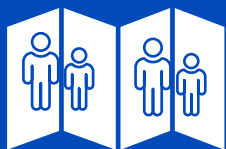


Riverside County Facts



**7,200
Square Miles**

**2.5 million
Residents**

The Countywide Transit Report presents a high-level picture of the public transit network in Riverside County and the relative efficiency and costs of services.

Riverside County has an extensive network comprised of commuter rail, fixed-route and demand response bus, specialized transportation services, and a vanpool services. These services include nine public transit service providers and 18 community-based service operators.

The last several years has brought great change and opportunities in public transit. Ridership declines between 2014 and 2018 were occurring in southern California and throughout the nation. Researchers from UCLA studied trends and determined that increased car ownership contributed to the lost of public transit ridership. Transit agencies in the county remained engaged and implemented various initiatives to attract new riders and in 2019 saw promising results to reverse the trend. Unfortunately, in March 2020, the Coronavirus pandemic resulted in stay-at-home orders, causing ridership to plummet up to 80% on some services. Transit agencies adapted to public health orders swiftly, implemented additional safety standards, and modified service levels as necessary to be cost effective and meet customer demand.

Looking Forward - Recovery Initiatives in Riverside County

Since the initial drop in ridership, transit operators have prioritized safety and cleaning protocols to protect the public. The focus is now on recovery initiatives to regain ridership and meet the growing population in Riverside County.

Marketing initiatives such as free rides for youth and college students, and in some cities the general public, are underway throughout the county to welcome back riders and encourage new users.

Strategic plans such as Comprehensive Operational Analyses are being developed to determine how transit operations can best navigate changing customer travel patterns while achieving productivity goals.

Zero-emission vehicle planning and implementation will continue to be a capital priority. Transit operators such as SunLine are paving the way in research and development, and by 2023 all operators in the county will have developed zero emission bus roll-out plan

5 Modes of Public Transit



Rail



**Fixed-Route
Bus**



**Public Demand
Response**
(advance reservation
services)



**Specialized
Transportation**



Vanpool Services

Breakdown of Total Operating Costs by Fund Source

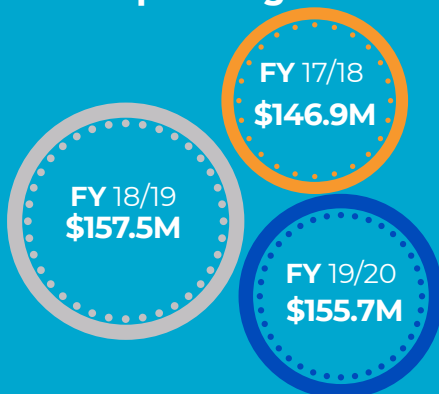
**Includes federal stimulus funds*

**Local
Funds
18%**

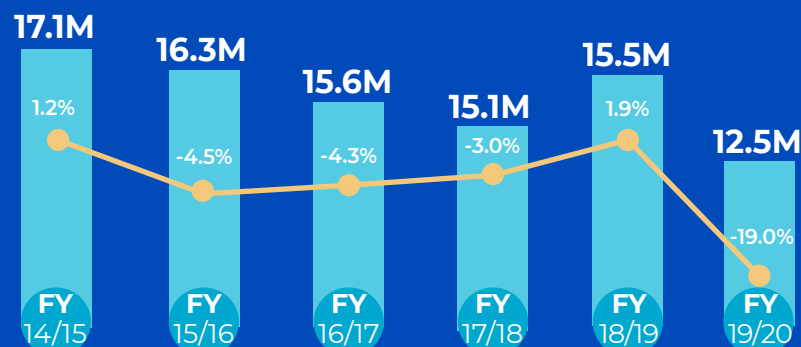
State Funds 50%

**Federal
Funds*
32%**

Total Operating Costs



Public Transit Ridership Annual Passenger Trips



The Commission is a member agency of the Southern California Regional Rail Authority, which provides commuter rail service better known as Metrolink. Metrolink provides seven commuter lines, three of which serve Riverside County. Metrolink is an effective alternative for commuters within the southern California region traveling to major employment and destination centers, taking pressure off freeways and reducing congestion.

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 rehabilitation projects continue to be a priority, using more environmentally sustainable methods while maintaining the highest standards of safety and security.

Riverside Line Riverside to Los Angeles



59
Route
Miles

12
Trains on
Weekdays

Inland Empire-Orange County Line San Bernardino to Oceanside

100
Route
Miles

16
Trains on
Weekdays

4
Trains on
Weekends



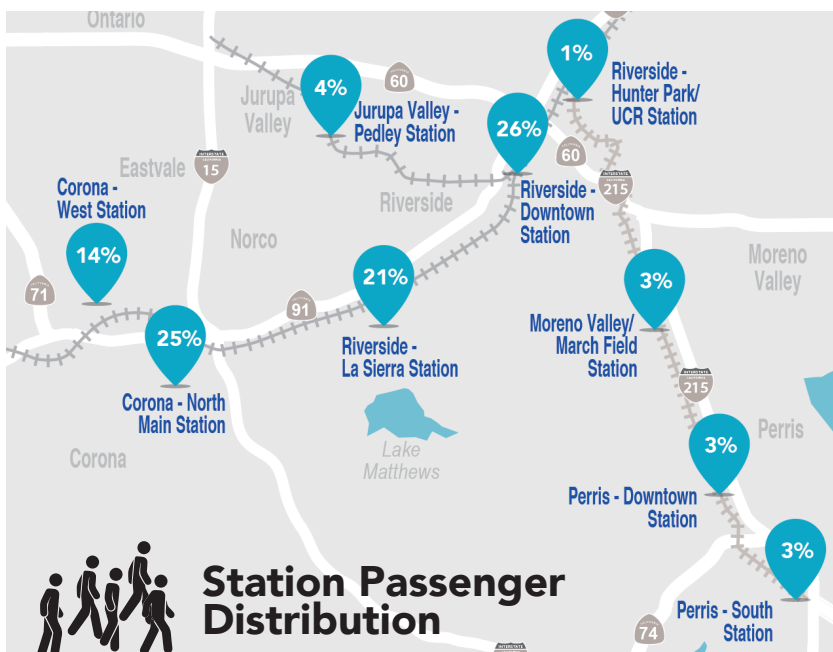
91/Perris Valley Line Perris Valley to Los Angeles via Fullerton



84
Route
Miles

15
Trains on
Weekdays

4
Trains on
Weekends



Passenger Boardings

for Lines Transversing Riverside County



3,265,614
passengers

FY
17/18



3,170,251
passengers

FY
18/19



2,453,579
passengers

FY
19/20

Station Operations & Maintenance Cost



FY
17/18

\$5.5 million



FY
18/19

\$5.3 million



FY
19/20

\$6.5 million



Metrolink Operating Subsidy for Riverside County



FY
17/18

\$17.7M



FY
18/19

\$19.7M



FY
19/20

\$21.3M



Service Miles



769,432

FY 17/18

758,136

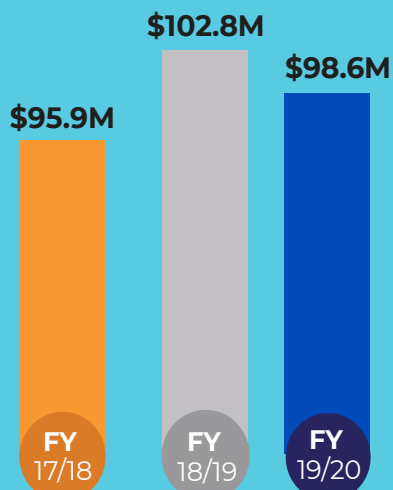
FY 18/19

809,328

FY 19/20



Total Operating Costs



Riverside County has six operators that provide local, intercity, and express fixed route bus services. These services provide an environmentally friendly alternative for residents to travel to work, school, medical appointments, and other essential tasks.

Transit operators continue to partner with one another and local jurisdictions to seek new funding opportunities to expand services.



Increased Bus Use in 2019 College Pass Programs



Farebox Recovery Ratio

Farebox recovery ratio is a key performance indicator that is state-mandated. Farebox recovery minimums vary by operator, generally 20% for urban areas and 10% for rural areas. Due to Covid-19, legislation was enacted in 2020 to waive farebox recovery requirements

22.8%

FY 17/18

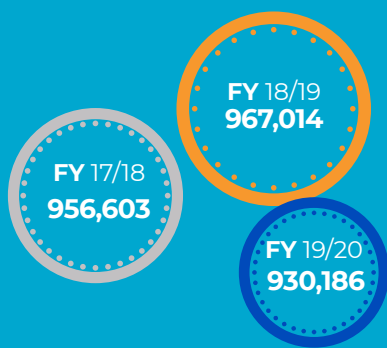
21.7%

FY 18/19

23.1%

FY 19/20

Revenue Service Hours



Average Passengers per Hour

13.2 passengers

FY 17/18

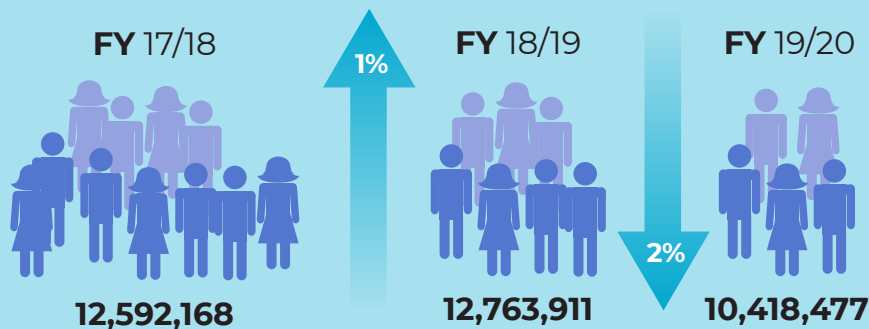
13.2 passengers

FY 18/19

11.2 passengers

FY 19/20

Passenger Boardings



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

Complementary paratransit service is 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.

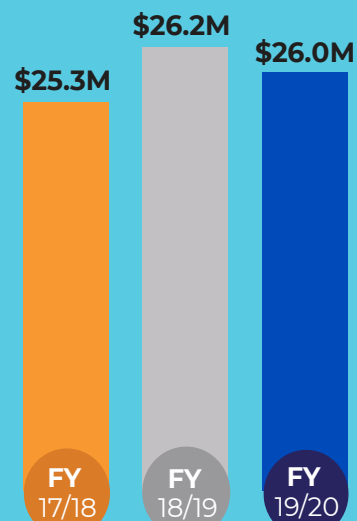
Public demand response riders are among the most vulnerable users in the transportation network. It is anticipated that even after Covid-19 restrictions are lifted, ridership recovery for the senior and disabled population on paratransit services will take longer than fixed-route services.

Similar to fixed route services, farebox recovery for paratransit service is closely monitored. The farebox recovery ratio requirement is 10% for demand response services.

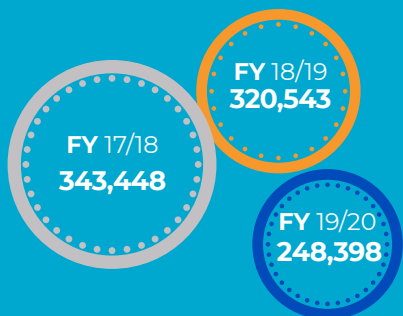
Travel training programs such as RTA's Freedom to Go have been successful at teaching Dial-A-Ride users and others to utilize fixed-route services, enabling passengers to gain more independence and mobility choices while creating cost savings.



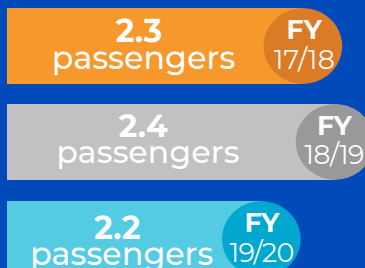
Total Operating Costs



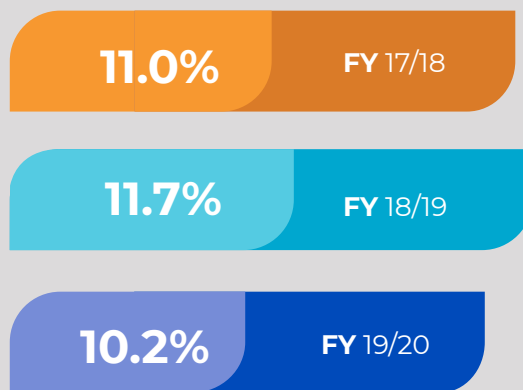
Revenue Service Hours



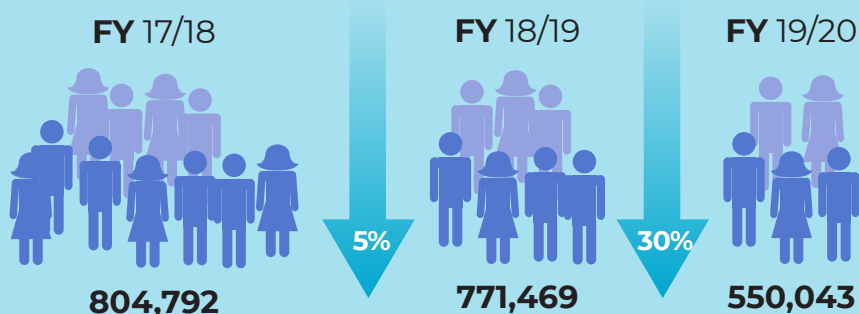
Average Passengers per Hour



Farebox Recovery Ratio



One-way Passenger Boardings



Specialized Transit Program

Western Riverside County

A portion of Measure A, the ½-cent local sales tax revenues are 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.



Measure A Subsidy for Western Riverside County

FY 17/18 \$2.2M

FY 18/19 \$2.4M

FY 19/20 \$2.2M


19 Specialized Transit Programs in 5 Categories

- Demand response services**
Operating assistance for services for 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

Passenger Boardings

Inclusive of travel training and bus pass program trips.

 214,894 passengers FY 17/18


 262,174 passengers FY 18/19

 225,901 passengers FY 19/20

Average Subsidy Per Boarding

FY 17/18 \$10.29 

FY 18/19 \$9.10 

FY 19/20 \$9.73 

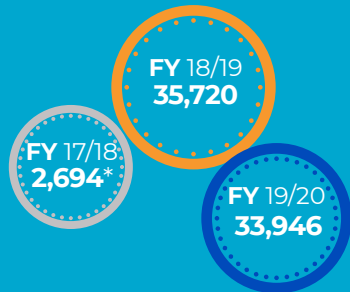


In May 2018, RCTC initiated a new Vanpool program for Western Riverside County called VanClub. Vanpool programs are highly effective at reducing traffic and vehicle emissions by reducing the number of vehicles traveling daily. VanClub was created to support long-distance commuters, by offering a subsidy of up to \$400 per month towards the cost of the vanpool leases.

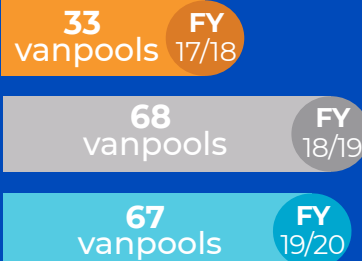
They also serve as a public transportation alternative in areas that are hard to serve by transit and can be an amenity for employers to attract and retain employees.

RCTC VANCLUB

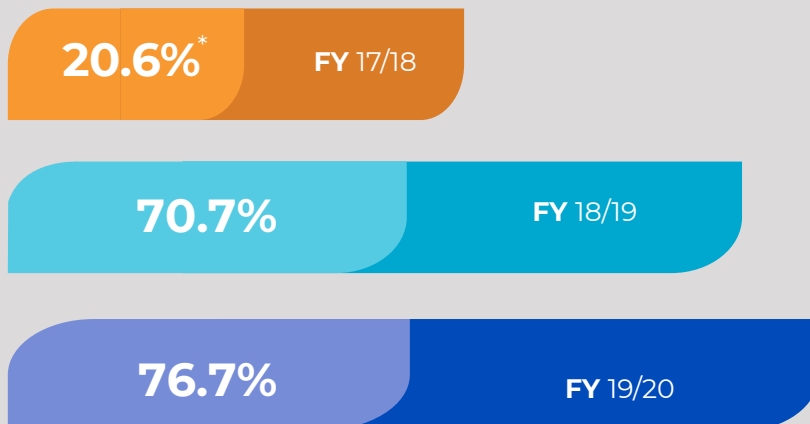
Revenue Service Hours



Average Vanpools per Month



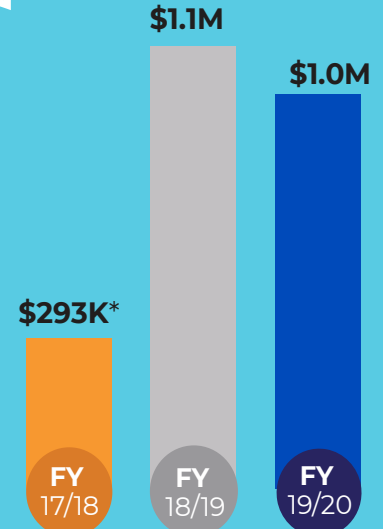
Farebox Recovery Ratio



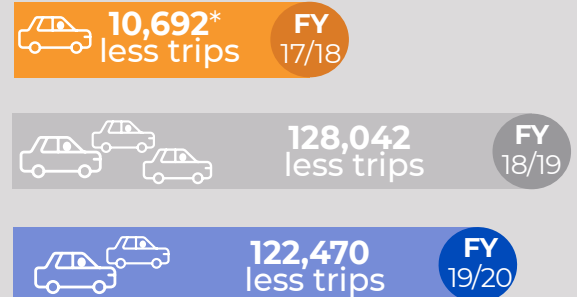
*FY 17/18 only includes 2 months of information



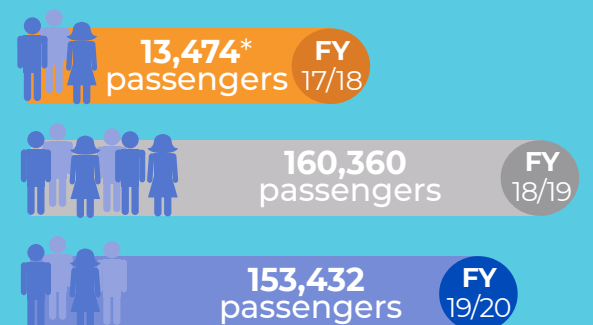
Total Operating Costs



Single Occupancy Vehicle Trips Eliminated



Passenger Boardings in Western Riverside County



Riverside County Transit Routes

