



Service Plan FY2025



May 1, 2024

Omnitrans
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1. INTRODUCTION

The Fiscal Year 2024-2025 (FY2025) Service Plan continues Omnitrans' focused effort on service resumption and ridership growth. Restoring the availability and frequency of services enhances usability, improves convenience for Omnitrans' customers, and strengthens community connections and the regional economy.

The FY2025 Service Plan is the second-year implementation of Omnitrans' FY2023-2030 Short-Range Transit Plan (SRTP) called ConnectForward. ConnectForward was adopted by Omnitrans' Board of Directors in April 2023. Identified in ConnectForward, Omnitrans has sufficient funding to restore all planned services. The primary determinate of reinstating service continues to be Omnitrans' ability to recruit and retain front line staff, primarily coach operators.

In May 2024 Omnitrans is operating at 83% of the ConnectForward fixed route service level. With the proposed service resumption in August 2024, January 2025 and May 2025, service levels will increase to 86%, 95%, and 100% of the ConnectForward planned service, respectively. Should there be a significant change in line with ridership demand or staffing levels, Omnitrans will return to the Board to adjust the services outlined in this report. Each service level increase will require an average of 27 additional operators.

The Annual Service Plan defines the Family of Service offerings, changes to services or service policies, and sets fare policy for the year. Omnitrans does not propose new service type offerings and fare policy proposals during FY2025. Instead, the FY2025 Service Plan continues to focus on service resumption to get to fully planned service levels by following the adopted Service Resumption Plan.

Normally, proposed major service or fare policy changes in the Annual Service Plan require public hearings. Since the proposed FY2025 Service Plan will be a continuation of the existing service resumption plan, no public hearings were required. However, Omnitrans conducted informal public outreach to gather public input as part of the regular planning process in the development of this plan.

The FY2025 Service Plan proposal fits within the FY2025 budget, supports initiatives in the FY2025 Management Plan and will be supported by dedicated marketing efforts resulting from the FY2025 Marketing Plan.

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

2. OMNITRANS FAMILY OF SERVICES

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

Exhibit 1: OmniTrans Family of Service Offerings

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

OmniTrans proposes no changes to the overall Family of Services in FY2025.

3. RIDERSHIP LEVELS

Ridership in FY2024 relative to FY2023 shows increases in both fixed route and demand response.

OmniTrans’ systemwide ridership is estimated to finish FY2024 at 6.8 million boardings, up by 12.7% compared to FY2023. Exhibit 2 shows the Average Weekday Fixed Route Ridership. OmniTrans ridership remains stable with an average of 22,000 weekday daily boardings, up from 19,000 in FY2023.

OmniTrans monitors route performance by service tiers to help evaluate productivity and passenger demand. Currently, OmniTrans’ Core routes in Exhibit 3 are the most productive carrying 15.7 passengers per hour, which is more than ten times as many passengers per hour than services such as OmniRide and the first/last mile services operated as SB Connect and ONT Connect.

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

Exhibit 2: Average Weekday Fixed Route Ridership by Week

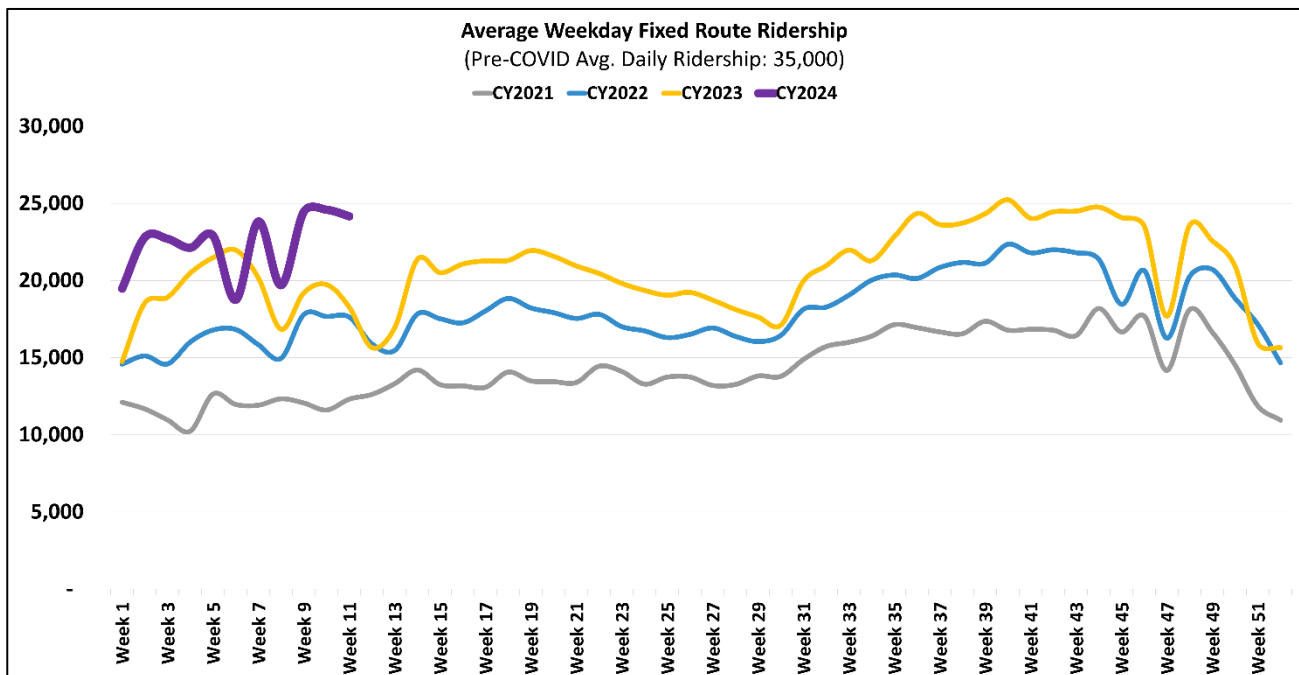
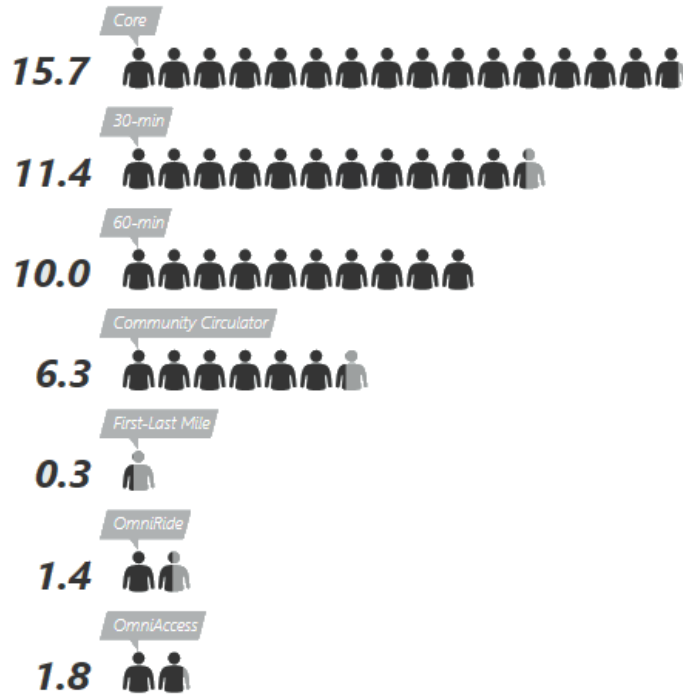
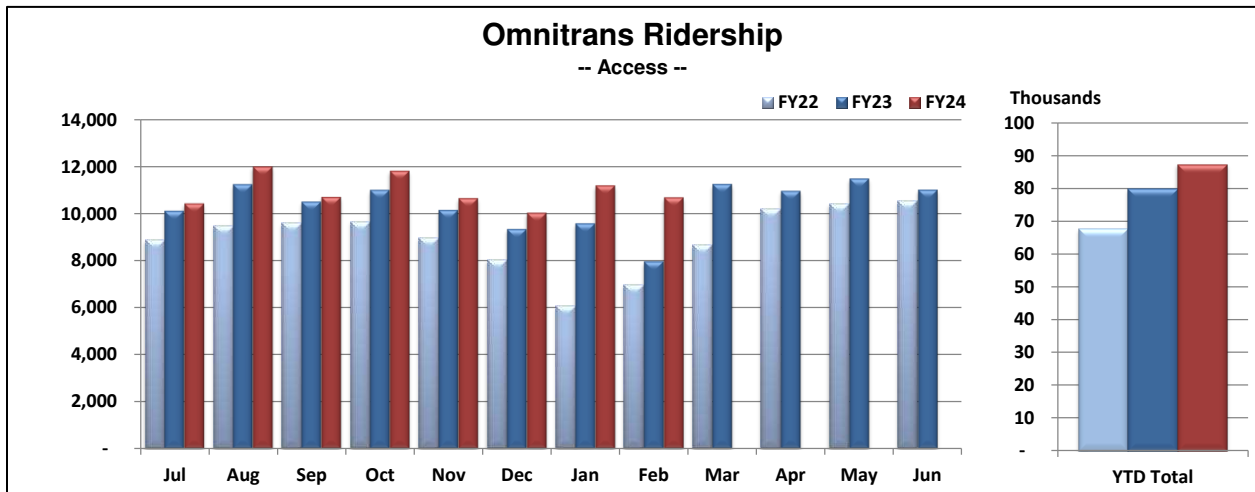


Exhibit 3: Passengers per Hour by Service Tier



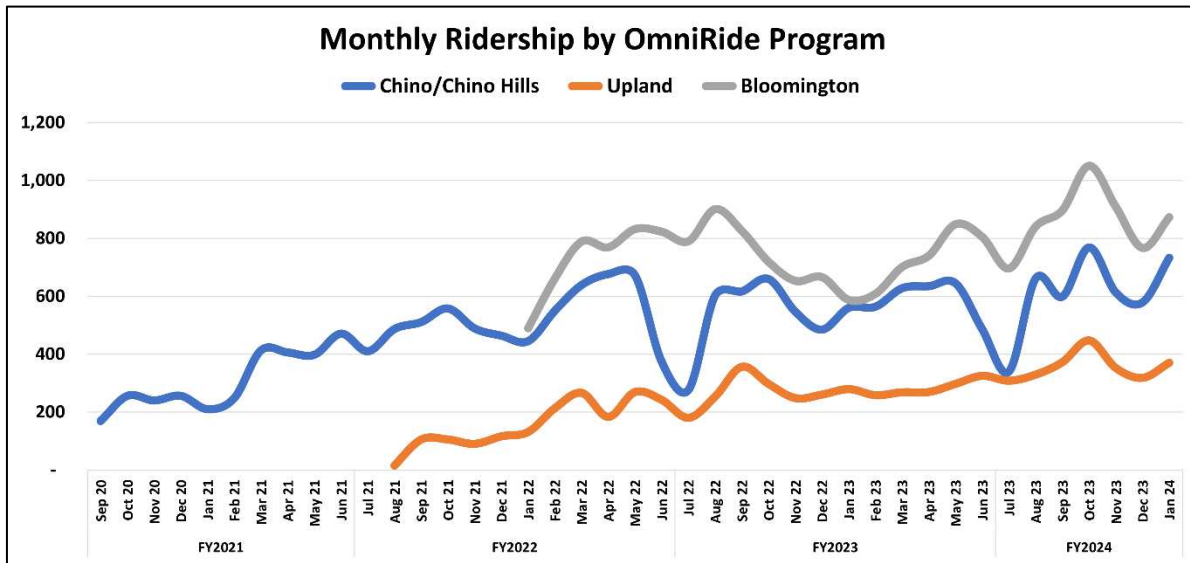
OmniTrans’ OmniAccess ridership is estimated to finish FY2024 at approximately 136,000 boardings, up by 9.5% compared to FY2023. Exhibit 4 shows OmniAccess Ridership during FY2024 relative to FY2023 and FY2022.

Exhibit 4: Average Weekday OmniAccess Ridership



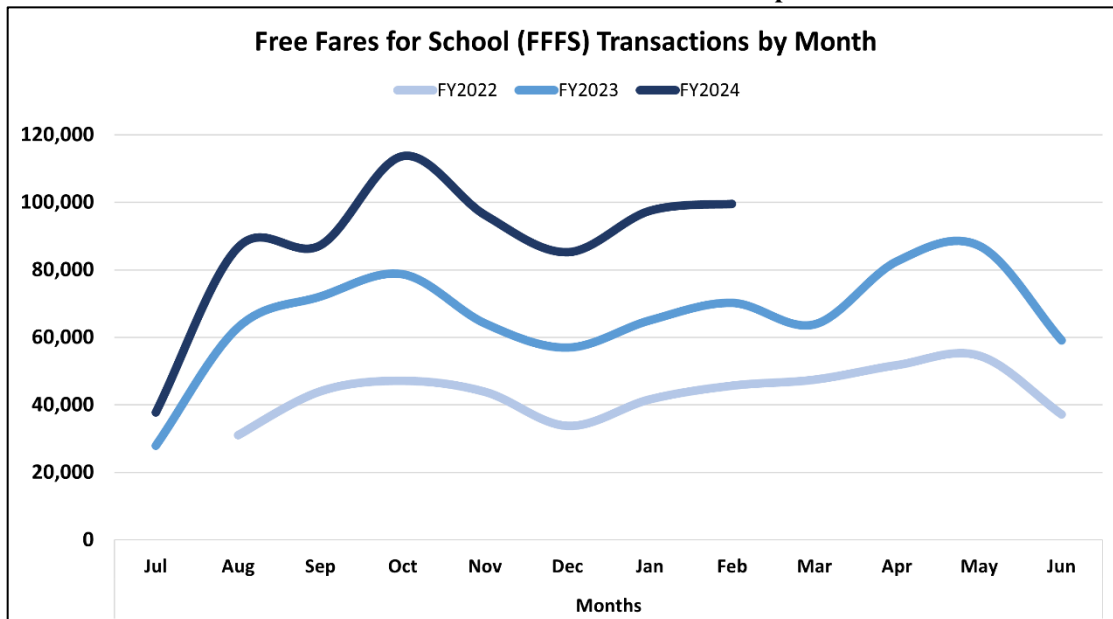
OmniTrans’ OmniRide ridership is estimated to finish FY2024 at approximately 23,000 riders, up by 20.3% compared to FY2023. When ridership by individual program is compared to FY2023, ridership is 13.1% higher for OmniRide Chino/Chino Hills, 34.2% higher for OmniRide Upland, and 20.5% higher for OmniRide Bloomington, in FY2024. OmniRide Bloomington ridership remains higher than both OmniRide Chino/Chino Hills and Upland, respectively (Exhibit 5).

Exhibit 5: OmniRide Monthly Ridership



Ridership generated by Free Fares for School K-12 (FFFS) continues to rise. When compared to the same month a year ago in FY2023, FFFS transactions rose by a monthly average of 41% (Exhibit 6). The success of this program resulted in a countywide expansion of Free Fares for School among all regional bus providers, funded by SBCTA.

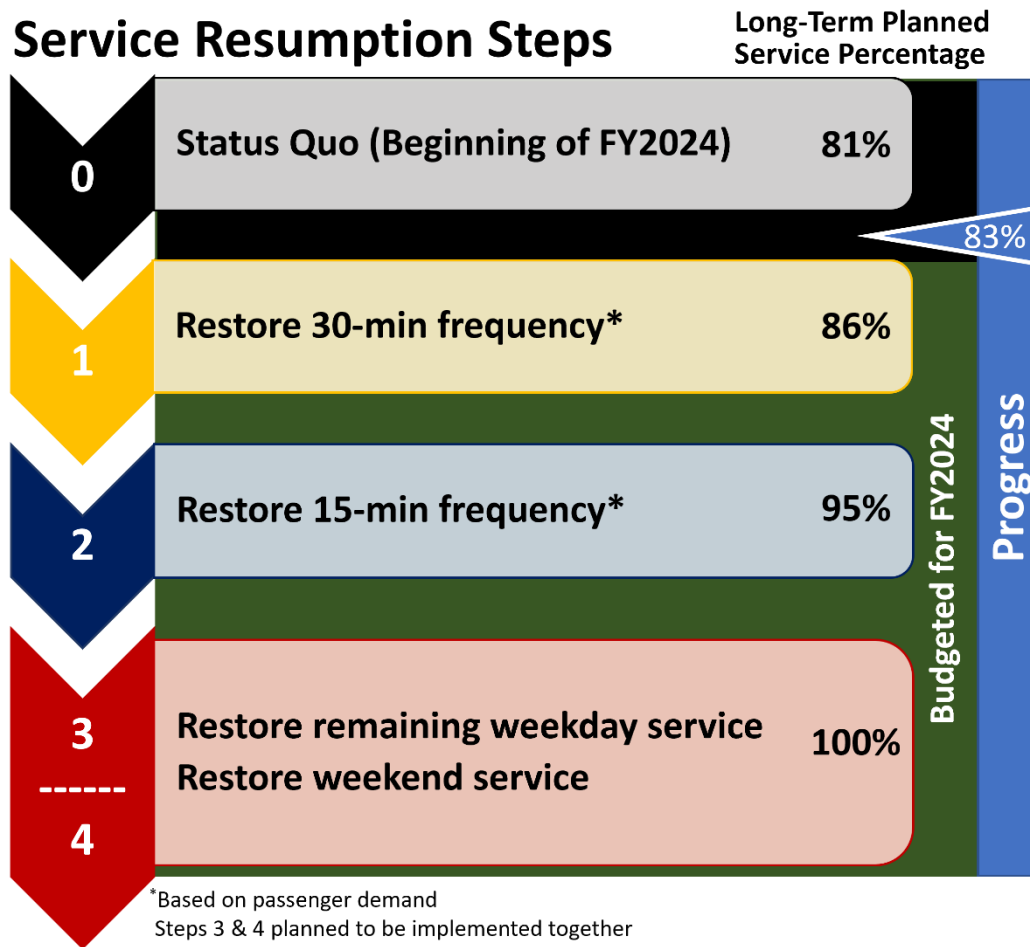
Exhibit 6: Free Fares for School Ridership



4. SUMMARY OF SERVICE RESUMPTION AND SERVICE CHANGES

The FY2025 Service Plan focuses on service resumption and picks up from where the FY2024 Service Plan left off. In FY2025, Omnitrans proposes service levels to increase to 86%, 95%, and 100% in three service change periods. There are no major proposed service changes in the FY2025 Service Plan. The main focus of this service plan is to build upon the progress accomplished in FY2024 of restored 83% of planned services (Exhibit 7). Service resumption is explicitly tied to Omnitrans ability to attract and retain front line employees, primarily coach operators.

Exhibit 7: FY2024 Service Resumption Plan



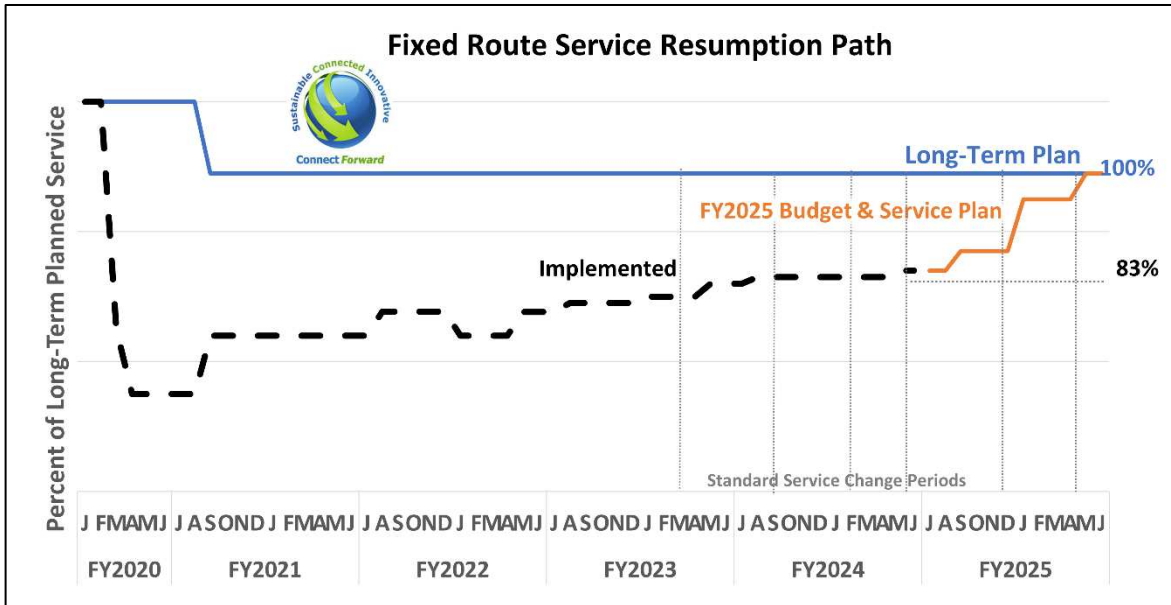
In August 2024, Omnitrans proposes to restore frequency on second-tier 30-minute routes. Routes 8, 10, 15, 19, 22, and 85 will have increased frequency from 60-minutes to 30-minutes or be implemented as planned in the ConnectForward services.

In January 2025, Omnitrans proposes to continue and restore frequency on Core-tier routes. Route 1 will have increased frequency from 20-minutes to 15-minutes. The sbX Green Line will be restored to 10-minute frequency during peak hours and 15-minute frequency during off-peak hours. As of August 2023, Routes 3, 4, 14 and 61 were restored to 15-minute frequency and Route 66 was restored to 20-minute frequency, as planned in the ConnectForward Plan.

Finally, in May 2025 remaining weekday services will be restored, such as Freeway Express Route 290 which offers peak-hour only service. Weekend services are also planned to be restored in May.

Omnitrans will be operating at 100% of planned services if achieved. Exhibit 8 shows Omnitrans' planned service resumption path by fiscal year.

Exhibit 8: Omnitrans Planned Service Resumption Path



4.1 OMNIRIDE BLOOMINGTON

Omnitrans received a South Coast Air Quality Management District (AQMD) Mobile Source Air Pollution Reduction Review Committee (MSRC) grant to expand days and service span on OmniRide Bloomington. Service span is proposed to increase by 3 hours per weekday. Service will begin at 5:00 A.M. instead of 6:00 A.M. Service will end at 10:00 P.M. instead of 8:00 P.M. Additionally, Omnitrans proposes to add Sunday service on OmniRide Bloomington.

OmniRide Bloomington was selected for this service expansion because a significant share of ridership on this service stems from warehouse workers. The warehouses in this area are typically open 7-days per week and often operate three shifts. Omnitrans current service does not make the connection on Sunday and do not meet third shift schedules without employees arriving either very early or staying very late. If employees need to find their own transportation one-day per week, or on one-trip per day, they will often choose not to use transit at all. Piloting OmniRide microtransit service with a longer span and on Sundays will allow for better testing of this service offering.

5. PROPOSED FY2024 SERVICE LEVELS

This section provides FY2025 projections for key service characteristics at systemwide, fixed route and demand response services levels. The service characteristics are based on implementing all service resumption Steps 1-3 beginning in August 2024 through May 2025. Should increases in ridership and in Omnitrans' workforce occur faster than anticipated, Omnitrans will adjust services and update the Board. The Board will be provided a minimum of a quarterly update on Omnitrans progress on service resumption as part of the quarterly reports brought to the Board regarding the Annual Management Plan and key performance indicators.

5.1 SYSTEMWIDE SERVICE

Systemwide service characteristics are the summation of the fixed route (sbX, Local, Express, Contracted) and demand response (OmniAccess, OmniRide) service characteristics provided in the sections below. Traditional fixed route service dominates systemwide service characteristics because 74% of Omnitrans' FY2025 revenue hours are directly operated 40-foot bus service, compared to 5% for sbX, 5% for contracted fixed route service, 13% for ADA paratransit service and 3% for OmniRide. From a ridership perspective, traditional fixed route service dominates the service characteristics by an even larger share accounting for 87% of boardings compared to 9% for sbX, 2% for contracted fixed route, 2% for OmniAccess and <1% for OmniRide.

Exhibit 9 shows that Omnitrans' revenue hours are projected to grow 16.5% during FY2025, rising from 605,000 hours in FY2024.

Ridership levels are projected to reach over 8 million riders up 17.4% compared to 6.8 million in FY2024 as described in Section 3 of this report. From the projected ridership growth, 8.4% is induced growth due to increased revenue service in FY2025, while 9% is organic growth associated with our current recovered service levels.

Exhibit 9: System-wide Service Characteristics Summary

Systemwide (in Thousands except vehicles and ratios)		Actuals				Year-End Estimate	Projection	Percent Change
		FY2020	FY2021	FY2022	FY2023	2024	FY2025	FY2025
Financial	Fare Revenue	\$ 11,545	\$ 6,443	\$ 7,804	\$ 7,815	\$ 8,082	\$ 9,766	20.8%
	Operating Costs	\$ 87,588	\$ 76,887	\$ 68,122	\$ 79,203	\$ 86,302	\$ 106,201	23.1%
Operating Data	Revenue Miles	10,146	6,824	7,407	7,726	8,252	9,698	17.5%
	Total Miles	11,320	7,538	8,188	8,584	9,136	10,760	17.8%
	Revenue Hours	738	497	532	563	605	705	16.5%
	Total Hours	793	536	586	614	657	769	17.0%
	Passengers	9,024	4,024	5,101	6,101	6,874	8,072	17.4%
Fleet Data	Peak Rev. Fleet	252	134	139	152	152	193	27.0%
	Spare Fleet	31	40	41	37	37	47	27.0%
	Total Fleet	283	174	180	189	189	240	27.0%
Key Stats	Passengers per Hour	12.2	8.1	9.6	10.8	11.4	11.4	0.8%

Omnitrans' total fleet expands as service levels resume. The vehicles needed to fully resume service are currently kept in contingency so that the Agency can resume service as needed.

5.2 FIXED ROUTE SERVICE

The projected fixed route service characteristics are based on the revised service resumption path described in Section 4 of this report. Fixed route services include sbX, local, express, and contracted fixed route services, including First-Last Mile Shuttles.

Exhibit 10 describes the annualized change in total revenue hours of 15.5% reaching 596,000 revenue hours. Ridership is projected to increase 17.5% to 7.8 million riders, up from 6.7 million riders in FY2024. The 17.5% growth rate is derived based on a combination of induced growth created by the frequency improvements making transit faster and more convenient and the continued ridership growth associated with the continued rebound Omnitrans has seen over the last two years.

Exhibit 10: Total Fixed Route Service Characteristics Summary

Total Fixed Route (in Thousands except vehicles and ratios)		Actuals				Year-End Estimate	Projection	Percent Change
		FY2020	FY2021	FY2022	FY2023	2024	FY2025	FY2025
Financial	Fare Revenue	\$ 10,361	\$ 6,022	\$ 7,036	\$ 7,147	\$ 7,347	\$ 8,949	21.8%
	Operating Costs	\$ 74,213	\$ 68,176	\$ 57,313	\$ 66,078	\$ 73,175	\$ 90,842	24.1%
Operating Data	Revenue Miles	8,259	6,035	6,155	6,395	6,909	7,991	15.7%
	Total Miles	8,971	6,542	6,706	6,986	7,547	8,718	15.5%
	Revenue Hours	612	446	458	479	516	596	15.5%
	Total Hours	641	466	479	501	539	623	15.6%
	Passengers	8,778	3,958	4,974	5,958	6,716	7,891	17.5%
Fleet Data	Peak Rev. Fleet	156	102	102	108	108	138	27.8%
	Spare Fleet	31	33	33	27	27	35	29.6%
	Total Fleet	187	135	135	135	135	173	28.1%
Key Stats	Passengers per Hour	14.3	8.9	10.9	12.4	13.0	13.2	1.7%

5.3 DEMAND RESPONSE SERVICE

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

Exhibit 11: Demand Response Service Characteristics Summary

Total Demand Response (in Thousands except vehicles and ratios)		Actuals				Year-End Estimate	Projection	Percent Change
		FY2020	FY2021	FY2022	FY2023	2024	FY2025	FY2025
Financial	Fare Revenue	\$ 1,184	\$ 421	\$ 767	\$ 668	\$ 735	\$ 817	11.1%
	Operating Costs	\$ 13,374	\$ 8,710	\$ 10,209	\$ 11,162	\$ 13,127	\$ 15,359	17.0%
Operating Data	Revenue Miles	1,887	789	1,252	1,330	1,343	1,707	27.1%
	Total Miles	2,349	996	1,482	1,598	1,589	2,042	28.5%
	Revenue Hours	126	51	74	84	89	109	22.5%
	Total Hours	152	70	107	112	118	146	23.7%
	Passengers	247	66	127	143	158	181	14.6%
Fleet Data	Peak Revenue Fleet	96	32	37	44	44	55	25.0%
	Spare Fleet	-	7	8	10	10	12	20.0%
	Total Fleet	96	39	45	54	54	67	24.1%
Key Stats	Passengers per Hour	2	1.3	1.7	1.7	1.8	1.7	-6.5%

Overall Demand Response ridership levels are projected to reach 181,000 riders up 14.6% compared to 158,000 in FY2024.

Ridership levels on OmniAccess are projected to reach 152,000 riders up 11.8% compared to 136,000 in FY2024. OmniAccess service levels are exclusively driven by customer demand for service and therefore revenue hours only increase with the increase in demand. Revenue hours are projected to increase to 89,000 up 20.3% compared to FY2024.

Ridership levels for OmniRide are projected to reach 29,000 riders up 31.8% compared to 22,000 in FY2024. Revenue hours in FY2025 are projected to increase by 33.3%, from 15,000 in FY2024 to 20,000 in FY2025. The growth in OmniRide is created by the proposed increase in service in OmniRide Bloomington described in Section 4.1 of this report.

6. FARE STRUCTURE

Omnitrans does not propose a fare policy change during FY2025. Exhibit 12 and Exhibit 13 provide details of Omnitrans’ fixed route and OmniAccess fare structure. Exhibit 14 shows the fare structure for OmniRide services.

Exhibit 12: Fixed Route Fares

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

Exhibit 13: OmniAccess Fares

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

Exhibit 14: OmniRide Fares

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

7. PUBLIC INPUT AND TITLE VI SERVICE EQUITY ANALYSIS

Effective transit planning relies on comprehensive public input. Since the proposed FY2025 Service Plan seeks to extend the current service resumption plan, there was no need for public hearings. However, Omnitrans conducted informal public outreach to gather public input as part of the regular planning process in the development of this plan.

Omnitrans staff held in-person and virtual public meetings associated with the FY2025 Service Plan. Additionally, Omnitrans collects public comments submitted online, over the phone, by mail and email.

Federal Transit Administration (FTA) regulations require public hearings and Title VI Equity Analyses for major service changes or any fare increase. The FTA requires that agencies define a major service change. Omnitrans has defined this as a change to any route’s hours, miles, or passengers by 25% or more on any day of service. Based on this criterion, Omnitrans sought feedback and conducted a Title VI equity analysis on the Service Resumption Path that was first implemented in FY2022, which is proposed for the FY2025 Service Plan.

7.1 PUBLIC INPUT

Omnitrans held 7 in-person and 2 virtual “Meet the Planner” outreach sessions related to service resumption (Exhibit 15). Omnitrans visited major transit centers and transfer locations to maximize the potential for public input. Additionally, previous public input on the time of the virtual meetings was applied which led to the most online public participation yet.

Exhibit 15: Public Outreach Schedule

CITY/ COMMUNITY	LOCATION	DATE	TIME	ROUTES TO MEETING
Highland	Baseline @ Boulder Bus Stop	Friday, February 16, 2024	10:00 A.M. - 1:00 P.M.	4, 15
Chino	Chino Transit Center	Tuesday, February 20, 2024	6:00 A.M. - 9:00 A.M.	83, 84, 85, 88, OmniRide Chino/Chino Hills
Fontana	Fontana Transit Center	Wednesday, February 21, 2024	3:00 P.M. - 6:00 P.M.	10, 14, 15, 19, 61, 66, 67, 82, 312
Virtual Meeting	Online/Zoom	Saturday, February 24, 2024	8:00 A.M. - 9:00 A.M.	Online/Zoom
Montclair	Montclair Transit Center	Tuesday, February 27, 2024	3:00 P.M. - 6:00 P.M.	66, 84, 85, 88, OmniRide Upland
Ontario	Ontario Mills	Wednesday, February 28, 2024	11:30 A.M. - 2:30 P.M.	61, 81, 82
Virtual Meeting	Online/Zoom	Wednesday, February 28, 2024	7:00 P.M. -8:00 P.M.	Online/Zoom
San Bernardino	San Bernardino Transit Center	Thursday, February 29, 2024	6:00 A.M. - 9:00 A.M.	sbX, 1, 2, 3, 4, 6, 8, 10, 14, 15, 215, 300, 305
Colton	Arrowhead Regional Medical Center	Thursday, February 29, 2024	11:30 A.M. - 2:30 P.M.	1, 19, 22, OmniRide Bloomington

Overall, Omnitrans staff interacted with 223 people and received 273 total comments during the outreach period. Of the 273 comments, 68% supported additional amenities at bus stops, increased

service frequency, expanded service hours, and future projects. The remaining 32% of comments were general remarks about the existing service.

Routes 4, 14, 67, 84, and 85 received the most comments (33%) for additional bus stop amenities which primarily included additional lighting and shelters. A total of 104 comments supported additional amenities.

Route 22 and 85 received the most comments for increased service frequency. Currently Route 22 and 85 are operating at 60-minute intervals but are planned 30-minute services during the week. The proposed service resumption plan supports the restoration of 30-minute services in Step 1.

Of the 29 comments that support the expansion of service hours, 21 specifically support expanding evening/nighttime service hours. Routes 1, 66, 82, 85, and 215 were mentioned the most (33%) for additional evening/nighttime services.

A total of 21 comments were received related to future projects related to service. Just over half of these comments, 11, described a need for public restrooms and security at the Fontana Metrolink Transit Center. Three comments support the future BRT network, and the following received one supportive comment each: additional OmniRide, onboard security, and holiday service.

The remaining 87 comments were general remarks and requests about Omnitrans' services. For example:

- 13 comments mention route changes and new alignments
- 11 comments suggest lower fares for certain population groups or new fare incentives
- 8 comments suggest increasing partnerships with local community groups and businesses
- 7 comments relate to operator customer service
- 6 comments seek improvement in transfer connections

7.2 SERVICE EQUITY ANALYSIS

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

Omnitrans established a service resumption plan to return to normal service levels in a strategic and fiscally sustainable manner. A 7-step resumption plan was adopted by our Board of Directors as part of the FY2022 Annual Service Plan as shown in Exhibit 16. This resumption plan was carried over into the Board-adopted FY2023 Annual Service Plan and was also carried over into the FY2024 Annual Service Plan. This resumption plan is the proposed service resumption plan for the FY2025 Service Plan. Overall, the Service Resumption Plan has maintained its original path towards restoring 100% of planned service levels, thus the service

equity analysis from FY2022 is provided in Exhibit 17. Each step in the Service Resumption Plan has a positive effect on a greater proportion of LIM ridership than that seen in the service area overall, there is no disparate impact or disproportionate burden placed on LIM population. Omnitrans remains in compliance with its Title VI mandate.

Exhibit 16: Service Resumption Plan, FY2022

7-Step Service Resumption Plan	
Step 1:	Resume canceled routes, e.g., Route 67, with a focus on schools.
Step 2:	Resume specific school tripper service.
Step 3:	Return AM peak frequencies on core routes.
Step 4:	Second Tier routes (which were reduced to 60-minute frequencies) will be returned to 30-minute peak frequency service.
Step 5:	Return 15-minute peak service on core routes.
Step 6:	Resume remaining weekday service.
Step 7:	Resume Weekend Services that had been reduced.

Exhibit 17: Determination of Minority and Low-Income Minority to Service Resumption Path, FY2022

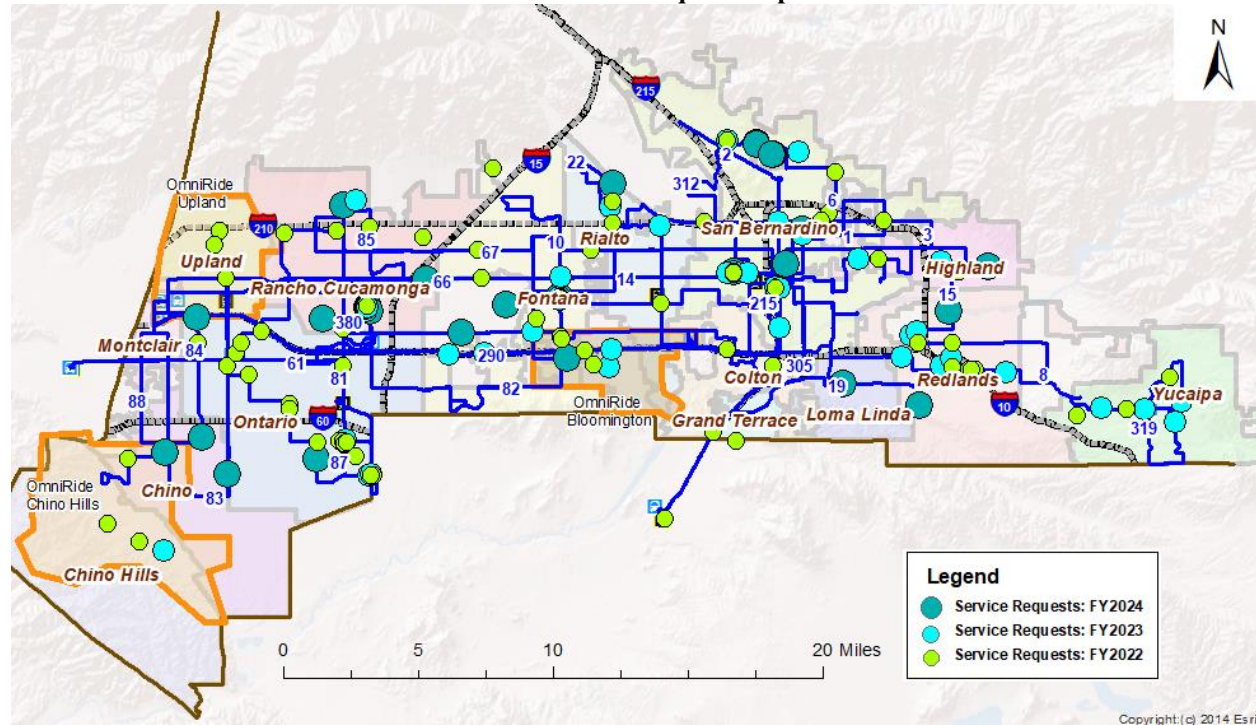
Demographic Buffer	Total Population	Minority *	% Minority	Low-Income White (Adjusted)	Low-Income or Minority (LIM)	% LIM
Population of County (2019)	2,180,085	1,584,922	72.7%	68,274	1,653,196	75.8%
Population of Service Area (Includes Area within All JPA Cities' Limits)	1,556,579	1,194,514	76.7%	33,614	1,228,128	78.9%
3/4-Mile of Any Fixed Route Stops (September 2020 Alignment)						
Within (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 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 Step 0 Service Resumption (Status Quo)						
Within	1,200,392	960,683	80.0%	25,209	985,892	82.1%
Not Within	979,693	624,239	63.7%	43,065	667,304	68.1%
1/2-Mile of Service Resumption - Steps 1, 2, 3						
Within	543,116	445,564	82.0%	10,910	456,474	84.0%
Not Within	1,636,969	1,139,358	69.6%	57,364	1,196,722	73.1%
1/2-Mile of Service Resumption - Step 4						
Within	693,650	555,996	80.2%	14,731	570,727	82.3%
Not Within	1,486,435	1,028,926	69.2%	53,543	1,082,469	72.8%
1/2-Mile of Service Resumption - Step 5						
Within	470,325	397,707	84.6%	10,022	407,729	86.7%
Not Within	1,709,760	1,187,215	69.4%	58,252	1,245,467	72.8%
1/2-Mile of Service Resumption - Steps 6 & 7						
Within	760,268	615,371	80.9%	16,011	631,382	83.0%
Not Within	1,419,817	969,551	68.3%	52,263	1,021,814	72.0%
1/2-Mile of Concatenated - Steps 1-4						
Within	965,819	776,307	80.4%	19,951	796,258	82.4%
Not Within	1,214,266	808,615	66.6%	48,323	856,938	70.6%
1/2-Mile of Concatenated - Steps 1-5						
Within	984,061	791,036	80.4%	20,480	811,516	82.5%
Not Within	1,196,024	793,886	66.4%	47,794	841,680	70.4%
1/2-Mile of Concatenated - Steps 1-7						
Within	984,061	791,036	80.4%	20,480	811,516	82.5%
Not Within	1,196,024	793,886	66.4%	47,794	841,680	70.4%

**Defined as total population minus White Alone (not Hispanic or Latino). All population estimates derived by GIS selection of block group data, except for determination of Low-Income Whites, which is at the tract level.*

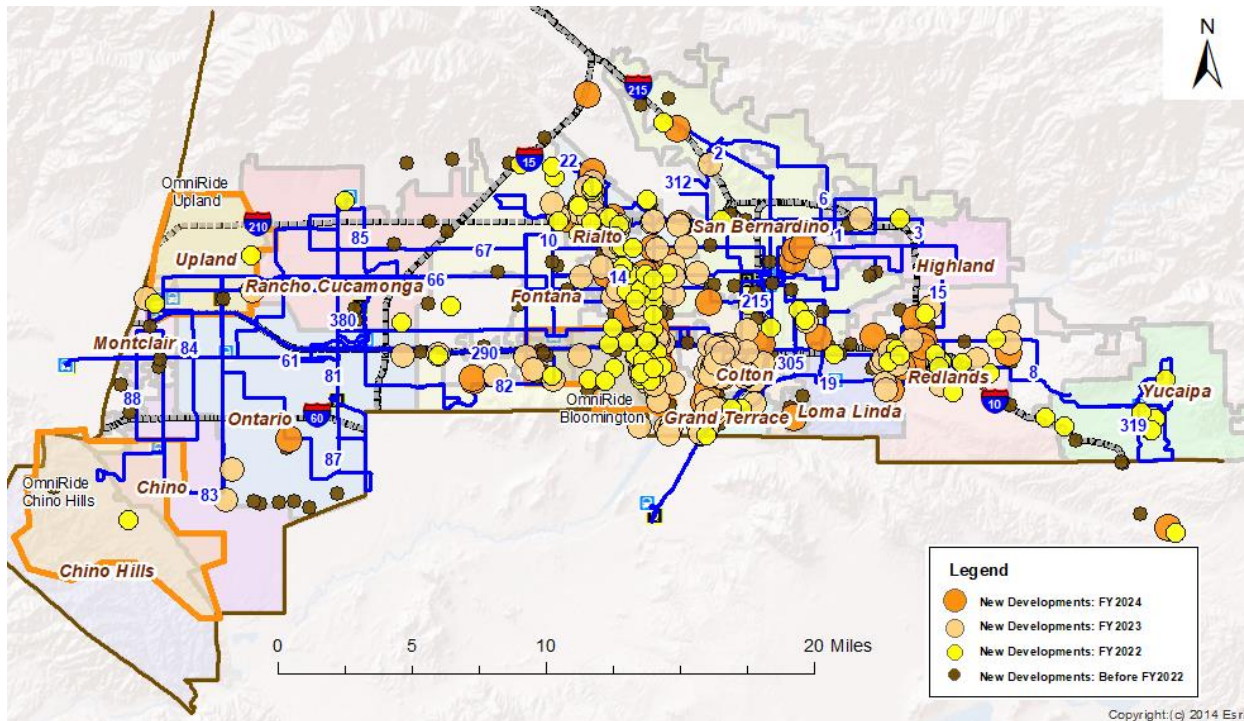
8. SERVICE REQUESTS AND PLANNED DEVELOPMENTS

OmniTrans receives, documents, and uses service requests to modify services to meet community needs. Service requests are submitted by the general public via mail, the call center, by email, or on OmniTrans’ website <https://omnitrans.org/about/contact-us/>. Requests are reviewed by Strategic Development staff and if circumstances allow, are implemented in conjunction with planned service change periods. Exhibit 18 is a map that represents all service requests from FY2022 to present.

Exhibit 18: Service Request Map



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



8.1 UNCONSTRAINED PLAN

In addition to the planned services for the fiscal year and service requests, Omnitrans has an unconstrained plan that includes services that would meet service warrants. Key unconstrained plan elements are included in Omnitrans’ FY2023- FY2030 Short-Range Transit Plan (SRTP) which include:

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

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