardino Transit Center (SBTC) is a multi-modal transportation hub in downtown San Bernardino at Rialto Avenue and E Street. It is served by 12 local bus routes, sbX Green Line bus rapid transit line, Metrolink, and other regional transit providers, including the following: VVTA BV Link; RTA Commuter Link; Beaumont Transit; Sunline Transit; Mountain Transit; and FlixBus.

A landscaping modification project and a back-up generator construction project at SBTC were completed in FY2020.

West Valley Connector

The West Valley Connector is a bus rapid transit (BRT) project that will serve the cities of Fontana, Montclair, Ontario, Rancho Cucamonga, and Pomona. Phase 1 of the corridor, which serves four cities including Montclair, Ontario, Rancho Cucamonga, and Pomona, is being implemented first and is expected to start revenue service in FY2024. Phase 1 includes enhanced stations, real-time arrival signage, surveillance and security systems, transit signal priority systems, and widening of 3.5 miles of Holt Boulevard in the City of Ontario to construct dedicated bus lanes. The project is being led by SBCTA and will be operated by Omnitrans once completed. The Final Environmental Document for both phases was cleared under CEQA and NEPA in FY2020 and is currently being revalidated to include the use of 40-foot electric buses with left-door boarding and the addition of overhead electric charging units at Pomona Transit Center and at Omnitrans' West Valley maintenance facility.

West Valley Connector Safe Routes to Transit Project

In FY2019, Omnitrans completed construction of bicycle and pedestrian improvements including sidewalk, replacement of curb ramps, striping of crosswalks, and installation of bike racks within ½ mile of future West Valley Connector bus rapid transit stations (Phase 1 and Phase 2 stations) in the cities of Pomona, Montclair, Ontario, Rancho Cucamonga, and Fontana. The project was funded by a grant from the Federal Highway Administration awarded to Omnitrans through the State of California's Active Transportation Program in FY2015.

Rialto Metrolink Improvements (federal funds)

The City of Rialto undertook a project in 2011 to expand the City's parking lot at the Metrolink station. The project was awarded federal funds, which are being passed through from Omnitrans to the City. Because of difficulty acquiring property from a private owner adjacent to the existing City lot, the City divided the project into Phase 1 and Phase 2. Phase 1 was completed in FY 2018; it involved the expansion of the parking lot onto land already owned by the City and expanded the parking capacity by 122 spaces. Phase 2 involved the construction of 100 more parking spaces on another nearby City-owned property, as well as ADA improvements at the platforms and throughout the station. Phase 2 also involved federal funds being passed through by Omnitrans. Construction of Phase 2 was completed in December 2019.

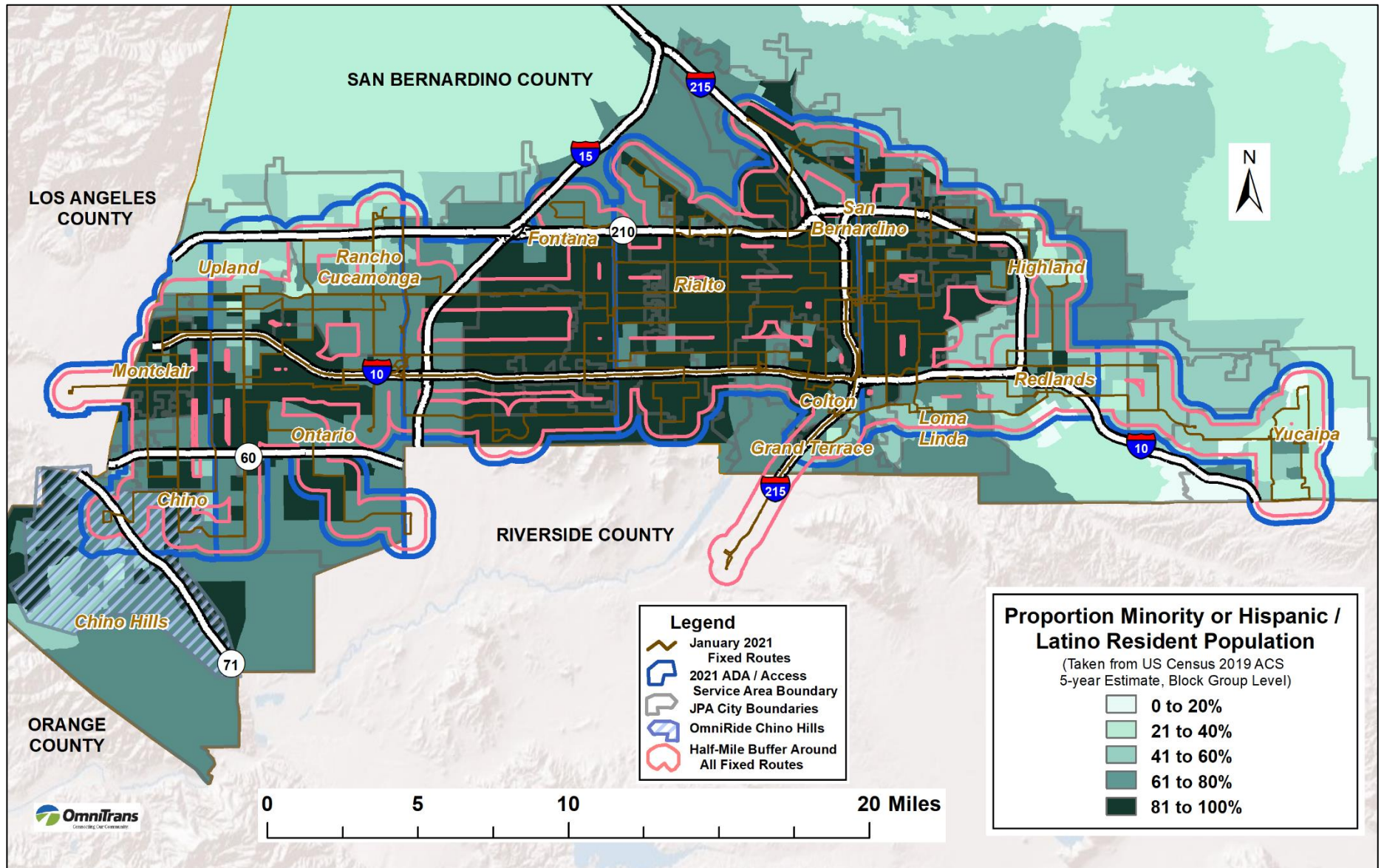
PROGRAM SPECIFIC REQUIREMENTS

Demographic & Service Profile

Maps showing the transit services provided in the San Bernardino Valley with overlying data illustrating the location of low-income and minority populations were provided in the preceding section of this report (Exhibits 10-13). Exhibit 17 shows what the demographic profile of the service area looks like within a one-half-mile buffer of all fixed routes in terms of proportion of minorities.

Appendices H and I in the separate Appendix Volume II provides extensive Census data tables describing the Minority and Low-Income White (LIM) Populations by census block groups and spatially related tracts. For a more detailed analysis of the LIM Population profiles of Omnitrans' service area, please see the Overall Triennial Service Equity Analysis and Assessment of Environmental Justice sections, beginning on page 39 of this report.

Exhibit 17: Percent Minority Population within a ½-Mile Walking Buffer of All Omnitrans Services



Service Standards and Policies

Omnitrans' load standards vary depending on service and time frame. Omnitrans' load standard for local fixed route is 120% of the seating available on the vehicle during peak periods, and for sbX BRT, the Peak load is 150% of the seating available. For all other service and time periods the capacity is 100% of the seating available. The details can be seen in Exhibit 18 (taken from OmniConnects FY2015-2020 SRTP Performance Measures and Standards).

Exhibit 18: Vehicle Load Standards

Service	Load Factor	
	Peak	Off Peak
Local & Contracted Fixed Route Service	120%	100%
Freeway Express	100%	100%
OmniAccess	100%	100%
Bus Rapid Transit	150%	100%

The front axle load weight limits for Omnitrans' 40' New Flyer buses permit 39 seated and a max capacity of 54 passengers onboard, which is roughly a 150% vehicle load. However, for enhanced passenger safety and comfort, the maximum planned passenger loads per bus is set to be 120% of the seated capacity for local service and 100% for Access and freeway express routes. These standards prescribe the maximum capacity of the bus taking into account various wheelchairs on board that are presented in Exhibit 19.

Exhibit 19: Maximum Occupancy by Bus Type and Number of Wheelchairs

Bus Type	No Wheelchairs	One Wheelchair	Two Wheelchairs
40' Low Floor	43	42	38
60' Articulated Low Floor	54	50	50

A summary of our Fixed Route Revenue Vehicles is provided in Exhibit 20.

Exhibit 20: Fixed Route Vehicle Summary

Vehicle Type	Manufacture Date	Number in Fleet	Vehicle Length (Ft.)	Seats Available	Fuel Type
New Flyer	2001 - 2020	159	40.8	39	CNG
New Flyer, Articulated	2012-2018	15	60	36	CNG

To assure routes do not become overcrowded, upgraded frequencies are provided when the average route load exceeds standard. Vehicle load is assessed through an automatic passenger count system. As seen in Exhibit 21, from APC sampled data taken for runs over entire weekdays, peak period service data indicated that all routes fell within standards. As well, for off-peak period service, data indicated that no routes fell outside of vehicle load standards.

Exhibit 21: Average Peak Loads by Time Period (September CY2019 & September CY2020)

Route	AM Peak		Midday		PM Peak		Evening		Night	
	Load	Ratio	Load	Ratio	Load	Ratio	Load	Ratio	Load	Ratio
1	15	38%	18	46%	17	44%	13	33%	10	26%
2	10	26%	13	33%	13	33%	10	26%	5	13%
3	13	33%	16	41%	17	44%	15	38%	11	28%
4	17	44%	16	41%	16	41%	13	33%	10	26%
5	11	28%	14	36%	13	33%	7	18%	7	18%
6	6	15%	8	21%	7	18%	5	13%	NA	NA
7	12	31%	12	31%	10	26%	6	15%	NA	NA
8	14	36%	15	38%	14	36%	9	23%	5	13%
10	13	33%	14	36%	12	31%	11	28%	NA	NA
12	10	26%	11	28%	15	38%	8	21%	6	15%
14	13	33%	16	41%	16	41%	15	38%	15	38%
15	14	36%	16	41%	15	38%	10	26%	7	18%
19	16	41%	18	46%	15	38%	10	26%	9	23%
20	7	18%	7	18%	8	21%	7	18%	NA	NA
22	9	23%	11	28%	11	28%	7	18%	4	10%
29	7	18%	7	18%	6	15%	4	10%	NA	NA
61	15	38%	16	41%	18	46%	12	31%	11	28%
66	13	33%	12	31%	13	33%	11	28%	9	23%
67	12	31%	15	38%	15	38%	7	18%	NA	NA
80	11	28%	12	31%	14	36%	7	18%	NA	NA
81	9	23%	15	38%	12	31%	8	21%	6	15%
82	15	38%	20	51%	16	41%	9	23%	NA	NA
83	12	31%	13	33%	12	31%	8	21%	4	10%
84	8	21%	9	23%	11	28%	6	15%	NA	NA
85	13	33%	15	38%	16	41%	9	23%	6	15%
86	9	23%	9	23%	11	28%	5	13%	NA	NA
87	5	13%	4	10%	5	13%	2	5%	NA	NA
88	11	28%	10	26%	10	26%	8	21%	7	18%
202 (sbX)	11	31%	19	53%	16	44%	12	33%	8	22%
215	11	28%	16	41%	13	33%	8	21%	6	15%
290	7	18%	10	26%	9	23%	6	15%	NA	NA

* Data taken for routes from September CY2019 and September CY2020. For those routes eliminated or not run in 2020, data taken from September 2019 or before.

Note: In September of 2020, routes 5, 7, 20, 80, 86 were eliminated and replaced by routes 6, 305, and 87. Route 12 became Route 312 and Route 29 became Route 329. Route 365 was eliminated and replaced by OmniRide Chino Hills.

Note: 100% vehicle load for 40' New Flyer coaches is 39 seated riders, and for sbX is 36. Maximum Load ratio derived taken from this.

Exhibit 22 shows On Time Performance (OTP) measures for all fixed routes in CY2019 (before the COVID Emergency Service went into effect) and from September 2020 to the end of the year for which AVL data was obtainable.

Exhibit 22: On Time Performance of Fixed Routes, (September CY2019 & September CY2020)

Route	On-Time Performance <i>(Year to Date at end of CY2019 Weekdays, unless otherwise indicated)</i>
1	89.2%
2	90.2%
3	87.1%
4	88.3%
5	81.1%
6*	92.0%
7	84.7%
8	75.8%
10	79.7%
12	78.6%
14	86.2%
15	80.8%
19	86.0%
20	91.7%
22	89.5%
29	89.0%
61	79.1%
66	84.8%
67	89.5%
80	84.5%
81	80.1%
82	74.5%
83	84.0%
84	87.0%
85	88.6%
86	90.0%
87*	87.4%
88	86.5%
202	73.5%
215	81.4%
290	77.1%

Note: OTP measures are for weekdays, CY2019, unless otherwise noted. Contracted fixed route vehicles do not carry AVL systems; OTP for them is not measured annually, nor in the same way.

** The most recent routes from September 2020 operated entirely during the COVID Pandemic Emergency Service period.*

Exhibit 23 shows coach assignments by division as of end of CY2020. Omnitrans' newest fixed route coaches that have been ordered since the last Title VI update have generally been dispersed equitably throughout both Omnitrans East Valley and West Valley Divisions, but are placed primarily where need requires. They are never permanently assigned to any particular route. All new buses have Automatic Passenger Count (APC) systems on board, and they are randomly assigned to different routes in order to more accurately sample ridership by boardings and alightings, and as such shift routes recurrently.

Exhibit 23: Fixed Route Vehicle Series Type Assignments by Division

Series Type	Year - Make - Model	Divisions		
		East Valley	West Valley	Total
1201	2009 New Flyer C40LF	18	9	27
1231	2011 New Flyer C40LF	0	9	9
1241	2011 New Flyer C40LF	8	0	8
1250	2012 New Flyer XN40	11	9	20
6001	2012 New Flyer XN60	14	0	14
1280	2014 New Flyer XN40	16	0	16
1301	2015 New Flyer XN40	15	0	15
1321	2016 New Flyer XN40	3	10	13
1341	2018 New Flyer XN40	19	5	24
6015	2018 New Flyer XN60	1	0	1
2341	2019 New Flyer XN40	0	23	23
2501	2020 New Flyer XE40	2	2	4
	Total	107	67	174

Exhibit 24 shows vehicle assignments for our contract service fleet, which is employed for our demand response service and contracted fixed route service as of March 2020.

Exhibit 24: Contract Services Vehicle Series Type Assignments by Division

Year - Make - Model	Active Coaches		
	East Valley (I Street Facility)	West Valley (Feron Blvd. Facility)	Total
2009 Ford Aerotech	9	0	9
2012 Ford Starcraft	15	0	15
2015 Ford Starcraft	0	26	26
2017 Ford Starcraft	19	14	33
2019 Ford Starcraft	23	0	23
2020 Ford Transit	0	4	4
Total	66	44	110

System wide service standards for these and other criteria, including but not limited to headways, loads, on-time performance, service availability, distribution of amenities, etc. are printed in OmniConnects, Omnitrans' Short Range Transit Plan. A copy of this document is made available for the general public and is found on Omnitrans' website www.omnitrans.org.

Vehicle Assignment

Dispatchers assign coaches to their routes each day based upon three factors: route length, route type, and the need to collect ridership data. Automatic Passenger Counters (APCs) have been installed on approximately 40% coaches in Omnitrans' fleet; these coaches are randomly assigned daily to the different routes so that sufficient data may be collected over time for all fixed routes.

All fixed route vehicles are low-floor coach models, which do not require a lift for wheelchairs or scooters, but instead use a ramp. On the sbX Green Line, 60-foot articulated vehicles are used exclusively; each of these articulated vehicles is low-floor with the capacity to board and alight on both sides of the vehicle. All coaches (40-, and 60-foot models) have bicycle racks; the 40-foot models are external in configuration, while the 60-foot articulated coaches have bicycle racks inside the vehicle.

Aside from the greater seating capacity of the larger, 60-foot articulated coaches, all passenger amenities are comparable (including wheelchair lifts/ramps, air conditioning, and kneeling/low-floor features on all coaches) and thereby provide the same riding environment to passengers in minority communities as to those from other areas. As well, on all Omnitrans vehicles, video cameras have been added for security measures.

Vehicle Headways

General standards for headways are based on three factors: riders per revenue hour, farebox recovery ratio, and funding availability. Omnitrans also looks at vehicle load to assess if higher frequencies are needed to meet demand and density/development concentrations. The service standards/guidelines Omnitrans uses to determine if more frequency or a greater level of service is needed are developed and approved within each Short-Range Transit Plan. The most recent plan was the OmniConnects Short Range Transit Plan covering FY2015-2020.

Omnitrans holds public forums and considers requests for service by the public, social service agencies, medical facilities, colleges, and businesses to establish headways for existing and new routes. Because minority communities represent Omnitrans' primary ridership, these neighborhoods often feature routes with shorter vehicle headway times, providing at least as high a level of access to transit services as that enjoyed by non-minority communities.

Omnitrans' Fixed Route Headways for September 2020 are presented later in this report for both original planned service and COVID Emergency Service. These are found under Other Areas of Consideration, in Exhibit 31; the service span is presented, similarly, in Exhibit 32.

Transit Amenities

Omnitrans conducted a spatial analysis of transit stops and stop amenity placement to verify compliance with Title VI. The results of this analysis show that Omnitrans does not discriminate against LIM populations. The proportion of the LIM population within a one-half-mile pedestrian distance from all fixed route stops exceeds that of the surrounding region (81.7% LIM versus 75.8% LIM for the county). The LIM population share increases as the bus stop amenity level increases: the proportion of LIM population residing within one-half mile of all stops with benches also exceeds that of the surrounding area (82.1% versus 81.7%), and the proportion of LIM population residing within one-half mile of all stops with shelters exceeds that of the surrounding area (84.4% versus 82.1%). Analysis details can be seen in Exhibit 25. The mapping of this analysis can be seen in Exhibits 26-29.

The level of transit amenities at a given stop is determined on a stop-by-stop basis and are placed based upon boardings per day and ADA accessibility standards. All stops have at minimum a sign designating which routes serve it and NexTrip, a source for real time customer service contact information and up-to-the-minute arrival times for any Omnitrans bus at any stop. Additional amenities such as shelters, benches, trash containers, and route schedule postings are added depending on individual stop needs and available funding. As a result, more than one amenity will frequently be associated with a single stop. Omnitrans currently has 2,361 stops. Of these 1,001 (42%) have benches, and 466 (20%) have shelters.

Exhibit 25: LIM & Non-LIM Populations Served by Omnitrans Stops, September 2020

Demographic Buffer: Comparison to Stops	Total Pop	Minority	% Minority	Low-Income White (Adjusted)	LIM	% LIM
3/4-Mile of Any / All Fixed Route Stops (September 2020 Alignment)						
Within (ADA/OmniAccess Area Served)	1,352,319	1,063,812	78.7%	29,490	1,093,302	80.8%
Not-Within	827,766	521,110	63.0%	38,784	559,894	67.6%
County Total	2,180,085	1,584,922	72.7%	68,274	1,653,196	75.8%
1/2-Mile of Any / All Service Stops (September 2020 Alignment)						
Within	1,213,144	965,457	79.6%	25,242	990,699	81.7%
Not Within	966,941	619,465	64.1%	43,032	662,497	68.5%
1/2-Mile of Stops with BENCHES						
Within	1,025,068	819,913	80.0%	21,734	841,647	82.1%
Not Within	1,155,017	765,009	66.2%	46,540	811,549	70.3%
1/2-Mile of Stops with SHELTERS						
Within	787,955	648,021	82.2%	16,638	664,659	84.4%
Not Within	1,392,130	936,901	67.3%	51,636	988,537	71.0%

Exhibit 26: Fixed Route Bus Stops and Percent Minority Population within Omnitrans Service Area

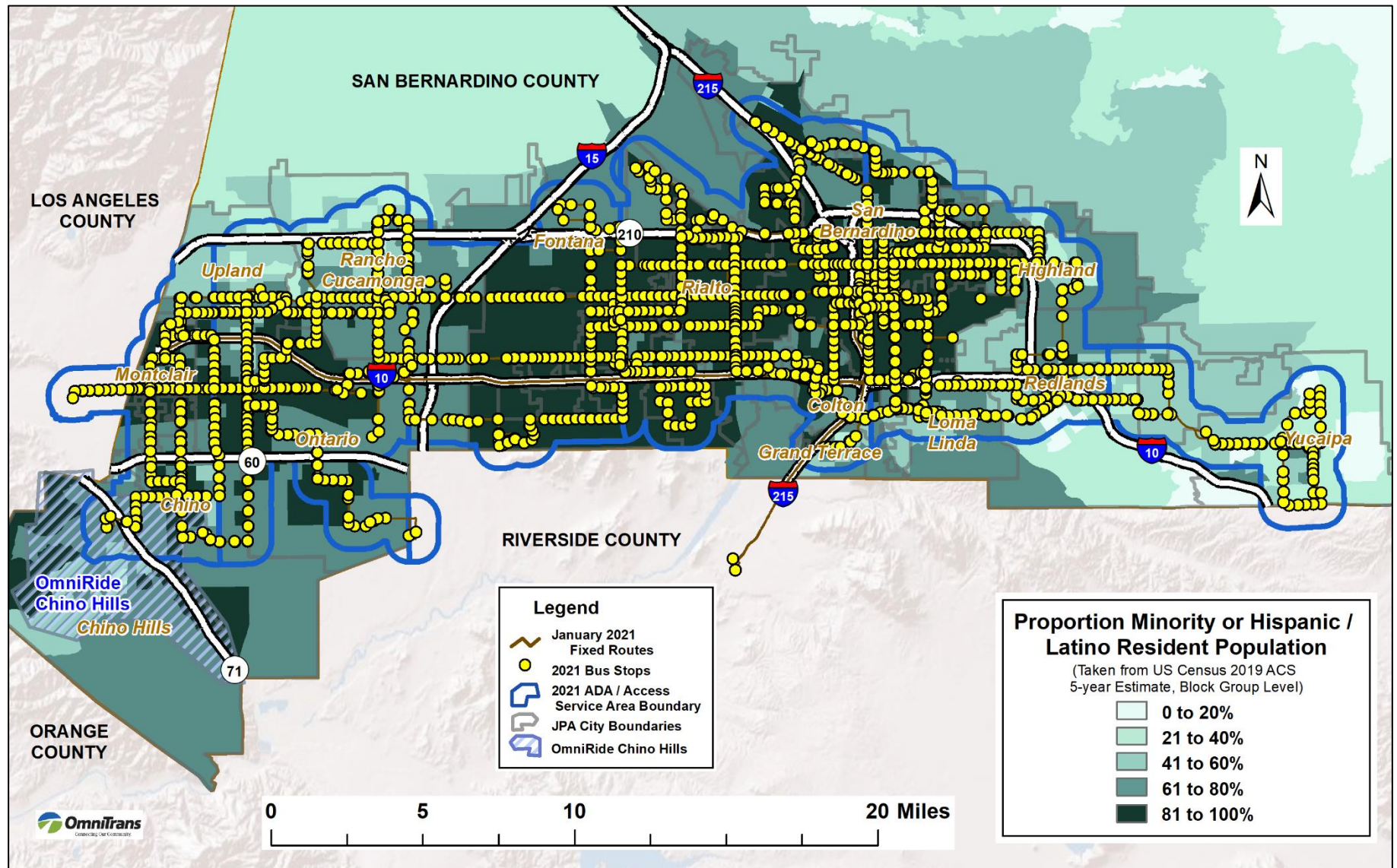


Exhibit 27: Fixed Route Bus Stops with ½-mile Pedestrian Buffer of Omnitrans Routes and Percent Minority Population

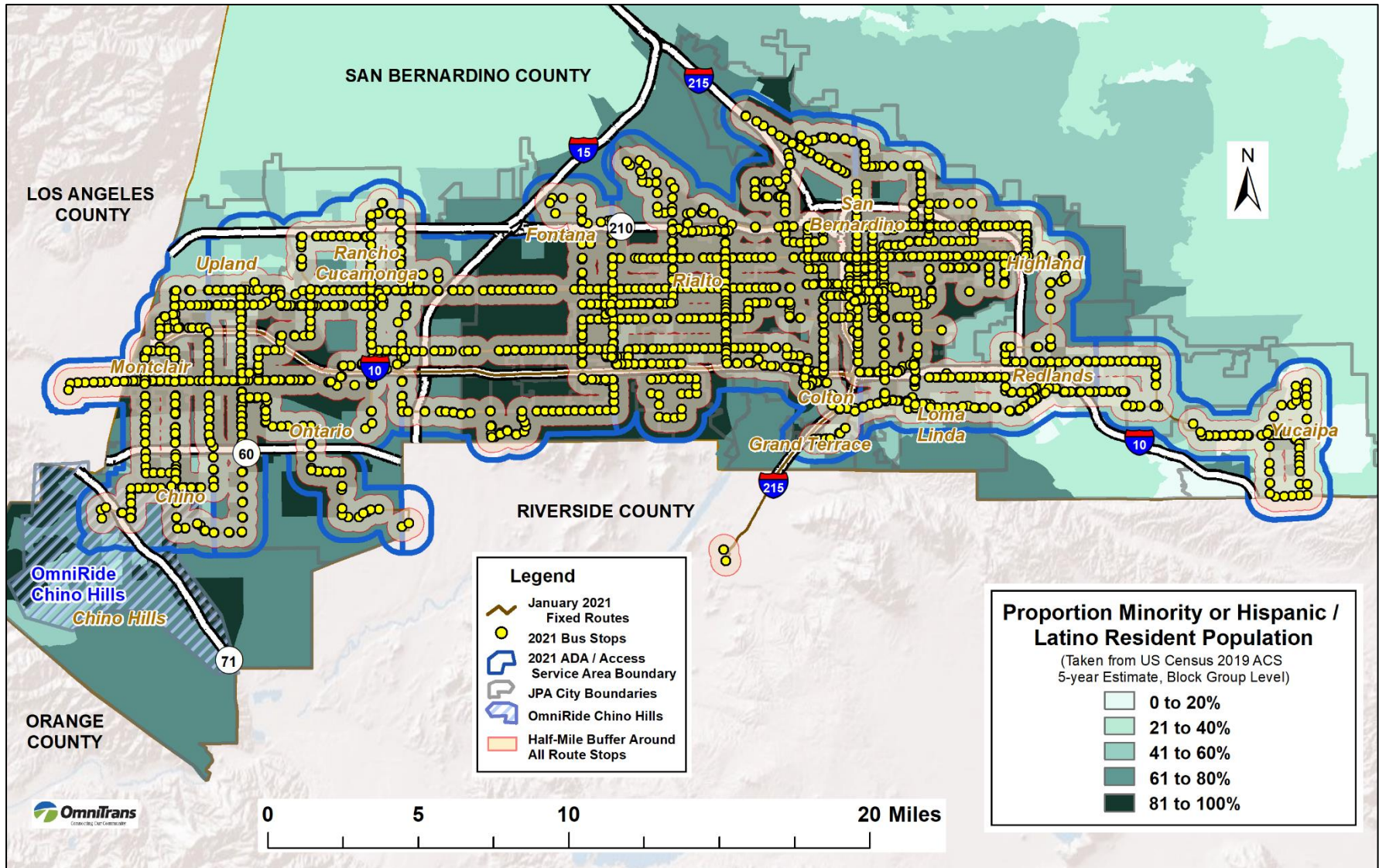
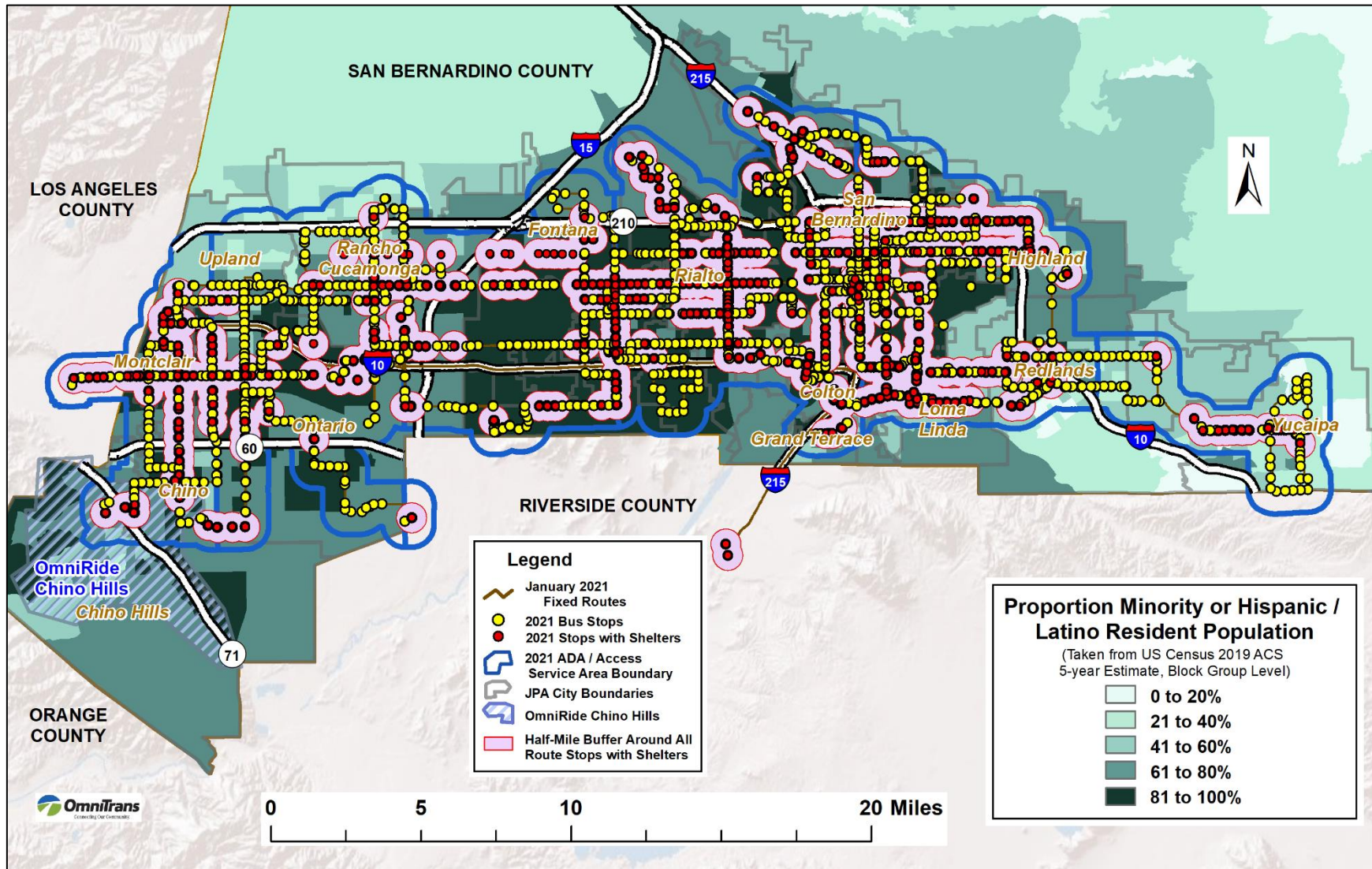


Exhibit 29: Fixed Route Bus Stops with Shelters and Percent Minority Population within Omnitrans Service Area



Transit Accessibility

Bus Stop Placement: Omnitrans local fixed-route bus stops are typically placed approximately 0.25 miles apart along a route depending on operational access to it and safety considerations, and adjacent to concentrated commercial, residential, and industrial developments or at intersections of arterial or major collector streets. BRT stops along a BRT line are normally placed no closer than 0.5 miles apart with average spacing near one mile apart. For Express lines, stops are placed at major transfer centers or destinations, and typically several miles apart. All stops are clearly marked with route information, as required by the Americans with Disabilities Act. Total population, and population and employment densities in terms of residents and jobs per acre are used to decide new route placement along with other considerations, such as the proximity of certain important community resources and what are known as ‘trip generators’ (government buildings, libraries, agencies, etc.). Within these spacing guidelines, many other factors are considered when placing a bus stop, including: proximity to an intersection with a safe crosswalk, location of shade and lighting, other safety considerations, proximity to major trip generators, availability of ADA-compliant boarding area, avoiding obstacles/obstructions in ADA pathway, avoiding blocking business entrances or signage, and avoiding potential traffic conflicts such as at driveways. Bus stops are typically preferred to be farside of an intersection, just after the intersection and close to a safe crosswalk.

Service/Route Design: Direct requests for service assist Omnitrans in refining its fixed route service. These service requests come in the form of telephone calls, letters, customer comment cards, onboard surveys, comments through the Omnitrans website and social media, testimony, and public hearings. These requests are routed through Trapeze COM and identified as service requests. They are communicated to the appropriate department or departments for further action.

Requests for new service are considered if at least one of the following conditions is met: (1) the distance from an existing route is greater than ½ mile, (2) the business district has more than 500 workers or retail centers have more than 400,000 square feet of leasable space, or (3) data shows that there will be 20 or more passengers per hour using the system. The requests that meet these standards are plotted on a map and if there is sufficient funding, route alignments are developed.

In addition, Omnitrans uses a number of performance indicators including on-board survey data, on-time performance reports, monthly ridership statistics, contractors’ monthly reports, Agency financial records, and monthly pass and ticket sales to determine if passengers’ needs are being met. These reports indicate to staff if new or additional service should be introduced. As many minority and LIM communities in Omnitrans’ service area also tend to be demographically denser, these communities will tend to receive greater transit access and higher frequencies in most cases.

OTHER AREAS OF CONSIDERATION

Changes in Service Features

Besides routing, the key defining service characteristics of fixed route service are frequency/headway and service span. Omnitrans' Fixed Route Headways as of September 2020 and as employed during COVID Emergency Service are both presented in Exhibit 30, and the service span for the same two periods is presented in Exhibit 31.

Exhibit 30: Omnitrans Fixed Route Headways by Route (September CY2020)

Route	Route Name	Service Days / Frequency					
		Weekday		Saturday		Sunday	
		Planned	FY21 (Covid)	Planned	FY21 (Covid)	Planned	FY21 (Covid)
Fixed Route EAST VALLEY							
1	ARMC - San Bernardino - Del Rosa	15	30	30	30	30	50
2	Cal State - E Street - Loma Linda	75	75	75	75	75	75
3	Baseline - Highland - San Bernardino CCW	15	30	20/25	20/25	22/25	22/25
4	Baseline - Highland - San Bernardino CCW	15	30	20/25	20/25	22/25	22/25
6	Cal State - Sierra Way - San Bernardino	30	60	60	60	60	60
8	San Bernardino - Mentone – Crafton Hills	30/60	60	60	60	60	60
10	Fontana - Baseline - San Bernardino	30/60	60	60	60	60	60
14	Fontana - Foothill - San Bernardino	15	30	20	20	20	20
15	Fontana - San Bndo/Highland - Redlands	30	60	60	60	60	60
19	Fontana –Colton-Redlands-- Yucaipa	30	60	60	60	60	60
22	North Rialto - Riverside Ave - ARMC	30/60	60	60	60	60	60
202	sbX Green Line	10/15	20/30	21	21	*	*
215	San Bernardino – Riverside	20/30	30	30/60	60	30/60	60
290	San Bernardino-ARMC-Ontario Mills-Montclair Transit Center	AM/PM PEAK	AM/PM PEAK	*	*	*	*
305	San Bernardino - Waterman - Grand Terrace	60	60	60	60	60	60
312	Fontana - Muscoy - Cal State	60	60	60	60	60	60
319	Yucaipa	60	60	*	*	*	*
329	Bloomington - Valley Blvd - Kaiser	60	60	60	60	*	*

Fixed Route WEST VALLEY							
61	Fontana-Ontario Mills-Pomona	15	20/30	20	30	20	30
66	Fontana-Foothill Blvd.-Montclair	20	20/30	30	30	30	50
67	Chaffey-Baseline-Fontana	60	0	*	*	*	*
81	Ontario - Haven - Chaffey College	60	60	60	60	*	*
82	Rancho Cucamonga-Fontana-Sierra Lakes	60	60	75	75	75	75
83	Upland-Euclid-Chino	30/60	60	60	60	60	60
84	Chino - Mountain - Montclair	60	60	60	60	60	60
85	Chino-Montclair-Chaffey College	30	60	60	60	60	60
87	Chaffey College - Ontario - Eastvale	60	60	60	60	*	*
88	Chino Hills-Ramona Ave-Montclair	60	60	60	60	60	60
383	Upland - Montclair	60	0	60	0	60	0
365	Chino Hills	AM/PM PEAK	0	*	*	*	*

Exhibit 31: Omnitrans Fixed Route Service Span by Route (September CY2020)

Route	Route Name	Service Days / Frequency					
		Weekday		Saturday		Sunday	
		Planned	FY21 (Covid)	Planned	FY21 (Covid)	Planned	FY21 (Covid)
Fixed Route EAST VALLEY							
1	ARMC - San Bernardino - Del Rosa	4:12-22:50	4:12-22:50	5:41-21:22	5:41-21:22	5:42-19:59	5:45-19:56
2	Cal State - E Street - Loma Linda	4:10-23:25	4:10-23:25	5:45-22:05	5:45-22:05	6:00-20:35	6:00-20:35
3	Baseline - Highland - San Bernardino	4:15-23:36	4:15-23:36	5:42-21:19	5:42-21:19	5:40-20:08	5:40-20:08
4	Baseline - Highland - San Bernardino	3:59-23:04	3:59-23:04	5:40-21:36	5:40-21:36	5:50-19:39	5:50-19:39
6	Cal State - Sierra Way - San Bernardino	4:13-22:32	4:28-21:54	6:03-20:08	6:03-20:08	6:04-18:18	6:04-18:18
8	San Bernardino - Mentone - Crafton Hills	4:20-22:45	4:28-22:11	5:54-19:51	5:54-19:51	7:12-18:59	7:12-18:59
10	Fontana - Baseline - San Bernardino	4:45-20:55	6:15-20:11	6:08-19:30	6:08-19:30	7:08-18:34	7:08-18:34
14	Fontana - Foothill - San Bernardino	3:20-23:17	3:17-23:28	5:52-22:57	5:52-22:57	6:01-20:32	6:01-20:32
15	Fontana - San Bndo/Highland - Redlands	4:40-23:04	4:40-22:05	6:15-19:46	6:15-19:46	6:15-19:44	6:15-19:44
19	Fontana - Colton-Redlands--Yucaipa	4:20-22:55	4:20-22:55	4:50-22:12	4:50-22:12	6:20-19:36	6:20-19:36
22	North Rialto - Riverside Ave - ARMC	4:50-22:05	4:50-22:05	6:58-19:43	6:58-19:43	7:17-19:40	7:17-19:40
202	sbX Green Line	4:40-23:21	5:13-23:19	6:01-21:27	6:01-21:27	*	*
215	San Bernardino - Riverside	4:55-21:59	4:55-21:59	6:28-22:39	6:28-22:39	6:28-19:37	6:28-19:37
290	San Bernardino-ARMC-Ontario Mills-Montclair Transit Center	4:08-20:51	4:08-20:51	*	*	*	*

305	San Bernardino - Waterman - Grand Terrace	5:35-22:13	5:35-22:13	6:50-20:29	6:50-20:29	6:50-18:55	6:50-18:55
312	Fontana - Muscoy - Cal State	5:05-22:34	5:05-22:34	7:00-19:05	7:00-19:05	7:00-19:04	7:00-19:04
319	Yucaipa	5:29-20:40	5:29-20:40	*	*	*	*
329	Bloomington - Valley Blvd - Kaiser	6:27-18:55	6:27-18:55	7:27-18:55	7:27-18:55	*	*
Fixed Route WEST VALLEY							
61	Fontana-Ontario Mills-Pomona	3:34-23:42	3:34-23:42	4:50-22:55	4:50-22:55	4:50-20:13	5:05-20:06
66	Fontana-Foothill Blvd.-Montclair	3:40-23:27	3:40-23:27	5:17-22:33	5:17-22:33	6:20-20:35	6:20-20:35
67	Chaffey-Baseline-Fontana	5:23-21:12	0	*	*	*	*
81	Ontario - Haven - Chaffey College	4:41-23:03	4:41-23:03	5:41-21:12	5:41-21:12	*	*
82	Rancho Cucamonga-Fontana-Sierra Lakes	4:03-22:40	4:03-22:40	5:49-20:16	5:49-20:16	5:49-20:22	5:49-20:22
83	Upland-Euclid-Chino	5:40-20:57	5:40-20:57	5:40-21:04	5:40-21:04	5:40-20:06	5:40-20:06
84	Upland-Mountain Ave-Chino	5:25-21:06	5:25-21:06	5:26-20:30	5:26-20:30	5:26-20:31	5:26-20:31
85	Chino-Montclair-Chaffey College	4:00-22:56	4:00-22:35	5:41-19:11	5:41-19:11	5:41-20:03	5:41-20:03
87	Chaffey College - Ontario - Eastvale	4:10-22:17	4:10-22:17	5:34-20:48	5:34-20:48	*	*
88	Chino Hills-Ramona Ave-Montclair	4:05-22:42	4:05-22:42	5:46-21:09	5:46-21:09	5:46-20:11	5:46-20:11
383	Upland - Montclair	5:44-21:23	0	5:44-20:45	0	5:44-19:40	0
365	Chino Hills	6:04-15:44	0	*	*	*	*

* No Saturday or Sunday Service (as applicable)

History of Recent Fixed Route Changes

Since the 2018 Title VI update, Omnitrans' fixed route service has been adjusted four times to a level warranting a service equity analysis. Another service change that occurred in September of 2018 was not considered a major service change and did not warrant an equity analysis. The specific changes Omnitrans underwent (or will undergo) during this triennial period are shown in Exhibit 2 on page 5. For each of the major service or fare changes Omnitrans completed an equity analysis which was approved by its Board prior to the changes going into effect.

September 2019 Major Service and Fare Changes: As part of an effort to make routes more efficient and bring them closer to the Board approved 65%:35% productivity-to-coverage ratio in fixed route service, a major service change was undertaken to (1) introduce a new route to address requests to serve the new Renaissance Marketplace in Rialto and to connect students in Fontana more directly to the Cal State San Bernardino (CSUSB) campus, and (2) eliminate a poor performing route and a tripper service which simply did not perform at sustainable levels. For these reasons, the new Route 12 began as a local fixed route running from CSUSB to the Fontana Metrolink Station along University, 16th, Highland, Linden, and Arrow. Concurrently, the Route 14 tripper to Almeria serving ISS was discontinued because of very low rider demand, while the grant funding for the peak service Express Route 208 was eliminated and the route discontinued due to extremely low ridership. In terms of fare changes at this period, three fare changes were also proposed to go into effect: The Go Smart Program was expanded to include school workers as well as students; the Student/Youth Pass Program was expanded by covering any children aged

18 or younger, and student status was done away with as a precondition; and the ADA/OmniAccess Premium Subscription Service Program price was proposed to be reduced to the same cost as the cash/ticket price for taking Access.

COVID Emergency Service Period: As a direct result of the COVID 19 pandemic, many businesses closed temporarily and laid off employees. Many others were forced to shut their doors to business. Schools were forced to close, and education moved online. The State also instituted rules for social distancing. The result was a significant reduction in ridership on all routes. Omnitrans was forced to implement emergency service so as to socially distance members of the transit community. This did not involve ending service on any route temporarily except for Route 67, as its ridership was primarily impacted by closed schools that it served. Also, Route 12 became 312 and used a cutaway vehicle with contracted service, while several other routes destined for elimination or consolidation in the upcoming September changes were eliminated or consolidated early, e.g., routes 7, 20, 80, 290, and 308. However, instead of route elimination, reductions were accomplished primarily by reducing service frequencies to meet reduced transit demand. Almost all routes went to a lower tier of service frequency, excepting West Valley routes, most of which were already at the lower tier of service at 60-minute frequency. Emergency service went into effect from March 13, 2020 to present (at the time of this writing), and will be returned to normal service according to a graduated schedule of implementation during a period of service resumption which will be contingent upon schools reopening and the relaxing of measures of social distancing once the pandemic is brought under control. More details regarding specific route changes that occurred during this period of Emergency service are included in the accompanying service equity analysis.

September 2020 Major Service Changes: A significant number of changes to Omnitrans routes were completed during this service period. As it happened, these changes were planned before, but implemented during, the COVID Emergency Service period. In effect, duplicated service was eliminated so as to consolidate into more productive route alignments. Routes 309 and 310 were consolidated into Route 319; Route 1's alignment was changed; routes 5, 7, and 325 were eliminated (7 had been eliminated earlier in March), while portions were consolidated into new routes 6 and 305; Route 29 was contracted out and became new Route 329; Route 365 was eliminated and replaced by a MicroTransit alternative OmniRide Chino Hills; and Routes 80 and 86 were eliminated and replaced by the new Route 87 (which covered large portions of routes 80 and 86 and also served new ridership in Eastvale). More details regarding specific route changes that occurred during this period of Emergency service are included in the accompanying service equity analysis.

Proposed Resumption of Service Plan: As the pandemic and the need for the accompanying COVID Emergency Service gradually subside, Omnitrans has planned to reintroduce its service equitably in a sequence of incremental stages as well until normal service is ultimately returned. Certain criteria will have to be met in order to trigger each stage in this process. The sequential changes will follow a specific pattern and ordered stages, as described: Stage 1: return temporarily cancelled routes, with a focus on school service (to be triggered by resumption of in-class schooling); Stage 2: return specific school tripper service; Stage 3: return AM peak

frequencies on core routes; Stage 4: second tier routes will be returned to 30-minute frequency service; Stage 5: return 15-minute peak frequency service on core routes; Stage 6: resume remaining weekday service which had been reduced; and finally Stage 7: resume weekend services that had been reduced. As of this writing, the resumption of service has not gone into effect yet, as the necessary pandemic reduction triggers have not been fully met. However, since schools are planned to reopen with full in-class learning by September, Omnitrans intends to initiate the first stages of resumption in August of 2021. More specific details regarding planned resumption of service are included in the accompanying service equity analysis.

The respective service and fare equity analyses for these changes are to be found in their entirety and under separate cover in Appendix J.

Overall Triennial Service Equity Analysis

An overall service equity analysis was also performed for all the changes taken over the entire service area *in toto* as part of the triennial report. This analysis incorporates all the service changes which were proposed and later adopted and put into effect from 2018 to 2021.

Assessment of Environmental Justice

San Bernardino County has a large minority population, which is widely dispersed throughout Omnitrans' service area. Although minority populations are distributed throughout the region, they are generally higher and denser in distribution in the East Valley than the West Valley. There are exceptions to this general rule. However, in the East Valley regions of Redlands, Yucaipa and Highland, there is generally a lower proportion of minority residents, although within Yucaipa there are significant pockets of low-income white residents. As a recipient of federal funding, Omnitrans is obligated to ensure all minority and low-income populations are equitably served and that no one is denied the benefit of transit service on the basis of race, color, national origin, or economic status. To evaluate the current situation, the US Census data and demographic data acquired from the American Community Survey (ACS) 5-year estimates from 2018 and 2019 were analyzed using GIS techniques.

In order to assess whether Omnitrans meets Title VI of the federal regulations, a spatial analysis was conducted comparing populations of lower income groups and minorities (LIM) with the presence of transit services and facilities. These population maps were then evaluated against four sets of route maps based on service coverage and frequency to determine if the LIM populations received better or worse service than non-LIM populations, and how they stacked up against the general demographic description of the entire surrounding region, i.e., the cities within southwestern San Bernardino County, and San Bernardino County as a whole. Sets of service maps were marked by fixed-route buffers in each case; these were based on a one-half mile distance to a bus route, which represents the current Omnitrans standard. Appendix G illustrates total and percentage minority and LIM populations by census block as determined by buffering of fixed routes, as well as the same data determined by buffering of fixed route bus stops. Both tables show minority populations determined at the census group level, and Low-Income White populations determined at the spatially- "linked" (or "related") census block group or tract level. As well, Exhibit 17 (shown earlier) illustrates the one-half mile buffer used to

determine Title VI compliance in the spatial analyses. Note that the two most important changes to have impacted Omnitrans' service over the last triennial period have been the planned September 2020 service changes, and the COVID Pandemic Emergency Service plan, which went into effect on March 13, 2020 and remains in effect as of this writing. LIM determination and analyses were performed for both of these changes; results of the COVID Emergency Service LIM analysis are to be found in the accompanying Appendix J which includes the COVID Emergency Service Equity Analysis.

GIS was used to map the service area and all fixed routes for all analyses. Various buffers were constructed about different assemblages of merged routes. The buffers were for three-quarters of a mile (ADA/OmniAccess Service Area distance determination) and for one-half mile distances. These buffers were determined for Tier levels: first, for all routes; then for 10-, 15-, 20-, and 30-minute service routes; for 10- and 15-minute service routes; and finally for 10-minute frequency routes (our Bus Rapid Transit (BRT) route, or the sbX Green Line).

In terms of bus stop and amenity distribution, an analysis was conducted to determine if Omnitrans was meeting its Title VI obligations by ensuring that the distribution of stops did not discriminate against LIM populations. Half-mile pedestrian buffers were generated for merged fixed route stops—specifically, for all route stops, for all route stops with benches, and for all route stops with shelters. By use of spatial selection of census blocks (to determine numbers and proportions of minority residents) and the commensurate “linked” (“related”) census block groups or tracts (to determine numbers and proportions of low-income white residents), numbers of minority residents and low-income white residents were determined for each buffer region; when combined, these yielded the low-income/minority, or LIM, populations for each measure. These were compared to the same numbers and proportions found for that in the county overall and within the service area defined by all fifteen JPA cities' boundaries. The results were tabulated and follow in Exhibit 32 and Exhibit 33.

Exhibit 32: Low-Income/Minority Determination by Route Buffering Method

Comparison to Routes: Buffers Determined by Routes	Total Pop	Minority *	% Minority	Low-Income White (Adjusted)	Low-Income or Minority (LIM)	% LIM
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)	1,556,579	1,194,514	76.74%	33,614	1,228,128	78.90%
Population of ADA/OmniAccess Service Area (Extended) **	1,426,893	1,116,735	78.26%	30,424	1,147,159	80.40%
Additional Regions *** (Buffer Extensions into Pomona, Eastvale, Calimesa, Riverside County)	27,465	22,242	80.98%	536	22,778	82.93%
Population of Political Service Area (Extended Union) ***	1,584,377	1,214,236	76.64%	33,835	1,248,071	78.77%
3/4-Mile of Any Fixed Route (September 2020 Alignment)						
Within	1,366,595	1,074,246	78.61%	29,796	1,104,042	80.79%
Not-Within	813,490	510,676	62.78%	38,478	549,154	67.51%
County Total	2,180,085	1,584,922	72.70%	68,274	1,653,196	75.83%
1/2-Mile of Any Service (includes 60-Minute or greater service)						
Within	1,251,761	995,766	79.55%	26,089	1,021,855	81.63%
Not Within	928,324	589,156	63.46%	42,185	631,341	68.01%
1/2-Mile of 10-, 15-, 20-, 30-Minute Service						
Within	814,543	671,461	82.43%	16,975	688,436	84.52%
Not-Within	1,365,542	913,461	66.89%	51,299	964,760	70.65%
1/2-Mile of 10-, 15-Minute Service						
Within	470,325	397,707	84.56%	10,022	407,729	86.69%
Not-Within	1,709,760	1,187,215	69.44%	58,252	1,245,467	72.84%
1/2-Mile of 10-Minute Service (sbX)						
Within	65,710	53,244	81.03%	1,417	54,661	83.19%
Not-Within	2,114,375	1,531,678	72.44%	66,857	1,598,535	75.60%

* Defined as total population minus White Alone (not Hispanic or Latino). By default, all not white alone equal "minority".

All population estimates derived by GIS selection of block group data, except for determination of Low-Income Whites, which is at the tract level.

** ADA/OmniAccess Service Area (Extended) includes 3/4-mile buffer around all fixed routes (excluding freeway express service) PLUS OmniRide Chino Hills.

*** Political Service Area Extended Union equals all JPA cities plus extended ADA/OmniAccess service, plus Additional Regions. Additional Regions include: Pomona, Calimesa, Eastvale, and other Riverside County border areas.

Exhibit 33: Low-Income/Minority Determination by Buffering of Route Stops Method

Comparison to Routes: Buffers Determined by Stops	Total Pop	Minority *	% Minority	Low-Income White (Adjusted)	Low-Income or Minority (LIM)	% LIM
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)	1,556,579	1,194,514	76.74%	33,614	1,228,128	78.90%
Population of ADA/OmniAccess Service Area (Extended) **	1,426,893	1,116,735	78.26%	30,424	1,147,159	80.40%
Additional Regions *** (Buffer Extensions into Pomona, Eastvale, Calimesa, Riverside County)	27,465	22,242	80.98%	536	22,778	82.93%
Population of Political Service Area (Extended Union) ***	1,584,377	1,214,236	76.64%	33,835	1,248,071	78.77%
3/4-Mile of Any Fixed Route Stops (September 2020 Alignment)						
Within	1,352,319	1,063,812	78.67%	29,490	1,093,302	80.85%
Not-Within	827,766	521,110	62.95%	38,784	559,894	67.64%
County Total	2,180,085	1,584,922	72.70%	68,274	1,653,196	75.83%
1/2-Mile of Any Service Stops (includes 60-Minute or greater service)						
Within	1,213,144	965,457	79.58%	25,400	990,857	81.68%
Not Within	966,941	619,465	64.06%	42,874	662,339	68.50%
1/2-Mile of 10-, 15-, 20-, 30-Minute Service Stops						
Within	776,402	641,000	82.56%	16,214	657,214	84.65%
Not-Within	1,403,683	943,922	67.25%	52,060	995,982	70.95%
1/2-Mile of 10-, 15-Minute Service Stops						
Within	440,232	374,099	84.98%	9,065	383,164	87.04%
Not-Within	1,739,853	1,210,823	69.59%	59,209	1,270,032	73.00%
1/2-Mile of 10-Minute Service (sbX) Stops						
Within	54,880	44,801	81.63%	2,217	47,018	85.67%
Not-Within	2,125,205	1,540,121	72.47%	66,057	1,606,178	75.58%

* Defined as total population minus White Alone (not Hispanic or Latino). By default, all not white alone equal "minority".

All population estimates derived by GIS selection of block group data, except for determination of Low-Income Whites, which is at the tract level.

** ADA/OmniAccess Service Area (Extended) includes 3/4-mile buffer around all fixed routes (excluding freeway express service) PLUS OmniRide Chino Hills.

*** Political Service Area Extended Union equals all JPA cities plus extended ADA/OmniAccess service, plus Additional Regions. Additional Regions include: Pomona, Calimesa, Eastvale, and other Riverside County border areas.

In addition to these two forms of LIM determination by way of buffering of the entire service area and selected cohorts of routes or stops, another form of LIM determination was performed. This was a determination of LIM-proportion profiles on a route-by-route basis and was found to be invaluable for service equity analyses as a way to determine the effect of any proposed service change when single routes are involved. Exhibit 34 shows the results of this determination of LIM profiles by route.

Exhibit 34: Low-Income/Minority Demographic Profile by Fixed Route

Demographic Buffer	Total Pop	Minority *	% Minority	Low-Income White (Adjusted)	Low-Income or Minority (LIM)	% LIM
Population of County (2019)	2,180,085	1,584,922	72.7%	68,274	1,653,196	75.8%
Population of Service Area (Includes Area within ALL JPA Cities' Limits)	1,556,579	1,194,514	76.7%	33,614	1,228,128	78.9%
3/4-Mile of Any Fixed Route Stops (September 2020 Alignment)						
Within	1,352,319	1,063,812	78.7%	29,490	1,093,302	80.8%
Not-Within	827,766	521,110	63.0%	38,784	559,894	67.6%
County Total	2,180,085	1,584,922	72.7%	68,274	1,653,196	75.8%
1/2-Mile of Any Service Stops (includes 60-Minute or greater service)						
Within	1,213,144	965,457	79.6%	25,242	990,699	81.7%
Not Within	966,941	619,465	64.1%	43,032	662,497	68.5%
1/2-Mile of All Service Stops by Individual Route						
1	90,159	77,384	85.8%	2,612	79,996	88.7%
2	64,564	52,211	80.9%	2,715	54,926	85.1%
3	126,933	109,208	86.0%	3,445	112,653	88.7%
4	126,933	109,208	86.0%	3,445	112,653	88.7%
6	68,310	57,606	84.3%	2,385	59,991	87.8%
8	50,514	33,112	65.6%	1,873	34,985	69.3%
10	107,019	98,812	92.3%	1,382	100,194	93.6%
14	73,857	68,102	92.2%	884	68,986	93.4%
15	136,269	115,680	84.9%	2,461	118,141	86.7%
19	133,502	98,389	73.7%	4,256	102,645	76.9%
22	66,267	58,881	88.9%	811	59,692	90.1%
61	98,186	88,049	89.7%	1,325	89,374	91.0%
66	102,289	79,681	77.9%	2,426	82,107	80.3%
67	108,926	82,901	76.1%	2,392	85,293	78.3%
81	39,091	24,380	62.4%	839	25,219	64.5%
82	124,144	107,462	86.6%	1,549	109,011	87.8%
83	68,861	53,779	78.1%	1,191	54,970	79.8%
84	71,067	57,743	81.3%	1,141	58,884	82.9%
85	128,541	97,131	75.6%	2,812	99,943	77.8%
87	119,486	91,147	76.3%	2,470	93,617	78.3%
88	63,972	52,835	82.6%	1,011	53,846	84.2%
202	53,236	43,312	81.4%	2,182	45,494	85.5%
215	4,361	3,173	72.8%	198	3,371	77.3%
290	10,234	8,447	82.5%	360	8,807	86.1%
305	23,616	17,166	72.7%	736	17,902	75.8%
312	90,437	82,973	91.7%	1,396	84,369	93.3%
319	31,132	12,905	41.5%	1,948	14,853	47.7%
329	24,707	21,065	85.3%	799	21,864	88.5%

Results and Conclusions

In all cases, the numbers and proportion of Low-Income/Minority and Minority residents found within the established buffer regions around routes and around stops clearly either exceeds or matches very closely that found in San Bernardino County as a whole, in the larger Service Area defined by the JPA city boundaries, and within the ADA/OmniAccess Service Area boundary. There are some exceptions on the part of individual routes and their respective LIM profiles, but this is due to the fact that the agency serves a heterogeneous region.

For all service, 78.7% (within $\frac{3}{4}$ -mile of any fixed route) of the resident population is minority (versus 72.7% for the county overall) and 80.8% is LIM (versus 75.8% for the county overall). For a one-half-mile buffer around any fixed route, the proportions of minority and LIM rise to 79.6% and 81.7%, respectively. For the buffer associated with all 10-minute to 30-minute frequency service, the proportions of minority and LIM residents rises to 82.4% and 84.5%, respectively, and for 10- and 15-minute service the respective proportions of minority and LIM residents rises again to 84.6% and 86.7%.

As for stop placement, within a region defined by the sum of all half-mile distance buffers about any/all stops, Omnitrans serves a population which includes 79.6% minority and 81.7 percent Low-Income/Minority; this is greater than that to be found in the surrounding regions of the JPA cities (76.7% minority; 78.9% LIM) or the county, which would be 72.7% and 75.8%, respectively. This is also to be expected given Omnitrans service standards regarding stop placement: these standards are distance-dependent primarily, and thus placement does not regard demographic makeup of the surrounding population. For stops with benches, Omnitrans serves regions with 80.0% minority and 82.1% LIM populations, respectively, and for stops that include shelters, Omnitrans serves areas with minority resident proportions of 82.2% and LIM proportions of 84.4%, respectively.

In general, as frequency of route service increases, from less to more frequent, and as amenities increase for stops, respectively, the proportions of Minority and LIM residents also increase. In short, the highest proportions of LIM residents are to be found within buffer regions of the higher amenity stops and associated with the higher-frequency routes. Omnitrans remains compliant system-wide in its Title VI obligations.

Information Dissemination

Passengers are notified of changes or adjustments in service, whether temporary or permanent.

Temporary route adjustments are disseminated to passengers through Rider Alerts. These are printed in both English and Spanish and are placed on the affected routes within 24 hours of notification of the change. Rider alert and detour information is also posted on www.omnitrans.org, blog, and on social media (Facebook and Twitter). Social media presence has been greatly expanded over the last three years with Omnitrans' Facebook account, and with frequent posts now made on LinkedIn, particularly company news and job postings. Together, these have served as important new complementary means by which the public can communicate with the agency and receive word of any notifications of change.

For proposed changes, public hearings are required, and the public is also notified about these via public hearing flyers, among other means of information dissemination; an example of one of Omnitrans' LEP-translated public hearing flyers is included in Appendix P along with the "Riding the Bus" Guide.

Permanent changes to service are handled with Rider Alerts, Omnitrans' Connections (a newsletter printed in both English and Spanish, distributed onboard buses and mailed to surrounding residents of East Valley and West Valley facilities), Omnitrans' e-newsletter Interchange (a general public newsletter, emailed to a subscriber base of community members and stakeholders), and public hearings that are held for proposed changes. Notices of change are also posted on Omnitrans' website and blog. A summary of each and every service change is included on the first page of every edition of the Bus Book with a Spanish translation.

Notices regarding the hearings are put in the local newspapers, on board buses, online and through social media. Interested parties are encouraged to attend one of the specified meetings or to submit comments in writing or over the phone if they are not able to attend. Information is also disseminated through multidisciplinary meetings which Omnitrans' staff attends. Note that during the COVID Pandemic emergency service period, public hearings were held via Zoom online as a means of social distancing.

Omnitrans maintains an active presence online in the form of its website, www.omnitrans.org. This site provides continually updated information regarding route maps and scheduling, purchasing of passes, and even trip planning. It also employs Google Translate to translate the page, and the website offers a web-based LEP section, too.

Omnitrans actively engages with its online audience on a variety of social media platforms; these are: Facebook, Twitter, Instagram, YouTube, and LinkedIn. The agency uses these sites to provide customer service, to answer questions, to run promotions and to share information and news updates. Omnitrans also maintains a blog that features topical news and stories about the agency as well as personalized stories about passengers and how they use the bus service. These rider profiles feature a cross-section of our rider population including students, the elderly and those with disabilities.

Omnitrans remains committed to informing the public of any changes in service that are made and to answering any questions that arise regarding the Agency's service. Omnitrans has the capability of producing public notices if an individual requires information in a special format. As well, notices can be converted to a variety of other media, including audio, and mailed to an individual if a request is made.

The Omnitrans Board of Directors meet monthly (the first Wednesday morning of each month) to discuss Agency business and to make decisions regarding service. A public comment section is conducted at each meeting to allow individuals to address the Board. Spanish translation service is available at all Board meetings if someone of limited English capability would like to comment.

Minorities on Decision-making Bodies

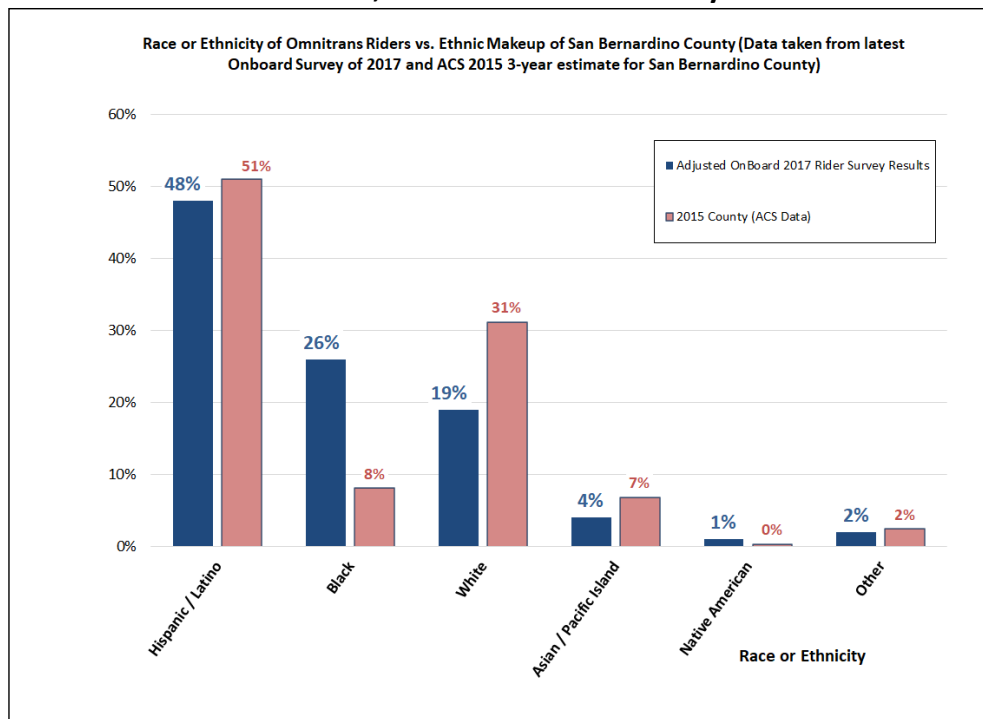
The majority of decision-making bodies Omnitrans is member to are composed of elected officials appointed according to their jurisdiction. The make-up of these bodies is primarily Caucasian. Approximately 26% of Omnitrans’ Board of Directors are minorities and approximately 32% of Omnitrans’ Board of Directors are women. Note that Omnitrans does not select and has no input into deciding the membership of its own Board.

Omnitrans is not member to any non-elected committee or council or decision-making bodies the membership of which would be selected by Omnitrans.

Survey Information of Customer Demographics

The 2017 Onboard Survey done for Omnitrans by the Redhill Group was designed to reveal information about Omnitrans rider demographics. This was compared to what was known about the demographics of San Bernardino County overall, as obtained from the US Census ACS 2015 3-year estimates. According to the Redhill Group survey, as shown in Exhibit 35 distinct differences are apparent between Riders the population of the county overall.

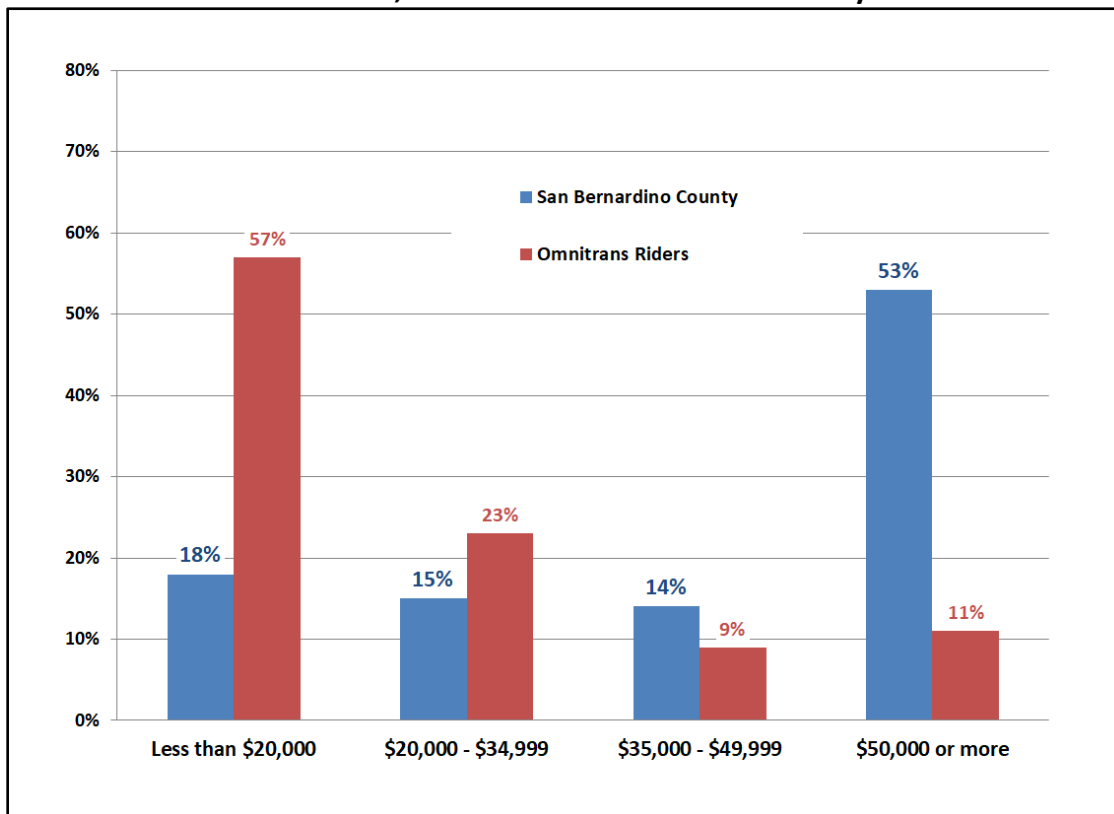
Exhibit 35: Race or Ethnicity of Omnitrans Riders in 2017 vs Profile of County Ethnic Makeup Overall, from Redhill 2017 Survey



According to these results, a far higher proportion of Omnitrans’ ridership is derived from the minority community than is seen amongst the population in the county overall. It must be remembered that Hispanic as an ethnicity can include other races as well, and so many who self-identify as Hispanic may also be white or black.

The majority of Omnitrans' surveyed riders reports an annual income of less than \$35,000 (80%), and 57% report an annual income of less than \$20,000. This varies markedly from the profile over the County as a whole, in which 53% of residents earn \$50,000 a year or more (see Exhibit 36, following). This demonstrates that Omnitrans is serving low-income residents.

Exhibit 36: Comparison of Annual Incomes for Omnitrans Riders vs San Bernardino County Residents, from 2017 Redhill Onboard Survey



Multilingual Facilities

The Hispanic/Latino population makes up the greatest percent of the minority population in the Omnitrans service area (56%). Omnitrans has several communication tools for reaching the Spanish speaking community. Bus books are printed in both English and Spanish, as are all Rider Alerts. Omnitrans' Information Clerks are required to be bilingual and are able to answer questions about service in either English or Spanish. Interpreters are available at public hearings for individuals who are not able to understand English or who require special accommodations. Advertisements for Omnitrans are printed in both English and Spanish newspapers and announcements are made on local radio stations that serve both English and Spanish markets.

Omnitrans has print material in other languages besides English and Spanish; according to the Four Factor Analysis of our Limited English Proficiency (LEP) Policy and Language Assistance Plan, certain documents vital to the public's interaction with the agency are translated into the seven other LEP-designated languages other than English. These documents include such items as:

- Title VI protection notification and notice of Title VI obligations,
- Instructional rider material in the form of a “Riding the Bus” brochure,
- All Public Meeting Announcements posted on the agency’s website, and
- General notices stating that language translation assistance is available for LEP languages.

The LEP Policy and Language Assistance Plan is provided under separate cover in Appendix N in the accompanying Appendix Volume II for more details.

Omnitrans also has employees who speak Mandarin, Tagalog, and Vietnamese, in addition to those who speak Spanish, and their respective linguistic skills are sometimes employed at public hearings and elsewhere. In all cases of surveys, communications, and public outreach, Omnitrans ensures that Spanish speakers are present and employed for verbal communication and explication—in order not only to meet the needs of LEP speakers, but as well in order to disseminate information orally so as to meet the needs of those who have limited proficiency with the written word. Omnitrans also employs a translation service, AVAZA Language Services. Finally, Omnitrans’ website, www.omnitrans.org, continues to use Google translate, which permits those who visit the site to translate the page; this application allows the site to be translated into more than 100 languages, and now offers a web-based LEP section as well. Finally, new smart phone apps that have become publicly available over the last three years, including: iTranslate, Google Translate, Papago, and Tap to Translate for Android, have become invaluable tools for anyone with a smart phone to assist in translation for members of the public. For further information regarding Omnitrans’ multilingual outreach, please see the LEP Policy and LAP Plan update in Appendix N, and check Appendix P which further describes different tools Omnitrans uses for communicating with the LEP community.

The latest Public Outreach Policy (see Appendix Q in the accompanying Appendix Volume II), which was commissioned through IBI Group and Arellano Associates for the 2008-2013 Short Range Transit Plan, as well as the latest Omnitrans Public Participation Process addendum which was approved this year, delineate any concerns regarding public outreach, and offer extensive procedural direction for numerous venues. Whenever Omnitrans makes any significant change to service, this needs to be communicated to the public in the form of public outreach. The manner in which communication is made takes numerous forms, and includes: Major Investment Studies and Environmental Impact Reports and Studies; notification of the public of route and service changes by Rider Alerts; the Short Range Transit Plan; various public surveys, market research, and focus groups; one-on-one interviews and survey intercepts; scoping meetings and open houses; community meetings and public hearings; etc.

An effective public outreach program was described in detail which facilitates maximum effective and meaningful access to all interested people, including those of limited English proficiency. Since meaningful access must extend as well to persons who cannot read and understand what is read, there is a need to also include outreach to low-literate populations. By employing the spoken word as well as the written, and by transcribing comments and conducting oral interviews, Omnitrans is able to obtain views and comments from all participants at public

outreach events. Omnitrans fulfills all the requirements of our Public Outreach Plan with respect to meeting the needs of LEP ridership.

Recent Enhancements for Multilingual /LEP Community

Given the limitations of utilizing the most current of US Census data and its estimates very frequently, especially in regard to spatial and demographic distributions of different languages used throughout the Omnitrans Service Area, and given the extraordinary time and expense involved in frequent updating of Safe Harbor LEP language estimates, it was decided that updating the LEP Policy and Language Assistance Plan should be undertaken every ten years, as detailed demographic data becomes available through the US Census.

Omnitrans has put into place a number of enhancements to its multilingual services as part of our agency's continuing efforts to reach out to the limited English proficiency (LEP) community.

Omnitrans has incorporated real time bus arrival prediction information software, also called the "next bus" information systems, and branded as "NexTrip". Bus stops provide signage at eye-level with Quick Response (QR) code, bar code, or text-4-next information to access real time arrival information. Signs also show the website and 1-800 numbers directing riders to customer service. These are in English and Spanish and installed at all bus stops. At the same time, the bus stop identification signs are character-, graphics- and symbol-rich, with universal graphics, the bus route number, and minimal English. This form of communication is more universal and less dependent upon proficiency in the English language.

In terms of outreach campaigns, additional improvements made over the last three years have included the following: expanding 100% bilingual (Spanish) advertising, including print and outdoor ads at bus shelters and on billboards, and ads on YouTube and Google, as well as on social media (Facebook, Instagram), and digital radio ads on Spotify. These are part of a bilingual campaign which is designated as 'evergreen', which means it will recur yearly. The social media platforms Omnitrans employs also have the capability (like Google Translate) to translate the Agency's content to the device's set language in the user's device settings. Omnitrans also has a standing partnership with Univision for Spanish-language content on radio station KTQN (which, unfortunately, was postponed during the COVID pandemic). Finally, the OmniRide Chino Hills launch in September 2020 was advertised in three languages (English, Spanish, and Chinese) to promote service to the Chino Hills community.

Omnitrans also has put in place a comprehensive LEP Policy and Language Assistance Plan, updated for 2021, which is the foundation for our Limited English Proficiency outreach effort. As per both Section 601 of Title VI of the Civil Rights Act of 1964, the more recent FTA Circular 4702.1B, and the LEP Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency (65 FR 50121, Aug. 11, 2000)", Omnitrans has implemented both an LEP Policy and a Language Assistance Plan (LAP) by which Limited English Proficiency (LEP) persons and beneficiaries can gain meaningful access to translations of written and oral information of Omnitrans' services.

Some updates in the policy since the last report include the following:

1. Augmentation of the Google translate option for the Omnitrans' Web page. Initially, the translation tool was capable of translating the page into 53 different languages; now, it is capable of translating the same page into more than 100 languages. Currently, the page includes a graphical user interface at bottom (employing minimal wordage) to assist users in translating the page.
2. Additional vital documents which are translated into the seven LEP Safe Harbor languages. These newly translated documents include: Omnitrans' Official Title VI Complaint procedure, and the Omnitrans' official Title VI Complaint form.
3. Addition of copies of the multilingual "How to Ride" Guide on all coaches, which coach operators can hand out to any riders who appear to require linguistic assistance. An electronic copy of this guide is included in Appendix P of the accompanying Appendix Volume II. The guide provides basic instructional information for how to ride the bus, translated into all seven LEP Safe Harbor languages, as well as how to contact Omnitrans Bus Information.
4. Also, social media platforms have the capability to translate our content to the device's set language in device settings. As well, digital ads (Google and YouTube) and social media ads (Facebook, Instagram), and digital radio ads on Spotify are now part of a 100% bilingual advertising campaign; this Hispanic campaign is now 'evergreen', which means it will recur yearly.
5. Omnitrans' OmniRide launch in 2020 was, for the first time, advertised in three languages (English, Spanish, and Chinese) to promote service to the City of Chino Hills; this campaign used printed flyers as well as digital video and social media ads.

As part of the comprehensive LEP Policy and Language Assistance Plan, Omnitrans performed a Four Factor Analysis of numbers and proportions of LEP riders within its service area as a follow up to what was performed in 2018. The latest Four Factor Analysis identified the same seven LEP languages in Omnitrans' service area: Spanish, Chinese (Mandarin), Korean, Vietnamese, Tagalog, Arabic, and Cambodian (Khmer or Hmong). The difference this time is that three years later, Chinese has gone up from 0.62% to 0.95%, at less than 1% and still below the 5% Safe Harbor threshold.

Spatial distribution of the important concentrations of LEP membership for these respective languages was also mapped by use of GIS in order for the agency to more effectively direct appropriate language services to its ridership. Changes were observed over what was seen three years ago. Spanish penetrance of language usage is still an order of magnitude greater than any other language other than English. Chinese speakers remain clustered most heavily in three areas: Loma Linda, northern Fontana and Rancho Cucamonga, and in southern Chino and Chino Hills, but have also expanded into southern Redlands and areas of Highland.

The FTA Circular 4702.1B Safe Harbor provisions require that vital documents be translated into the primary language for each LEP group that meets a demographic threshold. Currently, the

threshold for each LEP group is the presence of LEP speakers for that language at the level of 5% of the total service area population or 1,000 individuals, whichever measure is less. Based on the Four Factor Analysis performed, Omnitrans identified both the vital documents necessary for riders to access services, and the language needs and services required to provide meaningful access to information for the LEP residents of our service area. A list of identified agency vital documents includes:

1. Instructional/Informational rider material in the form of a *“Riding the Bus”* brochure.
2. Title VI protection notifications and Notice of Title VI obligations.
3. All public hearing notices (Public Meeting Announcements posted on agency’s website).
4. General notices stating that language translation assistance is available for LEP languages.
5. Notice of availability of Telephone Interpretation Services.
6. Decal or Driver panel bus card giving same information (language translation assistance is available for LEP languages).
7. Omnitrans’ official Title VI Complaint procedure.
8. Omnitrans’ official Title VI Complaint Form.

Less critical documents are translated and made available in Spanish primarily (bilingual translation), owing to the much higher probability of interaction with the Spanish-speaking LEP population:

1. Temporary, High-Importance bus stop information/signs (for major, long-term detours and high-importance Rider Alerts).
2. All onboard and customer / rider surveys.
3. Bus book.

Although Spanish has been identified as the most common LEP language, translation assistance in all seven languages is made available for LEP persons. Omnitrans’ customer information center (including front desk receptionists and customer service representatives) continues to provide bilingual services (Spanish) and to employ the real-time translation service (AVAZA Language Services Corp) to assist in translating the other LEP customer languages upon request. An electronic copy of the AVAZA Language Services Corp page which is indicative of the service it offers plus the original scope of work for AVAZA are included (along with the *“Riding the Bus”* Guide) in Appendix P. In addition to this, a number of other online and smart phone-based apps for translation have come out over the last three years for the public to use in the same way. A number of other language assistance measures and public outreach methods have also been identified and put into effect; these are elaborated upon in the latest full LEP Policy and Language Assistance Plan, which is included in its entirety as Appendix N.

Title VI Complaint Procedure

As part of the procedure for recognizing and responding to complaints which may be of a Title VI nature, Omnitrans has put into place a protocol for identifying and compiling Title VI complaints.

This protocol is an addition to the procedures in place for using Trapeze COM, which is the agency's public communication registration and compilation program. Salient excerpts from Omnitrans protocol for Title VI Complaint Procedures for Trapeze COM follow.

How Omnitrans' Registers Title VI Complaints

Omnitrans has formally developed a specific Title VI complaint procedure. This is in addition to the identification of complaints taken that may be received by other means. Normally, the agency can and does receive public comments, suggestions, service recommendations, feedback of all types, and complaints through a number of channels. Traditionally, this has been primarily via the information desk at the front of the East Valley main facility, or by way of Trapeze COM, although social media is now utilized as well. The advantage of using Trapeze COM is that all public input or feedback received through it is recorded, including Title VI and discrimination complaints, and identified as to what type it might be; from this categorization, specific types of feedback can be isolated and acted upon more effectively. The disadvantage is that this method favors either direct verbal interaction through the front desk information center, or by mail or telephone. Sometimes, however, a complainant may not feel comfortable using such a vehicle by which to register a complaint, or may not be able to do so. For this reason, our agency has expanded the means by which a potential complainant can register a complaint. Recently, social media has been enlisted more fully as another means for registering feedback and complaints with the agency, including those of a Title VI nature.

Even these means for registering complaints, which lend themselves more fully to record keeping and tracking, might not be options amenable to all complainants. Some who wish to file a complaint might not feel comfortable doing it face-to-face, or over the telephone, or even registering it with the agency directly. For this reason, Omnitrans has formally developed a complaint procedure which allows for the complainant to disregard Trapeze COM and make the complaint by form sent by mail, and even to forward/mail the complaint directly to the FTA. Both procedure and form may be requested by anyone through Omnitrans' website. On the website's *Contact Us* page, the following clickable link is offered:

Title VI of the Civil Rights Act of 1964

In accordance with Title VI Civil Rights Act of 1964, Omnitrans prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. To request information on procedures for filing a complaint or to notify Omnitrans of any perceived violation of the act, please contact Omnitrans Information at [1-\(800\) 9-OMNIBUS \(1-800-966-6428\)](tel:1-800-9-OMNIBUS).

Omnitrans' Official Title VI Complaint procedure and form are included in Appendix D.

Identifying Title VI-related Complaints

According to Title VI of the Civil Rights Act of 1964, Omnitrans cannot discriminate against individuals based on race, color, or national origin, and must identify, flag, and act on complaints which are of this nature. "Discrimination complaints" typically fall into two broad categories: 1) Immediate Service level, or 2) Broad Planning or Policy level. These two categories broadly but aptly correspond to the two forms of discriminations prohibited by Title VI, namely: disparate

treatment (which often times consists of intentional discrimination), and disparate impact (which often involves unintentional treatment), respectively.

A. Immediate Service Level Complaint (Potential Disparate Treatment)

An Immediate Service Level complaint asserts that an individual has experienced immediate, direct, and personal discrimination by some element of the agency based on race, color, or national origin. These complaints are individual in nature, and not indicative of an agency-wide policy. Hypothetical examples of these sorts of comments would be as follows:

1. An Omnitrans coach operator refuses to pick me up because of my race (one time incident).
2. An Omnitrans coach operator threw me off the bus or has it in for me because of my race (one time incident).
3. Omnitrans coach operators refuse to pick people up from this stop because the customers are of this race.
4. Some Omnitrans Coach Operators have made derogatory comments of a racial, ethnic, or lack of English language proficiency nature, etc.

Immediate Service Level complaints are adequately addressed by current measures and should continue to be categorized based on current practice. Such complaints are always taken seriously and are followed up by an interview with the complainant when possible and an interview with the accused individual, an investigation, and imposition of progressive discipline. In those cases where it is appropriate and possible, videos of the incident (as taken by onboard coach video cameras) are reviewed carefully. In those cases in which the accused is found to be at fault, corrective action in the form of progressive discipline is taken, the complainant is often contacted in a follow-up, and the case is closed. In those cases in which the accusation is found to have no merit, the case is closed. The results of all cases are recorded in Trapeze COM.

It is important to note here that in all cases such as these, the incident is investigated, and if it is seen to be a valid complaint, the coach operator or accused employee is contacted and counseled. If necessary, further action in the form of progressive discipline is taken; these disciplinary actions can range up to and include termination of employment for the offending coach operator or accused employee. If Omnitrans failed to follow this course of action with consistency or at all and allowed the problem to become widespread amongst many operators or permitted one or more operators to continue such infractions without corrective response and subsequent improvement in or amelioration of the situation, the agency would be guilty of disparate treatment, and this would constitute a true Title VI violation.

B. Broad Planning/Policy Level Complaint (Potential Disparate Impact)

A Broad Planning or Policy Level complaint reports discrimination that impacts more than one individual or over more than one incident (in which a pattern is demonstrated). It compares a particular situation to others and asserts that the problem is characteristic of agency-wide policies.

An important common component of these complaints is either a direct or an implied comparison of one group of people or one community to another. It relates (explicitly or implicitly) what the agency is doing for them versus what it is doing for other communities. This type of complaint will include coach incidents, public outreach incidents, planning or policy issues, or publications the agency disseminates. In these types of incidents, a minority group is experiencing disparate impact as the result of agency-wide policies. Hypothetical examples of these sorts of comments would be:

1. Omnitrans coach operator(s) are repeatedly abusive (or racist) to riders along this route or this series of stops (a pattern is demonstrated), and Omnitrans does nothing about it.
2. Omnitrans never has materials printed in my language, and my language is one of the LEP-recognized safe-harbor languages in Omnitrans' LEP Policy by way of the Four-Factor Analysis.
3. The rich communities are getting more service, but services in the poorer communities are being cut, or the white communities are getting more / better service than minority communities.
4. Omnitrans has raised the fares and this disproportionately affects poor people or people of a certain ethnic group.
5. By implementing some change in service, the agency is having a disparate impact upon minorities over non-minorities, and this is provable demographically.

Claims of this nature will be flagged as potential Title VI complaints and forwarded to the Transit Planner. A copy of the record of putative Title VI complaints, and of the follow-up actions taken in each case during the last triennial period, is included in Appendix M.

Title VI Complaints Received and Actions Taken

If a claim comes in through Trapeze COM, it may be identified further as either a Title VI or as a general discrimination complaint. From that point, there is a process for following up on the claim and determining if it falls under the umbrella of a valid Title VI complaint.

Omnitrans utilizes Trapeze COM to track customer inquiries, complaints, and commendations. Within Trapeze COM, contacts are tracked by multiple categories, including two categories which allow Omnitrans to track and evaluate potential Title VI complaints. Trapeze COM is one of the ways in which putative Title VI complaints can be received and addressed.

If a claim could be construed as a potential Title VI violation, the Customer Service Representative or Customer Service Manager will identify it accordingly and forward it via Trapeze COM to the Transit Planner for Title VI review and documentation. The Transit Planner will document the findings related to the validity of the complaint as it relates to Title VI complaints in Trapeze COM (see Appendices B and C, DOT Title VI Assurance and continued FTA Title VI Discrimination Complaint Procedures). If the complaint is construed as valid, customer contact is initiated, and if necessary, a formal Title VI complaint form may be forwarded to the complainant. The claimant is also able to obtain the formal Title VI complaint form on his or her own.

In the last three years, from September 1, 2018 to May 31, 2021, Trapeze COM has flagged more than 3,700 customer feedbacks which were identified specifically as being complaints of various types; the great majority of these are not potential Title VI complaints, but are of an entirely different nature (“My bus was late”, “The coach operator was mean to me”, etc.) and are easily filtered by the system in place.

After being filtered, a total of 19 claims were flagged as being discrimination claims, and of *potential* Title VI interest, and a total of three contacts were flagged and identified as being putative Title VI claims, and of potential interest as possibly valid Title VI complaints. There was also one other claim of ADA/OmniAccess Boundary dispute alleging discrimination, but OmniAccess claims in and of themselves (if they do not involve discrimination against minority populations) do not fall under the purview of Title VI. These data were derived from records kept in Trapeze COM from September 1, 2018 to June 1, 2021. In addition, one other claim was received by way of a complaint form, but the allegation of Title VI violation was not founded.

The three contacts which were identified as putative Title VI complaints will be described and elaborated upon, following.

CASE 1 Trapeze ID 25677 7/2/2019

A rider submitted a Title VI complaint form, and complained that Route 61 ran at 15-minute frequencies while Route 20 ran at one-hour frequencies. The rider asked why routes serving white neighborhoods ran more frequently than those routes that serve Hispanic communities.

RESPONSE

Omnitrans determines route frequency by ridership demand. Those routes that have more riders get higher service frequencies, and those routes that don’t have high enough ridership to justify more frequent service will have lower frequencies. It is not due to race or minority proportions, but simply to ridership demand. In fact, analyses of different routes’ demographic profiles reveal that our higher-frequency routes actually do tend to serve populations with higher minority and Low-Income/Minority (LIM) proportions than lower-frequency routes do. Route 61 has 89.7% Minority and 91.0% LIM proportions within one-half mile, while Route 20 has 91.5% Minority and 93.0% LIM proportions within one-half mile. Although Route 61 does have lower proportions of these than Route 20, their proportions are exceedingly close, and at 2% difference, well within allowable variance to fall under the 5% threshold to be considered essentially similar in demographic profile. Both routes have Minority and LIM proportions which exceed that of the service area and of the county. What is important to note is that the ridership on Route 61 is substantially greater than that on Route 20, which serves more as a local community circulator than anything else; the ridership on 61 is so much greater that it justifies 15-minute frequency service while Route 20’s much lower ridership justifies one-hour service. Note that Route 20 was, in fact, eliminated due to low ridership and was subsumed in September of 2020 as part of a realigned Route 82.

The assertion that Route 20 serves a higher proportion of Minorities or LIM riders than that of Route 61 is not valid. The claim that Omnitrans favors white populations with higher frequencies of service over minority populations is simply not born out by the evidence. **The Allegation is not founded.**

CASE 2 Trapeze ID 27341 3/16/2020

A rider submitted a Title VI complaint form. However, no details regarding the complaint were submitted with it. No information accompanied the form.

RESPONSE

A Title VI complaint form was submitted. However, said form had no complaint detailed on it. Omnitrans attempted to contact the person who submitted the form, but could not contact the person or get any information about what the Title VI claim was. It is believed that the rider might have made a mistake and submitted a request for D-Card replacement (Disability card replacement, for use with ADA/OmniAccess transport), and forgotten to include the \$5.00 replacement fee with the request, and this might have led to a Title VI complaint filing. But it was very difficult to determine what really happened with this.

When a Title VI form is filled out and a claim is made, it needs to have specific complaint information accompany it. Without that information, it is impossible to follow up on the complaint. Furthermore, if it was the case that the rider was complaining about replacement of an ADA/OmniAccess disability card, then issues with disability cards are not under the purview of Title VI unless they involve discrimination against minority populations. As such, **the Allegation is not founded.**

CASE 3 Trapeze ID 27377 3/23/2020

A rider submitted a Title VI complaint form and claimed that the incident was racial in nature. In it, the rider claimed to have been waiting for a bus, and the coach operator refused the person entry onto the vehicle while the operator was on break and had left it. The rider had to wait outside the bus in the rain, although there were other options (standing under roof eaves, etc.). Later the operator returned and would not let the rider board early but wait until the correct time for departure.

RESPONSE

The claim was investigated, and the coach operator was spoken to about it. Coach operators have the discretion to not allow riders to board the coach when they are on break and away from the vehicle to use the facilities. In terms of liability and protecting the integrity of the vehicle, this is often a prudent choice. Attempts were made to contact the rider, but there was no response as of 4/14/2020. Due to no response from the rider and insufficient details to investigate further, the claim was closed. It can be reopened at any time if any more information is received, but till then **the Allegation is not founded.**

There were also 19 claims of discrimination made during this period, and as per Omnitrans' policy, all of these required further Title VI evaluation. These incidents were evaluated by Field Supervisors for validity of the complaint, typically through watching video of the reported incident and speaking with the coach operator in question. Additionally, all potential Title VI complaints were reviewed by Omnitrans' Transit Planner. All 19 complaints were determined to be of a service level, or disparate treatment nature, and each of these was resolved directly. None were found to relate to a broad level policy or to show a consistent pattern of discrimination by Omnitrans or Omnitrans' employees, and none were found to be valid Title VI complaints.

As reported, for this last triennial period, Omnitrans has received comparatively few complaints of discrimination (less than one-percent of all complaints) and no driver has received more than one such valid complaint. This may be attributable to Omnitrans' proactive remediation protocols in place to correct not only perceived discriminatory behavior, but also negligent, intemperate, rude behavior, and in general to improve customer service. When customer complaints are found to be valid, an individual is counseled, and a progressive series of corrective measures are in place to remedy the situation. Initially, these include counseling from supervisors, supervisorial ride-alongs, and annual refresher training. Repeated complaints can lead to progressive discipline and ultimately to termination for recalcitrant cases. See Appendix M for records of these complaints over the last three years.

Sub-Recipient Monitoring of Title VI Compliance

Omnitrans is a direct recipient of federal transit funding; as such, this makes the agency a primary recipient of funding. The agency provides pass-through funding to a number of other smaller agencies or entities which are sub-recipients. Omnitrans is responsible for ensuring that its sub-recipients likewise fulfill their Title VI obligations. In accordance with 49 CFR 21.9(b), and to ensure that sub-recipients are complying with the DOT Title VI regulations, primary recipients such as Omnitrans must monitor their sub-recipients for compliance.

Unlike what is the case with many other direct recipient pass-throughs of federal funding, Omnitrans' sub-recipients are generally not public transit agencies in their own right. Instead, most of these entities have been fairly small organizations with mandates to transport disabled or senior individuals to specific workshops, or to transport very ill patients to medical centers for treatment, or they have been using the funding to complete a local transit upgrade or to improve local stops.

Note that there have been some changes in the status of sub-recipients in the last three years: a number of transit projects on the part of cities which had been funded with the respective cities as sub-recipients before 2018 have run to completion.

Generally, Omnitrans has two types subrecipients: ones that are a subrecipient of FTA funds and ones that are a subrecipient of local Measure I Consolidated Transportation Services Agency

(CTSA) funds. As it relates to Title VI both types of subrecipients are monitored the same way. Omnitrans verifies Title VI compliance prior to the award of funding and annually during site visits which include collection of self-certifications. Appendix O gives an example of the sub-recipient annual FTA compliance self-certification form Omnitrans uses in the certification process. Exhibit 37, following, provides a list of current sub-recipients by funding type, responsible staff for conducting the compliance verification and an affirmation that compliance check was completed. Appendix O provides the sub-recipient Self-Certification Form.

Exhibit 37: Sub-Recipient Title VI Program Compliance

Funding Type	Sub-recipient	Project Type	Responsible Staff	Current Title VI Program?
FTA	San Bernardino County Transportation Authority	Redlands Passenger Rail Project	Treasury Manager	Yes
FTA	San Bernardino County Transportation Authority	West Valley Connector Project	Treasury Manager	Yes
FTA	San Bernardino County Transportation Authority	Vanpool Project	Treasury Manager	Yes
FTA	San Bernardino County Transportation Authority	Pedestrian Overpass at San Bernardino Depot	Treasury Manager	Yes
MSI CTSA	City of Fontana	Senior Transportation Program	Deputy Director of Operations	Yes
MSI CTSA	City of Yucaipa	Senior Transportation Program	Deputy Director of Operations	Yes
MSI CTSA	City of Chino	Senior Transportation Program	Deputy Director of Operations	Yes
MSI CTSA	Community Senior Services	Senior Transportation Program	Deputy Director of Operations	Yes
MSI CTSA	City of Grand Terrace	Senior Transportation Program	Deputy Director of Operations	Yes
MSI CTSA	Highland Senior Center	Senior Transportation Program	Deputy Director of Operations	Yes
MSI CTSA	City of Redlands	Senior Transportation Program	Deputy Director of Operations	Yes
MSI CTSA	YMCA West End	Senior Transportation Program	Deputy Director of Operations	Yes
MSI CTSA	Foothill Aids Project	Disabled Individual Program	Deputy Director of Operations	Yes
MSI CTSA	OPARC	Disabled Individual Program	Deputy Director of Operations	Yes
MSI CTSA	Lutheran Social Services of Southern California	Disabled Individual Program	Deputy Director of Operations	Yes
MSI CTSA	Loma Linda University Adult Day Health Services	Disabled Individual Program	Deputy Director of Operations	Yes
MSI CTSA	Anthesis	Disabled Individual Program	Deputy Director of Operations	Yes
MSI CTSA	Department of Aging and Adult Services	Disabled Individual Program	Deputy Director of Operations	Yes

Title VI Procedure in Relation to LEP Languages

As a result of Omnitrans' Limited English Proficiency Policy and Language Assistance Plan, The Title VI Statement and Complaint Procedure continues to be prominently displayed in all Omnitrans' coaches for riders to read and is in seven LEP-determined Safe Harbor languages as well as English (the languages, as determined demographically by a Four Factor Analysis and LEP Safe Harbor provisions, are: Spanish, Mandarin (Chinese), Korean, Vietnamese, Tagalog, Khmer (Cambodian), and Arabic). The text of the statement, including all translations, as well as an example of the placard as it appears presently on one of our coaches is illustrated in Appendix E.

Ongoing Training of Agency Personnel in Title VI Protocols

Owing to the natural turnover in Agency personnel over time, and the general need for employees to be refreshed in Title VI protocols, Omnitrans has put in place an ongoing program of training for its employees—both one for those who interact most closely with the public (coach operators, information personnel, etc.), and another one for second-line support personnel who do not interact as closely with our riders or customers.

Due to the exigencies of COVID emergency service from March of 2020 to June of 2021, the ability to train management/confidential employees in Quarterly Management meetings (or now All Hands meetings) has been curtailed. Instead, the training has moved online to a video presentation with PowerPoint accompanied by narration. Management and Confidential employees must take this training online, and record name and employee number on record for having taken the training.

An example of the PowerPoint presentation used as part of regular training of Omnitrans' employees in the Title VI Program is contained in Appendix R in the accompanying Appendix Volume II.

Documentation of Board Approval of Omnitrans' Title VI Program


Documentation of Omnitrans' Board of Directors' Approval of its Title VI Program and the respective equity analyses are contained in Appendix F and Appendix K, respectively.

APPENDIX-A: FTA CIVIL RIGHTS ASSURANCE

OMNITRANS HEREBY CERTIFIES THAT, as a condition of receiving Federal financial assistance under the Federal Transit Act of 1992, as amended, it will ensure that:

1. No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits provided by Omnitrans.
2. Omnitrans will compile, maintain, and submit in a timely manner Title VI information required by FTA Circular 4702.1B and in compliance with the Department of Transportation's Title VI regulations, 49 CFR Part 21.9.
3. Omnitrans will make it known to the public that those persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits provided by Omnitrans may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation.

The person whose signature appears below is authorized to sign this assurance on behalf of the grant application or recipient.



Erin Rogers, CEO/General Manager

9/7/21

Date

APPENDIX-B: DOT TITLE VI ASSURANCE

OMNITRANS HEREBY AGREES THAT as a condition of receiving any Federal financial assistance from the Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1964, 42 U.S.C. Sections 2000d—2000d-4 (hereinafter referred to as the Act) and all requirements imposed by or pursuant to 49 CFR Part 21 and other pertinent directives, to the end that in accordance with the Act, Regulations and other pertinent directives, no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which Omnitrans receives Federal financial assistance from the Department of Transportation, including the Federal Transit Administration and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21,7(a) of the Regulations.

More specifically and without limiting the above general assurance, Omnitrans hereby gives the following specific assurances with respect to its Federal Transit Administration projects:

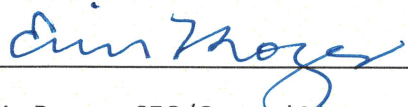
1. Omnitrans agrees that each “program” and each “facility” as defined in subsections 21,23(e) and 21,23(b) of the Regulations, will be (with regard to a “program”) conducted, or will be (with regard to a “facility”) operated in compliance with all requirements imposed by, or pursuant to, the Regulations.
2. Omnitrans shall insert the following notification in all solicitations for bids for work or materials subject to the Regulations and made in connection with all Title VI Programs and, in adapted form in all proposals for negotiated agreements:

Omnitrans, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively insure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color or national origin in consideration for an award.

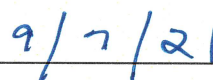
3. Omnitrans shall insert the clauses of Appendix-A of this assurance in every contract subject to this Act and the Regulations. All appendices to this assurance are on file but are not included as part of this Title VI Compliance Report.
4. Omnitrans shall insert the clauses of Appendix-B of this assurance, as a covenant running with the land, in any deed from the United States affecting a transfer of real property, structures or improvements thereon or interest therein.
5. Where Omnitrans receives Federal financial assistance to construct a facility, or part of a facility, the assurance shall extend to the entire facility and facilities operated in connection therewith.

6. Where Omnitrans receives Federal financial assistance in the form of, or for the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over, or under such property.
7. That Omnitrans shall include the appropriate clauses set forth in Appendix-B of this assurance, as a covenant running with the land, in any future deeds, leases, permits, licenses and similar agreements enter into by Omnitrans with other parties: (a) for the subsequent transfer of real property acquired or improved under subsequent transfer of real property acquired or improved under FTA projects; and (b) for the construction or use of or access to space on, over, or under real property acquired, or improved under FTA projects.
8. This assurance obligates Omnitrans for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property in interest therein or structures or improvements thereon, in which case the assurance obligates the Recipient or any transferees for the longer of the following periods: (a) the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which Omnitrans retains ownership or possession of the property.
9. Omnitrans shall provide for such methods of administration for the program as are found by the Secretary of Transportation of the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, subgrantees, contractors, subcontractors, transferees, successors in interest and other participants of Federal financial assistance under such programs will comply with all requirements imposed or pursuant to the Act, the Regulations and this assurance.
10. Omnitrans agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations and this assurance.

THIS ASSURANCE is given in consideration of and for the purposes of obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to Omnitrans by the Department of Transportation under the operating, capital and planning programs and is binding on it, other recipients, subgrantees, contractors, subcontractors, transferees, successors in interest and other participants in FTA projects. The person whose signature appears below is authorized to sign this assurance on behalf of Omnitrans.



Erin Rogers, CEO/General Manager



Date

APPENDIX-C: FTA TITLE VI DISCRIMINATION COMPLAINT PROCEDURES

1.0 Purpose

Any person who believes that he or she, individually, or as a member of any specific group of persons, has been subjected to discrimination by Omnitrans on the basis of race, color or national origin, may file a written complaint with the FTA or the Secretary of Transportation. He or she must do so within 180 days after the date of the alleged discrimination, unless the Secretary extends that date.

FTA recommends that any complaint be filed first with Omnitrans, filing with the FTA only if he or she emerges dissatisfied with the Omnitrans resolution. The Office of the Secretary would then make the final decision on the matter.

The following summarizes the complaint procedure.

2.0 Submission of Complaints

2.1 Complainants may submit written complaints to the FTA Director, Office of Civil Rights, the FTA Area Civil Rights Officer, and/or the Departmental Director of Civil Rights. Those unable to submit written reports may file a verbal complaint with these persons and will be interviewed in connection with the complaint.

2.2 Complaints must be signed by the complainant or his/her representative. They must state, as fully as possible, the facts and circumstances surrounding the alleged discrimination.

2.3 FTA will provide the complainant or his/her representative with a written acknowledgement of receiving the complaint within 10 working days.

3.0 Determining the Merit of Complaints

The Departmental Office of Civil Rights will determine within 15 working days of receiving the complaint, if DOT has jurisdiction to pursue resolution and whether the complaint has sufficient merit to warrant an investigation. A complaint will be regarded as having merit except under the following circumstances:

3.1 It clearly appears on its face to be frivolous or trivial;

3.2 Within the time allotted for determining the complaint's merit, Omnitrans voluntarily concedes noncompliance with Title VI and agrees to take appropriate remedial action;

3.3 Within the time allotted for determining the complaint's merit, the complaint is withdrawn;

3.4 Other good cause for not investigating the complaint exists, e.g., Omnitrans is under investigation by another federal agency.

4.0 Requests for Additional Information from Complainant or Omnitrans

The Departmental Office of Civil Rights may request additional information from a complainant or Omnitrans within 15 working days after receiving the complaint if it determines either party has not submitted sufficient information. The complainant's failure to do so may constitute good cause for a determination of no investigative merit. Omnitrans' failure to submit additional information may constitute good cause for a determination of noncompliance and subject to enforcement of Title VI requirements.

5.0 Notification of Disposition

The Departmental Director of Civil Rights shall notify within 5 working days by registered letter, the complainant and Omnitrans of its decision:

5.1 In the event of a decision not to investigate the complaint, the notification shall specifically state the reason for the decision.

5.2 In the event the complaint is to be investigated, the notification shall state the grounds of DOT jurisdiction, inform the parties that an investigation will take place, and request any additional information needed to assist the investigator in preparing for the investigation.

6.0 Referral to Other Agencies

When DOT lacks jurisdiction, the Departmental Director of Civil Rights shall refer the complaint to other State or Federal agencies, informing the parties of the action. For example, discrimination complaints regarding employment could be referred to the Equal Employment Opportunity Commission or to a state agency with comparable responsibility.

7.0 Complaint Investigation

7.1 The Departmental Office of Civil Rights may elect to conduct its own investigation of the complaint. The investigation may be conducted by "desk audit" or an "onsite" investigation. When DOT lacks jurisdiction, the Departmental Office of Civil Rights will refer the complaint to the responsible State or Federal agency, informing the complainant of this action.

7.2 Cases determined to have investigative merit may be sent back to FTA to conduct an "onsite" or may be recommended for a comprehensive Title VI review of the respondent.

7.3 A complaint shall be given priority status and its investigation accelerated if such discrimination would be irremediable if not dealt with promptly.

7.4 An investigator will send letters of introduction to the complainant and Omnitrans within 30 working days after receiving the case, establishing the times and dates for the “onsite” investigation and interviews.

7.5 The responsible investigator will prepare a written report at the conclusion of the investigation, which will be reviewed by the Departmental Office of Civil Rights for thoroughness. The report will include the following:

7.5.1 Summary of the complaint, including a statement of the issues raised by the complainant and Omnitrans’ response;

7.5.2 Citations of relevant Federal, State and local laws, rules, regulations and guidelines;

7.5.3 Description of the investigation, including a list of persons contacted and interviews conducted;

7.5.4 A statement of the investigator’s findings and recommendations.

8.0 Disposition of Complaints

8.1 The Departmental Office of Civil Rights will approve or disapprove the investigator’s findings and recommendations and notify the complainant and Omnitrans of its decision.

8.2 If the Notice of Disposition finds Omnitrans in noncompliance, Omnitrans must initiate voluntary remediable actions agreeable to the Departmental Office of Civil Rights.

8.3 If all required means of remedial action fail to bring Omnitrans in compliance, the Departmental Office of Civil Rights will initiate enforcement procedures in conjunction with FTA.

8.4 Omnitrans may request reconsideration of the Department’s findings within 30 working days of the Notice of Disposition. The Request should include any additional information or analysis Omnitrans considers relevant. The Departmental Office of Civil Rights will inform Omnitrans of its decision on the request within 30 days after its receipt. The responsible investigator will reopen the case if the request is approved.



1700 W. Fifth St.
San Bernardino, CA 92411
909-379-7100
www.omnitrans.org

TITLE VI COMPLAINT PROCEDURES

Omnitrans has developed this set of procedures for receiving, investigating and tracking Title VI complaints.

Any person who believes that he or she has been discriminated against on the basis of race, color, or national origin by Omnitrans may file a complaint by submitting a completed Customer Contact Form, by submitting the Contact Us Form at www.omnitrans.org, or by submitting a verbal complaint over the telephone to Omnitrans' Information Desk. This must be done within 180 calendar days of the date of the alleged discrimination. Complaints must state as fully as possible the facts and circumstances surrounding the alleged discrimination and must be signed by the complainant or his/her representative. Online or telephone complaints will require a signed response to the follow-up acknowledgement letter.

Upon receiving the complaint, Omnitrans will provide the complainant or his/her representative with an acknowledgement letter within 14 calendar days. Following this acknowledgement letter, Omnitrans will investigate the complaint to determine if it is a potential Title VI violation.

According to Title VI of the Civil Rights Act of 1964, Omnitrans cannot discriminate against individuals based on race, color, or national origin. For a complaint to rise to the level of a Title VI complaint and potential violation, it must indicate disparate treatment or disparate impact due to intentional or unintentional discrimination. This can include long-term or immediate issues of discrimination that Omnitrans fails to resolve, or policy-level issues of disparate service or treatment. A complaint which falls under one of these categories will be regarded as having merit for evaluation except under the following circumstances: unless it clearly appears on its face to be frivolous or trivial; Omnitrans voluntarily concedes noncompliance and agrees to take appropriate remedial action; within the time allotted, the complaint is withdrawn; or, other good cause for not investigating the complaint exists. For monitoring purposes, the complaint will be documented as a Title VI complaint.

Omnitrans will complete the review process and determine the complaint's merit, and inform the complainant of its decision in a Finding Letter or email within 30 calendar days of the date of the acknowledgement letter. In the event a decision is made to not investigate the complaint, the notification shall specifically state the reason for the decision. In the event the complaint is to be

investigated, the notification shall inform the complainant that an investigation will take place, and may request additional information needed to assist the investigator in preparing for the investigation. Omnitrans must receive requested information within 21 calendar days of the date of notification requesting additional information. The complainant's failure to provide additional requested information may result in Omnitrans closing the case administratively. A complaint can be administratively closed as well if the complainant no longer wishes to pursue his/her complaint.

If the complainant wishes to appeal the decision after this, she/he has 30 calendar days after the date of the Finding Letter to do so in writing to Omnitrans Customer Service Manager at 1700 W. 5th St, San Bernardino CA 92411.

A person may also file a complaint directly with the Federal Transit Administration at:

**FTA Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590.**



Title VI Complaint Form

OmniTrans is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title IV of the Civil Rights Act of 1964, and as amended. **Title VI complaints must be filed within 180 days from the date of the alleged discrimination.**

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form and filing a written complaint, contact our Customer Service Representatives at 800-966-6428 or 909-379-7100, or by visiting the main OmniTrans East Valley facility on Fifth Street at Medical Center Drive.

The completed form must be returned to **OmniTrans attn: Title VI - Customer Information Desk, 1700 W. Fifth Street, San Bernardino, CA 92411.**

Your Name:	Phone:
Street Address:	Alternate Phone:
City, State & Zip Code:	
Person(s) discriminated against (if someone other than complainant): Name(s):	
Address:	Phone:
Date of Incident:	Bus #/Route/Location (if applicable):

APPENDIX-F: BOARD MINUTES DOCUMENTING APPROVAL OF TRIENNIAL TITLE VI PROGRAM

Board Minutes Documenting Approval of Title VI in the following pages.



Item #: E1

**Board of Directors
Minutes
Wednesday, September 1, 2021**

A. CALL TO ORDER

1. Invocation
2. Pledge of Allegiance
3. Roll Call

Board Members Present

John Dutrey – Chair, City of Montclair *
David Avila – City of Yucaipa *
Joe Baca Jr. – County of San Bernardino
Ron Dailey – City of Loma Linda
Paul Foster – City of Redlands
Curt Hagman – County of San Bernardino
Bill Hussey – City of Grand Terrace
Penny Lilburn – City of Highland *
Cynthia Moran – City of Chino Hills
Frank Navarro – City of Colton
John Roberts – City of Fontana
Dawn Rowe – County of San Bernardino
Janice Rutherford – County of San Bernardino
Sam Spagnolo – City of Rancho Cucamonga
Rafael Trujillo – City of Rialto
Eunice Ulloa – City of Chino
John Valdivia – City of San Bernardino *
Bill Velto – City of Upland
Alan Wapner – City of Ontario

Omnitrans Administrative Staff Present

Erin Rogers – CEO/General Manager
Shawn Brophy – Director of Operations
Jeremiah Bryant – Director of Strategic Development
Alex Chen – Director of Information Technology
Joseph Mercurio – Director of Finance
Suzanne Pfeiffer – Director of Human Resources
Nicole Ramos – Director of Marketing & Communications

**Attended meeting in person.*

Connie Raya – Director of Maintenance
Jerome Rogers – Director of Safety & Regulatory Compliance
Teresa Villa – Director of Procurement
Omar Bryant – Maintenance Manager
Melissa Castillo – Customer Service Manager
Vickie Chesney – Maintenance Manager
Victor Cuate – Service Planning Manager
Christina Gaeta – Dispatch Supervisor
Aryani Guzman – Contracts Manager
Jose Hernandez – Community Outreach Coordinator
Frank Holland – Sr. Contract Administrator
Angelica Jara – Contracts Administrator
Maurice Mansion – Treasury Manager
Aaron Moore – Deputy Director of Operations
Christine Van Matre – Sr. Contract Administrator
Regina Verdugo – Executive Staff Assistant

Legal Counsel

Steve DeBaun

B. ANNOUNCEMENTS/PRESENTATIONS

1. Next Board Meeting: Wednesday October 06, 2021, 8:00 AM
2. Employee of the Quarter Award

Transportation Manager, Joy Crutcher; Facilities Manager, John Gensel; and, Director of Maintenance, Connie Raya along with the Board Chair presented the Employees of the Quarter Awards to the following recipients:

- Coach Operator, Jose Monroy – Operations
- Stops & Stations, Craig Butler – Maintenance
- Sr. Fleet Analyst, Caroljo Mitcham – Administration

C. COMMUNICATIONS FROM THE PUBLIC

Keith White, a resident of Eastvale, thanked Omnitrans staff particularly Aaron Moore from the Special Transportation Services Department for his assistance and noted that the service has improved.

D. POSSIBLE CONFLICT OF INTEREST ISSUES

Conflict of Interests were noted by Members Hagman and Baca on Item #E14 of the Consent Calendar.

E. CONSENT CALENDAR

1. Board of Directors Minutes – July 7, 2021

2. Administrative & Finance Committee Minutes – June 10, 2021 (A&F 8/12/2021)
3. Operations & Safety Committee Minutes – May 19, 2021 (O&S 8/18/2021)
4. Executive Committee Minutes – May 7, 2021 (EXE 8/6/2021)
5. Plans & Programs Committee Minutes – April 21, 2021 (PPC 7/21/2021)
6. Financial Report Fiscal Year 2021 Fourth Quarter (A&F 8/12/2021)
7. PrimeGov Agenda Management System Implementation Update (PPC 7/21/2021 & A&F 8/12/2021)
8. Safety and Security Update (O&S 8/18/2021)
9. Consolidated Transportation Services Agency (CTSA) Program Update (O&S 8/18/2021)
10. Triennial Title VI Plan (PPC 7/21/2021)
11. Capital Plan Fiscal Years 2022 & 2023 (PPC 7/21/2021)
12. Subrecipient Agreement with Kansas City Area Transportation Authority for Contactless Fare Validation
13. Board Resolution 332-2021 – Authorizing the Filing of Transportation Development Act, Article 3 and Article 4, Reimbursement Claim to the San Bernardino County Transportation Authority (A&F 8/12/2021)
14. Contract MNT22-02, Auction Services (A&F 8/12/2021)
15. Contract HR22-05, Department of Transportation Drug & Alcohol Testing (A&F 8/12/2021)
16. Contract HR22-06, Medical Examiner Services (A&F 8/12/2021)

M/S (John Valdivia/Penny Lilburn) to approve the Consent Calendar.

AYES: 19; John Dutrey, David Avila, Joe Baca Jr., Ron Dailey, Paul Foster, Curt Hagman, Bill Hussey, Penny Lilburn, Cynthia Moran, Frank Navarro, John Roberts, Dawn Rowe, Janice Rutherford, Sam Spagnolo, Rafael Trujillo, Eunice Ulloa, John Valdivia, Bill Velto, Alan Wapner

NOES: 0;

Members Hagman and Baca abstained on item #E14 of the Consent Calendar.

F. DISCUSSION ITEMS

1. Management Plan Strategic Initiatives and Key Performance Indicators Fiscal Year 2021 Fourth Quarter Report (A&F 8/12/2021)

Director of Strategic Development, Jeremiah Bryant, provided a brief background on this item as detailed in the staff report.

Member Dailey asked if additional funding was anticipated to support the transition to electric buses. Mr. Bryant responded that competitive funding is currently available and noted that additional funding opportunities for the Agency will be available over the coming years. He explained that state budgets and priorities are including more funding for electric vehicles and transit. Lastly, he stated that the INVEST in America Act also has set-aside funding for transit infrastructure. Member Dailey asked that the Board be kept abreast of this important project. His request was noted.

The Board received and filed this item.

2. ONT Loop Project Update

Director of Strategic Development, Jeremiah Bryant, provided a brief background on this item as detailed in the staff report.

Chair Dutrey reiterated his understanding of the project schedule and asked if the contract would be included in the October agenda. Mr. Bryant stated that the Agreement was under legal review and explained that Omnitrans and SBCTA currently planned to present the item to their respective Boards in October.

Member Hagman stated that he along with a larger group were able to tour the Las Vegas Convention Center Loop project, which was the model for the ONT Loop. He noted that the agreement for the Las Vegas project was approximately 30 pages compared to the ONT Loop agreement, which was approximately 500 pages. He acknowledged that the laws in Las Vegas are different than California; however, recommended that the project be expedited and move forward as scheduled.

Member Dailey asked who was responsible for moving the project forward. CEO/General Manager, Erin Rogers explained that SBCTA is the project lead and has been negotiating with The Boring Company. She explained that there is collaboration among the parties and the importance of meeting the project deadlines is understood by all.

Chair Dutrey asked that perhaps a meeting be scheduled to include Member Hagman who is the SBCTA Board President, Ray Wolfe, Erin Rogers and himself to discuss any additional questions either Agency may have.

The Board received and filed this item.

3. Transition to In-Person Meetings (EXE 8/6/2021)

Chair Dutrey and CEO/General Manager, Erin Rogers provided a brief background on this item as detailed in the staff report.

Member Lilburn expressed her appreciation for having the option to attend the meetings in-person or virtually. She also mentioned that the hybrid format seems to work well for the Members.

The Board received and filed this item.

4. Contract SSR22-03, Security Services (A&F 8/12/2021 & O&S 8/18/2021)

Director of Procurement, Teresa Villa, provided a brief background on this item as detailed in the staff report.

Member Hagman highlighted the importance of regional collaboration and recommended that opportunities to work with multiple agencies within the County be considered for this project if possible. Ms. Villa responded that there is flexibility in the contract for potential collaboration.

M/S (John Valdivia/John Roberts) that authorized the CEO/General Manager to award Contract SSR22-03 for the provision of Security Services to Universal Protection Service, LP dba Allied Universal Security Services of Santa Ana, CA for three (3) base years, plus a one-month transition period, and the authority to exercise two (2) single option years in the amount of \$12,642,544.25, plus a ten percent contingency of \$1,264,254.43, for a total award amount of \$13,906,798.68.

AYES: 19; John Dutrey, David Avila, Joe Baca Jr., Ron Dailey, Paul Foster, Curt Hagman, Bill Hussey, Penny Lilburn, Cynthia Moran, Frank Navarro, John Roberts, Dawn Rowe, Janice Rutherford, Sam Spagnolo, Rafael Trujillo, Eunice Ulloa, John Valdivia, Bill Velto, Alan Wapner

NOES: 0; **ABSTAIN:** 0;

5. Contract MNT21-22, Driver Protection Systems (A&F 8/12/2021)

Director of Procurement, Teresa Villa provided a brief background on this item as detailed in the staff report.

M/S (John Valdivia/John Roberts) that authorized the CEO/General Manager to award Contract MNT21-22 to The Aftermarket Parts Company, LLC of Delaware, OH, for the provision of Driver Protection Systems, in the amount of \$1,137,737, plus a ten percent contingency of \$113,774, for a total amount not-to-exceed \$1,251,511.

AYES: 19; John Dutrey, David Avila, Joe Baca Jr., Ron Dailey, Paul Foster, Curt Hagman, Bill Hussey, Penny Lilburn, Cynthia Moran, Frank Navarro, John Roberts, Dawn Rowe, Janice Rutherford, Sam Spagnolo, Rafael Trujillo, Eunice Ulloa, John Valdivia, Bill Velto, Alan Wapner

NOES: 0; **ABSTAIN:** 0;

6. Contract ITS22-14, Bus Wi-Fi (A&F 8/12/2021)

Director of Procurement, Teresa Villa provided a brief background on this item as detailed in the staff report.

Member Valdivia asked if the Wi-Fi service would be available on OmniAccess in addition to fixed route. Ms. Villa responded that the Wi-Fi project currently included 167 fixed- route buses. Member Valdivia recommended that this project be

considered for OmniAccess in the future.

M/S (John Valdivia/John Roberts) that authorized the CEO/General Manager to award Contract ITS22-14 for the provision of Bus Wi-Fi system for all of the bus fleet and two years of warranty support to CDCE Inc. of Yorba Linda in the amount of \$463,509.36, plus a ten percent contingency of \$46,350.94, for a total award amount of \$509,860.30.

AYES: 19; John Dutrey, David Avila, Joe Baca Jr., Ron Dailey, Paul Foster, Curt Hagman, Bill Hussey, Penny Lilburn, Cynthia Moran, Frank Navarro, John Roberts, Dawn Rowe, Janice Rutherford, Sam Spagnolo, Rafael Trujillo, Eunice Ulloa, John Valdivia, Bill Velto, Alan Wapner

NOES: 0; **ABSTAIN:** 0;

7. CEO/General Manager's Report
CEO/General Manager, Erin Rogers, provided the CEO/General Manager's Report.

In addition to the report included in the agenda, she announced that the Director of Finance, Don Walker was retiring on September 7th after 15 years of service with Omnitrans.

G. BOARD BUSINESS

Closed Session

1. Conference with Labor Negotiator, Suzanne Pfeiffer Concerning Labor Negotiations with Teamsters Local 166, Pursuant to Government Code Section 54957.6

The Board convened into Closed Session at 8:54 AM.

The Board reconvened at 9:13AM.

Chair Dutrey announced that no reportable action was taken.

H. REMARKS AND ANNOUNCEMENTS

Chair Dutrey announced that an item would be presented at the Administrative & Finance, Plans & Programs and Operations & Safety Committees requesting that each Committee recommend reappointment of current or recommend new Chair for each Committee.

I. ADJOURNMENT

The Board adjourned at 9:16 a.m. The next meeting is scheduled Wednesday, October 6, 2021. at 8:00 a.m., with the location posted on the Omnitrans website and at Omnitrans San Bernardino Metro Facility.

Prepared by:



Araceli Barajas, Sr. Executive Assistant to the CEO
Clerk of the Board