

The logo for the Riverside County Transportation Commission (RCTC) is a blue circle containing the white text "RCTC".

RCTC

**RIVERSIDE
COUNTY
TRANSPORTATION
COMMISSION**

AUGUST

2018

Riverside County
Public Transportation
Annual Countywide
Performance Report
FY 2016/2017

Prepared by

A·M·M·A
TRANSIT PLANNING



This page intentionally left blank.

TABLE OF CONTENTS

Introduction ■ 1

About This Report | 1

Context for Public Transit | 1

Performance Reporting ■ 3

Purposes | 3

The Measures | 3

Policy and Compliance | 4

Utilization | 7

Accessibility and Coverage | 10

Connectivity | 20

Resources | 21

Summary of How We're Doing ■ 21

What Do This Year's Indicators Suggest for
Riverside County Public Transportation | 27

New Transit Initiatives ■ 21

City of Corona | 26

City of Riverside | 26

Palo Verde Valley Transit Agency | 27

Pass Transit - City of Banning | 28

Pass Transit - City of Beaumont | 28

Riverside Transit Agency | 28

Sunline Transit Agency | 29

The Challenge Going Forward ■ 30

Strategies to Promote Responsiveness to
Customer Needs | 31



TABLE OF CONTENTS

Appendices ■ 32

Appendix A – Definitions, Data Sets, and References | 33

Appendix B – Public Transit Trips Provided, All Modes | 34

Appendix C – Bus Stop Location Counts by Operators Supporting
Table 5 (Transfer Locations) | 35

Appendix D – Public Transit Fleet Size Over Four Fiscal Years | 39

Appendix E – Public Utilities Code Requirement for Performance
Monitoring | 40



Introduction

About This Report

This fifth iteration of the RIVERSIDE COUNTY PUBLIC TRANSPORTATION ANNUAL COUNTYWIDE PERFORMANCE REPORT, FISCAL YEAR 2016/2017 (COUNTYWIDE REPORT) examines the performance of public transportation services of rail, bus, demand response and specialized transportation in Riverside County.

Prepared in compliance with Public Utilities Code Section 99244, this report reflects Transportation Development Act (TDA) requirements that county transportation planning agencies monitor transit provider performance. The COUNTYWIDE REPORT serves another purpose: providing a comprehensive, countywide picture of public transit expenditures and what was provided and consumed for these investments.

Two timeframes are considered here. First, for the FY 2016/2017 reporting year, audited transit expenditure and performance information examines transit provider experience in relation to five performance measures. Secondly, for the more recent FY 2017/2018 program year, selected transit initiatives are highlighted that contribute to a current picture of the public transit experience in Riverside County.

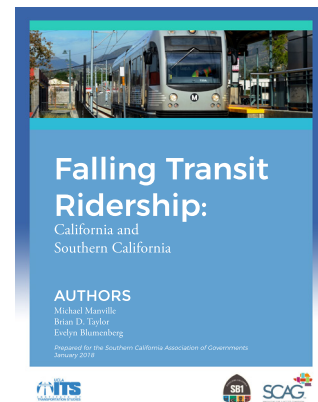
Context for Public Transportation

This COUNTYWIDE REPORT comes at a time of great change and opportunity, but also at a time of uncertainty, with recent years' decline in public transit ridership both nationally and in this region. This brings increased attention to how to invite new riders to and retain existing riders on the regional multimodal transportation network.

The Southern California Association of Governments (SCAG) undertook a region-wide analysis of the downturn in transit ridership. The University of California, Los Angeles (UCLA) authors identify that dramatically increased car ownership has contributed to lost public transit ridership. Given this and other factors, they conclude that getting traditional transit riders back is unlikely. Of greater potential, they believe, is to "convince the vast majority of people who rarely or never use transit to begin riding occasionally instead of driving."¹

The UCLA researchers propose that if just one in every four non-riders can be

¹ Manville, P. Taylor, B. Blumenberg, E. Falling Transit Ridership: California and Southern California Prepared for the Southern California Association of Governments, January 2018.



Untapped Potential

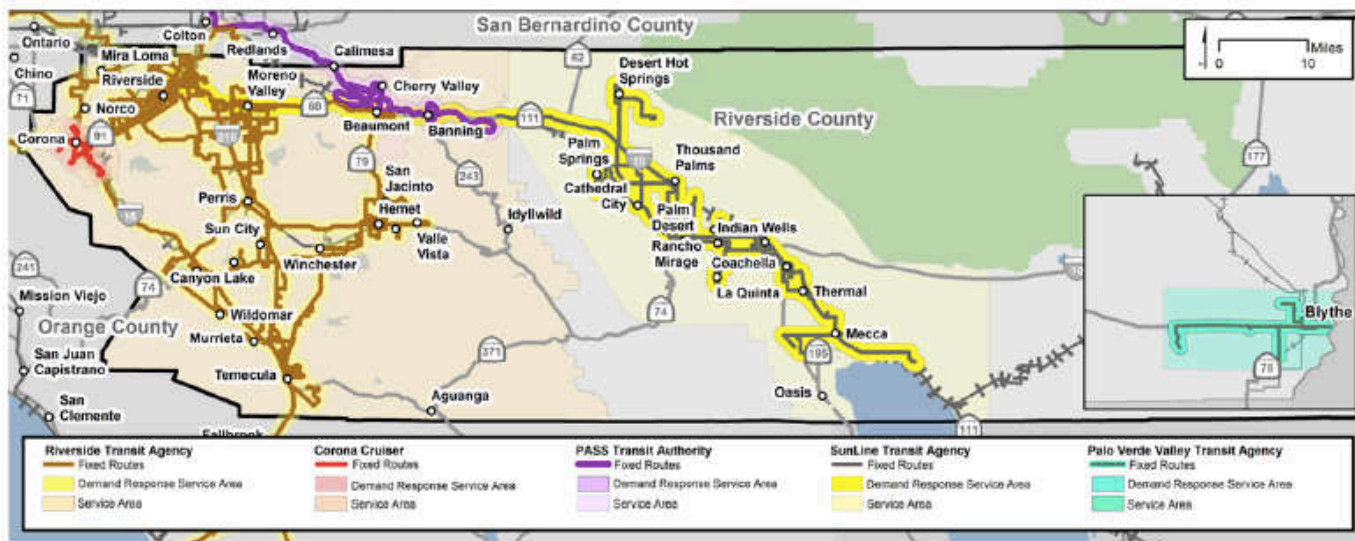
The report's authors found that traditionally transit-dependent riders who are now able to buy vehicles aren't likely to return to transit. Instead of working to gain back lost riders, they urge transit providers to focus on new riders and encourage them to use transit sometimes for some trips.

encouraged to take a transit trip just once every two weeks, “annual ridership would grow by 96 million—more than compensating for the losses of recent years”.

Riverside County is now seeing declines in transit ridership use, 6% below last year’s ridership levels and the second year of decline after multiple years of ridership growth. Riverside County transit operators, as reported in the New Transit Initiatives section of this REPORT, are already responding to this loss of ridership — and developing calls to seek new riders — through creative marketing efforts and the introduction of new routes, responsive to new markets.

Additionally, this is a critical time in the public transportation industry. Transit faces threats to its basic business model not just through declining ridership, but also through the immediacy offered by transportation network company (TNC) services of Uber and Lyft where people can order and expect a trip pick-up within minutes. Future threats loom as autonomous vehicles and electrification potentially change the face of personal mobility. These and other developments open new opportunities and change expectations. This COUNTYWIDE REPORT presents the current state of fixed and specialized transportation in Riverside County in order to position Riverside County Transportation Commission and the transit operators to better determine their opportunities during this period of fundamental change.

Figure 1. Fixed-Route Transit Service Areas in Riverside County
Source: Riverside County Strategic Assessment, 2016



Performance Reporting

Purposes

This fifth RIVERSIDE COUNTY PUBLIC TRANSPORTATION ANNUAL COUNTYWIDE PERFORMANCE REPORT, FY 2016/2017, describes the County's transit provider experience in relation to key performance areas. In addition to compliance with governing law, the COUNTYWIDE REPORT will:

- Present a countywide view of transit performance.
- Provide a snapshot in time, a benchmark group of measures by which to monitor change.
- Use outcome-based performance methodologies to comply with PL 114-94 Fixing America's Surface Transportation Act (FAST Act) and the California Transportation Development Act (Appendix E).
- Support an expandable performance measurement framework.

The Measures

Public transportation in Riverside County is financially supported through a mix of federal, state and local funding. RCTC has responsibility for the programming of federal funding that public transit operators receive and for providing oversight on regulatory compliance. The Commission does not physically hold or distribute these funds as they are drawn directly from the Federal Transit Administration (FTA) by the operators. RCTC is directly responsible for managing state Transportation Development Act (TDA) funds and Local Measure A sales tax receipts, which it does distribute. Direct management and distribution of these funds is mandated by TDA and cannot be passed down to transit operators. RCTC also has administrative and operational responsibility for rail funding allocated to Riverside County by the U.S. Department of Transportation.

This COUNTYWIDE REPORT continues to focus only on the state and local funds received by Riverside County because these are the funds under RCTC's purview. The performance measures selected for analysis in this report provide a comprehensive picture of the county's investment in transit and the resultant levels of delivered service.

The various measures are presented in five main categories:

1. Policy and Compliance – farebox recovery ratio calculations based on operating costs and revenue generated from service delivery.
2. Utilization – the delivery of passenger trips across all modes of transit.
3. Accessibility and Coverage – measuring the county’s population in proximity to available transit service.
4. Connectivity – expanding linkages throughout the transportation network.
5. Resources – monetary investment and available assets to deliver service.

Appendix A presents definitions of most data elements used in this report.

1. POLICY AND COMPLIANCE

This is the only COUNTYWIDE REPORT measure for which there is a regulatory requirement. This measure of the farebox recovery ratio has its basis in existing California law under the Transportation Development Act (TDA).

California transit operators must achieve established minimum contributions to operating costs from their riders’ fares, called farebox. Section 6633.2 of the TDA statutorily requires minimum contributions from passenger fares to ensure basic efficiencies and protect continued funding of public transit programs receiving Local Transportation Funds (LTFs). Expressed as the farebox recovery ratio, standards vary between rural and urban providers, and are based upon population density, to reflect a mandatory proportion of total operating costs that must be covered from passenger fares. The TDA allows for some additional dollars to be counted towards farebox, such as Measure A revenues and contributions from local funding sources, and also allows for farebox recovery exemptions on new routes, new route extensions and newly urbanized areas.

Presented in Table 1 are farebox recovery ratios for each Riverside County transit provider receiving funds from TDA LTF for the reporting year 2016/2017. All operators do meet their state-mandated farebox minimums, which is generally 20% for urban transit providers and 10% for rural or demand response-only providers. However, Riverside County has established “blended” minimum farebox standards, approved by Caltrans, that consider the combined urban and rural environments of each operators’ respective service area. Specifically, RTA and SunLine use these “blended” farebox standards.

Agency Farebox Recovery Ratios:

- Reflect the interaction of factors that include ridership, agency policy and operating costs;
- Are influenced by ridership, as more riders will generate increased fare revenue while declining ridership will bring down the fare contribution to operating costs;
- Reflect critical agency policy as transit fares are a key policy area determined by the transit provider;
- Are influenced by attention to operating costs as systems operating efficiently will have lower expenses with fares representing comparatively higher proportions of total costs and higher farebox ratios.

Table 1. Countywide Transportation Development Act (TDA) Audited Farebox Recovery, FY 16/17

Audit Results All Operators	COUNTYWIDE 2015	COUNTYWIDE 2016	BANNING 2017	BEAUMONT 2017 [3]	CORONA 2017	PVVTA 2017	RIVERSIDE 2017	RTA 2017	SUNLINE 2017	COUNTYWIDE 2017
Total Operating Revenue from Passenger Fares [1]	\$22,847,887	\$22,577,428	\$157,159	\$166,782	\$444,548	\$125,735	\$359,596	\$14,538,806	\$6,791,675	\$22,584,301
Total Operating Expenses, Net Farebox [2]	\$96,144,717	\$98,536,146	\$1,473,649	\$1,599,462	\$2,196,759	\$868,249	\$3,453,446	\$70,437,592	\$32,962,649	\$112,991,806
Standard — Minimum Farebox Recovery Requirement, Per TDA and RCTC Adopted Policy	No Standard	No Standard	10%	10%	20%	10%	10%	17.44%	18.23%	No Standard
Actual — Farebox Recovery Ratio/Operator	23.8%	22.9%	10.7%	10.4%	20.2%	14.5%	10.4%	20.6%	20.6%	20.0%
Meeting Requirement			Meets	Meets	Meets	Meets	Meets	Meets	Meets	

[1] Per RCTC Policy: Operators may supplement fare revenues with local funds and support such as Measure A.

[2] Net farebox is based upon agency policy, in conformance with TDA rules and RCTC adopted policy.

Source: Annual Financial Statements with Independent Auditor's Report For the Year Ending June 30, 2017

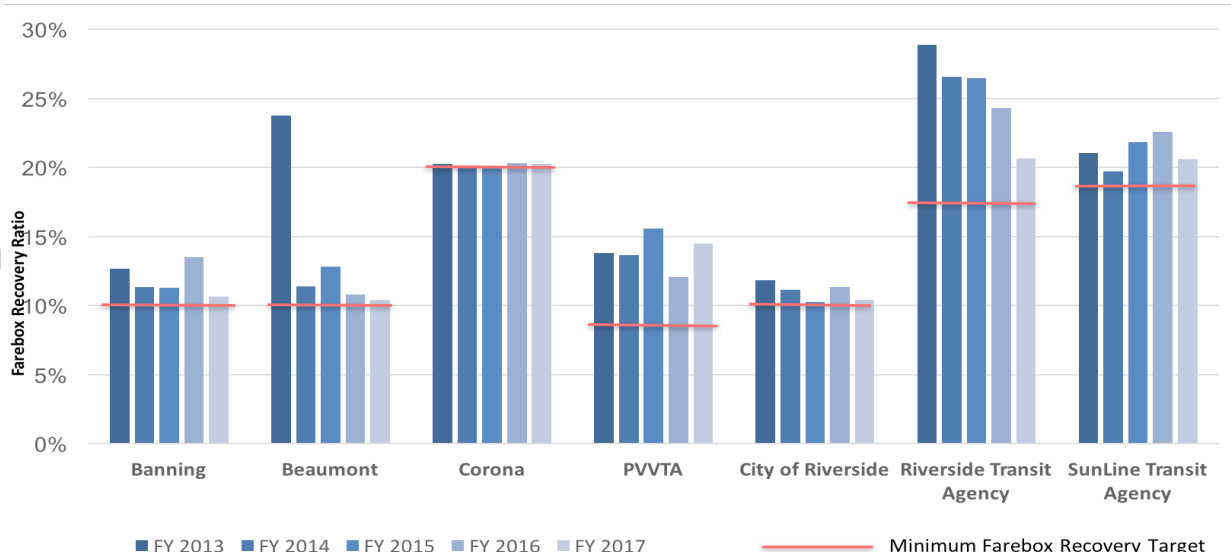
How Are We Doing?

As noted, all operators met their minimum farebox requirements. However, as Riverside County continues to experience declining ridership it becomes more difficult to maintain these minimums, given increases in operating costs that transit operators must manage year over year. This is reflected in the fact that although each operator met its respective minimum farebox ratio, the countywide farebox recovery ratio has now decreased in consecutive years, dropping by almost 4% between FY 14/15 at 23.8% and FY 16/17 at 20%. The almost 3% drop in the past year is attributed to a 13% increase in operating cost countywide, driven largely by a rise in renegotiated contract costs for RTA and their launch of new feeder services to support the Metrolink Perris Valley Line. All but two operators experienced a decrease in its farebox recovery rate this reporting period, compared to the prior year.

Figure 2 illustrates farebox recovery ratios over the last five years for each of the County's public operators. The minimum farebox standard is identified by the red bar in Figure 2. Diminishing ridership is reflected in the drop in FY 16/17 farebox recovery for the majority of the county's operators. Each of the audited providers has continually met their farebox standards, but the future is of concern as ridership continues to decline while operating costs continue to rise. The County's operators must continue to closely manage their systems' efficiencies, balancing the level and cost of services provided relative to passenger utilization and fare pricing.

While declining ridership has been a nationwide trend for several years, including double-digit ridership losses in neighboring Los Angeles and Orange counties, Riverside County had experienced increases in ridership in recent years and is only now beginning see ridership declines. The transit industry as a whole is in a period of rediscovery, exploring ways to better identify and meet the needs of today's transit user, embracing new modes of transportation and innovations in technology that make transit easier to use and operate most efficiently.

Figure 2. Historical Fare Box Experience – Riverside County Public Transit Providers



2. Utilization

The Southern California Association of Governments (SCAG) has identified trips per capita as a significant measure of the relationship between transit trips taken and population growth. Trips per capita is the ratio of trips provided to the area population. SCAG uses per capita transit trips as a regional performance indicator that has a long history dating back to the 2001 Regional Transportation Plan.

For all public transportation modes, including rail, fixed-route, demand response and specialized transportation, Riverside County presents a trips-per-capita rate of 6.3 trips per resident per year for FY 2017. This calculation reflects population growth by 3% during this period, but a decline in the number of trips provided — from 15.8 million passenger trips in FY 15/16 to less than 15.1 million trips in FY 16/17. This is an overall decline of 5%.

As presented in Table 2, the fixed-route service is the largest segment of transit trips provided, accounting for more than 85% of all trips. Fixed-route trips experienced a decrease of more than half a million trips, a 4% drop from the previous year. The second largest ridership mode is rail trips provided on the Metrolink system, at just over a million trips per year or almost 7% of all trips. Rail service saw a decline in passengers at 7% during the reporting year. Demand response transportation provided by the county's public operators remained flat, fluctuating by only a thousand trips per year over the past two years while accounting for just over 5% of all passenger trips.

The specialized transit program, supported predominantly by the County's Measure A sales tax initiative, accounts for 2.6% of all trips and experienced the largest decrease by service mode at 43% for the reporting period. Over the past two years, reductions in specialized transit trips are largely due to the introduction of operational funds attached to the long-standing FTA 5310 capital program, which shifted some reporting of trips out of RCTC's specialized program over to Caltrans as the administrator of these federal funds. There has also been a shift away from specialized transit funding for some long-standing fixed-route initiatives to traditional formula funding sources, which are now captured in the general fixed-route ridership.

Appendix B details ridership by mode and provider, reflecting the changes in ridership over time between modes and amongst services.

Table 2. Public Transit Trips Per Capita, FY 16/17

Public Transportation Trips Provided	Countywide FY 2012/13	Countywide FY 2013/14	Countywide FY 2014/15	Countywide FY 2015/16	Countywide FY 2016/17		
Service by Mode	Trips	Trips	Trips	Trips	Trips	% of Total Trips	% Change FY 15/16 to FY 16/17
Rail [1]	888,844	898,216	1,048,003	1,071,669	1,005,052	6.8%	-7%
Public Bus, Fixed Route [2]	13,603,825	14,102,821	14,159,311	13,460,620	12,920,479	85.3%	-4.18%
Public Demand Response	795,503	823,649	840,811	840,167	839,110	5.3%	-0.13%
Specialized Transportation/Universal Call Program	559,104	577,736	543,296	416,338	290,186	2.6%	-43%
ALL TRIPS: Including Rail, Public Transit, Measure A, JARC and New Freedom Programs	15,847,276	16,402,422	16,591,421	15,788,794	15,054,827	100%	-5%
TOTAL POPULATION	2,227,577	2,255,059	2,279,967	2,308,441	2,382,640		3%
<i>Trips per Capita</i> [4]	7.1	7.3	7.3	6.8	6.3		-8.2%

Notes:

[1] Annualized rail boardings are from average weekday daily boardings at Riverside CountyMetrolink stations with historical FY14/15 totals corrected: Riverside, 91 and IEOC Lines. Reported May 9, 2017.

[2] 'Public Bus, Fixed Route' trip counts do not include Specialized Transportation funded fixed route trips.

[3] Public transit trips extracted from TransTrack 'Table 2 — SRTP Service Summary' on 5/25/18. Specialized Transit operators reported from Measure A audits. Rail trips reported directly.

[4] California Department of Finance, Demographic Research Unit as of January 1, 2017.

How Are We Doing?

Monitoring the trips per capita indicator over time allows for an assessment of public transit's ability to keep pace with the county's continually growing population. Transit service areas with higher population densities typically have higher trips per capita rates than non-urban or rural areas. Due to the mix of these types of environments throughout Riverside County, this measure should not be used to rank or compare productivity amongst operators, but to contrast this county's experience with other providers whose operating characteristics, population, service area size or population density are similar.

Table 3 presents peer information: the 2016 service area population and unlinked passenger trips for the three Riverside County transit operators that report to the National Transit Database (NTD) and for nine other regional providers. This provides perspective on the Riverside County experience.

Table 3. Trips Per Capita Rates Contrasted with Other Areas

2016 Peer Agency Trips per Capita	Service Area Population	Unlinked Passenger Trips	Trips per Capita	Service Area Square Mileage	Population per Square Mile (In persons)
Audited Motor Bus Statistics Only					
SunLine Transit Agency (from Countywide Report)	422,874	4,151,467	9.8	1,120	378
Riverside Transit Agency (from Countywide Report)	1,747,410	8,284,221	4.7	2,725	641
Corona Cruiser (from Countywide Report)	170,964	132,469	0.8	41	4,170
NTD Motor Bus Statistics Only					
Los Angeles County MTA dba Metro	8,626,817	320,869,835	37.2	1,513	5,702
Long Beach Transit	796,609	26,271,977	33.0	98	8,129
Montebello Bus Lines	315,074	7,588,606	24.1	151	2,087
San Diego MTS	2,462,707	52,190,298	21.2	720	3,420
Orange County Transit Authority	3,077,903	43,271,533	14.1	463	6,648
North County Transit District, San Diego	849,420	7,558,076	8.9	403	2,108
Antelope Valley Transit Authority	349,050	3,033,755	8.7	1,200	291
Omnitrans (San Bernardino County)	1,487,235	12,379,517	8.3	466	3,191
Victor Valley Transit Authority (San Bernardino County)	429,481	1,937,143	4.5	950	452
Riverside Countywide Annual Performance Report					
All Riverside County Providers *	2,382,640	15,054,827	6.3	4,499	530

Source: Profile Year 2016 *National Transit Database* <https://www.transit.dot.gov/ntd/transit-agency-profiles>

* Source: As documented in Appendix B of this report

The unlinked passenger trips presented for these three Riverside County transit agencies are as reported in their FY 16/17 audits while other transit agency data was directly obtained from 2016 NTD operator profile reports. Passenger trips presented for all transit agencies reflect only trips taken on fixed-route bus service (i.e. motor bus, commuter bus, rapid bus) and do not include trips on rail, demand response or other modes of service. Unlinked passenger trips for all Riverside County providers, regardless of service mode are included (last line of Table 3) for a countywide perspective of service delivery and population density.

In Table 3, the factor population density, presented as population per square mile, is important to trips per capita. Riverside County's two largest fixed-route providers, RTA and SunLine, have less population density in contrast to some of their neighboring Southern California transit systems, hence generating trips per capita measures of 4.7 and 9.8 respectively. As expected, their trips per capita indicator is lower than more urban environments like Los Angeles, Long Beach and San Diego with greater population density and reflected in trips per capita rates ranging from the low 20's to the high 30's. The Corona Cruiser shares portions of its service area with RTA and operated a general public dial-a-ride during the reporting period, both contributing factors to its measure of only 0.8 trips per person.

3. Accessibility and Coverage

The varying landscapes of each of the county's operators present unique challenges in the provision of service. To better understand the ability of the county's population to access the available transit services, some measurement of transit's service coverage is important. This measure is defined in this COUNTYWIDE REPORT as the percentage of residents living within ¼ mile and within ¾ of a mile of public fixed-route transit service. This population coverage measure excludes commuter routes with limited access due to long distances between stops and dial-a-ride or specialized transit service areas that stretch beyond the distance calculations of the measure as it pertains to fixed-route service.

The ¾ mile envelope is consistent with the Americans with Disabilities Act (ADA) requirement for the provision of complementary paratransit to eligible persons with disabilities that is comparable to the level of service provided to individuals without disabilities using the fixed-route system. This year's COUNTYWIDE REPORT introduces a ¼ mile measure as representative of a walkable distance that is commonly used by transit planners to measure service accessibility as the longest distance an individual might walk to a bus stop.

This measure of accessibility to a bus route only considers the proximity of accessible transit to potential riders and does not reflect the number of available service days, span of service hours or service frequency.

How Are We Doing?

Operators instituted various service structure changes, some extending their service envelope and increasing their population coverage levels while others added service within their existing footprint.

In the following pages, Figures 3 through 7 present maps illustrating each transit provider's service area and its fixed-route network in relation to the ¼- and ¾-mile buffers. Figure 8 presents countywide population coverage within ¼- and ¾- of a mile of fixed-route service.

Riverside Transit Agency

Riverside Transit Agency (RTA) (Figure 3) reports that 46% of the 1.75 million service area residents live within a ¼-mile walkable distance of its fixed-route system and a 75% population coverage level for those living within the ADA ¾-mile envelope. This level of ¾-mile coverage is consistent with prior years' level of coverage but includes some service changes. Changes within the RTA network had minimal impact on the overall service footprint and include:

- New Route 54 Downtown Riverside Metrolink Shuttle implemented October 2016 to link Perris Valley Line passengers with key job locations in downtown Riverside.
- A 54F Festival of Lights route was also operated in November/December 2016 between Downtown Riverside Metrolink Station and downtown Riverside.
- Sunday service was implemented on historically no-service days: Thanksgiving, Christmas and New Year's Day.
- Downtown Riverside bus operations were streamlined in January 2017, together with the closure of the existing Downtown Riverside bus terminal.
- The January 2017 service changes included restructuring of Route 16 by terminating this route at University of California Riverside and coordinating the service with Route 1 through improved passenger connections.
- In January 2017, Routes 31 and 35 were also merged to provide seamless service as one single Route 31 between Hemet, San Jacinto, Beaumont, Banning and Moreno Valley.



SunLine Transit Agency

The SunLine Transit Agency (Figure 4) reports a ¼-mile and ¾-mile envelopes at 50% and 82%, respectively. This ¾-mile level of coverage remains the same as last year's COUNTYWIDE REPORT. Nonetheless, a number of current year changes were made within the network, including:



- Lines 14 — adjusted the schedule and terminus location at Indian Canyon and Ramon.
- Line 24 — rerouted to serve Sunrise between Vista Chino and Racquet Club; discontinued fixed scheduled service to Vista Chino/Caballeros and Racquet Club/Caballeros, and provided supplemental service to accommodate school students; extended service to Ramon/San Luis Rey retail area and replace terminus loop route at south Palm Springs (Palm Springs Airport).
- Line 30 — linked to changes to Route 24, adjusted the schedule and terminus location at Indian Canyon and Ramon, as well as realigned to serve the Palm Springs Airport at Tahquitz Canyon and El Cielo.
- Line 53 — rerouted to serve Monterey/Dinah Shore at the Super Walmart; discontinued service to Joslyn Center, Xavier School and the segment of service on Highway 111 from San Pablo to Cook Street.
- Lines 90, 91 and 95 — Line 91 will now serve the current Line 90 alignment in Indio. Implemented circular service in Coachella. Line 95 terminated at 5th/Vine to connect with Line 111, and route realigned to service Airport Boulevard east of SR 86 via Buchanan at Mecca/Thermal College of the Desert campus.
- Line 111 — linked to changes to Route 24, adjusted schedule and terminus location at Indian Canyon and Ramon, as well as realigned westbound route alignment at Highway 111 and Flower.

Corona Transit

Corona Transit (Figure 5) had minimal changes to its route structure and reports a continued $\frac{3}{4}$ -mile population coverage level of 73%, with 40% of its service area population living within a walkable $\frac{1}{4}$ mile. Services changes included:

- October 2016 — Opening of Bell Street upon completion of construction improvements at the Corona Regional. This change affected both the Blue Line and the Red Line in both directions, allowing service to resume at the Corona Senior Center and the Corona Library.
- September 2016 — Redline Westbound to stand down at Centennial High School from 2:49 to 2:55 p.m. to allow students time to board the bus.

Pass Transit

The Pass Transit (Figure 6) service area has 75% of its service area population living within $\frac{1}{4}$ mile and 91% of its population residing within $\frac{3}{4}$ mile of its fixed-route network. Service changes for FY 16-17 included:

- The City of Banning reduced headway times on Route 1 and expanded service hours at the MSJC Pass Campus by Route 6.
- The City of Beaumont eliminated Sunday service on Route 3-4 and added service to Mesa View Middle School in Calimesa on the newly launched Calimesa Route 136.



Palo Verde Valley Transit Agency

Palo Verde Valley Transit Agency (PVVTA) (Figure 7) reports the highest coverage levels of the County's operators with 80% of residents living within ¼-mile and 91% of its population living within ¾-mile. The ¾-mile coverage level of nine-out-of-10 residents is significant considering PVVTA operates a deviated fixed-route service that will provide curb-to-curb service within a ¾-mile envelope. PVVTA made no significant routing changes during the reporting period. However, PVVTA launched its new intercity Blythe Wellness Express medical lifeline service into the Coachella Valley in July 2017, establishing new connectivity with SunLine Transit for PVVTA riders.



Table 4 presents each transit provider's service area population and the proportion of residents living within ¼- and ¾- of a mile of the fixed-route footprint. The population envelopes are limited to persons living within Riverside County and do not include persons living within the envelope but who live across County lines.

Table 4. Service Area Population Coverage by Transit Operator

Public Transit Operator	Service Area Population	1/4 Mile Envelope	% of Total Population	3/4 Mile Envelope	% of Total Population
Riverside Transit Agency	1,747,410	805,985	46%	1,305,476	75%
SunLine Transit Agency	422,874	211,694	50%	347,303	82%
Corona Cruiser (from Countywide Report)	170,964	68,728	40%	125,617	73%
Pass Transit	84,113	63,089	75%	76,786	91%
Palo Verde Valley Transit Agency	16,390	13,554	83%	14,833	91%
Countywide*	2,189,641	1,131,520	52%	1,787,120	82%

*Countywide service area population total is a unique count to avoid duplication from overlapping service areas in Western Riverside County. Population totals were extrapolated from 2010 U.S. Census Block Level Data.

In summary, this analysis revealed that more than half, or 52%, of Riverside County residents have access to public transit within ¼-mile of where they live. Further analysis of the County's population reveals that almost 82% of all residents live within a ¾-mile distance of a fixed-route bus, an impressive accomplishment for a county with such large sectors of rural terrain.

While more current population data exists and is used elsewhere in this REPORT, this coverage assessment uses 2010 Census data, as it is most recent data set where block level data is available at the most finite level necessary to create the County's ¼- and ¾-mile "envelope" coverage calculations. One benefit of the necessary continued use of the 2010 Census data for these service coverage calculations is that it provides for comparison to a population baseline and more clearly shows change over time in the fixed-route network of each provider.

Figure 3. Riverside Transit Agency Population Coverage Within 1/4 and 3/4 of a Mile

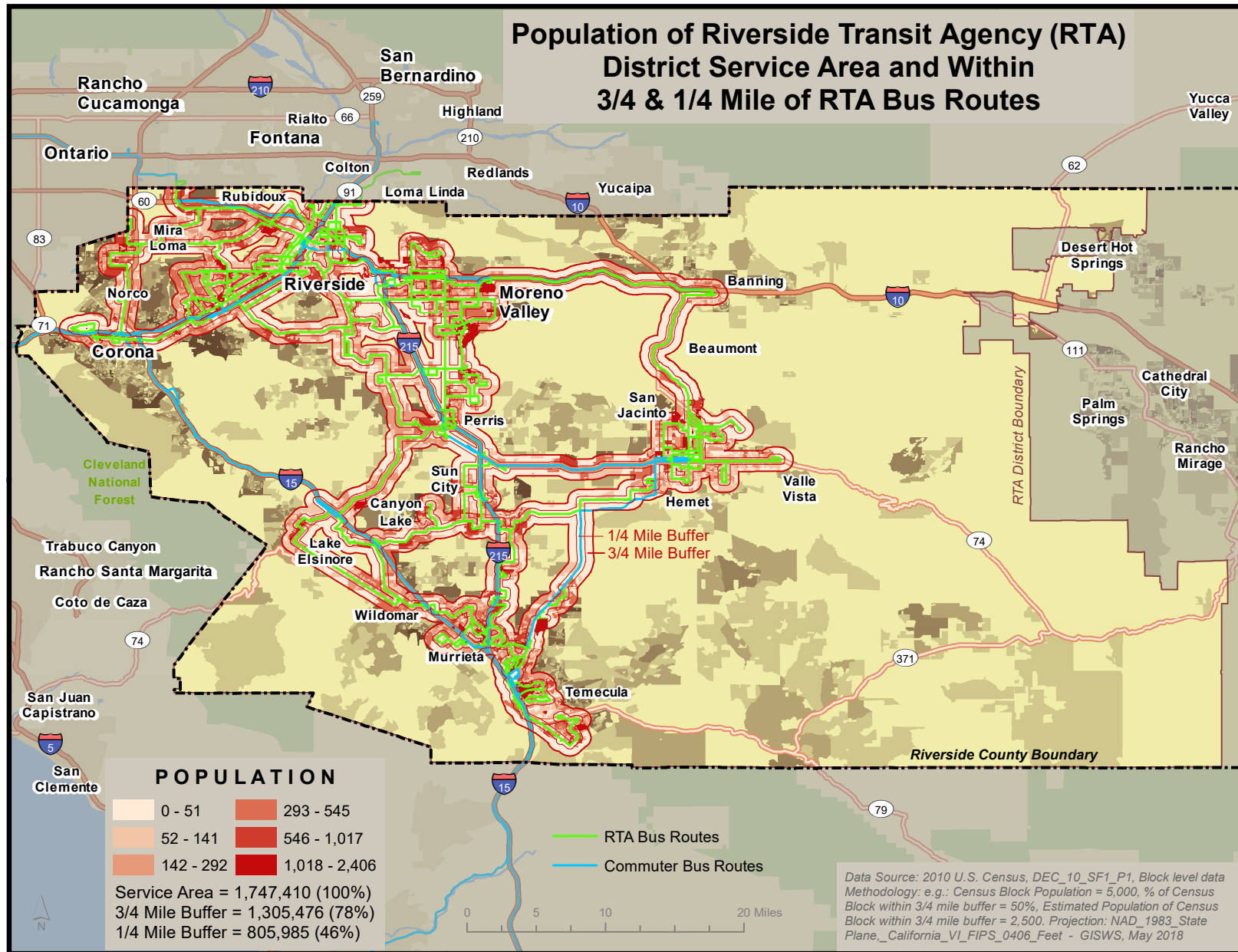


Figure 4. SunLine Transit Agency Population Coverage Within 1/4 and 3/4 of a Mile

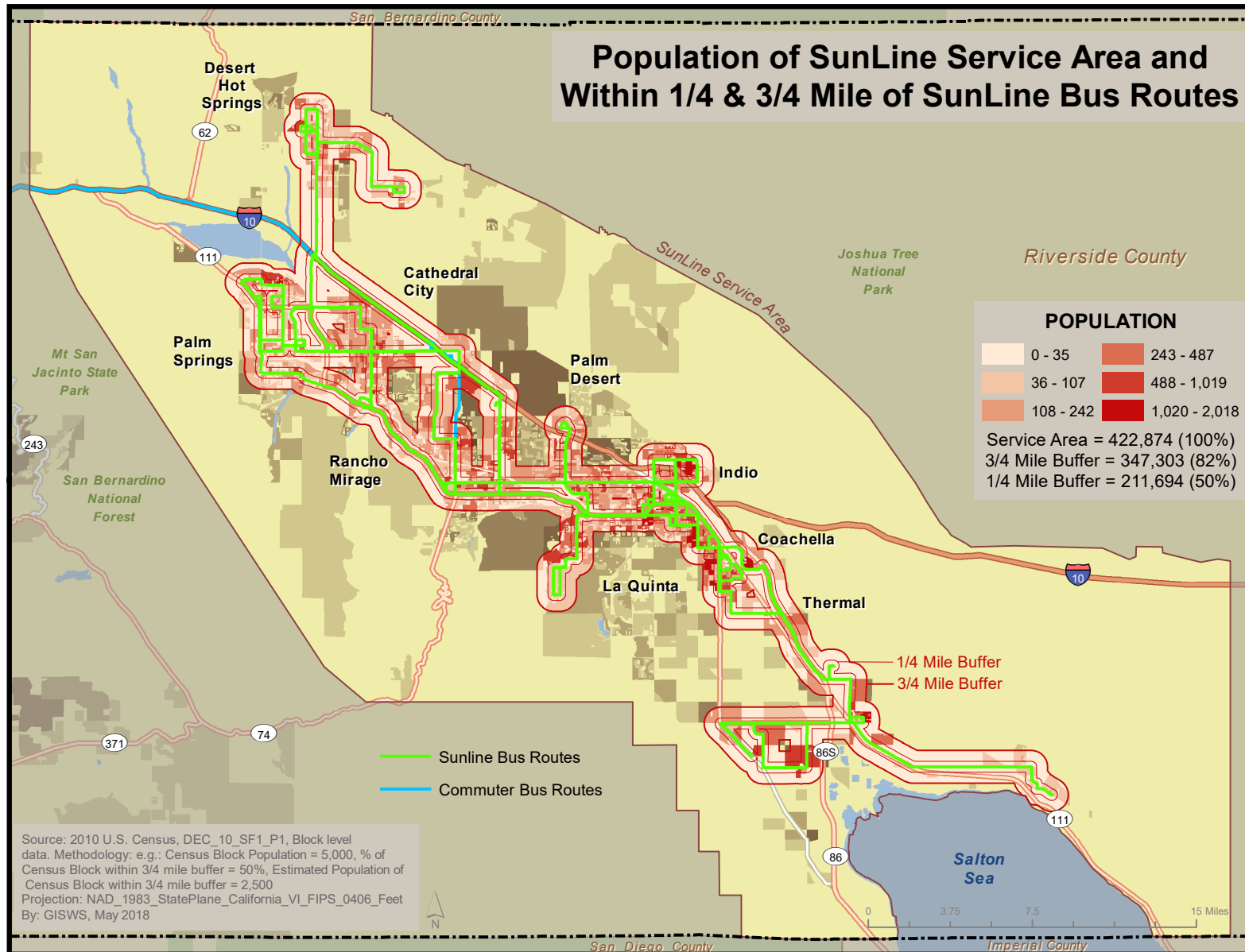


Figure 5. Corona Cruiser Population Coverage Within 1/4 and 3/4 of a Mile

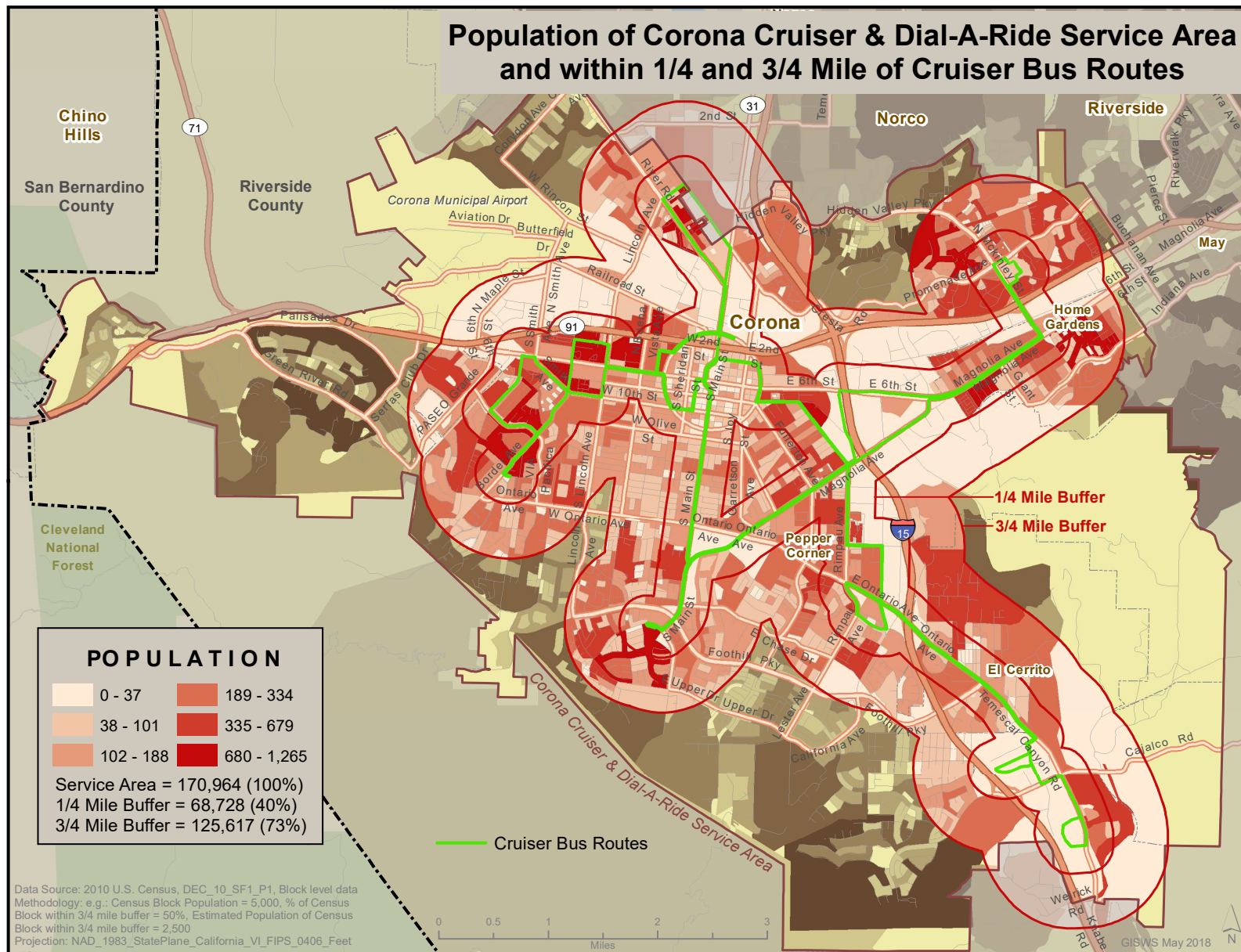


Figure 6. Pass Transit Population Coverage Within ¼ and ¾ of a Mile

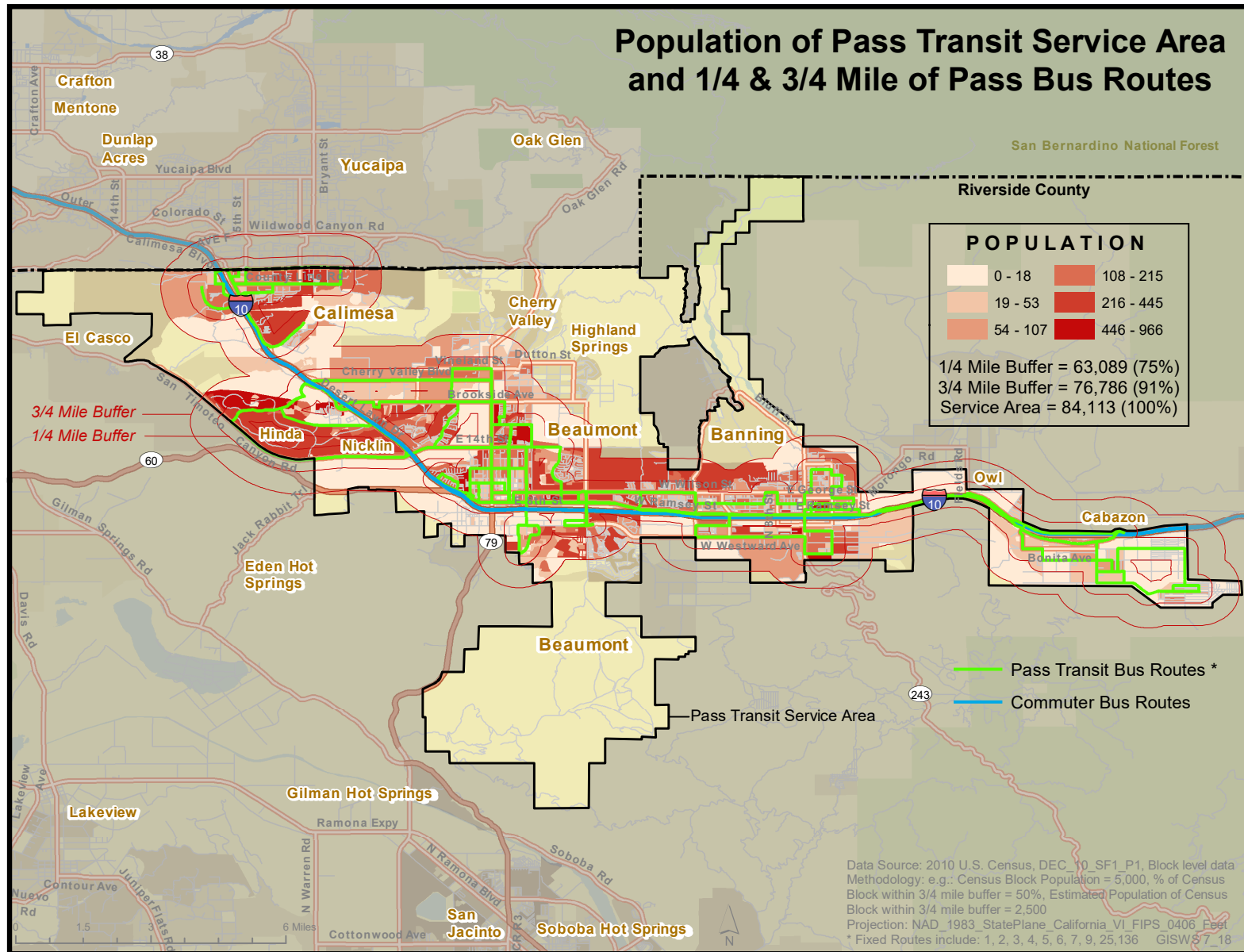


Figure 7. Palo Verde Valley Transit Agency Population Coverage Within 1/4 and 3/4 of a Mile

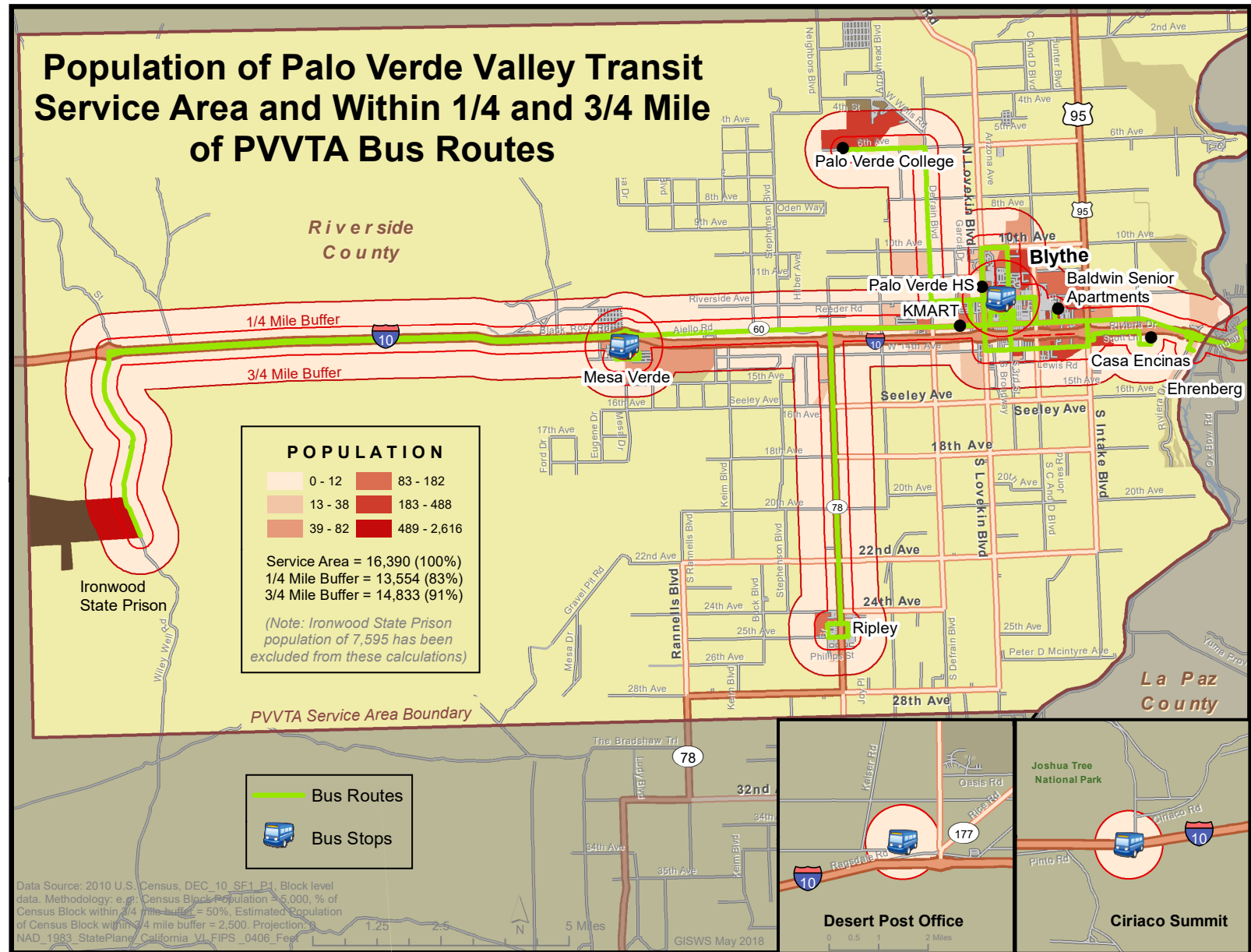


Figure 8. Countywide Population Coverage Within 1/4 and 3/4 of a Mile of Fixed-Route Service

Riverside County 2010 Population = 2,189,641 (100%)

1/4 Mile Buffer = 1,131,520 (51.68%)

3/4 Mile Buffer = 1,787,120 (81.62%)



RTA, Corona Cruiser & Pass Transit:

1/4 Mile Buffer = 906,272 (41.39%)

3/4 Mile Buffer = 1,424,984 (65.08%)

Sunline:

1/4 Mile Buffer = 211,694 (9.67%)

3/4 Mile Buffer = 347,303 (15.86%)

Blyth (excludes Ironwood State Prison):

1/4 Mile Buffer = 13,554 (0.62%)

3/4 Mile Buffer = 14,833 (0.68%)

Note: As noted previously, the 2010 Decennial Census was used to calculate the population living within the buffer zones, being the most recent data set where block level data is available. Current 2017 population information from the California Department of Finance is used elsewhere in this REPORT.

4. Connectivity

A measure of connectivity is critical for a county as large and diverse as Riverside where travel between communities and neighboring counties is often necessary. Intercommunity travel may require transfers within and between systems and along the corridors of the Inland region to navigate such a robust transportation network. While riders prefer a one-seat ride, transfers are often necessary to accommodate the breadth of trip origins and destinations that Riverside County's transit users necessarily make.

How Are We Doing?

Table 5 presents the number of locations within the County where a physical transfer is possible, based upon where fixed-route buses travel and intersect with each other. This count of unique locations does not consider wait time, only that particular routes converge at the same location. Transfer locations are counted as connections within systems, to other operators within the county, to regional bus operators in other counties, and to rail and intercity bus providers.

Transfer connections are reported by the operators themselves to account for better accuracy and currency of service data. This COUNTYWIDE REPORT shows a significant 21% increase in transfer locations, attributed mainly to new connections in Western Riverside County and split evenly between RTA and Pass Transit.

Table 5. Bus and Rail Transfer Location Counts for Riverside County

Public Transportation Transfer Locations	Countywide FY 13/14		Countywide FY 14/15		Countywide Totals FY 15/16		Western Riverside County FY 16/17	Coachella Valley FY 16/17	Palo Verde Valley FY 16/17	Countywide Totals FY 16/17		% Change from FY 15/16
	#	%	#	%	#	%				#	%	
Fixed-Route and Rail												
Intra-System Bus	1,070	85%	1,184	82%	1,216	84%	1,395	105	20	1,520	87%	25%
Intra-County Bus, Within County	66	5%	113	8%	91	6%	90	6	2	98	6%	8%
Regional Bus Transit Between Counties	77	6%	75	5%	59	4%	54	0	0	54	3%	-8%
Regional Rail and Inter-City Bus	42	3%	75	5%	75	5%	62	10	1	73	4%	-3%
TOTAL	1,255	100%	1,447	100%	1,441	100%	1,601	121	23	1,745	100%	21%

Source: See Appendix C, Bus Stop Location Counts by Operators, for detail by operator.

5. Resources

The final measure of this report categorizes the resources available to support the County's investment into transit. Table 5 shows the three geographic regions of Riverside County, related to four areas of resources:

1. State and local funding that support transit services and can match available federal funding;
2. Public transit vehicles by which these programs provide trips;
3. Revenue vehicle miles, reflecting the quantities of service provided by public fixed-route and demand responsive transit services across each provider's service area.
4. Vehicles per square mile quantifies current fleet size in relation to the transit service area size, providing a measure of service volumes available within these large service areas.

How Are We Doing?

Table 6 indicated that State and local funding has risen by 13% over the past year, an increase of more than \$11 million, but which must accommodate the noted increase in Western Riverside County's operating costs.

Transit fleet size nets an increase of one vehicle, resulting in no change in the vehicles per square mile indicator since no changes were made in total service area square mileage of all the operators. In terms of geography, Western Riverside County has a greater concentration of vehicles at 0.16 vehicles per square mile compared to 0.1 and 0.01 for the Coachella Valley and Palo Verde Valley, respectively.

Vehicle revenue miles increased by 4%, reflecting an impressive 700,000 additional miles of revenue service. This increase is reflective of increased service frequency and/or increased spans of service hours.

Summary of How We're Doing

This COUNTYWIDE REPORT paints a different picture than that of previous years' assessments with downward trends appearing in performance categories that historically reported consistent growth. Ridership and trips per capita have declined although funding and revenue miles have increased. Table 6 details the \$81 million in state and local transit funding, which reflects a 13% increase and reports a 4% increase in vehicle revenue miles, to almost 19.8 million service miles. Table 7 summarizes other key markers, including the 6% overall decline in transit trips, with the good news being that we do not see the double-digit percentage decreases of some areas, including neighboring Los Angeles County.

**Table 6. Public Transportation Resources in Riverside County:
Commission Allocated State and Local Transit Funding, Vehicles and Vehicle Revenue Miles**

Public Transportation Resources, Three Time Periods	FY 13-14 Countywide Totals	FY 14-15 Countywide Totals	FY 15-16 Countywide Totals				FY 16-17 Countywide Totals	% Change from FY 15/16
				Western Riverside County	Coachella Valley	Palo Verde Valley		
State and Local Transit Funding, Excluding all Federal Funds	\$61,835,874	\$69,988,653	\$72,640,997	\$56,568,975	\$24,487,568	\$882,472	\$81,939,015	13%
Programmed LTF and Measure A Transit, FY 2016/17, exclusive of state and local rail funding								
Transit Vehicles (<i>fixed route and paratransit; no taxis</i>) [1]	484	494	495	376	112	8	496	0%
RTA, City of Riverside, Corona, Banning, Beaumont, SunLine, Palo Verde Valley								
Vehicle Revenue Miles (<i>fixed route and paratransit</i>) [2]	16,856,113	17,830,287	19,086,249	15,109,775	4,498,671	153,869	19,762,315	4%
RTA, City of Riverside, Corona, Banning, Beaumont, SunLine, Palo Verde Valley								
Transit Service Area Square Mileage	4,499	4,499	4,499	2,337	1,120	1,042	4,499	0%
Measure - Vehicles per Square Mile	0.11	0.11	0.11	0.16	0.10	0.01	0.11	0%

[1] Transit Vehicles: reported directly by operators on May 3, 2018 to RCTC staff.

[2] Revenue Miles: extracted from TransTrack 'Table 2 — SRTP Service Summary' on May 25, 2018.

[3] Square mileage: for total county from U.S. Census Quick Facts; SRTP for SunLine; GIS analysis for RTA presented in Figure 1; for PVVTA presented in Figure 3.

Table 7. Summary of Countywide Transit Performance

Riverside County Public Transportation Summary of Countywide Performance						
	FY 2012/13	FY 2013/14	FY 2014/15	FY 2015/16	FY 2016/17	% Chng from FY 15/16
Farebox Recovery Ratio	25.5%	23.3%	20.0%	20.0%	20.0%	0%
Total Transit Trips, including Metrolink	15,847,276	16,402,422	16,591,421	15,788,794	14,764,641	-6%
Bus only trips	14,958,432	15,504,206	15,543,418	14,717,125	13,759,589	-7%
Metrolink only trips	888,844	898,216	1,048,003	1,071,669	1,005,052	-6%
Transit Trips Per Capita	7.1	7.3	7.3	6.8	6.3	-8%
Transit Accessibility and Coverage						
Countywide Avg. 1/4 Mile Population Access to Fixed Route	N/A	76%	76%	77%	77%	N/A
Countywide Avg. 3/4 Mile Population Access to Fixed Route	N/A	N/A	N/A	N/A	45%	N/A
Bus Stop Transfer Connections	1,315	1,255	1,447	1,441	1,745	21%
Intra-System	88%	85%	82%	84%	87%	3%
Intra-County Bus, Within County	3%	5%	8%	6%	6%	-11%
Regional Bus Transit Between Counties	6%	6%	5%	4%	3%	-24%
Regional Rail and National Inter-City Bus	3%	3%	5%	5%	4%	-20%
FY 16/17 Transportation Resources						
State and Local Operating Funds	\$53,903,436	\$61,835,874	\$69,988,653	\$72,640,997	\$81,939,015	13%
Public Transit Vehicles (Fixed Route and Paratransit)	447	484	494	495	496	0%
Vehicle Revenue Miles (Fixed Route and Paratransit)	16,132,145	16,856,113	17,830,287	19,086,249	19,762,315	4%
Square Miles of Transit Service Area	4,887	4,499	4,499	4,499	4,499	0
Vehicles Per Square Mile	0.09	0.11	0.11	0.11	0.11	0%
Vehicle Revenue Miles Per Square Mile	3,301	3,747	3,963	4,242	4,393	4%

What Do This Year's Indicators Suggest for Riverside County Public Transit?

While all of the County's operators met the required farebox recovery ratio this reporting year, they did so with smaller margins. This will require closer attention in the current and coming years. Particularly, close attention should be paid to the following areas of concern:

- Trend of declining farebox recovery for each operator.
- Further reductions in trip utilization for bus and rail service.
- Falling trips per capita indicator — continued population growth coupled with fewer trips provided in consecutive years.
- Increases in vehicle revenue miles while ridership and farebox decline.

After multiple years of steady ridership growth, Figure 9 depicts this new pattern of declining ridership for all modes except public demand response, which generally carries the highest cost per passenger trip provided. Figure 10 shows the relationship of falling ridership to the County's ever-growing population by recording the lowest trips per capita indicator of 6.3 since the development of the COUNTYWIDE REPORT, a 7% decline from the prior year.

Figure 9. Transit Trips by Mode for Riverside County, Over Six Reporting Periods

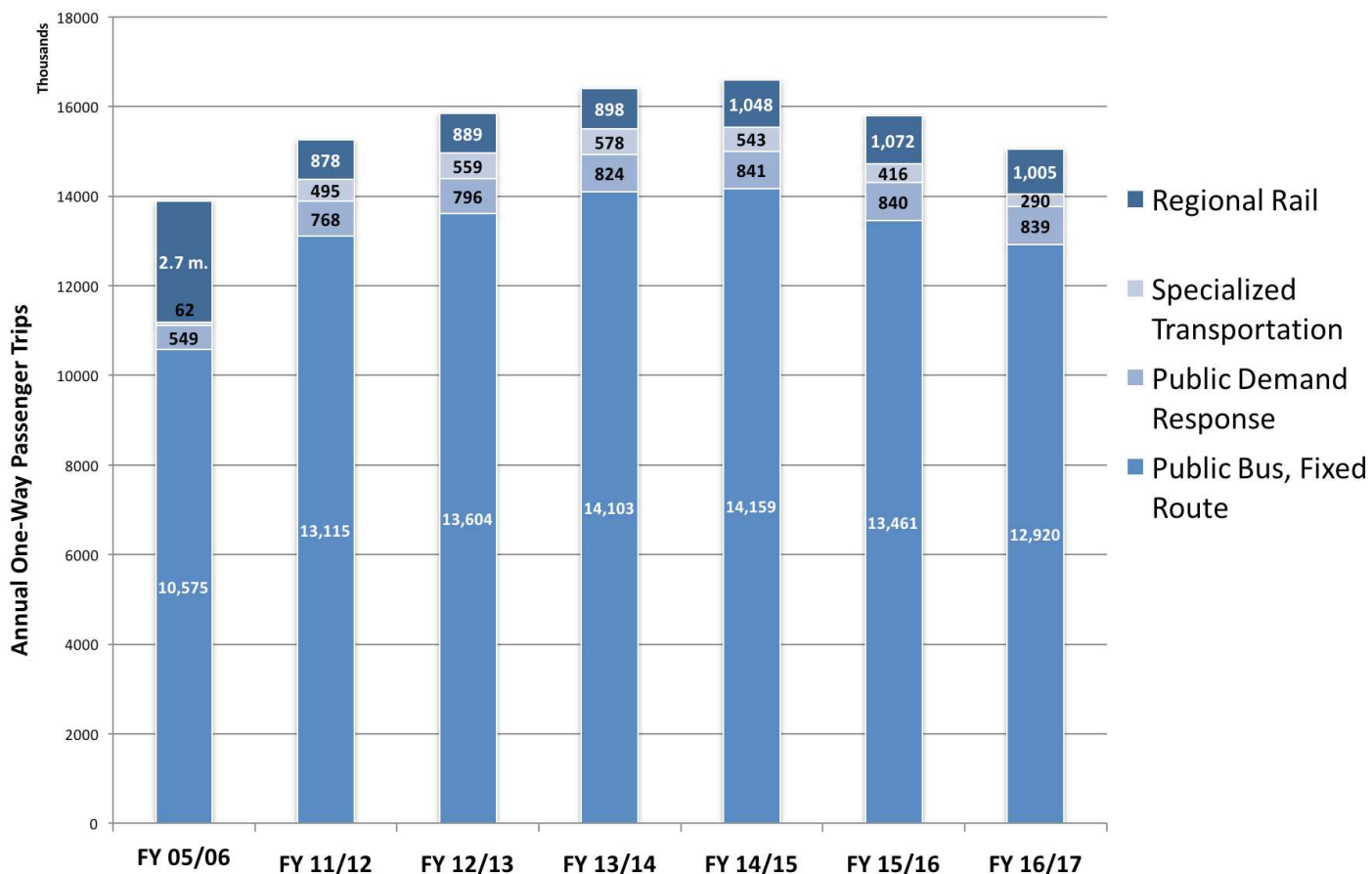
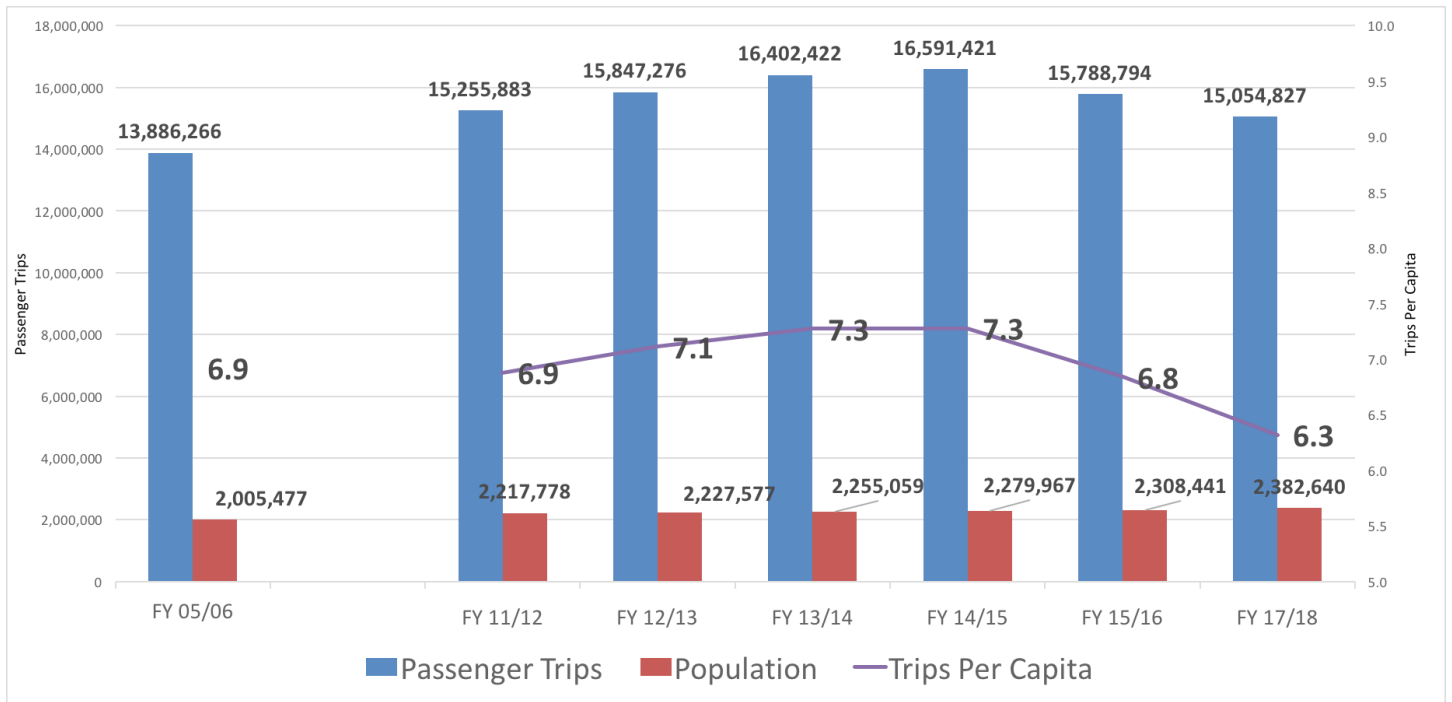


Figure 10. Riverside County Transit Trips, Population and Trips per Capita



New Transit Initiatives

This section reports on selected Riverside County transit operators' initiatives undertaken during FY 2017/2018 and beginning in FY2018/2019. This only highlights some changes; more details about each provider's initiatives are presented in their individual Short Range and Long Range Transit Plans.

City of Corona

Dial-A-Ride Transitioned to Specialized Service

Corona Dial-A-Ride services transitioned from General Public to Specialized Service serving seniors (60 and older), persons with disabilities and persons certified under the Americans with Disabilities Act (ADA). This change was approved by the City Council on Aug. 17, 2017, and implemented on Jan. 2, 2018. Implementation involved assisting riders to secure eligibility under the new requirements. Nearly 300 individuals have submitted applications to use Dial-A-Ride. Policies have also been clarified and distributed consistent with the ADA requirements.

Marketing Strategies to Encourage Use of Public Transit

Corona Cruiser will be implementing several marketing strategies specifically geared towards growing ridership. This Free Fare Program will include: special free fare days, such as Bike-to-Work Day, Dump the Pump Day, and days for targeted passengers; Fixed Route Training Program; and Summer Student Program. Offering various free fare programs seeks to encourage new riders to try the service without any cost. Low Carbon Transit Operations Program (LCTOP) Funds are being utilized to offset lost rider fares associated with the Free Fare Program.

City of Riverside

Marketing Plan for Special Transportation

Special Transportation (ST) has been working with the City of Riverside's marketing team to help develop a brand identity for the City's paratransit service. The rebranding effort is a response to customer feedback about negative connotations associated with the existing name. This "Rebranding" anticipates a drastic new look

Corona Dial-A-Ride Application



City of Corona Dial-A-Ride Program Eligibility Application

For eligibility based on age 60 or older:

Complete Sections 1 & 2. Provide a copy of "proof of age" documents which shows your picture and date of birth. Valid proof of age may include the following: DMV Identification card, Medicare Identification card with matching photo ID, or another form of photo identification showing proof of age.

For eligibility based on disability (those certified under ADA do not need to apply):

Complete Sections 1, 2 & 3. Valid proof of disability may include the following: Department of Motor Vehicles disabled identification card, Social Security Disability Award letter, Federal Medicare Card, Veteran Affairs letter confirming a disability of 50% or greater, or Braille Institute Identification Card. Matching photo ID required as proof of identification. If you do not have such proof of disability, please have your physician/qualifying health care professional complete the related Certification section of the application.

Please Note: A \$2.00 non-refundable processing fee will apply (check or money order payable to City of Corona Transit System — no cash). A \$2.00 fee will also apply for replacement, lost/stolen ID.

Where to Submit Your Application

Your completed application package can be emailed, mailed or dropped off in person at the below address. Completed package includes the following: completed & signed application, 2x2 photo (digital photo can also be emailed or taken in person at the below address), \$2.00 non-refundable processing fee and copy of proof of eligibility. Do not send original proof of age/disability documents.

Public Works/Transportation
400 S. Vicentia Ave
Corona, CA 92882-2187
publicworks@coronaca.gov

Once your completed application has been received, it will take approximately 10 working days for it to be processed. Upon approval, depending on your preference marked on the application, your identification card will either be mailed or you will be contacted for pickup.

City of Corona Dial-A-Ride Brochure

The Dial-A-Ride brochure further details the Dial-A-Ride program guidelines. Brochure can be mailed, picked up from the above address, or downloaded from City of Corona's Transit Service website www.coronatransit.com.

City of Corona Dial-A-Ride Service Eligibility Application

Page 1 of 3

to paratransit vehicles, including a change in design, color and the service name to better capture what ST does for City of Riverside seniors and persons with disabilities — and ensure the service is distinguished from similar services that operate in the City. ST will continue with its advertisements on the back of the minibuses to help promote the service. ST has also launched a new website for the Special Transportation Services Program to improve information provided to residents of Riverside.

Technology Updates

City of Riverside ST is embracing new technology advancements that will dramatically ease customers' experience through a two-step process.

- New fare technology: ST will provide increased fare payment options through the introduction of smart cards and a mobile payment function.
- Online reservations will be possible through a second phase effort.

Palo Verde Valley Transit Agency

Blythe Wellness Express Service Launched July 2017

The Blythe Wellness Express (BWE) is a lifeline service provided by PVVTA between the City of Blythe and its surrounding communities and the Coachella Valley to provide access to health care. There has been a long-standing need for a public transit connection between Blythe and the Indio to Palms Springs area, especially for health-related services that don't exist in Blythe. This program was made possible by FTA's introduction of the Rides to Wellness (R2W) grant program. RCTC took the lead in developing a R2W grant application to support PVVTA as the operator of the BWE and expand their mobility management role for the Palo Verde Valley. BWE was selected as one of the R2W program's 19 successful applicants nationally and one of only two projects in the state of California.

The BWE runs on Mondays, Wednesdays and Fridays, leaving Blythe each day at 6:30 a.m. in route to Coachella Valley medical facilities. The BWE operates as a deviated fixed-route shuttle, stopping at the SunLine Transfer Center in Indio, the John F. Kennedy Medical Center in Indio, the Eisenhower Medical Center in Rancho Mirage, and the Desert Regional Medical Center in Palm Springs and additional medical destinations upon request. The trip between Blythe and Indio is just over 100 miles and the BWE service registers 265 route miles per service day.

BWE service launched on July 3, 2017. As of May 2018, 277 individuals have registered to ride and 982 one-way trips have been provided. The ultimate goal of the BWE is sustainability beyond the 18-month pilot period.

Blythe Wellness Express Rider's Guide



**Bus Service between
Blythe and the Coachella Valley
Monday, Wednesday and Friday**

Serving Medical Facilities
throughout Coachella Valley
from Indio to Palm Springs.

760.922.1140
www.BlytheWellnessExpress.org

Effective: July 1, 2017

PVWTA and RCTC are exploring funding opportunities and a service design that will enable continuing the service beyond the life of R2W grant funds.

Pass Transit – City of Banning

Cabazon Fare Reduction

Initiatives undertaken by the City of Banning include utilizing Low Carbon Operations Program (LCTOP) funds to eliminate a zone fare for passengers traveling into Cabazon.

Pass Transit – City of Beaumont

CNG Station

The City of Beaumont is in the planning stages of designing and building a CNG Fueling Station and working towards its goal of clean transportation. A feasibility study of two pre-selected locations for the station is underway. Additionally, the City Council has approved a future release of bid for the construction of the station.

Free Fares for Three Years

The City of Beaumont has applied for Low Carbon Transportation Operations Program (LCTOP) funding to initiate a three-year Free Fare program. Free Fares for college students, veterans and travel training participants will be marketed on Beaumont's Pass Transit fixed and commuter routes. The project will also include rider appreciation days and special events like Dump the Pump events and Free Fare Fridays.

New Commuter Route 125

The City of Beaumont is introducing a new route to provide access to medical destinations and intercounty connectivity. Commuter Route 125 will travel from Beaumont to Calimesa and Redlands. Medical destinations will be served and will include Kaiser Medical Offices and the VA Ambulatory Care Center in Redlands. This service also responds to the discontinuation of Calimesa Route 136, which despite extensive marketing efforts, was no longer productive to run.



Policy Change

Due to a reduction in ridership from oversaturation in shared corridors, the City of Banning is terminating the 2002 agreement with the City of Beaumont which allowed for the crossing of each agency's jurisdictional boundary lines. Service areas, such as the Ramsey Street Corridor, will no longer be shared by the two cities. A new MOU will be executed that is equally beneficial to each respective agency.

Riverside Transit Agency

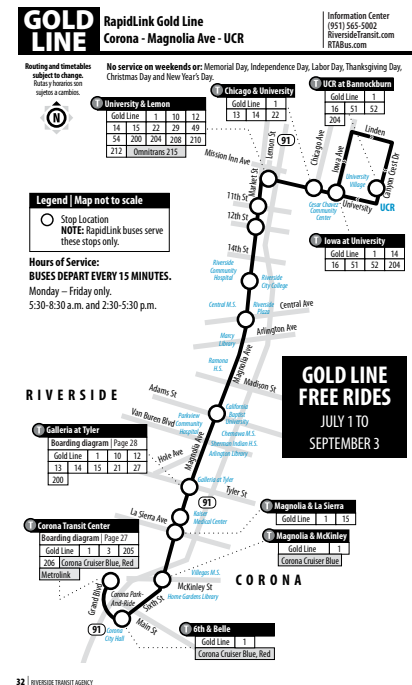
RapidLink Gold Line Service

New RapidLink Gold Line limited-stop service began in August 2017. This line runs between University of California, Riverside and Corona along Magnolia Avenue. Free rides are being offered July 1 through Sept. 3, 2018, to promote the service. CommuterLink Express Route 200 links the Inland Empire to Orange County. It serves San Bernardino, Riverside, Anaheim and Route 205, serving Temecula-Corona-Village at Orange, and began operation in January of 2018.

Seven Day a Week Service

RTA is expanding service on most of its fixed-routes and paratransit service to seven days a week. As many RTA routes offer lifeline services, including trips to weekend employment, this change responds to the growing need to access basic services and employment locations every day of the week. The increase in cost will be offset by changes to Saturday service hours, ensuring that weekend service is provided during the times of highest demand.

RapidLink Gold Line Map



SunLine Transit Agency

Responding to Changes in Industry

In July of 2017, SunLine adopted its ReThink Transit Campaign, designed to identify potential cost savings by investing in its most productive bus lines and finding low-cost alternatives to serve segments of its service area and demographic with lower levels of service utilization.

SunLine is also studying ways to improve and change its service model in order to remain competitive and continue to provide valued service to the community. In light of declining ridership, SunLine is undergoing a year-long comprehensive network analysis and redesign study to evaluate new service models that may enable SunLine to more cost-effectively serve the Coachella Valley. SunLine anticipates evaluating its existing services for modifications, reductions and/or discontinuation, with extensive opportunities for Board and community involvement, to help SunLine prepare for its future.

Free Rides for College Students

SunLine will offer free rides to College of the Desert (COD) students for three years through LCTOP grant funds.

ReThink Transit Campaign Information



Why this Study?
A look at SunLine operations to answer:



How to succeed in the 21st Century



How to adapt to evolving travel markets and changing travel behavior



Is current system design the best or do we need to ReThink service



Are there new service areas to consider

Student IDs will be scanned onboard vehicles in lieu of paying a fare. The anticipated start date is August 2018. Through a partnership with COD, SunLine anticipates student fees to cover the expense following this three-year program.

The Challenge Going Forward

As the UCLA researchers document in their 2018 report “Falling Transit Ridership,” the traditional “transit-dependent” users are increasingly buying their own cars and joining our car-centric Southern California culture. Concurrently, congestion grows and commute travel times increase, trends that RCTC and its partners are addressing in the built environment with freeway expansion and new toll roads. But public transit does offer important benefits and advantages to potential new riders and to new markets. These benefits include cost savings over operating a vehicle, decreased stress in traveling the region’s freeways and the opportunity to use one’s cell phone, to read or even sleep on the way to work and elsewhere.

Riverside County operators are already implementing strategies to identify these new markets and “potential” new users. Initiatives underway to encourage new users include free fare programs, new branding, targeted marketing initiatives and strategic planning.

Riverside County public transit providers are encouraged to present to these “potential” riders the advantages public transit can offer to them of lower cost travel, a hands-free ride and less stressful commutes. Addressing first-and-last-mile connections are also important to attracting new riders, particularly to regional rail services that otherwise provide high-quality links between home and work.

Finding new riders will require continued emphasis on communication and education, to invite these potential riders to try transit and educate them on how to do so, an experience foreign to too many Southern Californians. Technology provides critical tools to aid potential riders’ access and use. Promoting simple “trip discovery” tools such as Google Transit and the Transit App are important avenues that have little or no associated costs. Additionally, experimentation with easy fare payment capabilities with apps such as Token Transit, which was recently adopted by Omnitrans in neighboring San Bernardino, offers important convenience and ease to new riders, particularly to those commuters who cross county lines. Exploring these and other strategies to retain existing riders and reach out to and attract new riders is of critical importance to Riverside County public transit operators and their partners, including RCTC.

Strategies to Promote Responsiveness to Customer Needs

Moving forward, a customer-centric approach to public transportation and mobility within Riverside County is expected to help grow use of the considerable, existing public transportation network. Selected initiatives and activities of such a customer orientation include:

- Implementing RTA's Perris Valley Line feeder services and promoting these to provide first-and-last-mile connections for commuters, thereby increasing Metrolink use.
- Launching of PVVTA's Blythe Wellness Express, which meets a significant need for inter-city travel by Blythe residents and was met with great appreciation by its users; the need now is to secure continuation funding beyond the pilot period.
- Embracing new or nontraditional ways to deliver service, such as carsharing, pooling of ride hail services, including exploring the public transit operators' role in these alternative modes.
- Using technology, including Google Transit and other apps, to better communicate with riders and potential riders, particularly to help them discover multimodal connections.
- Enhancing multimodal opportunities through regional cooperative ventures.
- Considering new service evaluation studies to reduce underperforming service and replace with lower cost initiatives that are more responsive to targeted ridership markets.
- Developing aggressive marketing campaigns and travel training to younger populations, such as fare incentives for middle school, high school and college students, that invite early adoption of transit as a lifestyle.
- Exploring the use of technology around contests, challenges and gamification as an attraction that encourages use of transit and alternate modes by introducing fun.
- Continuing attention to first-and-last-mile barriers, including improvements to pedestrian and bicycle infrastructure throughout the County.

Appendices

Appendix A – Definitions, Data Sets and References

Appendix B – Public Transportation Trips Provided, All Modes - Six Fiscal Years

Appendix C – Bus Stop Location Counts by Operators Supporting Table 5 (Transfer Locations)

Appendix D – Public Transit Fleet Size Over Five Fiscal Years

Appendix E – Public Utilities Code Requirement for Performance Monitoring

Appendix A – Definitions, Data Sets and References

Data Element	Anticipated Data Sources	Definition
Passenger trips	<ul style="list-style-type: none"> - TransTrack data – extracted from Table 2 – SRTP Service Summary on June 2, 2018. - Metrolink boardings separately calculated from SCRAA data. 	<ul style="list-style-type: none"> - One-way passenger boardings of fixed-route, paratransit, deviated fixed-route; - Metrolink boardings at Riverside County stations only.
Operating expense	FY 2016/17 Annual Financial Statements with Independent Auditor's Report	Definition from March 2008 adopted Commission policy, all operating expense object classes exclusive of depreciation and amortization, vehicle lease expense. PUC 99247(a)
Fare revenue	FY 2016/17 Annual Financial Statements with Independent Auditor's Report	<ul style="list-style-type: none"> - Definition from March 2008 adopted Commission policy: - Fare revenue <u>plus</u> supplemental fare revenues from local support, which may include interest, advertising, etc. as provided for in PUC 6611.3
Transit route structure	Active service operating along a fixed-route or deviated fixed-route.	GIS shape files for active routes
County population data at the block level	2010 US Census	<ul style="list-style-type: none"> - Total county population - Block level data for most current decennial census
Transit transfer data: Intra-system Inter-system Inter-county	Transfer locations at which routes connect; each location counted only once; counts validated by operator	Calculated by each operator, these count each stop-level transfer location one time for each operator, as of June 30, 2016.
Vehicle revenue miles	TransTrack data – extracted from Table 2 – SRTP Service Summary on June 2, 2018	<ul style="list-style-type: none"> - Annual revenue service miles as of June 30, 2017 - Or total vehicle service miles, inclusive of deadhead.
Square mileage	US Census County square mileage Operator service area square mileage reported in NTD	Whatever is reported to NTD, by operator.
Vehicle revenue hours	TransTrack data – extracted from Table 2 – SRTP Service Summary on June 2, 2018	Annual revenue service hours as of June 30, 2017
Accessibility and coverage GIS calculation for Figures 2 through 6	The methodology used to calculate population within the ¼ mile buffers and service areas is included on each map. Using the local California State Plan Coordinate system with distance units measured in feet, buffer and service area polygons for each set of transit routes were first overlaid on top of the area's 2010 US census blocks. Then, 2010 census population counts for each block intersecting these polygons were applied to the corresponding buffer or service area using an area-ratio calculation. If, for example, only ¼ of the area of a census block fell within the buffer or service area then only ¼ of the population of that census block was applied to it. The sum of all these census block calculations, in turn, comprised the population estimate for the corresponding buffer or service area.	

Appendix B – Public Transportation Trips Provided, All Modes - Six Fiscal Years

Public Transportation Trips Provided	2007 Coordinated Plan			RCTC's Annual Report			RCTC's Annual Report			RCTC's Annual Report			RCTC's Annual Report			RCTC's Annual Report		
	FY 05/06			FY 12/13			FY 13/14			FY 14/15			FY 15/16			FY 16/17		
Service by Mode [1]	Trips	% of Total Trips	# of Vehicles in Active Service	Trips	% of Total Trips	# of Vehicles in Active Service	Trips	% of Total Trips	# of Vehicles in Active Service	Trips	% of Total Trips	# of Vehicles in Active Service	Trips	% of Total Trips	# of Vehicles in Active Service	Trips	% of Total Trips	% Change
Rail [2]	2,700,117	19%		888,844	6%		898,216	5%		1,048,003	6%		1,071,669	7%		1,005,052	7%	
RCTC Commuter Rail - Riverside	1,101,646			208,230			175,032			160,388			157,748			149,436		-6%
RCTC Commuter Rail - Inland Empire Orange County	1,066,541			500,786			553,520			626,557			610,482			546,948		
RCTC Commuter Rail - 91	531,930			179,828			169,664			261,058			303,439			308,668		
Public Bus, Fixed Route [3]	10,575,445	76%	269	13,603,825	86%	380	14,102,821	86%	306	14,159,311	85%	305	13,460,620	85%	324	12,920,479	86%	
RTA FR	5,718,234		94	6,861,830		191	7,155,365		124	7,203,364		122	7,081,410		129	6,804,534		-4%
SunLine FR	3,474,361		69	4,494,549		69	4,643,147		71	4,645,097		76	4,316,234		76	4,151,467		
RTA Contract FR	916,366		80	1,713,555		90	1,744,652		79	1,753,518		78	1,534,671		80	1,479,687		
Banning FR	183,265		5	138,503		5	146,981		5	135,244		7	127,524		8	122,265		
Corona FR	146,983		4	163,054		4	169,745		6	168,303		6	152,728		7	132,469		
Beaumont FR	89,962		9	190,589		13	198,499		13	204,112		11	202,826		16	184,250		
Palo Verde Valley FR	46,274		8	41,745		8	44,432		8	49,673		5	45,227		8	45,807		
Public Demand Response	548,845	4%	206	795,503	5%	219	823,649	5%	188	840,811	5%	187	840,167	5%	172	839,110	6%	
RTA DAR	199,322		125	384,442		106	398,636		98	406,000		102	413,968		81	415,326		0%
Riverside Special Transportation Services DAR	145,223		29	172,725		47	182,878		36	175,276		32	167,439		35	161,552		
SunLine DAR	83,956		31	136,208		45	139,042		33	153,183		37	164,024		36	164,802		
Corona DAR	58,892		12	65,635		12	68,852		12	66,015		9	63,162		12	65,580		
Beaumont DAR	28,656		4	18,710		3	16,899		3	18,640		3	10,910		3	9,879		
RTA Taxi	18,536		-	8,539		-	8,271		-	11,963		-	10,594		-	11,051		
Banning DAR	9,463		5	9,244		6	9,071		6	9,734		4	10,070		5	10,920		
Specialized Transportation/ Universal Call Program [4]	61,859	0.4%	45	559,104	4%	54	577,736	4%	50	543,296	3%	46	416,338	3%	39	290,186	2%	
Fixed Route:																		-100%
RTA Extended Services	-		-	108,180		-	68,726		-	50,851		-	27,033		-	0		
RTA Commuter Link	-		-	64,171		-	62,542		-	73,635		-	0		-	0		
SunLine Extended Services	-		-	-		-	-		-	-		-	-		-	0		
SunLine Commuter Link 220	-		-	12,868		-	14,528		-	13,952		-	6,437		-	0		
SunLine Line 95 North Shore	-		-	-		-	26,603		-	15,605		-	36,295		-	0		
Paratransit/ Community Shuttle Services:																		
Boys & Girls Club of Southwest County	-		13	49,135		16	41,676		14	38,767		13	40,663		10	36,279		
Care-A-Van/ HOPE Bus	9,295		10	25,060		12	29,845		13	22,394		9	22,203		10	19,687		
Care Connexus	13,755		4	17,597		5	16,333		5	17,296		-	18,273		-	12,498		
City of Norco - Senior Shuttle	2,066		1	2,066		1	1,956		1	2,189		1	2,984		1	2,467		
CVAG Roy's Desert Resource Center	-		2	46,561		2	45,272		2	17,288		-	-		-	-		
Forest Folk, Inc.	4,842		-	0		-	0		-	0		-	0		-	0		
Friends of Moreno Valley Senior Center Inc., McVan	4,842		1	4,941		1	3,002		1	4,574		1	2,270		1	2,981		
Inland AIDS Project	1,374		2	2,354		2	2,342		1	1,723		-	2,046		-	4,152		
Operation Safehouse	-		1	309		1	624		1	765		1	1,406		1	642		
Riverside University Health System RUHS (Riverside)	-		10	9,208		10	5,835		10	7,640		17	7,629		10	8,041		
County of Riverside Department of Mental Health	-		-	-		-	-		-	-		-	1,408		2	2,481		
United States Veterans Initiative	-		-	-		4	5,217		3	2,333		3	3,774		3	4,046		
Wildomar Senior Community	-		1	446		-	-		-	-		-	-		-	-		
Mileage Reimbursement (one-way trips supported):																		
Crt. App'd Spec. Advocates-CASA/Voice for Children	-		-	6,696		-	5,702		-	-		n/a	-		n/a	-		
Voices for Children	-		-	0		-	0		-	-		n/a	3,222		88	6,122		
TRIP - Partnership to Preserve Independent Living (West County, Measure A portion)	24,393		-	83,831		-	87,850		-	89,828		n/a	59,302		n/a	55,189		
TRIP - Partnership to Preserve Independent Living (East County)	-		-	-		-	-		-	19,779		n/a	-		n/a	-		
Bus Passes/Taxi Vouchers/ Vanpool Trips:																		
Community Connect/ TAP Bus Pass Trips	-		-	62,742		-	65,212		-	71,230		n/a	74,818		n/a	31,377		
RCTC Commuter benefits/ Coachella Van Pool Trips	-		-	17,700		-	18,740		-	-		n/a	-		n/a	-		
RTA - Travel Training	-		-	39,334		-	65,354		-	81,031		n/a	94,213		n/a	95,929		
RTA - Dial A Ride Plus	-		-	-		-	-		-	0		n/a	1,558		n/a	1,782		
SunLine Taxi Voucher Program	-		-	5,905		-	10,377		-	12,416		n/a	6,491		n/a	6,513		
Mobility Management and Travel Training Projects:																		
Care Connexus - Driver Sensitivity Training	-		-	n/a		-	n/a		-	n/a		-	n/a		40	n/a		
Community Connect/ 211	-		-	n/a		-	n/a		-	n/a		-	n/a		-	n/a		
Blindness Support - Travel Training	-		-	n/a		-	n/a		-	n/a		-	n/a		-	n/a		
RTA Travel Training	-		-	n/a		-	n/a		-	n/a		-	n/a		-	n/a		
ALL TRIPS: Including Rail, Public Transit, Measure A JARC and New Freedom	13,886,266	100%	520	15,847,276	100%	653	16,402,422	100%	544	16,591,421	100%	538	15,788,794	100%	535	15,054,827	100%	-5%
TOTAL POPULATION	2,005,477			2,227,577			2,255,059			2,279,967			2,308,441			2,382,640		
Trips per Capita for 2006 Total Population [5]	6.9																	
Trips per Capita for 2013 Total Population [7]				7.1														
Trips per Capita for 2014 Total Population [8]							7.2											
Trips per Capita for 2015 Total Population [9]										7.3								
Trips per Capita for 2016 Total Population [10]												6.8						
Trips per Capita for 2017 Total Population [10]																6.3		

Notes:

[1] Public transit operator ridership data extracted from TransTrack 'Table 2 — SRTP Service Summary' on April 4, 2017. Vehicle data reported directly from operators on April 6, 2017.

[2] FY13-14 Annualized from average weekday daily boardings at Riverside County stations: Riverside, 91 and Inland Empire-Orange County Lines.

FY14-15 and FY 15-16 Annualized from average weekday AND average weekend daily boardings from SCRRA reported monthly ridership at Riverside County stations. There is no weekend service on the Riverside line.

Bus, fixed route trips for RTA and SunLine do not include Specialized Transportation funded fixed route trips: RTA Extended, Commuterlink and RTA Travel Training, SunLine CommuterLink and Line 95, and Community Connect

[4] Specialized Transportation ridership and vehicle data reported directly by specialized transportation operators. RTA and SunLine included in public bus [3]

[5] through [9] RCTC Fiscal Year Mid-Year Revenue Projections - Department of Finance January 1st: Demographic Research Unit county

RTA Routes and Connections/ Transfer Locations

[illegible]

SunLine Routes and Connections/ Transfer Locations as of January 2018

	INTRA-SYSTEM															INTER-COUNTY		REGIONAL RAIL/INTER-CIT							
Routes	14	15	20	21	24	30	32	54	70	80	81	90	91	95	111	220	Pass Transit	Metrolink	AMTRAK	Greyhound					
14		2	1		1	2	1								1					8					
15	2		1	1																4					
**** 20	1	1		1			1	1							1	1				7					
*****21		1	1				1	1							1	1				6					
24	1					1	1								1					4					
30	2				1		2								2					7					
32	1		1	1	1	2		1							1	1			1	10					
*** 54			1	1			1		1	2	2		1		2	1			1	13					
70								1							1				1	3					
80								2			3		1		2				1	8					
81								2		3			1		2					9					
90													1	1	1					3					
91								1		1	1	1		1	1					6					
** 95												1	1		1					3					
111	1		1	1	1	2	1	2	1	2	2	1	1	1		1			3	21					
* 220			1	1			1	1							1		1	1	1	9					
	8	4	7	6	4	7	9	12	2	8	8	3	6	3	18	5	1	1	7	2	121				
	TOTALS BY TYPE OF CONNECTION															Intra-System 105					Inter-Co. 6		Regional 10		121

* Effective date: September 10, 2012

** Effective date: September 2, 2013

*** Effective date: January 6, 2014

**** Effective date: January 3, 2016

***** Effective date: January 7, 2018

Corona Cruiser Routes and Connections/ Transfer Locations

	INTRA-SYSTEM		INTRA-COUNTY		REGIONAL RAIL/ INTERCITY BUS			
Routes	Red	Blue	RTA	SunLine	Metrolink	AMTRAK	Greyhound	
Red		9	23		3			35
Blue	9		29		5			43
TOTALS BY TYPE OF CONNECTION	Intra-System 18		Intra-County 52		Regional 8			78

Pass Transit Routes and Connections/ Transfer Locations

	INTRA-SYSTEM										INTRA-COUNTY					REGIONAL BUS						REGIONL RAIL					
Route #s	1	2	3	4	5	6	7	9	120	136	Total Intra-System	RTA 14	RTA 31	RTA 35	SunLine 220/RTA 210	Total Intra-County	Omni 1	Omni 2	Omni 325	MARTA Big Bear	MARTA RIM	VVTA 15	Total Regional Bus	Metrolink-San Bernardino	AMTRAK	Greyhound	Total Regional Bus/Rail
1		54	6	7				3	1			1	1	2										1	1		77
2	54		10	10	8	8	4	4	3			1		2										1	1		106
3	6	10		11	7	7	1	2	1			1		1													47
4	7	10	11		7	7	1	1	1			1		1													47
5		8	7	7					1			2		1													26
6		8	7	7					1			2		1													26
7		4	2	1				4						1													12
9	1	4	2	1			4		1			1		1													15
120	1	3	1	1	1	1		1		4		1	1	1		1	1	1	1	1	1	1		1	1		24
136									4			1															5
	69	101	46	45	23	23	10	15	13	4		1	11		11		1	1	1	1	1	1		1	3	2	384
TOTALS BY TYPE OF CONNECTION											Intra-System Bus 349				Intra-County Bus 23			Regional Bus 6				Regional Rail/ Intercity Bus 6				384	

PVVTA Routes and Connections/ Transfer Locations

	INTRA-SYSTEM					INTRA-COUNTY		REGIONAL RAIL				
Routes	1	2	3	4	5	6	RTA	SunLine	Metrolink	AMTRAK	Greyhound	
1		3	1	2							1	7
2	3		1	2								6
3	1	1		1								3
4	2	2	1									5
5												0
6								2				2
TOTALS	6	6	3	5	0		0	2	0	0	1	23

Note: Route 5 is a weekend route and is the only route in operation. No other routes are available to transfer to.
 Quartzsite Transit Services in Arizona connects paratransit services into Blythe/PVVTA Monday-Friday.

Appendix D – Public Transit Fleet Size Over Five Fiscal Years

Public Transit Vehicles 5-Year History	FY 2012/2013 [1]	FY 2013/2014 [1]	FY 2014/2015 [2]	FY 2015/2016	FY 2016/2017	% Change from Prior Year
Transit Vehicles only (fixed-route and demand response, excluding taxis) RTA, City of Riverside, Corona, Banning, Beaumont, SunLine, Palo Verde Valley						
Western Riverside County	339	372	382	374	376	1%
Fixed Route	198	217	227	224	240	
Demand Response	141	155	155	150	136	
Coachella Valley	100	104	104	113	112	-1%
Fixed Route	69	69	71	76	76	
Demand Response	31	35	33	37	36	
Palo Verde Valley	8	8	8	8	8	0%
Fixed Route	8	8	8	5	8	
Countywide Totals	447	484	494	495	496	0%

[1] Revised reporting from prior year reports; excludes support vehicles.

[2] Excludes support vehicles and includes vehicles active as of June 30, 2015

Source: Vehicle information directly reported by operators May, 2018.

Appendix E – Public Utilities Code Requirement for Performance Monitoring

California Code, Public Utilities Code — PUC § 99244

Each transportation planning agency shall annually identify, analyze, and recommend potential productivity improvements which could lower the operating costs of those operators who operate at least 50 percent of their vehicle service miles, as defined in subdivision (i) of Section 99247, within the area under its jurisdiction. However, where a transit development board created pursuant to Division 11 (commencing with Section 120000) or a county transportation commission exists, the board or commission, as the case may be, shall have the responsibility of the transportation planning agency with respect to potential productivity improvements. The recommendations for improvements and productivity shall include, but not be limited to, those recommendations related to productivity made in the performance audit conducted pursuant to Section 99246.

A committee for the purpose of providing advice on productivity improvements may be formed by the responsible entity. The membership of this committee shall consist of representatives from the management of the operators, organizations of employees of the operators, and users of the transportation services of the operators located within the area under the jurisdiction of the responsible entity.

Prior to determining the allocation to an operator for the next fiscal year, the responsible entity shall review and evaluate the efforts made by the operator to implement such recommended improvements.

If the responsible entity determines that the operator has not made a reasonable effort to implement the recommended improvements, the responsible entity shall not approve the allocation to the operator for the support of its public transportation system for the next fiscal year which exceeds the allocation to the operator for such purposes for the current fiscal year.