

# RIVERSIDE COUNTY TRANSPORTATION COMMISSION

## Citizens and Specialized Transit Advisory Committee

TIME: 11:00 a.m.

DATE: Monday, December 11, 2023

LOCATION: Riverside County Transportation Commission  
March Field Conference Room A  
4080 Lemon Street, 3<sup>rd</sup> Floor, CA 92502-2208

### VIDEO CONFERENCE SITES:

Palo Verde Valley Transit  
415 N. Main Street  
Conference Room A  
Blythe, CA 92225

SunLine Transit Agency  
32505 Harry Oliver Trail  
Board Room  
Thousand Palms, CA 92276

### 🌀 COMMITTEE MEMBERS 🌀

Lisa Castilone, **Chair**, GRID Alternatives, Western and Southwest Riverside County  
Gloria J. Sanchez, **Vice Chair**, Menifee Senior Advisory, Southwest Riverside County  
John Krick, **Second Vice Chair**, T-Now Member, Northwest Riverside County  
John Chavez, Retired Citizen, San Gorgonio Pass  
George Colangeli, Palo Verde Valley Transit Agency, Palo Verde Valley  
Alejandra Gonzalez, Norco Seniors on the Move, Northwest Riverside County  
Jack Marty, Retired Citizen, San Gorgonio Pass  
Mary Jo Ramirez, Workforce Development Member, Southwest Riverside County  
Ivet Woolridge, Independent Living Partnership, Riverside County  
Riverside Transit Agency, Western Riverside County  
SunLine Transit Agency, Coachella Valley



**RIVERSIDE COUNTY TRANSPORTATION COMMISSION  
CITIZENS AND SPECIALIZED TRANSIT ADVISORY COMMITTEE**

[www.rctc.org](http://www.rctc.org)

**AGENDA\***

*\*Actions may be taken on any item listed on the agenda*

**11:00 a.m.**

**Monday, December 11, 2023**

**Riverside County Transportation Commission  
March Field Conference Room A  
4080 Lemon Street, Third Floor  
Riverside, California**

**VIDEO CONFERENCE SITES:**

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*For members of the public wishing to submit comment in connection with the Committee Meeting please email written comments to the Clerk of the Board at [lmobley@rctc.org](mailto:lmobley@rctc.org) prior to December 10, 2023 at 5:00 p.m. and your comments will be made part of the official record of the proceedings. Members of the public may also make public comments through their telephone or Zoom connection when recognized by the Chair.*

*In compliance with the Brown Act and Government Code Section 54957.5, agenda materials distributed 72 hours prior to the meeting, which are public records relating to open session agenda items, will be available for inspection by members of the public prior to the meeting on the Commission's website, [www.rctc.org](http://www.rctc.org).*

*In compliance with the Americans with Disabilities Act, Government Code Section 54954.2, Executive Order N-29-20, and the Federal Transit Administration Title VI, please contact the Clerk of the Board at (951) 787-7141 if special assistance is needed to participate in a Committee meeting, including accessibility and translation services. Assistance is provided free of charge. Notification of at least 48 hours prior to the meeting time will assist staff in assuring reasonable arrangements can be made to provide assistance at the meeting.*

- 1. CALL TO ORDER**
- 2. ROLL CALL**

3. **PUBLIC COMMENTS** – *Under the Brown Act, the Committee should not take action on or discuss matters raised during public comment portion of the agenda which are not listed on the agenda. Committee members may refer such matters to staff for factual information or to be placed on the subsequent agenda for consideration. Each individual speaker is limited to speak three (3) continuous minutes or less.*
  
4. **ADDITIONS/REVISIONS** *(The Committee may add an item to the agenda after making a finding that there is a need to take immediate action on the item and that the item came to the attention of the Committee subsequent to the posting of the agenda. An action adding an item to the agenda requires 2/3 vote of the Committee. If there are less than 2/3 of the Committee members present, adding an item to the agenda requires a unanimous vote. Added items will be placed for discussion at the end of the agenda.)*
  
5. **CONSENT CALENDAR** - *All matters on the Consent Calendar will be approved in a single motion unless a Committee member(s) requests separate action on specific item(s). Items pulled from the Consent Calendar will be placed for discussion at the end of the agenda.*

**5A. APPROVAL OF MINUTES – AUGUST 7, 2023**

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**5B. PROPOSED 2024 MEETING SCHEDULE**

**Page 9**

**Overview**

This item is for the Committee to adopt its 2024 Meeting Schedule.

**6. TRAFFIC RELIEF PLAN UPDATE**

**Overview**

This item is for the Committee to receive a presentation on the Traffic Relief Plan.

**7. COUNTYWIDE TRANSIT REPORT: FISCAL YEARS 2019/20 THROUGH 2021/22**

**Page 11**

**Overview**

Receive and file the Countywide Transit Report for Fiscal Years 2019/20 through 2021/22.

**8. COMMITTEE MEMBER / STAFF REPORT**

**Overview**

This item provides the opportunity for the Committee members, transit operators, and staff to report on attended and upcoming meetings/conferences and issues related to Committee activities.

**9. ADJOURNMENT**

The next Citizens and Specialized Transit Advisory Committee meeting is scheduled for February 12, 2024.



# **AGENDA ITEM 5A**

## **MINUTES**



# RIVERSIDE COUNTY TRANSPORTATION COMMISSION

## CITIZENS AND SPECIALIZED TRANSIT ADVISORY COMMITTEE

August 7, 2023

Minutes

### 1. CALL TO ORDER

The meeting of the Citizens and Specialized Transit Advisory Committee was called to order by Second Vice Chair John Krick at 11:04 a.m.

### 2. ROLL CALL

#### Members Present

John Chavez  
George Colangeli  
John Krick  
Mary Jo Ramirez  
Ivet Woolridge  
Riverside Transit Agency  
Sunline Transit Agency

#### Members Absent

Lisa Castilone  
Alejandra Gonzalez  
Jack Marty  
Gloria J Sanchez

### 3. PUBLIC COMMENTS

Anthony Muzquiz, resident, commented on the lack of bus shades and deteriorating bus facilities along the rural or less traveled routes. SunLine needs to announce bus route and time changes.

### 4. ADDITIONS/REVISIONS

None

### 5. PUBLIC HEARING – TRANSIT NEEDS IN RIVERSIDE COUNTY

Eric DeHate, Transit Manager, presented a brief overview of the public hearing for the transit needs in Riverside County.

See attached transcript for public hearing.

### 6. CONSENT CALENDAR - *All matters on the Consent Calendar will be approved in a single motion unless a Committee Member requests separate action on specific item(s). Items pulled from the Consent Calendar will be placed for discussion at the end of the agenda.*

**M/S/C (Colangeli/Ramirez) to approve the following Consent Calendar item(s):**

#### 6A. APPROVAL OF MINUTES – JUNE 12, 2023

**7. FISCAL YEAR 2023/24 SHORT RANGE TRANSIT PLAN UPDATES**

Mr. DeHate presented the Fiscal Years 2023/24 – FY 2025/26 Short-Range Transit Plans (SRTPs) for the cities of Banning, Beaumont, Corona, and Riverside; Palo Verde Valley Transit Agency (PVVTA); Riverside Transit Agency (RTA); SunLine Transit Agency (SunLine); and the Commission’s FY 2023/24 – 2027/28 SRTTP for the Rail and Vanpool Programs.

John Chavez commented on the ridership is down as an extension of Covid-19 and that the work location has changed. A lot of people are working from home. Do you think the ridership levels will recover?

Mr. DeHate discussed the impact the pandemic had on transit, employment, and schools and how that has affected transit ridership.

Jennifer Nguyen, RTA, discussed the pandemic’s impact on ridership and travel patterns. Ridership is starting to increase.

Mr. DeHate clarified for Mary Jo Ramirez that RTA did see an increase of 6.2%.

**8. COMMITTEE MEMBER/STAFF REPORT**

8A. Ms. Nguyen, RTA, announced a service change that starts in September, there are operator shortages so there are slight weekend cuts.

8B. Ms. Moe-Luna announced the Commission is dark in August.

**9. ADJOURNMENT**

There being no further business for consideration by the Citizens and Specialized Transit Advisory Committee, the meeting adjourned at 11:53 a.m.

Respectfully submitted,



Lorelle Moe-Luna, Multimodal Services Director

**RIVERSIDE COUNTY TRANSPORTATION COMMISSION  
TRANSIT NEEDS HEARING  
11:04 a.m.  
Monday, August 7, 2023  
Riverside County Transportation Commission  
Public Hearings Transcription**

**Hearing Board:**

**John Chavez**

**George Colangeli**

**John Krick**

**Mary Jo Ramirez**

**Ivet Woolridge**

**Jennifer Nguyen, Riverside Transit Agency**

**Edith Hernandez, Sunline Transit Agency**

**RCTC Staff Members:**

**Lorelle Moe-Luna, Multimodal Services Director**

**Eric DeHate, Transit Manager**

**Allie Rackerby, Records Technician**

Public Hearing was called to order at 11:20 a.m. by Second Vice Chair John Krick.

**Second Vice Chair John Krick:** We are going to open the public hearing today to receive comments about transit needs in Riverside County, particularly gaps of service and areas where coverage is needed. We encourage members of the public who have comments regarding specific drivers, missed route trips or Dial-A-Ride, contact the service provider directly. Our role today is to listen to your comments and to work with staff and transit partners to have them addressed. The public hearing is now open. I'm calling on the Clerk to announce any written comments that have been received.

**Allie Rackerby:** We received seven written comments that were emailed to the Committee members at 9:50 this morning. Back to you Chair.

**Second Vice Chair John Krick:** Ok. Now do we have copies available right now?

**Allie Rackerby:** No, I don't have them out. But they, we received them and they were sent to the Committee members and they will also be forwarded on to any designated agency that will be able to handle them.

**Second Vice Chair John Krick:** Ok for people who are present to make comments, I'd like to say that comments will be limited to three minutes. When we call on you, we ask you to introduce yourself, the city or area you are from, and a phone number or email address if you would like us to follow up with you. Now, just to reiterate, for anyone who has just joined the meeting and

would like ASL or Spanish translation services, please inform us and it will be provided. I'd now like to turn to the Spanish translator and ask them to ask if anyone is going to need their service. And the ASL translator, can you please ask if there are any other people that will need your services. Ok, lets start in the east. Do we have any members of the public wishing to make comments at the Palo Verde satellite location? If so, proceed to speak and allow each speaker three minutes.

**George Colangeli:** No we do not. We have a member of the public that is here to observe, not to comment.

**Second Vice Chair John Krick:** Do we have any members of the public that wish to make comments at the SunLine location? If so.

**Edith Hernandez:** Yes we do. We have four members of the public.

**Second Vice Chair John Krick:** Please proceed and allow them to speak for three minutes.

**Edith Hernandez:** Ok. Our first member is Mr. Ismael Cruz.

**Ismael Cruz:** Good morning. Good morning members of the Committee. My name is Ismael Cruz and I work with the organization Todec Legal Center. We are a nonprofit that serves the Riverside County, San Bernardino, and also Inyo Counties and we really wanted to come today and just really lift up our voices. We do work a lot with rural communities such as Thermal, Mecca, Northshore, Coachella and we always need more continuously more support for transit, just for anyone. We have a lot of farm workers in the area sometimes it is really hard for them to have transportation resources such as gas or gas money and a lot of them are under the MISV program so they do need to be going to traveling to Moreno Valley so there is a lot of times that they do need a lot of assistance and we also have a lot of youth as well that live in these rural communities such as Thermal, Mecca, and not everyone is lucky to get a car when they turn eighteen years old and so a lot of these kids have issues going to college. A lot of times these families have only one car to really use between all the family members so it's really tough and they need continuous support for the youth and for everyone so we can continue progressing with these areas. Thank you.

**Edith Hernandez:** Ok. Next, we also have Rosa Benito.

**Rosa Benito:** Good morning. Ok. My name is Rosa Benito and I am also part of the Todec Legal Center. I just wanted to come today to emphasize the importance that the SunLine SunBuses provide. I'm a student, a college student of a farm worker family and I know that there has been many times where my parents have had to choose work before having, like taking us to practices and the SunBus was a very good help during my time in high school but now that I'm in college I was a part of a friend group of three and out of those three now I'm the only one still going to college because my other two friends had to drop out since they didn't have any transportation

but I know that the SunBus could provide such transportation and it would be really helpful. Thank you.

**Edith Hernandez:** Up next we have Araceli Martinez.

**Araceli Martinez:** Good morning. My name is Araceli Martinez and well the only thing I wanted to say was that since the hours changed of how the buses go on each route. I had a friend who had to wait for about two hours or more in the heat and I feel like that was a problem because since it gets really hot and I had to, like, check up on her for hours later and she said that she still didn't get picked up so that was one of the problems I thought.

**Edith Hernandez:** Ok, and lastly we have Yesenia Elias.

**Yesenia Elias:** Good morning. My name is Yesenia Elias. And I just wanted to mention about like the shelter when you're waiting for the bus, most places don't have like a, what do you call it, shelter so you could have some shade while you're waiting for the bus and I think that 's like a problem a lot through the areas of Thermal and Mecca and Coachella because it gets really hot here during the summer. We're out waiting in weather that's 100 degrees or more with the humidity it's really hot to me and then to add on waiting more than two hours out in the sun can bring you problems. And that was pretty much it. Thank you.

**Edith Hernandez:** That was the last of the public comment here at SunLine.

**Second Vice Chair John Krick:** Ok. Do we have any members of the public wishing to make comments here at the Riverside location.

**Allie Rackerby:** Mr. Chair, I have one comment card. But I'm sure there are others that wish to speak.

**Second Vice Chair John Krick:** We will start with this one. This would be Mark Strickert.

**Mark Strickert:** Good morning. I have a few comments on the transit needs of Riverside County. I was hoping there would be a restoration of service in Highgrove, north of Center Street. There used to be two different bus routes at two different times covering Michigan Street north of Center, but those routes are both gone. RTA Route 14 runs on Mt. Vernon but it does not make any stops from Loma Linda to Center Street. So, if they could add a stop or two on Mt. Vernon to serve north Highgrove and connect with shopping and other things in Grand Terrace, that would be nice. City of Calimesa is totally without service at this point. The last service they had was a Beaumont Transit Route 120. It would get off the 10, make a couple of stops on Calimesa Blvd. and then get back on the freeway. It no longer does even that. At this point the only service Calimesa is close to having is Sunservice from OmniTrans Route 319 on the south end of Yucaipa and the walk from Yucaipa to any part of Calimesa is not pleasant. There are many spots without sidewalks. I'm also curious when the Vine Street Mobility Hub is going to open. It was supposed

to open in the spring. Actually, it should have opened when they closed the old town transit center five or six years ago. Now the connections are scattered all over downtown. It's a very efficient application but apparently somebody didn't like it so I'm hoping that that will open soon and we can reestablish efficient connections in downtown Riverside. Thank you.

**Second Vice Chair John Krick:** Ok. We have a comment here. This will be Mr. John Bladow.

**John Bladow:** Hello. I am deaf so I'm going to be signing just to let you know. So, what happened in the area of Perris, Downtown Perris, at the station. So, from on the Metrolink on the transportation going to LA on the 91 freeway at College and coming back and when I'm arriving back at Perris. So, at the time, 5:45 and so there is a bus stop, you can see the areas of the bus stop and there is parking and then the Metrolink. This is where, like the Metrolink is right here, so the cars are over here in the parking lot and when I'm exiting the Metrolink there's so many people that are homeless, that are smoking, they are congregating in this area and it's very crowded so there is many people. I'm leaving the Metrolink to get to my parked car, the route that I need to take, well then there's the train right there and trying to get to the parked cars and the homeless people and the smoking and the drinking and I mean, I have to breathe that in. First of all, I have to breathe that in trying to get to my car and last Wednesday, recently on Wednesday, on August 2, the 25<sup>th</sup>, there was smoking and they're breathing that out and I had to go by that and so there was no security at that time and that's against the law. It's their responsibility to watch us to make sure that they're there. So, there was no security and that was against the law. There was no security as I was leaving the Metrolink. So then, when he was supposed to be watching the people when they arrive from the Metrolink and there's all these homeless people it's his responsibility to watch the people exiting the Metrolink, but the homeless people are bothering people, there's victims. I mean really, it's a problem. So, and then the bus, bus route 22 specifically, bus route 22, they're congregating there by the bus and I'm asking if they could move that right there because at the time there's no security and there needs to be security when we're arriving from the Metrolink to make sure we're safe having some elbow room not being so crowded to get to the parked cars in the parking lot. So, and too, I know in the spring, what happened is I had been hit so I was a victim when I was walking north from the transit from downtown for the ADA and then I was trying to go home and so I mean I couldn't even use, and I was trying to call 9-1-1 and the communication was not happening. There was no proper training. So as a victim, it is bothering me and this could be a serious problem, and if they could change that so maybe possibly if they could reduce the number of people of the homeless population that are there so I can enjoy traveling on the Metrolink. I don't want to have to be living in fear, feeling like I'm a victim so I'm suggesting for Riverside if they can have like for the police department for all of them to establish and they could set that up for the busing and the trains, for the Metrolink and that they could you know arrest the people and there is a plan for that like in the future. Please make a plan for that because I need to feel safe. Please if you could help me, I would like to feel safe. I would like to be able to ride the Metrolink and be able to arrive home safely. And to relocate the bus stop. If we can relocate the bus stop.

**Eric DeHate:** Thank you.

**Second Vice Chair John Krick:** Do we have any other comments from the public?

**John Chavez:** Just one Mr. Chair. Are the advertisements for the public hearings although the Press Enterprise is widely distributed in Beaumont and in Banning there is one little newspaper that we get delivered daily or weekly I should say, The Record Gazette. That's a primary source of news for the local community. I'd like to get these kinds of meetings advertised in that newspaper. I'd put it out through neighborhood or local media but sometimes the attachments, the pdf bombs don't transfer over and I have a heck of a time trying to get it to go over so if we could get The Record Gazette involved in these advertisements, public hearings, etc. it would do us a world of good. Thank you.

**Second Vice Chair John Krick:** We have Pilar Cole. If you could just tell us what city and what your concerns are. I'm sorry.

**Pilar Cole:** Ok. My name is Pilar Cole. I am the Systems Change Outtake Community Organizer for the Community Access Center here in Riverside County and I'm speaking on Highgrove. At the Community Access Center we are a group of disability advocates, and we advocate for disability rights. We try to advocate to help people stay in their communities and I'm speaking on Highgrove. In Highgrove on Main Street there should be a bus shed because it is very warm outside and the bus stop that they have right there is nothing but sun. Older adults and people with disabilities taking medication and they can pass out or have seizures because of the heat. The heat we have is very warm weather this year and I just feel, I'm asking for a bus shed on Main Street.

**Second Vice Chair John Krick:** Are there any other members of the public wishing to make a comment?

**John Bladow:** Oh, I had forgot one more item about the bus and the ADA transportation, it needs to have full air conditioning as well. A month ago the air conditioning was broke and I got dizzy. Just letting you know that.

**Second Vice Chair John Krick:** Thank you.

**Eric DeHate:** At Palo Verde Valley Transit Agency is there any other follow up on that?

**George Colangeli:** There is not Eric. Thank you.

**Eric DeHate:** Anyone else at SunLine Transit Agency?

**Edith Hernandez:** No one else.

**Second Vice Chair John Krick:** Alright, we will now proceed to Item 6 the consent calendar. Oh, I'm sorry. Oh. The public hearing is now closed. Thank you for everyone who participated and provided comments today. Staff will share these comments with the transit operators for future service improvements.

# **AGENDA ITEM 5B**



**RIVERSIDE COUNTY TRANSPORTATION COMMISSION**

<b>DATE:</b>	December 11, 2023
<b>TO:</b>	Citizens and Specialized Transit Advisory Committee
<b>FROM:</b>	Eric DeHate, Transit Manager
<b>SUBJECT:</b>	Proposed 2024 Meeting Schedule

**STAFF RECOMMENDATION:**

This item is for the Committee to adopt its 2024 Meeting Schedule.

**BACKGROUND INFORMATION:**

The Committee is scheduled to meet on the second Monday of every other month at 11:00 a.m., starting in February 2024. Meetings will be held bi-monthly in 2024 except on holidays. Attachment 1 includes the proposed 2024 meeting schedule.

Meetings will be held in-person at three locations:

1. RCTC Main Office at the County Administrative Center in Riverside
2. SunLine Transit Agency's office in Thousand Palms
3. Palo Verde Valley Transit Agency's office in Blythe

Attachment: 2024 CSTAC Meeting Schedule



## **2024 CSTAC MEETING SCHEDULE**

Following is the 2024 Citizens and Specialized Transit Advisory Committee (CSTAC) meeting schedule. All meetings will commence at 11:00 a.m. unless otherwise notified.

**Monday, February 12, 2024 @ 11:00 AM**

**Monday, April 8, 2024 @ 11:00 AM**

**Monday, June 10, 2024 @ 11:00 AM**

**Monday, August 12, 2024 @ 11:00 AM\***

**No meeting in October due to Columbus Day holiday**

**Monday, December 9, 2024 @ 11:00 AM**

\*Meeting to include Transit Needs Public Hearing

CSTAC meetings will be held in-person at the following three locations, unless otherwise notified.

1. RCTC Main Office on Lemon Street at the County Administrative Center in Riverside
2. SunLine Transit Agency's office in Thousand Palms
3. Palo Verde Valley Transit Agency's office in Blythe



**AGENDA ITEM 6**

**PRESENTATION**



# **AGENDA ITEM 7**



**RIVERSIDE COUNTY TRANSPORTATION COMMISSION**

<b>DATE:</b>	December 11, 2023
<b>TO:</b>	Citizens and Specialized Transit Advisory Committee
<b>FROM:</b>	Eric DeHate, Transit Manager
<b>SUBJECT:</b>	Countywide Transit Report: Fiscal Years 2019/20 through 2021/22

**STAFF RECOMMENDATION:**

Receive and file the Countywide Transit Report for Fiscal Years 2019/20 through 2021/22.

**BACKGROUND INFORMATION:**

The Commission, as the regional transportation planning agency and county transportation commission, provides funding oversight and administration of multiple transit programs within Riverside County as required by various Public Utilities Codes (PUC), ordinances and policies. Most of the regulatory policies regarding transportation funding for transit operators in California are governed by the Transportation Development Act (TDA) of 1971. As required under PUC Section 99244, the Commission is required to regularly monitor and provide recommendations for productivity and performance improvements of the transit services receiving TDA funding. This is conducted through the Short-Range Transit Plans updates submitted annually, annual audits, and triennial TDA performance audits.

In addition to complying with the minimum requirements set forth by TDA, the Commission began the compilation of a Countywide Transit Report in 2014 to provide a “state of transit” overview. The report is a standalone review of transit services based primarily on annual audited financial data and is inclusive of not only TDA-funded public transit services but also local Measure A funded programs such as the Specialized Transit Program.

**DISCUSSION:**

The FYs 2019/20 – 2021/22 Countywide Transit Report (Attachment 1 and 2) provides a high-level summary of the public transit network in Riverside County with factsheets for five modes of transportation: commuter rail, fixed-route bus, demand response/paratransit bus, specialized transit, and vanpool. Key performance metrics that are highlighted include the following:

- Farebox Recovery Ratio;
- Passenger Boardings;
- Operating Costs;
- Revenue Service Hours;

- Passengers Per Revenue Hour; and
- Other indicators relevant by mode such as train service miles and subsidy per trip.

Additionally, the report provides highlights of major ridership trends, future strategies to meet demand, and marketing initiatives underway as the transit providers maneuver through the recovery phase to regain ridership.

### **How Are We Doing?**

The network of nine public transit service providers and 15 human service operators carried approximately 12.5 million passenger trips in FY 2019/20, 5.8 million passenger trips in FY 2020/21, and over 7.1 million passenger trips in FY 2021/22. In 2019, prior to COVID-19, transit operators and human service operators carried 15.5 million passenger trips. This was starting to show signs of re-growth upon the implementation of various marketing initiatives and service enhancements; however, in March 2020, when the Coronavirus pandemic and stay-at-home orders were issued statewide, ridership again tumbled drastically in the months to come, declining up to 80 percent by route in some cases. FY 2020/21 was the lowest point of transit ridership during the pandemic. Farebox recovery ratios were being met in FY 2019/20, but the pandemic left farebox recovery ratios short of the state-required 20 percent for urban areas and 10 percent for rural areas in FY 2020/21. The state legislators enacted waivers for farebox recovery and penalties which has helped transit operators weather the pandemic. Annual operating costs for public transit services from FY 2019/20 through FY 2021/22 for the county exceeded \$155 million, with revenues comprised of 44 percent from federal, 42 percent from state, and 14 percent from local funding sources, such as Measure A. The passage of federal stimulus funding in 2020 was instrumental in allowing the region to preserve more local and state funds.

Transit operators prioritized enhanced safety and cleaning protocols to protect the public and employees during this time period. Mask mandates remained in effect on public transit operators until April 2022. As the pandemic continued, transit operators focused on marketing initiatives as the region moved towards a recovery phase. Strategic planning is underway for many transit operators to add back previously reduced service levels; additional community engagement with major employers and colleges and university is being conducted; and free ride programs to attract youth, college students, and veterans have been implemented.

The report provides a glimpse of the impacts the pandemic had on transit operations. A better understanding of the recovery from COVID-19 on transit will likely be gleaned in the next edition of the report which will include final audited data for FY 2022/23.

#### Attachments:

- 1) Countywide Transit Report: Fiscal Years 2019/20 - 2021/22 (English)
- 2) Countywide Transit Report: Fiscal Years 2019/20 - 2021/22 (Spanish)

## RIVERSIDE COUNTY FACTS



**7,200**  
Square Miles



**2.5 million**  
Residents

## 5 MODES of Public Transit



**Commuter Rail**



**Fixed-Route Bus**



**Public Demand Response**

(advance reservation services, Dial-A-Ride)



**Specialized Transportation**



**Vanpool Services**

The Riverside County Transportation Commission's Countywide Transit Report provides an update on the state of Riverside County transit for the past three fiscal years. Riverside County has an extensive transit network comprised of commuter rail, fixed-route and demand response buses, specialized transportation, and vanpool services. The services are provided by nine public transit service providers and 15 community-based service operators. Each of these services use voter approved 2009 Measure A sales tax funds.

Countywide ridership before the COVID-19 pandemic averaged approximately 16.1 million trips each year, or 44,000 trips per day. Similar to other transit agencies across the country, Riverside County transit operators had significant declines in ridership. In FY 2020/2021, ridership reached its lowest point of 5.8 million annual boardings or about 16,000 per day countywide. Transit agencies adapted to public health orders by implementing additional safety standards and modified service levels to become more cost-effective and meet customer demand. As restrictions began to be lifted, ridership steadily climbed, and in FY 2021/2022 increased about 22% over FY 2020/2021.

### Moving Ahead

Riverside County transit operators continue to prioritize safety for their customers and are making strides to regain ridership. Multiple strategies are being implemented to make short- and long-term changes to their systems including free or reduced fares, monitoring customer travel patterns, expanding community outreach and engagement with businesses, and exploring technological advancements such as bus tracking and mobile fare systems. The foundation is also being laid to transition to a zero-emission future to fulfill air quality goals.



## Total Operating Costs by Fund Source

*\*Includes federal stimulus funds*

**Local Funds**  
14%

**State Funds** 42%

**Federal Funds\***  
44%

## Total Operating Costs

**FY 19/20**  
\$155.7M

**FY 20/21**  
\$161.4M

**FY 21/22**  
\$157.9M

## Public Transit Ridership Annual Passenger Trips

15.6M

-4.3%

FY 16/17

15.1M

-3.0%

FY 17/18

15.5M

1.9%

FY 18/19

12.5M

-19.0%

FY 19/20

5.8M

-53.4%

FY 20/21

7.1M

22.3%

FY 21/22

As a member agency of the Southern California Regional Rail Authority, or Metrolink, the Commission has a vested interest in commuter rail services. Metrolink services seven commuter rail lines, three of which serve Riverside County. Metrolink is a valuable alternative for commuters who travel to major employment and destination centers in southern California.

Metrolink conducted multiple rider surveys to better understand rider concerns and needs during the pandemic. Survey results revealed that safety is a top concern, most riders were essential workers, and non-commute trips is a growing sector. This has led Metrolink to focus on enhanced security measures and explore additional discount programs for low-income customers and college students.

RCTC owns and maintains all nine Metrolink stations and rail property along the Perris Valley Line in the county. The stations are multimodal transit centers with regional and local bus connections that also serve as park & ride locations to encourage rideshare. Station safety, maintenance, and rehabilitation projects continue to be a priority.

## Riverside Line Riverside to Los Angeles



**59**  
Route  
Miles

**11**  
Trains on  
Weekdays

## Inland Empire-Orange County Line San Bernardino to Oceanside

**100**  
Route  
Miles

**14**  
Trains on  
Weekdays

**4**  
Trains on  
Weekends



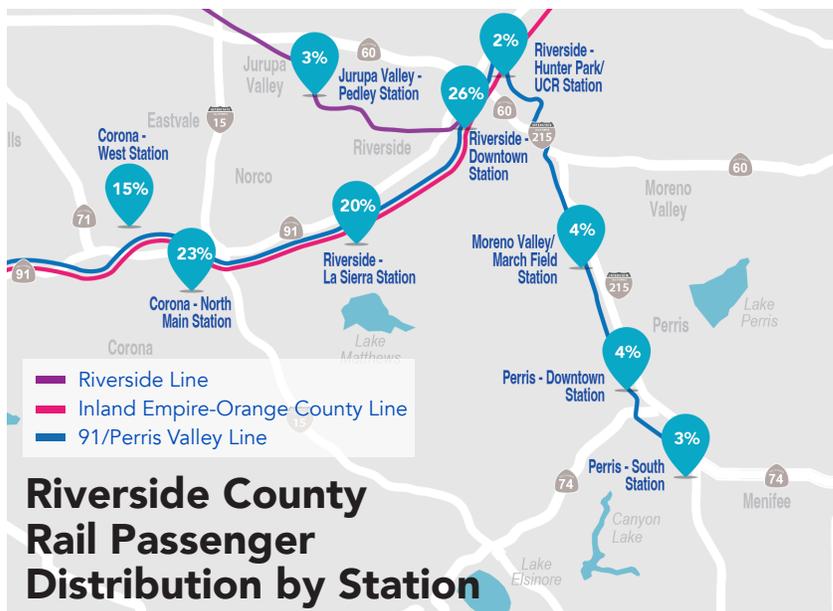
## 91/Perris Valley Line Perris Valley to Los Angeles via Fullerton



**84**  
Route  
Miles

**12**  
Trains on  
Weekdays

**4**  
Trains on  
Weekends



**Riverside County Rail Passenger Distribution by Station**

## Passenger Boardings

for Lines Serving Riverside County



## Station Operations & Maintenance Cost



## Metrolink Operating Subsidy

for Riverside County



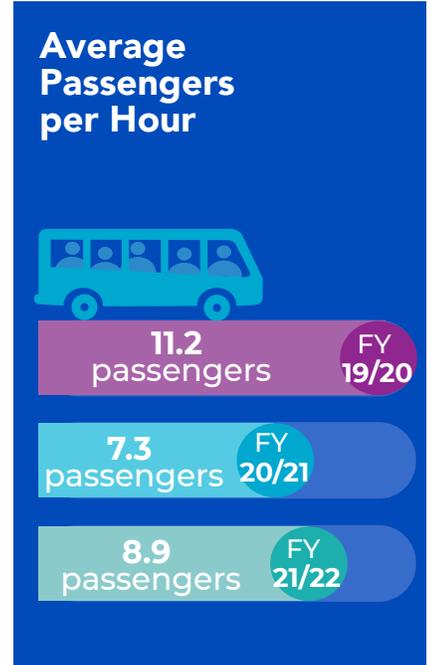
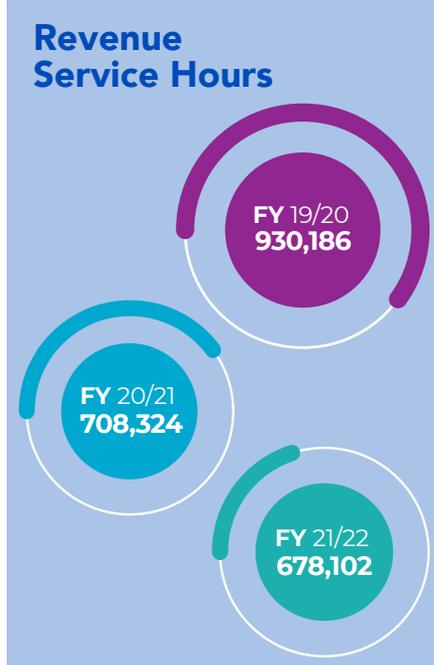
## Service Miles





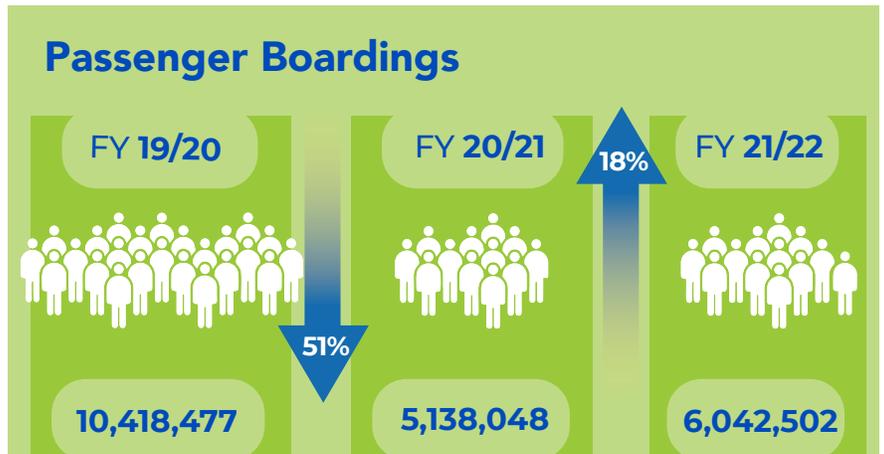
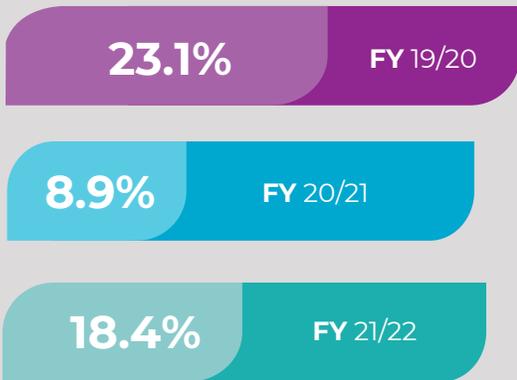
Riverside County has six operators that provide local, intercity, and express fixed-route bus services. This includes 61 local and intercity routes and seven express bus routes. These services provide an environmentally friendly alternative for residents to travel to work, school, medical appointments, and other essential tasks. During this period, bus operators invested in expanded cleaning efforts, replacing and upgrading vehicles and facilities, and introduced free and reduced fares to regain ridership.

Transit operators also continued to partner with one another and local jurisdictions to seek new funding opportunities to restore services that were reduced due to the pandemic.



## Farebox Recovery Ratio

The farebox recovery ratio is a crucial performance state-mandated indicator that gauges how much paying users contribute to funding operations. Farebox recovery minimums vary by operator, generally 20% for urban and 10% for rural areas. Due to the pandemic, legislation was enacted in 2020 to waive farebox recovery requirements.

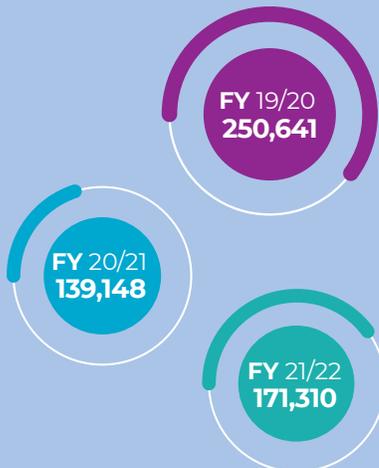


Demand response, or paratransit services, in the county are modeled as shared ride public transportation systems with advance reservations. This enables routes and schedules to be structured to transport multiple passengers to their destinations.

Complimentary paratransit service is generally provided within 3/4 of a mile from a local fixed-route service. These services are typically provided to seniors and those who qualify under the Americans with Disabilities Act, and are intended for individuals who are unable to use the fixed-route bus system. These riders are among the most vulnerable users in the transportation network.

Travel training programs such as RTA's Freedom to Go have been successful at teaching Dial-A-Ride users and others to utilize fixed-route services, enabling passengers to gain more independence and expand their mobility options.

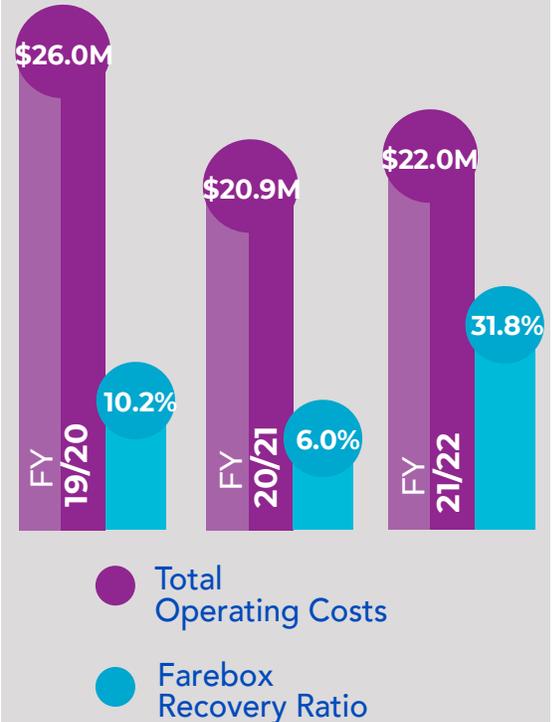
## Revenue Service Hours



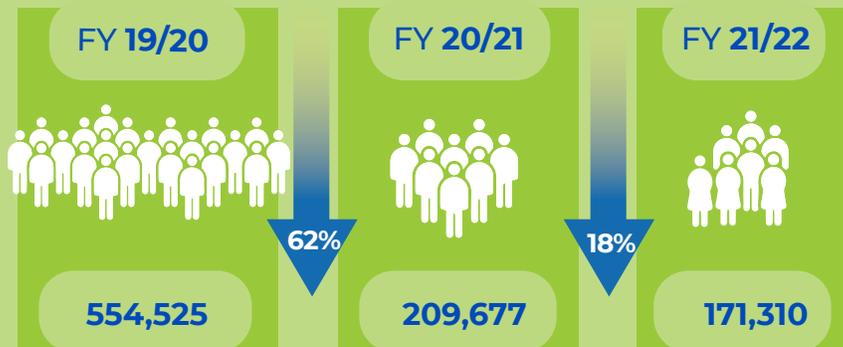
## Average Passengers per Hour



## Total Operating Costs & Farebox Recovery Ratio



## One-way Passenger Boardings



## Microtransit in the County

In January 2020, SunLine launched 'SunRide,' the first microtransit program in the county using taxi services. The service now has seven zones, and with the SunRide app, riders can plan and book a ride to pick them up within walking distance of their specified location and drop them off at a bus stop or point of interest within the designated zone. Microtransit service such as this is expanding in other parts of the county to address transit challenges such as first- and last-mile connections, reduce costs, and increase ridership.

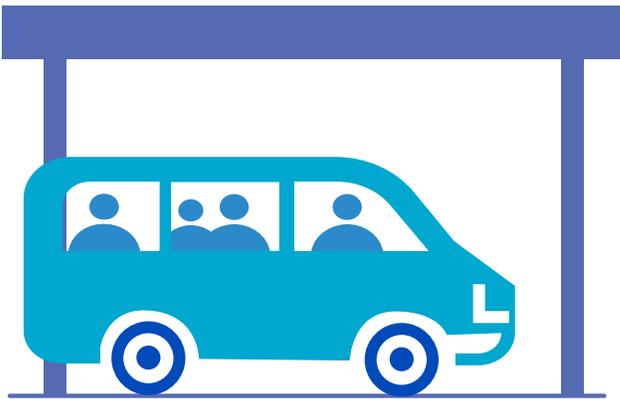


# Specialized Transit Program

## Western Riverside County

A portion of Measure A, the half-cent local sales tax revenues is used for specialized transit services. In Western Riverside County, RCTC awards funding to public and human service providers of transit services for persons with disabilities, low income, seniors, and veterans through the Specialized Transit Program. These specialized services meet the needs of the most vulnerable population that are either outside of the fixed-route bus and senior and disabled public demand response service areas, or have specific needs that cannot be met using traditional services. These services expand mobility options for individuals who cannot drive, have no one to drive them, or have difficulty using public transit.

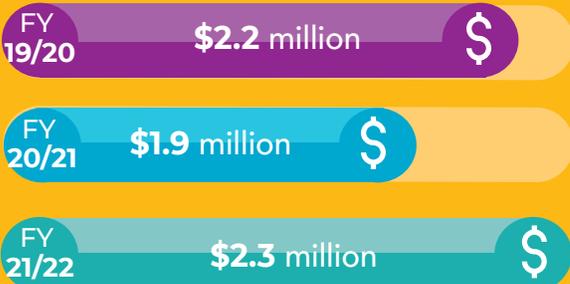
In the Coachella Valley, Measure A transit funds are allocated to SunLine, and are also used to expand transit options and keep costs low for seniors and the disabled.



### 15 Specialized Transit Programs in 5 Categories

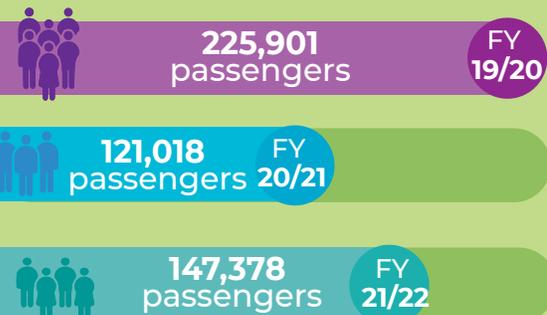
- Demand response services**  
Operating assistance for services to individuals who cannot be served by existing public transit
- Mileage reimbursement programs**  
Reimbursing volunteer drivers per mile for authorized trips they provide
- Bus pass programs**  
Distributing day passes for the county's fixed-route bus system to human service agencies to assist with clients' urgent transportation needs
- Mobility management programs**  
Assisting clients by providing information on how to use the transportation options that are available to them
- Travel training programs**  
Teaching riders how to plan trips, navigate and use the public transit fixed-route bus system

### Measure A Subsidy for Western Riverside County



### Passenger Boardings

*Inclusive of travel training and bus pass program trips.*



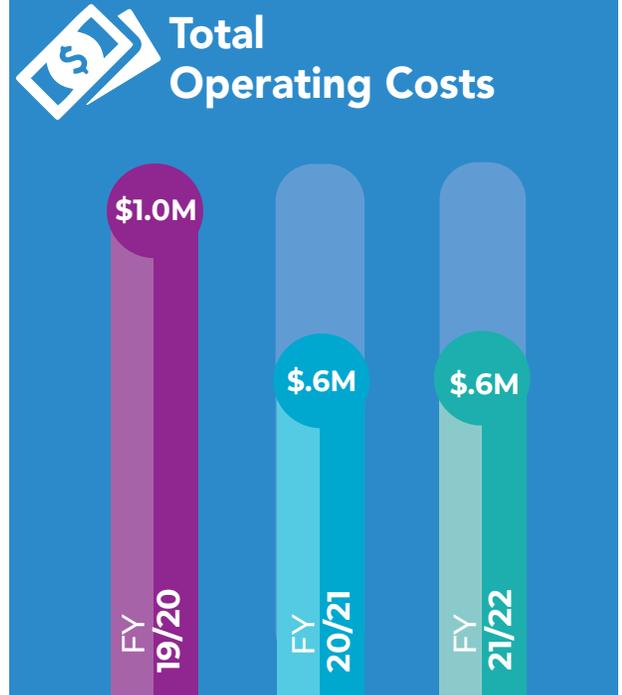
### Average Subsidy per Trip and Total Cost per Trip



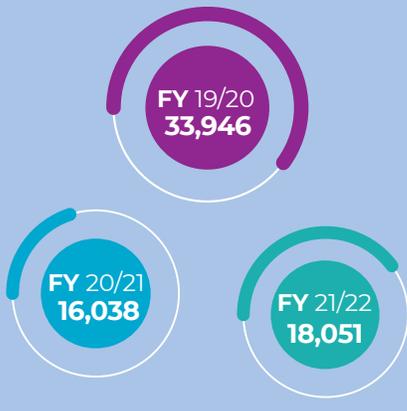
The Commission launched a new Vanpool program in Western Riverside County in May 2018, marketed as VanClub. Vanpool programs are highly effective at reducing traffic and vehicle emissions by reducing the number of vehicles traveling daily. VanClub was created to support long-distance commuters, by offering a subsidy of up to \$400 per month towards the cost of the vanpool leases. Beginning July 1, 2023, the subsidy increased to \$600 per month. They also serve as a public transportation alternative in areas that are hard to serve by transit and can be an amenity for employers to attract and retain employees.



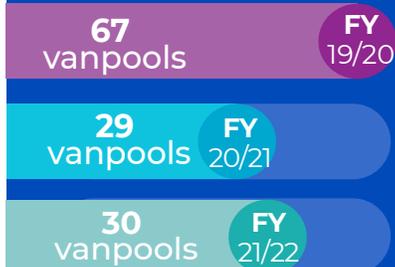
RCTC provides a Commuter Assistance Program through IE Commuter which helps residents discover a better commute to work like money-saving transit options or carpool/vanpool matches to share the ride with. At IECommuter.org, commuters can explore all the transportation options to 3,200+ worksites throughout Southern California and take advantage of rideshare incentives available to them.



### Revenue Service Hours



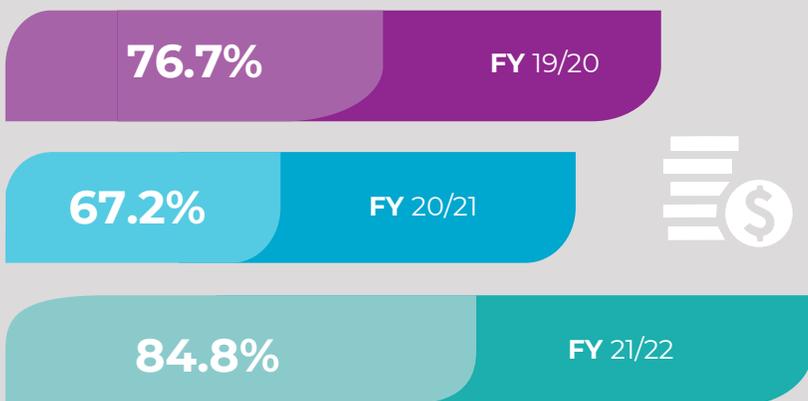
### Average Vanpools per Month



### Single Occupancy Vehicle Trips Eliminated



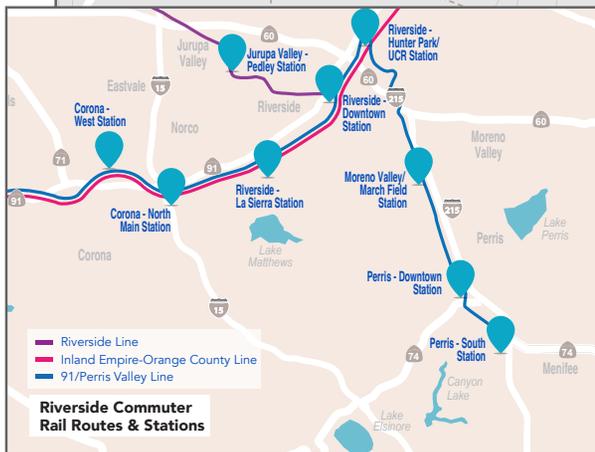
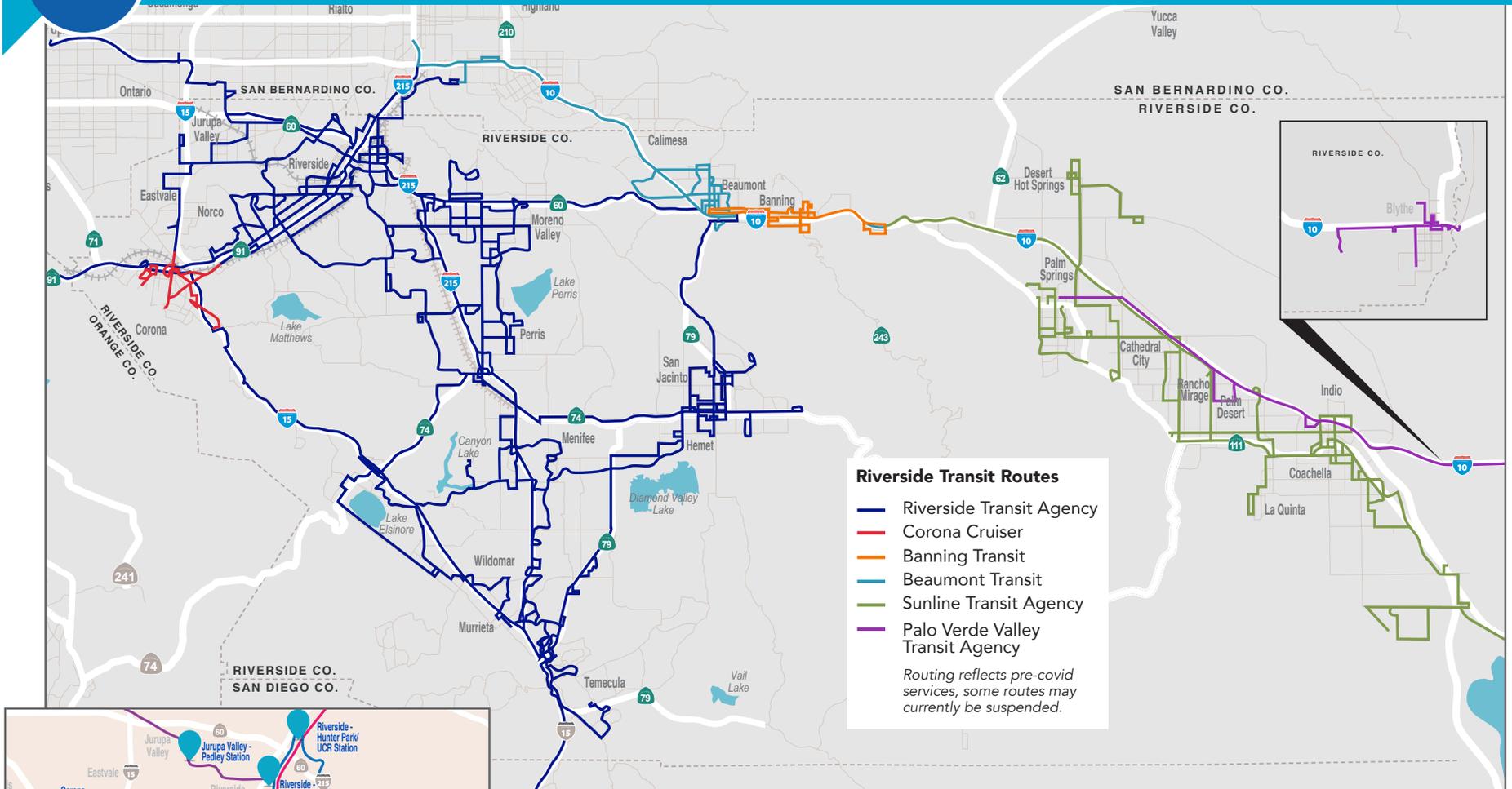
### Farebox Recovery Ratio



### Passenger Boardings in Western Riverside County



# Riverside County Transit Routes





## HECHOS DEL CONDADO DE RIVERSIDE



**7,200**  
millas cuadradas



**2,5 millones**  
de habitantes

## 5 MODALIDADES de transporte público



Tren de pasajeros



autobús de ruta fija



servicios de respuesta pública a la demanda  
(servicios de reserva)



transporte especializado



servicios de furgoneta compartida

El Informe de transporte público de la Comisión de Transporte de todo el condado de Riverside ha proporcionado una actualización sobre el estado del transporte público del condado de Riverside durante los últimos tres años fiscales. El condado de Riverside cuenta con una amplia red de transporte compuesta por trenes de pasajeros, autobuses de ruta fija, servicios de respuesta a la demanda, transporte especializado y servicios de furgonetas compartidas. Los servicios son proporcionados por nueve proveedores de servicios de transporte público y 15 operadores de servicios con base en la comunidad. Cada uno de estos servicios utiliza fondos del impuesto sobre la venta de la Medida A aprobada por los votantes en 2009.

El número de viajes en todo el condado antes de la pandemia del COVID-19 era de aproximadamente 16,1 millones de viajes al año o 44,000 viajes al día. Al igual que varias agencias de transporte público a lo largo de todo el país, el condado de Riverside tuvo disminuciones significativas en el número de pasajeros. En el año fiscal 2020/2021, el número de pasajeros alcanzó su punto más bajo de 5,8 millones de abordajes anuales o alrededor de 16,000 por día a lo largo de todo el condado. Las agencias de transporte se adaptaron a las órdenes de salud pública e implementaron normas de seguridad adicionales y modificaron los niveles de servicio para ser más rentables y satisfacer la demanda de los clientes. A medida que comenzaron a levantarse las restricciones, el número de pasajeros aumentó de manera constante y en el año fiscal 2021/2022 aumentó en un 22% con respecto al año fiscal 2020/2021.

### Siguiendo adelante

Los operadores de transporte público del condado de Riverside siguen dándole prioridad a la seguridad de sus clientes y están avanzando para recuperar el número de pasajeros. Se están implementando múltiples estrategias con cambios en sus sistemas a corto y a largo plazo, tales como las tarifas gratuitas o reducidas, el seguimiento de los patrones de viaje de los clientes, la ampliación de la divulgación comunitaria, el compromiso con las empresas y la exploración de avances tecnológicos tales como el monitoreo de autobuses y los sistemas de tarifas móviles. También se están sentando las bases de la transición hacia un futuro de cero emisiones para cumplir los objetivos de la calidad del aire.



## Costos operativos totales por fuente de financiación

*\*Incluyen los fondos de estímulo federales  
Fondos locales, fondos estatales, fondos federales*

Fondos Locales  
14%

Fondos Estatales 42%

Fondos Federales\*  
44%

## Costos operativos totales

FY 19/20  
\$155.7M

FY 20/21  
\$161.4M

FY 21/22  
\$157.9M

## Viajes de pasajeros anuales en transporte público

15.6M

-4.3%

FY 16/17

15.1M

-3.0%

FY 17/18

15.5M

1.9%

FY 18/19

12.5M

-19.0%

FY 19/20

5.8M

-53.4%

FY 20/21

7.1M

22.3%

FY 21/22

Como organismo miembro de la Autoridad Regional Ferroviaria del Sur de California o Metrolink, la Comisión tiene un gran interés en los servicios ferroviarios de pasajeros. Metrolink presta servicios a siete líneas ferroviarias de pasajeros, tres de las cuales dan servicio al condado de Riverside. Metrolink es una valiosa alternativa para los viajeros que se desplazan a los principales centros de empleo y destino del sur de California.

Metrolink realizó varias encuestas entre los usuarios para conocer mejor sus preocupaciones y necesidades durante la pandemia. Los resultados de las encuestas revelaron que la seguridad era su principal preocupación, que la mayoría de los pasajeros eran trabajadores esenciales y que los viajes no regulares eran un sector en crecimiento. Esto ha llevado a Metrolink a centrarse en la mejora de las medidas de seguridad y a explorar programas de descuento adicionales para clientes con bajos ingresos y estudiantes universitarios.

La RCTC posee y mantiene las nueve estaciones de Metrolink y la propiedad ferroviaria a lo largo de la línea Perris Valley del condado. Las estaciones son centros de transporte multimodal con conexiones de autobuses regionales y locales que también sirven como lugares de estacionamiento para fomentar el uso compartido de viajes. Los proyectos de seguridad, mantenimiento y rehabilitación de las estaciones siguen siendo una prioridad.

**Línea Riverside** Riverside a Los Ángeles



**59** millas de ruta | **11** trenes de lunes a viernes

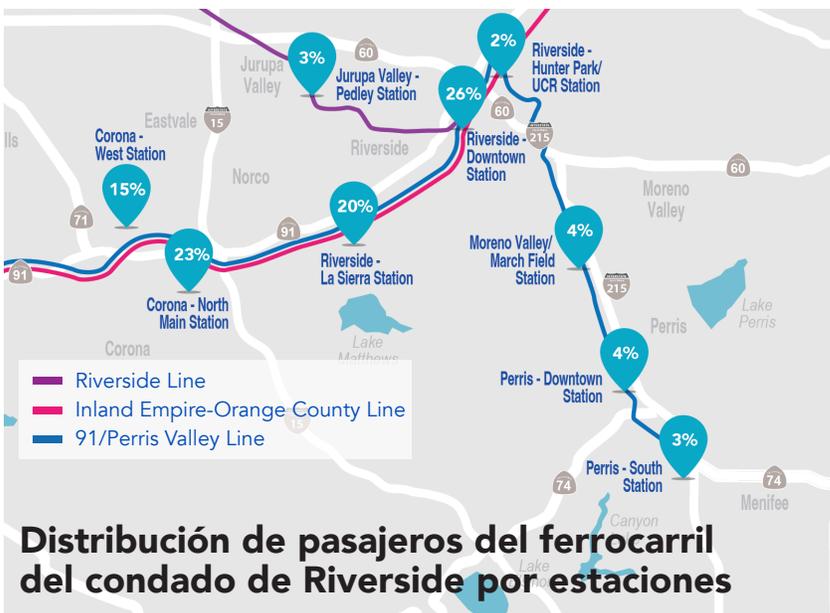
**Línea Inland Empire - condado de Orange** San Bernardino a Oceanside

**100** millas de ruta | **14** trenes de lunes a viernes | **4** trenes los fines de semana



**Línea 91/Perris Valley Line** Perris Valley a Los Ángeles por Fullerton

**84** millas de ruta | **12** trenes de lunes a viernes | **4** trenes los fines de semana

**Embarques de pasajeros: para las líneas** que dan servicio al condado de Riverside

**2,454,251** pasajeros FY 19/20

**1,072,626** pasajeros FY 20/21

**1,715,992** pasajeros FY 21/22

**Costo de las operaciones & mantenimiento de la estación**

FY 19/20: **\$6.5 millones**

FY 20/21: **\$5.9 millones**

FY 21/22: **\$6.2 millones**

**Subvención de las operaciones de Metrolink** en el condado de Riverside

FY 19/20: **\$21.3M**

FY 20/21: **\$23.8M**

FY 21/22: **\$21.5M**

**Millas de servicio**

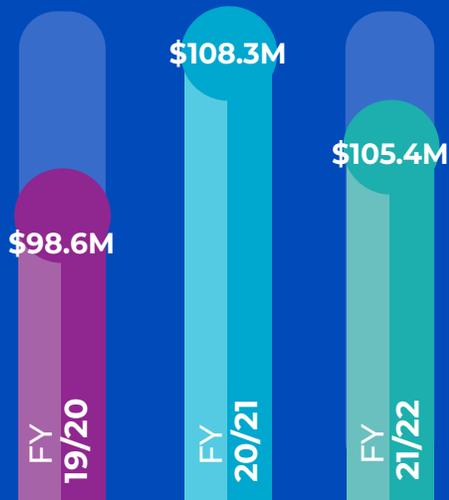
**809,328** FY 19/20

**798,403** FY 20/21

**646,457** FY 21/22



## Costos operativos totales



El condado de Riverside cuenta con seis operadores que prestan servicios de autobús de ruta fija local, interurbana y exprés. Esto incluye 61 rutas locales e interurbanas y siete rutas de autobuses exprés. Estos servicios proporcionan una alternativa respetuosa con el medio ambiente para que los residentes se desplacen al trabajo, la escuela, las citas médicas y otras tareas esenciales. Durante este periodo, los operadores de autobuses invirtieron en mayores esfuerzos de limpieza, sustituyendo y mejorando sus vehículos e instalaciones, e ofrecieron tarifas gratuitas y reducidas para recuperar pasajeros.

Los operadores de transporte también siguieron colaborando entre sí y con las jurisdicciones locales para buscar nuevas oportunidades de financiación con el fin de restablecer los servicios que se redujeron debido a la pandemia.



## Índice de recuperación de caja de tarifas:

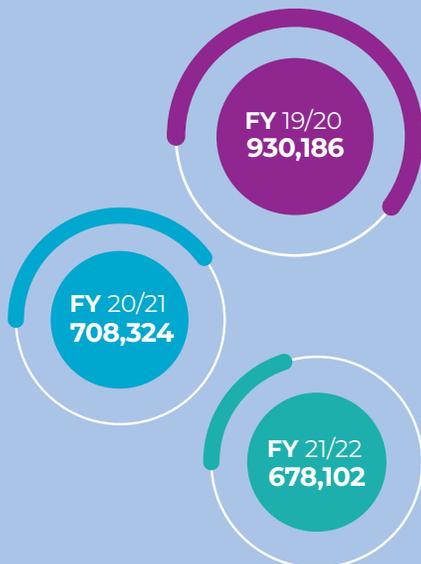
El índice de recuperación de la recaudación es un indicador de rendimiento crucial, exigido por el estado, que mide la contribución de los usuarios a la financiación de las operaciones. Los mínimos de recuperación de la tarifa varían según el operador, generalmente un 20% para las zonas urbanas y un 10% para las rurales. Debido a la pandemia, en 2020 se promulgó una ley para eximir los requisitos de recuperación de caja de tarifas.

23.1% FY 19/20

8.9% FY 20/21

18.4% FY 21/22

## Ingresos por horas de servicio



## Promedio de número de pasajeros por hora

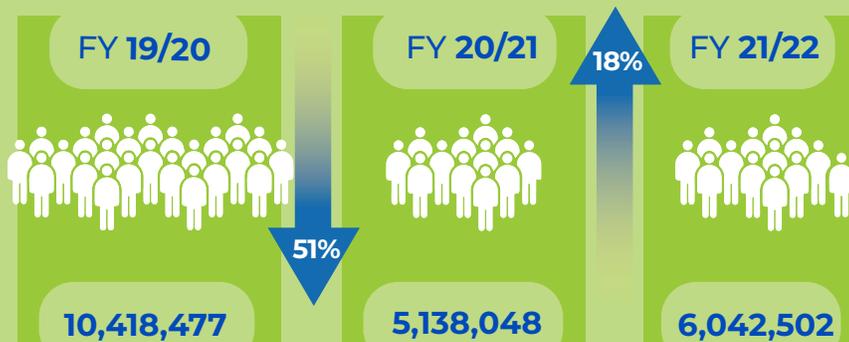


11.2 pasajeros FY 19/20

7.3 pasajeros FY 20/21

8.9 pasajeros FY 21/22

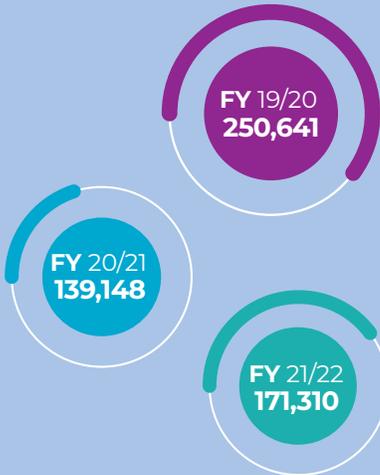
## Embarque de pasajeros



# Servicios de respuesta a la demanda pública

Los servicios de respuesta a la demanda pública o servicios de paratransporte en el condado se modelan como un sistema de transporte público compartido con reservas anticipadas, lo que permite estructurar rutas y horarios para transportar a múltiples pasajeros a sus destinos. El servicio de paratransporte complementario se presta a menos de 3/4 de milla de un servicio local de ruta fija. Estos servicios suelen prestarse a personas mayores y a quienes cumplen los requisitos de la Ley de Estadounidenses con Discapacidades y están destinados a personas que no pueden utilizar el sistema de autobuses de ruta fija. Estos usuarios se encuentran entre los más vulnerables de la red de transporte. Los programas de formación de viajes como Freedom to Go de la RTA han tenido éxito a la hora de enseñar a los usuarios de "Dial-A-Ride" y a otros a utilizar los servicios de ruta fija, permitiéndole a los pasajeros ganar más independencia y ampliar sus opciones de movilidad.

## Ingresos por horas de servicio



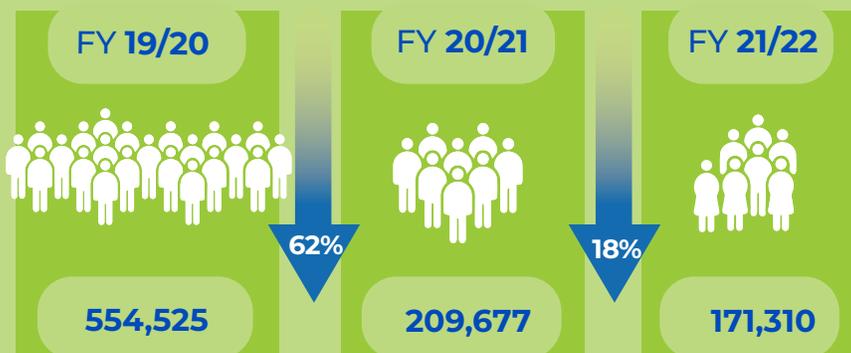
## Promedio de número de pasajeros por hora



## Costos operativos totales e índice de recuperación de caja de tarifas



## embarques de pasajeros de ida



## Microtransporte en el condado

En enero de 2020, SunLine lanzó 'SunRide', el primer programa de microtransporte del condado que utiliza servicios de taxi. El servicio cuenta ahora con siete zonas y con la aplicación SunRide, los pasajeros pueden planificar y reservar un viaje para que se les recoja cerca de su ubicación especificada y se les deje en una parada de autobús o punto de interés dentro de la zona designada. Este tipo de servicios de microtransporte se está ampliando a otras zonas del condado para resolver problemas de transporte como las conexiones de primera y última milla, reducir los costos y aumentar el número de pasajeros.



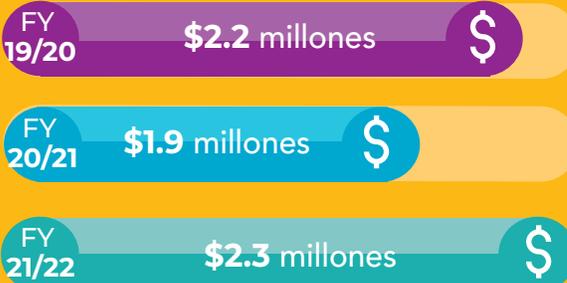
Una parte de la Medida A, la recaudación del impuesto local sobre las ventas de medio centavo se utiliza para servicios de transporte especializados. En el oeste del condado de Riverside, la RCTC otorga fondos a los proveedores de servicios públicos y humanos de transporte para personas con discapacidades, de bajos ingresos, personas mayores y veteranos a través del Programa de Transporte Especializado. Estos servicios especializados satisfacen las necesidades de la población más vulnerable que se encuentra fuera de las áreas de servicio de autobús de ruta fija y de respuesta a la demanda pública para personas mayores y discapacitadas o para personas que tienen necesidades específicas que no pueden satisfacerse utilizando los servicios tradicionales. Estos servicios amplían las opciones de movilidad de las personas que no pueden conducir, no tienen a nadie que les lleve o tienen dificultades para utilizar el transporte público. En el Coachella Valley, los fondos de transporte de la Medida A se asignaron a SunLine y también se utilizaron para ampliar las opciones de transporte y mantener los costos bajos para las personas mayores y para los discapacitados.



## 5 programas de transporte especializados en 5 categorías

- Los servicios de respuesta a la demanda** ofrecen asistencia para servicios destinados a personas que no pueden ser atendidas por el transporte público existente
- Los programas de reembolso** de millaje reembolsan a los conductores voluntarios por milla por los viajes autorizados que realizan
- Los programas de pases de autobús** distribuyen pases diarios para el sistema de autobuses de ruta fija del condado a las agencias de servicios humanos para ayudar con las necesidades urgentes de transporte de los clientes
- Los programas de gestión de la movilidad** ayudan a los clientes proporcionándoles información sobre cómo utilizar las opciones de transporte que tienen a su disposición
- Los programas de capacitación sobre viajes** les enseñan a los pasajeros a planear sus viajes, a navegar y a utilizar el sistema público de autobuses de ruta fija

### Subvención de la Medida A para el oeste del condado de Riverside



### Embarque de pasajeros

Incluidos los viajes de capacitación y de los del programa de pases de autobús



### Subvención promedio por viaje y costo total por viaje



La Comisión lanzó un nuevo programa de furgoneta compartida (en inglés, Vanpool) en el oeste del condado de Riverside en mayo de 2018, comercializado como "VanClub". Los programas de furgonetas compartidas son altamente efectivos para reducir el tráfico y las emisiones de vehículos al reducir el número de vehículos que viajan diariamente. El VanClub fue creado para apoyar a los viajeros de larga distancia, ofreciendo un subsidio de hasta \$400 por mes hacia el costo de los alquileres de la Vanpool. A partir del 1 de julio de 2023, la subvención aumentó a \$600 al mes. También sirven como una alternativa de transporte público en las zonas que son difíciles de servir por el tránsito y puede ser una amenidad para los empleadores para atraer y retener a los empleados.



La RCTC ofrece un programa de asistencia a los viajeros a través de IE Commuter que ayuda a los residentes a descubrir una mejor forma de ir al trabajo, como opciones de transporte que ahorran dinero o vehículos compartidos con los que comparten el trayecto. En IECommuter.org, los viajeros pueden explorar todas las opciones de transporte a más de 3,200 lugares de trabajo en todo el sur de California y aprovechar los incentivos de viaje compartido a su disposición.



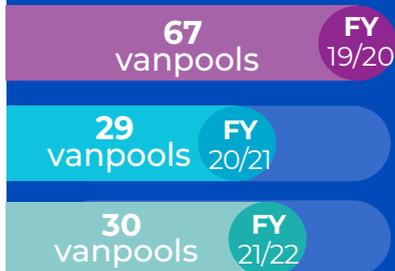
## Costos operativos totales e índice de recuperación de caja de tarifas



## Ingresos por horas de servicio



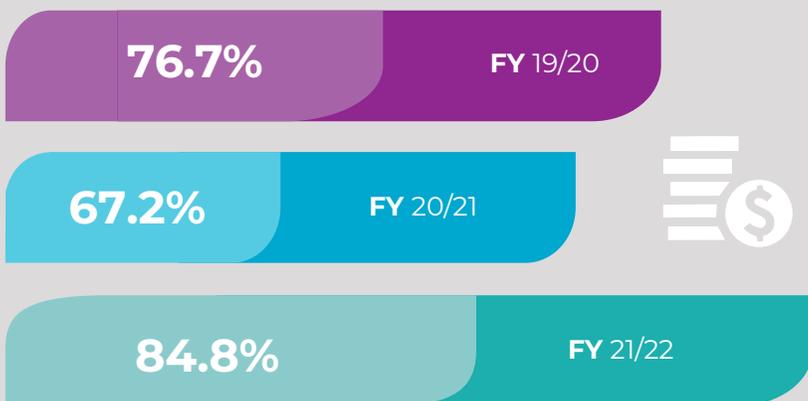
## Promedio de furgonetas compartidas por mes



## Viajes en vehículo de ocupación individual eliminados o menos viajes



## Índice de recuperación de caja de las tarifas



## Embarques de pasajeros

en el oeste del condado de Riverside



# Rutas de tránsito del condado de Riverside

