



# PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION COORDINATION PLAN FOR RIVERSIDE COUNTY 2016 UPDATE



Riverside County Transportation Commission

Final Report - November 2016



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# PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION COORDINATION PLAN FOR RIVERSIDE COUNTY, 2016 UPDATE

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# Public Transit – Human Services Transportation Coordination Plan for Riverside County, 2016 Update

## EXECUTIVE SUMMARY

### Purpose and Intent

This PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION COORDINATION PLAN is prepared in response to Federal statute, initially required in 2005 and re-authorized in the January 2016 legislation PL 114-22 Fixing America’s Surface Transportation (FAST Act). Termed the COORDINATED PLAN, it identifies and addresses transportation needs and gaps of seniors, persons with disabilities and persons of low-income. Through mobility goals, strategies and projects, it provides direction to a number of Riverside County stakeholders that include the Commission, the county’s public transit providers, human service agencies and city and County personnel.

The COORDINATED PLAN’S projects can be supported with Federal Transit Administration Section 5310 funds which can provide capital and operating funds for projects identified in the Plan. However, this competitive funding source is modest, with less than \$1 million in funding support annually secured by agencies in Riverside County in the most recent 3-year Call-for-Projects. Even with funding available through the County’s Measure A, averaging between \$2.5 to \$3 million annually over the last decade for western county projects only, stakeholder organizations must be creative and pro-active to develop strategic responses to the mobility concerns of Riverside County residents described in this plan.

### Changing Transportation Landscape

This is a period of tremendous change in the transportation field, with implications that are being discovered for public transportation and specialized transportation providers. Changes in service delivery models, in information dissemination and in fare payment technology are epitomized in the new service models that Uber and Lyft are successfully implementing. How these changes impact the populations of concern to this COORDINATED PLAN will be better understood with time, as well as how to craft responses that protect equitable access to new services and service innovations for older adults, individuals with disabilities and low-income households.

### Riverside County Transportation Context

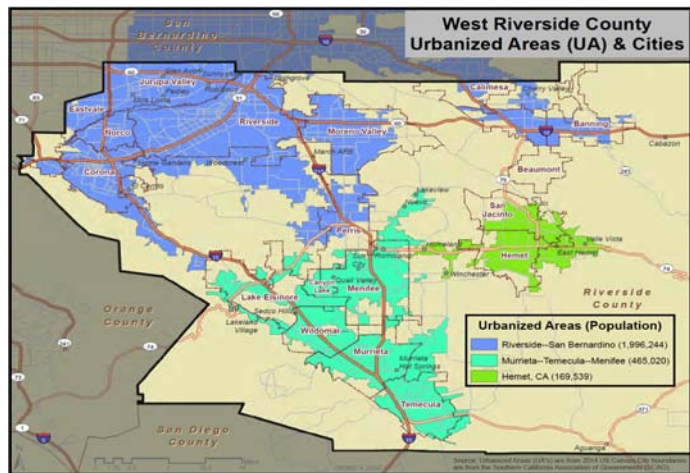
Chapter 2 of this COORDINATED PLAN describes the groups of interest among the County’s almost 2.3 million persons, and includes the 12.5% or 282,000 persons age 65 and older, growing in number and proportion. Persons with disabilities comprise 5.4% of the adult population, less than 1% of children or

youth under age 17; just 4.4% of seniors report that they are disabled. Combined, the represents 242,000 individuals reporting disabilities. Low-income persons, living at or below 100% of the Federal Poverty Level, total just under 240,000 persons.

U.S. military veterans are also of concern to this Plan. The 132,000 Riverside County veterans comprise 5.8% of the County’s population, as reported in the 2014 American Community Survey 5-Year Estimates. Not surprisingly, these groups are not evenly distributed across the county but with differences by sub-region and neighborhood. Chapter 2 describes some of those concentrations and differences, including trip origin and destination information from 211VetLink.org, the Riverside Connect trip planning partnership with the 211 in San Bernardino, a transportation information resource for the two counties.

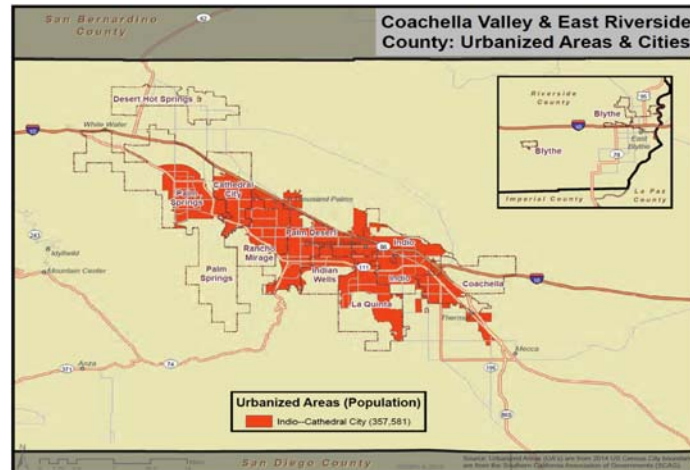
**Figure ES-1, Urbanized Areas of Western Riverside County**

FTA Section 5310 funds, which can be pursued for projects identified in this COORDINATED PLAN, are allocated by urbanized area and must be competitively sought within these areas. Similarly, for projects serving rural areas of the County, areas outside of the demarcated urbanized areas shown in Figures ES-1 and ES-2, grant applicants must compete for funds through Caltrans in its 5310 Rural Call for Projects for funding.



**Figure ES-2, Urbanized Area of the Coachella Valley**

Providing additional context, Chapter 2 summarizes 14 regional plans and studies and their particular findings of relevance, which include SCAG’s vision of “more choices for getting around”, planning status for additional inter-city rail services, differences in utilization of fare payment media by younger and poorer persons and more.



Central among the reported studies is RCTC’s RIVERSIDE COUNTY STRATEGIC ASSESSMENT, completed in January 2016, which defines strategic actions by which to meet the increased transportation-related demands of Riverside County’s population that continues to grow and the deficiencies in the current funding mix.

## Available Transportation

Chapter 3 presents the assessment of available transportation in Riverside County. While these programs have largely been described in the RIVERSIDE COUNTY STRATEGIC ASSESSMENT and in RCTC’s ANNUAL



COUNTYWIDE REPORT OF PUBLIC TRANSPORTATION, FY 2014/2015, additional information on specialized transportation services and funding is included in this COORDINATED PLAN.

The provision of 16.5 million passenger trips on public transit in Riverside County during FY 2014/15, includes 543,000 specialized transportation programs of which many are supported by FTA Section 5310 funds and local Measure A Specialized Transportation Funding. Together, all transit trips reflect a 7.2 trips per-capita-rate, a benchmark that has steadily improved despite a continuously growing population and is now 14% above the 6.9 trips-per-capita rate documented in the first COORDINATED PLAN in 2005. Future transportation use can be assessed against this rate.

## Mobility Needs and Gaps

Described in Chapter 4, this Plan's outreach processes included a formal public hearing, community workshops in five locations around the county, input through RCTC's Citizens Advisory Committee and responses compiled from three years of Transportation Network Database comments (440 responses). An estimated 200 individuals or organizations directly contributed to the Plan development process.

Themes characterizing the mobility needs and gaps of the target groups differed by area, reflecting both different densities in population and in available services. These are individually reported by the three primary subregions of the county – Western Riverside County, the Coachella Valley and Palo Verde Valley. Ten key themes are identified in this COORDINATED PLAN:

1. Expanded **transit service area needs** exist throughout the County.
2. **Improved connectivity** will shorten trips and contribute to increased frequency of trips.
3. **Expanded hours of service and days** of service will help to meet additional trip needs.
4. Long-distance **regional medical trip needs** exist in all areas of the County.
5. **Safe and comfortable rides** can improve riders' experience.
6. **Safe pedestrian and bicyclist experiences** will improve mobility choices.
7. **Transit affordability** and fare policies can be barriers to use.
8. **Information** topics and **mobility management** opportunities address transit promotion.
9. **Coordination opportunities** with human service agencies, specialized transportation providers and public transit can meet more trip needs.
10. **Securing funding** is critical to maintain, enhance and expand transit services.

## Defining Mobility Goals and Responsive Strategies

Chapter 5 presents a review of funding options, including and beyond FTA Section 5310. It recapitulates the strategic direction from the 2016 RIVERSIDE COUNTY STRATEGIC ASSESSMENT which recognized a substantial deficit over the long haul in available funding for transportation programs and services. Within this broader context, Chapter 5 defines the five (5) goals and twenty-three implementing strategies by which to address this 2016 COORDINATED PLAN's findings, mobility needs and gaps.

Notably, almost 60% of the agency and organizational respondents to RCTC's Transportation Network Card annual survey indicate that *all or most of their constituents' transportation needs are met*. This COORDINATED PLAN is focused on those needs and gaps that otherwise present, recognizing that

significant public and specialized transportation services are in place and providing trips to target group persons. The five goals of this COORDINATED PLAN are presented in Table ES-1 following.

**Table ES-1**

<b>Public Transit-Human Services Transportation Coordination Plan for Riverside County, 2016 Update Mobility Goals</b>	
<b>Goal 1 – Grow Mobility Options</b>	<i>Sustain, fund and continue to expand the array of public, human service and private transportation services available in Riverside County.</i>
<b>Goal 2 – Connect and Coordinate Services</b>	<i>Improve connectivity among public transportation services and coordination with human service transportation to address identified mobility gaps.</i>
<b>Goal 3 – Promote Safety and Comfort</b>	<i>Ensure safety through new and well-maintained rolling stock, attention to passenger safety and physical environments that promote safety for pedestrians and bicyclists.</i>
<b>Goal 4 – Improve Health Access</b>	<i>Promote transportation solutions, including new partnerships, to improve the ability of Riverside residents to travel to and from local and regional medical services and treatments.</i>
<b>Goal 5 – Promote and Improve Communication</b>	<i>Promote, improve and expand information portals that are multi-cultural and embrace technology and mobility management tools to increase mobility options.</i>

Chapter 5 describes various initiatives underway within the County that address each of these goals. It also enumerates comments and findings from this COORDINATED PLAN that point to the importance of further work. Specific responsive strategies are articulated, with twenty-three (23) strategies enumerated and dozens of illustrative projects to move these goals forward.

With RCTC’s August 2016 Citizens Advisory Committee meeting, a workshop was held to prioritize these strategies. Participants, about forty persons, represented a range of constituencies from across the county. Table ES-2 presents the ranked and prioritized strategies supporting this Plan’s five mobility goals, with some discussion of implementation.



**Table ES-2, Prioritized 2016 COORDINATED PLAN Strategies**

Goal	Strategy	Ranking
Goal 1 - Mobility Options	1.1 <u>Strategy:</u> Expand transit services, as funding allows, to unserved areas of the county where sufficient demand presents.	Immediate
Goal 4 - Health Access	4.1 <u>Strategy:</u> Improve health care access and address regional trip needs across the County through additional transportation options, including more direct fixed route, shuttles and lifeline services targeted to medical	Immediate
Goal 3 - Safety & Comfort	3.1 <u>Strategy:</u> Secure capital funding for vehicle replacement and ongoing maintenance to ensure safe, accessible transportation.	Immediate
Goal 4 - Health Access	4.2 <u>Strategy:</u> Provide for door-to-door and door-through-door transportation to assist with medically-related trips and to ensure the safety of frail or vulnerable riders.	Immediate
Goal 2 - Connect & Coordinate	2.4 <u>Strategy:</u> Promote coordination between public transit and specialized transportation providers to help address mobility gaps.	Immediate
Goal 1 - Mobility Options	1.2 <u>Strategy:</u> Expand operating hours of service, as funding allows, to help meet additional need.	Immediate
Goal 5 - Communication	5.5 <u>Strategy:</u> Develop mobility management tools, including travel training, to connect riders to available transportation services, to encourage new users and/or transition older adults from driving alone.	Immediate
Goal 1 - Mobility Options	1.6 <u>Strategy:</u> Secure funding, including discretionary sources, to maintain, enhance and expand transit and specialized transportation services.	Immediate
Goal 5 - Communication	5.2 <u>Strategy:</u> Develop expanded information portals to promote the full range of available transportation options – including vanpool and shared ride, hail services – encouraging effective trip planning tools that improve the	Immediate
Goal 1 - Mobility Options	1.5 <u>Strategy:</u> Support and grow human service transportation operations, as funding allows and as cost-effective alternatives to public transit.	Near Term
Goal 2 - Connect & Coordinate	2.2 <u>Strategy:</u> Improve connectivity within and between transit services to shorten trip lengths and speed travel.	Near Term
Goal 3 - Safety & Comfort	3.2 <u>Strategy:</u> Promote safe and comfortable rides for transit users.	Near Term
Goal 5 - Communication	5.1 <u>Strategy:</u> Promote multiple avenues of customer-oriented information about available transit and specialized transportation, including paper, technology and telephone-based platforms.	Near Term
Goal 2 - Connect & Coordinate	2.1 <u>Strategy:</u> Support long-range transportation planning and the integration of land use planning with transportation planning to improve mobility.	Near Term
Goal 5 - Communication	5.3 <u>Strategy:</u> Increase effectiveness in use of social media to promote mobility options to the Target Populations.	Near Term
Goal 3 - Safety & Comfort	3.3 <u>Strategy:</u> Promote safe and comfortable pedestrian environments, bus stops and bus transfer locations.	Near Term
Goal 3 - Safety & Comfort	3.4 <u>Strategy:</u> Promote safe bicycling environments.	Near Term
Goal 1 - Mobility Options	1.4 <u>Strategy:</u> Support transit affordability through public transit fare policy and subsidy options.	Long Term
Goal 5 - Communication	5.6 <u>Strategy:</u> Report public transit and specialized transportation performance and impacts on Riverside County residents' mobility.	Long Term
Goal 5 - Communication	5.7 <u>Strategy:</u> Ensure board-based transit agency outreach to invite participation in planning processes that guide transit resource deployment.	Long Term
Goal 2 - Connect & Coordinate	2.3 <u>Strategy:</u> Monitor and improve service reliability, including ensuring effective connections and transfers.	Long Term
Goal 5 - Communication	5.4 <u>Strategy:</u> Promote and develop rider-centric information tools that may be destination focused (e.g. medical) or user group-focused (e.g. veterans).	Long Term
Goal 1 - Mobility Options	1.3 <u>Strategy:</u> Expand operating days service, as funding allows, to help meet additional needs.	Long Term

# Public Transit – Human Services Transportation Coordination Plan for Riverside County, 2016 Update

## 1.0 PURPOSE AND APPROACH

### 1.1 Introduction

#### Authorization

The PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION COORDINATION PLAN FOR RIVERSIDE COUNTY, 2016 UPDATE (COORDINATED PLAN) serves to document ***mobility needs and gaps of seniors, persons with disabilities and persons of low-income*** living and traveling within Riverside County.

Required by Federal statute, the first COORDINATED PLAN in 2005 was responsive to *Public Law 109-059 Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users* (SAFETEA-LU). In 2012 the Coordinated Plan requirement was reaffirmed in authorizing legislation *Public Law 112-141 Moving Ahead for Progress in the 21st Century* (MAP-21). Within the Federal context, its direction narrowed from three funding programs authorized in SAFETEA-LU to just a single program under MAP-21, Section 5310, *Enhanced Mobility of Seniors and Individuals with Disabilities*. In January 2016, Congress authorized new transportation legislation with *Public Law 114-22 Fixing America's Surface Transportation* (FAST Act) with five-year provisions that are now the first long-term transportation legislation in many years. As rules governing FAST Act implementation are still to be written, public transit providers and planning agencies continue to implement the guidance provided under MAP-21.

#### The Future is Here

This is a time of transformative change in mobility, change that is happening alongside of and, in some cases, despite regulatory direction and requirements. New service models, new information capabilities, new technology and new investment are shaping change and expanding individuals' choices for travel to work, school, medical, recreation and other key destinations. And autonomous vehicles, with all their unknown implications, loom.

New service models in the ride hail industry through Uber and Lyft are creating viable travel alternatives to driving oneself. The advantages of immediacy of pick-up – often within 5 minutes, the convenience of ordering and paying for the trip from one's phone, and the assurance of seeing the driver and approaching vehicle on one's phone are all very attractive ingredients. Competitive pricing – at least during non-surge, off-peak hours – is its most compelling feature.

New information tools coupled with technology innovations empower that hand-held “mobile data terminal” to enable riders and prospective riders to plan a trip according to various criteria that shape

their choices. Cost, speed of travel, distances to walk and the number of transfers are among the factors influencing individual choice. The proliferation of “apps” by which to discover and plan the trip is now joined by “apps” delivering real-time information about when a specific vehicle will be at this stop. And the growing ability to pay for the trip, via one’s phone and on the Internet, increases the convenience of use.

The equity implications of these changes – disruptive to the taxi cab and public transit industries both – are significant for the populations of concern in this COORDINATED PLAN. Equity concerns are real. The transportation network companies (TNC), Uber and Lyft, seek out high-density areas, not necessarily the low-density suburbs that typify Southern California including Riverside County. Simply getting a TNC pickup in some neighborhoods will remain difficult, if impossible, given our predominately suburban spaces. Trip costs that are lower than a taxi trip, perhaps \$6 to \$7 for a trip of 3 to 4 miles, can still add up if taken daily to help connect a rider to a rail or high-speed bus line. Ordering a trip, whether via a smart phone or on the computer, is not possible for some who do not have the ability to do so. Paying for a trip via a smart phone application is not possible for the “unbanked” for whom a cash-based economy is their reality. Finally, within the TNC industry, reliably providing accessible vehicles to serve persons using mobility devices and ensuring that drivers are drug-free and appropriately trained are as yet unresolved challenges.

The COORDINATED PLAN and its implementation process will need to monitor these changes, all happening at a very fast pace. And the public transit industry itself will need to move nimbly and with greater flexibility than it is generally known for, both to keep up with change and to craft its positions in the coming world of the autonomous vehicles. While historically public transit has been largely in a reactive mode, the type and pace of changes in mobility now make every setting a potential laboratory in which to introduce and test change. Responding to these changes and monitoring the impacts of new services from the viewpoint of older adults, persons with disabilities and persons of low-income will be a critical role of the COORDINATED PLAN audiences.

## **What Is This Plan’s Value to Riverside County?**

This COORDINATED PLAN becomes an important tool both to catalog and monitor change, and to aid in seeking funding for projects led by various stakeholders who are engaged with older adults, persons with disabilities and persons of low-income, including military veterans and persons of limited English proficiency. Addressing the mobility needs documented here and the strategies of response set forth, multiple projects are envisioned. Stakeholders with concern for the mobility of these Riverside County residents, and who are audiences of this COORDINATED PLAN, include:

- the County Transportation Commission
- Public transit agencies
- Human service organizations – both public and private – that work directly with consumers
- Cities and the County of Riverside

The COORDINATED PLAN will help to support grant funding requests from a wide range of sources, any of which require the documentation of need and articulated strategies that this Plan presents.

This COORDINATED PLAN is connected to other core planning documents of Riverside County and the region. Specifically, the COORDINATED PLAN has a role to play in furthering the aims of the 2016 RIVERSIDE COUNTY STRATEGIC ASSESSMENT and the plan for the future that it envisions. Chapter 2, in providing a context for the populations and the transportation resources of import here, also identifies the linkages to key county and regional planning documents that are extended by this COORDINATED PLAN.

## Plan Goal and Requirements

The 2016 COORDINATED PLAN's overarching goal is to **enhance the mobility of individuals with disabilities, seniors, people with low incomes, and military veterans**, its target populations. MAP-21 regulation, currently the guiding regulation, requires that projects selected for funding be included in a **locally developed, coordinated public transit-human services transportation plan**, the COORDINATED PLAN. It also requires that the COORDINATED PLAN be developed and approved through a **process that included participation** by seniors, individuals with disabilities, representatives of public, private and nonprofit transportation and human services providers, and other members of the public.

The Federal Transit Administration (FTA), as the implementing agency, maintains flexibility in how projects appear in a Coordination Plan. Projects may be identified as **strategies, activities, and/or specific projects** to address an identified service gap or transportation coordination objective articulated. **Local prioritization of strategies and projects** is required by MAP-21. To the maximum extent feasible, funded services that may subsequently be funded with Section 5310 dollars are to be coordinated with transportation services assisted by other federal departments and local agencies.

## Funding Coordinated Plan Projects, FTA Section 5310

The single funding source directly associated with this COORDINATED PLAN is informally overseen by the Riverside County Transportation Commission (RCTC), as the County Transportation Commission. Caltrans provides the actual administration of the **Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program**, responsible for the Call for Projects every two to three years, the letting contracts and recipient of regular project reporting. Importantly, in some cycles, RCTC has provided match funding to Western Riverside County projects and receives project outcome reporting.

The Federal Section 5310 funding to Riverside County is modest and in the last funding opportunity awarded a total of \$2.8 million. Its goal is to **improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding the availability of transportation mobility options**. Section 5310 funds are available for capital and operating expenses, including those that exceed ADA requirements and for many of the projects that may be identified within this COORDINATED PLAN.

Additionally, RCTC administers its Western Riverside County Specialized Transportation Program which is a second important funding source for the needs articulated in this document, providing \$2.5 to \$3 million dollars in annual support to public and non-profit transit operators for the provision of specialized transit services. The Specialized Transportation Program goal is to improve mobility and sustain the independence of seniors, individuals with disabilities and persons of low-income, although it is limited to the western communities of Riverside County. The Specialized Transit Program is funded by

Measure A, half-cent sales tax receipts from Western Riverside County and has been used as match for projects supported by FTA Section 5310.

## 1.2 Plan Objectives

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The PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION COORDINATED PLAN FOR RIVERSIDE COUNTY, 2016 UPDATE, while prepared in compliance with Federal rules, can also support the effective administration of Western Riverside County's Specialized Transportation Program whose services are geared to many of the same populations as the COORDINATED PLAN's target groups.

The 2016 COORDINATED PLAN therefore, towards achieving its goal of enhanced the mobility of individuals with disabilities, seniors, persons of low income, and military veterans, supports this array of objectives:

- **Securing grant awards** from the Section 5310 program, a statewide competitive program administered by Caltrans;
- **Expanding vehicle and operating funding** available to Western Riverside County Specialized Transit Program participants;
- **Enhancing mobility for individuals** with disabilities, seniors, of low income, or who served in the military, or have limited English-speaking proficiency;
- **Developing better coordinated transportation** between public transit and human service organizations, providing more trips to more people;
- **Supporting more stakeholder agencies** in seeking funding by which to address mobility needs; and
- **Monitoring the mobility landscape** in relation to services to the COORDINATED PLAN populations.

## 1.3 Process and Public Engagement

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The 2016 COORDINATED PLAN was developed in compliance with federal requirements and consistent with the applicable planning process and seeking input from a wide array of constituents. RCTC prepared this plan with assistance provided by AMMA Transit Planning, including conducting outreach to comply with FTA requirements and applicable public participation and stakeholder consultation provisions. The development of the 2016 COORDINATED PLAN also considered existing documentation relevant to its target populations, including the SCAG's Regional Transportation Plan, Coachella Valley Intercity Rail Feasibility Study, Riverside County Strategic Assessment and the RTA Long Range Transportation Plan.

Various activities were conducted countywide to comply with the federal requirement that the COORDINATED PLAN be developed through local processes, including the following:

- **Transit Network Database**, consisting of 880 stakeholder agencies contacts of either physical addresses or email addresses, was used to help distribute and promote public and agency participation opportunities.
- **Agency input** about transit needs conducted via the annual Transit Network Update Process with 83 agencies providing comment about their client's mobility needs.

- **Four consumer and stakeholder workshops, and a special North Shore Salton Sea Community Council meeting**, were among events held across Riverside County involving over 75 agency and organization representatives and members of the public. The workshop was widely noticed by email blasts to the Transit Network Database, a physical mailing to 607 addresses, and telephone recruitment to ensure representation by all of the target populations.
- **Written comments** were accepted through the Coordination Plan project website. The website was promoted at all workshop events and through email blasts to the Network listing.
- **Two Coordinated Plan prioritization workshops** conducted at Coachella Valley Association of Governments and at RCTC involving almost 60 agency representatives and participants.
- **Analysis** of target group population demographics, trip demand projections through 2019, regional planning documents, and input from the public outreach to identify findings regarding mobility needs and gaps.
- **Constructed framework of five (5) goals and 23 priority strategies** for implementation to address identified needs and gaps.
- **Spanish translation** was made available at all public participation opportunities, with opportunity for additional language translation with 48 hours' notice.



## 2.0 CONTEXT

### 2.1 Demographics

#### Demographic Changes among Target Populations

Federal regulatory requirements necessitate that the Coordinated Plan focus on improving the transit services for three target populations. These target populations include:

- Older adults
- Persons with disabilities
- Low income persons

The 2012 Update to the Public Transit – Human Services Transportation Coordination Plan for Riverside County identified new unmet transportation needs and sub-groups requiring improved transit service. Among these groups, veterans returning from conflicts in Afghanistan and Iraq as well as veterans from the last century were in need of transportation to employment and medical services. Veteran populations as well as the veteran unemployment rate are indicated in Table 2-1.

Riverside County experienced significant growth since the 2000 Census, among the highest rates of population increase in the state. A query of the 2014 American Community Survey (ACS) shows that the population of Riverside County increased by 721,512, a 46.7% increase from the previous census in 2000. With the growth in population comes the growth of specific target populations. Table 2-1 also illustrates the growth in seniors, persons with disabilities, persons of low-income, and veterans. For the purpose of this discussion, the proportion share of target populations is important to note as it demonstrates that a greater need exists to improve transportation services for individuals that need it the most.

#### Seniors

From 2000 to 2014, the senior population grew by 45.1%. While this represents significant growth, the proportion of seniors in the County remained the same at 12.4% of the overall population. The number of seniors reporting low-income status grew significantly by 2014. In 2000, 14,437 seniors (0.9% of the total population) reported low-income status. By 2014, low-income seniors grew by 82.1% to 26,293.

#### Persons with Disabilities

Measuring persons with disabilities for the two reporting years is difficult as the methodology and output for the disabled population varies. Under the 2000 Census, the disabled, non-institutionalized population represented 4.7% of the population. As part of the 2010 Census, and subsequently the 2014 ACS, non-institutionalized disabilities were further quantified as having a sensory, cognitive, or other difficulty classified as a disability. The 2014 ACS reports that 5.4% of the adult population ages 18-64 reported having at least one of these disabilities. Seniors age 65 and over reporting at least one of these disabilities constituted 4.4% of the total population for Riverside County.

**Table 2-1, Coordinated Plan Target Populations**

COORDINATED PLAN TARGET POPULATIONS IN RIVERSIDE COUNTY Seniors, Persons w/Disabilities, Persons of Low-Income and Veterans					
2000 Census Attribute, Summary File 3 2010-2014 American Community Survey 5-year Estimates	[2000 Census] Riverside County People by Category	% of Total County Population	[2014 ACS] Riverside County People by Category	% of Total County Population	% Change from 2000 to 2014
<b>TOTAL POPULATION [1]</b>	<b>1,545,387</b>	<b>100%</b>	<b>2,266,899</b>	<b>100%</b>	<b>46.7%</b>
<b>Children and Youth, Ages 0-17</b>	467,079	30.2%	616,767	27.2%	
Children with a Disability, Ages 5 to 17	n/a		18,257	0.8%	
<b>ADULTS 18-64 [2]</b>	<b>883,475</b>	<b>57.2%</b>	<b>1,367,444</b>	<b>60.3%</b>	<b>54.8%</b>
<b>Low-income Adults, Ages 18-64 - 100% Federal Poverty Levels [3]</b>	112,564	7.3%	208,533	9.2%	85.3%
with % of Adults 18-64	12.7%		15.2%		
<b>Disability [4] (non-institutionalized) Ages 16-64 "go-outside-home" disability (2000)</b>	72,519	4.7%			
with % of Adults 18-64	8.2%				
<b>Disability [4] (non-institutionalized) Ages 18-64 (2014)</b>			122,414	5.4%	
with a hearing difficulty			23,569	1.0%	
with a vision difficulty			21,443	0.9%	
with a cognitive difficulty			50,703	2.2%	
with an ambulatory difficulty			60,342	2.7%	
with a self-care difficulty			24,778	1.1%	
with an independent living difficulty			46,961	2.1%	
<b>SENIORS [2]</b>	<b>194,833</b>	<b>12.6%</b>	<b>282,688</b>	<b>12.5%</b>	<b>45.1%</b>
Seniors, ages 65-74	103,117		156,869		
with % of all seniors	52.9%		55.5%		
Seniors, ages 75-84	71,192		90,943		
with % of all seniors	36.5%		32.2%		
Seniors, ages 85+	20,524		34,876		
with % of all seniors	10.5%		12.3%		
<b>Low Income Seniors, Ages 65+ - 100% Federal Poverty Levels [3]</b>	14,437	0.9%	26,293	1.2%	82.1%
with % of all seniors	7.4%		9.3%		
<b>Disability [4] (non-institutionalized) Ages 65+ "go-outside-home" disability (2000)</b>	35,593	2.3%			
with % of all seniors	18.3%				
<b>Disability [4] (non-institutionalized) Ages 65+ (2014)</b>			100,612	4.4%	
with a hearing difficulty			42,841	1.9%	
with a vision difficulty			19,078	0.8%	
with a cognitive difficulty			24,661	1.1%	
with an ambulatory difficulty			65,145	2.9%	
with a self-care difficulty			25,753	1.1%	
with an independent living difficulty			44,137	1.9%	
<b>VETERANS [5]</b>			<b>132,145</b>	<b>5.8%</b>	<b>n/a</b>
<b>Civilian Population 18 years and over</b>			<b>1,645,829</b>	<b>72.6%</b>	
Veterans Period of Service					
Gulf War (9/2001 or later) veterans			12.8%		
Gulf War (8/1990 to 2001) veterans			18.0%		
Vietnam era veterans			33.9%		
Korean War veterans			12.5%		
World War II veterans			7.8%		
Veterans ages 18 to 34 years			12,025	0.5%	
Veterans age 35 to 54 years			32,243	1.4%	
Veterans age 55 to 64			25,504	1.1%	
Veterans age 65 to 74			29,997	1.3%	
Veterans age 75 years and older			32,243	1.4%	
Veteran population unemployment rate			11.0%		
Veteran population poverty status in the past 12 months			6.5%		

[1] Census 2000 Summary File 3, Total Population P001. / B01003 Total Population 2014 American Community Survey 5-year Estimates

[2] Extrapolated from Census 2000 Summary File 3, Sex by Age P008 / B01001 Sex by Age, 2014 American Community Survey 5-year Estimates

[3] Extrapolated from Census 2000 Summary File 3, Poverty Status in 1999 by age P087 / B1701 Poverty Status in the Past 12 Months by Sex by Age 2014 American Community Survey 5-year Estimates

[4] Extrapolated from Census 2000 Summary File 3, Age by types of disability for the civilian non-institutionalized population 5 years & over with disabilities P041 / S1810 Disability Characteristics - 2014 American Community Survey 5-year Estimates

[5] Extrapolated from S2101 Veteran Status - 2014 American Community Survey 5-year Estimates

## Persons with Low Income

The share of low-income adults and low-income seniors also increased during the analysis period. The 2000 Census shows that the proportion of low-income adults was at 7.3% in 2000 and increased to 9.2% by 2014. The low-income population increased in both age cohorts (adults age 18 – 64 and seniors age 65 and over) as shown in Table 2-1 previously. According to SCAG's 2015 RIVERSIDE COUNTY PROFILE, 34% of households in Riverside County earned less than \$35,000 in 2014.

## Veterans

Veteran status is examined in this COORDINATED PLAN to understand the need for service to this target population. The 2014 ACS indicates that veterans comprise 5.8% of Riverside County's population. The majority of veterans are Vietnam era veterans at 33.9% of the veteran population. As many of these veterans have reached or are reaching senior status, it is important to provide service to healthcare and related senior activities for this segment of the population. Gulf War veterans, both 1990 and 2001 era, constitute a significant portion of the veteran population as well (a total of 30.8%). Veteran unemployment rate is 11.0% and mostly affects those that have served in the Gulf Wars. Providing access to employment centers within Riverside County or in neighboring areas is another area to examine as part of the coordinated plan.

## **Current Economic Picture**

Riverside County continues to recover from the economic recession of 2008 to 2010. Employment is recovering, as reported by the INLAND EMPIRE QUARTERLY REPORT, with opportunities continuing to grow in different job sectors and further job creation anticipated.<sup>1</sup> As economic conditions continue to improve, highways and roadways become congested with increased automobile use from people traveling to work, school, and retail opportunities. Improved public transportation services can help alleviate some congestion on the roadway and provide an opportunity for target populations to take advantage of the improving economic condition.

Access to jobs is an important factor when considering the provision of transit services available to the residents of Riverside County. According to SCAG's 2015 RIVERSIDE COUNTY PROFILE, 42.12% of workers living in Riverside County commute to work within the County. The remaining residents either commute to Los Angeles (13.85%), Orange (13.52%), or San Bernardino (13.08%). The majority of Riverside County residents choose to drive alone when commuting to work: 82% of commuters as reported in the 2014 ACS. Carpooling is the second mode choice at 13% for commuting to work, but is lower than the 18% reported in the 2000 Census. Public transit provides only 2% of the mode share as of the 2014 ACS, a 1% increase from the 2000 Census.

The total number of jobs has increased since the recession but has not reached prerecession levels. Job sectors such as construction, retail trade, and professional management have increased while jobs in manufacturing have decreased and continue to remain significantly lower than its peak in 2007. Analyzing the median household income for Riverside County gives an idea as to the propensity for

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<sup>1</sup> Inland Empire Quarterly Economic Report. *Inland Empire 2016 Forecast: Increasing Prosperity*. April 2016.

transit use among households. The median household income for Riverside County as of 2014 of \$52,648 is lower when compared to the 2010 figure of \$57,768 (*SCAG 2015 RIVERSIDE COUNTY PROFILE*). In 2014, households with an income of \$50,000 to \$74,999 made up 18% of households in Riverside County. However, approximately 48% of households made less than \$50,000 annually as opposed to 21% that made \$100,000 or more. Since almost half of Riverside County households live with an income of less than \$50,000, it is likely that there is a need for efficient public transportation service enabling these persons to access jobs, housing, retail and educational opportunities in the County.

Riverside County's housing market was hit extremely hard during the recession and subsequent years. The number of foreclosures started to increase in 2007 and peaked in 2008. Subsequent years showed a moderate decline in home foreclosures, but the damage was already done. Median sale price of existing homes began to recover in 2012 and continued to trend upward in 2014. Total housing production has not recovered since the recession demonstrating that the market may still be oversaturated with existing housing stock or that the market cannot support additional supply of housing.

## 2.2 Geography

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### Urbanized Areas of Riverside County

MAP-21 brought about a shift in allocations of many FTA discretionary grant programs for large urban areas from statewide distributions to local disbursement based on population. This means that for programs like Section 5310, funding amounts are allocated to census designated Large UZA's (Urbanized Areas). The U.S. census defines a UZA as a compact area that is entirely urban in character, defined as a contiguous area with more than 50,000 people and with a population density greater than 1,000 persons per square mile. The area that meets the density definition is included in the boundary of the UZA, regardless of political boundaries. The FTA recognizes large UZA's as urbanized areas with populations greater than 250,000 people.

Western Riverside County is host to two large UZA's and one small UZA which is defined as greater than 50,000 but less than 250,000 persons (Figure 2-1). The Riverside-San Bernardino large UZA stretches across both counties and includes the cities of Corona, Eastvale, Jurupa Valley, Riverside, Moreno Valley, Perris, Banning and some portions of Beaumont and other unincorporated areas of Western Riverside County. The Murrieta-Temecula large UZA spans from Temecula to Lake Elsinore and Menifee. The cities of Hemet and San Jacinto are part of the Hemet small UZA. The only census designated UZA in Eastern Riverside County is the Indio-Cathedral City-Palm Springs large UZA which covers most of the Coachella Valley, between Palm Springs and portions of Coachella and Thermal (Figure 2-2).

These designations become most important during the development of grant applications in consideration of project service areas. Grant offerings for small urban and rural areas under programs like section 5310 are administered at the state-level through a competitive process. It is imperative to understand whether an agency should apply for funding locally or at the state-level based on UZA boundaries and project service area.

Figure 2-1, Urbanized Areas of Western Riverside County

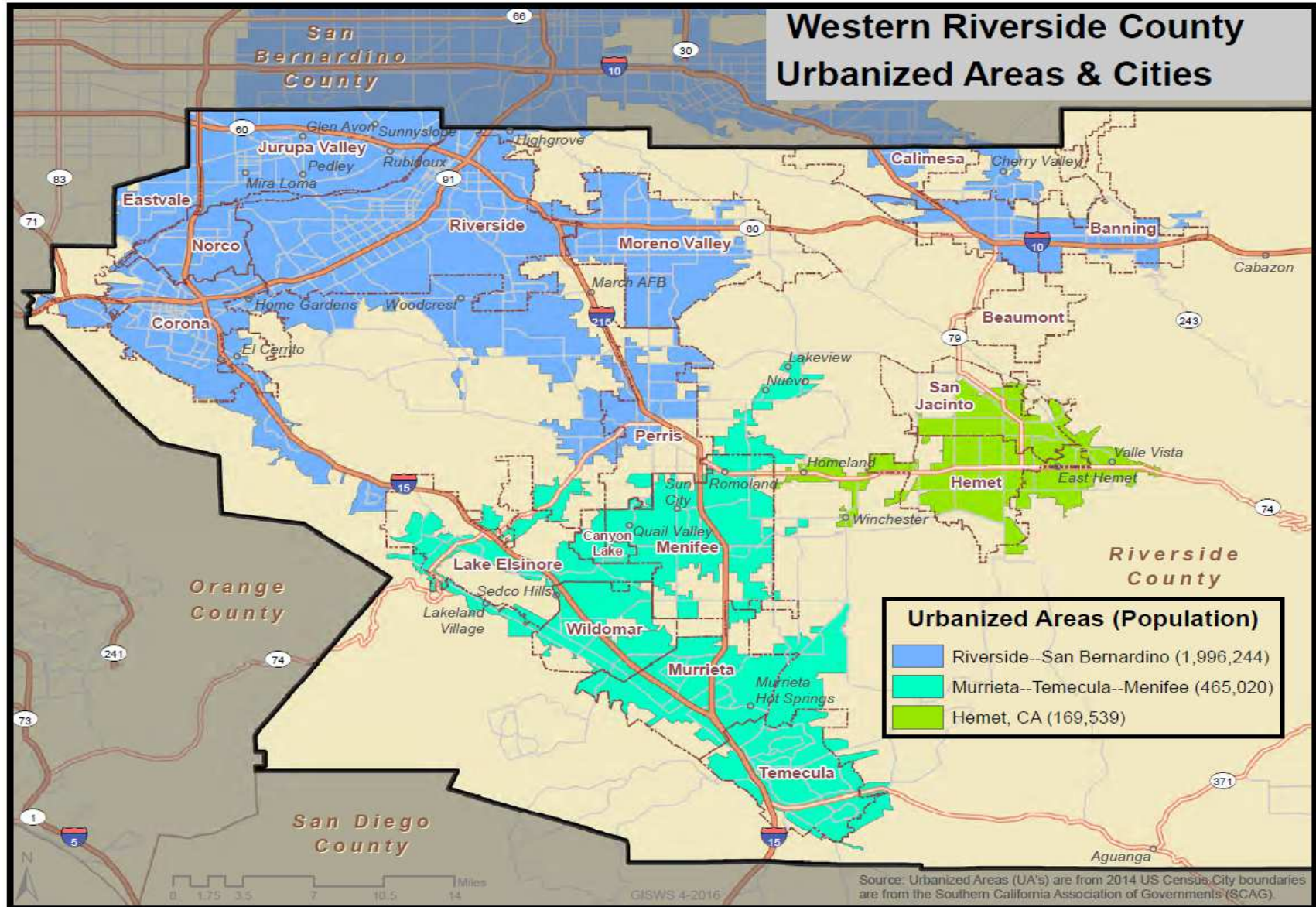
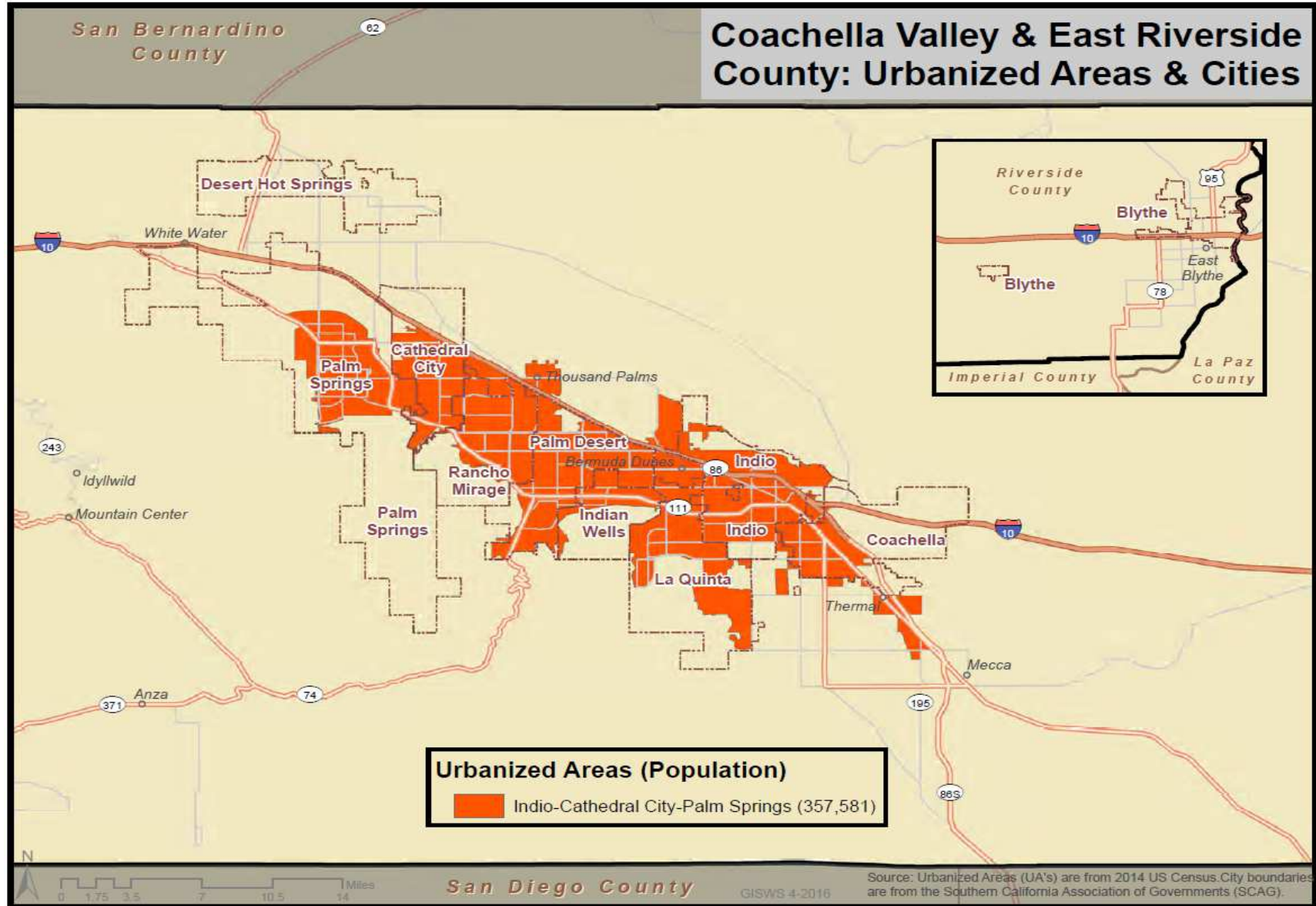


Figure 2-2, Urbanized Areas of Eastern Riverside County



## Target Population Density for the Western Riverside County Subarea

The Western Riverside County subregion encompasses the western half of the county from the Orange County border to the west and bordered on the east by the San Jacinto Mountain range and the Pass area. The region is home to 80 percent of the county's almost 2.3 million people and the City of Riverside; the largest incorporated city in the county. The Riverside Transit Agency (RTA) is the largest public transit operator in the region and faces the difficult task of serving a vast 2,300 square mile area of urban, suburban and rural communities. This is the second largest service area of any transit agency in the nation. The cities of Corona, Banning and Beaumont complement RTA's network with their own local fixed-route circulators and demand response systems.

A series of four maps follow which depict the distribution of the COORDINATED PLAN target populations and characteristics within Western Riverside County.

### Older Adults

Seniors age 65 and older account for 10.7 percent of western county residents, lower than the countywide average of 12.5 percent. Figure 2-3 shows the heaviest concentrations of seniors – more than 45 percent of any given census block group – are within Beaumont, Menifee, Homeland, Hemet and near the March Air Reserve Base in Riverside which is primarily driven by the Altavita Air Force Village West retirement community. Many of these density clusters are served by fixed transit routes by either RTA or Pass Transit or lie within  $\frac{3}{4}$  mile of these routes which would allow access to demand response paratransit services for those that qualify.

### Persons with Disabilities

Geographically, the highest population densities for disabled individuals between the ages of 16-64 are similar to those for older adults. In western county, almost 6 percent of the adult population ages 16-64 has indicated having some form of disability which is one-half percent higher than the average for the county as a whole. Figure 2-4 shows the public transit footprint may have difficulties in providing ADA coverage for disabled persons living near Calimesa, Cherry Valley and Lakeland Village.

### Persons of Low-Income

The ratio of income to poverty for the region shows that almost 470,000 individuals, or more than 26 percent of western county residents, are living at or below 150% of the Federal poverty level. The highest concentrations of low-income individuals are observed in some of the most urbanized portions of the city of Riverside and Moreno Valley as well as in more rural settings near Hemet and Perris (Figure 2-5). Positively, fixed-route transit has a presence in or near most of these areas.

### Zero Vehicle Households

For some individuals, not owning a vehicle represents a lifestyle choice, but for others, the cost of purchasing and maintaining a vehicle is not affordable. In western county, almost 5 percent or close to 25,000 of the regions 525,000 households, have no available vehicle for transportation. Higher densities are seen in and around downtown Riverside; near the March Air Reserve Base, again likely driven by the

Altavita retirement village; eastern portions of Moreno Valley near mobile home communities; in multiple pockets throughout the Hemet area; and portions of Calimesa and rural Cabazon (Figure 2-6). The absence of a working vehicle for mobility can be offset by utilizing public transit. This is supported by the presence of fixed transit routes near the clusters of households with no available vehicles.



Figure 2-3, Older Adult Density in Western Riverside County

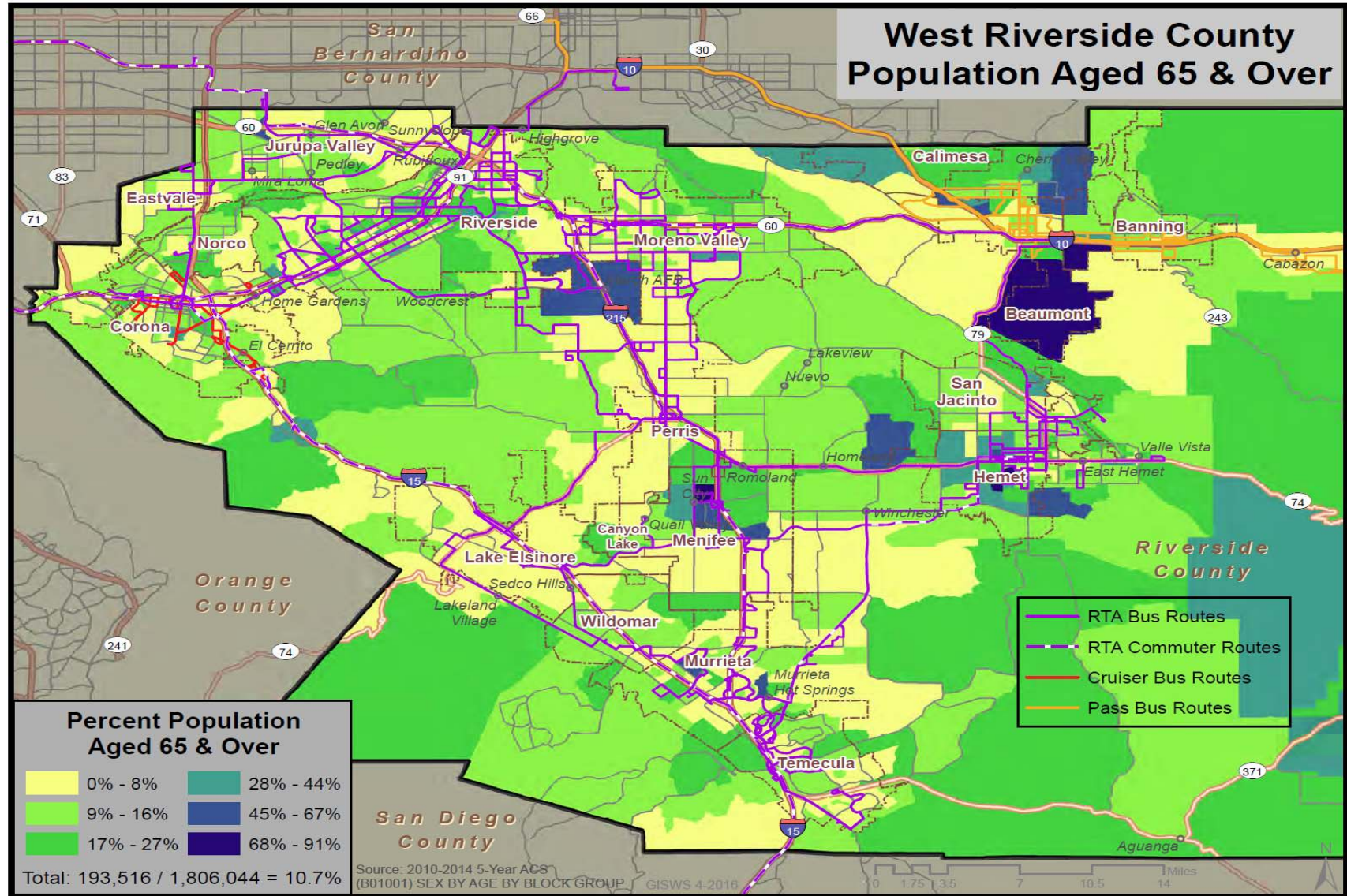


Figure 2-4, Disabled Population Density in Western Riverside County

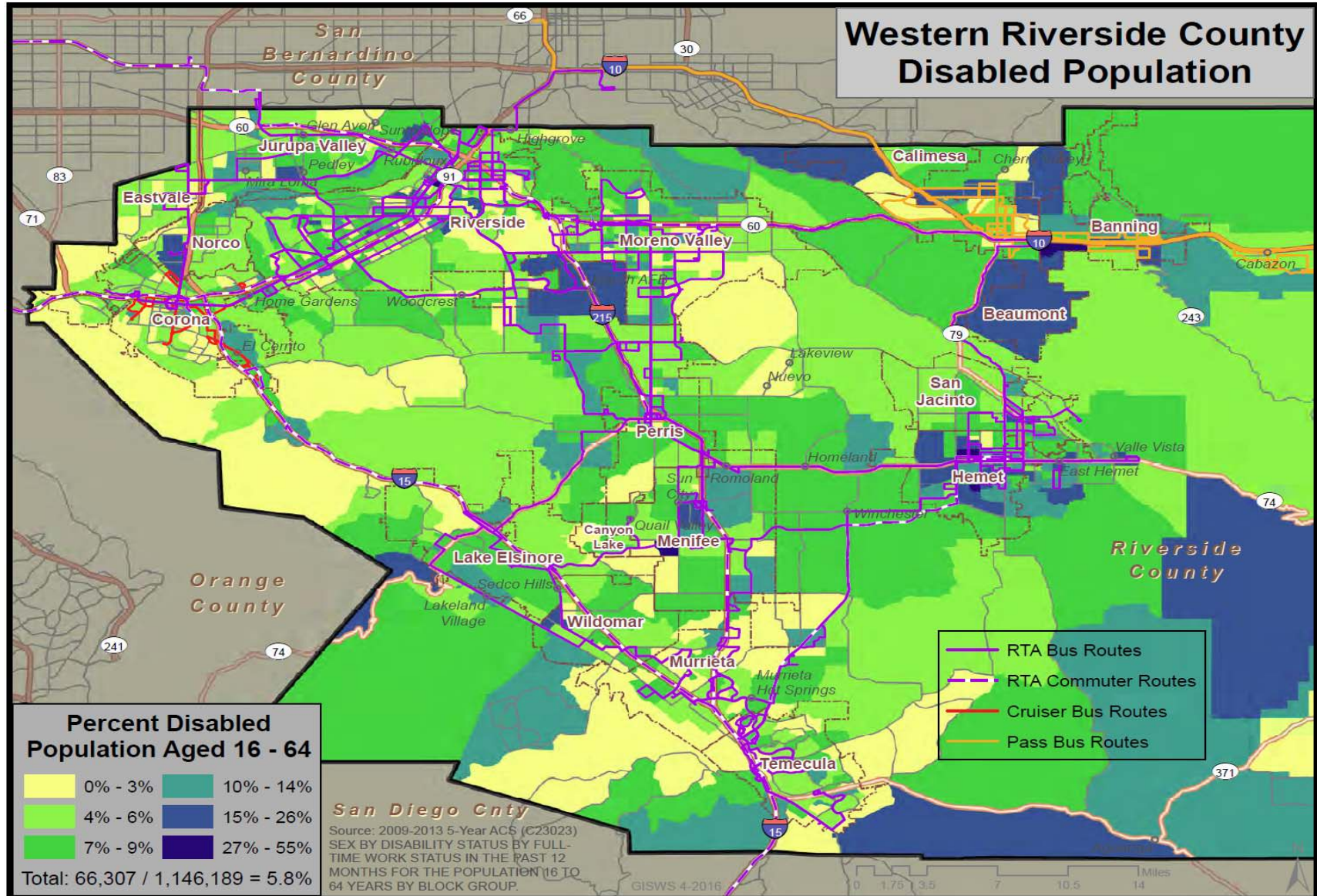


Figure 2-5, Low-Income Population Density in Western Riverside County

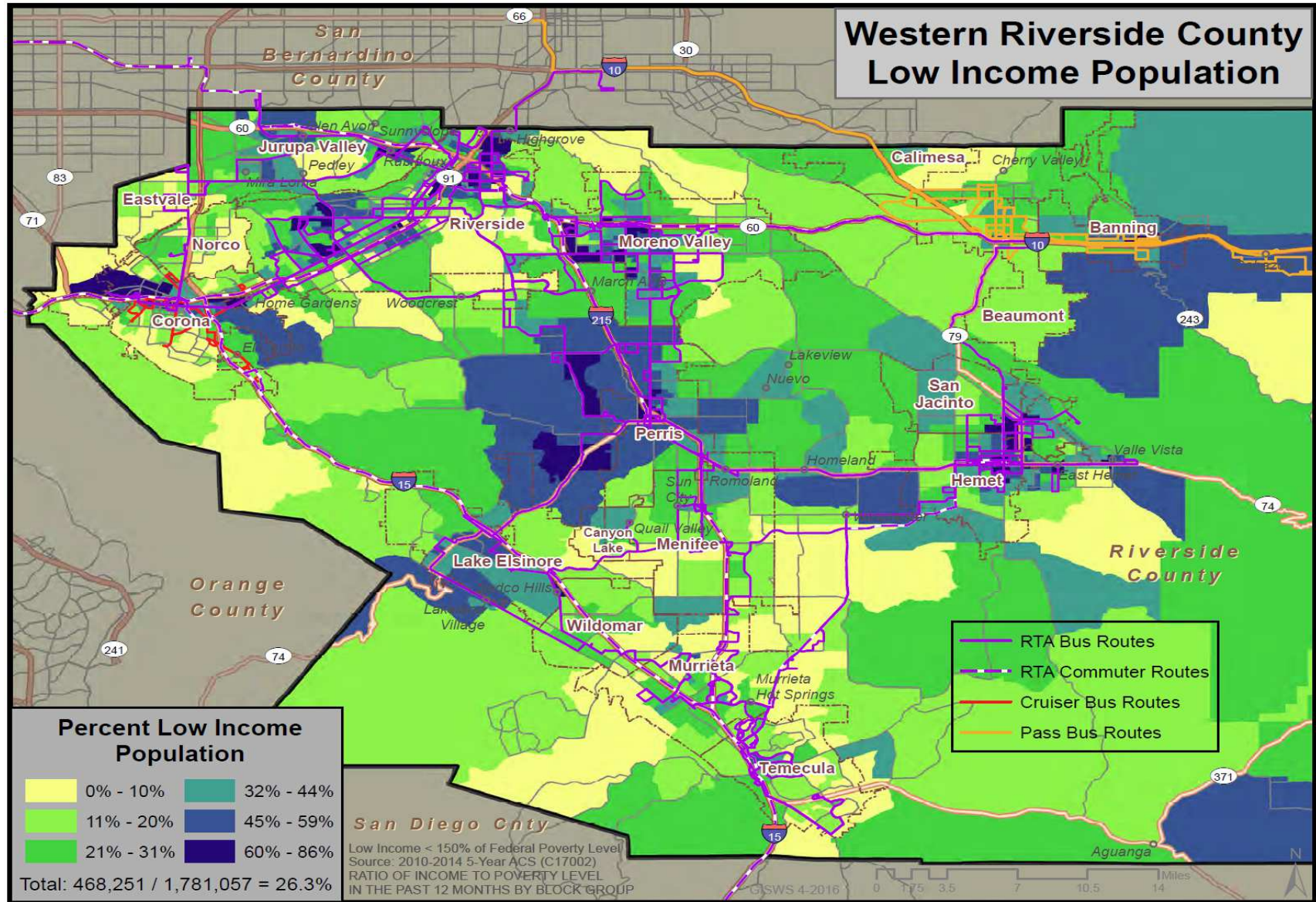
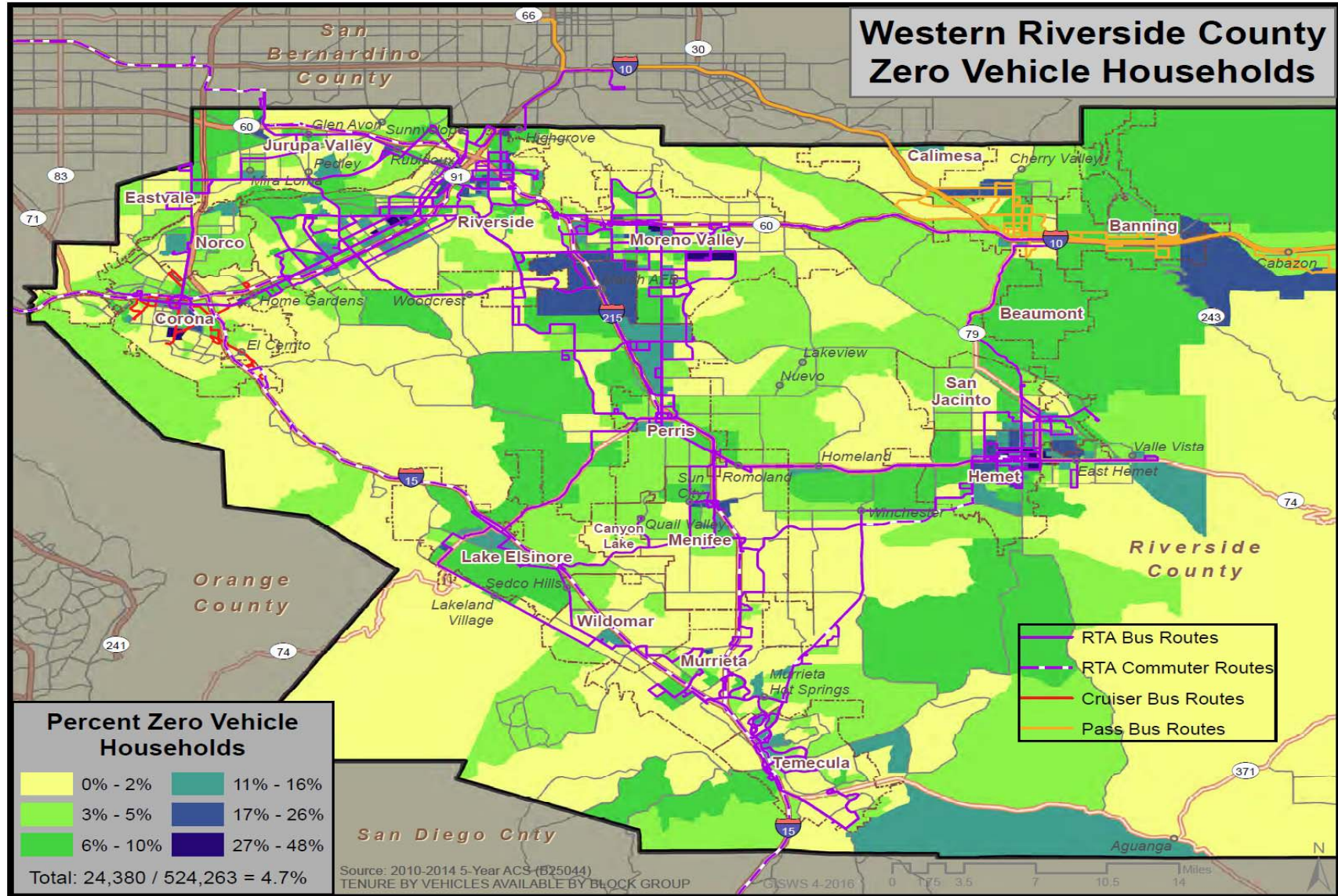


Figure 2-6, Zero Vehicle Households in Western Riverside County



## Target Population Density for the Eastern Riverside County Subarea

The Eastern Riverside County subregion covers the entire Coachella and Palo Verde Valley subareas, beginning just east of Cabazon and stretching east to the Arizona border. While the Coachella Valley is an urbanized center, the Palo Verde Valley is predominantly desert; the City of Blythe, the Palo Verde Valley's most populous area, has fewer than 15,000 residents plus another 4,500 persons in the Ironwood State Prison. SunLine Transit Agency is the sole public transit agency for the Coachella valley and the Palo Verde Valley Transportation Authority (PVVTA) covers the city of Blythe and its surrounding communities. In all, the region is home to more than 460,000 people.

Four maps following depict Eastern Riverside County distribution of these groups and characteristics.

### Older Adults

Eastern Riverside County has a significant senior population, in part a consequence of a retirement lifestyle of the Coachella Valley, due to its year-round sun, warmer winters, resorts and golf courses. Almost 20 percent of the valley's residents are over the age of 65, much higher than the county and state averages of 12.5 and 13.3 percent respectively. For this reason, higher densities of senior populations can be seen in many areas of the Palo Verde Valley as shown in Figure 2-7.

Conversely, the outermost communities of the Coachella Valley near Desert Hot Springs, Coachella, Thermal and Mecca reveal much younger average populations.

### Persons with Disabilities

Disability for the non-senior adult population for eastern county is slightly higher than the western county at almost 8 percent or almost 21,000 persons of the almost 270,000 total persons ages 16-64 in the region as seen in Figure 2-8. Unlike the older adult population, densities of persons with disabilities are seen in the outer edges of the urban area of the Coachella Valley, in Cathedral City, Thousand Palms, Mecca and Thermal where populations are less dense and providing transportation becomes more difficult.

### Persons of Low-Income

Eastern county residents living below 150% of the federal poverty line represent almost 35 percent of residents, which is markedly higher than the 26 percent of residents in the western county. Figure 2-9 shows higher concentrations of low-income persons in Desert Hot Springs, Indio, Coachella, Thermal and Mecca where greater than 60 percent of residents are low-income.

### Zero Vehicle Households

More than 6 percent of households within the region have no available vehicles. Figure 2-10 shows pockets of communities in Palm Springs, Palm Desert, Indio and Coachella where there are higher densities than the eastern county average of 6 percent. Similar to the western county, many of these areas are serviced by SunLine fixed-route bus service, providing an option for mobility for the regions residents that might need it the most.

Figure 2-7, Older Adult Density in Eastern Riverside County

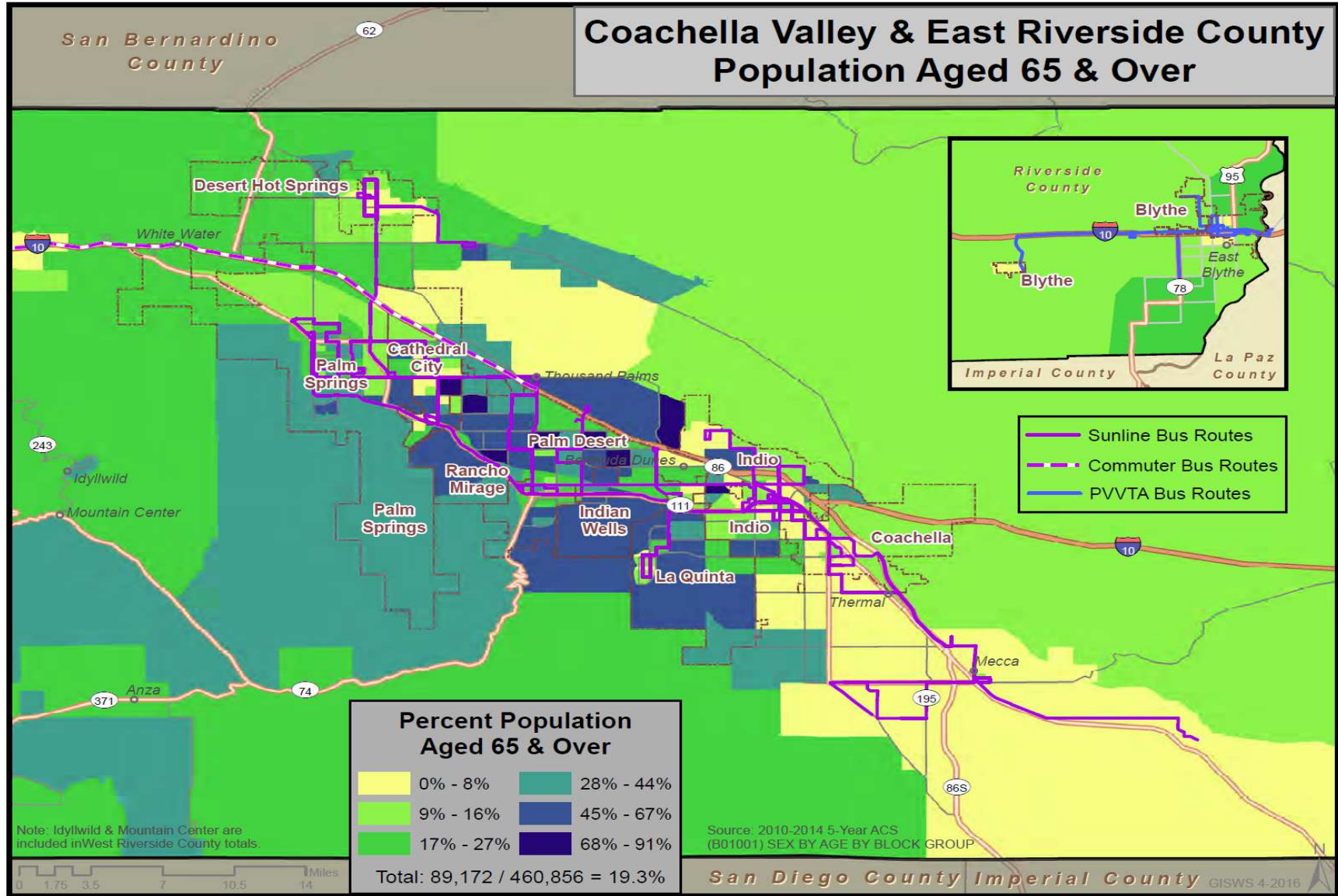


Figure 2-8, Disabled Population Density in Eastern Riverside County

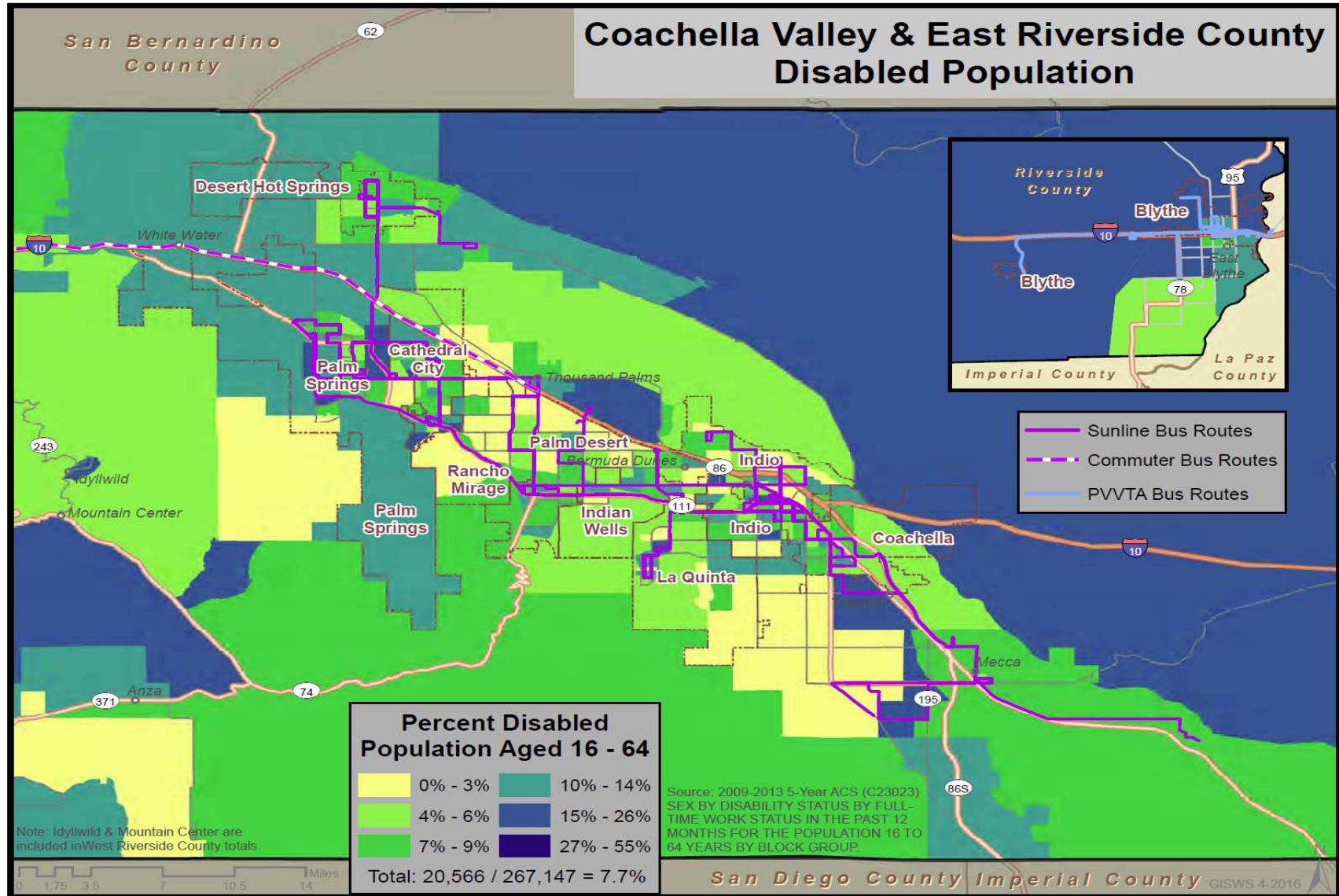


Figure 2-9, Low-Income Population in Eastern Riverside County

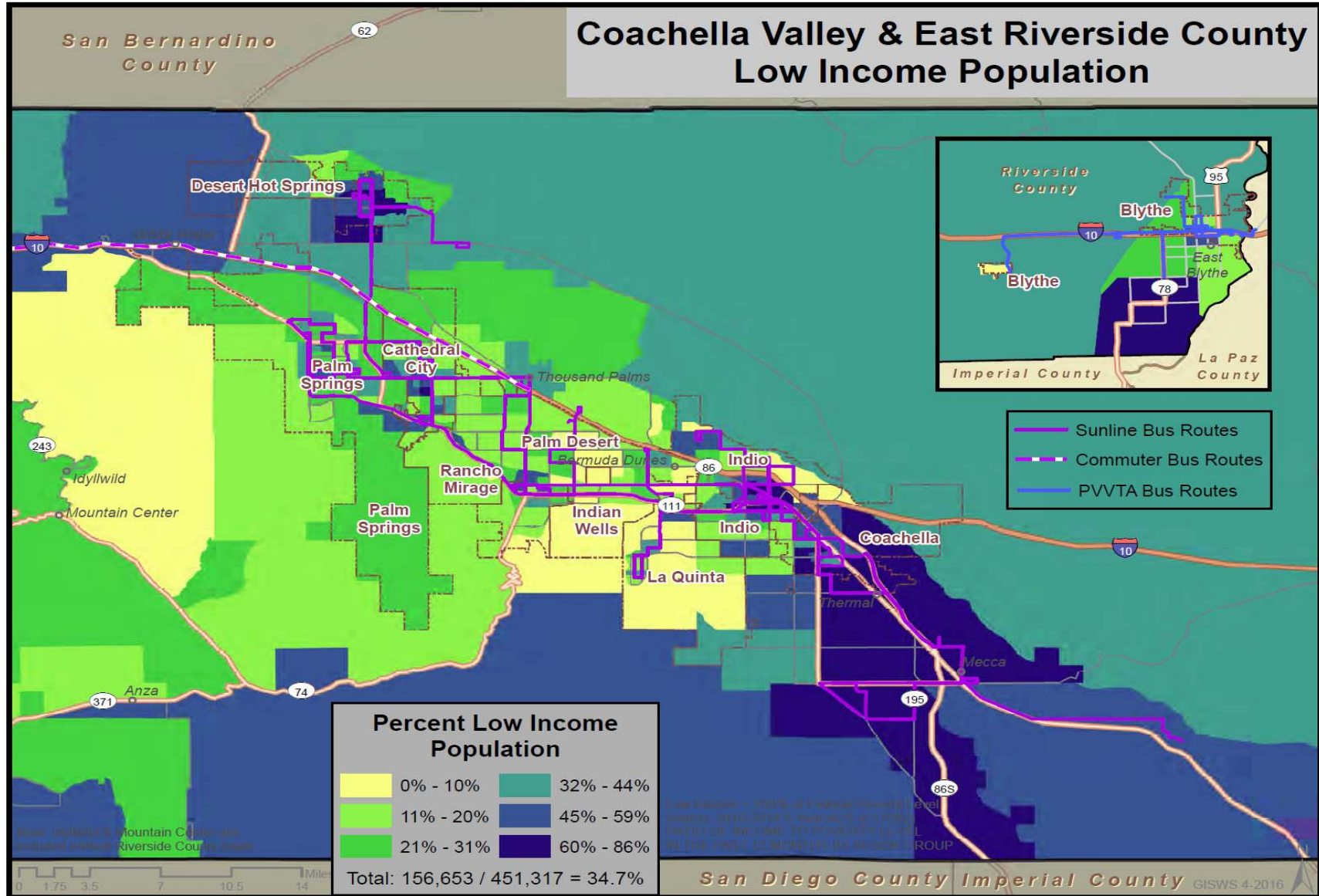
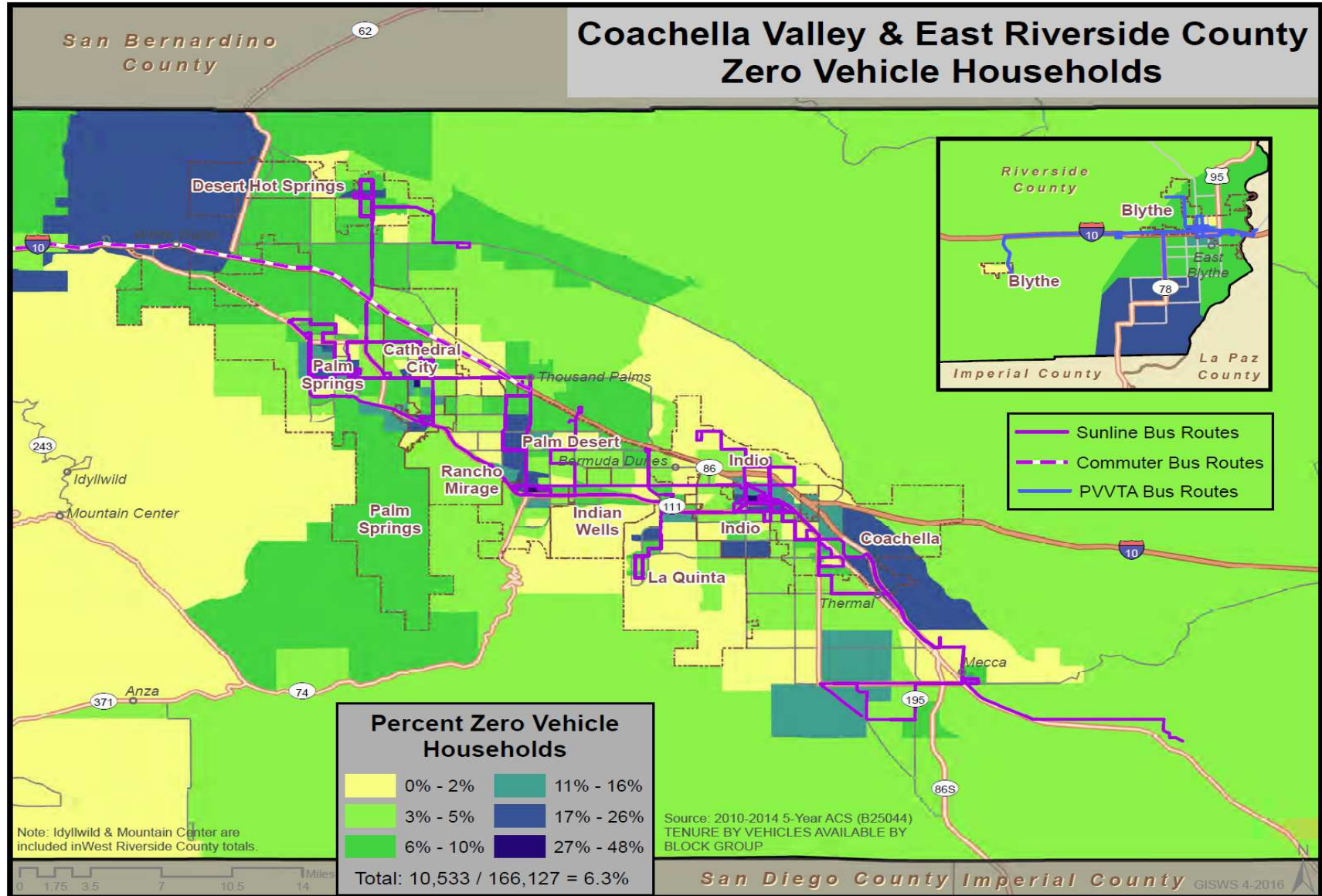




Figure 2-10, Zero Vehicle Households in Eastern Riverside County



## 2.3 Regional Plans and Studies

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Various plans and studies present a broad cross section of planning efforts in Southern California and, more specifically, in Riverside County. The following is a brief synopsis of planning documents approved since the 2012 Update to the Coordinated Plan. The synopsis presents relevant findings from:

- **broader-base, regional planning efforts** of the Southern California Association of Governments (SCAG) 2016-2040 REGIONAL TRANSPORTATION PLAN/SUSTAINABLE COMMUNITIES STRATEGY and Riverside County's STRATEGIC ASSESSMENT;
- **long-range providers' plans** of comprehensive operational analyses; and
- **individual annual updates of the Short Range Transit Plans** (SRTP) for the seven public transit operators in Riverside County. The synopsis of the SRTPs include major service improvements that took place over a five-year period beginning with the FY 11/12 plans and ending with the FY 15/16 plans.

In addition, a brief synopsis of the planning efforts for the Coachella Valley – San Gorgonio Pass, Corridor Rail Service is provided, related to this important corridor traveling through Riverside County.

### SCAG Regional Plans

#### SCAG FY 11-12 TRANSIT SYSTEM PERFORMANCE REPORT (March 2015)

The Southern California Association of Governments (SCAG) FISCAL YEAR 11-12 TRANSIT SYSTEM PERFORMANCE REPORT is the precursor to developing a transit system performance report that was subsequently prepared and is discussed below, SCAG's 2016–2040 REGIONAL TRANSPORTATION PLAN/SUSTAINABLE COMMUNITIES STRATEGY. The PERFORMANCE REPORT, in March 2015, provides an analysis of transit system performance for the region, county, and individual transit agencies operating in the six-county SCAG region. System performance was analyzed for over a 20-year period beginning in 1991, where data is available and ending in 2012. Transit operator data was obtained from the National Transit Database 2012 dataset, which is the most current, published dataset at the time of the report's writing.

One of the most notable findings is that demand-response trip lengths for the region have grown by 232% since 2001. Also significant is the document's discussion of the trips-per-capita measure, a regional performance measure goal set for transit service in 2001. The trips-per-capita measure helps the region understand transit utilization as it relates to population growth. In 2001, SCAG's Regional Transit Task Force established a trips-per-capita rate of 34.9 trips per year. Trips-per-capita is calculated by dividing the number of total unlinked passenger trips by the region's population. Analysis of the region's performance shows that the region as a whole slightly exceeded this performance measure in FY 12. A positive direction for the region, it should be noted that the increased provision of transit service and significant capital investment throughout Southern California has enabled the region as a whole to keep up with continuing population growth and still maintain quality transit services for the people that live here.

## 2016 – 2040 REGIONAL TRANSPORTATION PLAN/SUSTAINABLE COMMUNITIES STRATEGY (April 2016)

The 2016-2040 REGIONAL TRANSPORTATION PLAN/SUSTAINABLE COMMUNITIES STRATEGY (RTP/SCS) is a federally mandated transportation plan that provides the framework for transportation projects in the six-county Southern California region. The regional vision, presented as part of the RTP/SCS, is a desire for more compact communities that are connected by “numerous public transit options, including bus and rail service”. Moreover, the region’s vision is to provide “*more choices for getting around*” which can lead to a higher quality of life. Broad-based goals and policies are established to develop transportation scenarios that improve mobility and reduce greenhouse gas emissions with a limited amount of transportation revenue. Development of the plan includes extensive input from the county transportation commissions, stakeholders, and the public. The RTP acknowledges that the goals and policies presented are consistent with county planning efforts including the efforts identified in the COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLANS for the six individual counties in Southern California. Major initiatives of the RTP/SCS include “expanding [the] regional transit system to give people more alternatives to driving alone” and “focusing new growth around transit” meaning that the development of “complete” communities should be developed around high quality transit areas, livable corridors, and neighborhood mobility areas.

## **Riverside County Regional Plans**

### RIVERSIDE COUNTY STRATEGIC ASSESSMENT (January 2016)

The RIVERSIDE COUNTY STRATEGIC ASSESSMENT examines the transportation funding needs of Riverside County in relation to changing demographics and funding realities. It is intended to propose strategic actions to assist RCTC in creating a unified transportation vision for its transportation network and a guiding coordinated strategy for local agencies to follow. One key strategic action of relevance is to encourage development of transit and rail plans serving transit dependent populations, among others.

The study takes inventory of existing conditions such as population and land use as well as an inventory of the transportation network as a whole. This inventory forecasts travel demand and travel markets based on population and employment growth within the County. Transportation network needs and deficiencies are identified through modeling efforts showing areas of congestion and reduced travel speeds. Deficiencies in public transit service are a concern as the existing provision of transit service will not be able to meet demand of a growing population. The STRATEGIC ASSESSMENT also identifies the need for improved specialized transportation, especially the need for demand response operators to make multiple stops on a single trip, long distance travel to regional medical centers and hospitals, and transportation services for the homeless. The STRATEGIC ASSESSMENT proposes various strategic actions to help address these system-wide deficiencies. Its four principal components are:

- 1) Plan for the Future
- 2) Maximize Our Assets
- 3) Increase Funding, and
- 4) Communicate More

### Coachella Valley Intercity Rail Corridor Planning Study (May 2013)

The COACHELLA VALLEY INTERCITY RAIL CORRIDOR PLANNING STUDY examines the feasibility of intercity rail service between the cities of Los Angeles and Indio traveling approximately 200 miles along a proposed alignment that spans four counties. The study demonstrates that rail service is feasible given the growth in population in the Coachella Valley. The plan outlines the next steps towards developing a Service Development Plan (SDP), which leads to the selection of a preferred service option for the corridor. The SDP will develop ridership and revenue forecasts for both alternatives and the necessary capital improvements required to initiate service. Ultimately, the SDP will help identify the most feasible and cost effective option and a projected service start date.

Subsequent to the May 2013 planning study, RCTC released a draft alternatives analysis on October 12, 2015 for the Coachella Valley – San Geronio Pass Corridor Rail Service. The alternatives analysis (AA) included a purpose and need statement and market analysis. The market analysis indicated that approximately 130,000 people travel between the Coachella Valley and the Los Angeles Basin everyday with more people traveling on the weekend. The number is expected to increase over the next 20 years. The AA examined six route alternatives and a no-build alternative. Based on the study’s methodology, a preferred corridor was selected for further environmental review and SDP analysis. The selected corridor travels along the Burlington Northern Santa Fe Railway (BNSF) San Bernardino Subdivision from Los Angeles Union Station to Fullerton through Riverside and Colton then continues east on the Union Pacific (UP) Yuma Subdivision from Colton to Indio. This alternative proved to have the highest ridership forecast and anticipates minimal environmental concerns compared to the other alignments. One-way trips are expected to take over three-hours one way. Once RCTC determines that the project can receive further study, the environmental process would begin and the SDP drafted, and funding identified and secured for this project.

### Metrolink 2015 Origin-Destination Study (2015)

The Southern California Regional Rail Authority commissioned the 2015 Onboard Survey to obtain a current assessment of passenger demographic profiles, rider segments, trip characteristics, customer satisfaction, access and egress modes, and average transit trip distances. The 2015 study expands and updates the collected survey results from previous onboard surveys conducted in 2008 and 2010.

The 2015 Onboard Survey was designed to yield empirically valid trip characteristics, customer satisfaction, and demographic data at a system, line, and time-segment level, whose ridership is proportionately reflected at the boarding station level. In addition, the sampling plan and project designs provide identification of major origin-destination travel patterns at the line level for the purpose of regional transportation modeling needs.

This section reports on findings related to the lines traveling within Riverside County on weekdays: the Riverside Line, the 91/Perris Valley Line (at the time, known as the 91-LA Line) and the Inland Empire – Orange County (IEOC) Lines. IEOC line is unique in that outbound trips depart from Oceanside toward

San Bernardino, while all other outbound trips origin at LA’s Union Station. IEOC stops within Riverside County include: Corona, North Main Corona, Riverside – La Sierra, and Riverside Downtown.

*Demographics of Riverside County Line Riders*

**Ethnicity**

Ethnic composition varies significantly across Metrolink lines, generally reflecting the ethnic composition of the riders’ communities. The Riverside Line has the lowest percentage of Caucasian riders (19%) and the highest proportion of Asian/Pacific Islander riders (31%). The IEOC has one of the highest percentage of Caucasian riders at forty-four percent (44%). Details of ethnic makeup of riders are reported below:

**Table 2-2, Metrolink 2015 Study: Ethnicity**

<b>Ethnicity</b>	<b>Riverside Line</b>	<b>91-LA Line</b>	<b>IEOC Line</b>
<b>African-American</b>	13%	13%	9%
<b>Asian/Pacific Islander</b>	31%	22%	11%
<b>Caucasian</b>	19%	35%	44%
<b>Hispanic</b>	34%	26%	33%
<b>Other</b>	3%	4%	4%

**Annual Household Income**

- Riverside Line: 78% of riders’ households have an income over \$50,000. This is a significant drop of \$4,523 from 2010.
- 91-LA Line: 76% of riders’ households have an income over \$50,000. This is an increase from 2010 of \$2,522.
- IEOC Line: 74% of riders’ households have an income over \$50,000. This is a slight drop from 2010 of \$1,663.

**Automobile Availability**

Metrolink notes that the majority of riders are “choice” riders. When asked if they have a car to make the trip, the vast majority of riders on most lines indicating that the train is their preference, and that they had a vehicle available to make their trip instead of riding Metrolink. This is true for the lines traveling through Riverside County.

- Riverside Line: 91% have a vehicle available for the trip
- 91-LA Line: 88% have a vehicle available for the trip
- IEOC Line: 94% have a vehicle available for the trip

## Employment

**Table 2-3, 2015 Metrolink Study: Employment Status**

Employment Status	Riverside Line	91-LA Line	IEOC Line
Student	5%	8%	4%
Non Employed/Retired	1%	3%	1%
Self Employed	3%	6%	3%
Part-Time	2%	4%	2%
Full-Time	88%	78%	90%

The Riverside and 91-LA Line, similar to the system overall, experienced a mild decrease in full-time employment and an increase in student riders since the 2000 Metrolink Origin-Destination Survey.

Of note, not all riders along these lines reside in Riverside County, though residents do make up a significant portion of riders, as detailed below.

- Riverside Line: 33% live in Riverside County
- 91-LA Line: 49% live in Riverside County
- IEOC Line: 77% live in Riverside County

### *Trip Patterns and Purposes*

#### Frequency by Line

The majority of riders on the Riverside County lines use Metrolink at least five days a week. System wide, the Riverside Line has the largest portion of riders using Metrolink 5 days a week.

**Table 2-4, 2015 Metrolink Study: Frequency of Ridership**

Frequency	Riverside Line	91-LA Line	IEOC Line
< Once/Mo.	2%	4%	1%
1-3 Days/Mo.	1%	5%	2%
1-2 Days/Wk.	2%	4%	3%
3 Days/Wk.	3%	7%	4%
4 Days/Wk.	9%	12%	10%
5+ Days/Wk.	83%	68%	81%

#### Trip Purpose

The Inland Empire and Riverside Lines show the highest proportion of work related trips compared to all lines (ninety-six percent and ninety-four percent, respectively), reflecting the lack of midday (non-commute) service.

**Table 2-5, 2015 Metrolink Study: Trip Purpose**

<b>Trip Purpose</b>	<b>Riverside Line</b>	<b>91-LA Line</b>	<b>IEOC Line</b>
<b>Business Appointment</b>	1%	1%	0%
<b>Non-Work</b>	6%	14%	4%
<b>Work</b>	94%	86%	96%

One hundred percent of work trips on the Riverside Line and 81% of work trips on the 91 Line have a destination in Los Angeles County, consistent with system wide trends. Of note, two percent (2%) of work trips on the 91 Line have a destination in Riverside County.

***Fare Media***

The use of different fare media varies significantly by line. At seventy-three percent (73%), the Riverside Line sees the highest monthly pass usage system wide. Of note, significant portions of riders on the three lines in Riverside are using one-way or round-trip tickets.

**Table 2-6, 2015 Metrolink Study: Fare Media**

<b>Fare Media</b>	<b>Riverside Line</b>	<b>91-LA Line</b>	<b>IEOC Line</b>
<b>7-Day Pass</b>	12%	15%	21%
<b>Monthly Pass</b>	73%	57%	61%
<b>One-Way/ Round Trip</b>	13%	26%	17%

Metrolink’s study reports on the different use of Fare Media by demographics, noting that media does vary significantly with age, ethnicity and income. Notably, older adults (65+) and those under 30 are more inclined to use one-way/ round-trip tickets. Asian/Pacific Islanders and Caucasians are more likely to use monthly passes than Hispanics and African Americans. Additionally, riders with incomes of \$50,000 or more are more than twice as likely as those with lower incomes to use a monthly pass.

***Travel Options***

Riders were asked to provide their transportation mode before using Metrolink to make their current trip. Importantly, over fifty percent of riders drove alone before Metrolink was an option. All responses for the Riverside lines are reported below:

**Table 2-7, 2015 Metrolink Study: Prior Travel Modes**

Travel Mode Prior to Metrolink	Riverside Line	91-LA Line	IEOC Line
Always taken Metrolink	25%	22%	15%
Drove alone	51%	55%	67%
Drove with someone	9%	12%	12%
Took a bus or subway	10%	5%	2%
Unknown other	5%	6%	4%
Used Amtrak	0%	4%	0%

Riders were also asked how they would make their trip if the specific Metrolink train they were on did not exist. Fewer than half on the Riverside and 91-LA lines reported they would drive their own car, while a majority on the IEOC line reported they would drive. Other frequent responses included taking an earlier or later train.

- Riverside Line: 44% would drive a car they owned or leased
- 91-LA Line: 45% would drive a car they owned or leased
- IEOC Line: 60% would drive a car they owned or leased

Additionally, a small, but not insignificant group said they would no longer make the trip: three percent on the Riverside Line, seven percent on the 91 Line and three percent on the IEOC line.

**Discussion**

The Metrolink 2015 Origin-Destination Study demonstrates that Metrolink is providing a critical service for various populations. While most riders are not target populations of the Coordination Plan (majority of riders are full-time employees with access to a personal vehicle), Metrolink is serving student trips, part-time or seasonal employees, as well as some non-work trips on all the lines running in Riverside County. and Importantly, too, Metrolink is providing an alternative to single occupancy vehicle trips. Were this commuter service not available, a significant majority of these daily trips (over 40% on each line) would be made by personal vehicles.

Directly relevant to this COORDINATION PLAN are the differences in fare media usage of various populations. Riders under 30 and over 65 are more, with incomes under \$50,000, and Hispanics and African Americans are less likely to use weekly or monthly passes, opting instead for one-way or round trip tickets. This may point to occasional riders not utilizing the service frequently enough for a pass or bankless households utilizing cash to purchase tickets.



## **Comprehensive Operations Analyses**

### **City of Banning Comprehensive Operations Analysis (COA), Service Recommendations (May 2014)**

The CITY OF BANNING COMPREHENSIVE OPERATIONS ANALYSIS, SERVICE RECOMMENDATIONS provides transit system improvements based from the guiding principles of 1) matching service levels to market demand and 2) improving the customer experience. Prior to developing agency recommendations, both a market assessment and service assessment were completed to better understand the operating environment in the City of Banning and its relationship to Pass Transit service in the City of Beaumont and other neighboring transit agencies. Based on existing conditions, a phased-approach of system improvements is recommended in the short and long term. Implementation of the COA recommendations is further defined in the agency's FY 2013/14 Short Range Transit Plan.

### **Riverside Transit Agency Comprehensive Operations Analysis (COA) (January 2015)**

The purpose of the Riverside Transit Agency's (RTA) COA, known as RTA's TEN-YEAR TRANSIT NETWORK PLAN, is to provide a guide for system improvements over a ten-year period. These system improvements were developed based on a comprehensive review of existing and future market conditions, service performance, and feedback from passengers and key stakeholders. This comprehensive review is necessary in developing the existing conditions report that shape the guiding principles used to create service design strategies ultimately leading to service recommendations. Service recommendations are divided into four implementation phases: immediate, short, mid, and long-term scenarios. These four scenarios are developed with vehicle, facility, and financial constraints in mind and provide optimal service provisions given revenue and capital planning forecasts.

## **Individual Operators' Short Range Transit Plans**

### **Pass Transit (City of Banning and City of Beaumont)**

With the exception of fiscal year 2012/13, both the cities of Banning and Beaumont prepared individual short range transit plans. One of the major service highlights for Pass Transit is the introduction of CommuterLink 120 service in March 2012. Initial service operated on one-hour headways as an on-demand commuter service from Beaumont to the San Bernardino Metrolink station. The route would eventually become a fixed-route in fiscal year 2013/14 and provide service into Calimesa and the VA Hospital in Loma Linda. In addition to new service, the fare structure for Pass Transit was adjusted in March 2012.

Major service changes in the City of Banning's SRTP includes a Cabazon Evening Express Route beginning in November 2012 between the hours of 7:00 p.m. to 10:30 p.m. The purpose of this service was to provide transportation service for employees at both Casino Morongo and Desert Hills Shopping Center. The City of Banning also began coordinating travel training through the RTA. Completion of the agency's Comprehensive Operations Analysis (COA) resulted in route configurations and the introduction of the

Cabazon Circulator. The Cabazon Circulator provided service into the residential and commercial areas of Cabazon. In FY 2015/16, the agency reported that the service changes recommended under the COA did not have the anticipated results prompting the agency to reconfigure several routes. Route 1 was realigned so that it would no longer travel into Beaumont beyond the Wal-Mart Shopping Center. In addition, schedules for Routes 1 and 6 were adjusted to accommodate growth of the Mt. San Jacinto Pass Campus.

In fiscal year 2013/14, the City of Beaumont introduced a free shuttle service during the Summer Concert Series and the Cherry Festival. Saturday service was provided on three routes and Sunday service provided on one route. Starting in fiscal year 2014/15, veterans could travel on discounted fares while active military personnel could travel for free. Also in fiscal year 2014/15, route 120 began providing Saturday service for individuals wanting to connect with Metrolink weekend service.

### City of Corona – Corona Cruiser

As reported in its SRTPs, for Fiscal Years 2011/12 through 2015/16, the Corona Cruiser made minor modifications to its schedules in order to accommodate service to schools (which the City of Corona Transit Service [CCTS] indicates is one of the fastest growing markets in their service area in FY 2014/15), Corona Metrolink stations, and shopping areas. The Corona Cruiser improved accessibility to several bus stops during the five-year period. During FY 2012/13, Corona Cruiser explored the idea of providing travel-training activities at the Senior Center and other community-based centers. Under the FY 2015/16 SRTP, Corona Cruiser introduced a marketing strategy titled Transit 101, which provides information on how Corona Cruiser connects with regional bus and rail service. The presentation was delivered to the Corona Senior Center and the Valencia Terrace and Corona Community Villas. New service was initiated in FY 2014/15 with service through Promenade Avenue/McKinley Street/Hammer Avenue area. In addition, the agency added Saturday service on the Red Line to the Dos Lagos Shopping area.

### City of Riverside Special Transportation Services

A major development for the City of Riverside, Special Transportation Services during the four-year SRTP review period includes expanding its revenue fleet and increasing the provision of transit service during the weekday. In addition, the agency implemented a new service module that automatically reminds passengers of a scheduled trip and when the vehicle has arrived at the pick-up location.

### Palo Verde Valley Transit Authority

During the four-year SRTP review period, the Palo Verde Valley Transit Agency (PVVTA) was able to provide much needed service improvements with limited resources. One of the key achievements is becoming a member of the Western Arizona Council of Governments' (WACOG) Transportation Coordinated Council. This is a direct result of PVVTA providing trips to Ehrenberg, AZ in fiscal year 2013/2014. WACOG, PPVTA, and other operators such as Quartzsite Transit System (QTS) are identifying service deficiencies and ways to bridge service gaps in the region. Other notable service improvements in the PVVTA service area include the addition of trips on Red Route 3, the creation of X-Tend-A-Ride, service to Palo Verde College, and improving timed transfers at the K-mart Transfer Center.

## Riverside Transit Agency (RTA)

The Riverside Transit Agency (RTA) did not implement major service improvements until FY 2013/14 due to declining revenue streams and continuing precautionary budgeting measures in the wake of the economic recession. In FY 2011/12, RTA initiated a travel training program and secured Medi-Cal reimbursements for its demand responsive services, to help mitigate increasing expenses on its dial-a-ride program.

Major RTA service improvements began in FY 2013/14 when Sunday-level service was reinstated on major holidays (i.e. Memorial Day, Independence Day, and Labor Day). Expanding service hours and improving frequencies continued to take place in subsequent years for a number of routes. With the proposed start of commuter rail service on the Perris Valley Line, RTA modified several routes and created a new route to function as bus feeder service to the four new Metrolink Stations. Additionally, RTA initiated DAR Plus service, a pilot program that extends lifeline services for qualifying seniors and persons with disabilities two-miles beyond the traditional  $\frac{3}{4}$ -mile buffer around local fixed-route service. This allows passengers to travel to senior centers, medical facilities, and grocery stores outside of the mandated  $\frac{3}{4}$  miles of a fixed-route service area, the statutory ADA service boundary.

## SunLine

SunLine Transit implemented several new service enhancements during the past five years. One of the major service improvements included Route 220, which provides service from Palm Desert to the cities of Cabazon, Banning, Beaumont, Moreno Valley, and downtown Riverside. Route 220 provides connections to Metrolink trains giving the residents of the Coachella Valley an opportunity to travel throughout Southern California. Wi-Fi service is available as of FY 2015/16 for those using Route 220. Another important service enhancement implemented by SunLine is a discounted taxi voucher service for seniors and persons with disabilities. Other local routes were enhanced and extended to provide service to areas in eastern Coachella Valley. Finally, SunLine proposed to implement a vanpool program in FY 2015/16 using funds from the Congestion Mitigation and Air Quality improvement program.

## Western Riverside Rail Program (Metrolink)

Major service improvements on Metrolink Commuter Rail service in Riverside County consist of the addition of an additional peak round-trip on the Inland Empire-Orange County Line (IEOC) during the week. This service enhancement allows more passengers to travel between the Cities of Riverside and Corona into the Cities of Anaheim, Santa Ana, Irvine, and other cities located in South Orange County.

Another major service improvement includes weekend service on the 91 Line, which provides service in the cities of Riverside and Corona traveling westerly to Anaheim and Fullerton and ultimately Los Angeles. Finally, the end of FY 2015/16 saw the extension of the 91 Line from downtown Riverside to the cities of Moreno Valley and Perris. The Perris Valley Line (PVL) stops at four new Metrolink Stations near the University of California, Riverside campus at Hunter Park, at March Air Field/Moreno Valley, Downtown Perris, and at a station in South Perris.

## 2.4 New Trip Demand Information from 211VetLink.org

New origin and destination data is available from very recent information provided from the Riverside/San Bernardino County's *Veterans Transportation and Community Living Initiative (VTCLI)* Cycle I grantee from the Federal Transit Administration, the VetLink program. Awarded in 2011, this grant resulted in the creation of a two-county One Call-One Click information portal. The portal's intent was to help connect veterans with available public and specialized transportation, based upon the specific trip requests. The VetLink portal, developed by Cambridge Systematics, was launched in late in 2013 and began regularly assisting callers to the 211 organizations of Riverside and San Bernardino Counties or to the website visitors to [www.211VetLink.org](http://www.211VetLink.org), initially available on the IE511.org website until the program's own server was up and running.

Figure 2-11 following depicts trip requested destinations by one of three user characteristics: veterans, seniors or persons who are ADA certified. While veterans are, not surprisingly, the most common group on this veteran-oriented trip planning portal, there are also a significant number of older adult travelers who are not ADA certified. And there are a substantial number of ADA certified persons as well.

**Figure 2-11, 211VetLink Requested Destinations by User Characteristics**

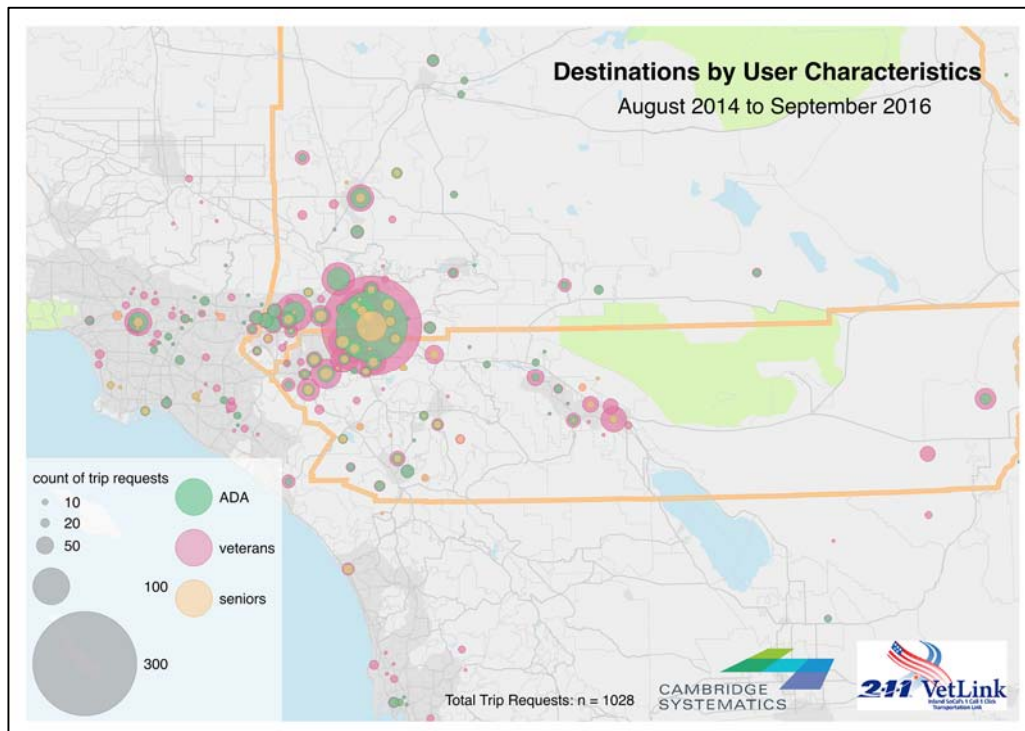


Figure 2-12 shows the distribution of these trip origins and destinations in relation to the Riverside Transit Agency service area, suggesting the proportion of them that can be well served by an RTA connection

**Figure 2-12, 211VetLink Trip Requests Potentially Served by RTA**

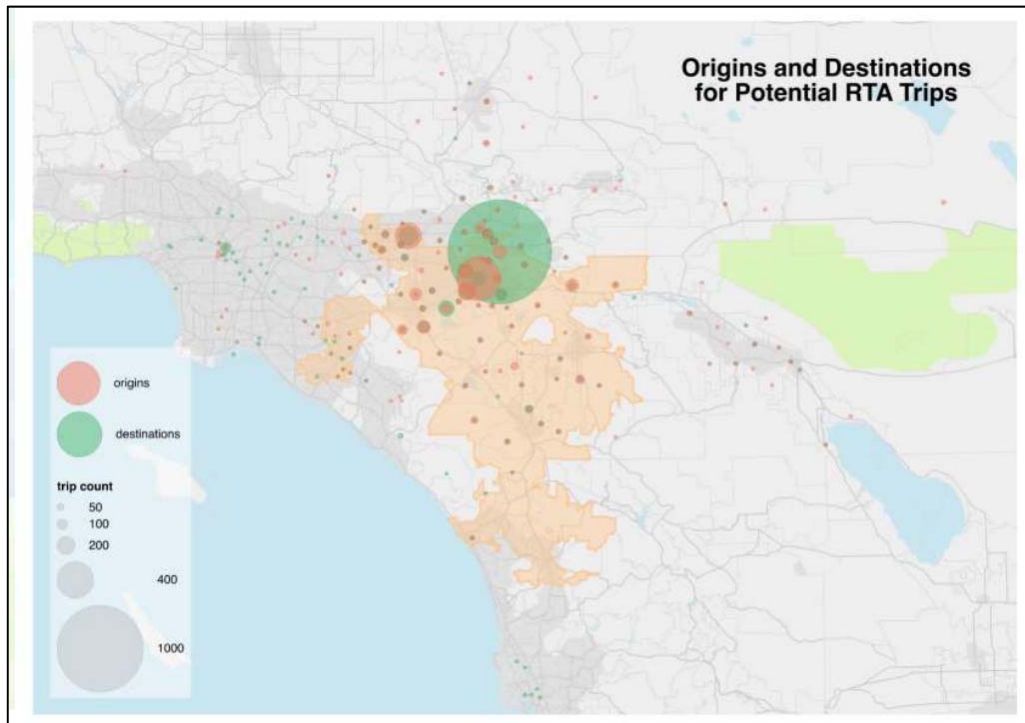


Figure 2-13 following presents that subset of trip requests for which no transit result could be brought back. The 211VetLink database includes all the public transit providers' fixed-route GTFS information and, importantly, includes all demand response service areas of the two counties' providers. It also includes specialized transportation providers in either Riverside or San Bernardino Counties who are Section 5310 grantees or, in the case of Riverside County, are Measure A Specialized Transportation Program grantees.

In Figure 2-13, some patterns emerge, including trip demand from the Morongo Basin area into Palm Springs and into the Loma Linda VA. Again, the "n" for each of these desire lines is small but presumably also represent trip needs that never surfaced to the VetLink trip portal and for which there are other, similar trip needs that can be characterized as "latent" demand.

**Figure 2-13, 211VetLink Trip Requests – Request with No Transit Results**

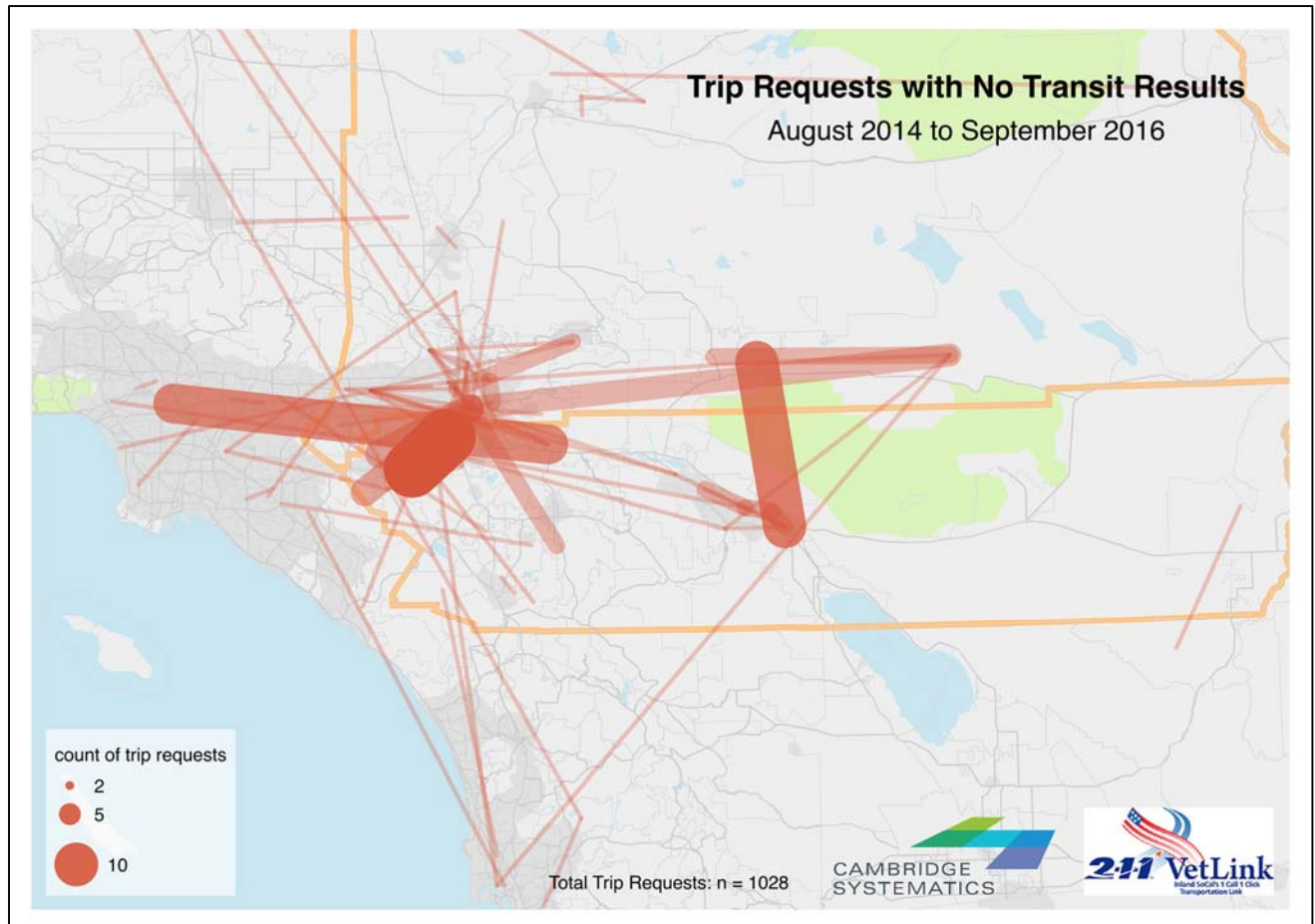
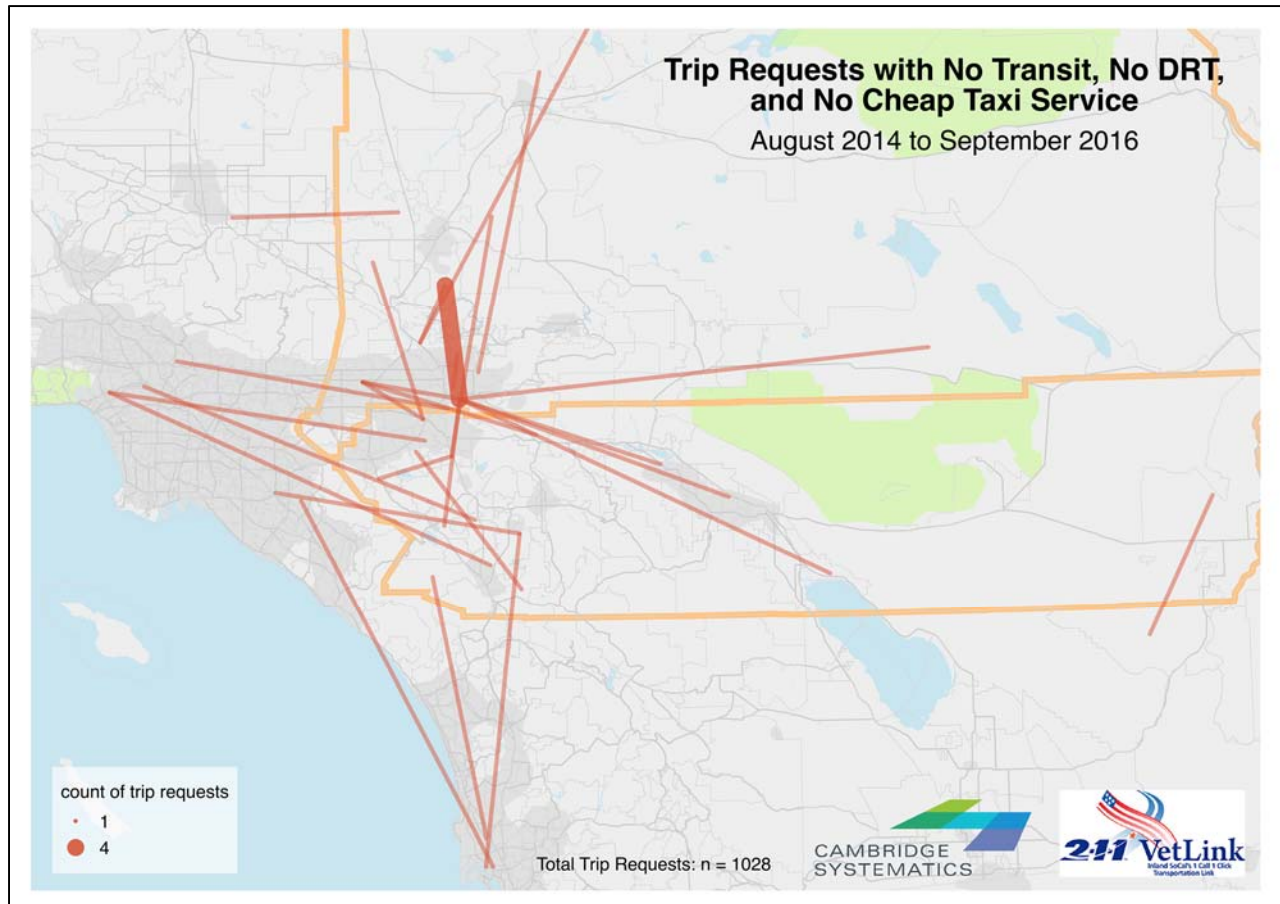


Figure 2-14 following, the last in this series of the 211VetLink origin and destination plots, presents the trip requests for which there is no transit, no demand response trip and no “cheap” taxi service with that being defined as a taxi fare of less than \$50. Again the number of requests is small but do represent trip needs that presented to the VetLink portal. These overall trip patterns, while focused on several very specific subsets of predominately veteran populations, provide some insight into the regional and cross-county nature of some non-work trips for which transportation assistance is sought.

**Figure 2-14, 211VetLink Trip Request, Requests with No Good Results**



## 2.5 Summary of Key Environment and Context Issues

Among the multiple planning documents that help to shape Riverside County's transportation network, the 2016 RIVERSIDE COUNTY STRATEGIC ASSESSMENT proposes four main actions to help address system-wide deficiencies in the transit network. These actions are both directly relevant to this COORDINATED PLAN and resonate throughout the other studies produced since 2012. They are:

- 1) Plan for the Future
- 2) Maximize Our Assets
- 3) Increase Funding, and
- 4) Communicate More

As detailed in Section 2.2, Riverside County's population increased impressively by 46.7% since the 2000 census. The County and regional studies and plans noted this growth and prescribed planning, both for the long and short term. Keeping up with population growth and maintaining quality transit services for the people that live here will continue to require increased provision of transit service and significant

capital investment. Additionally, meeting demand of the growing population will require that the transit network's deficiencies are addressed.

Among other themes of this chapter, were the following:

- Goals, strategies, desires, of constituents and commissioners and planners, continue to include “expanding [the] regional transit system to give people more alternatives to driving alone,” more choices to get around, and “focusing new growth around transit,” including developing “complete” communities.
- One key strategic action of relevance is to encourage development of transit and rail plans serving trip purposes and trip requirements common to transit dependent populations, among others.
- The STRATEGIC ASSESSMENT also identifies the need for improved specialized transportation especially the need for demand response operators to make multiple stops on a single trip, long distance travel to regional medical centers and hospitals, and transportation services for the homeless

Guiding principles that were articulated in the CITY OF BANNING COMPREHENSIVE OPERATIONAL ANALYSIS but are threads running through many of these studies are to:

- match service levels to market demand; and
- improve the customer experience.

Finally, the new origin and destination information brought forward by the 211VetLink.org project, a collaboration of Riverside and San Bernardino Counties with the 211 organizations including Riverside Connect, is encouraging. Of the requested trips, albeit a small total “n” over the course of a two-year period, significant numbers of these trips can be met by existing public transportation. Demand presenting to the 211 organizations is low but unmet trip needs still exist and these will take creative, collaborative problem-solving.



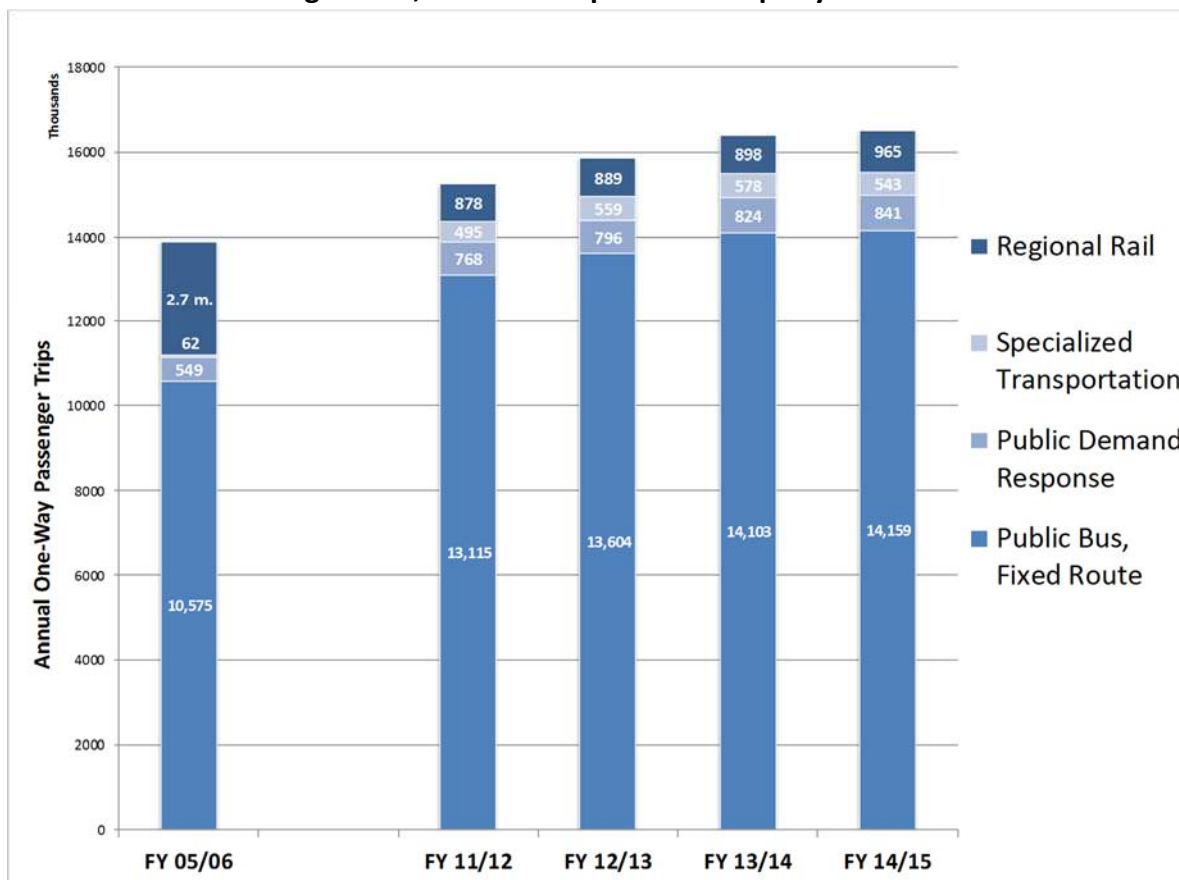
# 3.0 ASSESSMENT OF AVAILABLE TRANSPORTATION

## 3.1 Mass Transportation

Riverside County’s public mass transportation network includes regional rail, fixed-route bus and ADA and non-ADA demand response paratransit services. Details of this network are described in this chapter in relation to whether services are located in either Western or Eastern Riverside County and by modes of rail, fixed-route, demand response, other specialized transportation and information services.

Figure 3-1, shows the steady increase in trips provided across all modes of public transportation, with approximately 16.5 million transit passenger trips taken in FY 2014/15, the most recent year for which audited ridership data is available. Fixed route trips are the largest share of those trips, 14.2 million at 86%. Metrolink’s regional rail boardings in Riverside account for an additional 965,000 trips. Public demand response transportation represents 5% of trips at almost 841,000 trips. And specialized transportation trips account for 3% at 542,000 passenger trips.

**Figure 3-1, Public Transportation Trips by Mode**



## Mass Transportation in Western Riverside County

Public transportation in Western Riverside County consists of regional rail service provided by the Southern California Regional Rail Authority (Metrolink); regional bus and paratransit service operated by the Riverside Transit Agency (RTA); and localized transportation services provided by the City of Riverside's Special Transit, the city of Corona, and the cities of Banning and Beaumont.

### Metrolink



The Southern California Regional Rail Authority (SCRRA) operates Metrolink as a joint powers authority between five Southern California counties. Currently, three of the seven Metrolink rail lines serve Riverside County with a connection to the downtown Riverside transit station. The Perris Valley Line began operation in the summer of 2016, adding an additional line to the Metrolink network and to Riverside County. In FY 2014/15, there were more than 965,000 boardings at Riverside County Metrolink stations.

### *Inland Empire-Orange County Line*

The Inland Empire-Orange County spans across three counties with end points in downtown San Bernardino and Oceanside. This is Metrolink's longest line at just over 100 miles in length. Service is provided to almost 27,000 riders per week, at 14 stations, seven days per week.

### *Riverside Line*

The Riverside Line begins in the City of Riverside at the downtown Riverside Metrolink Station and ends at Los Angeles Union Station, traveling mostly along the 60 freeway corridor. Stops are also available in the cities of Ontario, Pomona, Industry and Montebello. This line only runs on weekdays.

### *91 Line*

Similar to the Riverside Line, the 91 Line connects downtown Riverside to Los Angeles Union Station, but travels east and west along the 91 freeway corridor through Orange County, Norwalk and Commerce. The 91 Line has only eight stations, but operates seven days per week.

### *Perris Valley Line*

In 2016, the Perris Valley Line opened, connecting downtown Riverside with stops along the 215 freeway down to south Perris. This allows greater mobility for commuters in Western Riverside County. Construction on the line began in October 2013.

### *Metrolink Fares*

Fares are calculated based on trip length between origin and destination stations. Fares can be purchased for one-way or round-trip tickets, or passes good for 7 days, a weekend or a month. Metrolink passes can allow free all-day travel on many Southern California bus lines of participating operators.

## Riverside Transit Agency



The Riverside Transit Agency is Western Riverside County's multi-modal transportation provider. The RTA service area spans approximately 2,500 square miles with a population of almost 1.75 million people, of which 1.3 million live within  $\frac{3}{4}$  miles of an RTA fixed route. This is accomplished with a total fleet of 301 vehicles. The Western Riverside County service area stretches from the west, north and south county lines to the San Jacinto mountain range to the east. RTA has experienced record breaking ridership over the last few years and is challenged with the need to expand services into new communities and neighborhoods while maintaining efficient quality service. RTA also provides curbside-to-curbside, origin to destination service for persons over the age of 65 and persons with disabilities to travel to locations that are within  $\frac{3}{4}$  of a mile from an existing fixed-route, excluding commuter service.

### *Motor Bus*

RTA operates 37 regional, local, rural and trolley services on fixed, timed scheduled routes throughout 18 incorporated cities and the unincorporated areas of Western Riverside County. Two of the local routes began operating with the start of service on the Metrolink Perris Valley Line in 2016. The RTA motor bus network is made up of key corridor service supporting local routes, regional connectors and community feeders. There is a base passenger fare of \$1.50 for the general public and \$0.70 for seniors and persons with disabilities.

### *Commuterlink*

RTA operates eight CommuterLink routes, which are long-distance routes, operated during peak service hours and provide both inter and intra-county connections. They connect commuters directly with major employment centers or indirectly through connections at major multi-modal bus and rail hubs. CommuterLink has a base fare of \$3.00 with a discounted fare of \$2.00 for seniors and persons with disabilities.

### *ADA Priority Dial-A-Ride Service*

Trip reservation priority is given to persons with a certified disability under ADA law that prevents them from using the fixed-route service. Origin-to-destination service is provided during the same hours and within  $\frac{3}{4}$  mile of existing fixed-routes. Passenger fares are based on travel zones within the Dial-A-Ride system at \$3.00 per zone for a maximum of \$9.00 per one-way trip.

### *Senior & Disabled Dial-A-Ride*

Demand response service is available to adults ages 65 and older and to persons with disabilities to travel within a single city. Trips must be taken during the same hours and within  $\frac{3}{4}$  mile of the local fixed-route. The base fare for this service is \$3.00.

### *Dial-A-Ride Plus, RTA Lifeline Service*

Dial-A-Ride Plus is a lifeline service that operates as an extension of RTA's existing Dial-A-Ride which allows seniors and persons with disabilities to extend the DAR service boundary by an additional two

miles. Service is provided in accessible taxis and fares are the same as those charged for traditional DAR service.

### City of Corona

The City of Corona provides a fixed route bus system called the Corona Cruiser and a general public dial-a-ride service that travels within the city limits.



#### *Corona Cruiser*

The fixed-route service for the city of Corona consists of the Blue and Red lines that connect the residential areas with the larger trip generators within the city. Service is available Monday through Friday between 7:00am and 7:00pm and on Saturdays between 9:00am and 5:00pm. Base fare is \$1.50 for the general public and discounted to \$0.70 for seniors and persons with disabilities.

#### *ADA Complementary & General Public Paratransit*

Demand responsive paratransit service is available to the general public to travel anywhere within city limits. Priority ADA paratransit service is also provided with the same fleet to persons with disabilities within ¼ miles of the Corona Cruiser fixed-route footprint. Service is provided from curb-to-curb and requires a general public fare of \$4.00 with a discounted fare of \$2.50 for seniors, persons with disabilities or persons on Medicare. The fare for ADA priority service is \$2.50. The hours of service span from 6:40am to 6:00pm on weekdays and 8:52am to 5:09pm on Saturdays. No service is available on Sunday.

### City of Riverside Specialized Transportation

The Special Transportation program is operated by the City of Riverside and is available to seniors ages 60 and older and persons with disabilities to travel within the city limits or to designated transfer points to travel in to Corona, Loma Linda, Mira Loma, San Bernardino and Woodcrest. Curb-to-curb service is offered between the hours of 8:00am and 5:30pm Monday through Friday and 9:00am to 4:00pm on weekends and holidays with a one-way base fare of \$2.00. The Special Transportation Program currently delivers more than 175,000 annual one-way trips by utilizing a fleet of 36 vehicles.



### Cities of Banning and Beaumont

The neighboring cities of Banning and Beaumont lie on the eastern edge of Western Riverside County in what is called “The Pass”, which is 10-15 miles removed from the more urbanized areas of Moreno Valley. To meet the transportation needs of the residents of this area, the two cities fund public transit systems for their respective areas. In efforts to make travel between the two cities easier, an agreement was reached to coordinate bus schedules, fares and transfers under a uniform brand called Pass Transit.



### *Pass Transit*

Pass Transit actually operates as two separate entities, one for each city. The City of Beaumont has a more robust fixed-route system consisting of weekday, limited weekday, weekend and regional service. Beaumont service begins at 6:00am and ends at 7:30pm and includes a regional commuter route that connects the Pass Area to Loma Linda and the San Bernardino Metrolink station. The general fare is \$1.15 with an option to purchase day passes, monthly passes, punch passes and ticket books for discounted rides. Service in Banning begins as early as 4:30am on weekdays and runs as late as 11:00pm supporting travel needs as far east as Cabazon. Together, Pass Transit's fixed route service provides almost 340,000 annual passenger trips.

### *Dial-A-Ride*

Origin to destination service in the two Pass area communities is supported by ADA paratransit or community dial-a-ride service. ADA service is available to certified persons with disabilities within ¼ mile of any Pass Transit fixed-route while dial-a-ride service is open to seniors and non-certified persons with disabilities within ¼ mile of a Pass Transit route. Trip reservations must be made at least 24 hours prior to trip pick-up for service that mirrors the same hours of the fixed-route service for ADA riders, and 8:00am to 6:00pm for dial-a-ride passengers. The one-way passenger fare is \$2.00 with a 10-ride punch pass available for \$18.00. Currently, these combined demand response services are providing more than 28,000 annual trips.

## **Mass Transportation in Eastern Riverside County**

### SunLine Transit



SunLine is a Joint Powers Authority that provides public transit service to its member cities and unincorporated communities in the Coachella Valley. Member cities stretch across Desert Hot Springs, Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta, Indio, Coachella, and the unincorporated communities are Thermal, Mecca, Oasis, Bermuda Dunes, and Thousand Palms.

### *SunBus*

The SunBus, SunLine Transit's fixed-route network, consists of 15 routes including one commuter route that travels from the Coachella Valley in to the Pass area and terminating in the city of Riverside. Service begins at 4:32am and spans as late as 11:23pm on weekdays. Weekend service starts at 4:55am and runs until 10:48pm. The cash fare for adults is \$1.00, \$.85 for youth and \$.50 for seniors, persons with disabilities and persons on Medicare. Other forms of pass fare include day passes, 31-day passes, 10-ride passes and employer passes. Transfers between SunBus routes cost \$.25. In FY 2014/15, SunLine's fixed-route service delivered 4.6 million passenger trips with a fleet of 71 vehicles.

### *SunDial*

To comply with the ADA requirements of public operators of fixed-route service, SunLine's SunDial service offers curb-to-curb complementary demand response service within ¼ mile of any SunBus route during the operating hours of the fixed-route service. With a fleet of 33 vehicles, SunDial transported more than 153,000 passengers during FY 2014-15. ADA certified passengers are able to schedule trips seven days per week and are able to travel within a single city for \$1.50 or between cities for \$2.00.

### *SunTaxi*

To help manage the high cost of providing demand responsive paratransit service, SunLine is currently implementing a subsidized taxi service that will utilize qualified existing taxi providers to augment the existing SunDial service by increasing its capacity. The service is available to any ADA certified passenger under the same geographic parameters as the SunDial service.

Additionally, SunLine offers a Taxi Voucher program that subsidizes half of the price of taxi trips for seniors 60 years and older and persons with disabilities by loading up to \$75 per month on a taxi smart card based on a participant's initial deposit.

### Palo Verde Valley Transit Authority (PVVTA)

PVVTA is the service provider for the desert communities of Blythe, Ripley and Mesa Verde at the Arizona border along the 10 freeway. Additionally, regular service is provided to the Chuckawalla and Ironwood State Prisons and limited service is provided across the border into Ehrenburg Arizona.



### *Desert Roadrunner*

Branded as the Desert Roadrunner, buses operate as a deviated fixed-route service with the ability to diverge up to ¼ mile from the route to pick-up or drop-off ADA passengers at the curb of their desired location. Deviations can be made by phone or to a driver at least 30 minutes prior to pick-up or drop-off. The hours of service span from 5:00am to 6:30 pm on weekdays and 8:00am to 1:00pm on Saturday. The cash fare for the general public is \$1.65, \$.80 for seniors or persons with disabilities. Route deviations cost an additional \$.80 on top of the cash fare, and travel to and from Ehrenburg, AZ is \$5.00.

### *Transportation Reimbursement and Information Project (TRIP)*

The TRIP program allows seniors and persons with disabilities the ability to provide a mileage reimbursement to a driver of their choice. This program is made possible through a partnership with the Independent Living Partnership, supplying the program model and administrative support.

Table 3-1, Public Transportation Providers' Inventory provides further service details of Riverside County's public transit providers, in both the eastern and western regions of the county.

## Private Transportation Providers

### Greyhound

Greyhound is the largest provider of intercity bus travel in North America with access to more than 3,800 locations. The majority of Greyhound lines are regularly scheduled passenger services, but the company has recently added premium city-to-city service Greyhound Express and its Greyhound Connect service that connects rural communities with larger Greyhound markets. Greyhound can be accessed in downtown Riverside, Banning and Thousand Palms.

### Megabus

The Megabus is a low-cost express bus service that can be boarded at the downtown Riverside Metrolink Station for as little as \$1.00, and can provide links to Los Angeles, Las Vegas, Oakland, San Francisco, and San Jose. Coach style buses are wheelchair accessible, offer free Wi-Fi connection and are equipped with AC power at each seat.

**Table 3-1, Public Transit Providers**

Public Fixed Route Providers - Western Riverside								
Agency	Description	Eligibility	Service Area	Fare	Operating Hours	Transfers	Passenger Trips	# of Vehicles
<b>Riverside Transit Agency (RTA)</b>  <b>Motor Bus (Local, Regional and Community bus)</b>	RTA operate 35 regional, local, rural and trolley service routes throughout Western Riverside County and two additional local routes are expected to be added to provide connectivity with the Perris Valley Rail Line, which is due to commence operations in Summer 2016	General Public	RTA serves eighteen (18) incorporated cities including Banning, Beaumont, Calimesa, Canyon Lake, Corona, Eastvale, Hemet, Jurupa Valley, Lake Elsinore, Menifee, Moreno Valley, Murrieta, Norco, Perris, Riverside, San Jacinto, Temecula and Wildomar and unincorporated areas of Western Riverside County.	Base Fares: General/Youth (Grades 1-12) - \$1.50 Sen/Dis/Medicare/Veteran - \$0.70 Child (46" tall or under) - \$0.25  Day Pass: General/Youth (Grades 1-12) - \$4.00 Sen/Dis/Medicare/Veteran - \$2.00  7-Day Pass General/Youth (Grades 1-12) - \$16.00 Sen/Dis/Medicare/Veteran - \$16.00  30-Day Pass: General - \$50.00 Youth (Grades 1-12) - \$35.00 Sen/Dis/Medicare/Veteran - \$23.00	Start and end times vary from route to route.	RTA has transfer agreements with the following agencies: Metrolink, Omnitrans, Orange County Transportation Authority (OCTA), Corona Cruiser, SunLine and Pass Transit. Metrolink tickets and passes are accepted on RTA fixed routes that serve Metrolink stations during the period from one hour before to one hour after Metrolink's service hours and are valid on the day of travel. Fare media from Omnitrans, Corona Cruiser and Pass Transit are accepted at transfer locations at the equivalent base fare rate, excluding CommuterLink service.	8,862,752	178
<b>Riverside Transit Agency (RTA)</b>  <b>CommuterLink (express bus)</b>	RTA operates eight (8) CommuterLink routes, that are long-distance, peak-hour express services that provide both inter and intra-county connections.	General Public		Base Fares: General/Youth (Grades 1-12) - \$3.00 Sen/Dis/Medicare/Veteran - \$2.00 Child (46" tall or under) - \$2.00  Day Pass: General/Youth (Grades 1-12) - \$7.00 Sen/Dis/Medicare/Veteran - \$5.00  30-Day Pass: General/Youth (Grades 1-12)- \$75.00 Sen/Dis/Medicare/Veteran - \$50.00	Start and end times vary from route to route.	OCTA fare media is accepted for base fare on CommuterLink Route 216 at transfer locations in Orange County as well as La Sierra Metrolink between RTA Route 15 and OCTA Route 794. Current and retired employees as well as dependents of Omnitrans and OCTA are eligible to ride any local fixed route or CommuterLink in the RTA service area.	370,877	11



**Table 3-1, Public Transit Providers Cont'd**

Public Fixed Route Providers - Western Riverside								
Agency	Description	Eligibility	Service Area	Fare	Operating Hours	Transfers	Passenger Trips	# of Vehicles
<p><b>City of Corona</b></p> <p><b>Corona Cruiser</b></p>	<p>The red and blue lines service the City of Corona with a fixed-route, regularly scheduled bus service.</p>	<p>General Public</p>	<p>The Blue Line serves the McKinley Street retail area then travels on to Magnolia Avenue and Main Street to the River Road area.</p> <p>The Red Line connects the residential areas of central Corona with commercial areas along Sixth Street and the Ontario Avenue/California Avenue retail area. The Red Line also covers South Corona along Ontario Avenue/Temescal Canyon Road to serve the county area of El Cerrito and The Crossings shopping complex at Cajalco Road/Temescal Canyon Road and The Shops at Dos Lagos on Saturdays.</p>	<p>Per Ride: Gen Public/Students: \$1.50 Sen/Dis/Medicare: \$0.70 Child (Under 46"): \$0.25</p> <p>Day Pass Gen Public/Students: \$4.00 Sen/Dis/Medicare: \$2.00</p> <p>15 Day Pass Gen Public: \$17.50 Students: \$12.25 Sen/Dis/Medicare: \$8.05</p> <p>31 Day Pass Gen Public: \$35.00 Students: \$24.50 Sen/Dis/Medicare: \$16.10</p>	<p>Blue Line Mon - Fri: 6:42 a.m. - 7:09 p.m. Sat: 8:52 a.m. - 3:50 p.m.</p> <p>Red Line Mon - Fri: 6:50 a.m. - 7:05 p.m. Sat: 9:00 a.m. - 5:09 p.m.</p> <p>Sunday no service</p>	<p>Corona Cruiser bus routes connect with Riverside Transit Agency (RTA) regional bus routes, North Main Metrolink Commuter Train Station and Park and Ride lots.</p>	<p>168,303</p>	<p>6</p>
<p><b>City of Banning</b></p> <p><b>Pass Transit</b></p>	<p>Banning's Pass Transit provides three fixed route services: Routes 1, 5 and 6</p>	<p>General Public</p>	<p>The commercial and residential areas of Banning and Cabazon, as well as the commercial areas of the Morongo Indian Reservation and limited commercial areas of Beaumont.</p>	<p>Base Fare General: \$1.15 - Youth: \$1.00 Sen/Dis/Vets: \$0.65 - Child: \$0.25</p> <p>Day Pass General: \$3.00 - Youth: \$3.00 Sen/Dis/Vets: \$1.80 - Child: N/A</p> <p>10-Tripper Punch Pass Youth: \$10.00</p> <p>10 - Ticket Book General: \$10.35 - Sen/Dis/Vets: \$5.85</p> <p>Monthly Pass General: \$36.00 - Youth: \$30.00 Sen/Dis/Vets: \$21.00 - Child: N/A</p>	<p>Start and end times vary. The earliest and latest times are as follows: Mon - Fri 4:30 AM - 11:00 PM Sat - Sun 8:00 AM - 6:00 PM</p>	<p>If you are transferring from an RTA bus you must have purchased their day pass or monthly pass to be able to transfer to Routes 1, 5 &amp; 6 and you will still be required to pay a Zone fare of \$.25 to and from Cabazon. When you return back to Sun Lakes Village or Walmart to connect with RTA you will have to pay our fare of \$1.15 per person for Routes #1, #5 and #6 plus the \$0.25 Zone fare.</p> <p>Passes are accepted from RTA Routes 31 &amp; 35 only at the Albertson's &amp; Wal-Mart transfer points with an additional \$0.25 Zone fare if traveling to Cabazon to cross over into the Southeast portion of Cabazon.</p>	<p>135,244</p>	<p>5</p>
<p><b>City of Beaumont</b></p> <p><b>Pass Transit</b></p>	<p>Fixed schedule, regional, commuter and special event shuttles</p>	<p>General Public</p>	<p>Beaumont, Banning, Cherry Valley, and Cabazon. Commuter link service to Calimesa, the Loma Linda Veteran's Hospital and the San Bernardino Metrolink Station.</p>	<p>Transfer/Deviations: \$0.25 Military/GoPass/Jury Duty: Free</p>	<p>M - F: 6:00 am to 7:30 pm Sat/Sun: 8:00 am to 6:00 pm</p>	<p>Passengers can use Day Passes to transfer between the Pass Transit System fixed routes and the RTA Line 31 to Hemet and Line 35 to Moreno Valley.</p>	<p>204,112</p>	<p>13</p>

**Table 3-1, Public Transit Providers Cont'd**

Public Fixed Route Providers - Coachella Valley								
Agency	Description	Eligibility	Service Area	Fare	Operating Hours	Transfers	Passenger Trips	# of Vehicles
<b>SunLine Transit Agency</b>  <b>SunBus</b>	SunLine's local fixed route network (SunBus) currently consists of 15 routes in total, including 14 local routes and one (1) commuterlink.	General Public	Desert Hot Springs, Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta, Indio, and Coachella, with service also provided to the unincorporated Riverside County communities of Desert Edge, Thousand Palms, Bermuda Dunes, Thermal, Mecca, Oasis and North Shore	Cash Fare Adult: \$1.00; Youth \$0.85; Sen/Dis/Med: \$0.50  Day Pass Adult: \$3.00; Youth \$2.00; Sen/Dis/Med: \$1.50  31-Day Pass Adult: \$34.00; Youth: \$24.00; Sen/Dis/Med: \$17.00  10-Ride Pass Adult: \$10.00; Youth: \$8.50; Sen/Dis/Med: \$5.00  Employer Pass: \$24.00 Commute Exp (CE): Adult \$6 - S/D/M \$4 CE Day Pass: Adult \$14 - S/D/M \$10 CE 30-Day Pass: Adult \$150 - S/D/M \$100	Weekdays: 4:32 am to 11:23 pm  Weekends: 4:55 am to 10:48 pm	System transfers between routes are \$0.25	5,073,888	71
Public Fixed Route Providers - Palo Verde Valley								
Agency	Description	Eligibility	Service Area	Fare	Operating Hours	Transfers	Passenger Trips	# of Vehicles
<b>Palo Verde Valley Transit</b>  <b>Desert Roadrunner</b>	PVVTA provides five deviated fixed routes.	General Public	Within the City of Blythe, and the unincorporated Riverside County areas of Mesa Verde and Ripley. Also, part of the greater area is the California State prison facilities of Ironwood and Chuckawalla,	Cash Fare Gen Public: \$1.65 Sen/Dis: \$0.80 Child (5 & under): 1st child Free AZ fare to/from Ehrenberg: \$5.00 Route 3 Fare: \$3.30 Route Deviations: \$0.80  10 Ride Punch Passes Gen Pub: \$16.50, Sen/Dis: \$8.00 Ehrenberg, AZ: \$50.00, Route 3: \$33.00  31-Day Pass Gen Pub: \$43.00, Sen/Dis: \$28.00 Route 3: \$120.00  X-Tend-A-Ride: \$5.00	M-F: 5:00 am to 6:30 pm  8:00 am to 1 :00 pm on Saturday and limited holidays	N/A	46,043	13

**Table 3-1, Public Transit Providers Cont'd**

Public Demand Response Providers - Western Riverside								
Agency	Description	Eligibility	Service Area	Fare	Reservations	Operating Hours	Passenger Trips	# of Vehicles
<b>Riverside Transit Agency (RTA) Americans with Disabilities Act (ADA) Priority DAR Service</b>	ADA Priority DAR is an origin-to-destination advanced reservation transportation service that RTA gives priority service to individuals who are certified under ADA law.	Persons who are certified under ADA law to have a disability that prohibits them from using fixed-route service.	Persons who are ADA certified are eligible for trips throughout the RTA service area that are within three-quarters of a mile of a fixed route bus service, excluding express routes.	Base Fare* Sen/Dis: \$3.00 Medicare: \$3.00 child (under 46"): \$0.50  10-Ticket Book Sen/Dis: \$30.00 Medicare: \$30.00 Child (Under 46"): N/A	Dial-A-Ride customers may schedule rides one to three days in advance.	DAR service is provided at times equivalent to local fixed route bus service in the area.	406,000	93
<b>Riverside Transit Agency (RTA) Senior/Disabled DAR Service</b>	Senior/Disabled DAR is an origin-to-destination advanced reservation transportation service within a single city.	Seniors age 65 and above and persons with disabilities.	Seniors age 65 and above and persons with disabilities are eligible for local DAR service within a single city and within three-quarters of a mile excluding express service. Transportation is provided only within the city in which the trip begins.	Buddy Fare A special program, for two to 10 eligible customers can share the fare for each fare zone. The entire group must be picked up within a half-mile radius of each other and travel to the same destination.	Dial-A-Ride requests are taken Monday through Friday from 7 a.m. to 6 p.m. and weekends from 8 a.m. to 5 p.m.  (800) 795-7887 or TTY (800) 396-3610	During the hours of fixed route bus service operation.		
<b>Riverside Transit Agency (RTA) Dial-a-Ride Plus, RTA Lifeline Service</b>	Two-year pilot program approved under the RCTC Measure A Call for Projects, provide wheelchair accessible taxi service.	Seniors aged 65 and over and to persons with disabilities for lifeline services.	Extends the DAR service boundary by an additional two miles.	* Base fare is per fare zone for a maximum of \$9.00. Personal care attendants pay the same fare as the rider.		During the hours of fixed route bus service operation.	11,963	N/A

**Table 3-1, Public Transit Providers Cont'd**

Public Demand Response Providers - Western Riverside								
Agency	Description	Eligibility	Service Area	Fare	Reservations	Operating Hours	Passenger Trips	# of Vehicles
City of Corona ADA Complimentary Paratransit	Curb-to-curb paratransit service. Door-to-door service is available if driver can see the vehicle at all times and vehicle is parked in a safe place.	Persons who are certified under ADA law to have a disability that prohibits them from using fixed-route service.	Throughout the City of Corona and neighboring county areas of Coronita, El Cerrito and Home Gardens as well as satellite locations in the City of Norco (Department of Motor Vehicles, Department of Public Social Services and Norco College).	Person w Disability: \$2.50 Children: \$0.50	Reservations can be made from one to fourteen days in advance; however, same day service may be accommodated if space is available.  (951) 734-7220	Mon - Fri: 6:42 am - 6:00 pm Sat: 8:52 am - 5:09 pm Sunday no service	66,015	12
City of Corona General Public Paratransit	Curb-to-curb paratransit service	General Public		General Public: \$4.00 Sen/Dis/Med: \$2.50 Children: \$0.50		Mon - Fri: 6:42 am - 7:09 pm Sat: 8:52 am - 5:09 pm Sunday no service		
City of Riverside Special Transit	Origin-to-destination rideshare transportation service.	Limited to senior citizens (60+) and persons with disabilities (w/ physician doc)	Within the 81.54 square mile incorporated city limits of the City of Riverside.	\$2.00 for a one-way ride; a punch card may be purchased for \$40.00 and is equivalent to 20 rides.	Call 951-687-8080 M-F 8:00 am - 5:00 pm, 9:00 am - 3:00 pm Wknd/Holidays	Mon - Fri: 8:00 am - 5:30 pm Wknd/Holiday 9:00 am - 4:00 pm	175,276	37
City of Banning Dial-A-Ride	Origin-to-destination shared ride transportation service	Senior citizens, persons with disabilities, and individuals certified for ADA transport.	City of Banning and neighboring areas of Beaumont and Cabazon	Base Fare One-way: \$2.00 Companion: \$3.00 No-Show: \$2.00 PCA: Free	Call 951-922-3252 Reservations must be made no later than 3 p.m. the day of the trip.	M-F: 8:00 am to 3:00 pm ADA Riders: M - F: 6 am to 6:45 pm Sat/Sun: 8 am to 4:45 pm (must have 3-ADA certified passengers in order to transport on Sat/Sun)	9,734	6
City of Beaumont Dial-A-Ride	Origin-to-destination shared ride transportation service	Senior citizens (65+), persons with disabilities, and individuals certified for ADA transport.	Beaumont and parts of Cherry Valley	10-Ride Punch Card One-way: \$18.00	Call 951-769-8532 at least 24 hours in advance to make a reservation	Monday through Sunday 8:00 a.m. to 6:00 p.m. ADA Certified M - F: 6.00 am to 7.00 pm Sat/Sun: 8:00 am to 6:00 pm (ADA only on Sunday)	18,640	3

**Table 3-1, Public Transit Providers cont'd**

Public Demand Response Providers - Coachella Valley								
Agency	Description	Eligibility	Service Area	Fare	Reservations	Operating Hours	Passenger Trips	# of Vehicles
SunLine Transit Agency SunDial	Curb-to-curb service designed to meet requirements of the ADA and next-day complementary Demand-response service to Coachella Valley	Certified riders that have the required ADA Certification Identification Card	Within ¼ mile of the existing SunBus route network	Cash Fare - Single Ride Same City: \$1.50 City to City: \$2.00  10-Ride Pass Same City: \$15.00 City to City: \$20.00	1-800-347-8628 seven days a week between 8 am and 5 pm	SunDial operates the same hours as any specific SunBus fixed-route.	153,183	33
SunLine Transit Agency SunTaxi	Subsidized taxi service to supplement SunDial in providing ADA paratransit service	Certified riders that have the required ADA Certification Identification Card	Within ¼ mile of the existing SunBus route network	N/A	Bring a completed Taxi Voucher Program Application to 32-505 Harry Oliver Trail, Thousand Palms, CA, Monday through Friday 9 a.m. to 5 p.m.		Program implemented in FY 15-16	
SunLine Transit Agency Taxi Vouchers	Providing half price taxi trips	Seniors (60+) and the disabled	Throughout SunLine service area	Loading onto a prepaid taxi fare payment card up to \$75 every 30 days. SunLine then doubles the deposit. Maximum balance allowed on a card at any time is \$ 450.00	Taxi Smart Card is accepted by all three Coachella Valley taxicab franchises; American Cab, Desert City Cab and Yellow Cab of the Desert. Taxis are equipped with a reader to accept the Smart Card. Swipe your Smart Card to pay your fare. A standard tip is paid in cash. Taxi Smart Cards cannot be used for tips. For more information call 1-760-343-3456.		12,416 Trips Annually  \$89,148 in Taxi Voucher Sales; Matched with \$89,148 from SunLine	
Public Demand Response Providers - Palo Verde Valley								
Agency	Description	Eligibility	Service Area	Fare	Reservations	Operating Hours	Passenger Trips	# of Vehicles
Palo Verde Valley Transit Agency Road Runner	ADA Paratransit is also provided after hours on the Fixed Routes through route deviation requests. The routes can deviate up to 3/4 of a mile away from the actual mapped routes.	General Public	Within the City of Blythe, and the unincorporated Riverside County areas of Mesa Verde and Ripley. Also, part of the greater area is the California State prison facilities of Ironwood and Chuckawalla,	Route deviations are \$0.80 in addition to the normal fixed-route fare.  DV8 Card that provides 8 one-way deviations is \$6.40	Request a deviation by calling 760-922-1140. Deviation requests should be made at least 30 minutes prior to the p/u time. Deviations can also be requested from the driver at least 30 minutes prior to the p/u or d/o time.	M-F: 5:00 am to 6:30 pm  8:00 am to 1 :00 pm on Saturday and limited holidays	PVVTa delivered 49,673 fixed-route trips with 13 vehicles in FY 14-15. The number of route deviations is not available.	

## Information Resource Programs

### IE 5-1-1



RCTC partners with the San Bernardino Associated Governments (SANBAG) to provide traveler information to residents and visitors of Riverside and San Bernardino Counties. This program, marketed as IE-511, is a telephone and online traffic and commuter resource. Travelers have access to real-time traffic information and travel times for Southern California freeways; bus and rail trip planning using Google Transit; carpool, rideshare and vanpool opportunities and the identification of park-and-ride locations. Dialing 5-1-1 from a cell phone or landline will connect commuters to the automated resource line while those seeking access via the internet can connect through the program website at [www.IE511.org](http://www.IE511.org).

### 2-1-1 VetLink



The 2-1-1 VetLink program is a dynamic information resource available by phone through the existing 2-1-1 agencies in San Bernardino and Riverside counties, and an online trip planning portal that includes both fixed-route and demand responsive transportation options. The program was initially funded through the FTA's Veterans Transportation and Community Living Initiative (VTCLI) grant program which funded the online trip planner module.

Partnerships and financial contributions from both counties' transportation commissions and local public transit agencies helped to establish 2-1-1 VetLink as fully functioning mobility management center with live-person and real-time transportation information assistance and trip planning. Access to trip information can be reached by dialing 2-1-1 on any phone while in Riverside or San Bernardino counties or by visiting [www.211VetLink.org](http://www.211VetLink.org). In the near future, there are plans to develop additional branding and imagery that welcomes the general public as well as veterans to use the services that are available to them.

## 3.2 Specialized Transportation

### Specialized Transportation Funding

In 2009, RCTC held its first Universal Call for Specialized Transportation Projects. This funding opportunity combined funding from Western Riverside County's allocation of Measure A specialized transportation funds along with FTA's Section 5316 Job Access and Reverse Commute (JARC) and FTA Section 5317 New Freedom apportionments for the urbanized areas of the county. A total of twenty-two projects were awarded in 2009 using a combination of the available funding. A subsequent Specialized Transportation Call for Projects of these same funding programs was conducted in 2011 and 2013.

## Measure A Specialized Transportation

Specialized transportation programs deemed eligible under the Measure A program must meet the transportation needs of seniors, persons with disabilities and the truly needy. To meet these needs applicants may use awarded funds to FOR operational and/or capital expenditures. Under this program, discretionary funding for transportation projects is only available in Western Riverside County.

### FTA Section 5316 JARC and Section 5317 New Freedom

The Federal Transit Administration's SAFTEA-LU legislation required that applicants interested in applying for two of its discretionary funding programs, do so through inclusion in and in reference to the Coordinated Plan for their respective counties. The JARC program was eligible to public and non-profit agencies that were implementing projects that served persons of low-income and promoted access to employment related locations and the reverse commute of any persons. The New Freedom program was designed to create transportation options for persons with disabilities that went beyond what the ADA mandated programs could provide.

While these programs provided a viable funding opportunity for many Riverside County agencies, there was difficulty nationwide in finding non-profit applicants to spend down the JARC allocations. Additionally, the New Freedom program was deemed to have much overlap with the long existing Section 5310 funding program for seniors and persons with disabilities. Both of these funding programs were discontinued with the expiration of SAFETEA-LU. Under the replacing MAP-21 legislation, JARC funding became formulized to designated recipients of urbanized areas (UZA) and the New Freedom program was combined with FTA's Section 5310 program.

### FTA Section 5310

Historically, in the state of California, the 5310 program has been procured and administered by the California Department of Transportation (Caltrans). With the passage of MAP-21 and the merging of 5310 and New Freedom programs, the distribution of 5310 funding allocations was based on population by UZA. Through an MOU between RCTC, Caltrans and the Southern California Association of Governments (SCAG), the 2015 call-for-projects for 5310 funds was held and awarded by RCTC while fiduciary administration and program monitoring responsibilities remained with Caltrans. 5310 funding for the Hemet-San Jacinto region and non-urbanized areas was still awarded and funded as part of the Caltrans statewide process.

A summary of the available funding for specialized transportation programs is presented in Table 3-2. In the most recent large urban funding cycle, an annualized total of just over \$3 million in funding was awarded to specialized transportation programs in Western Riverside County and the Coachella Valley, across the various funding opportunities made accessible as a result of the Coordinated Planning process.

**Table 3-2, Specialized Transportation Funding**

	Measure A	JARC	New Freedom	Section 5310	Totals
<b>2009 Call-for-Projects</b>					
Western Riverside County	\$ 6,000,000.00	\$ 1,316,009.00	\$ 547,592.00	\$ 358,150.00	\$ 8,221,751.00
Coachella Valley		\$ 357,169.00	\$ 180,350.00	\$ 72,939.00	\$ 610,458.00
<b>2011 Call-for-Projects</b>					
Western Riverside County	\$ 4,158,313.00	\$ 1,460,228.00	\$ 652,467.00	\$ 291,263.00	\$ 6,562,271.00
Coachella Valley		\$ 400,839.00	\$ 201,067.00	\$ 589,038.00	\$ 1,190,944.00
<b>2013 Call-for-Projects</b>					
Western Riverside County	\$ 5,798,983.00	\$ 1,441,885.00	\$ 657,605.00	\$ 222,503.00	\$ 8,120,976.00
Coachella Valley		\$ 393,126.00	\$ 201,351.00		\$ 594,477.00
<b>2015 Call-for-Projects (3-years)</b>					
Western Riverside County*	\$ 8,000,000.00			\$ 1,879,114.00	\$ 9,879,114.00
Coachella Valley				\$ 726,593.00	\$ 726,593.00
<b>Totals</b>	<b>\$ 23,957,296.00</b>	<b>\$ 5,369,256.00</b>	<b>\$ 2,440,432.00</b>	<b>\$ 4,139,600.00</b>	<b>\$ 35,906,584.00</b>
<small>5310 funding was procured and administered statewide by Caltrans                      The 2013 and 2015 calls-for-projects for 5310 included funding for "Expanded" project needing operating assistance.                      JARC/NF funding in the Hemet-San Jacinto small UZA and non-urbanized areas of Western Riverside County is not included in this table.                      JARC/NF programs were discontinued under MAP-21 legislation and were not available in the 2015 call-for-projects</small>					

## Specialized Transportation Providers

There are a number of different programs that have been funded through RCTC's specialized funding program. These organizations are providing a wide array of options to fill the transportation gaps of the target populations of this plan. The types of services they provide and specialized projects that have been funded include:

- Directly operated demand responsive transportation; including senior and non-emergency medical transportation, veterans' transportation, lifeline service and youth transportation.
- Mileage reimbursement programs for seniors and persons with disabilities as well as mileage reimbursement for youth escorts to court and social services activities.
- Travel training for person with disabilities.
- Subsidies for clients of human and social services agencies to obtain public transit bus tokens.
- Mobility management activities.

A listing, current as of this writing, of RCTC funded specialized transportation organizations and the types of services they provide is presented in Table 3-3, Specialized Transportation Providers.



**Table 3-3, Specialized Transportation Providers**

Specialized Transit Providers - Western Riverside							
Service Provider	Service Description	Cities Served	Days Operating	Where to Call	Who Qualifies	Units of Service Provided	Funding Sources
<b>Ability Counts</b>	Transportation from Ability Counts site to client job site.	Western Riverside County and part of San Bernardino County.	M-Sat	(951) 734-6595	Persons with developmental disabilities.	134,000 Annual Trips	5310 Traditional
<b>Blindness Support (Travel Training program)</b>	Provides persons blind/visually impaired/disabled with the skills and knowledge to use the local fixed-route bus system.	Western Riverside County.	M-F	(951) 341-9244	Adults that are legally blind, disabled, 55 years or older or a veteran.	Trains 70 Individuals and Distributes 180 Bus Passes Annually	Measure A - Specialized Transit
<b>Boys &amp; Girls Clubs of Southwest County</b>	Children receive round trip transportation to school and back to their clubhouse.	Temecula, Murrieta, Lake Elsinore, Canyon Lake, Wildomar, Menifee.	M-F	(951) 699-1526	Elementary and Middle School low-income family youths participating in the Before and After School Transportation program.	38,767 Annual Trips	Measure A - Specialized Transit
<b>Care-A-Van Transit, Inc.</b>	Provides door-to-door non-emergency transportation.	Hemet/San Jacinto Valley, Lake Elsinore area and the Sun City/Menifee area; unincorporated county areas of Winchester and Val Vista.	M-F	(951) 791-3572	Low-income, seniors and disabled individuals including: Riverside County Hemet Service Center customers, Valley Restart Homeless Shelter, Da Vita, Riverside Co. Office on Aging, KinCare, Job Training and Education through HOPE Bus, Care Connexus, Inland Regional, and Veteran Services.	22,394 Annual Trips	Measure A - Specialized Transit/ 5310 Traditional
<b>Care Connexus, Inc.</b>	Provides specialized curb-to-curb paratransit non-emergency medical transportation.	City of Riverside and surrounding cities.	M-F	(951) 509-2500	Clients of Adult Day Service Center of Riverside County.	17,296 Annual Trips	Measure A - Specialized Transit/ 5310 Traditional
<b>Community Connect Transit Access Program (TAP)</b>	Bus transit tokens/tickets are distributed to human services agencies to give to their clients to fulfill emergency need transportation.	Public Transit Providers in Western Riverside County.	M-F	(951) 686-4402	Seniors, persons with disabilities, and low-income.	Distributes 71,230 Bus Passes to 14,956 Persons Annually	Measure A - Specialized Transit
<b>Community Connect 2-1-1 VetLink</b>	Provides a Veterans Specialist call taker for 2-1-1 information calls and an online trip planner for providers in Riverside County.	Riverside County-wide.	24 hours	Dial 2-1-1 www.211VetLink.org	Focus on Veterans, but open to General Public.	2,005 Mobility Management Contacts	Measure A - Specialized Transit/Veterans Transportation and Community Living
<b>EXCEED (Valley Resource Center)</b>	Provides transportation related activities and services beyond those required by ADA by providing door-to-door service allowing travel to work and/or day program.	Hemet/San Jacinto Valley; unincorporated county areas of Winchester and Valle Vista.	M-F	(951) 766-8659	Adults with disabilities who are clients of EXCEED (a division of Valley Resource Center for the Retarded, Inc.).	198,000 Annual Trips	5310 Traditional & Expanded

**Table 3-3, Specialized Transportation Providers cont'd**

<b>Specialized Transit Providers - Western Riverside</b>							
<b>Service Provider</b>	<b>Service Description</b>	<b>Cities Served</b>	<b>Days Operating</b>	<b>Where to Call</b>	<b>Who Qualifies</b>	<b>Units of Service Provided</b>	<b>Funding Sources</b>
<b>Forest Folk, Inc. (Idyllwild Area Shuttle)</b>	Provides a shuttle service in Idyllwild and its surrounding communities and lifeline service to and from Hemet and Palm Desert.	Communities of Idyllwild, Pine Cove, Fern Valley, and Mountain Center.	M-F	(951) 292-8467	Seniors, persons with disabilities, and low-income.	Began FY 15-16; Projecting 2,700 Annual Trips	Measure A - Specialized Transit
<b>Friends of Moreno Valley Senior Center (a.k.a. "MoVan")</b>	Paratransit service for travel within Moreno Valley and outside of Moreno Valley for doctor appointments.	Trips originating in Moreno Valley to areas within a 35-mile radius.	M-F	(800) 351-6571	Seniors (60+) and adults with disabilities.	4,574 Annual Trips	Measure A - Specialized Transit/ 5310 Traditional
<b>Independent Living Partnership (TRIP)</b>	Provides a mileage reimbursement for volunteer drivers of eligible participants.	Western Riverside County	24 hours	(800) 510-2020	Seniors and persons with disabilities.	89,828 Annual Trips; 1,344,778 Miles Reimbursed	Measure A - Specialized Transit
<b>Inland AIDS Project</b>	Door-to-door non-emergency medical transportation to medical and dental appointments.	Western Riverside County	M-F	(951) 683-2427 x136	Clients with HIV/AIDS.	1,723 Annual Trips	Measure A - Specialized Transit
<b>City of Norco, Dept of Parks &amp; Recreation</b>	Door-to-door transportation through the Rose M. Eldridge Senior Center.	Norco, Mira Loma	M-TH	(951) 270-5647	Norco residents: seniors and persons with disabilities.	2,189 Annual trips	Measure A - Specialized Transit
<b>Operation Safehouse, Inc.</b>	Provides transportation through screened volunteers to social service appointments.	Western Riverside County	24 hours	(951) 369-4921	Homeless, at-risk youth ages 18-21.	765 Annual Trips	Measure A - Specialized Transit
<b>Riverside University Health Systems – Behavioral Health</b>	Door-to-door transportation non-emergency medical transportation.	Western Riverside County	Mon - Fri	(951) 955-1647	Low-income or elderly individuals with behavioral health issues.	Began FY 15-16; Projecting 1,000 Annual Trips	Measure A - Specialized Transit
<b>Riverside University Health Systems – Medical Transportation Department (Formerly RCRMC).</b>	Door-to-door transportation non-emergency medical and dialysis transportation.	Western Riverside County	Mon - Fri - NEMT Sat/Sun - Dialysis	(866) 909-4881 (951) 486-4380	Low-income Medi-Cal and Medicare clients of the RUHS Medical Center, outside Dialysis patients, the elderly and disabled.	7,640 Annual Trips	Measure A - Specialized Transit
<b>United States Veterans Initiative</b>	Door-to-door transportation for March ARB residents to critical appointments.	Riverside County	M-F	(951) 656-6892	Low-income and/or homeless Veterans residing onsite at March Air Reserve Base as well as offsite areas located in Riverside County.	2,333 Annual Trips	Measure A - Specialized Transit
<b>Voices for Children</b>	Provides mileage reimbursement to Court Appointed Special Advocate's to transport children that pass through Riverside County's foster care system to court, school, appointments and outings.	Western Riverside County	M-F	(858) 598-2211	Children placed in the juvenile dependency court system (foster children) in Western Riverside County.	Began in FY 15-16; Projecting 2,850 Annual Trips	Measure A - Specialized Transit

**Table 3-3, Specialized Transportation Providers cont'd**

<b>Specialized Transit Providers - Coachella Valley</b>							
<b>Specialized Transit Service Provider</b>	<b>Service Description</b>	<b>Cities Served</b>	<b>Days Operating</b>	<b>Where to Call</b>	<b>Who Qualifies</b>	<b>Units of Service Provided</b>	<b>Funding Sources</b>
<b>Angel View, Inc.</b>	Transportation to and from Angel View day program. Transportation is provided to residential clients 7 days a week; Day Program clients.	Coachella Valley/Joshua Tree	M-SU	(760) 329-6471	Children and adults with disabilities who are clients of Angel View's residential care program and Adult Day Program	32,000 Annual Trips	FTA 5310 Traditional & Expanded
<b>Desert Arc</b>	Operates a bus and van service that provides daily transportation and para-transit services to facility and work sites.	Coachella Valley and the Morongo Basin	M-Su	(888) 771-7784	Persons with developmental disabilities.	161,000 Annual Trips	FTA 5310 Traditional
<b>Desert Blind and Handicapped Association</b>	Door-through-door transportation design to help clients be able to remain in their private homes and fully participate in the community and local economy.	Palm Springs, Cathedral City, Rancho Mirage, and Desert Hot Springs, including much of the intervening unincorporated areas.	M-F	(760) 969-5025	Individuals with a disability that prevents safe driving. The disability may be permanent or temporary such as out-patient surgery or a	Project is still being implemented. Projecting	FTA 5310 Traditional & Expanded
<b>Independent Living Partnership (TRIP)</b>	Provides a mileage reimbursement for volunteer drivers of eligible participants.	Coachella Valley and Palo Verde Valley (Blythe)	24 hours	(800) 510-2020	Seniors and persons with disabilities.	19,779 Annual Trips; 297,578 Miles Reimbursed	FTA 5310 Expanded
<b>Salud Health Clinic</b>	Provides volunteer transportation for healthcare clinic patients on an as-needed basis when space and volunteer driver are available to provide the service.	Trips outside of the Blythe area	When capacity is available	(800) 510-2021	Any patient of the clinic	Not available	Clinic Funds

## 3.3 Performance Measurement

### Trips-per-Capita

Trips-per-capita is a significant measure of the relationship between transit trips provided and population growth. The use of per capita transit trips as a measure of transit performance can be an informative tool to track transit investment and its utilization over time, particularly in relation to population growth. As in Section 2.3 Regional Plans and Studies, SCAG has identified a regional goal of 34.9 trips per capita, establishing a regional average of almost 35 public transit trips annually provided and taken for each resident of this vast seven county region.

For Riverside County as a whole and considering all public transportation modes of rail, fixed route, demand response and specialized transportation, Riverside County’s contribution to that regional goal is a trips-per-capita rate of 7.2. Table 3-4 following documents the total reported public transit trips of 16.5 million across all modes. Importantly, this shows that the County has held its own in relation to population growth. An additional 105,000 passenger trips were provided over the prior reporting year, a 1 percent increase, while population increased by 25,000 persons, also a 1 percent increase.

**Table 3-4, Trips per Capita by Subarea**

Public Transportation Trips Provided	Countywide FY 13/14		Western Riverside County	Coachella Valley	Palo Verde Valley	Countywide FY 14/15	
	Trips	% of Total Trips				Trips	% of Total Trips
Rail [1]	898,216	5.5%	965,136			965,136	5.8%
Public Bus, Fixed Route [2]	14,102,821	86.0%	9,464,541	4,645,097	49,673	14,159,311	85.8%
Public Demand Responsive	823,649	5.0%	687,628	153,183		840,811	5.1%
Specialized Transportation/Universal Call Program	577,736	3.5%	464,256	78,009		542,265	3.3%
<b>ALL TRIPS: Including Rail, Public Transit, Measure A, JARC and New Freedom Programs [3]</b>	<b>16,402,422</b>	<b>100%</b>	<b>11,581,561</b>	<b>4,876,289</b>	<b>49,673</b>	<b>16,507,523</b>	<b>100%</b>
<b>TOTAL POPULATION [4]</b>	<b>2,255,059</b>		<b>1,812,438</b>	<b>442,756</b>	<b>24,773</b>	<b>2,279,967</b>	
<i>Trips per Capita for FY 2014/15 Total Population [4]</i>	<b>7.2</b>		6.4	11.0	2.0	<b>7.2</b>	

**Notes:**

- [1] Annualized from average weekday daily boardings at Riverside County stations: Riverside, 91 and Inland Empire-Orange County Lines.
- [2] 'Public Bus, Fixed Route' trips counts do not include Specialized Transportation funded fixed route trips.
- [3] Public transit trips extracted from TransTrack 'Table 2 - SRTP Service Summary' on May 10, 2016. Rail and Specialized Transit operators reported trips directly.
- [4] RCTC Mid-Year Revenue Projections 2015 and 2016 Agenda: CA Department of Finance, Demographic Research Unit as of January 1, 2014 and 2015.

Table 3-5 following presents trips per capita by provider and by year, going back to the first Riverside County COORDINATED PLAN to document steady increases in this measure. Over the past decade, population has grown by almost 275,000 people, a 13 percent increase. During this same period, the County has added more than 2.6 million annual transit trips, a 19 percent increase, illustrating the level of transit resources that have been invested and used over the life of the coordinated planning process.

**Table 3-5, Trips Provided by Provider for Five Reporting Periods**

Public Transportation Trips Provided	2007 Coordinated Plan		RCTC's Annual Report			RCTC's Annual Report			RCTC's Annual Report			RCTC's Annual Report					
	FY 05/06		FY 11/12		% Chng from FY 05/06	FY 12/13		% Chng from Prior Year	FY 13/14		% Chng from Prior Year	FY 14/15		% Chng from Prior Year			
Service by Mode [1]	Trips	% of Total Trips	Trips	% of Total Trips	% Chng from FY 05/06	# of Vehicles in Active Service	Trips	% of Total Trips	% Chng from Prior Year	# of Vehicles in Active Service	Trips	% of Total Trips	% Chng from Prior Year	# of Vehicles in Active Service	Trips	% of Total Trips	% Chng from Prior Year
<b>Rail [2]</b>	<b>2,700,117</b>	<b>19%</b>	<b>878,438</b>	<b>6%</b>	<b>N/A</b>		<b>888,844</b>	<b>6%</b>	<b>1.2%</b>		<b>898,216</b>	<b>5%</b>	<b>1.1%</b>		<b>965,136</b>	<b>6%</b>	<b>7%</b>
RCTC Commuter Rail - Riverside Line	1,101,648		215,864				208,230				175,032				160,388		
RCTC Commuter Rail - Inland Empire Orange County Line	1,066,541		455,510				500,786				553,520				626,557		
RCTC Commuter Rail - 91 Line	531,930		207,064				179,828				169,664				261,058		
<b>Public Bus, Fixed Route [3]</b>	<b>10,575,445</b>	<b>76%</b>	<b>13,115,046</b>	<b>86%</b>	<b>24.0%</b>	<b>269</b>	<b>13,603,825</b>	<b>86%</b>	<b>3.7%</b>	<b>380</b>	<b>14,102,821</b>	<b>86%</b>	<b>3.7%</b>	<b>306</b>	<b>14,188,868</b>	<b>86%</b>	<b>1%</b>
RTA FR	5,718,234		6,555,135			94	6,861,830			191	7,155,365			124	7,203,364		
SunLine FR	3,474,361		4,436,917			69	4,494,549			69	4,643,147			71	4,674,654		
RTA Contract FR	916,366		1,635,377			80	1,713,555			90	1,744,652			79	1,753,518		
Banning FR	183,265		127,499			5	138,503			5	146,981			5	135,244		
Corona FR	146,983		153,783			4	163,054			4	169,745			6	168,303		
Beaumont FR	89,962		164,390			9	190,589			13	198,499			13	204,112		
Palo Verde Valley FR	46,274		41,945			8	41,745			8	44,432			8	49,673		
<b>Public Demand Responsive</b>	<b>548,845</b>	<b>4%</b>	<b>767,883</b>	<b>5%</b>		<b>206</b>	<b>795,503</b>	<b>5%</b>	<b>3.6%</b>	<b>219</b>	<b>823,649</b>	<b>5%</b>	<b>3.5%</b>	<b>188</b>	<b>840,811</b>	<b>5%</b>	<b>2%</b>
RTA DAR	199,322		372,322			125	384,442			106	398,636			98	406,000		
Riverside Special Transportation Services DAR	145,223		174,058			29	172,725			47	182,878			36	175,276		
SunLine DAR	83,956		124,720			31	136,208			45	139,042			33	153,183		
Corona DAR	58,892		61,285			12	65,635			12	68,852			12	68,015		
Beaumont DAR	28,656		18,786			4	18,710			3	16,899			3	18,640		
RTA Taxi	18,536		7,648			-	8,539			-	8,271			-	11,963		
Banning DAR	9,463		9,064			5	9,244			6	9,071			6	9,734		
Palo Verde Valley DAR	4,797		-			-	-			-	-			-	-		
<b>Specialized Transportation/ Universal Call Program</b>	<b>61,859</b>	<b>0.4%</b>	<b>494,516</b>	<b>3%</b>	<b>69.9%</b>	<b>45</b>	<b>559,104</b>	<b>4%</b>	<b>13.1%</b>	<b>54</b>	<b>577,736</b>	<b>4%</b>	<b>3.3%</b>	<b>50</b>	<b>542,265</b>	<b>3%</b>	<b>-6%</b>
<b>Fixed Route:</b>																	
RTA Extended Service (Dial-a-Ride Plus)	-		101,038				108,180				68,726				50,851		
RTA Commuter Link	-		58,466				64,171				62,542				73,635		
SunLine Commuter Link 220	-		-				12,868				14,528				12,921		
SunLine Line 95 North Shore	-		-				-				26,603				15,605		
<b>Paratransit/ Community Shuttle Services:</b>																	
Boys & Girls Club of Southwest County	-		57,044			13	49,135			16	41,676			14	38,767		
Care-A-Van/ HOPE Bus	9,295		20,115			10	25,060			12	29,845			13	22,394		
Care Connexus	13,755		15,829			4	17,597			5	16,333			5	17,296		
City of Norco - Senior Shuttle	2,606		1,130			1	2,066			1	1,956			1	2,189		
CVAG Roy's Desert Resource Center	-		38,945			2	46,561			2	45,272			2	17,288		
Friends of Moreno Valley MoVan	4,842		5,364			1	4,941			1	3,002			1	4,574		
Inland AIDS Project	1,974		2,377			2	2,354			2	2,342			2	1,723		
Operation Safehouse	-		524			1	309			1	624			1	765		
Riverside County Regional Medical Center	-		10,071			10	9,208			10	5,835			10	7,640		
United States Veterans Initiative	-		-			-	-			4	5,217			3	2,333		
Wildomar Senior Community	-		440			1	446			-	-			-	-		
<b>Mileage Reimbursement (one-way trips supported):</b>																	
Court Appointed Special Advocates- CASA	-		9,380				6,696				5,702				-		
TRIP - Partnership to Preserve Independent Living (W. County)	24,393		82,383				83,831				87,850				89,828		
RIP - SunLine/Partnership to Preserve Independent Living (E. County)	-		-				-				-				19,779		
<b>Bus Passes/ Taxi Vouchers/ Van Pool Trips</b>																	
Community Connect/ TAP Bus Pass Trips	-		65,263				62,742				65,212				71,230		
RCTC Commuter benefits/ Coachella Van Pool Trips	-		19,037				17,700				18,740				-		
RTA - Travel Training	-		5,026				39,334				65,354				81,031		
SunLine Taxi Voucher Program	-		2,084				5,905				10,377				12,416		
<b>Mobility Management and Travel Training Projects</b>																	
Care Connexus - Driver Sensitivity Training	-		n/a				n/a				n/a				n/a		
Community Connect/ 211	-		n/a				n/a				n/a				n/a		
Blindness Support - Travel Training	-		n/a				n/a				n/a				n/a		
RTA Travel Training	-		n/a				n/a				n/a				n/a		
<b>ALL TRIPS: Including Rail, Public Transit, Measure A, JARC and New Freedom</b>	<b>13,886,266</b>	<b>100%</b>	<b>15,255,883</b>	<b>100%</b>	<b>10%</b>	<b>520</b>	<b>15,847,276</b>	<b>100%</b>	<b>4%</b>	<b>653</b>	<b>16,402,422</b>	<b>100%</b>	<b>4%</b>	<b>544</b>	<b>16,537,080</b>	<b>100%</b>	<b>1%</b>
<b>TOTAL POPULATION</b>	<b>2,005,477</b>		<b>2,217,778</b>				<b>2,227,577</b>				<b>2,255,059</b>				<b>2,279,967</b>		
<i>Trips per Capita for 2006 Total Population (2,005,477) [4]</i>	<b>6.9</b>																
<i>Trips per Capita for 2012 Total Population [5]</i>			<b>6.9</b>														
<i>Trips per Capita for 2013 Total Population [6]</i>							<b>7.1</b>										
<i>Trips per Capita for 2014 Total Population [7]</i>											<b>7.3</b>						
<i>Trips per Capita for 2015 Total Population [8]</i>															<b>7.3</b>		

Notes:  
 [1] Public transit operator ridership data extracted from TransTrack 'Table 2 - SRTP Service Summary' on May 10, 2016. Vehicle data reported directly from operators on April 28, 2016.  
 [2] FY 11-12 through 13-14 Annualized from average weekday daily boardings at Riverside County stations: Riverside, 91 and Inland Empire-Orange County Lines.  
 FY14-15 Annualized from average weekday AND average weekend daily boardings at Riverside County stations. There is no weekend service on the Riverside line.  
 [3] Public bus, Fixed Route trip counts for RTA and SunLine do not include Specialized Transportation funded fixed route trips (RTA Extended, Commuterlink and Travel Training, SunLine Commuter, and Community Connect TAP)  
 [4] State of California, Department of Finance, July 2007, and July 2011  
 [5] RCTC FY 2011/12 Mid-Year Revenue Projects - Department of Finance January 1, 2011, Demographic Research Unit  
 [6] RCTC FY 2012/13 Mid-Year Revenue Projects - Department of Finance January 1, 2012, Demographic Research Unit  
 [7] RCTC FY 2013/14 Mid-Year Revenue Projects - Department of Finance January 1, 2013, Demographic Research Unit  
 [8] RCTC FY 2014/15 Mid-Year Revenue Projects - Department of Finance January 1, 2014, Demographic Research Unit

## Other Measures

Other performance measures are important to track, to measure impact and to ascertain whether COORDINATED PLAN mobility goals are being realized. RRTC now regularly produces its RIVERSIDE COUNTY PUBLIC TRANSPORTATION: ANNUAL COUNTYWIDE PERFORMANCE REPORT, FY 2014/2015 the most recently prepared report. The five indicator areas this document presents, while certainly not exhaustive, provide a comprehensive and comparative picture – from year to year – of public transportation. This enables policy makers, providers and members of the public to develop an up-to-date reading on the state of public transit in Riverside County.

Those indicator areas are:

- Policy and Compliance – Fare box recovery ratios
- Utilization – Trips-per-capita
- Accessibility and coverage – Population within ¼ mile of fixed-route transit services
- Connectivity – Bus and rail transfers within the county and between counties
- Resources – State and local transit funding; transit vehicles; vehicle revenue miles and transit service area square mileage

All modes of public transportation, including rail, bus, demand response and specialized transportation, are included in the ANNUAL COUNTYWIDE PERFORMANCE REPORT, providing a full picture each year of transit initiatives and of the utilization of these services by Riverside County residents and visitors.

# 4.0 ASSESSMENT OF MOBILITY NEEDS and GAPS

## 4.1 Outreach Approach

During January, February and March 2016, the RCTC team undertook a series of activities to invite comment and input across Riverside County about mobility needs of older adults, persons with disabilities and persons of low-income. These activities included public meetings and workshops, opportunity for e-comment, and compilation of written “need” comments received by RCTC over a three-year period.

A public hearing on unmet transportation needs was held on January 26<sup>th</sup>, advertised and noticed to RCTC’s master mailing list and information provided on the home page of RCTC’s website. Five outreach workshops were held at locations across the County through February with information about these workshops in both English and Spanish mailed to 880 agencies and emailed to 326 individual email addresses, including both agencies and some citizen participants. A project website provided for an on-line capability for receiving input and its availability was advertised. Attendance at RCTC’s Citizens Advisory Committee and the North Shore Community Council brought back additional input. Three years of written comments, “Transportation Network” respondents, were compiled and involved over 440 agency responses.

Between participation at RCTC workshops, through its Transportation Network process, public meetings, and public comments received, more than 200 individuals or organizations contributed in some manner to this public input process.



### Do You Have Transportation Needs?



**2016 Update to the Public Transit – Human Services Transportation Coordination Plan for Riverside County**

We need your help to improve mobility for all members of Riverside County!  
Join us for a **COORDINATION PLAN WORKSHOP or HEARING** to tell us about your transportation needs:

<p><b>WESTERN RIVERSIDE</b> Tuesday, January 26, 2016 1:30 PM Annual Unmet Transit Needs Hearing Riverside County Administrative Center Conference Room A 4080 Lemon Street, Third Floor Riverside, CA 92501</p>	<p><b>HEMET AREA</b> Thursday, February 18, 2016 1:30 PM – 3:00 PM Coordination Plan Public Workshop California Family Life Center 930 N State St, Hemet, CA 92543</p>	<p><b>NORTH SHORE*</b> Tuesday, February 23, 2016 1:30 PM – 3:00 PM Coordination Plan Public Workshop Mecca Boys and Girls Club 91391 66th Ave, Mecca, CA 92254 *Spanish translation provided</p>
<p><b>TUESDAY, February 16, 2016</b> 3:00 pm – 4:30 pm Coordination Plan Public Workshop Lake Elsinore Senior Activity Center 420 E. Lakeshore Drive Lake Elsinore, CA 92530</p>	<p><b>COACHELLA VALLEY</b> Tuesday, February 23, 2016 10:30 AM – 12:00 PM Coordination Plan Public Workshop Coachella Valley Association of Governments 73-710 Fred Waring Drive Palm Desert, CA 92260</p>	<p><b>BLYTHE</b> Thursday, February 25, 2016 1:00 PM – 2:30 PM Coordination Plan Public Workshop City of Blythe Council Chambers 235 N Broadway, Blythe, CA 92225</p>

Invited Audiences: General Public + Human/Social Services Agencies + Public Agencies

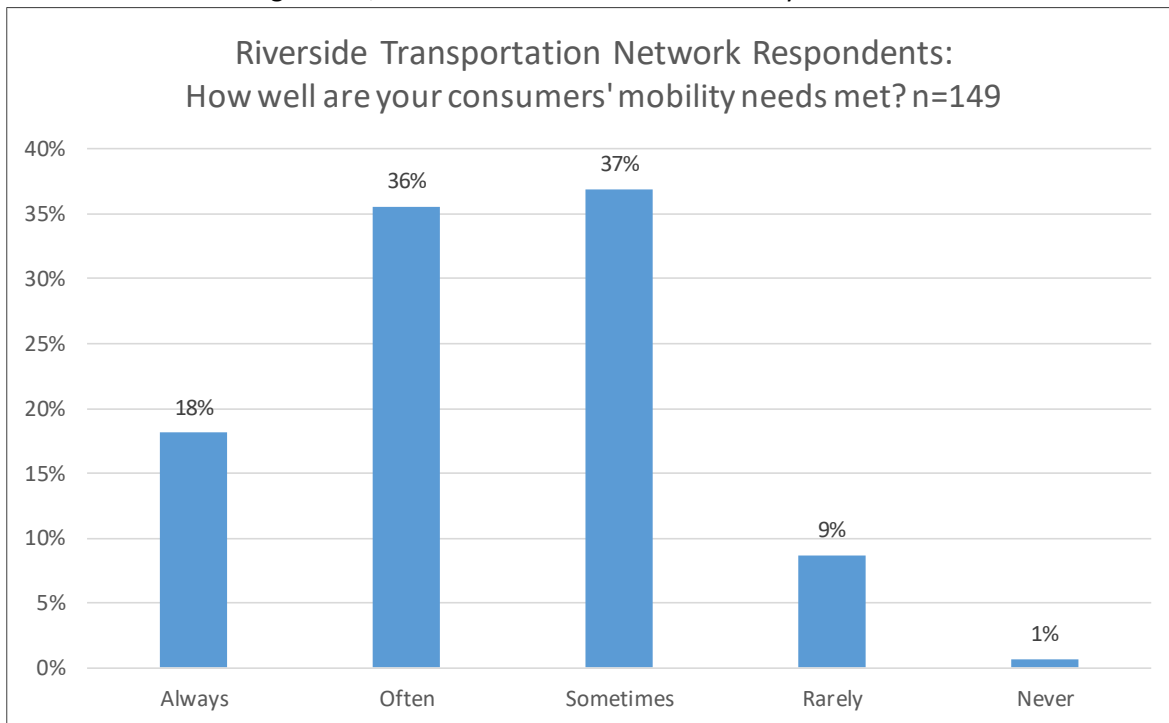
For questions contact: AMMA Transit Planning – (951) 784-1333 or Martha Durbin, RCTC – (951) 787-7141.  
To request special accommodations or language assistance, please contact 72 hours in advance.  
Written comments can be provided at: [www.TransportationCoordination.org/RiversidePlan](http://www.TransportationCoordination.org/RiversidePlan).

## 4.2 Countywide Overview of Findings

This section highlights countywide findings while the subsequent sections focus on outreach findings for specific geographic sub-areas of Riverside County.

Every year, RCTC distributes an invitation to public agencies and other human service organizations to be included in RCTC’s Transportation Network database. This provides for a regular updating of RCTC’s contacts and some opportunity for a basic level of input from participating entities, generally agency representatives. A review of three years of Transportation Network cards, a total of 441 records, found that about one-third reported on how well their consumers’ transportation needs were met. Figure 4-1 shows that more than half of these 149 respondents who reported constituents’ mobility needs, indicated these were “always” met (18%) or “often” met (36%). Another 37% indicated that mobility needs are “sometimes” met. Less than 10% indicated mobility needs are “rarely” (9%) or “never” (1%) met, suggesting that in these cases public transportation solutions are unlikely.

Figure 4-1, How Well are Consumers’ Mobility Needs Met



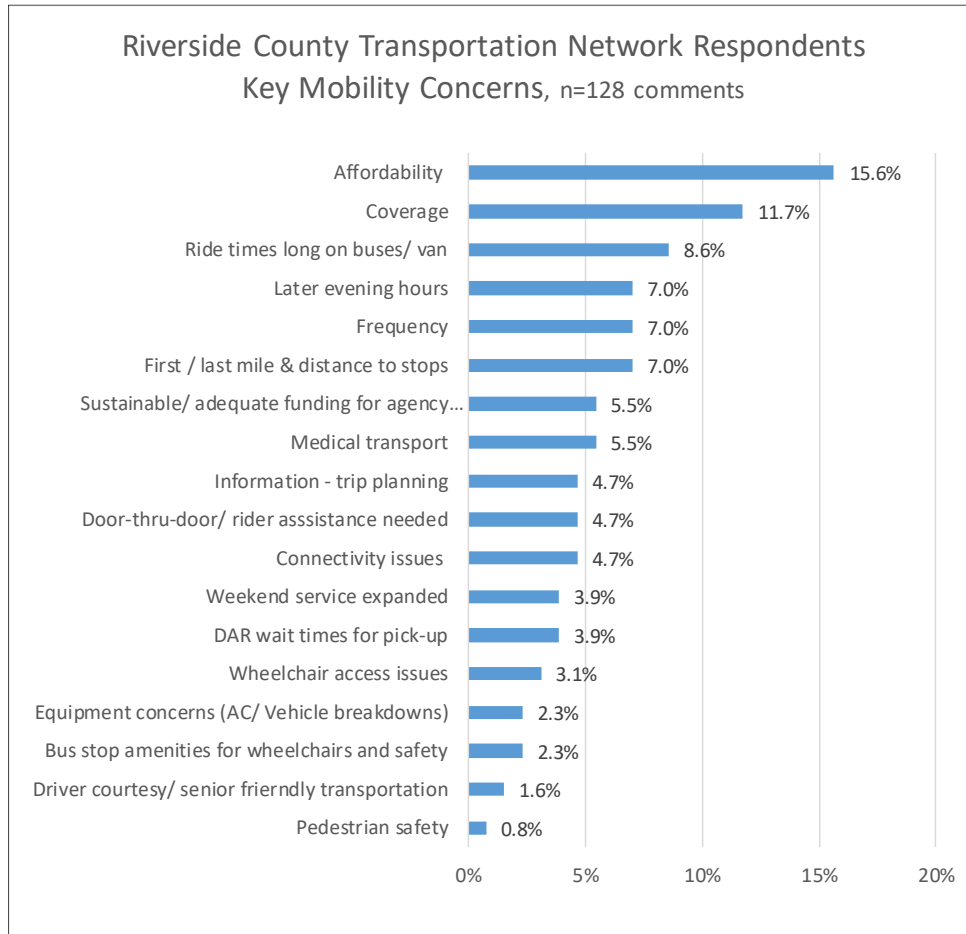
The general distribution of responses to this question underscores the importance of specialized transportation options to address unique mobility challenges, those specific, particular needs that mean “sometimes” mobility needs are not met.



More detail as to the nature of the constituents' mobility needs was reported by one hundred twenty-eight (128) agency representatives. Figure 4-2 shows responses grouped into 18 categories. The three categories of mobility need most frequently identified were:

- 1) affordability
- 2) coverage
- 3) long ride times on bus or van.

Figure 4-2, Key Mobility Concerns



**Affordability** comments (15.6%) included requests for further discounts on bus passes because it was difficult for the lowest-income to afford bus fare. Commenters noted that their constituents have difficulty affording car ownership while others reiterated that bus fare, modest though it is, is sometimes beyond the means of some transit users or for some trips.

**Coverage** comments (11.7%) included numerous references to the limited to no transportation available in rural and unincorporated areas of Riverside County. Three agencies noted that they wished the ADA dial-a-ride service traveled farther.

**Ride times long on buses or vans** comments (8.6%) reflect both the distances that define Riverside County and sometimes the multiple trips or transfers that individuals must make, but also the

implications of making them on public transportation. Many trips are long. For some, the amount of time it takes to travel from origin to destination on public transit is an impediment to mobility.

Three topics were tied for the fourth-ranked position, each with 7% of all comments: later **evening hours**, increased **frequency**, and **first and last mile concerns** including distances to bus stops.

Another two topics were tied in the fifth-ranked position at 5.9% of comments: **sustainable funding for agency transportation** and **medical transport options**.

The remaining ten topics each received fewer than 5% of all comments but was reinforced by comments heard in other outreach activities of this Coordinated Plan update.

Appendix A presents the area-specific detail from public meetings and public input presented for each of the three geographic sub-areas of Riverside County: Western Riverside County, the Coachella Valley and Palo Verde Valley.

## 4.3 Ten Key Themes Heard from Outreach

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This concluding section identifies the general themes emerging from outreach discussions across the county. In each of the three sub-regions, various compliments were noted and service elements that are “working well” were reported, while areas of gap and need were also identified.

Important to this review of needs and mobility gaps, is that among Transportation Network card respondents – about 150 agencies – more than half indicated that mobility needs were “always” or “often met.” Mobility needs were reported as only “sometimes” met by 37% of respondents. This suggests that **needs are specific and targeted and that, by and large, a basic mobility network does exist** in Riverside County. It appears to be doing its job most of the time. Commentary received also suggests that where mobility solutions can be identified and implemented, these will positively impact the lives of Riverside County residents who are older, disabled or of low-income.

Summary discussion of identified transportation needs and gaps follow, noting some sub-regional differences. Ten encompassing themes are reflected in comments received through this *2016 Riverside County Coordinated Plan* update process. These themes are:

- Expanded transit service area needs exist throughout the county.
- Improved connectivity will shorten trips and contribute to increased frequency of trips.
- Expanded hours of service and days of service will help to meet additional trip needs.
- Long-distance, regional medical trip needs exist in all areas of the County.
- Safe and comfortable rides can improve the riders’ experience.
- Safe pedestrian and bicyclist experiences will improve mobility choices.
- Transit affordability and fare policies can be barriers to use.
- Information topics and mobility management opportunities address transit promotion.

- Coordination opportunities with human service agencies, specialized transportation providers and public transit can meet more trip needs.
- Securing funding is critical to maintain, enhance and expand transit services.

## 1. Expanded transit service area needs exist throughout the county.

Wherever transit services exist, there are always trip needs just beyond where bus services stop. That said, continuing attention to the communities and neighborhoods beyond the core service area is important, if only to suggest creative transportation solutions if fixed-route service cannot be extended. **Expanding coverage was the second-most frequently ranked need** among agency Transportation Network respondents, many of whom identified specific rural and unincorporated areas where mobility needs exist. The availability of door-to-door services remains critical for many members of the target population.

### Western Riverside

In Western Riverside County, southwestern areas of the county are among these where additional transit need is commonly reported, although other areas requesting expanded transit exist, including:

- The communities of **Menifee and Sun City** desire connection to the existing transit network, to provide mobility to residents of numerous senior living complexes and others.
- Around **Norco** and in **Mira Loma, Rubidoux and Eastvale**, RTA's Dial-a-Ride services cannot bring residents to an active Adult Day Health Care program in Corona because there is limited RTA fixed route and hence equally limited ADA complementary paratransit. Door-to-door services are needed for many with significant mobility or cognitive impairments, and these services are needed beyond the existing footprint of RTA's fixed-route services.
- In the **Banning/ Beaumont Pass area**, a senior living complex that lies between these communities on the south side of the I-10 Freeway, is unserved and its residents who are reducing or ceasing driving have limited mobility choices.
- In **Idyllwild**, new specialized transportation provided by Forest Folks has done a great deal to decrease isolation and improve mobility of its seniors and persons with disabilities. A need for scheduled transit service, even one or two days a week, was requested to connect Idyllwild to the RTA network.

### Coachella Valley

In the Coachella Valley, most service area expansion related to the eastern end of the Valley, below Mecca, south beyond Oasis and farther east beyond the current North Shore service. There were additional areas within the core SunLine service area that were not now served or required walks of distances that are difficult in the heat for individuals who were older or disabled. To the west, the Guide Dogs of the Desert in Whitewater is well beyond the existing SunLine service area and not near a stop of the CommuterLink 220.

For the Coachella Valley, where development continues across a large service area that is difficult to serve with efficiency or cost effectiveness, there was call for **stronger integration of land use planning**

**and transportation planning** through a *Riverside County Long Range Transportation Plan*. Defining corridors of transit intensity could encourage and support the co-location of services and promote human service agencies, health care facilities and other services grouping together in areas that can be well-served by public transit.

### Palo Verde Valley

Areas of unmet need outside of Blythe were ***small desert communities to the south, west and north, including Palo Verde in Imperial County, Mesa Verde, Ripley, Tamarisk Village and Quartzite***. The Palo Verde Valley Transit Authority uses its Rural Rider and Silver Line to provide three daily runs on selected days between communities within about 10 miles of Blythe. Others of greater distance are not now served. Secondary school students who used to ride the school bus are no longer served if they live within two miles of their school, placing increased importance upon PVVTA services within the City of Blythe.

## **2. Improved connectivity will shorten trips and contribute to increased frequency of trips.**

Faster trips and shorter ride times were identified as a concern in a number of areas of the county and ***among the top three mobility concerns*** among Transportation Network respondents. For some this related to the ***speed of travel on fixed-route and reducing necessary transfers***. It also includes a desire for increased frequency and reduced wait times to some destinations. For riders on the demand responsive systems, commenters requested ***shorter on-board vehicle ride times*** and strategies to shorten the pick-up window, or the perception of the wait for the vehicle pick-up.

### Western Riverside

The ***connections between some routes*** in Western Riverside were identified as problematic and causing the rider longer-than-desirable waits, including connections between Routes 23 and 8, Routes 8 and 22, and Routes 33 and 42. Some poor connections are the result of different service frequencies; when more frequent service connects with hourly service, the wait can be longer. Riders at the end of the day can get stranded when one part of their connection ceases service before the other route.

***Improving transfer capabilities***, such as between RTA and Pass Transit services, will make it easier for riders. Transfers between Dial-a-Ride services, namely between RTA and Corona Dial-a-Ride, are difficult for riders who would prefer a direct trip without the transfer.

### Coachella Valley

For trips within the existing SunLine network, some travel between Coachella Valley communities takes a very long time. ***Efforts to speed public transit*** will be appreciated by its riders. ***Increased weekday frequency*** on some lines with more hours and more service is desired, such as Line 32 or Line 95 to North Shore, while for Line 14 with its half-hour service, increased frequency during peak periods could increase library use and move school students who are generating some loitering complaints.

Several commenters desired **increased frequency of the Coachella to Riverside service** – CommuterLink 220 – which now runs three times daily on weekdays only in each direction.

Demand responsive service SunLine riders suggested **strategies involving technology for communicating with riders that their vehicle was about to arrive**. These could make the wait for pick-up seem less onerous, with riders being advised that the vehicle arrival was imminent.

### **3. Expanded hours of service and days of service will help to meet additional trip needs.**

#### Western Riverside County

**Later evening transit service** around Perris will help to accommodate second shift work, needing to get home after 10:30 p.m. Later evening hours would also be helpful for the Lake Elsinore Senior Center which has activities ending after the current 8 p.m. stop of transit service.

**Weekend service** was identified in various areas of Western Riverside County as necessary to protecting and maintaining jobs – those jobs that are retail, other service industry jobs and some southwestern county manufacturing that runs seven-days-a week. Areas identified included Sun City to Menifee, Temecula, Winchester, to the shopping malls of Dos Lagos, Hemet and the Outlet Mall. Developing a Saturday schedule for the CommuterLink services traveling south, east and north could provide additional service to Corona, to east and west of Temecula, south to San Diego and to Orange Counties and north to Riverside.

**Sunday service** for demand responsive service riders was desirable for church destinations outside the City of Riverside or RTA's service footprint.

#### Coachella Valley

SunLine service on its core corridors, particularly the Line 111, **runs a long operating day** from essentially 5 a.m. until 11 p.m. Nonetheless, **connections to the more outlying lines** for those working in service industry 2<sup>nd</sup> and 3<sup>rd</sup> shifts can be problematic where service stops earlier than on the core corridors.

#### Palo Verde Valley

The Palo Verde Valley Community College **evening classes end at 9:45 p.m. while PVVTA's Gold Line ends much earlier**, with the last trip to the College currently stopping around 7 p.m. PVVTA is experimenting with on-call service to invite Community College students to request a trip but it is not yet clear whether students are aware of this option nor what the operating implications will be for PVVTA. Agency representatives did indicate that a public transit option is important to Community College students.

## 4. Long-distance, regional medical trip needs exist in all areas of the County.

Travel to tertiary and regional medical facilities presented as a ***significant mobility need in all areas of the county***. Medical establishments are consolidating to a few defined locations for certain types of specialty care and medical services and patients often must travel farther to these. ***Medical trip needs were among the top half of key mobility concerns*** noted by Transportation Network respondents.

### Western Riverside

Regional medical trip needs were ***identified as an area of concern by multiple participants***. Destinations repeatedly identified included Riverside University Health Systems Medical Center, the Veterans Administration Medical Center (VAMC) in Loma Linda, various doctors, clinics and specialty medical services around the County, as well as Kaiser medical offices and hospital facilities.

***Knowledge of existing medically-related transportation may be limited***, including RTA connections, Mo-Van services, Care-a-Van's veterans' transportation and the Riverside University Health Systems Medical Center transportation program. Awareness of these services appears may be limited as those needing medical trips were not necessarily aware of the transportation programs that do exist to take individuals to these facilities.

### Coachella Valley

Coachella Valley ***outreach participants described trip needs to the same regional, tertiary care medical facilities*** as those living elsewhere in the County but these trips were longer than for their Western Riverside neighbors. Some stakeholders were aware of the of the CommuterLink 220 and its potential connections with RTA Route #14 hourly service to the regional medical facilities of the Loma Linda VAMC and the Loma Linda University Medical Center. Others were unaware. ***Participants would like to see increased frequency on the CommuterLink, from its current three-times-daily*** in each direction.

### Palo Verde Valley

***Distant medical trip needs were the first and most recurring theme*** in the public outreach discussions with stakeholders in Blythe. Long trips of 100 miles one-way or more into the Coachella Valley medical facilities in Palm Desert, Palm Springs or Indio, or trips of 160 miles one-way into Loma Linda hospitals make these very difficult trip needs to address. The Health Care District in Blythe does not provide certain medical services, for example cardiac care services, making it critically important that patients can get the follow-up care they need at regional medical services between 100 to 160 miles west of Blythe. While some volunteer-based transportation exists – through the local Cancer Society, a pro-active physician's office and a modified TRIP mileage reimbursement program – it is reportedly often overwhelmed by trip needs that present while others report that some persons do not even attempt to make appointments, foregoing medical treatments because they cannot get there.

## 5. Safe and comfortable rides can improve the riders' experience.

Certain policy and operational practices were identified as areas where increased attention would make for a safer and better ride for the user. Although raised largely in Western Riverside, it is presumed that the topics of maintenance and driver training have relevance to each of the county's transit providers.

### Western Riverside

Instances of **recurring mechanical repairs needed** were identified related to fixed-route bus windows, wheelchair tie-downs and loose bolts on seats – particularly for transit vehicles in the Lake Elsinore area. These suggest to riders that other maintenance issues may not be properly addressed. **Faulty air conditioning** was also reported. The desire for **cleaner vehicles** was expressed, including clean seats, graffiti removed from seats with regular attention to the **tracks in the wheelchair tie-downs** that can easily hold dirt and slow tying down wheelchairs. Reportedly, **fasteners on wheelchair tie downs** are old, sometimes don't work or are missing screws.

Some policies impacting the ride experience within the vehicle were identified. **Riders encouraged protection of the seats immediately behind the driver** for seniors and persons with disabilities and **more enforcement of prohibitions against eating and drinking** on the bus as well. Riders also suggested that **drivers need more support** in dealing with unruly, difficult passengers.

**Driver training topics** were proposed, specifically stakeholders requested more training in tie-downs, in boarding passengers in wheelchairs and generally more customer courtesy around riders who are traveling in mobility devices. The dilemma of boarding and securing oversized wheelchairs was raised, as larger wheelchairs and other devices sometimes do not fit on existing public transit bus ramps or lifts.

## 6. Safe pedestrian and bicyclist experiences will improve mobility choices

Bus stop enhancements, path-of-access improvements, and attention to bikes-on-buses were topics raised by stakeholders across the County.

### Western Riverside

**Bus stop amenities** were noted as important to riders at those stops where passengers congregate to transfer across lines, for example on RTA's Route 8, there are various stops as it traverses Lake Elsinore where **more lighting, trash cans, a shelter and benches** are desired. **Bus stop lighting, solar lighting** is desired and seen as particularly important at areas where passengers may well come out in the evenings, for example at the Temecula County Center. Continued attention to **sidewalks and safe, accessible paths-of-access** is important, including, for example, in the community of Norco where many areas do not have sidewalks and it's difficult for those unable to walk easily, dependent upon walkers, scooters or wheelchairs for any mobility.

## Coachella Valley

**Sidewalks and safe pedestrian access** both at transit stops and to other local destinations is of particular concern in the eastern areas of the Coachella Valley, in Mecca and unincorporated communities of Oasis, Thermal, and North Shore. **Safe pedestrian crossings at intersections at which riders might cross to catch transit service**, is important too, as well as ensuring that those who walk to many locations can do so safely.

There are **growing numbers of bicyclists who travel first and last mile distances on bikes** to connect to SunLine service. Often the bicycle racks on the buses are full. Innovations that can allow for more bikes-on-buses would better serve this ridership group who otherwise make very long trips home or to work when bus bike racks are full.

## Palo Verde Valley

Residents of Blythe often have a long walk to get to or from a bus stop. **Sidewalk improvements** will help to make such walks safer. Recent school policies require that children and youth living within two miles of the school are no longer eligible for school bus pick-up, putting more emphasis on walking to school or walking to PVVTA bus stops.

There are **numerous bus stop improvements** needed throughout Blythe and stakeholders report that continued attention to bring bus stop accessibility and paths-of-access into full compliance with the Americans with Disabilities Act is important. Stakeholders indicate there are numerous residents with disabilities who make their way around the community on foot or in mobility devices.

## **7. Transit affordability and fare policies can be barriers to use.**

The cost of transit fares was ranked as the most frequent barrier to use by responding Transportation Network agencies and organizations. Among outreach participants, the cost of fare was less of an issue with other fare policies surfacing instead.

## Western Riverside

Outreach participants are interested in the opportunity to **purchase bus passes on-line**. Fare policy that could include a **youth fare or family pass** would be helpful to families whose young people regularly take transit to get to school.

On some RTA routes with looped service, such as the Lake Elsinore Route 8, the fare for a relatively short trip can seem too high, as was reported by individuals choosing to go on foot along narrow, dangerous stretches of Highway 74, rather than pay the fare for a longer bus ride on the loop service back to their destination.



## Coachella Valley

**Youth and college pass interest** was expressed while the SunLine Transit Agency indicated that strategies are necessary for replacing lost fare box to ensure that the agency can meet minimum fare box recovery. Interest was expressed in a **family pass** for parents accompanying young children to school on a bus. Workshop participants were also interested in **on-line and technology-enabled purchase of transit fares**.

## **8. Information topics and mobility management opportunities address transit promotion.**

A wide range of information issues presented with many Coordinated Plan stakeholders reporting some difficulty understanding and using available transit information. Ideas and strategies by which to help riders and prospective riders better understand available transportation were presented. **Trip planning difficulties and assisting consumers with that** was identified as a key mobility concern by Transportation Network respondents.

## Western Riverside

Continued attention to **providing transit information in Spanish was noted** by a participant, including ensuring RCTC's "Transportation Freedom" flyer which describes available specialized transportation is printed in Spanish. Riders report using a mix of on-line, paper and telephone customer information resources to obtain RTA and other transit information. The **paper ride guides** are particularly important to older adults who may not be computer-savvy and to those without smart phones. There was some interest in **obtaining large-print schedules** but uncertainty as to how to do so.

Agency staff, for example Lake Elsinore Senior Center staff, generally report some working knowledge of public transportation but it can be limited and participating staff indicated they direct most questions to and make frequent use of **RTA's Customer Information telephone number**.

**Transit ambassadors who could assist peers – including agency personnel** – were of interest to regular riders who often show other potential riders how to use public transit. Senior Centers could assist in identifying potential ambassadors. **Formalizing such traveler assistance and information, perhaps through RTA's existing travel training program**, was desired by stakeholders.

## Coachella Valley

Stakeholders – both agency personnel and consumers – **expressed the need to have SunLine staff more involved in assistance and outreach to grow ridership, provide information and promote SunLine Transit Agency services and programs**. Human service agency personnel indicated they could be better educated about SunLine services but because most staffers don't use transit themselves, they believe they are poorly equipped to address consumers' mobility questions. The "promotoras" model, used in health care promotion, might have some applicability to a transit ambassador program and while stipends couldn't necessarily be provided, as with the promotoras, perhaps bus passes could.

**Partners to transportation outreach and education initiatives** could include organizations such as: **Desert Hot Springs Library, Mecca Public Library, Mecca Family Resource Center, Mecca Boys & Girls Club, North Shore Park Project, Riverside University Health System, Riverside County Mental Health Dept. and neighborhood Community Councils.**

SunLine staff were interested in developing **transit-agency based travel training** focused on either individual consumers or on agency staff, or both. There was also interest in **mobility managers** whose understanding of public transit resources can help to educate and inform riders and non-riders alike about available transportation options. The VetLink program, at [www.211VetLink.org](http://www.211VetLink.org), is an existing Trip Planner tool that can help individuals and agency staff determine specific trip plans. However, it was commented that is not well-promoted in Riverside County and its value and use to the general public is not well understood. VetLink staffers report they wish to better capture information about trip needs, and to seek ways to include more of the specialized transportation programs in their database than they now have.

**Strategies for accessing transportation information more readily included regular participation at community events and special events**, such as street fairs, evening swap meets and through crafting special projects such as a “Rides to Wellness” program that might couple health promotion and public transit services. Ensuring bi-lingual capabilities at any of these was noted as important throughout the Coachella Valley.

Other information-related comments included encouragement **to continue the user-friendliness of the SunLine website**, making it accessible to those with visual impairments, and continuing to keep the Google Transit Trip Planner in its prominent place on SunLine’s homepage.

### Palo Verde Valley

Stakeholders are interested in **more information, more readily available about PVVTA transit services**. Representatives indicated that the PVVTA website is not very user friendly and that trip planning is difficult. Agency staff reported that a majority of their clients do have cell phones.

PVVTA services should be **promoted through a range of strategies** that could include social media, transit flyers in doctors’ offices and other rider education approaches, according to participants in the outreach process. Information about the TRIP mileage-reimbursement program was noted as not generally available. Stakeholders associated with the Palo Verde Health Care District and others would like to be more aware of this potential option for long-distance trip-making, to medical facilities and to the courts.

## **9. Coordination opportunities with human service agencies, specialized transportation providers and public transit can meet more trip needs.**

Specialized transportation providers consistently reported on the importance of transportation to their respective clientele and their appreciation of the transit-related funding they receive to provide trips.

Several agencies commented on the need for technical assistance around reporting or in identifying grant opportunities to further transportation programs they now, or could, operate. Other coordination activities could involve shared vehicle maintenance or even some modest level of shared vehicle operations where clients and trip purposes overlap.

### Western Riverside

The **ability for human service agencies to provide transportation in critically important**, for both local and regionally connecting transportation. This was noted by the Forest Folk for Idyllwild residents, users of the Norco shuttle who might not otherwise learn about activities at the Norco Senior Center, and the veterans, youth and seniors who use the Hemet area Care-A-Van, making trips they might not otherwise make. That said, it is **difficult for each of these agencies to expand their transportation services** despite pressures from their clientele to do so.

These programs do need support in operating expense and in vehicle purchase. Several participating agencies, including the Inland Empire Adult Day Health Care, provide passenger transport vehicles but have no lift-equipped vehicles to assist their constituents using wheelchairs.

### Coachella Valley

A number of **participating human service agencies and public organizations had some type of transportation function** – if not directly providing transportation, then providing bus passes and information. Agencies affirmed that the support received from the Section 5310 program for capital needs to replace aging equipment, to add lift-equipped vehicles and to support transit operations was very, very important. Personnel from Angel View, Jewish Family Services, Desert ARC, Desert Blind and Handicapped Association and Riverside Community Connect/VetLink reiterated versions of this message.

**Collaboration with public transit** was in evidence including between SunLine and human service agency partnership with Operation Safe House and collaborative discussions around Jewish Family Services volunteer program. **Collaboration between human service agencies**, for example between Angel View and Desert ARC, around after-hours transportation might be something to explore for these supported-employment jobs that are second and third shift and where existing SunLine services are not a good fit with their clients' needs.

There was some interest in looking at **ways to reduce possible overlap and duplication among agencies**. Stakeholders expressed curiosity about technological solution to broker trips or, at a minimum, to show what human service trips and what public demand responsive trips are being requested and provided. There was also discussion about the **different types of trips that present, e.g. door-through-door**, specialized transportation needs for certain work trips. Strengthening and improving collaboration was seen as of mutual benefit.

### Palo Verde Valley

**Human service agency transportation** plays an important role in Blythe in extending local trip-making. That said, there are trips agencies cannot provide; for example, the Sheltering Wings Adult Day Program

cannot service particular work and employment trips. Coordination between the agencies and PVVTA could focus on vehicle maintenance or joint procurement of parts and provide needed support to agency transportation providers and possibly safer transportation to their clients.

There was some interest by the Health Care District and other participating stakeholders in ***crafting joint transportation projects to address the long-distance medical trip needs*** between Blythe and medical facilities to the west.

## 10. Securing funding is critical to maintain, enhance and expand transit services.

Each of Riverside County's public transit operators participating in the Coordinated Plan outreach processes spoke to the difficulties of balancing large service areas, expansive requests for service and constrained budgets. They indicate that it is ***critical that transit funding supporting existing service continues***, even as ***additional funds are sought to expand transportation*** programs. Identified funding sources, other than Measure A and Federal Transit Administration (FTA), included Safe Routes to Schools, Active Transportation Program, Rides to Wellness, and Community Development Block Grants.

### Western Riverside

***Creative or innovative programs to extend the reach of public transit services***, while not degrading the existing network, are important to addressing the inherent conflict between increasing coverage versus increasing frequency. RTA's 2,725 square miles of service area illustrates this challenge for one of the largest public transit service areas in the U.S.

### Coachella Valley

SunLine's 1,120 square mile service area is less than half the size of RTA's but its funding base is one-fifth that of more populous Western Riverside and it must stretch across both time and spatial distances to adequately serve the Coachella Valley. ***Attention to integrated land use planning, as through Long Range Transit Plans, could define and tighten corridors of intensive transit investment*** and thereby encourage human service organizations, employers and businesses alike to locate within these corridors and be better served by transit as a consequence. Ensuring adequate funding to maintain basic service levels, while ensuring that the State's minimum fare box recovery ratios are met, is difficult at best.

### Palo Verde Valley

***Sustainable and predictable funding is difficult for this rural community public transit program.*** Providing services that are partly supported by grant funds means that at some point these funds cease but the service need continues. Access to all available funding sources and to predictable funding levels is critical for PVVTA to sustain existing services and expand them judiciously.

# 5.0 COORDINATED PLAN GOALS, STRATEGIES AND PRIORITIZATION

Chapter 5 summarizes funding options that currently exist by which to fund the strategies subsequently identified. It presents the direction offered from RCTC’s 2016 STRATEGIC ASSESSMENT related to discrepancies between needed and planned projects and the currently available funds for public transportation. The core of Chapter 5 is the presentation of the five (5) goals, related strategies and illustrative projects proposed by this COORDINATED PLAN to address identified mobility needs and gaps, including the prioritization of its twenty-three (23) strategies.

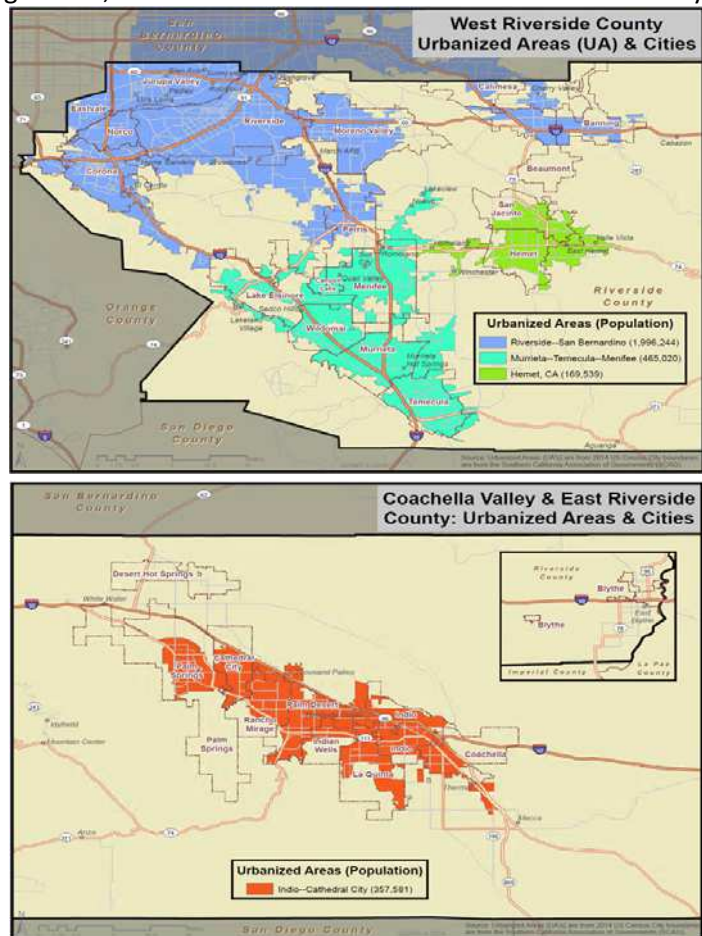
## 5.1 Funding Options to Support Strategies

### FTA Section 5310 Funding

The only funding source directly tied to the Coordinated Plan is the FTA Section 5310, *Enhanced Mobility of Seniors and Individuals with Disabilities*. These funds are competitively awarded to projects that are **“identified in the Coordinated Plan”**. Eligible applicants are public and not-for-profit agencies, including public transit agencies and community based organizations. The application processes depend upon whether a given project is within the urbanized areas of Riverside County or within the rural areas.

Caltrans administers a rural Call for Projects and a second, urbanized area Call for Projects, generally every two years. The next grant process cycle, as of this writing, will be in the winter of FY 2016/17 with projects awarded in late summer 2017 and operational projects funded in concert with the Federal Fiscal Year, commencing October 2017. Appendix C provides additional information about project eligibility and other project specifics. RCTC continues to provide moderate levels of technical assistance to prospective grantees, to ensure the strongest, most competitive projects possible are submitted to the statewide Caltrans process.

Figure 5-1, Urbanized Areas: West and East Riverside County



## Other Funding Sources Available to Support Coordinated Plan Projects

### Measure A Call for Projects for Western Riverside County

Since 1989, RCTC has been responsible for the administration of Measure A, the County's half-cent sales tax dedicated to transportation improvements. In 1988 County residents approved Measure A as a 20-year program (1989-2009) and in 2002 voters approved a 30-year extension to 2039.

While a range of projects are supported by Measure A funds, some funds are reserved for the ***Specialized Transportation Call for Projects*** which is undertaken every two to three years for projects serving Western Riverside County and administered by RCTC's Rail and Transit Programs Department. There is no similar Call for Projects in the Coachella Valley or the Palo Verde Valley, in accordance with the language for the Measure A ordinance. Applicants to the Western Riverside Specialized Transportation Call for Projects may be public or non-profit entities and must request funding that improves the mobility of seniors, persons with disabilities and the truly needy. Both operating and capital projects may be proposed though eligible entities are encouraged to seek capital funding from the FTA Section 5310 program first. Recently matching funds for capital and operations have not been required from the applicant entity. If necessary, the match requirement could be satisfied by cash or an in-kind match where it directly serves the project.

### Caltrans Sustainable Transportation Planning Grant Program

The Caltrans Sustainable Transportation Planning Grant Program provides funding for transportation planning projects that advance Caltrans' mission to "provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability". The overall program is composed of two individual programs: the Strategic Partnerships program and the Sustainable Communities program.

The Strategic Partnerships program encourages regional agencies to partner with Caltrans to address statewide/interregional transportation deficiencies on the state highway system. Projects include studies that identify mobility and access needs at the interregional and inter-county level, transportation issue evaluation, and system investment prioritization. Eligible applicants are limited to Metropolitan Planning Organizations (MPOs) and Regional Transportation Planning Agencies (RTPAs). However, sub-applicants can include other MPOs/RTPAs, universities/community colleges, Native American Tribal governments, cities and counties, community-based organizations, non-profit organizations, and other public entities. Funding for this program is from the Federal Highway Administration (FHWA), which allocates funding to the State for planning and research.

The Sustainable Communities program provides resources for studies and plans that identify and address mobility deficiencies in the transportation system. Funding for this program is from FTA's Section 5304 Statewide Transportation Program and State Highway Account. Examples of projects funded under this program include transportation studies that attempt to reduce greenhouse gas emissions, short-range transit development plans, and transit marketing plans. Eligible primary applicants include MPOs/RTPAs, cities and counties, transit agencies, and Native American Tribal

governments. Sub-applicants include universities/community colleges, community-based organizations, non-profit organizations, and other public entities.

Project guidelines are typically released towards the beginning of the State's fiscal year. Applications are due towards the end of the calendar year. Approval of the State budget usually impacts project awards (usually during the end of the third quarter or start of fourth quarter of the fiscal year) and projects start at the beginning of the new fiscal year. Typically, minimum and maximum grant awards are provided as part of the program when program guidelines are released. For FY 17/18, \$1.5 million is available for the Strategic Partnership Grants and \$7.8 million available for Sustainable Communities Grants.

***Anticipated Funding Cycle Schedule*** Based on Call for Projects for FY 17/18)

August 29, 2016 – Grant application guidelines released

November 4, 2016 – Grant applications due to Caltrans

November 2016 – March 2017 – Evaluation Period

March/April 2017 – Award Period (Preliminary notification of application outcome and formal award letters)

July/September 2017 – Project Start date

### **FTA 5312 Public Transportation Innovation**

In Federal Fiscal Year (FFY) 2016, FTA released funding from the Section 5312 program for the Administration's Rides to Wellness initiative to address the lack of transportation access to adequate healthcare options. The primary goal of this initiative is to develop partnerships between the healthcare community and public transit providers and identify projects and programs that remove transportation barriers to healthcare, improve overall health outcomes, and reduce healthcare costs. The first Notice of Funding Opportunity (NOFO) for the Rides to Wellness program was released on March 29, 2016, with \$5.3 million available nationwide. The FFY 2016 schedule is provided below as reference. Should FTA decide to continue funding this program, FTA will release a NOFO after the release of a Federal Register usually at the beginning of a new Federal Fiscal Year.

***Anticipated Funding Cycle Schedule*** (Based on 2016 schedule)

March 29, 2016 – Notice of Funding Opportunity (NOFO) released.

May 31, 2016 – Project proposals electronically submitted to grants.gov

September 12, 2016 – FTA announces grant awards.

### **FTA 5339 Bus and Bus Facilities Program**

FTA's 5339 program provides funding for capital projects. Originally a formula only program, the program was revamped under the Fixing America's Surface Transportation Act (FAST Act) to include both a formula and competitive grant component. Under the competitive grant, a sub-program provides funding that supports low and zero-emission bus and bus facility projects. Transit operators

are eligible to receive funding under this program for bus rehabilitation, bus purchases, or construction of bus-related facilities.

Funds are available upon release of a federal register that allocates funding to urbanized areas (UZAs) and States. Prior to allocation, a statewide set aside, known as the Statewide Distribution, is distributed to States and U.S. Territories. Caltrans is responsible for allocating the Statewide Distribution. In the past, Caltrans allocated these funds to transit properties operating service in rural areas. Caltrans is also responsible for administering formula funding allocated to small UZAs with a population less than 200,000.

The following provides a schedule of the 5339 competitive grant program for FFY 2016 funds. Program schedules vary year to year.

#### ***Anticipated Funding Cycle Schedule***

- February 16, 2016 – Annual Federal Register released (includes formula allocation for all FTA programs)
- March 29, 2016 – NOFO Grants for Buses and Bus Facilities Grant Program (\$211 million) and Low or No Emission Grant Program (\$55 million)
- May 13, 2016 – Grant applications submitted to Grants.gov (note: due date varies if the State is submitting a grant application on behalf of a project recipient)
- September 8, 2016 – FTA announces grant awards.

### **Active Transportation Program**

The Active Transportation Program (ATP) is a competitive program that provides funding for projects and programs that support and encourage pedestrian and bicycle use in the State. ATP comprises a number of federal and state resources with 40 percent of funding available to MPOs and ten percent to small urban and rural areas. The California Transportation Commission (CTC) awards the remaining 50 percent on a statewide competitive basis. The program is administered through Caltrans while the CTC is responsible for adopting program guidelines and fund estimates available for projects.

The Program Schedule for Cycle 3 varies slightly from the previous call. Additional time is given from release of the ATP Guidelines to when projects are awarded. The following schedule is based on the most recent call for projects, Cycle 3, providing available information on the cycle's timeframes.

#### ***Anticipated Funding Cycle Schedule***

- January 20-21, 2016 – Draft Guidelines and Application presented to the CTC.
- March 17, 2016 – CTC adopts ATP Guidelines.
- April 15, 2016 – Call for projects.
- May 18, 2016 – CTC adopts ATP Fund Estimate (a total of \$240 million available).
- June 1, 2016 – MPOs submit optional guidelines to CTC.
- June 15, 2016 – Project applications due to Caltrans.
- June 29-30, 2016 – CTC approves or rejects MPO guidelines.



- October 28, 2016 – Staff recommendation for statewide and small urban and rural portions of the program.
- December 7-8, 2016 – Commission adopts statewide and small urban and rural portions of the program.
- December 7-8, 2016 – Projects not programmed distributed to large MPOs based on location.
- January 27, 2017 – Deadline for MPO project programming recommendations to the CTC.
- March 2017 – CTC adopts MPO selected projects.

### **Low Carbon Transit Operations Program**

The Low Carbon Transit Operations Program (LCTOP) is one of three programs available to public transit operators under the Transit, Affordable Housing, and Sustainable Communities Program established in 2014. It is the only program that is allocated by formula and strictly supports capital and operating projects for transit agencies. Both transit operators and transportation planning agencies are eligible for funding under this program. The program is administered jointly through Caltrans and the California Air Resources Board (ARB). ARB is responsible for developing a methodology to calculate the reduction of greenhouse gas emissions when submitting a funding request. Projects must demonstrate that a reduction in greenhouse gas emissions is achieved through project implementation. Funding is usually released towards the latter part of the calendar year through the State Controller's Office (SCO). Program guidelines are released by Caltrans at the end of the calendar year. An example of the program schedule is below. The timeline for the FY 2016-2017 LCTOP call for projects is preliminarily scheduled below.

#### ***Anticipated Funding Cycle Schedule:***

- October 2016 – Caltrans to provide LCTOP Draft Guidelines Workshops
- November 1, 2016 – Draft Guidelines comments due to Caltrans
- December 1, 2016 – Guidelines and Updated Allocation Request Materials Publicly Available
- TBD \*After Auction\* - SCO notifies transit operators of available funds for fiscal year
- December 2016 – Caltrans to provide Allocation Request with QM Tool Workshops
- February 15, 2017 – Applicable transit agencies deadline to submit project allocation to Caltrans
- May 1, 2017 – Caltrans and ARB reviews and approves list of eligible projects and submits list

### **SB 821 Bicycle and Pedestrian Facilities Program**

This program allows RCTC to set aside 2% of its annual LTF revenue for bicycle and pedestrian facilities. Under this program, RCTC releases a biennial call for projects. All cities in the County as well as Riverside County are eligible to submit project proposals for projects that improve bicycle and pedestrian facilities. In March 2014, the Call for Projects changed from an annual call to a biennial call beginning in February 2015. Per the new policy, project proposals are due to RCTC on April of the same year. The timeframes of the most recent cycle follow.

### ***Recent Funding Cycle Schedule***

February 2, 2015 – Call for projects released (\$3,308,523 available for program).

April 30, 2015 – Proposals due to RCTC.

June 10, 2015 – Commission approves staff recommendations (22 proposals submitted for a total of \$2,752,015. Remaining \$556,508 placed in reserves).

### **One-Time Discretionary Grants**

There are other federal-level, generally one-time, discretionary grants that provide opportunities to further particular projects and for which pursuing the opportunities they can represent is important. Two in which Riverside County has had some success include:

- Veterans Transportation and Community Livability Grants (Cycle I & II). Riverside County was a partner to a successful grant prepared by San Bernardino County and which resulted in the VetLink.org trip planner information portal. This can now be found at [www.211Vetlink.org](http://www.211Vetlink.org). This trip planner goes beyond Google Transit in that it provides comparative trip information, including fares, for different service modes. It also includes demand responsive transportation which Google Transit cannot do, because it focuses only on fixed-route services.
- Rides to Wellness. RCTC as the designated recipient submitted a Rides to Wellness grant in partnership with the Palo Verde Valley Transit Agency for the Blythe Wellness Express. Word was received in September 2016 that this grant was successful, one among 19 successful grantees from a pool of almost 90 applicants from across the country. This will support an eighteen-month pilot of a three-day-a-week shuttle between Blythe and three medical centers in the Coachella Valley.

## **Funding Direction from RCTC's 2016 Strategic Assessment**

### **System-Level Funding Needs**

RCTC's 2016 Strategic Assessment documented significant gaps between transportation-system needs and the levels of funding available. Much of this related to the physical infrastructure of Riverside County, including its freeway and interchanges, arterials, and grade separations.

Funding gaps were documented for public transportation as well, including intercity and commuter rail, as well as transit bus service. Capital costs between 2016 and 2039 were estimated by the Strategic Assessment at \$2.4 billion, plus another \$642 million for non-motorized Active Transportation. Current operating expense, considered in terms of the existing network, sums to \$156 million annually in 2015 dollars. The future annual operating and maintenance costs for expanded transit service network are \$562 million, considerably greater than current expenditure levels of \$156 million.

## Strategic Direction to Fill These Gaps

In light of such significant differences between current funding sources and projected needs, the Strategic Assessment presents a number of policy directives. Important to this Coordinated Plan, many consumer-based needs heard fall squarely within the various system-level needs identified by the Strategic Assessment. Direction offered, that relates to funding and of relevance to the Coordinated Plan includes:

**Plan for the Future** – *The long-range transportation plan that the Strategic Assessment calls for must provide for a vision of an integrated transportation system and a coordinated strategy for agencies to work towards a common vision in meeting mobility needs and contributing to a sustainable transportation system.*

Principles related to development and land use and plans for rail and transit facilities and services, as well plans for active transportation facilities will be articulated in the County's Long Range Plan.

**Maximize Our Assets** – *Existing funding sources should be optimized and a comprehensive prioritization and phasing assessment should be undertaken for potential transportation improvement projects.*

Transit and rail projects supporting transit-oriented development are encouraged, and enhancing transit service levels and accessibility are critical to local and regional mobility, both for low-income and transit dependent populations and for the general public.

**Increase Funding** – *All efforts to increase transportation at federal, state and local levels are critical.*

Promote collaboration with the transit service providers to explore options for dependable, sustainable, ongoing revenue sources adequate to support operations and maintenance costs of desired future rail and transit expansions. This includes seeking discretionary funding when and as it becomes available and being more competitive in going after such funding opportunities.

**Communicate More** – *Continuing and increased emphasis on communications by RCTC with its various stakeholders is critical.*

In addition to ongoing public education and involvement programs to educate the public about Riverside County transportation matters and RCTC's role, the existing stakeholder and community engagement processes should be enhanced, insuring that there are meaningful outreach and feedback mechanisms for RCTC's breadth of stakeholders.

Finally, RCTC is encouraged to provide leadership and resources – to the extent possible – to enable a more coordinated approach to legislative advocacy and to pursue all relevant funding opportunities offered by state and federal government agencies.

## 5.2 Defining Goals, Responsive Strategies and Illustrative Projects

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The processes over recent months of public engagement combined with the review of demographic characteristics, relevant plans and inventory information described in Chapters 2, 3 and 4, together contribute to the construct of five goal statements and supporting strategies and illustrative projects presented in this subsection.

It is noteworthy that almost 60% of agency and organizational respondents to the Transportation Network Card recipients indicate that all or most of their constituents' transportation needs are met. This COORDINATED PLAN then is focused on those needs and gaps that otherwise present, recognizing that significant public and specialized transportation services are in place.

For Riverside County, the five goals for this 2016 COORDINATED PLAN are:

### **Goal 1 – Grow Mobility Options**

*Sustain, fund and continue to expand the array of public, human services and private transportation service available in Riverside County.*

### **Goal 2 – Connect and Coordinate Services**

*Improve connectivity among public transportation services and coordination with human service transportation to address identified mobility gaps.*

### **Goal 3 – Promote Safety and Comfort**

*Ensure safety through new and well-maintained rolling stock, attention to passenger safety and physical environments that promote safety for pedestrians and bicyclists.*

### **Goal 4 – Improve Health Access**

*Promote transportation solutions, including new partnerships, to improve the ability of Riverside residents to travel to and from local and regional medical services and treatments.*

### **Goal 5 – Promote and Improve Communication**

*Promote, improve and expand information portals that are multi-cultural and embrace technology and mobility management tools to increase mobility options.*

This subsection summarizes key findings supporting these five goals, then presents each goal's supporting strategies and illustrative projects that are responsive to these comments.

## **Goal 1 – Grow Mobility Options**

*Sustain, fund and continue to expand the array of public, human service and private transportation service available in Riverside County*

In every outreach venue, participants talked about extending transit services, particularly to those areas of the County not now served. The eight maps in Chapter 2 identify various areas where the existing network of fixed route service does not reach some target group population areas of density.

## Key Enhancements to the Existing Transportation Network

During the past five years, there was expansion of the public transit network. The County's two larger public transit systems, Riverside Transit Agency (RTA) and SunLine, each began expanding services as recovery grew stronger from the 2007/2008 Recession. For SunLine, this included a new connection in collaboration with RTA, Route 220, to provide daily bus service between Coachella Valley and the Riverside downtown Metrolink station. SunLine also extended its route network to the southeast, serving more areas in the vicinity of Mecca, Oasis and the North Shore Salton Sea. And SunLine increased its operating hours with some SunLine routes, including Line 111 running from 4 a.m. until 11 p.m.

RTA expanded service hours and increased service frequency on existing routes, including making various new connections to serve the new Perris Valley Metrolink Line, which began operation in the summer of 2016. For Corona and the City of Riverside Special Transportation Services, enhancements during the past five years were more focused on improving existing services, with the Corona Cruiser adding Saturday service and the City of Riverside Special Transportation Service adding more vehicles to expand its fleet and ability to serve more trips.

Pass Transit added a new regional connection with its CommuterLink 120 from Beaumont to the San Bernardino Metrolink station, by way of Calimesa and the Veterans Administration Hospital in Loma Linda. Also Pass Transit established an evening shuttle to Cabazon and Desert Hills Shopping Center to serve both shopping and work trips.

## Coordinated Plan Commenters

### *Requests for Expanded Service Areas, Days and Hours*

Expanding coverage, namely areas served by transit, was the top-ranked need among 128 commenters to the Transportation Network survey. Across the county, participants indicated that they would like to see transit trips be available more frequently. Traveling faster was noted, though less frequently than were comments about areas transit does not currently serve. Persons attending outreach sessions spoke to specific unserved areas, usually but not always in unincorporated county areas.

In **Western Riverside County**, specific neighborhoods and unserved areas were identified in the communities of Lake Elsinore, Menifee and Sun City, as well as Mira Loma, Rubidoux, and Eastvale. Some southern areas of the City of Riverside are unserved by transit, specifically south of the Tyler Mall. Saturday service is reported as needed in Temecula, from Hemet to Perris and from Sun City to Menifee for work, particularly warehouse and some retail jobs. Commenters noted that expansion of the CommuterLink network to Saturday service would help to serve some work trips, although it is important to ensure CommuterLink's continued accessibility to persons with disabilities. Some Sunday demand responsive service was requested between areas not now served by fixed route, Airforce Village West to west of the 215 to a community church.

In the **Pass Area**, a retirement community south of the I-10 on Sun Lakes Blvd. has no public transportation.

And in the **Coachella Valley** further expansion of services farther to the southeast was requested, to the west as far as Whitewater and south to connect with Imperial Valley Transit below Oasis, as well as to serve youth traveling north from areas south of Mecca to the College of the Desert. Within SunLine's existing service area, a number increased service frequencies and closer bus connections were requested by various human service organizations. And while very early morning service, between 4 and 5 a.m. starts is available on several lines, human service agencies noted there are still 2<sup>nd</sup> and 3<sup>rd</sup> shift jobs that require drop-off or pick-up outside of existing SunLine hours, particularly for Palm Springs and Palm Desert service industry jobs.

In the **Palo Verde Valley** area, within Blythe needs reported included the recently increased frequency to the Community College – new Gold Line service that was to be initiated hourly, improved somewhat from its 70-minute frequency but bus service stops at 7 p.m., well before the last class ends at 9:45 p.m. The secondary school district recently terminated its transportation to students within 2 miles of their schools so improved walkability and transit connections are important.

Out-of-Blythe trip needs include to and from Ripley, Mesa Verde, Tamarisk Village which is near Desert Center, all small and isolated communities.

### ***Supporting and Growing Human Service Transportation***

Comments addressed the role of human service transportation providers, both those supported by the Measure A program in Western Riverside County and by a larger number in the Coachella Valley who do not benefit directly from Measure A but have secured FTA Section 5310 funding. Program representatives often recognized that public transit cannot meet all mobility needs as they commented upon their own needs and services in relation to consumer mobility. In **Western Riverside County**, this included Idyllwild's Forest Folk transportation, Hemet's Care-a-Van, and the Inland Empire Adult Day Health Care program, and VetLink Community Connect which provide information services across the county. In the **Coachella Valley** a wide range of organizations, including the Mecca Public Library and Mecca Family Resource Center, Angel View, Jewish Family Services, Desert ARC, Desert Blind and Handicapped Association and Operation Safehouse identified mobility needs. In the Palo Verde Valley, the Palo Verde Health District and Palo Verde Hospital were vocal about local and regional transportation needs.

Opportunities for coordination were explored, but there were clear messages presented that funding support, even at modest levels, was critical to human service agencies as transportation was generally not part of agency operating budgets and organizational capacity to provide leadership to coordination was limited.

### ***Transit Affordability***

Affordability topics surfaced. In the **Palo Verde Valley**, representatives spoke about the considerable expense of making trips, almost 100 miles, to destinations in and around Palm Springs and on to Riverside Regional Medical Center, Loma Linda VA or Loma Linda University Medical Center.

In the **Coachella Valley** affordability topics included mothers traveling with children requesting discounted Family Passes; youth and college students requesting discounted fares, possibly including elementary school-aged youth. Fare payment on cell phones helps those without exact change but who do have cell phones.

In **Western Riverside County**, the TAP Community Connect program was noted, complimented for its distribution of free bus passes to human service agencies. Youth and family pass reduced fares were also requested, and again, requests to pay fares on cell phones for convenience and economy.

### **Responsive Strategies and Projects**

**Growing the public transit network** will continue to be defined within the Short Range Transit Plans of each public transit operators, in the context of their longer-range visions and as they balance anticipated funding with the operations and capital costs of expansion. Consideration of service expansion to outlying areas will be the weighed alongside of operator decisions to increase frequency on existing lines. The further challenge of adding operating hours of service and additional Sunday service will add to this balancing act of deploying finite resources in relation to need.

**Transit affordability** is a different type of balancing act where public operators must meet minimum fare box returns – between 10% to 20% of operating costs – to comply with state law. This limits their ability to add further fare reductions or discounted passes to the mix. The Community Connect program in Western Riverside County, through its distribution of free passes, is an important antidote to this, but available only in the western parts of the County and for emergency and time-limited purposes.

**Continuing to grow human service transportation programs** is critical to addressing these inherent limits to expanded public transit and increased affordability. This means growing the capacity of existing human service transportation programs and to bring into the fold new provider agencies, with the latter requiring technical assistance and various supports to launch viable human service transportation initiatives.

Aggressive efforts to **seek discretionary funding** are critical, particularly to the COORDINATED PLAN populations where small initiatives can make big differences to individuals' mobility. Targeted funding applications for FTA Section 5310, for state and Congestion Management Air Quality grants and Measure A projects, among other sources can **address the individualized needs** that this planning process has surfaced.

**Table 5-1, Goal 1 Strategies and Illustrative Projects**

Goals Strategies		Illustrative Projects
<b>GOAL 1 - GROW MOBILITY OPTIONS</b>		
<i>Sustain, fund and continue to expand the array of public, human services and private transportation service available in Riverside County.</i>		
1.1	<u>Strategy:</u> Expand transit services, as funding allows, to unserved areas of the county where sufficient demand presents.	- Continued implementation of recommendations as demand presents and funding allows, of agency <i>Short-Range Transit Plans (SRTPs)</i> and <i>Comprehensive Operational Analyses</i> with attention to expansion into unserved areas, operating hours and operating days.
1.2	<u>Strategy:</u> Expand operating hours of service, as funding allows, to help meet additional need.	
1.3	<u>Strategy:</u> Expand operating days service, as funding allows, to help meet additional needs.	
1.4	<u>Strategy:</u> Support transit affordability through public transit fare policy and subsidy options.	- Support TAP bus pass distribution program in Western Riverside, and similar programs, at levels that can be sustained, with attention to discounted transit fare programs for student, youth, and disability, possibly family fares.
1.5	<u>Strategy:</u> Support and grow human service transportation operations, as funding allows and as cost-effective alternatives to public transit.	- <i>Riverside County Measure A Specialized Transportation Call for Projects</i> and promote countywide agency application to Caltrans Section 5310 grant program.
1.6	<u>Strategy:</u> Secure funding, including discretionary sources, to maintain, enhance and expand transit and specialized transportation services.	- Encourage and pursue FTA Section 5310 grants, other discretionary FTA grants and other non-transit grants that promote mobility with human services, public health or other sectors.

## Goal 2 – Connect and Coordinate Services

*Improve connectivity among public transportation services and coordination with human service transportation to address identified mobility gaps.*

### Key Initiatives to Connect and Coordinate

RCTC has recognized connectivity as an important factor in the face of the long-trips and considerable distances many travel on the County’s transportation networks. **Connections and Connectivity** is one of



the five indicators reported on annually by RCTC in its Countywide Annual Transportation Performance Report, with significant increases in the regional and inter-county connections reported in the 2015/2016 reporting year, notably the SunLine / RTA 220 and Pass Transit's 120 routes.

During this period, RCTC has also revitalized its Citizens Advisory Committee (CAC), extending a broad invitation for new membership during FY 2014/15 and reconstituting the CAC with new Commission appointed membership and renewed commitment both from the Commission and the County's public transit operators. The CAC will have a continuing role in monitoring this strategic direction presented by this COORDINATED PLAN 2016 UPDATE.

## Coordinated Plan Commenters

### *Land Use and Long-Range Transportation Planning*

**In the Coachella Valley** comments were made that relate to the spatial distribution and dispersion of residences, retail and services in the Coachella Valley. Land use decisions as to where services are placed makes it difficult for transit to serve, given distances from main thoroughfares and primary corridors of travel. Better integration of land-use planning with transit planning would benefit all, as commenters noted that human service agencies, health services and other services are not well-grouped together in ways that transit can provide efficient and frequent service. Others noted that corridors that now exist are not very pedestrian friendly. While these comments were received in the Coachella Valley, the reality of low-density, suburban land uses across Riverside County makes efficient and cost-effective public transportation difficult.

### *Speeding Travel Times and Shortening Trip Lengths*

**Improving connectivity** of some routes in **Western Riverside** was proposed to shorten the length of trips, inclusive of the transfer. Poor connections identified included Routes 23 and 8, and Routes 8 and 22. Sometimes poor connections relate to very different service frequencies or hours of operation with some riders commenting that they become stranded when one leg of their trip home ceases service before the connection is made, for example Routes 33 and 42.

In the **SunLine service area**, **increased service frequencies** were requested: for those traveling from Palms Springs to Palm Desert or from Palm Springs to Desert Hot Springs; on Line 95, the North Shore; and on the regional service Commuter Link 220.

### *Increased and Improved Connectivity*

Speeding travel may involve **other modes of travel** – for example express bus service, including bus rapid transit, and proposed inter-city rail services may play a role. Commenters were supportive of current RCTC efforts to expand the rail network, including to the Coachella Valley, and interested in the new faster services promised by RTA's anticipated service plans.

### *Service Reliability*

There were **very limited comments about on-time performance** in all public outreach settings, indicating that this is not a significant issue and suggesting that Riverside County's public transportation providers are doing their job in delivering on-time service. It does become an issue when passengers need to connect and a late bus means that the connecting service has left, with a few commenters noting this.

### *Coordination Opportunities*

**Opportunity for coordination** among parties was noted in numerous settings. Library representatives attended several workshops and noted that they are often an information source, asked by constituents about public transportation, with library staff not always equipped to respond.

Coordination through some forms of trip-brokering could help to serve some unserved trips, where agencies can be assisted in working closely together – at the trip provision level. The human services network, particularly in the Coachella Valley, is vigorous and various sectors are making locational decisions that would benefit from early participation by SunLine Transit Agency planners. Dialogue before moving locations are finalized is preferable to after-the-fact when assuring a transit connection is much more difficult.

### Responsive Strategies and Projects

RCTC's Strategic Assessment has called for preparation of the **County's first Long Range Transportation Plan** and this will support various COORDINATED PLAN findings that point to the importance of more effective linkage between land-use planning and transportation planning.

Individual transit provider efforts to **promote connectivity and speed transit** are important but these new and improved services that are developed will need to be funded and then promoted in order to be successful. **Strategies for first-and-last mile connections** are critical and are expected to become increasingly important to ensure the overall network functions optimally.

**Service reliability monitoring** will remain important but gets a thumbs-up during this COORDINATED PLAN outreach process as it did not surface as an area of concern or requiring considerable attention. That said, attention to the timing of connections and to ways to improve connectivity when routes and modes meet is important to COORDINATED PLAN constituents.

**Coordination is of interest** to various parties but there is a current leadership vacuum. To some extent this can be filled by the Commission through its *Citizens Advisory Commission*. However, the CTSA's – the *Consolidated Transportation Services Agencies* – run through RTA and SunLine Transit Agency are statutorily mandated to address this. They are encouraged to identify and provide leadership to further coordination initiatives that extend the resources of both transit and human service organizations.

**Table 5-2, Goal 2 Strategies and Illustrative Projects**

Goal	Strategies	Illustrative Projects
<b>GOAL 2 – CONNECT AND COORDINATE SERVICES</b>		
<b>Improve connectivity among public transportation services and coordination with human service transportation to address identified mobility gaps.</b>		
2.1	<u>Strategy:</u> Support long-range transportation planning and the integration of land use planning with transportation planning to improve mobility.	<ul style="list-style-type: none"> <li>- Support development of Riverside County’s first <i>Long Range Transportation Plan</i>.</li> <li>- Encourage transit oriented development land use policies.</li> </ul>
2.2	<u>Strategy:</u> Improve connectivity within and between transit services to shorten trip lengths and speed travel.	<ul style="list-style-type: none"> <li>- Encourage and fund policies that promote improved transit connection and faster travel, across modes.</li> <li>- Develop and promote a range of creative first-and-last mile connections.</li> </ul>
2.3	<u>Strategy:</u> Monitor and improve service reliability to ensure effective connections and transfers.	<ul style="list-style-type: none"> <li>- Monitor on-time performance</li> <li>- Encourage route planning that recognizes connectivity – intra-system, between systems and between modes.</li> </ul>
2.4	<u>Strategy:</u> Promote coordination between public transit and specialized transportation providers to help address mobility gaps, including operator CTSA’s defining coordination opportunities and projects.	<ul style="list-style-type: none"> <li>- Encourage transit provider participation in RCTC’s CAC (<i>Citizens Advisory Committee</i>)</li> <li>- Encourage Riverside County’s TSAs to provide leadership to coordinated projects and solutions.</li> <li>- Promote interaction between specialized transportation providers and the County’s public transit agencies, as well as with the broader human services network.</li> <li>- Explore trip brokerage options, such as in the Coachella Valley, where collaboration across agencies could expand trip-making.</li> </ul>

### Goal 3 – Promote Safety and Comfort

*Ensure safety through new and well-maintained rolling stock, attention to passenger safety and physical environments that promote safety for pedestrians and bicyclists.*

#### Initiatives Promoting Safety

Since the 2012 COORDINATED PLAN UPDATE, the County’s public operators have aggressively upgraded their fleets, most notably with the 168 new vehicles that RTA has put on the road over the last four fiscal years. SunLine Transit Agency has constructed and now operates from a 25,000 square foot new

maintenance facility, and Palo Verde Valley Transit Agency's new yard and facility, though much smaller, is equally important to ensuring that safe, well-maintained vehicles are in operation.

To improve the safety of pedestrians and bicyclists, numerous public entities have sought funding from the state level *Active Transportation Program* and *Safe Routes to Schools* in its last two cycles with varying degrees of success, but with increased awareness that such projects will create safer public spaces for trips taken on foot and by bicycle.

## Coordinated Plan Commenters

### *Vehicle Safety and Maintenance*

Public transit, human service agency providers, and riders alike spoke to the **importance of regularly replacing and upgrading fleets**, ensuring that rolling stock is well-maintained and operating at peak efficiencies. Continued attention to vehicle replacement is obviously important, but particularly so for those human service agencies who may not have a regular replacement program or depreciation schedule. The Section 5310 program offers one opportunity for replacing outdated, old and heavily utilized client transportation vehicles. Among the public transit providers, as described in Chapter 3, there are 479 public transit vehicles in peak hour service, including 282 Riverside Transit Agency vehicles and 102 SunLine Transit Agency vehicles. Additionally, human service providers operate an untallied number of vehicles, often with much smaller fleet sizes.

Riders of public fixed-route systems spoke to the **importance of maintaining vehicle equipment** – particularly older buses. Riders indicated that missing screws on tie-down equipment, broken air conditioning and recurring mechanical problems on the *inside* of vehicles can raise larger concerns as to whether other types of maintenance are happening and safe rides are assured.

### *Wheelchair Securement and Tie-Downs*

Riders commented too that **routine vehicle cleaning needs** to include the lift securement areas, that detailed attention to the tie-down tracks where wheelchair straps are secured will ensure a correctly tied-down mobility device and a safe passenger ride. Continued attention to driver training – including new drivers in their orientation and reminders to long-standing drivers – of proper wheelchair securement procedures remains an area of concern for passengers in mobility devices.

Human service agency participants indicated they would be willing and able to **help train new drivers**, and assist with periodic in-service training with existing public transit drivers to ensure that passenger sensitivity training and respectful, correct wheelchair/ mobility device handling procedures are in place.

### *Pedestrian and Bicyclist Safety*

The COORDINATED PLAN outreach did not expressly include pedestrians or bicyclists and yet comments were made in every setting about **access for those using non-motorized transportation** for regular trips. Pedestrians, a group which includes every transit user, spoke consistently about the desire for more and improved **bus stop amenities** – more shelters, benches and lighting. Some specific locations were

identified for more stop amenities, including places where regular transit buses lay-over that do not already have bus stop amenities.

**Sidewalk improvement needs** were noted in Norco and in the south Coachella Valley, both locations where there are few sidewalks and little to make pedestrians feel safe. The value of **improved lighting** was noted in several areas, particularly by older adults who are traveling in the early evenings – particularly during the winter months – when it becomes dark quickly.

**Bicycle safety, including denoted lanes and signage**, was commented upon by those extending their transit trip, using the bicycle at the beginning or end of the bus trip to meet first mile-last mile needs. Continuing attention to the **bikes-on-buses** was also noted, with several commenting that it is very discouraging to find the bus rack full at the end of a long day and a very long bike ride away from home.

### Responsive Strategies and Projects

This COORDINATED PLAN 2016 UPDATE'S central role in **securing Section 5310 new and replacement vehicles** remains paramount. The ability to apply maintenance funding support through 5310 can also help to ensure that vehicles are properly maintained.

Safe and comfortable rides include **maintenance attention to the vehicles' interior spaces** and priority given to effective **driver training programs**.

**Pedestrian and bicyclist safety projects** are of continued and paramount attention, to address the street scape and implement traffic counter measures that promote safety. **Bus stop improvements**, including lighting and other enhancements remain very important to transit users, both for safety and for comfort.

**Table 5-3, Goal 3 Strategies and Illustrative Projects**

Goal	Strategies	Illustrative Projects
<p><b>GOAL 3 – PROMOTE SAFETY AND COMFORT</b>  <b>Ensure safety through new and well-maintained rolling stock, attention to passenger safety and physical environments that promote safety for pedestrians and bicyclists.</b></p>		
3.1	<p><u>Strategy:</u> Secure capital funding for vehicle replacement and ongoing maintenance to ensure safe, accessible transportation.</p>	<ul style="list-style-type: none"> <li>- Upgrade passenger transport fleets, including human service agencies’ fleets, by application for accessible vehicles such as minivans, high-top vans and cutaway vehicles.</li> <li>- Ensure that both public transit and human service agency fleets adhere to routine vehicle preventative maintenance specifications.</li> </ul>
3.2	<p><u>Strategy:</u> Promote safe and comfortable rides for transit users through interior maintenance and via effective driver training and sensitivity programs.</p>	<ul style="list-style-type: none"> <li>- Ensure regular interior maintenance and vehicle cleaning, with attention to inside vehicles in the public transit and in human service agency fleets, including wheelchair tie down areas and equipment.</li> <li>- Promote driver training policies that reinforce best practice in loading passengers in wheelchairs and in transporting seniors and persons with disabilities.</li> </ul>
3.3	<p><u>Strategy:</u> Promote safe and comfortable pedestrian environments, bus stops and bus transfer locations.</p>	<ul style="list-style-type: none"> <li>- Install bus benches, bus shelters and stop amenities at regularly-utilized stops, as funding allows.</li> </ul>
3.4	<p><u>Strategy:</u> Promote safe bicycling environments</p>	<ul style="list-style-type: none"> <li>- Encourage application to statewide Active Transportation Program and Safe Routes to Schools grant cycles.</li> <li>- Promote city and county attention to pedestrian and bicyclist safety, including “share the road” driver education initiatives</li> </ul>

## Goal 4 – Improve Health Access

*Promote transportation solutions, including new partnerships, to improve the ability of Riverside residents to travel to and from local and regional medical services and treatments.*

### Initiatives Promoting Health Access

Since the 2012 COORDINATED PLAN UPDATE, there have been important initiatives serving medical trip needs. Establishing the CommuterLink 220 between the Coachella Valley and downtown Riverside enabled a connection to the Loma Linda VA and other medical services within western Riverside County, including the Riverside University Health System/ Riverside County Regional Medical Center.

RTA expanded its travel training program to include a Veterans Travel Trainer. This contributed to RTA's collaboration with the V.E.T.S. Hemet-area transportation and has increased public transit use by veterans. RTA/ Vets service (Hemet), building upon the successful implementation of 211VetInk.org, the *Veterans Transportation and Community Living Initiative* federal grant.

And Palo Verde Valley Transportation Agency (PVVTA), in partnership with RCTC, applied for and was awarded a federal *Rides to Wellness* grant, all happening since the initial public hearing for the Coordinated Plan 2016 Update process. This grant will support an 18-month pilot period demonstration of a three-day-a-week public transit connection between Blythe and medical facilities in the Coachella Valley.

### Coordinated Plan Commenters

#### *Medical Trips are a common regional trip-making need*

This goal has only two strategies, the fewest of all five, but in every single COORDINATED PLAN setting this need was surfaced. In tiny Blythe, trip needs are very long-distance trips into the Coachella Valley and beyond to the County Medical Center in Moreno Valley. In western Riverside, trip needs were noted to the Kaiser facilities, to medical offices in downtown Riverside or to the Loma Linda Veterans Administration in San Bernardino County. In some instances, commenters knew they could get there but it was a long, arduous trip that could involve multiple transfers. In other cases, as with Blythe, there simply was no public transportation option, aside from volunteer-based choices.

#### *Individualized assistance needs for medical trip-making*

Both consumers and those working with frail elderly, persons who were chronically ill or those with disabilities recounted instances where public transit services simply could not provide the trip. The needs of the individual were too specific, too individualized and not compatible with the limits of public transportation. Historically, RCTC has supported – both through its Measure A Call for Specialized Transportation Projects and the Section 5310 Program – the role of specialized transportation services. Chapter 3 Inventory documents the 543,000 trips, 3% of all subsidized transportation, are these specialized transportation, including escorted and door-through-door assistance trips.

## Responsive Strategies and Projects

The two strategies associated with this goal are intended to encourage stakeholders to continue to pursue the specific and creative health access solutions that have been implemented in recent years. More such shuttle, information services and targeted transportation programs are needed.

Where a public or specialized transportation solution cannot be constructed or where the needs of the individual require door-through-door transportation, Riverside County’s continued success with its mileage reimbursement program, TRIP, should be promoted and expanded.

**Table 5-4, Goal 4 Strategies and Illustrative Projects**

Goal	Strategies	Illustrative Projects
<b>GOAL 4 – IMPROVE HEALTH ACCESS</b>		
<b>Promote transportation solutions, including new partnerships, to improve the ability of Riverside residents to travel to and from local and regional medical services and treatments.</b>		
4.1	<u>Strategy:</u> Improve health care access and address regional trip needs across the County through additional transportation options, including more direct fixed route, shuttle or lifeline services targeted to medical facilities and new partnerships with health care providers.	<ul style="list-style-type: none"> <li>- Support innovative responses to the longer-distance medical transportation needs, including specialized shuttles, lifeline services of just several days weekly.</li> <li>- Promote rider education and information directed to health care workers that is “destination oriented,” e.g. how passengers can travel to and from key medical facilities.</li> <li>- Promote partnerships with health care organizations to document transit’s role in promoting health and wellness, monitoring missed trips and other indicators.</li> </ul>
4.2	<u>Strategy:</u> Provide for door-to-door and door-through-door transportation to assist with medically-related trips and to ensure the safety of frail or vulnerable riders.	<ul style="list-style-type: none"> <li>- Support volunteer driver programs, e.g. the TRIP mileage reimbursement program and others that demonstrate efficacy.</li> <li>- Encourage the promotion of door-through-door transportation alternatives for areas of the county now underserved.</li> </ul>

## **Goal 5 – Promote and Improve Communication**

*Promote, improve and expand information portals that are multi-cultural and embrace technology and mobility management tools to increase mobility options.*

This final goal has the largest group of strategies and illustrative projects, seven formal strategies and dozens of potential projects.



## Information Initiatives

During the period since the 2012 COORDINATED PLAN UPDATE, RCTC has made a significant investment in its information infrastructure through IE Commuter, changing the nature of its relationship with Los Angeles Metro around the 511 information portal, and expanding its information tools in relation to rideshare and transit trip planning. RCTC has continued to invest in the development of General Transit Feed Specification (GTFS) data for each of its public transit providers.



As has been noted, the 211VetLink.org transportation information portal has been implemented and had a number of collateral benefits, not the least of which are reduced fares for veterans on most Riverside County public transit programs.

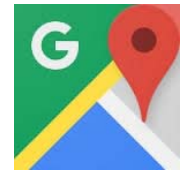


## Coordinated Plan Commenters

### *Information Struggles and Complexity*

The challenges faced by both stakeholders and consumers to understand the transportation network surfaced in innumerable ways. Both groups wanted to retain the array of ways in which information comes to them – **via paper guides** and **traditional schedules** for older adults who are not computer-savvy and for those that like to carry their schedule along on the day of travel; **electronically and via the Internet** for those that have smart phones, and use the web to locate much important information; and with **telephone customer numbers** for those who need to direct questions to a person.

Even with information available via a range of options, individuals spoke of the difficulty of planning a trip or of assisting peers or clients in identifying trip options. Many COORDINATED PLAN participants were unaware of the existing information portals of [www.IECommuter.org](http://www.IECommuter.org) or [www.211VetLink.org](http://www.211VetLink.org). Similarly, with Google Transit, many, both agency staff and consumers alike were unaware of its capability to plan a trip. Despite the array of information options that do exist, individuals often reported uncertainty and, commonly, incorrect perceptions about where transit services travel and when.



### *A Role for Information Navigators*

Examples were offered of **transit ambassadors** to assist peers in “discovering transit” and in navigating its information complexity. Such ambassadors included well-traveled consumers, co-workers within a work site, a case manager and co-workers assisting their colleagues. Also known as Mobility Managers, Riverside Transit Agency’s travel training programs – for seniors, for persons with disabilities and for veterans – were repeatedly identified as an excellent success story. RTA’s Freedom to Go program is both introducing new users to transit and growing the confidence of existing users to try more transit.

## Responsive Strategies and Projects

It is important to continue **use of all possible information avenues and portals**, even as technology expands our ability to easily use electronic information tools. Attention to the non-English speaking and limited English proficient populations remain important with the significant proportion of persons in Riverside County for whom English is not their first language.

Information tools must present **multi-modal information**, providing accurate and up-to-date information to grow the awareness of [www.IECommuter.org](http://www.IECommuter.org) and [www.211VetLink.org](http://www.211VetLink.org) trip planning tools that can bring back information on multiple transportation options. Within this array of information tools, the **role of social media** must continue to be developed, as well as **rider-centric information tools** that help consumers navigate to regional medical facilities, as one example.

Continuing to report on public transportation utilization, and the monitoring of key performance indicators is important to tracking progress on the strategic goals of this Coordinated Plan, but such information must also be collected across all modes and service types to develop the next level of understanding about use of and gaps in Riverside County’s public and specialized transportation network. Reporting, including outreach activities, must continue to invite input from all of Riverside County’s populations.

**Table 5-5, Goal 5 Strategies and Illustrative Projects**

Goal	Strategies	Illustrative Projects
<b>GOAL 5 – PROMOTE AND IMPROVE COMMUNICATION</b>		
<b>Promote, improve and expand information portals that are multi-cultural and embrace technology and mobility management tools to increase mobility options.</b>		
5.1	<b>Strategy:</b> Promote multiple avenues of customer-oriented information about available transit and specialized transportation, including paper, technology and telephone-based platforms.	<ul style="list-style-type: none"> <li>- Different points of entry to transit information are critical, including continued attention to all traditional strategies but with expanded emphasis on user-friendly technology information tools.</li> <li>- Availability of non-English transit information is important to selected communities.</li> </ul>
5.2	<b>Strategy:</b> Develop expanded information portals to promote the full range of available transportation options – including vanpool and shared ride, hail services – encouraging effective trip planning tools that improve the ride experience	<ul style="list-style-type: none"> <li>- Promote RCTC’s <a href="http://www.iecommuter.org">www.iecommuter.org</a> commuter assistance program as an alternative commute mode for work trips.</li> <li>- Promote trip planning and Find-A-Ride tools such as <b>VetLink.org</b> that embrace all transportation modes.</li> <li>- Ensure continued attention to updated GTFS route specifications to provide accurate fixed-route transit information.</li> </ul>

	Develop expanded information portals to promote the full range of available transportation options – including vanpool and shared ride, hail services – encouraging effective trip planning tools that improve the ride experience.	<ul style="list-style-type: none"> <li>- Ensure that human service transportation providers are encouraged and assisted in providing updated specialized transportation information to <a href="http://www.211VetLink.org">www.211VetLink.org</a></li> <li>- Promote open-source coding of transit information to encourage innovative user applications.</li> </ul>
5.3	<u>Strategy:</u> Increase effectiveness in use of social media to promote mobility options to the Target Populations.	<ul style="list-style-type: none"> <li>- Find-a-Ride (e.g. <b>VetLink.org</b>) sponsors should establish Facebook page and/or coordinate with gatekeeper organizations using social media to promote options and information portals to their constituents via social media posts.</li> </ul>
5.4	<u>Strategy:</u> Promote and develop rider-centric information tools that may be destination focused (e.g. medical facilities) or user group-focused (e.g. veterans).	<ul style="list-style-type: none"> <li>- Encourage and promote destination-specific information tools, including paper and technology tools that help identify and connect riders and human service agency personnel to available transit resources.</li> </ul>
5.5	<u>Strategy:</u> Develop mobility management tools, including travel training, to connect riders to available transportation services, to encourage new users and/or transition older adults from driving alone	<ul style="list-style-type: none"> <li>- Encourage mobility managers, travel training opportunities, and other innovative strategies to connect potential riders with transit.</li> </ul>
5.6	<u>Strategy:</u> Report public transit and specialized transportation performance and impacts on Riverside County residents’ mobility.	<ul style="list-style-type: none"> <li>- Continue agency-based reporting of trip data and of the riders experience through monthly performance reporting and annual user surveys.</li> <li>- Continue RCTC’s Annual Transportation Countywide Report to report on trends in provision of public transportation and to document provision of specialized transportation in Riverside County.</li> </ul>
5.7	<u>Strategy:</u> Ensure broad-based transit agency outreach to invite participation in planning processes that guide transit resource deployment.	<ul style="list-style-type: none"> <li>- Ensure Spanish-language translation and interpretation for transit information, services and planning meetings, with access to other languages.</li> <li>- Encourage availability of access to Spanish and other language resources for specialized transportation providers.</li> </ul>

## 5.3 Prioritization of Strategies

### Priority Setting Process

Riverside County stakeholders from across the county were invited to a May prioritization workshop that was held at a central county location in Beaumont Community Center. RCTC senior staff, with consultant support, led a workshop with stakeholders at which the key findings of mobility need and gap were reported, as well as the array of responsive strategies.

With wide noticing across the county, via multiple email blasts and through public transit provider contacts, about 45 persons attended the meeting which was scheduled to immediately follow the quarterly meeting of RCTC's Citizens Advisory Group (CAC). They represented the breadth of stakeholder organizations, including both public transit and human service agency representatives, as well as some consumers. Simultaneous translation enabled some non-English speaking attendees to participate.

Following the staff presentations about COORDINATED PLAN 2016 UPDATE findings and descriptions of the proposed goals and strategies, each participant was given dots by which to "vote" from among the twenty-three strategies. Participants were provided with four dots labeled "1" for first-ranked priorities and four dots labeled "2" for second-ranked priorities. Transit providers present were given blue dots and human service agency or consumer participants voted with yellow dots.



**RCTC** Make sure the transportation needs of your clients are addressed

Please assist RCTC in prioritizing strategies included in the

**Public Transit – Human Services Transportation Coordination Plan for Riverside County, 2016 Update**

**Coordination Plan Strategy Prioritization Workshop**

**Thursday, May 26, 2016**  
1:00 pm – 2:30 pm

Albert A. Chatigny Senior Community Recreation Center | Room 2/3  
1310 Oak Valley Pkwy  
Beaumont, CA 92223

Federal guidance requires that projects funded with FTA Section 5310 must be in the Coordination Plan and that these projects and strategies be prioritized by a locally-developed process. Please represent and contribute your agency's input to this process at this critical workshop.

Invited Audiences: Human/Social Services Agencies + Public Agencies + Non-Profits

For questions contact: AMMA Transit Planning – (951) 784-1333 or Martha Durbin, RCTC – (951) 787-7141. Please advise us of special needs no less than 48 hours in advance so appropriate accommodations can be made.

[www.RiversideTransitPlan.com](http://www.RiversideTransitPlan.com)



## Priorities

Participants’ votes were tallied and weighted for a “1” vote versus a “2” vote. Table 5-6 following presents the resultant ranking in three categories for the twenty-three strategies drawn from all five goals. Table 5-6 presents the rankings for immediate implementation, near-term implementation and long-term implementation.

**Table 5-6, Prioritized Strategies**

Goal	Strategy	Ranking
Goal 1 - Mobility Options	1.1 <u>Strategy:</u> Expand transit services, as funding allows, to unserved areas of the county where sufficient demand presents.	Immediate
Goal 4 - Health Access	4.1 <u>Strategy:</u> Improve health care access and address regional trip needs across the County through additional transportation options, including more direct fixed route, shuttles and lifeline services targeted to medical facilities.	Immediate
Goal 3 - Safety & Comfort	3.1 <u>Strategy:</u> Secure capital funding for vehicle replacement and ongoing maintenance to ensure safe, accessible transportation.	Immediate
Goal 4 - Health Access	4.2 <u>Strategy:</u> Provide for door-to-door and door-through-door transportation to assist with medically-related trips and to ensure the safety of frail or vulnerable riders.	Immediate
Goal 2 - Connect & Coordinate	2.4 <u>Strategy:</u> Promote coordination between public transit and specialized transportation providers to help address mobility gaps.	Immediate
Goal 1 - Mobility Options	1.2 <u>Strategy:</u> Expand operating hours of service, as funding allows, to help meet additional need.	Immediate
Goal 5 - Communication	5.5 <u>Strategy:</u> Develop mobility management tools, including travel training, to connect riders to available transportation services, to encourage new users and/or transition older adults from driving alone.	Immediate
Goal 1 - Mobility Options	1.6 <u>Strategy:</u> Secure funding, including discretionary sources, to maintain, enhance and expand transit and specialized transportation services.	Immediate
Goal 5 - Communication	5.2 <u>Strategy:</u> Develop expanded information portals to promote the full range of available transportation options – including vanpool and shared ride, hail services – encouraging effective trip planning tools that improve the ride	Immediate
Goal 1 - Mobility Options	1.5 <u>Strategy:</u> Support and grow human service transportation operations, as funding allows and as cost-effective alternatives to public transit.	Near Term
Goal 2 - Connect & Coordinate	2.2 <u>Strategy:</u> Improve connectivity within and between transit services to shorten trip lengths and speed travel.	Near Term
Goal 3 - Safety & Comfort	3.2 <u>Strategy:</u> Promote safe and comfortable rides for transit users.	Near Term
Goal 5 - Communication	5.1 <u>Strategy:</u> Promote multiple avenues of customer-oriented information about available transit and specialized transportation, including paper, technology and telephone-based platforms.	Near Term
Goal 2 - Connect & Coordinate	2.1 <u>Strategy:</u> Support long-range transportation planning and the integration of land use planning with transportation planning to improve mobility.	Near Term
Goal 5 - Communication	5.3 <u>Strategy:</u> Increase effectiveness in use of social media to promote mobility options to the Target Populations.	Near Term
Goal 3 - Safety & Comfort	3.3 <u>Strategy:</u> Promote safe and comfortable pedestrian environments, bus stops and bus transfer locations.	Near Term
Goal 3 - Safety & Comfort	3.4 <u>Strategy:</u> Promote safe bicycling environments.	Near Term
Goal 1 - Mobility Options	1.4 <u>Strategy:</u> Support transit affordability through public transit fare policy and subsidy options.	Long Term
Goal 5 - Communication	5.6 <u>Strategy:</u> Report public transit and specialized transportation performance and impacts on Riverside County residents’ mobility.	Long Term
Goal 5 - Communication	5.7 <u>Strategy:</u> Ensure board-based transit agency outreach to invite participation in planning processes that guide transit resource deployment.	Long Term
Goal 2 - Connect & Coordinate	2.3 <u>Strategy:</u> Monitor and improve service reliability, including ensuring effective connections and transfers.	Long Term
Goal 5 - Communication	5.4 <u>Strategy:</u> Promote and develop rider-centric information tools that may be destination focused (e.g. medical) or user group-focused (e.g. veterans).	Long Term
Goal 1 - Mobility Options	1.3 <u>Strategy:</u> Expand operating days service, as funding allows, to help meet additional needs.	Long Term

The highest ranked priorities included strategies from each of the five goals, validating that these goals are reflective of the broad array of mobility concerns affecting Riverside County residents who are older, have disabilities, are of low-income, or are veterans. Some comments follow on each of the three priority groupings.

## Immediate Priority

Prioritization workshop participants rated Strategy **1.1 Expansion of transit services** most highly, including as well Strategy **1.2 Expand operating hours**, with both strategies reliant upon funding availability. Directly related to this was **Strategy 1.6 Secure funding**, including discretionary funding.

Both health care strategies **4.1 Improve health care access** and **4.2 Provide door-to-door and door-through-door assistance** were included among the top-ranked priorities. Safety-related findings supported high ranking of Strategy **3.1 Secure capital funding for vehicle replacement and ongoing maintenance**.

Goal 2, Strategy **2.4 Promote coordination between public transit and specialized transportation providers** scored highly among the top rated priorities. And finally the top-rated Goal 5 Communication strategy was Strategy **5.5 Develop mobility management tools, including travel training**, to connect riders.

## Near-Term Priorities

The next tier of priorities included Goal 1 Growing mobility options of **Strategy 1.5 Support and grow human service transportation as a cost-effective alternative** to public transit.

Goal 2 Connect and Coordinate strategies rated as near-term priorities included Strategy **2.2 Improve connectivity within and between transit services** and Strategy **2.1 Support long-range transportation planning**.

There were three Goal 3 Safety and Comfort strategies among the near-term priorities, including Strategy **3.2 Promote safe and comfortable rides**, Strategy **3.3 Promote safe and comfortable pedestrian environments**, and Strategy **3.4 Promote safe bicycling environments**.

Goal 5 Communication strategies within this tier included Strategy **5.1 Promote multiple avenues of customer-oriented information** and Strategy **5.3 Increase effective use of social media**.

## Long Term Priorities

This final group of priorities are not unimportant; simply given the limited numbers of first and second choice votes that could be cast, these fell to the third tier level of priority and could be proposed as on-going priorities, often activities already in place.

The topic of affordability, Strategy **1.4 Support transit affordability**, was ranked as an area for continued attention over the long-term. Similarly, Strategy **1.2 Expand operating days** stayed on the agenda but well below expanding the service area and speeding or increasing the frequency of available transit.

Strategy **2.3 Monitor and improve service reliability** also falls into the category of important to monitor but not a pressing issue of the present, and minimal comment about late buses surfaced through outreach. Information strategies of **5.6 Performance reporting**, of **5.7 inviting broad participation in the planning processes** and **5.4 developing rider-centric information tools** were all among this long-term category of attention.

## 6.0 IMPLEMENTATION

### Gaps but Definable

This COORDINATED PLAN 2016 UPDATE presents an array of transportation needs but also indications that such needs are not unlimited, that they are finite and specific to individualized consumer concerns or to corridors of travel or to specific trip purposes. Riverside County's public transit network is growing, recovering from the great recession and clearly critically important to the population groups of focus in this COORDINATED PLAN. And specialized transportation programs are growing too, albeit modestly, helping to provide particular consumers with particular trips.

At the same time, there indications that an auto-centric public that characterizes most Riverside County residents, including many COORDINATED PLAN target group members, is unfamiliar with the public transportation that is available or uncertain as to how to find any specialized transportation that might meet their own or family member mobility needs.

And so gaps remain, some of them service-related and some information-related. To address these gaps, five goals with twenty-three strategies and numerous projects are delineated in this COORDINATED PLAN. At the same time, revenues to fund new service are not growing, with funding levels from State Transportation Assistance, Local Transportation Funds and local Measure A revenues flat or increasing only very slightly and not at levels that will enable service expansion or growth.

### Crafting Partnerships to Leverage Resources

Moving forward, it is critical that Riverside County become increasingly competitive in seeking other funding, including discretionary funding. It is critical that the public transit and human service organizations work in more coordinated ways, in partnership to leverage potentially available funding.

The multiplicity of audiences to whom this COORDINATED PLAN 2016 UPDATE IS directed are encouraged to work together towards addressing the breadth of documented needs. Those audiences include public transit operators, non-profit transportation providers, human services agencies, cities, the County and public agencies, and the general public. In order to tackle the strategic direction laid out here, projects will need to come forward with sponsors who are **interested, willing and able** to see them through. Leveraging resources, in a coordinated fashion, can help to realize the vision of expanded mobility this COORDINATED PLAN seeks for older adults, persons with disabilities, persons of low income and others.

### Leadership Around Partnering and Project Development

RCTC is encouraged to continue its coordination leadership role, seeking opportunities to further new partnerships and encourage potential new or expanded mobility projects. RCTC's Citizens Advisory Committee (CAC) may be able to support such leadership through periodic grant-writing and project development workshops, particularly in relation to critical funding opportunities. Such transportation summits were conducted around RCTC's STRATEGIC ASSESSMENT initiative and hold promise for developing new partners and responsive projects within this fast-changing transportation world.

## 7.0 APPENDICES

Appendix A - Area-Specific Outreach Needs and Gaps Reported

Appendix B – Coordinated Plan Public Outreach Flyers and Notices

Appendix C- 5310 fact Sheet and Timeline



# Appendix A - Area-Specific Outreach Needs and Gaps Reported

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## Western Riverside Outreach Findings

Public responses, from both agency representatives and individual consumers, brought back a range of comments received through two workshops, a public hearing and e-comments and summarized here.

**Compliments received** included those about the courtesy and helpfulness of both drivers and dispatchers and the fact that the RTA Dial-a-Ride is generally on-time. Passengers with disabilities and others appreciate the new technology improvements that RTA is implementing including transit “apps” for Smart Phones, the Google Trip Planner capability and the ability to purchase bus passes on-line. Agency personnel and riders alike indicated that they are appreciative of the existing public transportation, both RTA fixed route and Dial-a-Ride services. Participants expect that the new Perris Valley Line will be helpful in filling some mobility gaps. And there is interest in and curiosity about the planned move of the bus transfer center to the downtown Riverside Metrolink station.

Commenters spoke to the value and import of the new Idyllwild Forest Folk transportation service that brings persons twice weekly down into Hemet or into the Coachella Valley. The Valley Restart Shelter is among those Western Riverside County organizations receiving free bus passes from TAP (Transit Assistance Program) administered by Riverside’s Community Connect. Valley Restart Shelter staff reported that this pass distribution program has been very important to its homeless consumers. Care-A-Van recognized that long-standing support from Measure A funds has enabled it to fill mobility needs of Hemet-area youth, veterans and seniors.

Comments requesting transportation-related improvement, enhancement or further attention in Western Riverside communities are presented in nine topical areas following.

### 1. Service to and from areas not served by RTA is needed.

**Unincorporated areas or areas within communities** without transit have various unmet transportation needs, as reported by workshop participants, including:

- Lake Elsinore, service is needed near Canyon school on weekends.
- Menifee and Sun City need greater access to transit.
- Mira Loma, Rubidoux and Eastvale are reportedly unserved by RTA Dial-A-Ride or City of Riverside Dial-a-Ride, as is the City of Norco.
- In the Pass area, service is needed to the Lakes Retirement Community between Banning and Beaumont at 5801 Sun Lakes Blvd.
- In the southern part of the City of Riverside, services needed farther south to additional areas, possibly via an extension of RTA Route 14.
- Transportation needs to and from Idyllwild exist, potentially connecting in Hemet to RTA’s Route 27 on Highway 74, at Lincoln and Florida.

### 2. Improved connectivity and transfers between routes and services will serve riders better.

- **Improved connections** are needed, for example:
  - between Route 23 and 8 the connection sometimes doesn’t work because one bus might be late and riders then must wait an hour;
  - between Route 8 and Route 22 needs to be adjusted so that there is not an hour wait at the Outlet Center.
- Riders report **getting stranded when one part of their connection stops running** before the other route connects. This happens commonly with Route 33 and 42.

- **Dial-a-ride transfers** between RTA from Lake Elsinore to Corona Dial-a-Ride can be a long wait. Participants requested that RTA Dial-a-Ride serve destinations in Corona to shorten the wait for its Dial-a-Ride riders.
- **Transfer RTA bus passes** work connecting to Pass Transit (Banning/ Beaumont) but on the return trip, riders report they have to purchase another RTA ticket to complete their trips.

### 3. Expansion of operating hours and weekend days will serve work trips and other trip purposes.

- **Earlier morning and later night transportation** is needed in some areas to accommodate alternative work shifts, particularly:
  - Hemet riders need to arrive in Perris by 6:00 am and need to get home after 10:30 pm.
  - Later evening service on RTA Routes 77 and 61 until 10 p.m. would be helpful.
  - Need later hours serving the Lake Elsinore Senior Center; seniors requested past 8 p.m.
- **Reliable transit service** is important for work trips; one participant noted it was very important that the bus was on-time so he could get to work on time.
- **Weekend service** is reported as needed for:
  - warehouse jobs in Temecula open seven days a week but no weekend transportation;
  - needed from Hemet to Perris on weekends for work trips.
- Transit is **always needed to job centers for veterans** and for persons with low-income whose work schedules continue on Saturdays and Sundays.
- **Saturday service** is needed:
  - On Route 40 from Sun City to Menifee; riders reporting this has been needed for the past 10 years.
  - In Winchester, Saturday service is desirable for visiting friends and for shopping.
- **Commuter buses are needed on Saturdays.** Runs twice daily could serve retail jobs and shopping at stores at Dos Lagos, Hemet Mall, and Outlet Mall. Other areas where CommuterLink Saturday service is requested include:
  - The 206 to Corona
  - East bound and West bound to Temecula
  - Twice a day in all directions: running south to San Diego, southwest to Orange County, north to Riverside.
  - CommuterLink service must be accessible
- **Sunday demand responsive transportation** is requested for a person in a wheelchair to travel to church from Airforce Village West in Riverside, west of the 215 to Crosswinds Church, origin and destination addresses are not now served as both are outside the RTA Route 11 footprint.

### 4. There is need for medical trips within the region.

- Trips needs exist from areas of **western Riverside to medical appointments** at the Riverside County Regional Medical Center (RCRMC), to the Veterans Administration Medical Center in Loma Linda and to various doctors, clinics and specialty offices around the county.
- Transportation **to medical destinations from Hemet** is needed:
  - These trips currently can take hours on transit, with multiple transfers. Medical destinations include Kaiser offices and Riverside County Regional Medical Center, both in Moreno Valley.
  - Riders report taking 3 ½ to 4 hours each way to get to the Kaiser facility in Moreno Valley and when they must make this trip regularly, for recurring treatments, it is difficult and exhausting
- **More inter-county transportation** is needed to take veterans to the Veterans Administration hospital in Loma Linda and to the new VA medical clinic in Corona.
- **Medical trips from Idyllwild** to destinations in both the desert and in the Hemet area are needed as there are very limited medical services available in Idyllwild.

#### 5. Safe and comfortable rides would be enhanced by:

- Greater attention to what is a ***perceived insufficient maintenance or proper repairs*** to buses serving the Lake Elsinore area is requested by regular riders who see recurring mechanical problems on vehicles, in relation to windows, seats and wheelchair tie-downs, including:
  - Air conditioning on the buses breaks down and it is reported this isn't regularly or promptly addressed.
  - Buses needing to be better cleaned, including regular attention to the wheelchair tie down tracks, with graffiti on buses and on some seats.
  - Wheelchair tie down fasteners don't always work. Some are missing screws. Many wheelchair safety belts are old and need replacing.
  - Electric ramps don't work with all wheelchairs.
- ***Rider policies*** to review include:
  - Limiting eating and drinking onboard RTA buses need to be enforced.
  - Protecting the front seats for seniors and persons with disabilities need to be enforced.
- ***Driver-related topics*** include:
  - Needing better or more training in loading and securing wheelchairs. Some drivers do not appear to know how to load a wheelchair or to use the safety belt or how to tie down wheelchairs.
  - Needing more support to drivers in dealing with unruly passengers – from dispatch and from road supervisors.

#### 6. Greater rider and pedestrian safety would be served by:

- Route 8 ***stop enhancements*** would greatly improve the riders' experience, including:
  - Trash cans and lighting are needed at RTA Route 8 stop along Grand Avenue, Lake Elsinore; also needs wheelchair pads and accessible paths-of-access to ensure accessibility by those in mobility devices.
  - The half-hour layover each way on RTA Route 8 is difficult without a bus shelter and cover from the sun.
- ***Benches*** are needed at various stops in Lake Elsinore.
- ***Trash cans*** are needed on the South Bound stop at Central and Collier.
- ***Improved lighting needs*** include:
  - Bus stop lighting is needed at Temecula County Center which serves multiple routes.
  - Solar lighting is needed at stops in particularly dark areas, especially stops along Highway 74.
- ***Sidewalk-related topics*** include:
  - Repairing of adding sidewalks in Norco for vision impaired seniors who report unimproved and missing sidewalks.
  - Ensuring safe paths-of-access for riders in wheelchairs is needed at various stops.
  - There is no crosswalk to get safely to the Hemet Valley Mall bus stop on Kirby between Menlo Avenue and Oakland Avenue.
- Bringing the ***Dial-a-Ride vehicle closer*** to the door of the Lake Elsinore Senior Center would greatly serve those riders with significant ambulation difficulties boarding for whom climbing the steps and slope to the Center's bus stop up on Lakeshore Drive is difficult.

#### 7. Affordability and fare topics:

- For passengers using Route 8 in Lake Elsinore and traveling between Grand Avenue/ Riverside Drive to Central on this looped service, the \$3.00 fare is not affordable for some and causes people to walk in order to save money, traversing a dangerous stretch of Highway 74 on foot.
- ***An RTA youth fare*** (K-12) in the Hemet area would be very helpful. At present there is no youth fare discount below the \$1.50 fare, as there is for disability and senior riders.
- ***A discounted pass available to parents with children*** would be helpful to parents accompany their children to and from school.

- **Purchasing bus passes on-line** would be helpful to some passengers.

#### 8. Human service agency transportation topics:

- **Idyllwild's Forest Folk transportation service** is now 5 months old although the organization has been in existence for over 5 years. Staff reports needing a smaller bus to more readily handle the mountain roads. Current RCTC program support, via Measure A, is deeply appreciated.
- Some transportation-providing agencies, such as the **Inland Empire Adult Day Health Care**, have **no lift-equipped vehicles**. They are grateful for the RTA Dial-a-Ride service and would like to see it expanded to additional areas now unserved.
- **Hemet's Care-A-Van is providing trips to Loma Linda and to Menifee** for veterans and for persons of low-income. They are also providing transportation for seniors and persons with disabilities traveling to medical appointments in and around greater Hemet.
- Care-A-Van largely serves the Hemet Valley and is **not readily able to go much beyond Hemet**.

#### 9. Information topics:

- **Spanish language information** should be made available for key transportation-related flyers, such as RCTC's "Transportation Freedom" flyers.
- Many riders reported **using the Ride Guides** or **using the Internet** to get transportation information.
- Posting of **Transportation Now rider advisory meeting times** (T-Now) on RTA's website is useful.
- Some **seniors indicated that they don't have smart phones** and may not have access to or knowledge of how to use computers so it is important that RTA continue to have multiple ways in which to find out about transportation services.
- Lake Elsinore senior center staff have some knowledge about transit and the ride guide although they direct most questions to the **RTA Customer Information Center telephone number**.
- At the time of the public meetings, there was a desire from several commenters for more information about the **impending move of RTA's downtown Riverside transfer location**.
- **Travel training ambassadors** are of interest, including by Senior Center staff to help connect potential riders with transportation services.
  - Senior Centers could assist in encouraging Transit Ambassadors
  - A database or referral strategy could help identify Ambassadors and match them with prospective riders.
- Some riders need **larger-print schedules**. RTA apparently has these available but riders are not clear on where or how to access these.

## Coachella Valley Outreach Findings

Public comment from both agency representatives and individual consumers identified a range of Coachella Valley transportation needs and gaps. A significant number of agencies participated in the Coachella Valley outreach workshops, including libraries, specialized transportation providers and human service agencies.

Compliments were received about SunDial's demand responsive service – its value to its ridership, as well as the helpfulness and courtesy of drivers. Others commented on the "good drivers" operating SunLine's high capacity, fixed route services.

Another commenter noted that Line 111 was an amazing service for the price, just \$1.00 to travel its length. Agency bus pass purchase capabilities are appreciated by human services personnel, though demand for free and reduced fare passes often exceeds supply.

Coachella Valley outreach findings are summarized in relation to ten (10) topical areas.

1. Maintain and expand safe and efficient public transit services.

- The Coordinated Plan processes and other such **planning should be integrated into a Riverside County's Long Range Transportation Plan** that connects land use and transportation planning.
  - Human service agency services, health care services and other services should be grouped together in places that public transit buses can efficiently serve.
  - Public transit should be able to focus on corridors of service in which it can provide good quality levels of service.
  - Corridors that now exist are not pedestrian-friendly and this is a barrier to the use of transit and the safety of its riders.
- Near Palm Desert, **expansion of services to the College of the Desert** is desired as youth are often seen walking up Highway 74 towards the Palm Desert school location.
- In Desert Hot Springs, the **relocation of the bus stop onto Cholla** to the rear of the high school, has resulted in complaints by the Desert Hot Springs Library, 11691 West Drive, of students' loitering and disrupting the Senior Center participants.
- In Indio, the **Riverside University Health System (RUHS)** is consolidating certain direct services from its Cathedral City offices to 83912 Avenue 45 in Indio, a location that is about a mile below the closest SunLine bus stop on Line 80:
  - With an estimated caseload approaching 300 in the near future, all low-income persons, client visits to this facility are estimated at up to 900 per week, of which a high proportion are anticipated to be transit dependent visitors.
  - Some modification of Route 80 could better serve the Riverside University Health System, a nearby shopping center, residential area and the Fantasy Springs Casino.
  - RUHS purchases SunLine bus passes to assist clients with transportation but clients still have to walk this distance of more than a mile, often in the heat, to get to the facility.
- The **Drug Court on 83912 Avenue 45** in Indio has about 50 clients per week that need transportation daily, almost all of them DUI offenders; this is an estimated 250 weekly consumer visits.
- In Indio, the **Riverside County Dept. of Mental Health at 47825 Oasis Street** closest Highway 111 bus stop more than a mile away. Current caseload is 2,100 persons and is growing; some proportion of these visit this location weekly. Walking in the heat is an issue for many clients as a result of their medication regime.
- In the North Shore Salton Sea area, riders and the community are **concerned about how long Line 95** will last and its importance to the community of North Shore.
  - Specialized transportation funding through FTA's *Job Access and Reverse Commute* is currently used but will not be an ongoing funding source. But SunLine has identified this line as part of its core system and will continue to fund the route so long as ridership remains sufficient to keep the line viable.
  - SunLine reports this is one of the least ridden lines within its system, only 1,300 riders a month; this may be due to its low frequency, of just three runs per day as well as the length of the trip. The three runs daily reflect a 180-minute frequency.
  - Community members report need for extension of Line 95; potential riders are living beyond the current 1-mile pick-up zone from Club View and Windlass which is as far east as Line 95 currently travels.
- Near Thermal, **placing a bus stop east of Thermal at the Salton Sea State Park at the corner of Parkside Drive and Highway 111** can allow visitors to access the park and serve the residents of Desert Sea Ranchos.
- Below Mecca and Oasis, **extending SunLine Line 91 farther south below Avenue 70**, will help to serve individuals not now within any reasonable distance of SunLine service.
- **Connections to Imperial Valley Transit** may be feasible by providing some limited service south of Oasis on those days of the week when IVT services travel that far north.
- Near Whitewater, the **Guide Dogs of the Desert at 60740 Dillon Road** (Highway 62 and Dillon Road) has no public transportation. Both graduates and applicants, all of whom are visually impaired to varying degrees, need transportation to the school.

## 2. There is need for faster trips and increased frequency on existing public transit services.

- It can take **two hours to get to Palm Springs from Palm Desert** and longer to other parts of SunLine's service area.
- Persons traveling from **Palm Springs to Desert Hot Springs** may ride the bus four hours one way.
- SunLine's **Line 32 has one-hour frequency on weekdays**; more frequent trips are desired.
- For SunLine's **Line 14 increased frequency** need was expressed, to increase use of the Desert Hot Springs Library at 11691 West Drive. The Library serves about 1,700 visitors daily. Library employees have to leave early/ arrive later due to the existing bus schedule. More frequent service would minimize this problem, although service is currently at half-hour intervals.

## 3. Need for expanded service hours reported.

- Public transit doesn't serve **riders or potential riders who work the 2<sup>nd</sup> and 3<sup>rd</sup> shifts** in Palm Springs and Palm Desert service industry. The organization Desert ARC which operates its own client transportation, only has service available during regular hours. Its clients often cannot take those jobs that require late night and/or very early morning access.
  - Although SunLine's Line 111 operates until 11 p.m. and starts just before 5 a.m. on weekdays, where riders must connect with other services that don't have as long a span of hours, they have difficulty using public transportation to get to and from job sites.
  - Desert ARC provides travel training to its consumers who can work independently. This isn't useful though when the jobs they secure are outside of SunLine's operating hours.
- Would like to see **Line 20 Desert Hot Springs service extended farther into the evening**. This service which is much appreciated now runs until to 6 p.m. southbound and 7 p.m. northbound.

## 4. Medical trip needs exist.

- **Angel View** provides local transportation support to its constituents, persons with disabilities, but cannot assist with the transportation needs of children on its caseload who must travel from all areas of the Coachella Valley into Loma Linda University Medical Center to be seen by pediatric specialists.
  - Angel View has provided some limited mileage reimbursement, akin to the TRIP program, but to family members who may be able to make this long trip; last year covering nearly 120,000 miles, but exhausting its funds.
  - Operating support for Angel View's mileage reimbursement program is needed or relaxing the Riverside TRIP program rules to allow family members to transport on these long-distance medical trips.
- **Medical trips into** Riverside Regional Medical Center and Loma Linda University Medical Center are currently difficult for some Coachella Valley residents.
- **Veterans expressed need for expanded options for traveling** to the Veterans Administration Medical Center in Loma Linda.

## 5. Transportation needs into Riverside and the Los Angeles basin continue.

- CommuterLink 220 riders would like to see **more frequent service** between the Coachella Valley and Riverside, currently three runs per day in each direction.
  - Veterans expressed this need, to be able to connect to service on to the Loma Linda VAMC.
  - Persons with disabilities from varying organizations and seniors/ retired persons requested more service options between the Coachella Valley and Riverside, with connections on into Los Angeles.
- **Express bus service** between the eastern Coachella Valley to Riverside or San Bernardino is requested; ideally such service should be coordinated with Metrolink schedules so that individuals can travel all the way into Los Angeles.
- **Providing Metrolink or rail service** between the Coachella Valley and western Riverside, the Los Angeles Basin, is desired.

#### 6. Human service agency institutional opportunities, needs and barriers to coordination.

- The **Mecca Public Library** has many consumers who travel there from North Shore. The Library is interested in promoting public transportation, potentially along the lines of the successful health promotion “promotoras” model where the ambassador has a stipend. Conceivably the stipend for a transit ambassador could be in the form of a bus pass.
- The **Mecca Family Resource Center** could be a good partner in public transportation promotion and mobility management travel training activities.
- **Angel View** provides specialized door-through-door transportation to its clients from residential programs to day programs, all persons with profound disabilities. Transportation needs continue to increase and support for both capital and operating expense continues to be needed as agency transportation demand has doubled over the past ten years.
- **Jewish Family Services** operates a volunteer driver transportation program, providing between 30 to 50 trips per month. Its needs include maintaining the program and identifying new volunteers.
- **Angel View** provides transportation to its consumers between their residences and to supported employment locations in Cathedral City, serving a caseload of approximately 500 individuals with developmental disabilities. The Section 5310 program has been very important to this agency in securing lift-equipped vehicles with which to operate its program.
- **VetLink/ Community Connect** needs assistance in tracking and reporting on transportation topics of its callers, to capture more data about caller needs in order to better address these.
- **Desert ARC** provides daytime transportation to its consumers but this doesn’t help with persons who secure jobs with second and third shift travel times.
- **Desert Blind and Handicapped Association** has historically provided transportation to persons who can’t use SunDial due to chronic illness and who may live outside of the SunDial service area but within the four cities that DBHA serves. They provide about 80 rides per week, between 300 to 320 rides per month. The agency doesn’t have a lift-equipped vehicle but expects to receive one through its recent Section 5310 award. This is going to be an important new capability. The agency may need some support around reporting on Section 5310 funds’ use in order to secure future operating or capital support.
- **Coordination of transportation among human services agencies** in the Coachella Valley was discussed as potentially desirable but that there is not necessarily awareness of what other agencies are doing. Participants commented that there must be ways to better collaborate and coordinate around transportation to persons with disabilities and seniors within the Coachella Valley. Examples of SunLine and agency coordination do exist:
  - **SunLine’s agency bus pass purchase program** and its working relationship with the **Jewish Family Services volunteer driver program** regarding needs and mobility issues.
  - SunLine is promoting the **Operation Safehouse “safe space”** in its Ride Guide, a provider receiving some Measure A support for its Western Riverside County transportation.

#### 7. Affordability and passenger fare topics.

- **Mothers with kids requested discounted passes** for their children, when traveling together.
- The community is interested in a **discounted pass for high school, college, and possibly elementary school riders**. SunLine is interested as well, and looking for funding to cover its Fare box Recovery Ratio requirements.
- There is interest in **moving towards ticket purchase on mobile phones**; this will help those riders who don’t have exact change but do have cell phones.

#### 8. Pedestrian and bike improvements needed.

- The **bike racks on buses are often full**. Riders sometimes have to ride their bicycles all the way home, on very long trips, because they can’t fit the bike onto the bus.

- Concern about **pedestrian improvements** is important to community members who are walking any kind of distance to the bus stop. Concerns were expressed for residents of Thermal, Mecca, Oasis, North Shore and other unincorporated areas south of Indio where many individuals are transit dependent, walk distances, and where there are limited sidewalk improvements.

#### 9. Travel Training in use of available public transportation is important.

- **Desert ARC is a provider of travel training** to its consumers and considers this very important.
- In the Banning/ Beaumont Pass area, the **Community Access Center** serves seniors and persons with disabilities and desires to expand its travel training program – now directed to persons with disabilities – to seniors. There are many Pass residents age 85 and older who cannot drive. Its seniors are traveling into Redlands, to the Coachella Valley and into Riverside.
- SunLine staff see the need for and value of a **strong travel training program** to assist individuals and groups in discovering and using SunLine services.

#### 10. Information and transit promotion topics.

- **Promoting VetLink's Trip Planner** - The VetLink information / trip planner capability at [www.211VetLink.org](http://www.211VetLink.org) needs to be able to know about specialized transportation services, to include human services and non-profits among its list of transportation options – for example the Jewish Family Service volunteer driver program is not known to VetLink.
  - Between 80 to 200 veterans per month call looking for transportation assistance to get to services.
  - VetLink wants to capture more data, to better understand any patterns of need that may exist in these requests.
  - Uber, a Transportation Network Company (TNC) as they are now termed in the transit industry, was recently added as a resource in the VetLink trip planner.
- **Promotion and Outreach** - SunLine indicates that more staff and more assistance in outreach to promote public transportation, particularly in the eastern areas of the Coachella Valley, is needed. Some potential partners could include:
  - Mecca Library
  - Mecca Family Resource Center
  - Youth and young adult programs operating in the Mecca/ Thermal/ North Shore communities such as the Mecca Boys & Girls Club
  - North Shore Park Project/ Fitness Center
  - Promoting a Rides to Wellness program is of value – transportation for kids and families for well-being, for nutrition, to parks and to medical appointments.
  - SunLine could use community events such as the Palm Desert and Palm Springs street fairs and the evening swap meets as setting in which to provide public transit information. There are lots of Spanish speakers and potential transit users.
- **Agency Education about SunLine services** - Human service agencies and organizations interest in being better educated about SunLine services but there isn't a clear mechanism for that, aside from the efforts of individual case workers to "learn" the system through the website and ride guides.
  - There is some "disconnect" among agencies about services available and strategies for educating one another should be sought.
  - Case managers could be better educated about transportation services through flyers and by attending meetings such as the Behavioral Health Network and the Inland Empire Disability Collaborative.
  - VetLink should be better promoted as a "tool" to help with trip planning and to minimize the need to "learn" the whole transit system. There is a general lack of awareness as to what it can do and its value to the general public ridership, not just veterans.
  - More information about SunLine's Taxi Voucher program is requested as agency staff are not clear as to how to apply or whether applications can be submitted by mail.
- **Communicating more effectively with riders** could involve:



- Establishing a strategy to advise riders that their SunDial ride is approaching, such as a pager or something that older riders could wear on their wrist, would help alleviate concerns as to where is the bus and when will it be arriving. Riders long-standing complaint with SunDial Dial-a-Ride is the lengthy window-of-time that they have to wait for pick-up. Knowing more accurately when the bus is coming, that it is 5 to 10 minutes out, will help greatly.
- SunLine is interested in pursuing funding for IVR (interactive voice response systems) to improve its communications with SunDial riders as to when vehicles can be expected to arrive.
- SunLine's website is reported as not accessible to persons with vision impairments and SunLine staff indicated that they are working to correct this.
- Signs would be valuable to direct riders to nearby services, destinations and amenities, near bus stops or at major transfer locations. This would be similar to what is available near downtown areas or at airports for tourists or travelers.

## Palo Verde Valley Outreach Findings

Responses from human service and health care representatives, elected officials and consumers brought back a range of comments on transportation needs and gaps of residents of the Palo Verde Valley, with specific comments summarized in this subsection.

Positive comments were received generally about the Palo Verde Valley Transit and the availability of its services to residents. Workshop participants reported that its services make possible a range of local trips that serve employment, grocery shopping, education and medical trip purposes.

Six (6) topical areas summarize outreach findings for the Palo Verde Valley area.

### 1. Out-of-town medical trip needs exist.

- **Palo Verde Health Care District** patients sometimes needs to get into the Coachella Valley for special medical services. Currently there is one hospital and two clinics in the District but certain services are not provided locally. For example, there is no cardiology service in Blythe and these patients must travel distances for specialty and follow-up cardiac care.
- **Persons needing pediatric services** may travel as far as Riverside County Medical Center (160 miles), Loma Linda University Medical Center (170 miles) or to hospitals in San Diego County. Other areas are 100 to 120 miles distant in the Coachella Valley and include medical clinics in Indio and Desert Hot Springs, Rancho Mirage, the Eisenhower Medical Center and the Desert Regional Medical Center in Palm Springs.
- **Trip lengths** are long for such trips, easily all-day travel, given the distances.
- **Volunteer interest** has been explored for some of these medical trips, perhaps particularly into the Coachella Valley which isn't quite as long a trip as into Riverside or Loma Linda. But locating and retaining volunteers for these trip-lengths is difficult.
- **Mileage reimbursement** programs that exclude family members on these long medical trips are not practical. You don't want to travel with a stranger, a volunteer or in a ride-share arrangement for such long distances.
- **Palo Verde Hospital** used to take medical services into Quartzite but no longer does so. These individuals (largely a seasonal population) must travel on their own to medical services in Blythe.
- **Coordination of medical appointments** --- for special lifeline service, for example on Tuesdays or Thursdays into the Coachella Valley, it would be difficult if attempting to coordinate with the medical staff for shared trip services. However, with recurring and well-publicized special medical trip service, the patients themselves would seek appointments on the day(s) when transportation was available.
- **Opportunity for 5310 lifeline medical service project** – there was interest in developing a lifeline service level transportation capability, similar to Imperial County's MedTrans, to provide a medical transportation link between Blythe and the Coachella Valley, recognizing that non-profits, the Health Care District or PVVTA could apply for these funds.

## 2. Other out-of-Blythe trip needs exist.

- Some **residents of Palo Verde in Imperial County** need transportation assistance to get to Blythe for services and shopping.
- **Ripley**, about 10 miles southwest and Mesa Verde, 10 miles due west of Blythe, have seasonal residents who are largely transit dependent, very low-income individuals who migrate between these communities and Blythe.
  - PVVTA's Rural Rider and the Sliver Line with weekend service, has provided some level of service to these residents, with up to three runs on weekdays and Saturdays.
- **Tamarisk Village, near Desert Center** about 48 miles west, has 25 to 30 families who are very low-income and have periodic transportation needs. These tend to be very transient families; sometimes by the time a special transportation arrangement is made, the family has moved on.

## 3. Public Transit service needs within Blythe.

- **Improved sidewalks** will serve residents of Blythe who often have to walk long distances to the bus stop. For those who are disabled and use mobility devices, this is particularly challenging. Sidewalks are needed in various areas of Blythe as reported by outreach participants.
- Palo Verde Valley Transit **service to the Community College, Gold Line**, runs on an hourly frequency, improved somewhat from previous 70-minute frequency.
  - The last Community College class gets out at 9:45 p.m., well beyond when PVVTA services stop about 7 p.m.
  - Continuing regular fixed-schedule service until 10 p.m. hasn't been economically feasible because this is the only trip generator in that area, late in the evening.
  - PVVTA is experimenting since January 1<sup>st</sup> with an "on-call" pick-up service for students who need trips home after the regular service stops.
- The Palo Verde Valley School District is not able to pick up students who live within 2 miles of their school. PVVTA routing can ensure that schools are served as well as possible, within its limited resources, to provide trips to some students.
  - Safe Routes to School and Active Transportation grant funding may be able to support this community's sidewalk safety and improvement needs but the City would need to apply for these grants.

## 4. Sustainable, predictable public transit funding to Palo Verde Valley services is critical.

- **Need for bus stop improvements and path-of-access improvements** to comply with Americans with Disabilities Act requirements continue. The PVTA transit manager reports that available funds are so very limited for this small city with its constrained tax base to provide additional funding beyond the modest funding that comes from the State.
- **Funding opportunities and concerns** include:
  - Community development block grant (CDBG) funding was a source for a time but it is limited; decisions around its use don't always translate to funds for transportation projects.
  - Grant funding through the federal FTA Sections 5316 and 5317 was helpful but, in the long run, did not continue. Sustainable funding is critical.
- **Access to all available funding sources** and predictable funding for PVVTA is critical to sustain existing services and to expand them judiciously.

## 5. Human service agency transportation coordination opportunities.

- **Sheltering Wings** operates four (4) vehicles to take its consumers to and from its adult day program. They cannot provide trips to work, employment trips that its consumers may need. The agency could use some assistance around vehicle maintenance, possibly coordinating on maintenance or in the purchase of parts.
- **Coordination around vehicle maintenance and parts purchasing** between PVVTA and its human service agency partners could have mutual benefit.

**6. Information and transit promotion topics.**

- ***TRIP program appears to be not well-known*** in the greater Palo Verde Valley area, providing mileage assistance to volunteer drivers; possibly the program needs some promotion.
- ***PVVTA needs to have more information*** available on its services, promoted in a variety of ways – via social media, at doctors’ offices, through direct mail.
- ***PVVTA’s website is not user-friendly***. Some riders and others do seek information from PVVTA’s website. Agency staff report that a majority of their consumers have smart phones.

## Appendix B – Public Outreach Flyers and Notices



# Do You Have Transportation Needs?





### 2016 Update to the Public Transit – Human Services Transportation Coordination Plan for Riverside County

We need your help to improve mobility for all members of Riverside County!  
Join us for a **COORDINATION PLAN WORKSHOP** or **HEARING** to tell us about your transportation needs:

<p style="text-align: center;"><u>WESTERN RIVERSIDE</u> <b>Tuesday, January 26, 2016</b> <b>1:30 PM</b> Annual Unmet Transit Needs Hearing Riverside County Administrative Center Conference Room A 4080 Lemon Street, Third Floor Riverside, CA 92501</p> <p style="text-align: center;"><b>Tuesday, February 16, 2016</b> <b>3:00 pm – 4:30 pm</b> Coordination Plan Public Workshop Lake Elsinore Senior Activity Center 420 E. Lakeshore Drive Lake Elsinore, CA 92530</p>	<p style="text-align: center;"><u>HEMET AREA</u> <b>Thursday, February 18, 2016</b> <b>1:30 PM – 3:00 PM</b> Coordination Plan Public Workshop California Family Life Center 930 N State St, Hemet, CA 92543</p> <p style="text-align: center;"><u>COACHELLA VALLEY</u> <b>Tuesday, February 23, 2016</b> <b>10:30 AM – 12:00 PM</b> Coordination Plan Public Workshop Coachella Valley Association of Governments 73-710 Fred Waring Drive Palm Desert, CA 92260</p>	<p style="text-align: center;"><u>NORTH SHORE*</u> <b>Tuesday, February 23, 2016</b> <b>1:30 PM – 3:00 PM</b> Coordination Plan Public Workshop Mecca Boys and Girls Club 91391 66th Ave, Mecca, CA 92254 *Spanish translation provided</p> <p style="text-align: center;"><u>BLYTHE</u> <b>Thursday, February 25, 2016</b> <b>1:00 PM – 2:30 PM</b> Coordination Plan Public Workshop City of Blythe Council Chambers 235 N Broadway, Blythe, CA 92225</p>
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Invited Audiences: General Public + Human/Social Services Agencies + Public Agencies

For questions contact: AMMA Transit Planning – (951) 784-1333 or Martha Durbin, RCTC – (951) 787-7141.  
To request special accommodations or language assistance, please contact 72 hours in advance.

Written comments can be provided at: [www.TransportationCoordination.org/RiversidePlan](http://www.TransportationCoordination.org/RiversidePlan).



## ¡Denos a conocer sus necesidades de



### Actualización del Transporte Público 2016 – Plan de Coordinación con Servicios Sociales del Condado de Riverside

Ayúdenos a identificar sus necesidades de transporte y contribuya a los esfuerzos de planeación del Condado de Riverside para la próxima década.

Únase a la Comisión de Transporte del Condado de Riverside para comunicarnos sus preocupaciones de transporte:

<p><b><u>RIVERSIDE PONIENTE</u></b>  <b>Martes, Enero 26, 2016</b>  <b>1:30 PM</b>                      Audiencia Necesidades de Transporte                      Riverside CAC                      Conference Room A                      4080 Lemon Street, Third Floor                      Riverside, CA 92501</p> <p><b>Martes, Febrero 16, 2016</b>  <b>3:00 pm – 4:30 pm</b>                      Taller Público: Actualización del Plan                      Lake Elsinore Senior Activity Center                      420 E. Lakeshore Drive                      Lake Elsinore, CA 92530</p>	<p><b><u>AREA DE HEMET</u></b>  <b>Jueves, Febrero 18, 2016</b>  <b>1:30 PM – 3:00 PM</b>                      Taller Público: Actualización del Plan                      California Family Life Center                      930 N State St, Hemet, CA 92543</p> <p><b><u>COACHELLA VALLEY</u></b>  <b>Martes, Febrero 23, 2016</b>  <b>10:30 AM – 12:00 PM</b>                      Taller Público: Actualización del Plan                      Coachella Valley Association of                      Governments                      73-710 Fred Waring Drive                      Palm Desert, CA 92260</p>	<p><b><u>NORTH SHORE*</u></b>  <b>Martes, Febrero 23, 2016</b>  <b>1:30 PM – 3:00 PM</b>                      Taller Público: Actualización del Plan                      Mecca Boys and Girls Club                      91391 66th Ave, Mecca, CA 92254                      *Habrà traducción en Español</p> <p><b><u>BLYTHE</u></b>  <b>Jueves, Febrero 25, 2016</b>  <b>1:00 PM – 2:30 PM</b>                      Taller Público: Actualización del Plan                      City of Blythe Council Chambers                      235 N Broadway, Blythe, CA 92225</p>
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## transporte!

Participantes Invitados: Usuarios de transporte público + Agencias de Servicios Sociales + Agencias Publicas  
 Para preguntas contacte: AMMA Transit Planning – (951) 784-1333 o Martha Durbin, RCTC – (951) 787-7141.

Comentarios por escrito pueden ser recibidos aquí: [www.TransportationCoordination.org/RiversidePlan](http://www.TransportationCoordination.org/RiversidePlan).



## Make sure the transportation needs of your clients are addressed



Please assist RCTC in prioritizing strategies included in the

**Public Transit – Human Services Transportation Coordination Plan for Riverside County, 2016 Update**

### Coordination Plan Strategy Prioritization Workshop

**Thursday, May 26, 2016  
1:00 pm – 2:30 pm**

Albert A. Chatigny Senior Community  
Recreation Center | Room 2/3  
1310 Oak Valley Pkwy  
Beaumont, CA 92223



Federal guidance requires that projects funded with FTA Section 5310 must be in the Coordination Plan and that these projects and strategies be prioritized by a locally-developed process. Please represent and contribute your agency's input to this process at this critical workshop.

Invited Audiences: Human/Social Services Agencies + Public Agencies + Non-Profits

For questions contact: AMMA Transit Planning – (951) 784-1333 or Martha Durbin, RCTC – (951) 787-7141. Please advise us of special needs no less than 48 hours in advance so appropriate accommodations can be made.

[www.RiversideTransitPlan.com](http://www.RiversideTransitPlan.com)



## Appendix C – 5310 Fact Sheet

### FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Federal Fiscal Years 2015, 2016 and 2017

#### PROGRAM FACT SHEET AND TIMELINE

##### Program Purpose:

Provide capital and operating assistance grants for projects that meet the transportation needs of seniors and individuals with disabilities: where public mass transportation services are otherwise unavailable, insufficient or inappropriate; that exceed the requirements of the ADA; that improve access to fixed-route service; that provide alternatives to public transportation.

##### Funds Available FFY 2015 – 2017

- Approximately \$28 million in Federal funds for Large UZAs; and \$20 million for Small Urban and Rural.
- Projects are funded 100% with Federal funds upon FTA approval of Transportation Development Credits (Toll Credits)
- FTA mandates that at least 55% of funding is used for vehicle and other equipment projects.
- FTA mandates that no more than 45% of funding be used for Operating Assistance and Mobility Management projects.

**NEW** this grant cycle: Electronic Grants Management System (EGM). All projects will be administered online from application to project closeout. Less paper, more efficiency! EGM training will be in January 2017.

##### Eligible Applicants:

- \* Private non-profit corporations; (Vehicles, Other Equipment, Mobility Management and Operating Assistance);
- \* Public agencies where no private non-profits are readily available to provide the proposed service (Vehicles and Other Equipment);
- \* Public agencies that have been approved by the State to coordinate services (Vehicles and Other Equipment);
- \* Public agencies (Operating Assistance and Mobility Management);
- \* An Operator of Public Transportation that receives a Section 5310 grant indirectly through a recipient (Operating Assistance and Mobility Management).

##### Eligible Equipment:

- \* Accessible vans and buses;
- \* Mobile radios and communication equipment;
- \* Computer hardware and software

##### Vehicle Replacement Eligibility:

Vehicle(s) must be in active service. Active service is defined as a vehicle providing service throughout the agency's normal days and hours of operation. A replacement bus(s) or van must meet or exceed useful life at the time of application.

**Service Expansion Eligibility:** Applicants must be able to document that the proposed transportation service will provide:

- \* Services to additional persons; or
- \* Expand the service area or hours; or
- \* Increase the number and/or frequency of trips.

**Eligible Mobility Management Activities:** Include, but are not limited to:

- \* Planning, development, implementation of coordinated transportation services;
- \* Travel training/trip planning.

**Eligible Operating Activities:** Include, but are not limited to:

- \* Expansion of hours/service of paratransit service beyond the requirements of ADA;
- \* Enhancement of services (same day; etc.)
- \* New or expansion of Volunteer Driver Programs.

##### Funding Selection Process:

1. The Regional Transportation Planning Agency (RTPA) scores the applications using established evaluation criteria and completes a prioritized list for their region.
2. The State Review Committee reviews the RTPA scores, and compiles a statewide-prioritized list of projects based on available funding.
3. The California Transportation Commission (CTC) holds a public hearing to review and adopt the final list of small urban and rural projects.
4. Caltrans submits approved projects to the FTA.

**Program Requirements:** Once approved by FTA, successful applicants enter into a Standard Agreement with Caltrans. The agreement remains in effect until the project's useful life; or, for mobility management or operating assistance projects, the Standard Agreement duration. Grantees are responsible for the proper use, operating costs, and maintenance of all project equipment. Grantees must be prepared to comply with the requirements of Caltrans, the Department of Motor Vehicles, and the regulations of the California Highway Patrol.

**PROGRAM NOTE:**

*FTA Section 5310 vehicles are purchased by Caltrans using a State procurement process. Upon Caltrans approval, public agencies may follow their own local procurement process. However, the grantee must comply with state and federal procurement procedures when purchasing with local funds. Upon project completion, the grantee requests reimbursement from Caltrans for the Federal Share.*

**5310 PROGRAM TIMELINE**

- November 1, 2016** - RTPA/MPO Training tentatively scheduled for Redding, Sacramento, Visalia  
- Begin Schedule for Public Hearings (Public Transit Only)
- January 9, 2017** - Call for Projects  
- Grant Application Workshops  
- Finalize and conduct Public Hearings (Public Transit Only)
- January 9-13, 2017** - EGM Training for Agencies/RTPAs and Application Workshops (Workshops tentatively scheduled for Redding, Sacramento, San Francisco, Visalia, San Bernardino/Riverside area).
- March 1, 2017** - Applications are closed on EGM for any additional entry. System locks applications at 5 PM on March 1. RTPAs and the State Review Committee (SRC) score the applications concurrently during the month of March.  
- The RTPAs score the vehicles and equipment applications. SRC verifies the RTPAs' scores on the vehicle and equipment project applications. SRC scores the Operating Assistance and Mobility Management applications.
- April 3, 2017** - RTPAs verify/compile regional prioritized lists on EGM to be submitted to FTA by Caltrans. By close of business, RTPAs certify to Caltrans that all projects are included in their respective Coordinated Plans.
- April 2017** - Regional scores are merged into a statewide-prioritized list of projects.
- May 2017** - Submit draft list to CTC for book item at the upcoming CTC meeting  
- CTC distributes public draft Program of Projects (POP)
- June 2017** - CTC conducts staff level conference for the SRC to hear any filed appeals  
- CTC conducts public hearing to adopt final POP  
- Final POP distributed publicly  
- Projects are programmed in the FTIP
- August 2017** - Schedule Successful Applicant Workshops, verify new agency information  
- After verification that all projects have been programmed, approved POP submitted to FTA for funding approval  
- After FTA's final approval, Standard Agreement process initiated  
- Procurement process begins.

*For additional information call our toll free number (1.888.472.6816) or visit our website at:  
<http://www.dot.ca.gov/hq/MassTrans/5310.html>*