



City of Banning

Short Range Transit Plan

FY 2021/2022 – 2023/2024



City of Banning
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Chapter 1: System Overview

1.1 – Description of Service Area

The City of Banning (“Banning”) is strategically located astride Interstate 10 between the Inland Empire and the Coachella Valley in the San Geronimo Pass. The City, incorporated in 1913, has a rich and colorful history.

Initially Banning served as a stagecoach and railroad stop between the Arizona territories and Los Angeles. This history has contributed to the present-day spirit of pioneer resourcefulness and “can do” attitude that is so prevalent in the community.

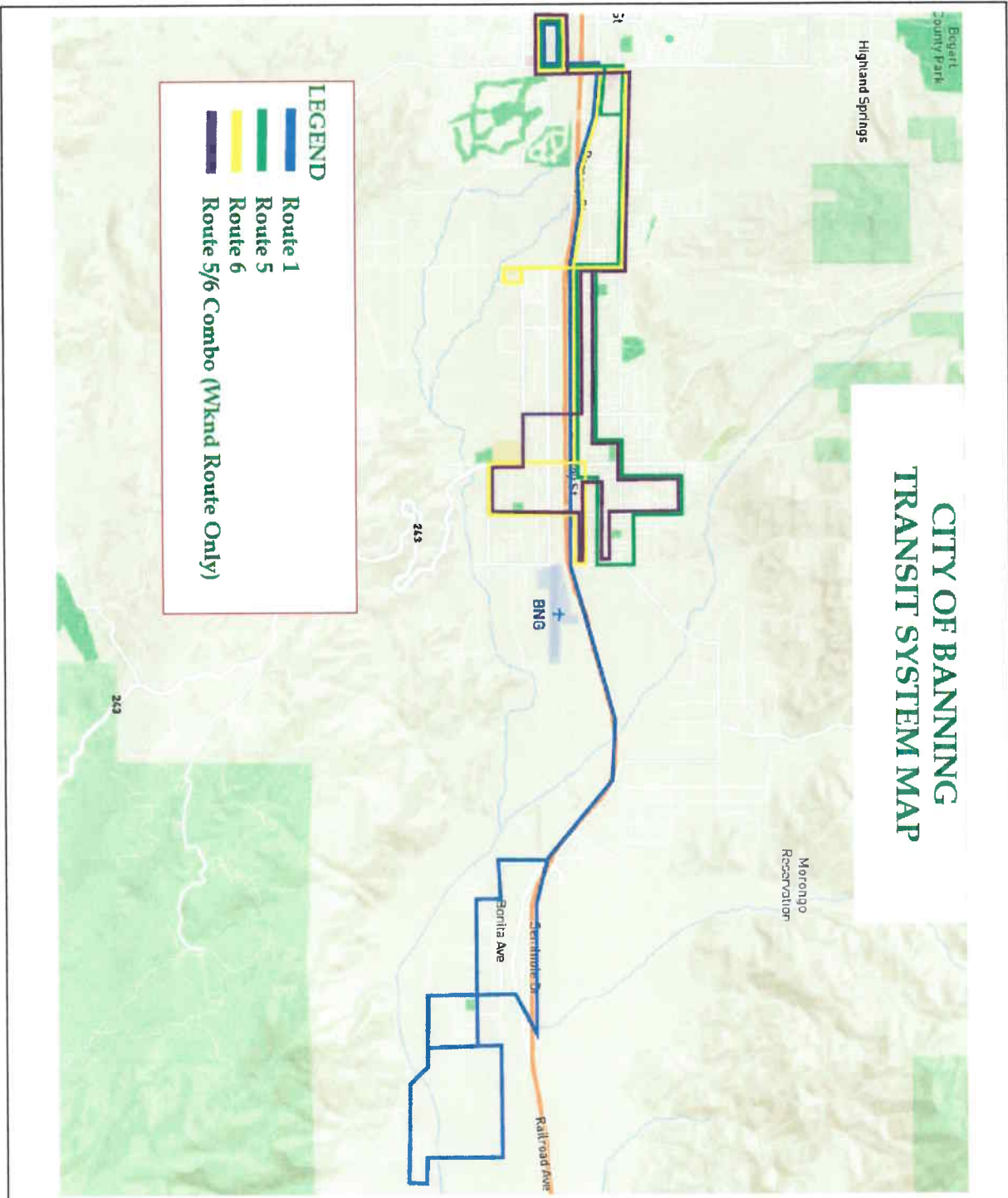
Banning has provided public transportation service since April 1973, which expanded to two routes in September 1985. The current transit system comprises three fixed-route services and a Dial-a-Ride system that is limited to seniors (60 + years of age) and persons with disabilities, including riders certified under the Americans with Disabilities Act (ADA). The newest of the three fixed routes, the Cabazon service, which began in July 1995, extends from Banning east to the unincorporated area of Cabazon. This route was extended in January 2000 to provide a route deviation to serve a remote residential area in eastern Cabazon.

The Banning transit system serves several areas, including the commercial and residential areas of Banning and Cabazon, as well as the commercial areas of the Morongo Indian Reservation and limited commercial areas in the City of Beaumont (“Beaumont”). Banning transit services cover approximately 35 square miles in the pass area with routes connecting to regional services.

Within the service area, population is mixed with areas of both high and low densities. The current routes have been planned by taking advantage of this knowledge, allowing the system to operate more efficiently.



Service Area Map



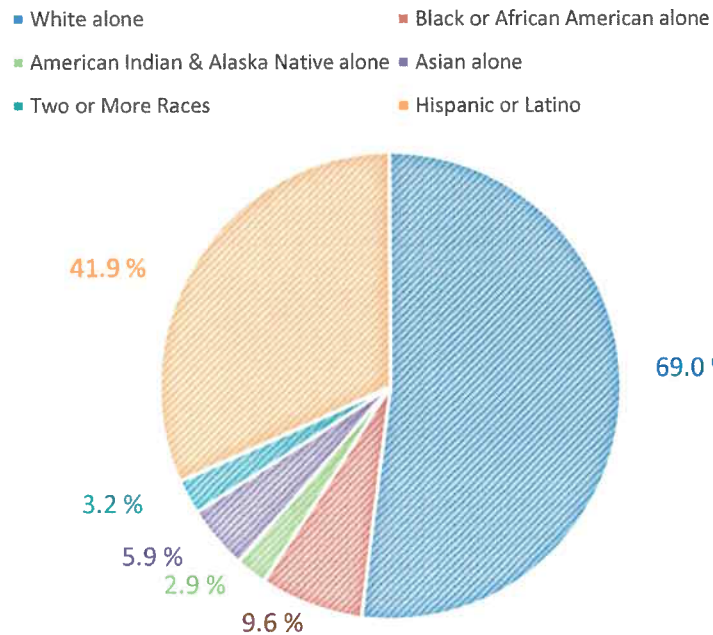


1.2 – Population Profile and Area Demographics

Riverside County covers 7,208 square miles with a population of over 2.4 million people in 2010, per the U.S. Census. The population density for Riverside County is 303.8 people per square mile, largely due to the vast desert areas that are not populated.

The City of Banning (“Banning”) covers 23 square miles with a population of 31,044 people in 2020, per the Department of Finance E1: City/ County Population Estimates, a growth rate of .3% compared to the population in 2018. The population density for Banning is 1,300 per square mile. The racial makeup of the City is as follows:

POPULATION ETHNICITY



The six percentages add to more than 100 percent because individuals may report more than one race

The average age of the population is the following:

- | | |
|------------------|--------|
| • 55+ Years | 36.6 % |
| • 40-54 Years | 15.5 % |
| • 20-39 Years | 22.1 % |
| • Under 19 Years | 25.8 % |

The average age of the population is 45.1 years old.



1.3 Description of Services by Mode/Route

Table 1

Table 1 Description of Routes		
Fixed Route	Description	Area/Service Site
Route 1	Service from Beaumont to Cabazon via the Banning commercial corridor along Ramsey Street.	Walmart Shopping Center, Sun Lakes Village, Banning Police Department, Casino Morongo, Cabazon Outlets, Cabazon Community Center, Mid-County Courthouse, Mt San Jacinto College Pass Campus and the San Geronio Memorial Hospital
Route 5	Residential areas of Northern Banning, Indian School, Alessandro, Nicolet and Wilson Street to Walmart Shopping Center in Beaumont via downtown Banning	Banning Library, Banning High School, Hemmerling Elementary School, Beaver Medical, Walmart, Sun Lakes Village, San Geronio Memorial Hospital, DMV and Banning Police Department
Route 6	Residential areas of Southern Banning, Hathaway and Williams Street to Walmart Shopping Center in Beaumont via downtown Banning	Mt San Jacinto College Pass Campus, Banning High School, Smith Correctional Facility, DMV, Banning Health Care, Sun Lakes Village, Rio Ranch
Route 5/6	Weekend route combining the Routes 5 and 6	Banning Library, Banning High School, Hemmerling Elementary School, Beaver Medical, Walmart, Sun Lakes Village, San Geronio Memorial Hospital, DMV and Banning Police Department, Mt San Jacinto College Pass Campus, Banning High School, Smith Correctional Facility, DMV, Banning Health Care, Sun Lakes Village, Rio Ranch
Dial -A- Ride	Description	Area/Service Site
City-Wide	Demand Response and Origin-to-Destination shared ride transportation service for senior age 60 and older and persons who are, due to their functional limitation (s) unable to use accessible fixed route bus service.	All areas of Banning and limited areas of Beaumont

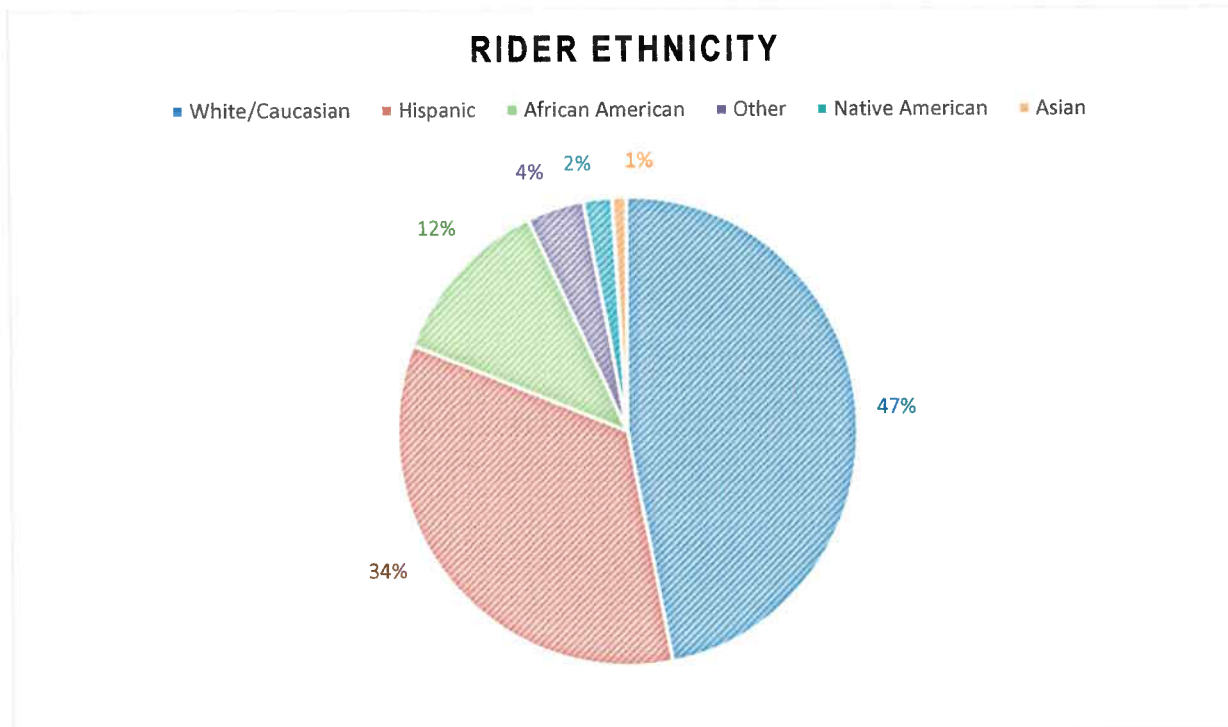


1.4 – Description of Ridership, Revenue Miles, Revenue Hours

Ridership

In 2013, a survey was conducted showing the demographics of the Banning Connect Transit riders. The information gathered helped create a visual indication of the use of the system.

The racial makeup of the ridership is as follows:



Furthermore, 86% of respondents stated that they used the system's fixed routes at least three times a week. 59% of the ridership used the bus service for local trips within the Banning/Beaumont/Cabazon area, and 49% use transit to travel outside of the City's service area. For 91% of ridership, the bus system is their only means of transportation. An unspecified amount of respondents stated that the transit service is readily available in their area, with a majority of riders living within a two-block radius of a bus stop.

A substantial amount of users of the system share the commonality of being either underemployed or unemployed, with 88% of riders reporting an annual household income of \$20,000 or less and 81% of respondents reporting a family of two or more. 87% of those completing the survey report English as their primary language while 13% speak Spanish.



1.5 – Current Fare Structure

The City of Banning transit system fare structure, which have remained unchanged for several years, is as follows:

Fixed Route

Fare Categories	Base Fare	Day Pass	10-Trip Punch Pass	10-Ticket Book	Monthly Pass
General	\$1.15	\$3.00	N/A	\$10.35	\$36.00
Youth (grades K-12)	\$1.00	\$3.00	\$10.00	N/A	\$25.00
Senior (60+)	\$.65	\$1.80	N/A	\$5.85	\$21.50
Disabled	\$.65	\$1.80	N/A	\$5.85	\$21.50
Military Veterans	\$.65	\$1.80	N/A	\$5.85	\$21.50
<i>Child (46" tall or under. Must be accompanied by full fare paying passenger.)</i>	\$.25	N/A	N/A	N/A	N/A
Zone Fare (Cabazon Residential Area)	\$.25	\$.25	\$.25	\$.25	N/A
Deviations (Routes 3 & 4)	\$.25	\$.25	\$.25	\$.25	\$.25
Active Military	FREE	N/A	N/A	N/A	N/A
GoPass (During school session only)	FREE	N/A	N/A	N/A	N/A

Dial-A-Ride Fares

Fare Categories	Base Fare	10-Ride Punch Card
One-Way	\$2.00	\$18.00
Companion	\$3.00	N/A
PCA (w/ I.D.)*	FREE	FREE
No Show	\$2.00	N/A

*Personal Care Attendant must show proper ID each time they board.

Riders have a few ways of paying for fares including purchasing passes at the Community Center and paying for fares on the buses. In FY 2019/2020 the City has begun offering fare purchases through Token Transit, which offers fares via the web and a mobile application.



1.6 – Revenue Fleet

The City of Banning transit system operates six fixed route vehicles all of which are powered by compressed natural gas (CNG). The vehicles are equipped with racks for two bicycles and are following the ADA with mobility device lifts and two tie-down stations per bus. Fixed route vehicles range from 3 years to 10 years in age (6.2 years average age). The transit system has five vehicles that are classified as Dial-A-Ride (two in revenue service and two as spares). The one remaining is utilized as an alternate for the fixed route, when needed. Dial-A-Ride vehicles range from 2 years to 17 years in age (approximately 10 years average age). The City also has four support vehicles which are used for driver relief or administrative errands. Table 1.1 shows the list of the City Fleet inventory.



Table 1.1 - Fleet Inventory
FY 2021/22 Short Range Transit Plan
City of Banning

Bus (Motorbus) / Directly Operated											
Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2020/21	# of Contingency Vehicles FY 2020/21	Life to Date Vehicle Miles Prior Year End FY 2019/20	Life to Date Vehicle Miles through March FY 2020/21	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2020/21
2015	EBC	EDN	30	1	32	CN	1		149,326	179,510	179,510
2015	EDN	Aerodelite	30	1	32	CN	1		137,268	164,172	164,172
2016	EDN	Easy Rider	25	1	32	CN	1		168,436	215,811	215,811
2017	EDN	Easy Rider	25	1	32	CN	1		135,281	173,041	173,041
2010	EDN	XHF	31	1	34	CN	1		352,950	371,204	371,204
2010	EDN	XHF	31	1	34	CN	1		339,721	362,065	362,065
Totals:			172	6			6		1,282,982	1,465,803	244,301



Table 1.1 - Fleet Inventory
FY 2021/22 Short Range Transit Plan
City of Banning

Demand Response / Directly Operated											
Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2020/21	# of Contingency Vehicles FY 2020/21	Life to Date Vehicle Miles Prior Year End FY 2019/20	Life to Date Vehicle Miles through March FY 2020/21	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2020/21
2013	GLV	Universal	18	1	26	CN	1		98,255	108,593	108,593
2018	STR	Allstar	16	1	25	GA	1		34,839	38,755	38,755
Totals:			34	2			2		133,094	147,348	73,674



1.7 – Existing Facilities

The Banning transit system functions as a division within the Department of Public Works of the City and utilizes existing facilities. Customer service aspects of the transit division are available at the City's Community Center located at 789 North San Geronio Avenue, where bus passes are sold, schedules are available and ADA applications can be picked up and returned. Phone calls for general information and questions regarding scheduling are received Monday – Friday from 8:00am to 6:00pm at the Community Center.

Administrative offices for the transit division, as well as the maintenance, parking, fueling of the buses, and storage of bus stop amenities, are located at the City's Corporation Yard located at 176 East Lincoln Street. The facility is equipped with five service bays, an outside vehicle wash bay, and a CNG station with both fast and slow fill pumps. Maintenance of transit's fleet is performed by the Public Works Department, Fleet Maintenance Division. All dispatch and scheduling for paratransit services are handled at the Corporation Yard location as well.

1.8 – Existing Coordination between Transit Agencies

In 2019, the cities of Banning and Beaumont executed a new interagency service agreement, outlined the relationship between each agency's operations and the manner in which the transit systems would operate within each City's service areas including, but not limited to route planning, scheduling, stops, transfers and the dissemination of information.

In addition, a Memorandum of Understanding is held with the Morongo Band of Mission Indians allowing stops on their property. The ability to provide a stop at Casino Morongo allowed passengers to make connections with Sunline Commuter Link 220 (which ended on May 1, 2020), providing service to and from Palm Desert and Riverside. Also, services are also coordinated with Riverside Transit Agency (RTA) by providing timed stops that meet with routes that provide travel to and from the areas of Hemet and Moreno Valley (i.e. Route 31 at either Sun Lakes Boulevard just east of Highland Springs or the Walmart stop along 2nd Street). Riders also have the opportunity to connect with the Amtrak Thruway Bus Service at Casino Morongo.

1.9 – Reference List of Prior or Existing Studies and Plans

Although there are no existing studies to list (e.g., COAs, BRT studies, Safety Plans, etc.) in the FY 2020/2021 SRTP, the City plans to develop a Comprehensive Operations Analysis in the upcoming fiscal year. This was cancelled due to COVID 19 Pandemic.



Chapter 2: Existing Service and Route Performance

2.1 – Key Performance Indicators

Key Performance Indicators (KPIs) as required by Riverside County Transportation Commission (RCTC) are shown in Table 2 below. In addition to RCTC's KPIs, the City is implementing data collection procedures to more accurately collect data related to on-time performance, ridership growth, road calls, complaints, preventable accidents and rider injuries. A future goal of the City transit system is to have City Council approved operating standards and performance metrics.

Table 2.0 -- Service Provider Performance Targets Report
FY 2021/22 Short Range Transit Plan Review
City of Banning

Data Elements	FY 2021/22 Plan	FY 2021/22 Target	FY 2021/22 Year to Date Through 4th Quarter	Year to Date Performance Scorecard
Unlinked Passenger Trips	110,581			
Passenger Miles	281,017			
Total Actual Vehicle Revenue Hours	18,996.0			
Total Actual Vehicle Revenue Miles	431,510.0			
Total Actual Vehicle Miles	444,088.0			
Total Operating Expenses	\$1,687,000			
Total Passenger Fare Revenue	\$125,000			
Net Operating Expenses	\$1,562,000			
Performance Indicators				
Mandatory:				
1. Farebox Recovery Ratio	7.40%	>= 10.00%		
Discretionary:				
1. Operating Cost Per Revenue Hour	\$88.81	<= \$46.23		
2. Subsidy Per Passenger	\$14.13	>= \$9.97 and <= \$13.49		
3. Subsidy Per Passenger Mile	\$5.56	>= \$208.74 and <= \$282.42		
4. Subsidy Per Hour	\$82.23	>= \$38.31 and <= \$51.83		
5. Subsidy Per Mile	\$3.62	>= \$1.93 and <= \$2.61		
6. Passengers Per Revenue Hour	5.82	>= 3.26 and <= 4.42		
7. Passengers Per Revenue Mile	0.26	>= 0.16 and <= 0.22		

Note: Must meet at least 4 out of 7 Discretionary Performance Indicators

Productivity Performance Summary:

Service Provider Comments:



2.2 – SRTP Performance Report

The Banning transit system has not seen noteworthy growth in ridership from FY 2017/2018 to FY 2019/2020. An increase in ridership was realized in part of FY 2019/2020 related to the new Interagency Services Agreement with City of Beaumont, but drastically dropped due to COVID-19. 2020/2021 Final numbers are projected to be lower, by about 30% as compared in FY2019/2020 due to the pandemic.

In the FY2020/2021 plan most primary targets range from “fails to meet target” for “operating costs per revenue hour”. See Table 2.1 for more information.



2.3 – SRTP Service Summary

All Routes

System wide, the Banning Transit System was expected to improve its service performance due to a reduction in operating expenses related to a reduction in administrative costs (e.g. salaries, etc.) and a projected slight increase in farebox revenue. Unfortunately, the COVID-19 pandemic has drastically reduced ridership and farebox recovery to much lower than original projections. It is anticipated that the reduction in ridership activity will carry into the beginning of FY 2021/2022, but at this time the overall impact is difficult to predict. Table 2.2 below identifies the 3rd quarter totals for FY 2020/2021 and projections for FY 2021/2022.

It should be noted that the City does not have any excluded routes to report in this SRTP.

FY 2021/22 - Table 2.1 -- SRTP Performance Report
Service Provider: City of Banning
All Routes

Performance Indicators	FY 2019/20 End of Year Actual	FY 2020/21 4th Quarter Year-to-Date	FY 2021/22 Plan	FY 2021/22 Target	Plan Performance Scorecard (a)
Passengers	112,960	71,313	110,581	None	
Passenger Miles	286,919	3,293	281,017	None	
Revenue Hours	19,467.7	18,056.8	18,996.0	None	
Total Hours	20,895.2	15,622.4	20,415.0	None	
Revenue Miles	441,497.3	364,350.2	431,510.0	None	
Total Miles	455,214.0	369,595.0	444,088.0	None	
Operating Costs	\$910,575	\$1,052,151	\$1,687,000	None	
Passenger Revenue	\$91,233	\$2,826	\$125,000	None	
Measure-A Revenue				None	
LCTOP Revenue				None	
Operating Subsidy	\$819,341	\$1,049,325	\$1,562,000	None	
Operating Costs Per Revenue Hour	\$46.77	\$58.27	\$88.81	<= \$46.23	Fails to Meet Target
Operating Cost Per Revenue Mile	\$2.06	\$2.89	\$3.91	None	
Operating Costs Per Passenger	\$8.06	\$14.75	\$15.26	None	
Farebox Recovery Ratio	10.02%	0.27%	7.40%	>= 0.1	Fails to Meet Target
Subsidy Per Passenger	\$7.25	\$14.71	\$14.13	>= \$9.97 and <= \$13.49	Fails to Meet Target
Subsidy Per Passenger Mile	\$2.86	\$318.70	\$5.56	>= \$208.74 and <= \$282.42	Better Than Target
Subsidy Per Revenue Hour	\$42.09	\$58.11	\$82.23	>= \$38.31 and <= \$51.83	Fails to Meet Target
Subsidy Per Revenue Mile	\$1.86	\$2.88	\$3.62	>= \$1.93 and <= \$2.61	Fails to Meet Target
Passengers Per Revenue Hour	5.80	3.95	5.82	>= 3.26 and <= 4.42	Better Than Target
Passengers Per Revenue Mile	0.26	0.20	0.26	>= 0.16 and <= 0.22	Better Than Target

a) The Plan Performance Scorecard column is the result of comparing the FY 2021/22 Plan to the FY 2021/22 Primary Target.

Table 2.2 -- City of Banning -- SRTP Service Summary
FY 2021/22 Short Range Transit Plan
All Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 4th Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	3	4	6	4	6
Financial Data					
Total Operating Expenses	\$1,518,728	\$910,575	\$1,948,627	\$1,052,151	\$1,687,000
Total Passenger Fare Revenue	\$100,047	\$91,233	\$216,470	\$2,826	\$125,000
Net Operating Expenses (Subsidies)	\$1,418,681	\$819,341	\$1,732,157	\$1,049,325	\$1,562,000
Operating Characteristics					
Unlinked Passenger Trips	116,748	112,960	199,010	71,313	110,581
Passenger Miles	622,962	286,919	788,899	3,293	281,017
Total Actual Vehicle Revenue Hours (a)	14,189.8	19,467.7	27,394.0	18,056.8	18,996.0
Total Actual Vehicle Revenue Miles (b)	393,142.6	441,497.3	779,037.0	364,350.2	431,510.0
Total Actual Vehicle Miles	401,789.6	455,214.0	782,418.0	369,595.0	444,088.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$107.03	\$46.77	\$71.13	\$58.27	\$88.81
Farebox Recovery Ratio	6.59%	10.02%	11.10%	0.27%	7.40%
Subsidy per Passenger	\$12.15	\$7.25	\$8.70	\$14.71	\$14.13
Subsidy per Passenger Mile	\$2.28	\$2.86	\$2.20	\$318.70	\$5.56
Subsidy per Revenue Hour (a)	\$99.98	\$42.09	\$63.23	\$58.11	\$82.23
Subsidy per Revenue Mile (b)	\$3.61	\$1.86	\$2.22	\$2.88	\$3.62
Passenger per Revenue Hour (a)	8.2	5.8	7.3	4.0	5.8
Passenger per Revenue Mile (b)	0.30	0.26	0.26	0.20	0.26

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

Table 2.2 -- City of Banning -- SRTP Service Summary
FY 2021/22 Short Range Transit Plan
Non-Excluded Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 4th Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	3	4	6	4	6
Financial Data					
Total Operating Expenses	\$1,518,728	\$910,575	\$1,948,627	\$1,052,151	\$1,687,000
Total Passenger Fare Revenue	\$100,047	\$91,233	\$216,470	\$2,826	\$125,000
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Subsidy per Passenger Mile	\$2.28	\$2.86	\$2.20	\$318.70	\$5.56
Subsidy per Revenue Hour (a)	\$99.98	\$42.09	\$63.23	\$58.11	\$82.23
Subsidy per Revenue Mile (b)	\$3.61	\$1.86	\$2.22	\$2.88	\$3.62
Passenger per Revenue Hour (a)	8.2	5.8	7.3	4.0	5.8
Passenger per Revenue Mile (b)	0.30	0.26	0.26	0.20	0.26

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.



Fixed Route Service

The Banning Transit System currently has three fixed route services (Route 1, Route 5 and Route 6) which serve downtown and neighborhood areas of Banning, both the residential and business areas of Cabazon, and the main commercial area of Beaumont (Walmart). Fixed route operations run from 4:30am to 10:00pm (Route 1), 5:30am to 7pm (Route 5) and 6:30am to 6:00pm (Route 6) during the week and are adjusted to 8:00am and 6:00pm on the weekends.

Previously, ridership and fare revenues were split along Ramsey Street by Beaumont's Route 2 and Banning's Route 1, but that is no longer the case. The cities of Banning and Beaumont have entered into a new Interagency Services Agreement (ISA; see Attachment No. 1), which prohibits either agency from operating a fixed route within each other's City limits. Transfers between the Banning and Beaumont transit systems occur at the Beaumont Walmart and San Geronio Memorial Hospital stops only. Current route maps are provided at the end of this section.

In addition, farebox revenue are project to be higher than in FY 2020/2021, which will assist the City in meeting its farebox recovery ratio of 10% for its fixed route operations. Unfortunately, the COVID-19 pandemic has drastically impacted ridership numbers and farebox revenue in the end of 2020/2021 fiscal year and may impact the first quarter ridership numbers in FY 2021/2022.



Dial-A-Ride (DAR)

The Banning transit system Dial-A-Ride is a service offered to seniors, aged 60 and older, persons with disabilities and passengers eligible under the Americans with Disabilities Act (ADA). DAR operates from 6:00am to 6:45pm on weekdays and 8:00am to 4:45pm on the weekends. Limited service hours are available for non-ADA passengers. This category of passenger is also required to fill out a certification application to determine eligibility. If terms are met, the applicant receives a card certifying their eligibility to ride.

The primary uses for the Dial-A-Ride system are transportation to medical appointments, workshop programs for persons with disabilities, shopping areas, employment. Dial-a-Ride services also provide connections to the RTA and Banning and Beaumont fixed routes. Additionally, demand for paratransit is expected to grow. This is a universal transit/paratransit theme nationwide and Banning is anticipated to continue to see growth in the paratransit program.

The savings in administrative costs mentioned above in the fixed route section also applies to DAR and like fixed route the COVID-19 pandemic has drastically impacted ridership numbers and farebox revenue in the end of 2020/2021 fiscal year and may impact the first quarter ridership numbers in FY 2021/2022.



2.4 – Service Performance

Route 1 – Beaumont/Banning/Cabazon

Route 1 is among the most used route in the system, operating along Ramsey Street and serving the commercial area Beaumont (Walmart), residential areas of Cabazon and Casino Morongo the outlet malls in Cabazon. Ridership on Route 1 accounts for approximately 72% of the total use of the system.

While the longest in distance, this route operates on an one-hour headway from Beaumont to Casino Morongo. The major stops on this line include Albertsons, Wal-Mart, Banning City Hall, Mid-County Justice Center, Social Services offices in Banning, San Gorgonio Memorial Hospital, Casino Morongo and the Desert Hills Outlets in Cabazon.

The second loop of Route 1 also runs on an hour headway departing from Casino Morongo and servicing the Cabazon Community Center and the residential areas of Cabazon. Two buses are operated on this route which allows for hourly service to the two respective areas.

Route 5 – Northern Banning

Route 5 accounts for 17 percent of Banning's Transit System use, providing service to the areas that lie north of the I-10 Freeway in the City of Banning. Major stops on this route are the Mid-County Justice Center, Banning City Hall, the Banning Community Center, Library, Medical Facilities, San Gorgonio Memorial Hospital and the commercial area of Beaumont (Walmart).

Route 6 – Southern Banning

Accounting for 11% of Banning's transit system's use, Route 6 provides service to the southern area of Banning. Major stops on this route are the Mid-County Justice Center, Banning City Hall, the Mt. San Jacinto Pass Campus, Banning High School, Smith Correctional Facility, Medical Facilities, San Gorgonio Memorial Hospital and the commercial area of Beaumont (Walmart).

Route 5/6 Combo – Northern/Southern Banning

This route which generally combines both Route 5 and Route 6 operates only on the weekends, with the exceptions that it does not travel into Cabazon.



Data Elements

Route #	Day Type	Peak Vehicles	Passengers	Passenger Miles	Revenue Hours	Total Hours	Revenue Miles	Total Miles	Operating Cost	Passenger Revenue	Measure-A Revenue	LCTOP Revenue
BAN-1	All Days	2	73,924	183,331	9,073	9,202	257,287	267,597	\$797,089	\$63,431		
BAN-5	Weekday	1	17,416	43,191	3,802	3,807	57,413	57,570	\$304,016	\$17,840		
BAN-5/6	All Days	1	2,319	5,751	612	622	15,054	14,435	\$95,145	\$6,697		
BAN-6	Weekday	1	10,870	26,957	4,325	4,332	80,011	80,222	\$310,750	\$12,032		
BAN-DAR	All Days	1	6,052	21,787	1,184	2,452	21,745	24,264	\$180,000	\$25,000		
		6	110,581	281,017	18,996	20,415	431,510	444,088	\$1,687,000	\$125,000		

Table 2.3 - SRTP Route Statistics

City of Banning -- 1
FY 2021/22
All Routes



Table 2.3 - SRTP Route Statistics

City of Banning -- 1
FY 2021/22
All Routes

Performance Indicators

Route #	Day Type	Net Subsidy	Operating Cost Per Revenue Mile	Operating Cost Per Revenue Mile	Cost Per Passenger	Farebox Recovery Ratio	Subsidy Per Passenger	Subsidy Per Passenger Mile	Subsidy Per Revenue Hour	Subsidy Per Revenue Mile	Passengers Per Hour	Passengers Per Mile
BAN-1	All Days	\$233,658	\$87.85	\$3.10	\$10.78	7.95%	\$9.92	\$4.00	\$80.86	\$2.85	8.15	0.29
BAN-5	Weekday	\$286,176	\$79.96	\$5.30	\$17.46	5.86%	\$16.43	\$6.63	\$75.27	\$4.98	4.58	0.30
BAN-5/6	All Days	\$88,448	\$155.47	\$6.32	\$41.03	7.03%	\$38.14	\$15.38	\$144.52	\$5.88	3.79	0.15
BAN-6	Weekday	\$298,718	\$71.85	\$3.88	\$28.59	3.87%	\$27.48	\$11.08	\$69.07	\$3.73	2.51	0.14
BAN-DAR	All Days	\$155,000	\$152.03	\$8.28	\$29.74	13.89%	\$25.61	\$7.11	\$130.91	\$7.13	5.11	0.28
		\$1,562,000	\$88.81	\$3.91	\$15.26	7.40%	\$14.13	\$5.56	\$82.23	\$3.62	5.82	0.26



ROUTE 1

EFFECTIVE 06/10/2019
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BEAUMONT

BANNING

CHAZON



Legend (Map not to scale)

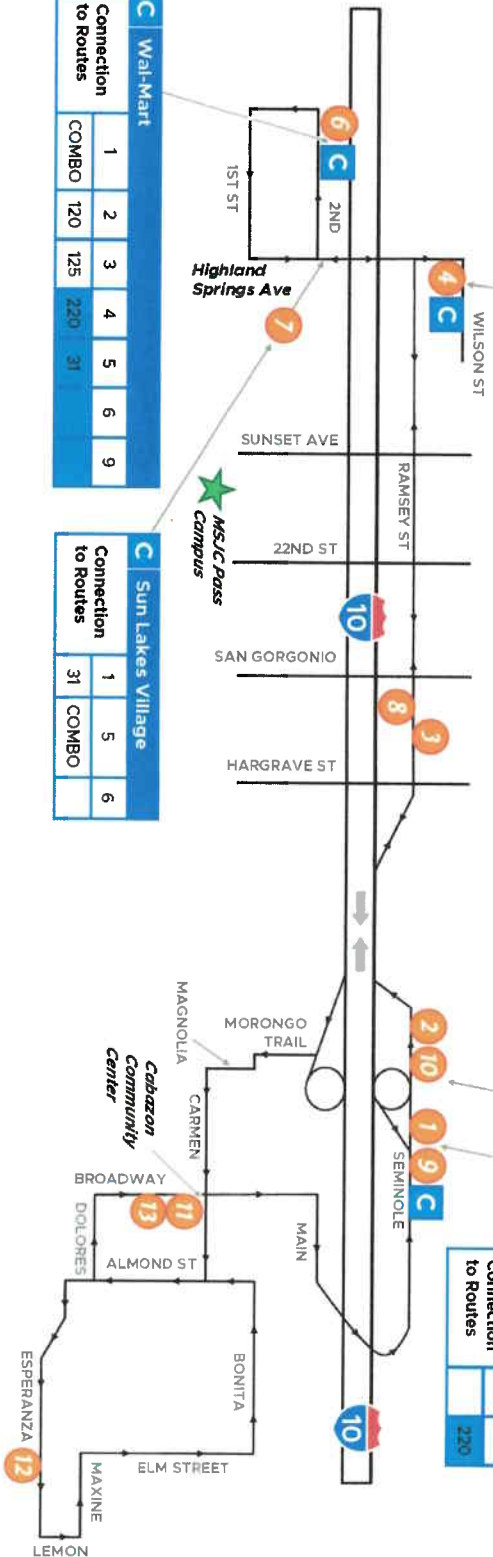
- Time and/or Transfer Point
- C Connection Point

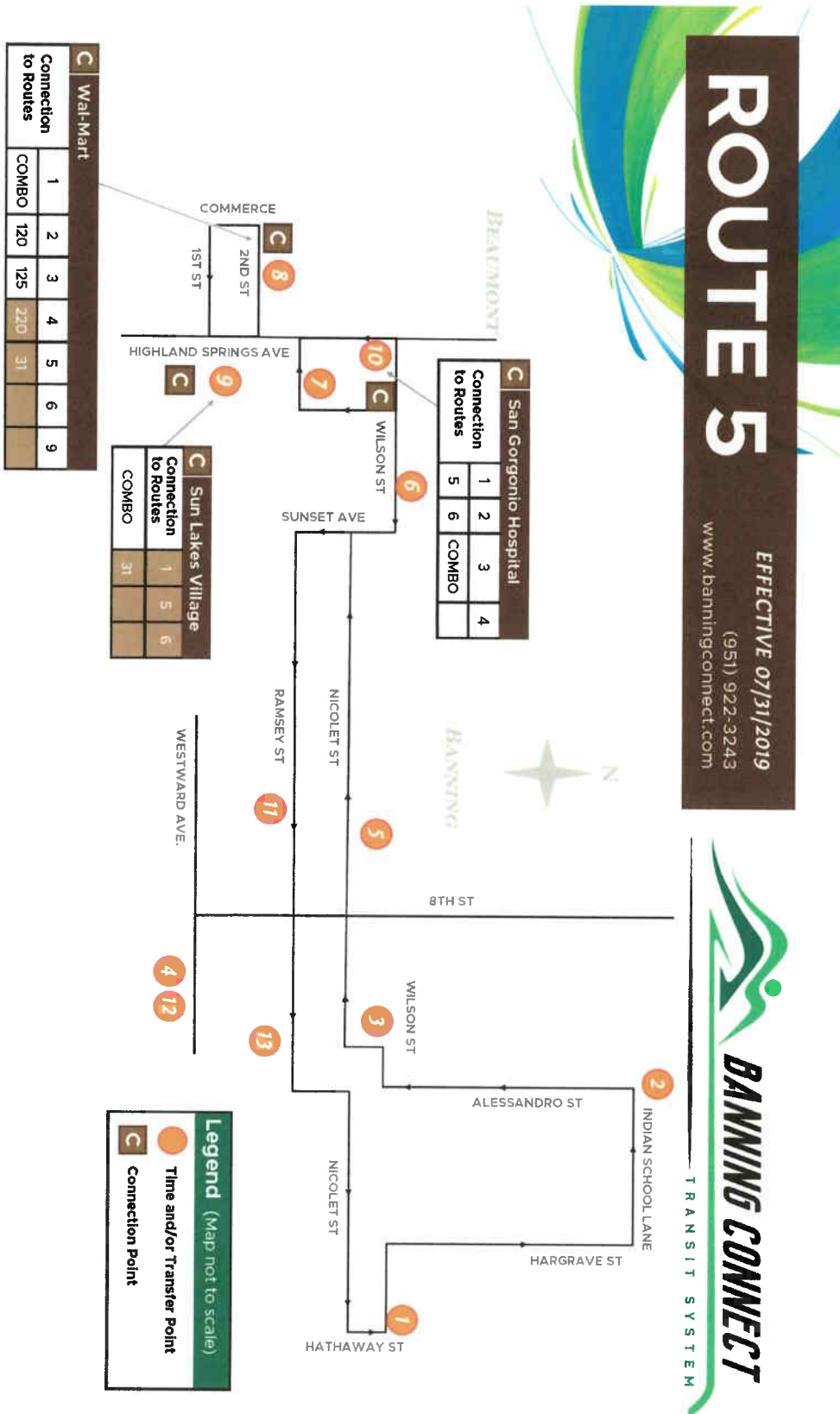
C San Geronimo Hospital	
Connection to Routes	
1	2
3	4
5	6
COMBO	

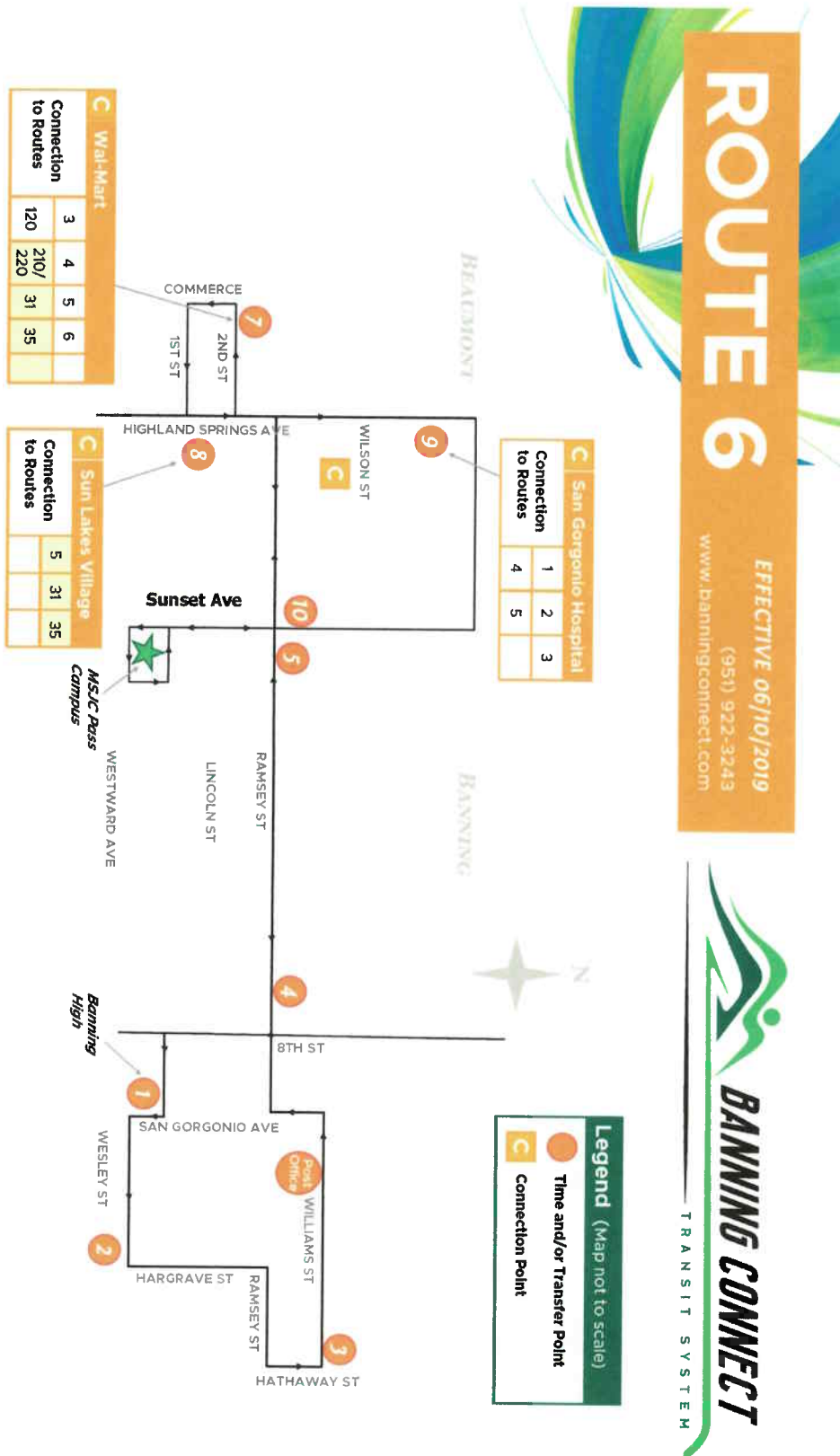
C Casino Morongo	
Connection to Routes	
1	120
220	

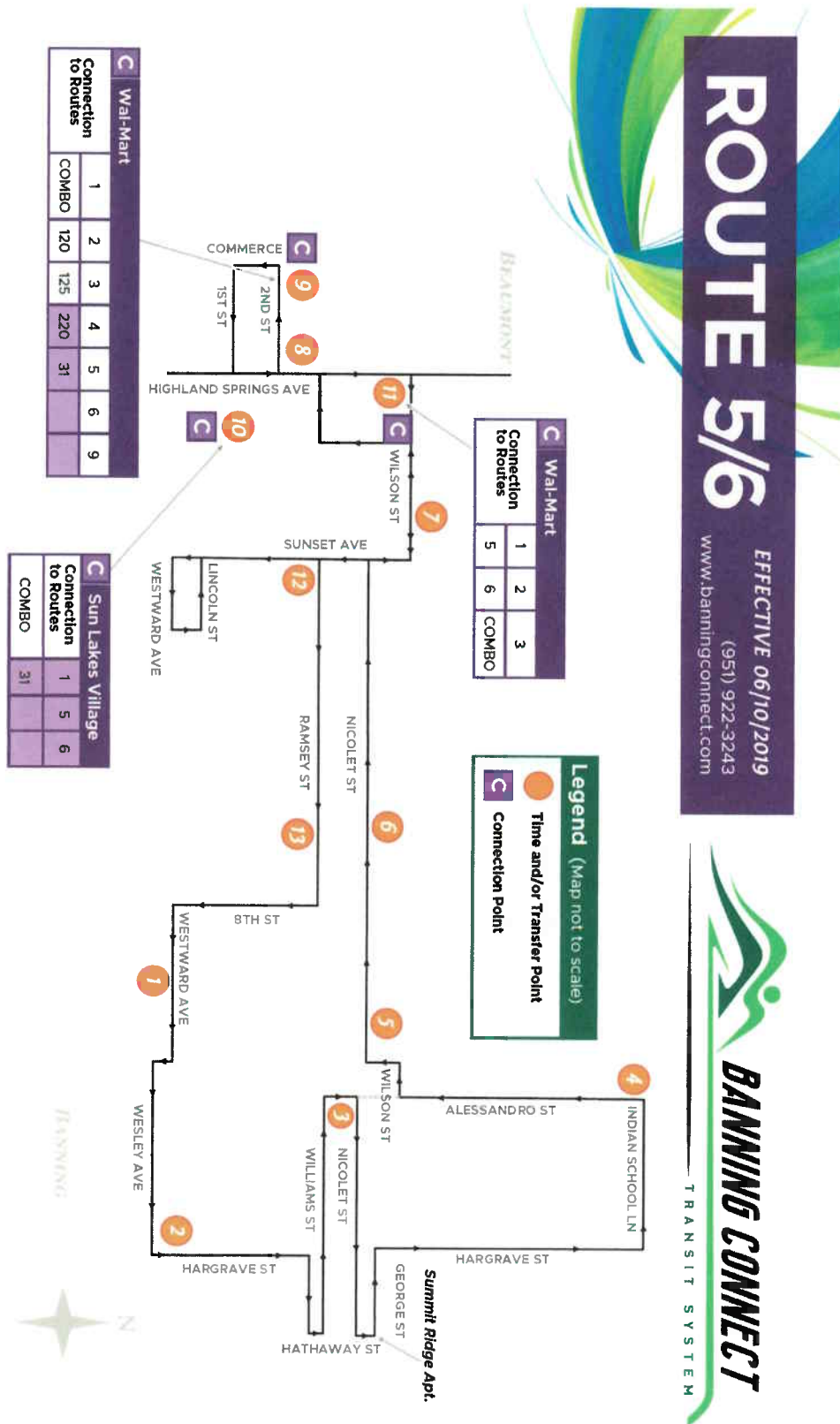
C Wal-Mart	
Connection to Routes	
1	2
3	4
5	6
9	
COMBO	120
	125
	220
	31

C Sun Lakes Village	
Connection to Routes	
1	5
6	
COMBO	31











2.5 – Productivity Improvements Efforts

City staff will continue to monitor key performance metrics throughout the year in order to identify underperforming routes and trips and make adjustments as necessary. Additionally, staff plans to have developed a Comprehensive Operational Analysis in FY 2020/2021 with the goal of a detailed look at the city's existing bus services and provided recommendations for improving service to meet the needs of the City's riders. This was cancelled due to COVID 19 Pandemic.

In order to enhance the customer experience by improving the City's fare program through the use of technology, the City has launched mobile ticketing through Token Transit and is available to all fixed route riders.

2.6 – Major Trip Generators

Major passenger trip destinations that the Banning transit system services are the Sun Lakes Plaza Shopping Center, the Walmart Supercenter in Beaumont, the Banning Justice Center, San Geronio Pass Hospital, Beaver and Loma Linda Medical Plazas, the Cabazon Outlet Stores, Desert Hills Premium Outlets and Casino Morongo and the Mt. San Jacinto College Pass Campus. There is a high demand for service to these destinations whether for employment, necessities, or pleasure.

2.7 – Recent Service Changes

All the City's recent service changes have been related to the COVID-19 pandemic which has resulted in a drastic decrease in ridership. Changes include slightly reducing operating hours and minor revision to Route 6 (see below), which includes the elimination of the furthest east stop in Cabazon during the later hours. Additionally, the City has limited the number of passengers on buses in order to adhere to social distancing guidelines

Route	Operating Hours	Revised Operating Hours
Route 1	4:30am – 10:11pm	5:00am – 10:11pm
Route 5	5:30am – 6:49pm	5:30am – 6:49pm
Route 6	6:00am – 6:32pm	7:40am – 5:44pm



Chapter 3: Future Service Plans, Fare Changes, Capital Planning and Marketing

3.1 – Planned Service Changes FY 2021/2022 – FY 2022/2023

The City currently does not have any formalized service changes planned for the immediate future. The City will continue to monitor ridership levels as they are projected to increase due to implemented changes related to the Banning/Beaumont agreement as well as planned commercial and residential development within the City.

3.2 – Marketing Plans and Promotions

Efforts have been made to market the Banning transit system over the past year and will continue in the coming years. These efforts include purchasing advertising on a map of the San Geronio Pass Area, distribution of route maps by delivery to the library, Chamber of Commerce, San Geronio Memorial Hospital, Mt. San Jacinto Pass Campus, local hotels, businesses and social media outlets.

Additionally, the City has developed a new brand for the transit system called “Banning Connect”: This new branding was completed in March 2021.



As part of these rebranding efforts the City is currently redesigning route maps, bus stop signs, fliers and exterior/interior bus graphics.

The City’s efforts to promote ridership will include the following in this upcoming fiscal year:

1. Outreach programs to schools and at community events.
2. Attend senior community meetings to provide information.



3. Continue participation in the MSJC GO-PASS Program to encourage ridership of college students.
4. Articles in local papers highlighting new transportation routes.
5. Incorporate and coordinate travel training opportunities for Pass Passengers with regional providers including Sunline, RTA and Beaumont.
6. Offer “Rider Appreciation Day” to raise awareness of benefits of public transportation.
7. Continue to participate with Transportation Now, Senior Transportation Assistance Group, Pass Area Senior Connections, Pass Area Veterans Assistance, Cabazon Community Resources, and other efforts.

The Banning transit system strives to operate service in a manner that will maximize system productivity, efficiency, as well as the use of subsidies. General goals include:

- Develop an ongoing planning process with key agencies and organizations within the region.
- Develop a core group of services that connect key activity points and commit to providing service along those corridors.
- Continually review all services to evaluate the efficiency and needs of the transit system.

3.3 – Project Ridership Growth

For the past decade, the City of Banning has observed very little private development projects that would have a noticeable impact to ridership. Over the past several months the City has seen much more development activity including entitlements of various commercial developments that could potentially act as ridership generators. There are also two large specific plan developments that amount to approximately 7,700 residential units, multiple schools, commercial/retail phases, and parks.

Additionally, and as previously mentioned in the report, the new agreement with the City of Beaumont resulted in a noticeable increase in ridership. This increase was short lived due to the COVID-19 pandemic, which drastically impacted ridership because of the “shelter in place” orders and the closure of many business. It is unknown how long the recovery period will last.

3.4 – Proposed Fare Structure Changes

There are no fare structure changes currently.



3.5 – Capital Planning

Rolling stock

In an effort to accomplish our SRTP goals, the City will continue to keep an efficient and reliable rolling stock. As part of this task, the replacement of buses is essential. The City currently plans to replace one bus in FY 2021/2022 further described in Chapter 4.

Fixed route vehicles range from 3 years to 10 years in age (6.2 years average age) and Dial-A-Ride vehicles range from 2 years to 17 years in age (approximately 10 years average age). The City plans to replace vehicles at or near the 12-year age.

Fueling Station

The City currently owns and operates a Compressed Natural Gas (CNG) fueling facility used to fuel the City's CNG fleet. The facility is well beyond its useful life and is currently planned and fully funded for replacement. The City has tentatively slowed the progression of this project to consider the feasibility of electrifying the City's transit fleet; see table 4.4. for more information.

Garage Improvements

The City's transit fleet is currently maintained in the City's fleet garage located at the City's corporate yard. The garage is shared by all City departments (e.g. police, water, wastewater, streets, etc.) and nearing full capacity. The City will soon enter the planning stage of expanding the City's fleet operations including the expansion of the garage. This improvement would be funded by all City departments as it moves forward.

Bus Shelters

The City plans to provide for a good experience when utilizing the transit system by providing for attractive, comfortable and safe bus shelters while waiting for their bus. The City maintains it's bus shelters weekly (e.g. emptying trash, washing, etc.). There is a current need for the addition/replacement of bus shelters throughout the City. The City currently has nine bus shelters. The City plans to replace it's existing bus shelters beginning in fiscal year 2021/2022. At an estimated improvement cost of \$13,500, the replacement of bus shelters would occur over a 5 year period.



Short Range Transit Plan
FY 2021/2022 - 2023/2024

Table 3 Highlights

- Rehabilitate the CNG Station
- Procure two new buses
- Complete the Banning Connect branding and bus stop sign placement
- Purchase and install video surveillance cameras on the fleet

Type	FY 2017/18	FY 2018/19	FY 2019/20	FY 2020/21 Estimate (Based on 3rd Qtr actuals and annualized)	FY 2021/22 Plan
System-Wide Ridership	126,793	116,748	112,960	63,431	110,581
Operating cost per revenue hours	73.08	74.27	46.77	45.12	93.51



Chapter 4: Financial Planning

4.1 – Operating and Capital Budget

For FY 2021/2022, operating funds needed to operate the Banning Transit System are \$1,901,384 for the Fixed Route and DAR. The operating funds consist of \$1,776,384 in local transportation funds (LTF), projected farebox revenue of \$125,000. See Table 4 at the end of this section.

The replacement of two buses is also included in this SRTP along with a request for funding in the amount of \$249,301 of STA PUC 99313 funds, as shown in Table 4A below.

The City's farebox revenue actuals were less than originally projected in FY2020/2021 resulting in a below ten percent farebox recovery ratio (9.61%). At this time the City does not fully understand the resulting impacts of COVID-19 and related operational changes which have severely affected farebox revenue leading into the fourth quarter and expected to run through the beginning of FY 2021/2022.



Table 4.0 - Summary of Funding Requests - FY 2021/22
City of Banning
Original

Operating										
Project	Total Amount of Funds	FARE	LTF	SGR-OB	STA - OB	STA PUC99313	STA PUC99314			
Comprehensive Operation Analysis										
Operating Assistance (BUS) (FY 2021/22)	\$1,607,000	\$100,000	\$1,507,000							
Operating Assistance (DAR) (FY 2020/21)	\$25,000	\$25,000								
Operating Assistance (DAR) (FY 2021/22)	\$205,000	\$25,000	\$180,000							
Sub-total Operating	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Sub-total Operating	\$1,837,000	\$150,000	\$1,687,000	\$0	\$0	\$0	\$0			

Capital										
Project	Total Amount of Funds	FARE	LTF	SGR-OB	STA - OB	STA PUC99313	STA PUC99314			
09-06 ADA Accessible Van - 09-06	\$-16,447				\$-16,447					
09-13 Security Cameras on Buses - 09-13	\$-44,255				\$-44,255					
17-01 Heavy Duty Hydraulic Lift - 17-01	\$-44,591				\$-44,591					
18-01 ITS Transit and Paratransit System - 18-01	\$-60,000				\$-60,000					
18-02 Heavy Duty Hydraulic Lift - 18-02	\$-25,000				\$-25,000					
18-03 GPS System for DAR - 18-03	\$0				\$0					
18-01 CNG Facility - 18-01	\$-400,000				\$-400,000					
19-02 ADA Paratransit Mini-Bus Replacement - 19-02	\$-75,000				\$-75,000					
19-03 Capitalization of Preventative Maintenance & Fleet Rehab - 19-03	\$0			\$0						
20-01 CNG Facility - 20-01	\$-325,000				\$-325,000					
20-03 Heavy Duty Hydraulic Lift - 20-03	\$0				\$0					
21-02 Capitalized Fleet Preventative Maintenance - 21-02	\$0			\$0						
22-01 CNG Station Rehabilitation - 22-01	\$1,300,000				\$800,000	\$500,000				
22-03 Video Cameras in the Fleet - 22-03	\$250,000				\$239,994	\$909,707	\$10,046			
Bus Replacement - 22-02	\$1,100,000				\$190,293	\$909,707	\$10,046			
Sub-total Capital	\$1,689,707	\$0	\$0	\$0	\$0	\$1,649,861	\$10,046			
Total Operating & Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0			
Total Operating & Capital	\$3,496,707	\$150,000	\$1,687,000	\$0	\$0	\$1,649,861	\$10,046			

FY 2021/22 Projected Funding Details										
FARE	\$150,000									
LTF	\$1,687,000									
Total Estimated Operating Funding Request	\$1,837,000									
SGR-OB	\$0									
STA - OB	\$0									
STA PUC99313	\$1,649,861									
STA PUC99314	\$10,046									
Total Estimated Capital Funding Request	\$1,658,707									
Total Funding Request	\$3,496,707									

**FY 2021/22 SRTP****City of Banning****Table 4.0 A - Capital Project Justification****Original****Project Number:** 22-01**ETIP No:** Not Assigned - New Project**Project Name:** 22-01 CNG Station Rehabilitation**Category:** Facilities**Sub-Category:** Rehabilitation/Improvement**Fuel Type:** N/A**Project Description:** Rehabilitate of CNG Station.**Project Justification:** CNG Station is unreliable and breaks frequently.**Project Schedule:**

Start Date	Completion Date
July 2021	June 2022

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
STA - OB	FY 2021/22	\$800,000
STA PUC99313	FY 2021/22	\$500,000
Total		\$1,300,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description



FY 2021/22 SRTP

City of Banning

Table 4.0 A - Capital Project Justification Original

Project Number: 22-02

FTIP No: Not Assigned - New Project

Project Name: Bus Replacement

Category: Bus

Sub-Category: Replacement

Fuel Type: CNG

Project Description: Bus Replacement

Project Justification: Funding for a new bus is needed to replace two 32' older buses that are beyond their useful life. The new buses will increase the reliability of our fleet and enhance the riding experience for our passengers.

Project Schedule:

Start Date	Completion Date
October 2020	June 2023

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
STA - OB	FY 2021/22	\$190,293
STA PUC99313	FY 2021/22	\$909,707
Total		\$1,100,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description
		21-01	



FY 2021/22 SRTP

City of Banning

Table 4.0 A - Capital Project Justification Original

Project Number: 22-03

ETIP No: Not Assigned - New Project

Project Name: 22-03 Video Cameras in the Fleet

Category: Equipment

Sub-Category: Systems

Fuel Type: N/A

Project Description: Purchase and Install video cameras on the fleet.

Project Justification: There are currently no cameras on the fleet. This will increase safety for drivers and passengers.

Project Schedule:

Start Date	Completion Date
July 2021	June 2022

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
STA - OB	FY 2021/22	\$116,556
STA PUC99313	FY 2021/22	\$133,444
Total		\$250,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	ETIP ID No.	RCTC/SRTP Project No.	Description



Short Range Transit Plan
FY 2021/22 - 2023/24

Table 4B Fare Revenue Calculations

(Consistent with RCTC Farebox Recovery Policy 3/12/2008)

#	Revenue Sources included in Farebox Calculation	FY 2018/19	FY 2019/20	FY2020/21 Estimated	FY 2021/22 Plan
1	Charge for Service	111,068	91,376	1,671	97,657
2	Other Income/Transfers In	1,026	8,005	20,909	-
3	Interest	1,089	512	0	-
4	General Fund	78,000	(53,842)		-
Total Revenue		191,183	46,051	22,580	97,657
Net Operating Expense		2,253,976	2,349,491	1,724,642	1,776,381
Farebox Recovery Ratio		8.48%	1.96%	1.31%	5.50%



4.2 – Funding Plans to Support Proposed Operating and Capital Program

Capital projects are funded through STA funds, Public Transportation Modernization, Improvement, and Service Enhancement Account Program and Proposition 1B Security grants for Banning transit.

Operating costs will be fully funded through LTF funds, farebox revenue and interest.

The City plans to begin an advertising program to generate additional revenue as well as to pursue available grant opportunities.



Table 4.0 - Summary of Funding Requests - FY 2023/24
City of Banning
Original

Operating									
Project	Total Amount of Funds	LTF	STA PUC09013						
Comprehensive Operation Analysis									
Operating Assistance (BUS)	\$1,737,120	\$1,737,120							
Operating Assistance (DAB)	\$160,531	\$160,531							
Sub-total Operating	\$0	\$0	\$0						
Sub-total Operating	\$1,917,651	\$1,917,651							
Capital									
Project	Total Amount of Funds	LTF	STA PUC09013						
24x41 Two Replacement CNG Vehicles	\$3,000,000		\$3,000,000						
Sub-total Capital	\$3,000,000	\$0	\$3,000,000						
Total Operating & Capital	\$0	\$0	\$0						
Total Operating & Capital	\$4,917,651	\$1,917,651	\$3,000,000						
FY 2023/24 Project Funding Details									
LTF		\$1,917,651							
Total Estimated Operating Funding Request		\$1,917,651							
STA PUC09013			\$3,000,000						
Total Estimated Capital Funding Request			\$3,000,000						
Total Funding Request			\$4,917,651						



4.3 – Regulatory and Compliance Requirements

ADA

The City of Banning submitted an Americans with Disabilities Act Paratransit Plan to the FTA on January 26, 1992. Fixed route buses are equipped with ADA compliant mobility device lifts and are accessible to persons with disabilities. A procedure is in place to provide service to a customer in a mobility device should a fixed route bus lift fail.

Dial-A-Ride services provide ADA complementary paratransit service for the fixed route services operated by Banning transit system. The system uses a self-certification process with professional verification.

Title VI

Banning transit system does not utilize federal funds for operating expenses. As such, Title VI requirements do not currently apply to the transit system.

Alternatively Fueled Vehicles (RCTC Policy)

Fixed-route buses are CNG powered and currently fueled at a City owned and operated CNG fueling station. Dial-A-Ride vehicles (which are less than 33,000 lbs. GVW and 15-passenger capacity), administrative and driver relief vehicles are gasoline-powered.

Future vehicle purchases will be in compliance with the RCTC and South Coast Air Quality Management District (AQMD) policies regarding alternative fuel transit vehicles. The City is commencing the assessment of moving towards an electrified fleet as well.

TDA Triennial Audit

California's Transportation Development Act (TDA) requires that a triennial performance audit be conducted of public transit entities that receive TDA revenues. The performance audit serves to ensure accountability in the use of public transportation revenue.

The most recent TDA was completed in FY 2019/2020 (Y2016 – 2018).



Short Range Transit Plan
FY 2021/2022 - 2023/2024

Table 4.5 TDA Triennial

Audit Recommendations	Action Taken and Results
Ensure timely completion and submittal of external TDA financial reports.	The City's Financial Department will reach out to the TDA fiscal auditor and RCTC to coordinate the timing of financial close-out by the City and completion of the external TDA financial reports
continue to pursue a reimbursement agreement from RTA and Mt San Jacinto College (MSJC) for Go- Pass Riders	The City will continue to reach out to MSJC and RTA to work on a reimbursement agreement.
Include a link to Beaumont Transit on the Banning Transit web page	This item has been completed. The City has added a list of regional agencies (Beaumont, RTA, SunLine and OmniTrans, Metrolink)



Short Range Transit Plan
FY 2021/2022 - 2023/2024

Table 4.6 Open Projects Prior to FY2021/2022

Project Name	SRTP Capital Project No's	Project Element	Funding Category	Beg to End - Project Timeline	Balance	Unfunded Balance
ADA Accessible Van	09-06	1	2	2023	37,997	
Security Cameras on Buses	09-13	3	2	2023	44,255	206,000
Heavy Duty Hydraulic Lift	17-01	7	1	2023	50,000	
Transit Office Building Security	17-02	4	2	2023	19,199	
ADA Accessible Van	18-01	1	2	2023	47,997	
GPS System for DAR	18-03	5	2	2023	15,362	
CNG Facility	19-01	4	2	2023	400,000	
ADA Paratransit Mini Bus	19-02	1	2	2023	75,000	
New Bus SGR FY 18	19-03	1	2	2023	38,307	1,213,000
Heavy Duty Hydraulic Lift	20-01	7	1	2023	75,000	
CNG Facility	20-02	4	2	2023	37,740	3,000,000

Project Elements:

- 1 Revenue Vehicle Purchase - FY
- 2 Non-Revenue Vehicle Purchase - FY
- 3 Vehicle Systems and Equipment - FY
- 4 Building, Land and Facilities - FY
- 5 Communication and Information Technology Systems - FY
- 6 Debt Service - FY
- 7 Maintenance - FY

Funding Category:

- 1 Fully Funded
- 2 Partially Funded

City of Beaumont

SHORT RANGE TRANSIT PLAN FY 2021/22 – 2023/24



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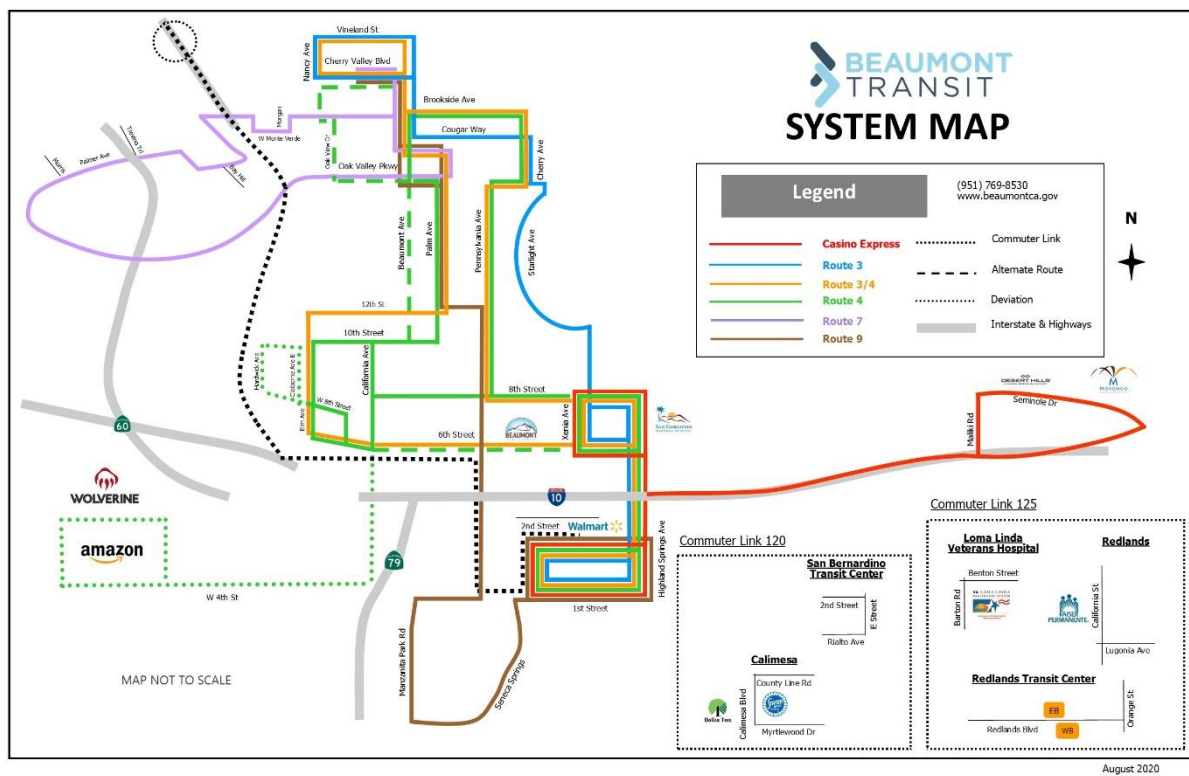
CHAPTER 1 – SYSTEM OVERVIEW AND SERVICE PROFILE

1.1 Description of Service Area

The City of Beaumont's public transit system services approximately 50 square miles and includes the City of Beaumont and parts of unincorporated Riverside County area known as Cherry Valley. Additionally, Beaumont transports passengers to the commercial areas of Cabazon, including Casino Morongo and the Desert Hills Premium Outlet Malls.

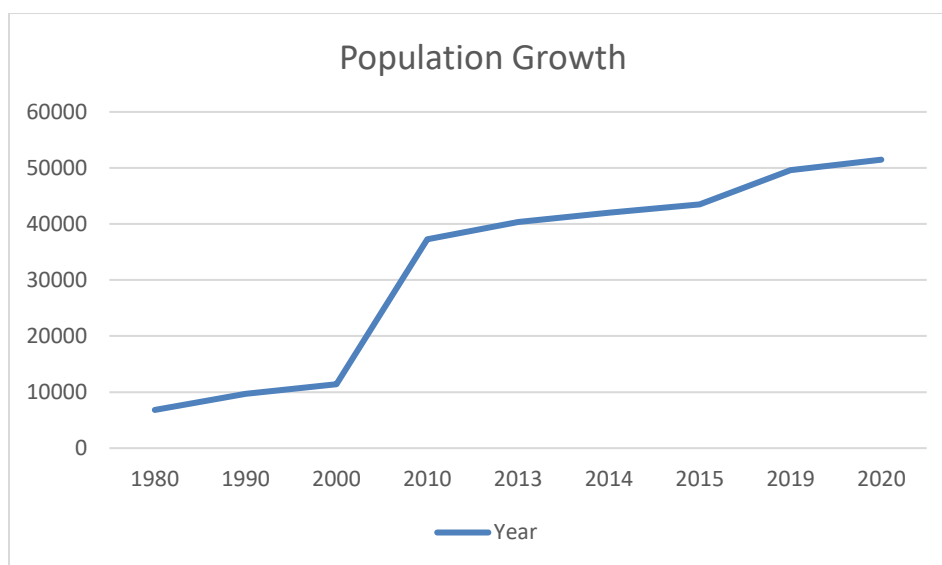
At the center of three major thoroughfares, including Interstate 10, Highway 60 and Highway 79, Beaumont offers fixed route, commuter link, and paratransit service. Passengers can connect easily with other Beaumont routes, as well as with regional transit providers such as Banning, Riverside Transit Agency (RTA) and Sunline Transit Agency at one central location, the Beaumont Walmart transit center.

Beaumont operates two commuter link routes that connect San Geronio Pass area residents with San Bernardino County. This express service from Beaumont stops in Calimesa, the San Bernardino Transit Center (SBTC), Kaiser Permanente Redlands medical offices, downtown Redlands, and the Jerry L. Pettis Memorial Veterans Administration Medical Center (VA). The SBTC is centrally located within downtown San Bernardino and offers extensive connection possibilities for passengers, including the Metrolink train system, OmniTrans, Victor Valley Transit Agency (VVTA), RTA and Mountain Transit.



1.2 Population Profile and Demographics

According to the most recent report published by California Department of Finance in May 2020, Beaumont is the fastest growing city not only in Riverside County, but also in the State of California. Beaumont has experienced a 3.72% population increase from January 2019 to January 2020 and has an estimated population of 51,475¹. Since the 1980s, Beaumont's population has increased exponentially and has held the title of fastest growing city in Riverside County for several years.



Beaumont has twelve (12) schools located within Beaumont Unified School District consisting of seven (7) elementary schools, two (2) middle schools, two (2) senior high schools, and one (1) charter school. Transportation provided by Beaumont Unified School District was eliminated in 2008 and many families rely on Beaumont's public transportation system to transport youth passengers to and from school. Beaumont's youth population (age 18 and under) equals 36%²; however, ridership reports taken throughout the year show youth passengers make up 56% of the total passenger base in Beaumont.

Beaumont has three large active adult communities, with another two located in Cherry Valley. Although the median age of residents in Beaumont is 35 years, persons over the age of 65 make up 13.5% of the population, not including those living in Cherry Valley³. The growing active adult communities and the corresponding increase in population for this age group may impact paratransit and fixed route needs.

¹ State of California, Department of Finance

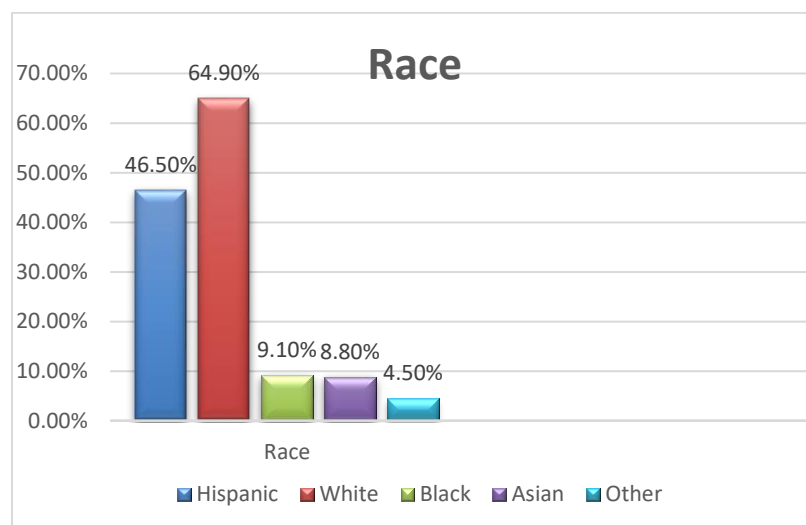
² 2015-2019 American Community Survey 5-year Estimates U.S. Census Bureau

³ Ibid

The mean household income in Beaumont is \$84,105, below California’s statewide mean household income of \$101,493⁴. The percentage of families in Beaumont whose income is below poverty level is 10.5%.

For California residents over the age of 16 years, 63.5% participate in the labor force, where Beaumont shows almost equal to the state at 61.3%. The mean travel time to work for residents of Beaumont is 34.4 minutes. This means that most of the labor force works outside of Beaumont’s city limits and into neighboring areas including Redlands, San Bernardino, Moreno Valley, and Palm Springs areas.

Beaumont residents make up two predominant races with Hispanic or Latino at 46.5%, 64.9 % are White, and 22.4% identify themselves as Black, Asian or Other.⁵



Almost 87.5% of residents over 25 years have at least a high school diploma (or equivalent) with 26.1% earning a bachelor’s degree or higher degree⁶.

Ridership Demographics

Ridership surveys were conducted in December 2019 and January 2020, before COVID-19 shutdown, as part of the 2020 Comprehensive Operations Analysis. There were 427 responses.

General passengers surveyed indicate that 68% live in a household with an annual income of less than \$30,000. Approximately half of the passengers ride the service five or more days per week, with 70.5% indicating that they lack access to a personal vehicle. Additionally, almost 54% state that they use the service to travel either to work or school.

⁴ Ibid

⁵ Ibid

⁶ Ibid

Of the passengers surveyed, 36.4% state that they are Hispanic or Latino and 70.3% are 25 years or age and over.

1.3 Services - Fixed Route Transit Services and Paratransit Service, Regional Express Bus Service

Prior to COVID-19, Beaumont Transit operated seven days a week. Since March of 2020, Beaumont Transit has been operating six days a week. There have been many adjustments to the service schedule over the past year. The current service schedule is listed below. Included are the suspended routes of Route 3, 7 and 9. Route 3 will resume service in April 2021 and the peak Routes 7 and 9 will resume service as COVID recovery continues:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	Casino Express	Casino Express	Casino Express	Casino Express	Casino Express	
	Route 3	Route 3	Route 3	Route 3	Route 3	
	Route 4	Route 4	Route 4	Route 4	Route 4	
						Route 3/4
	Route 7*	Route 7*	Route 7*	Route 7*	Route 7*	
	Route 9*	Route 9*	Route 9*	Route 9*	Route 9*	
	Commuter 120	Commuter 120	Commuter 120	Commuter 120	Commuter 120	Commuter 120
	Commuter 125	Commuter 125	Commuter 125	Commuter 125	Commuter 125	

* Peak Service

Table 1
Description of Routes

Route		Description	Major Destinations
Casino Express	Weekday	Downtown to Walmart with Express Service to Cabazon	Second Street Marketplace and restaurants, Walmart Regional Connection Stop, San Gorgonio Hospital servicing Casino Morongo and Outlet Malls via the I-10 freeway.
3	Weekday	Walmart to Cherry Valley via Sundance	Second Street Marketplace and restaurants, Walmart Regional Connection Stop, San Gorgonio Hospital, Sundance Community, Mountain View Middle School, San Gorgonio Middle School, Albert Chatigny Community Recreation Center, Sports Park, Cherry Valley commercial, Cherry Valley Deviations and Beaumont High School
4	Weekday	Walmart to Downtown via 3 Rings Ranch	Second Street Marketplace and restaurants, Walmart Regional Connection Stop, San Gorgonio Hospital, downtown residential areas, Glen View High School, library, 3 Rings Ranch Community, Palm Ave, Mountain View Middle School, San Gorgonio Middle School, Sports Park, Beaumont High School, north residential area, Albert Chatigny Community Recreation Center, Pennsylvania Ave
7	Weekday (Peak Service)	Tournament Hills and Fairway Canyon to Middle Schools and Beaumont High School	Following the Beaumont School District calendar: Western masterplan communities of Tournament Hills, Fairway Canyon to Beaumont High School, Mountain View Middle School, San Gorgonio Middle School, Oak Valley Shopping Center
9	Weekday (Peak Service)	Seneca Springs to Middle Schools and Beaumont High School	Following the Beaumont School District calendar: Southern masterplan community of Seneca Springs, Beaumont High School, Mountain View Middle School, and San Gorgonio Middle School
3/4	Weekend	Walmart to Cherry Valley via Downtown	Second Street Marketplace and restaurants, Walmart Regional Connection Stop, San Gorgonio Hospital, downtown residential areas, Glen View High School, library, 3 Rings Ranch Community, Palm Ave, Mountain View Middle School, San Gorgonio Middle School, Sports Park, Beaumont High School, Cherry Valley Commercial, north residential area, Albert Chatigny Community Recreation Center, Pennsylvania Ave
CL 120	Weekday and Saturday	Walmart to San Bernardino Transit Center	Walmart, Beaumont Civic Center, Calimesa downtown shopping centers, Calimesa Library, San Bernardino Transit Center
CL 125	Weekday	Walmart to Loma Linda Veterans Hospital	Walmart, Beaumont Civic Center, Redlands Transit Center, Kaiser Redlands Medical Office, Loma Linda Veteran's Affairs Hospital and Loma Linda Medical Center
City Wide DAR	Weekday	Demand Response/Reservation Based	Service for Seniors 65+, and persons certified under American Disability Act (ADA) that live in the City of Beaumont and parts of Cherry Valley who are going to places in Beaumont or certain areas within Cherry Valley. Additionally, service is provided to persons who live withing 3/4 of a mile from a FR stop and going to a destination also within an area of 3/4 of a mile from a FR stop

Fixed Route

Beaumont normally operates five weekday fixed routes, two in peak service only, and one weekend fixed route. Due to COVID-19, the two peak route services have been suspended due to the close of the school district in March of 2020.

Fixed Route service hours are:

Monday through Friday	6:30 a.m. to 6:40 p.m.
Saturday	8:00 a.m. to 5:00 p.m.

During the holidays of Martin Luther King Jr. Day, Presidents' Day, Columbus Day, Veterans Day, Day after Thanksgiving, Christmas Eve and New Year's Eve Beaumont operates limited service and follows a Saturday schedule.

Beaumont does not operate on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, or Christmas Day.

Paratransit Services

Paratransit service, otherwise known as Dial-A-Ride (DAR), is a reservation-based curb to curb service for residents of Beaumont and parts of unincorporated Cherry Valley. Qualified passengers include those who reside 3/4 of a mile from a fixed bus route and are certified under the American with Disabilities Act (ADA). Due to COVID-19, Beaumont Transit has suspended transportation of passengers 65 years of age or over, without ADA certification.

DAR service hours are:

Persons with ADA certification

Monday through Friday	6:30 a.m. to 6:30 p.m.
Saturday	8:00 a.m. to 5:00 p.m.

DAR observes the same holiday schedule as the fixed route system. Limited Service is provided on Martin Luther King Jr. Day, Presidents' Day, Columbus Day, Veterans Day, and Day after Thanksgiving. No service is provided on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, or Christmas Day.

Regional Express Bus Service

Beaumont operates two regional express routes, including Commuter Link (CL) 120 and Commuter Link (CL) 125. The CL 120 originates at Beaumont's Walmart transit center and provides service to and from Walmart, the Beaumont Civic Center, Calimesa, and San Bernardino Transit Center (SBTC). The CL 125 also originates at Beaumont Walmart transit center and provides service to and from Redlands Transit Center, Loma Linda VA Hospital, and Kaiser Medical Offices in Redlands.

Commuter Link service hours are:

Monday through Friday

5:30 a.m. to 7:00 p.m.

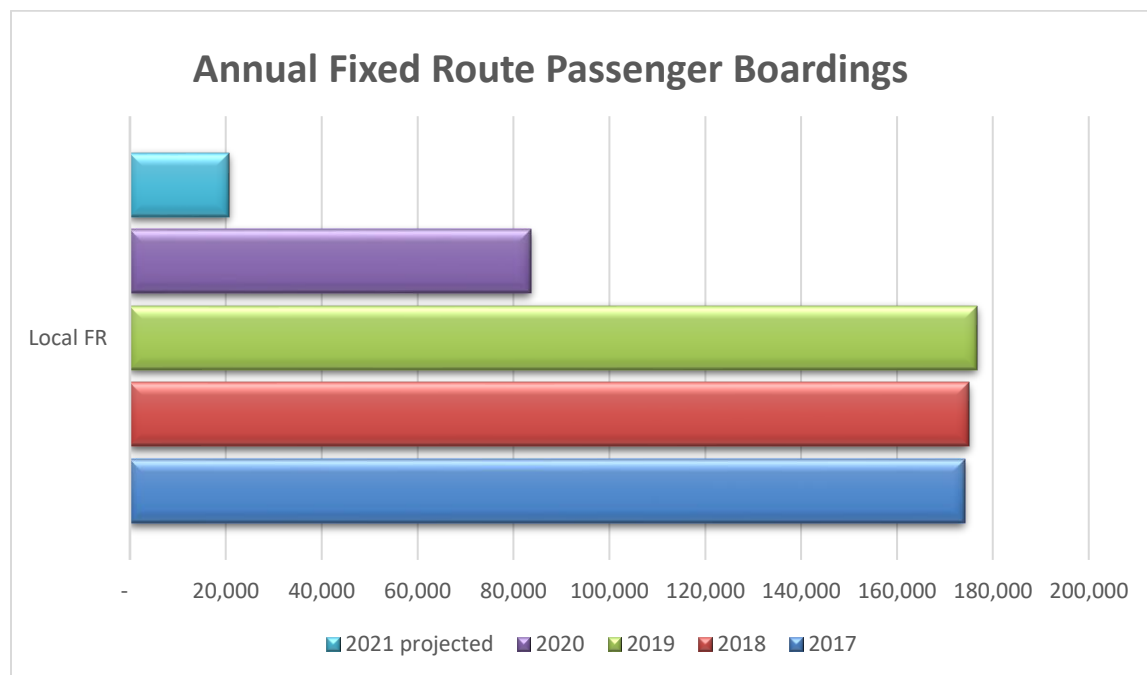
Saturday

7:30 a.m. to 5:20 p.m.

1.4 Ridership, Revenue Miles, Revenue Hours

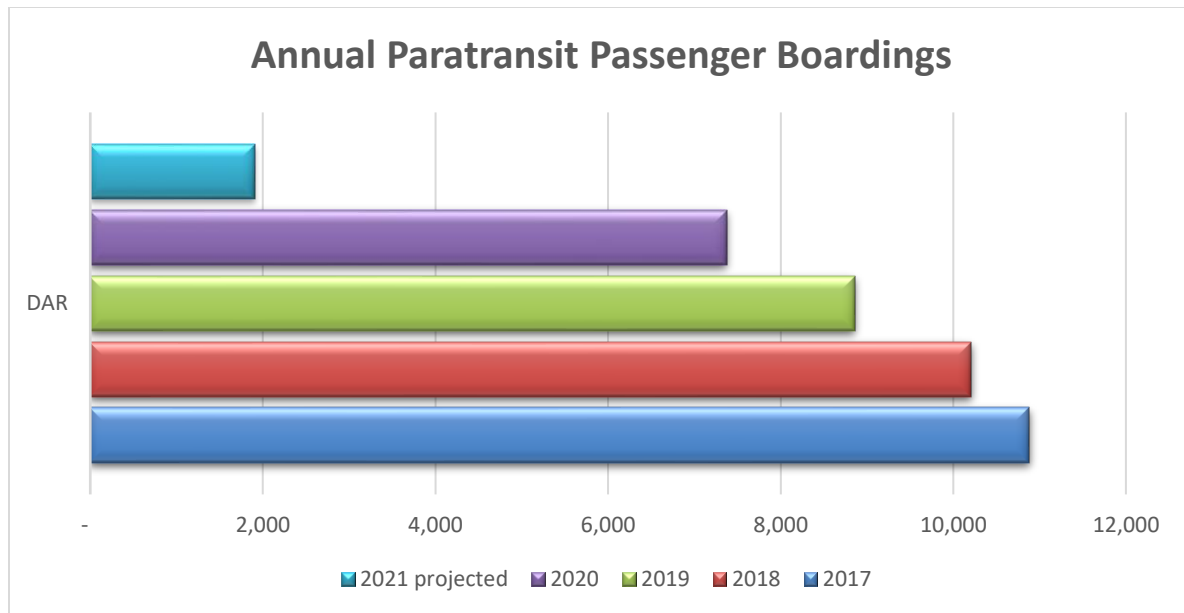
Fixed Route

In fiscal years 2017, 2018, and 2019 passenger boardings were similar. The average boardings for the three years was 175,237. In FY 21 SRTP, Beaumont Transit forecasted passenger boardings would see a decrease of 39% to close out FY 20. Actual numbers at year end FY 20 show an actual decline of 52% over prior years. Total fixed route passenger boardings for FY 20 was 83,699. Unfortunately, most of FY 21 experienced the effects of COVID-19 and passenger boardings continued to decrease. It is projected that total fixed route passenger boardings at year end FY 21 will be 20,623. This is a 75% decline from FY 20 and an 88% decline compared to FY's 17, 18, and 19 passenger boardings.



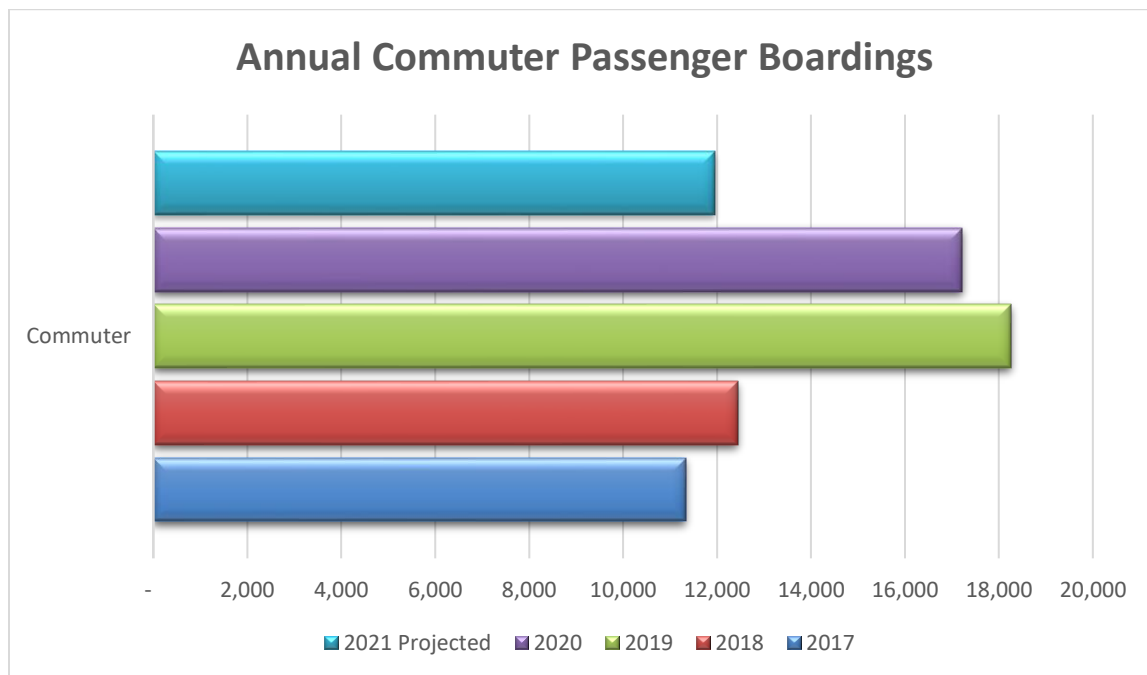
Paratransit Services

In response to the pandemic and social distancing guidelines due to COVID-19, Beaumont Transit's Dial-A-Ride (DAR) has experienced a decrease in passenger trips in FY 20 compared to FY 19 by 34%. In FY 19, there were 8,862 passenger trips. FY 20 ended with 5,820 passenger trips. FY 21 is projected to have completed 1,909 passenger trips which is a 78% decline from FY 19 and a 67% decline from FY 20. The decline can be attributed to the reduction of service to only those persons certified under the Americans Disability Act, as well as to the stay-at-home orders issued by the State.



Regional Express Bus Service

Commuter Link service has experienced a small decrease in passenger boardings compared to the fixed route and DAR services that Beaumont Transit offers. The fractional decline in boardings can be attributed to an increase of service and frequency of the service. In 2019 there were 18,252 boardings. FY 20 had 17,224 boardings and is a modest 6% decline compared to FY 19. FY 21 is projected to end with 11,958 passenger boardings which is a 31% decline compared to FY 20 and a 35% decline compared to FY 19.



1.5 Current Fare Structure

Fixed Route

On fixed route service, passengers pay general fare unless they qualify for a discounted fare. Discounted fares are available to seniors, persons with disabilities, veterans, or active military. Children 46" tall or under ride for \$0.25 with a paying adult. The following is the current fare structure:

Fare Category	Base Fare	Day Pass	10 Ticket Book	Monthly Pass
General	\$1.25	\$3.10	\$12.50	\$39.13
Child (46" tall or under) Accompanied by a paying adult. Limit 2	\$0.25	N/A	N/A	N/A
Senior/Disabled (60+)	\$0.75	\$1.90	\$7.50	\$24.80
Military Veterans	\$0.75	\$1.90	\$7.50	\$24.80
Deviations (Route 3 and 4)	\$0.50	N/A	N/A	N/A
Go Pass: MSJC Students (During valid session only)	Free	N/A	N/A	N/A
Active Military	Free	N/A	N/A	N/A

Paratransit Services

Fare Categories	Base Fare	10-Ride Punch Card
One-Way	\$2.00	\$18.00
Companion & Child	\$3.00	N/A
PCA (with ID)	Free	Free
No Show	\$2.00	N/A

Regional Express Bus Service

Fare Categories	Base Fare	10 Ride Punch Card	Day Pass	Monthly Pass
General	\$3.50	\$31.50	\$8.00	\$75.00
Child (46" tall or under) Accompanied by a paying adult. Limit 2	\$2.50	\$22.50	\$6.00	\$50.00
Senior/Disabled (60+)	\$2.50	\$22.50	\$6.00	\$50.00
Military Veterans	\$2.50	\$22.50	\$6.00	\$50.00
Active Military	Free	N/A	N/A	N/A

Fare Collection Systems

There are a variety of options available to passengers to pay fares. Passengers can purchase monthly passes at the Beaumont Civic Center where cash, check or credit cards are acceptable forms of payment. Onboard the bus, passengers can purchase ticket books, punch cards, and day passes from the driver using cash or check. Beaumont Transit has partnered with Token

Transit as a mobile fare option. With Token Transit, passengers can purchase their fare media and store it on their phone.

Token Transit is used primarily on the peak routes: Routes 7 and 9. In FY 20, 28% of the passengers on Route 7 use Token Transit, while 30% of the Route 9 passengers use Token Transit. The use of Token Transit on these peak routes can be attributed to a younger passenger base that is susceptible to using smart phones for everyday uses. Systemwide, passengers predominately use cash or prepaid tickets as their preferred fare media for transportation.

Incentive Programs and Ridership Promotion

Before COVID-19, Beaumont Transit actively participated in many community events throughout the calendar year, including the annual Cherry Festival parade, holiday light parade, Touch-A-Bus, Trunk-or-Treat, Veteran's Expo, Stuff-the-Bus, and Free Fare Friday.

Beaumont Transit applied for and received funding for a free fare promotion through Low Carbon Transportation Operation Program (LCTOP) for FY 20. All passengers have been able to ride Beaumont Transit free because of this grant funding opportunity. Beaumont Transit is partnering with our neighboring agency, Banning Connect, to continue to offer free fare for passengers from July 2021 through December 2021. Beaumont and Banning will jointly share advertising and outreach efforts to gain confidence of our choice and dependent passengers to get on board public transportation again as we recover from COVID-19 restrictions.

Beaumont offers a real-time bus tracking system called Double Map for our passengers to use. This program, initially purchased in 2014, promotes the reliability of the local transit system for passengers. This real-time bus tracking is accessible on a free smart phone app or through any connection with the Internet. This program gives passengers the ability to find and track their buses to eliminate unnecessary waiting.

1.6 Revenue Fleet

Beaumont Transit's fleet consists of twenty-two vehicles, fourteen of which are CNG fueled and the other eight by gasoline, as shown in Tables 1.1. Two of the gas buses are out of service and are in the process of being replaced with electric shuttles. Three new CNG vehicles were delivered in FY 21 and are in service. The CNG fueled vehicles meet the emission mitigation standards mandated by the California Air Resources Board (CARB).

Beaumont maximizes the life of vehicles in our fleet. Most of the vehicles are considered Medium Duty vehicles under Federal Transit Administration (FTA) and have a 7-year, 200,000-mile life expectancy⁷. Beaumont maintenance keeps vehicles in service longer than FTA guidelines.

⁷ https://www.transitwiki.org/TransitWiki/images/6/64/Useful_Life_of_Buses.pdf

Table 1.1 - Fleet Inventory
FY 2021/22 Short Range Transit Plan
City of Beaumont

Bus (Motorbus) / Directly Operated

Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2020/21	# of Contingency Vehicles FY 2020/21	Life to Date Vehicle Miles Prior Year End FY 2019/20	Life to Date Vehicle Miles through March FY 2020/21	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2020/21
2010	CMD	C 5500	28	1	32	CN			230,600	233,880	
2015	EBC	XHF 40	43	1	40	CN			57,702	69,003	
2011	EDN	EDN	30	1	33	GA			278,190	297,396	
2011	EDN	EDN	30	1	33	CN			165,591	173,617	
2015	EDN	XHF 40	43	1	40	CN			51,249	73,757	
2015	EDN	XHF 40	43	1	40	CN			48,907	67,721	
2019	GLV	GLV	28	1	33	CN				2,919	
2019	GLV	GLV	28	1	33	CN				2,847	
2009	GMC	C-5500	28	1	32	CN			187,418	188,545	
2009	STR	C-5500	28	1	32	CN			219,620	224,959	
Totals:			329	10					1,239,277	1,334,644	

Table 1.1 - Fleet Inventory
FY 2021/22 Short Range Transit Plan
City of Beaumont

Commuter Bus / Directly Operated

Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2020/21	# of Contingency Vehicles FY 2020/21	Life to Date Vehicle Miles Prior Year End FY 2019/20	Life to Date Vehicle Miles through March FY 2020/21	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2020/21
2018	EDN	EZRider II	30	1	32	CN			72,726	111,121	
2011	EDN	FORD 550	30	1	33	GA			318,361	339,791	
2011	EDN	FORD F550	30	1	33	GA			338,738	358,625	
2016	EDN	FORD F550	30	1	33	CN			94,643	119,368	
2010	FRD	Ford E450	16	1	24	GA			345,017	359,779	
2010	FRD	Ford E-450	16	1	24	GA			396,901	413,377	
2010	FRD	Ford E-450	16	1	24	GA			379,989	389,699	
2019	GLV	GLV	28	1	33	CN				2,833	
2010	STR	C-5500	30	1	32	GA			341,112	354,712	
Totals:			226	9					2,287,487	2,449,305	

Table 1.1 - Fleet Inventory
FY 2021/22 Short Range Transit Plan
City of Beaumont

Demand Response / Directly Operated

Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2020/ 21	# of Contingency Vehicles FY 2020/21	Life to Date Vehicle Miles Prior Year End FY 2019/20	Life to Date Vehicle Miles through March FY 2020/21	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2020/21
2016	EDN	FORD E-450	20	1	24	CN			51,571	57,918	
Totals:			20	1					51,571	57,918	

All vehicles meet the ADA accessibility requirements and are equipped with bike racks. Vehicle capacity ranges in size from 16 passengers to 43 passengers.

Beaumont Transit is in the finishing stages of rebranding our agency from Beaumont Pass Transit to Beaumont Transit. We have rebranded our buses with new wraps. Below is an example of our new bus wrap.



1.7 Existing Facilities and Bus Stop Amenities

Existing Transit Facilities

Administrative services for Beaumont Transit are temporarily located in the heart of downtown Beaumont at the Beaumont Civic Center, 550 E 6th Street, Building D. It is at this location where dispatch, administrative assistance, and the operations yard are located.

Customer service calls for general information, route planning, and Dial-A-Ride appointments are serviced at this location, while walk in customers, including the purchase of fare media, are serviced within the main civic center building.

The Fleet maintenance operations is located at 550 California Ave, approximately 1 mile from the administrative building.

Bus Stop Amenities

Beaumont has 23 bus shelters, 157 bus stops, and a dozen stops with benches. Staff is working with the City of Beaumont Engineering Department to create plans and a request for proposal to improve the Walmart Regional Bus Stop which connects passengers with four transit agencies. This improvement is funded by the Low Carbon Transportation Operations Program

(LCTOP) FY 18 award. Additionally, LCTOP will install bus shelters at two other locations located in the disadvantaged community of Beaumont, including the Beaumont Library.

1.8 Existing Coordination Between Transit Agencies

Because the San Geronimo Pass area is geographically isolated from the desert, western Riverside County and the urban area of San Bernardino county, public transit coordination is vital for the movement of passengers. Passengers traverse cities to accomplish needs such as social services, employment opportunities, and more diverse commercial businesses.

Beaumont has entered into multiple agreements with surrounding transit operators, including Banning, OmniTrans, RTA, and Victor Valley Transit Authority (VVTA). The 2019 interagency agreement with Banning has an added feature of a paper transfer system, reminiscent of the early 2000s. This has proven to be problematic to Beaumont's transit-dependent residents needing to access social services, the courthouse, and DMV services, all located in Banning, as they are now faced with a "two-seat" ride each way.

Agreements with OmniTrans, RTA and VVTA have added value for connecting passengers.

- Passengers presenting a Beaumont multi use (day or month) pass can connect to OmniTrans, RTA or VVTA for free wherever the two agencies connect.
- Passengers presenting a multi-use (day, week, or month) pass from OmniTrans or VVTA receive a \$1.00 discount on commuter service or free connection with our fixed route wherever we connect.
- Passengers presenting RTA multi use pass (day, week, or month) connect for free to Beaumont's commuter and fixed route service wherever the two agencies connect.

1.9 Prior or Existing Studies and Plans

Beaumont completed a Comprehensive Operations Analysis (COA) in 2020. There are three phases to implementing the action plan outlined by the independent consultant.

- Phase 1 was a discovery phase wherein surveys were conducted, on-time performance analyzed, and preliminary findings were documented.
- Phase 2 addressed a funding analysis including a fare equity analysis, route evaluation, and service recommendations.
- Phase 3 developed an action plan including a 5-year action plan with short-term, mid-term, and long-term recommendations.

The COA Short-Term plan includes discussing a return to regular service under the guidance provided by the Centers for Disease Control (CDC). Vehicle capacity is discussed as the biggest challenge moving forward and the ability to meet the needs of passengers as schools reopen. Additionally, improvements to on-time performance and mid-trip fueling were discussed and recommendations for improvement were offered.

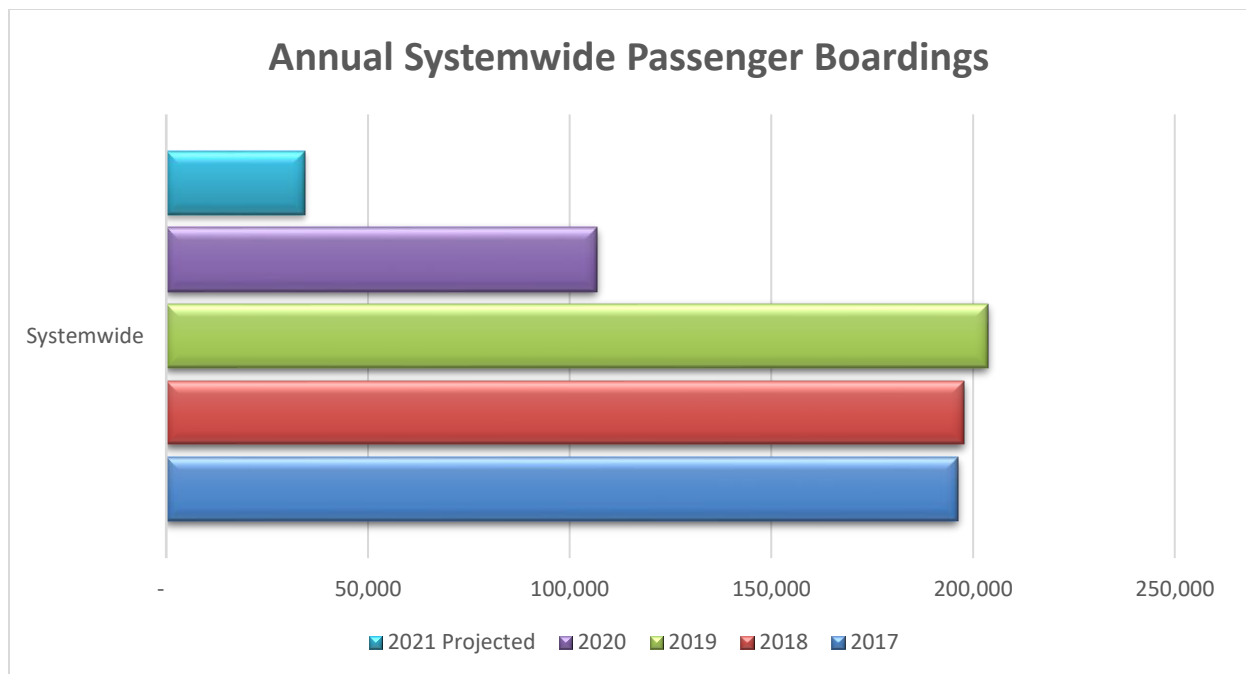
The COA Mid-Term plan (now through December 2022) recommendations include:

- the elimination of service to Calimesa. It was found that few individuals travel to or from Calimesa. The Calimesa stop slows down the commuter route whose primary purpose is to connect to San Bernardino.
- Implementation of a 20% fare increase once the on-time performance is resolved.
- enhance the commuting options to the logistic center that is a major employment center of the city and includes Amazon Distribution Center.
- integration to the new operations and fleet maintenance facility with the routes to offer service in the area.
- enhancing connectivity with Banning and RTA transit agencies
- creation and implementation of a Bus Stop Improvement Plan.

The COA Long-Term plan (Jan 2023 – June 2025) gave recommendations for the future including expanding local service to emerging residential neighborhoods; realignment of routes to a more centralized transfer station is discussed; transition to an alternative fuel fleet and infrastructure as an ongoing project. Finally, COA consultants recommend introducing more technology for passengers to offer predictive arrival features.

CHAPTER 2 - EXISTING SERVICE AND ROUTE PERFORMANCE

Fiscal Year 20 was a challenging year for everyone, including public transportation due to COVID-19. The year was projected to end with less passenger trips than years prior, however the pandemic created and continues to create passenger boarding's significantly less than were thought possible. Beaumont Transit systemwide passenger trips for FY 20 ended with 106,743 passenger trips. This is lower than the passenger trips that were projected and delivered in FY 19. In FY 19, systemwide passenger trips, including paratransit, totaled 203,660. FY 21 is projected to end significantly lower at 34,500 passenger trips. An 83% decline from 2019 and a 68% decline from FY 20.



There are two primary reasons to explain why Beaumont Transit is experiencing a decline in passenger boardings. First, is the pandemic. The stay-at-home order negatively impacted Beaumont’s operations since passengers were not going to work or school. As the school district and stores begin to open and the social distancing mandate lifted, we hope to see Beaumont Transit’s passenger boardings increase. Second, Beaumont eliminated service on the Route 2 in FY 20. The Route 2 previously connected Beaumont passengers in the low income and downtown area to social services in Banning; however, this service was eliminated with the entering of an Interagency Agreement with City of Banning which took effect July 1, 2019.

2.1 Key Performance Indicators

Beaumont Transit monitors performance indicators throughout the year to ensure the system is performing productively. Customer complaints and suggestions are received, noted, and implemented where appropriate. Route schedules and timepoints are reviewed for connectivity with other routes and regional connection opportunities. Department expenses are monitored for farebox recovery ratio.

In Table 2.0. Key performance indicators are set. There are seven discretionary and one mandatory indicators. Beaumont Transit meets five of the seven discretionary indicators. Beaumont Transit continues to struggle with passengers per revenue hour and mile portions of this report due to low ridership. Covid-19 has had an impact on our operations and passenger trips. Beaumont Transit fails to meet the one mandatory indicator represented by farebox recovery. However, California Assembly Bill 90, prohibits penalty on an operator that does not maintain the required farebox ratio during FY 20 and/or FY 21.

Table 2.0 -- Service Provider Performance Targets Report

**FY 2020/21 Short Range Transit Plan Review
City of Beaumont**

Data Elements	FY 2020/21 Plan	FY 2020/21 Target	FY 2020/21 Year to Date Through 3rd Quarter	Year to Date Performance Scorecard
Unlinked Passenger Trips	169,846			
Passenger Miles	1,477,908			
Total Actual Vehicle Revenue Hours	26,560.0			
Total Actual Vehicle Revenue Miles	567,924.0			
Total Actual Vehicle Miles	590,904.0			
Total Operating Expenses	\$2,775,646			
Total Passenger Fare Revenue	\$307,338			
Net Operating Expenses	\$2,468,308			
Performance Indicators				
Mandatory:				
1. Farebox Recovery Ratio	18.90%	>= 10.00%	2.15%	Fails to Meet Target
Discretionary:				
1. Operating Cost Per Revenue Hour	\$104.50	<= \$83.25	\$67.99	Meets Target
2. Subsidy Per Passenger	\$14.53	>= \$10.05 and <= \$13.59	\$25.73	Better Than Target
3. Subsidy Per Passenger Mile	\$1.67	>= \$2.10 and <= \$2.84	\$5.67	Better Than Target
4. Subsidy Per Hour	\$92.93	>= \$62.24 and <= \$84.20	\$66.53	Meets Target
5. Subsidy Per Mile	\$4.35	>= \$2.92 and <= \$3.96	\$2.96	Meets Target
6. Passengers Per Revenue Hour	6.39	>= 5.27 and <= 7.13	2.59	Fails to Meet Target
7. Passengers Per Revenue Mile	0.30	>= 0.25 and <= 0.33	0.11	Fails to Meet Target

Note: Must meet at least 4 out of 7 Discretionary Performance Indicators

Productivity Performance Summary:

Service Provider Comments:

2.2 SRTP Performance Report

In FY 20, when the SRTP was prepared for FY 21, Beaumont set a plan for performance. RCTC in turn set targets for Beaumont to keep in mind as the year of operation. The following Table 2.1 outlines the planned performance indicators for FY 21 and compares the FY 22 plan to the FY 21 targets.

FY 2021/22 - Table 2.1 -- SRTP Performance Report
Service Provider: City of Beaumont
All Routes

Performance Indicators	FY 2019/20 End of Year Actual	FY 2020/21 3rd Quarter Year-to-Date	FY 2021/22 Plan	FY 2021/22 Target	Plan Performance Scorecard (a)
Passengers	108,367	26,383	84,316	None	
Passenger Miles	517,775	119,731	785,168	None	
Revenue Hours	18,380.8	10,205.2	18,930.0	None	
Total Hours	19,852.3	11,348.1	21,394.0	None	
Revenue Miles	393,041.0	229,575.0	359,560.0	None	
Total Miles	409,890.0	239,255.0	417,064.0	None	
Operating Costs	\$1,522,741	\$693,892	\$2,535,849	None	
Passenger Revenue	\$136,784	\$14,949	\$168,650	None	
Measure-A Revenue				None	
LCTOP Revenue			\$40,465	None	
Operating Subsidy	\$1,385,957	\$678,943	\$2,367,199	None	
Operating Costs Per Revenue Hour	\$82.84	\$67.99	\$133.96	<= \$69.66	Fails to Meet Target
Operating Cost Per Revenue Mile	\$3.87	\$3.02	\$7.05	None	Fails to Meet Target Meets Target Fails to Meet Target Better Than Target Better Than Target Better Than Target Better Than Target
Operating Costs Per Passenger	\$14.05	\$26.30	\$30.08	None	
Farebox Recovery Ratio	8.98%	2.15%	8.24%	>= 0.1	
Subsidy Per Passenger	\$12.79	\$25.73	\$28.08	>= \$21.87 and <= \$29.59	
Subsidy Per Passenger Mile	\$2.68	\$5.67	\$3.01	>= \$4.82 and <= \$6.52	
Subsidy Per Revenue Hour	\$75.40	\$66.53	\$125.05	>= \$56.55 and <= \$76.51	
Subsidy Per Revenue Mile	\$3.53	\$2.96	\$6.58	>= \$2.52 and <= \$3.40	
Passengers Per Revenue Hour	5.90	2.59	4.45	>= 2.20 and <= 2.98	
Passengers Per Revenue Mile	0.28	0.11	0.23	>= 0.09 and <= 0.13	

a) The Plan Performance Scorecard column is the result of comparing the FY 2021/22 Plan to the FY 2021/22 Primary Target.

2.3 SRTP Service Summary

The following pages include reports that give an insight on how the Beaumont Transit service is performing in various areas compared to years past, as well as the plan for the coming fiscal year.

Table 2.2 Service Summary for City of Beaumont All Routes: Like Table 2.1 above, this table compares 3rd Quarter actual of FY 21 to the plan of FY 21. In addition, the table also shows actual audited figures for FY 19 and 20 as well as showing FY 21 compared to FY 22 plan. This table shows all routes Beaumont operates including Dial-A-Ride and excluded routes. Some key takeaways from this report are:

- Passenger trips are significantly lower than what was reported for previous FY's.
- Farebox recovery ratio remains below plan because of the low passenger trips.
- Passenger miles are higher although overall passenger trips are lower because of the long-distance commuter service and increased amount of service offered.

Table 2.2 -- City of Beaumont -- SRTP Service Summary
FY 2021/22 Short Range Transit Plan
All Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	9	9	13	4	12
Financial Data					
Total Operating Expenses	\$2,796,318	\$1,522,741	\$2,775,646	\$693,892	\$2,535,849
Total Passenger Fare Revenue	\$240,041	\$136,784	\$524,684	\$14,949	\$209,115
Net Operating Expenses (Subsidies)	\$2,556,276	\$1,385,957	\$2,468,308	\$678,943	\$2,367,199
Operating Characteristics					
Unlinked Passenger Trips	204,274	108,367	169,846	26,383	84,316
Passenger Miles	976,877	517,775	1,477,908	119,731	785,168
Total Actual Vehicle Revenue Hours (a)	24,456.7	18,380.8	26,560.0	10,205.2	18,930.0
Total Actual Vehicle Revenue Miles (b)	457,808.9	393,041.0	567,924.0	229,575.0	359,560.0
Total Actual Vehicle Miles	483,043.8	409,890.0	590,904.0	239,255.0	417,064.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$114.34	\$82.84	\$104.50	\$67.99	\$133.96
Farebox Recovery Ratio	8.58%	8.98%	18.90%	2.15%	8.24%
Subsidy per Passenger	\$12.51	\$12.79	\$14.53	\$25.73	\$28.08
Subsidy per Passenger Mile	\$2.62	\$2.68	\$1.67	\$5.67	\$3.01
Subsidy per Revenue Hour (a)	\$104.52	\$75.40	\$92.93	\$66.53	\$125.05
Subsidy per Revenue Mile (b)	\$5.58	\$3.53	\$4.35	\$2.96	\$6.58
Passenger per Revenue Hour (a)	8.4	5.9	6.4	2.6	4.5
Passenger per Revenue Mile (b)	0.45	0.28	0.30	0.11	0.23

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

Table 2.2 is further broken down into Excluded and Non-Excluded Routes. The following two tables reflect these two categories. In FY 21, Beaumont had 4 excluded routes from the farebox recovery ratio reporting. These routes were Casino Express, Route 3/4, Commuter Link 120, and Commuter Link 125. Excluded Routes are new routes or routes that have had a 25% change in route. Being excluded gives a grace period for the route to perform and gain passenger ridership for three years. More detail on excluded routes is in Table 2.2A

Table 2.2 Excluded Routes has the following points of interest:

- Excluded Routes have not gained passenger base necessary to reach farebox recovery plan.
- The new routes are gaining passengers; however, the low passenger counts create higher operating cost per revenue hour.

Table 2.2 Non-Excluded Routes consists of the remaining routes and services Beaumont offers. These non-excluded routes are services that have been established and unaltered for at least 3 years. Non-excluded routes include the Route 3, Route 4, Route 7, and Route 9.

Non-excluded reports have the following points of interest:

- Non-excluded routes are doing very well and have a farebox recovery of 17.74% through the 3rd Quarter FY 20.
- Operating Costs per revenue hour and subsidies are low compared to plan and previous years.

Table 2.2 -- City of Beaumont -- SRTP Service Summary
**FY 2021/22 Short Range Transit Plan
Excluded Routes**

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	2	4	5	2	5
Financial Data					
Total Operating Expenses	\$460,249	\$1,110,135	\$1,359,487	\$513,991	\$1,486,755
Total Passenger Fare Revenue	\$14,420	\$44,092	\$287,923	\$7,546	\$71,950
Net Operating Expenses (Subsidies)	\$445,829	\$1,066,044	\$1,241,987	\$506,444	\$1,435,605
Operating Characteristics					
Unlinked Passenger Trips	7,344	33,563	52,476	14,400	19,634
Passenger Miles	35,251	161,102	801,695	69,120	429,778
Total Actual Vehicle Revenue Hours (a)	2,849.2	10,461.4	16,116.0	6,538.7	11,809.0
Total Actual Vehicle Revenue Miles (b)	76,021.0	266,476.0	425,086.0	164,300.0	266,082.0
Total Actual Vehicle Miles	77,316.0	272,658.0	434,330.0	169,759.0	312,410.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$161.54	\$106.12	\$84.36	\$78.61	\$125.90
Farebox Recovery Ratio	3.13%	3.97%	21.17%	1.47%	4.83%
Subsidy per Passenger	\$60.71	\$31.76	\$23.67	\$35.17	\$73.12
Subsidy per Passenger Mile	\$12.65	\$6.62	\$1.55	\$7.33	\$3.34
Subsidy per Revenue Hour (a)	\$156.48	\$101.90	\$77.07	\$77.45	\$121.57
Subsidy per Revenue Mile (b)	\$5.86	\$4.00	\$2.92	\$3.08	\$5.40
Passenger per Revenue Hour (a)	2.6	3.2	3.3	2.2	1.7
Passenger per Revenue Mile (b)	0.10	0.13	0.12	0.09	0.07

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

Table 2.2 -- City of Beaumont -- SRTP Service Summary
FY 2021/22 Short Range Transit Plan
Non-Excluded Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	8	7	8	3	7
Financial Data					
Total Operating Expenses	\$2,336,069	\$412,606	\$1,416,159	\$179,901	\$1,049,094
Total Passenger Fare Revenue	\$225,621	\$92,693	\$236,761	\$7,402	\$137,165
Net Operating Expenses (Subsidies)	\$2,110,448	\$319,913	\$1,226,321	\$172,499	\$931,594
Operating Characteristics					
Unlinked Passenger Trips	196,930	74,804	117,370	11,983	64,682
Passenger Miles	941,626	356,673	676,213	50,611	355,390
Total Actual Vehicle Revenue Hours (a)	21,607.6	7,919.3	10,444.0	3,666.5	7,121.0
Total Actual Vehicle Revenue Miles (b)	381,787.9	126,565.0	142,838.0	65,275.0	93,478.0
Total Actual Vehicle Miles	405,727.8	137,232.0	156,574.0	69,496.0	104,654.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$108.11	\$52.10	\$135.60	\$49.07	\$147.32
Farebox Recovery Ratio	9.66%	22.47%	16.71%	4.11%	13.07%
Subsidy per Passenger	\$10.72	\$4.28	\$10.45	\$14.40	\$14.40
Subsidy per Passenger Mile	\$2.24	\$0.90	\$1.81	\$3.41	\$2.62
Subsidy per Revenue Hour (a)	\$97.67	\$40.40	\$117.42	\$47.05	\$130.82
Subsidy per Revenue Mile (b)	\$5.53	\$2.53	\$8.59	\$2.64	\$9.97
Passenger per Revenue Hour (a)	9.1	9.5	11.2	3.3	9.1
Passenger per Revenue Mile (b)	0.52	0.59	0.82	0.18	0.69

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

The City of Beaumont service is further broken down in Tables 2.2 by dividing up the service into programs. Beaumont Transit has two programs. One program is the BUS program which is all fixed route and commuter link services. The second program is the DAR program which is our Dial-A-Ride or paratransit program.

Table 2.2 BUS shows all routes within this program. Key notes of interest:

- Passenger Trips on the fixed and commuter links are significantly lower than previous years.
- Low passenger trips directly affect the amounts listed in the subsidies.
- Operating cost per revenue hour is low compared to plan and audited actuals of years past which means Beaumont consciously attempts to lower operating costs to a level to balance farebox ratio where possible.

Table 2.2 DAR shows the Dial A Ride or paratransit program. Key notes of interest:

- Paratransit service is a very expensive service to offer; however, it is a required service.
- Passenger trips are lower but the cost to operate the service is significantly higher than previous years.

Table 2.2 -- Beaumont-BUS -- SRTP Service Summary
FY 2021/22 Short Range Transit Plan
All Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	8	8	11	4	11
Financial Data					
Total Operating Expenses	\$2,528,180	\$1,334,203	\$2,471,923	\$583,021	\$2,318,526
Total Passenger Fare Revenue	\$236,763	\$116,125	\$500,684	\$11,486	\$189,115
Net Operating Expenses (Subsidies)	\$2,291,416	\$1,218,078	\$2,188,585	\$571,535	\$2,169,876
Operating Characteristics					
Unlinked Passenger Trips	195,400	102,547	160,782	24,944	82,486
Passenger Miles	937,920	492,226	1,429,869	119,731	777,299
Total Actual Vehicle Revenue Hours (a)	21,785.4	16,571.9	23,844.0	9,751.2	18,295.0
Total Actual Vehicle Revenue Miles (b)	424,129.0	369,493.0	532,748.0	219,507.0	346,810.0
Total Actual Vehicle Miles	445,928.3	383,827.0	552,664.0	227,562.0	402,230.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$116.05	\$80.51	\$103.67	\$59.79	\$126.73
Farebox Recovery Ratio	9.36%	8.70%	20.25%	1.97%	8.15%
Subsidy per Passenger	\$11.73	\$11.88	\$13.61	\$22.91	\$26.31
Subsidy per Passenger Mile	\$2.44	\$2.47	\$1.53	\$4.77	\$2.79
Subsidy per Revenue Hour (a)	\$105.18	\$73.50	\$91.79	\$58.61	\$118.60
Subsidy per Revenue Mile (b)	\$5.40	\$3.30	\$4.11	\$2.60	\$6.26
Passenger per Revenue Hour (a)	9.0	6.2	6.7	2.6	4.5
Passenger per Revenue Mile (b)	0.46	0.28	0.30	0.11	0.24

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

Table 2.2 -- Beaumont-DAR -- SRTP Service Summary
FY 2021/22 Short Range Transit Plan
All Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	1	1	2	1	1
Financial Data					
Total Operating Expenses	\$268,138	\$188,538	\$303,723	\$110,871	\$217,323
Total Passenger Fare Revenue	\$3,278	\$20,659	\$24,000	\$3,463	\$20,000
Net Operating Expenses (Subsidies)	\$264,860	\$167,879	\$279,723	\$107,408	\$197,323
Operating Characteristics					
Unlinked Passenger Trips	8,874	5,820	9,064	1,439	1,830
Passenger Miles	38,957	25,550	48,039		7,869
Total Actual Vehicle Revenue Hours (a)	2,671.3	1,808.9	2,716.0	454.0	635.0
Total Actual Vehicle Revenue Miles (b)	33,679.9	23,548.0	35,176.0	10,068.0	12,750.0
Total Actual Vehicle Miles	37,115.5	26,063.0	38,240.0	11,693.0	14,834.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$100.38	\$104.23	\$111.83	\$244.20	\$342.24
Farebox Recovery Ratio	1.22%	10.96%	7.90%	3.12%	9.20%
Subsidy per Passenger	\$29.85	\$28.85	\$30.86	\$74.64	\$107.83
Subsidy per Passenger Mile	\$6.80	\$6.57	\$5.82		\$25.08
Subsidy per Revenue Hour (a)	\$99.15	\$92.81	\$102.99	\$236.57	\$310.74
Subsidy per Revenue Mile (b)	\$7.86	\$7.13	\$7.95	\$10.67	\$15.48
Passenger per Revenue Hour (a)	3.3	3.2	3.3	3.2	2.9
Passenger per Revenue Mile (b)	0.26	0.25	0.26	0.14	0.14

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.



Beaumont Transit
Short Range Transit Plan
FY 2021/2022 - 2023/2024



Table 2.2A Excluded Routes

Excluded routes are new routes or new service extensions that are eligible for exemptions from the farebox recovery requirements

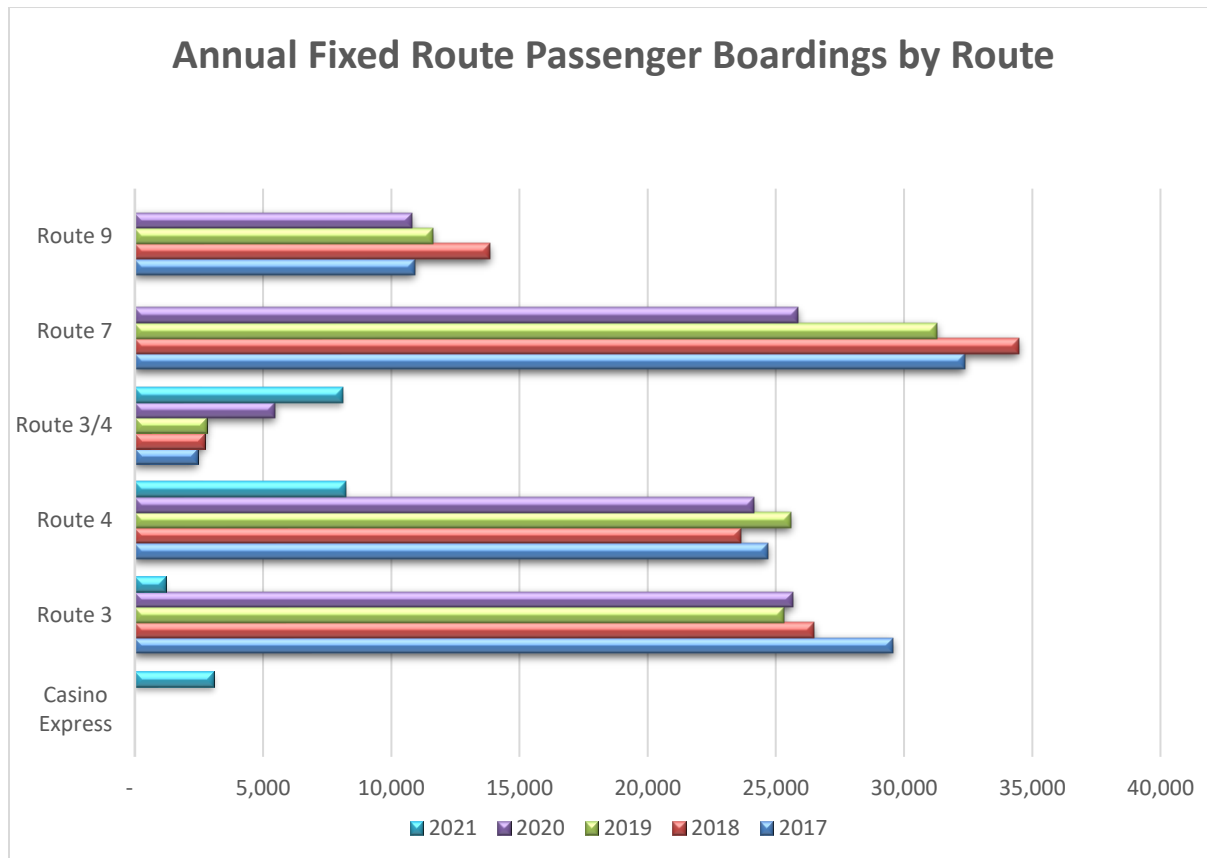
Route #	Mode (FR/DAR)	Service Type (DO/CO)	Route Description	Date of Implementation	Exemption End Date
Route 3/4	FR	DO	Saturday Service: Walmart to Cherry Valley via Downtown	August 2019	August 2022
Route 120	FR	DO	Monday - Saturday Service: Walmart to San Bernardino Transit Center	August 2019	August 2022
Casino Express	FR	DO	Monday - Friday: Downtown to Walmart with Express Service to Casino Morongo and Outlet Malls	August 2020	August 2023
Route 125	FR	DO	Monday - Friday Service: Walmart to Loma Linda Veterans Hospital	October 2020	October 2023

2.4 Service Performance

Beaumont Transit operates six local fix routes, two of which are peak routes, and two commuter links. In this section, each route will be analyzed and discussed.

Fixed Route Service

The following chart compares the total passenger trips by the route and by year for the local fixed route.

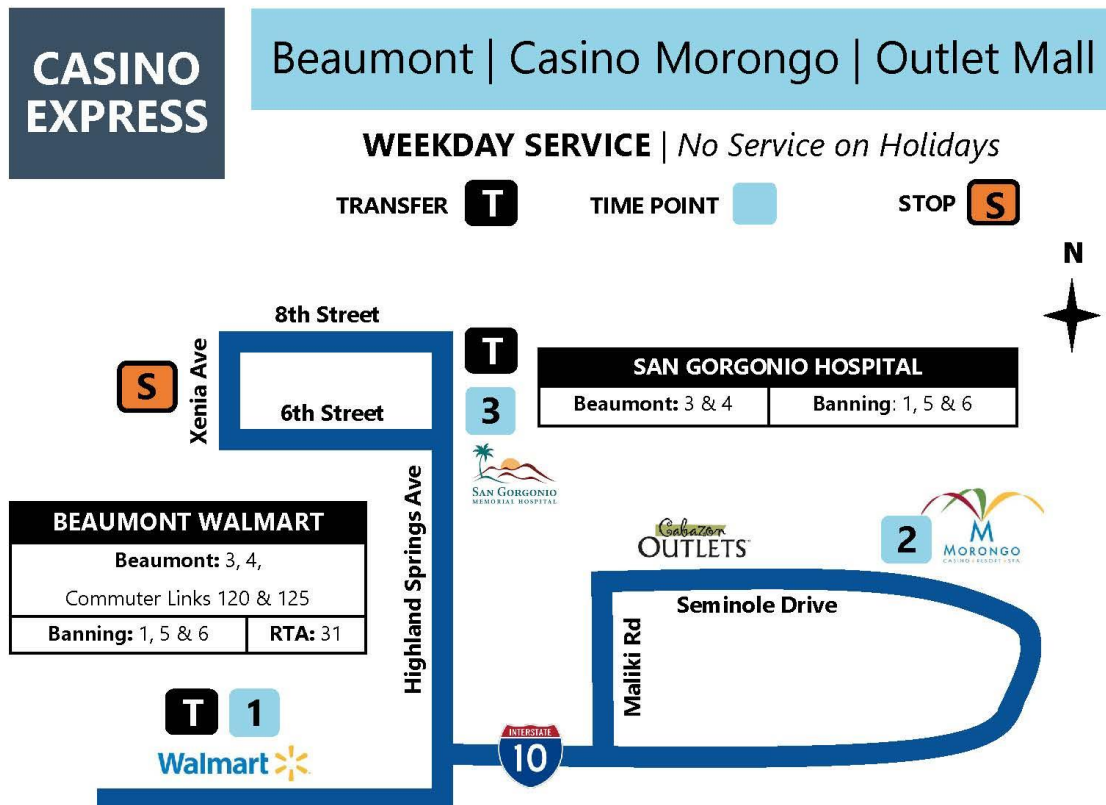


In the statistics and analysis discussed for each route, route performance is projected based on the passenger boarding trends for the first three-quarters of FY 21. This is a projection to end FY 21. The Routes 7 and 9, which are our peak routes that primarily service the schools, will not run the remainder of FY 21.

Casino Express

The Casino Express began in August 2020. It serves as an express service from Beaumont Walmart to Casino Morongo and the Outlet Mall in Cabazon. These destinations are a major employer of the area. The route runs a 20-minute headway and operates on a Monday through Friday schedule.

Since it is the first year in service, there is no other data to compare it to. However, the route has shown an increase month over month of passenger boardings. In FY 21, the Casino Express is projected to finish the fiscal year with 3,087 passenger boardings. The Casino Express currently makes up 8.83% of systemwide passengers.



Route 3

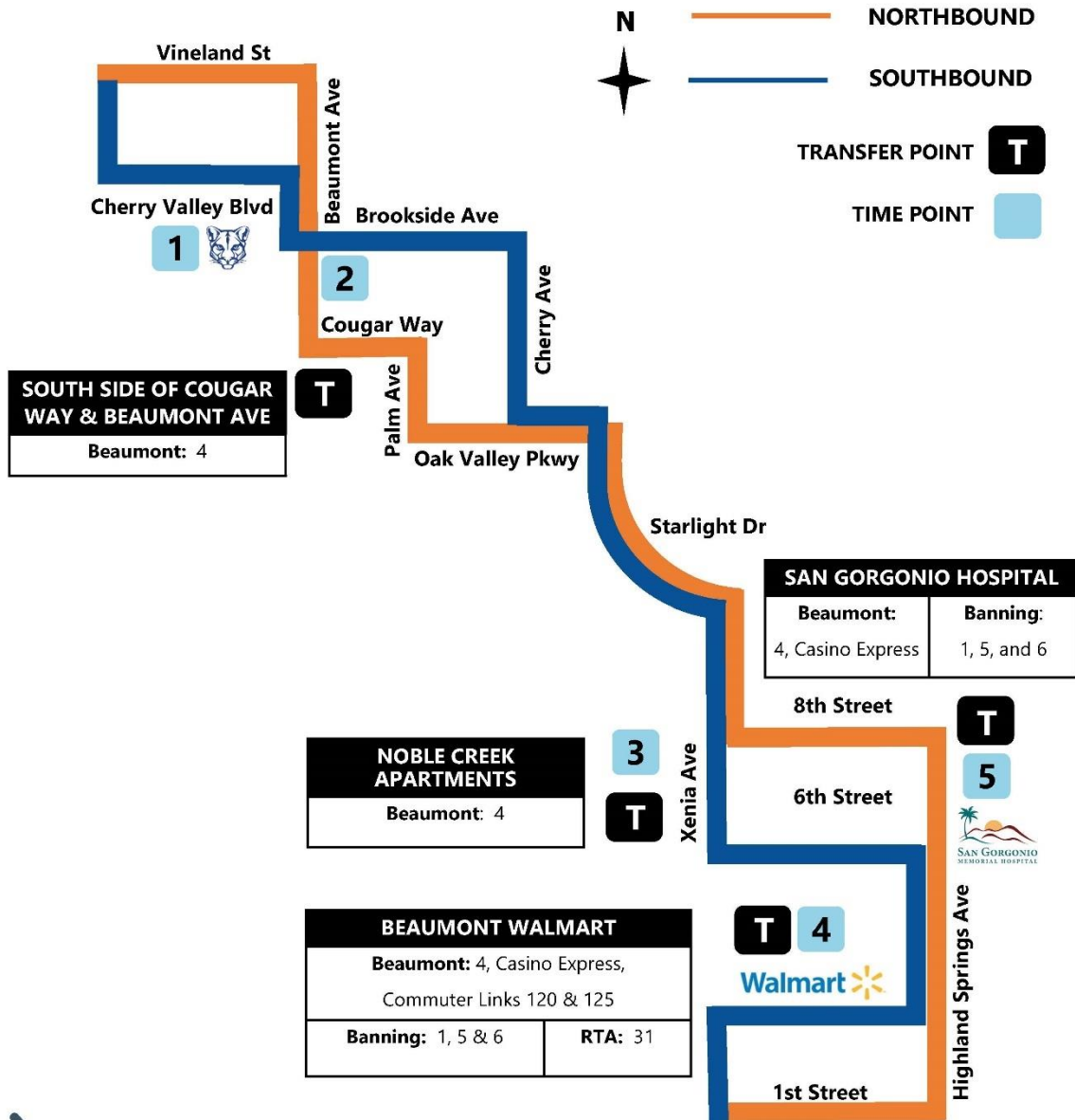
The Route 3 operates weekdays with a one-hour headway and services the north area of Beaumont, residential community of Sundance and Walmart. This route also connects Sundance with both middle schools, the high schools, and three elementary schools. At the recommendation of the COA findings, deviations to the unincorporated areas of Cherry Valley have been eliminated.

In FY 21, the Route 3 is projected to finish the fiscal year with 1,200 passenger boardings. This is a significant decrease of 94% compared to FY 20 which had 19,279 passenger boardings. The Route 3 makes up 3.44% of systemwide passengers.

3

Beaumont | Cherry Valley

WEEKDAY SERVICE | *No Service on Holidays*



Routing and timetables subject to change.

OCTOBER 2020

Route 4

The Route 4 operates weekdays with a one-hour headway and primarily services the Senate Bill 535 identified disadvantaged community located in the heart of Beaumont's original 9-square miles of city limits. This route connects passengers with the local library, two elementary schools, the community center, both middle schools, the main high school, and the commercial shopping area of Walmart. In FY 21, an Amazon Distribution Center opened in the industrial park to the south west in Beaumont city limits. To facilitate the passenger's ability to travel to the major employment center, the Route 4 offers deviations to the industrial area. Passengers either notify the driver or call customer service for a deviation request.

In FY 21, Route 4 is projected to finish the fiscal year at 8,235 passenger boardings. This is a 23.56% decrease in passenger trips compared to FY 20. This route makes up 40% of the systemwide passengers. It is these passengers that are the most negatively affected by the interagency agreement with Banning because they require the need to travel to social services located in the Banning city limits.

4

Beaumont | 6th Street

WEEKDAY SERVICE | *No Service on Holidays*

TRANSFER



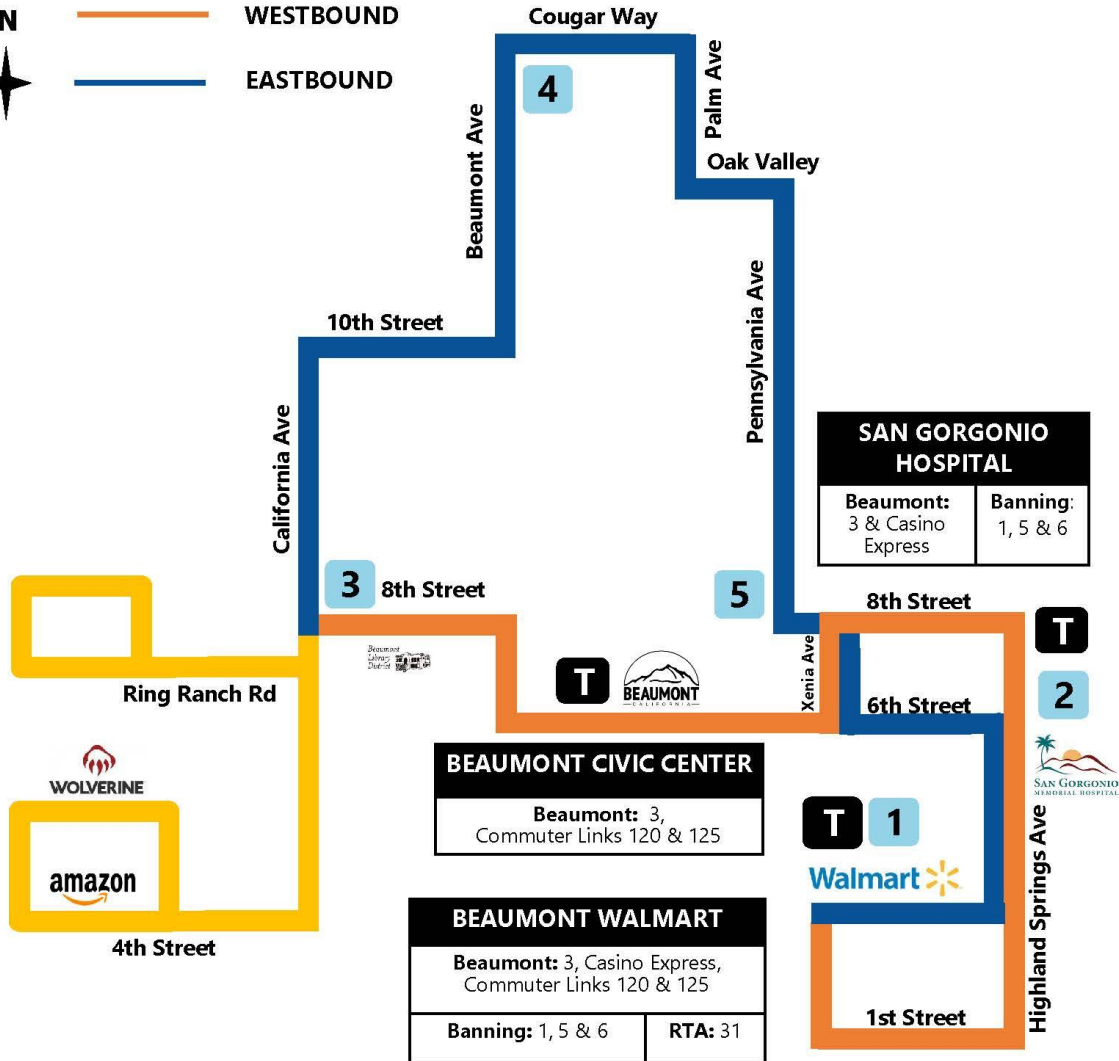
TIME POINT



DEVIATION



WESTBOUND
EASTBOUND



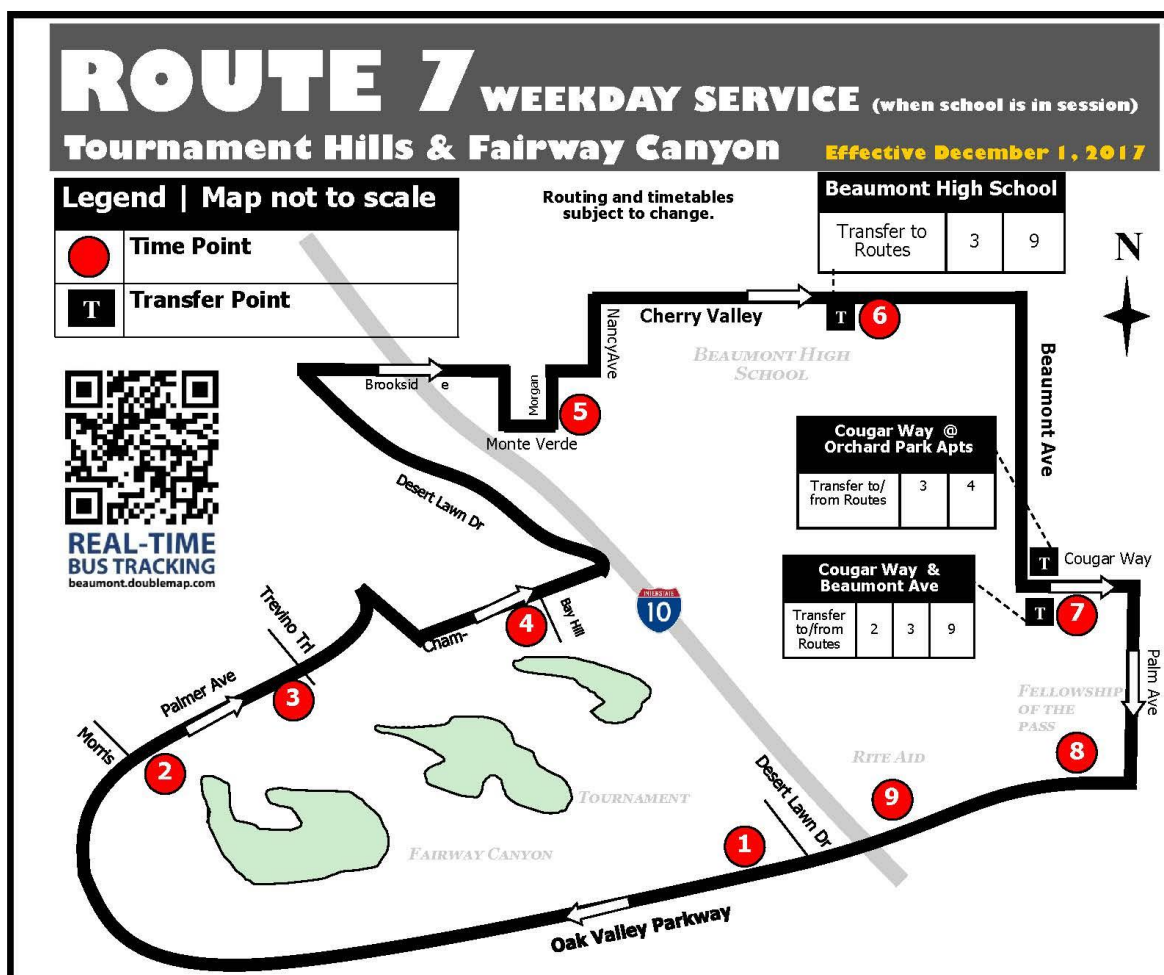
Routing and timetables subject to change.

OCTOBER 2020

Route 7

Route 7 is a weekday peak hour service and follows the Beaumont Unified School District academic calendar. This route is designed to service the passengers during the peak hours of the morning and afternoon to connect the westernmost portion of Beaumont residential areas with schools and connecting routes. The route services the masterplan communities commonly known in Beaumont as Fairway Canyon and Tournament Hills, providing transportation to both middle schools, as well as the main high school.

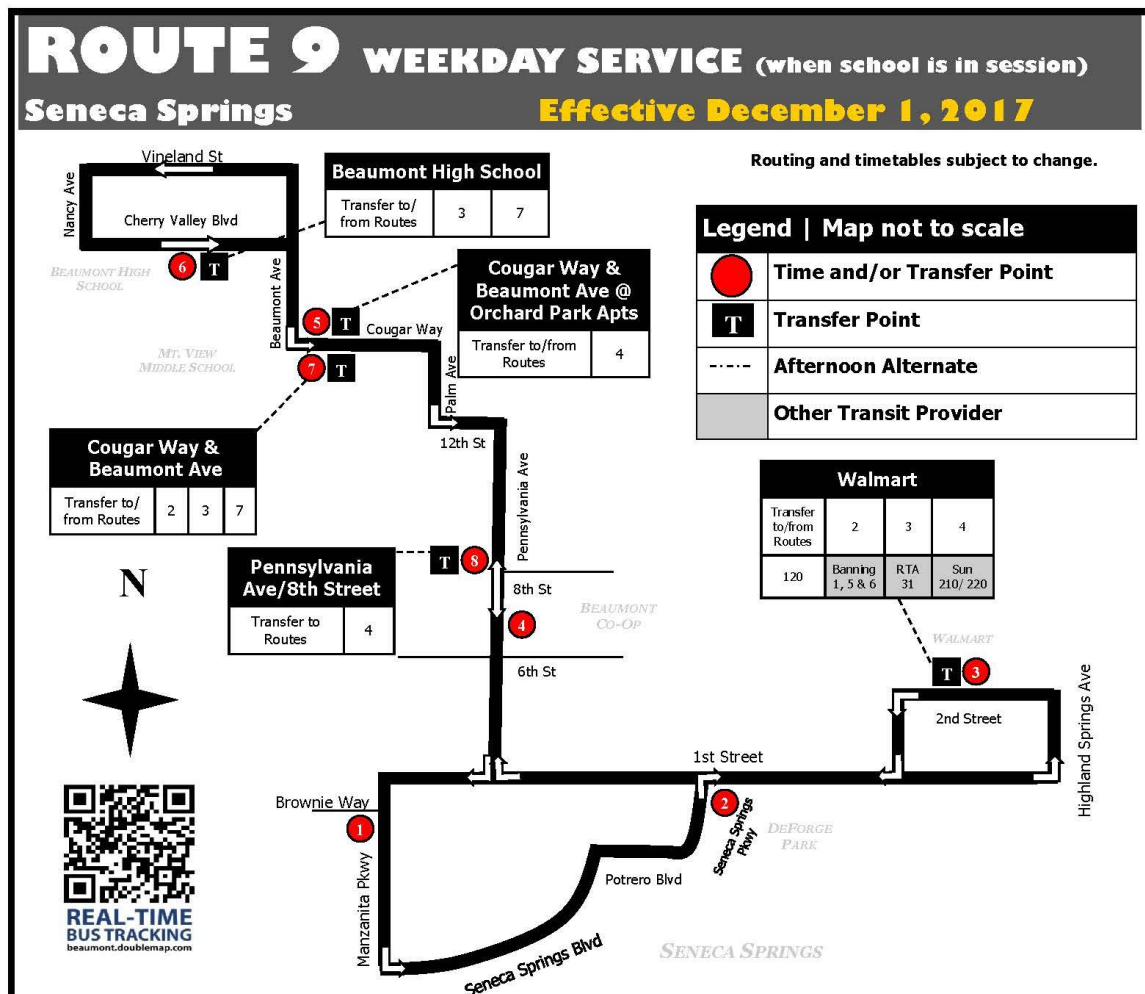
The service on Route 7 was suspended in March 2020 due to COVID-19 and the shutdown of the Beaumont Unified School District. Beaumont Transit is working closely with Beaumont Unified School District, along with abiding by CDC guidelines, to return the Route 7 when in-person classes return in the Fall of 2021.



Route 9

Like Route 7, Route 9 is a weekday peak hour service and follows the Beaumont Unified School District academic calendar. This route is designed to connect passengers during the morning and afternoon with the southernmost masterplan residential community commonly known as Seneca Springs with both middle schools, the high school, and connecting routes.

The service on Route 9 was suspended in March 2020 due to COVID-19 and the shutdown of the Beaumont Unified School District. Beaumont Transit is working closely with Beaumont Unified School District, along with abiding by CDC guidelines, to return the Route 9 when in-person classes return in the Fall of 2021.

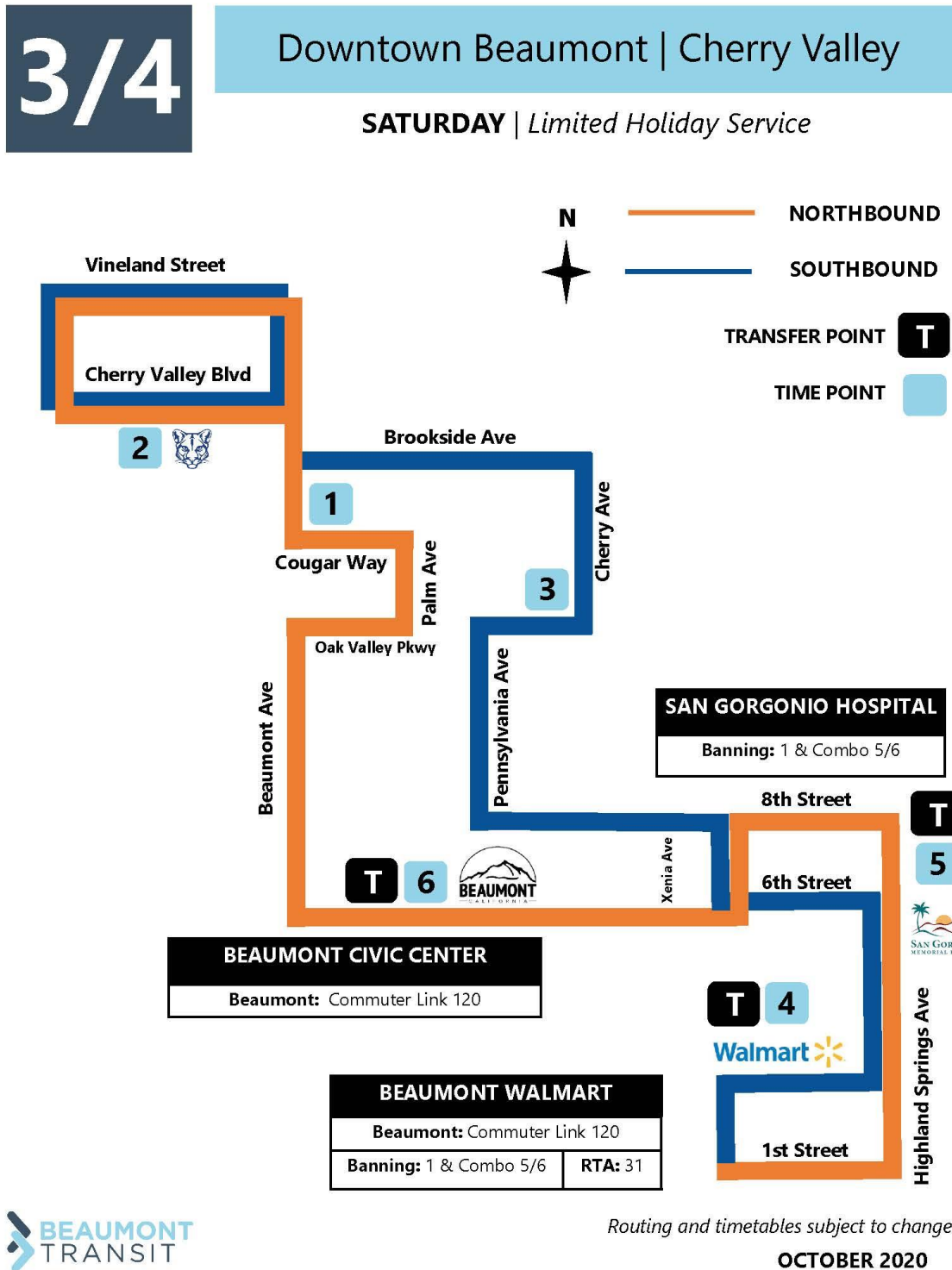


Route 3/4

The Route 3/4 is a one-hour headway Saturday only service. This route also operates on recognized limited-service holidays. This route is a combination of the weekday service areas of Route 3 and Route 4 and connects the downtown residential areas with places of interest such as the local library, a recreation center, several churches, and the commercial area of Walmart.

In FY 21, Route 3/4 is projected to finish the fiscal year with 5,994 passenger boardings. This is a 5% decrease compared to FY 20 which had 6,318 passenger boardings. The small decrease is attributed to the Route 3/4 being the only fixed route in service in the first quarter of FY 21 due

to the pandemic and stay-at-home orders. The Route 3/4 makes up 23.17% of systemwide passengers.



Commuter Link 120

The Commuter Link (CL) 120 operates two buses Monday through Friday and transports passengers from Beaumont Walmart, Beaumont Civic Center, and Calimesa to San Bernardino Transit Center (SBTC). The CL 120 also operates on Saturday and recognized limited-service holidays. On Saturday schedules, the CL 120 has an additional stop and connects passengers with the Casino Morongo via express service on the I-10 freeway.

In FY 21, CL 120 is projected to finish the fiscal year with 6,549 passenger boardings. A 46.58% decline from FY 20 which had 12,261 passenger boardings. The CL 120 makes up 18.74% of systemwide passengers.

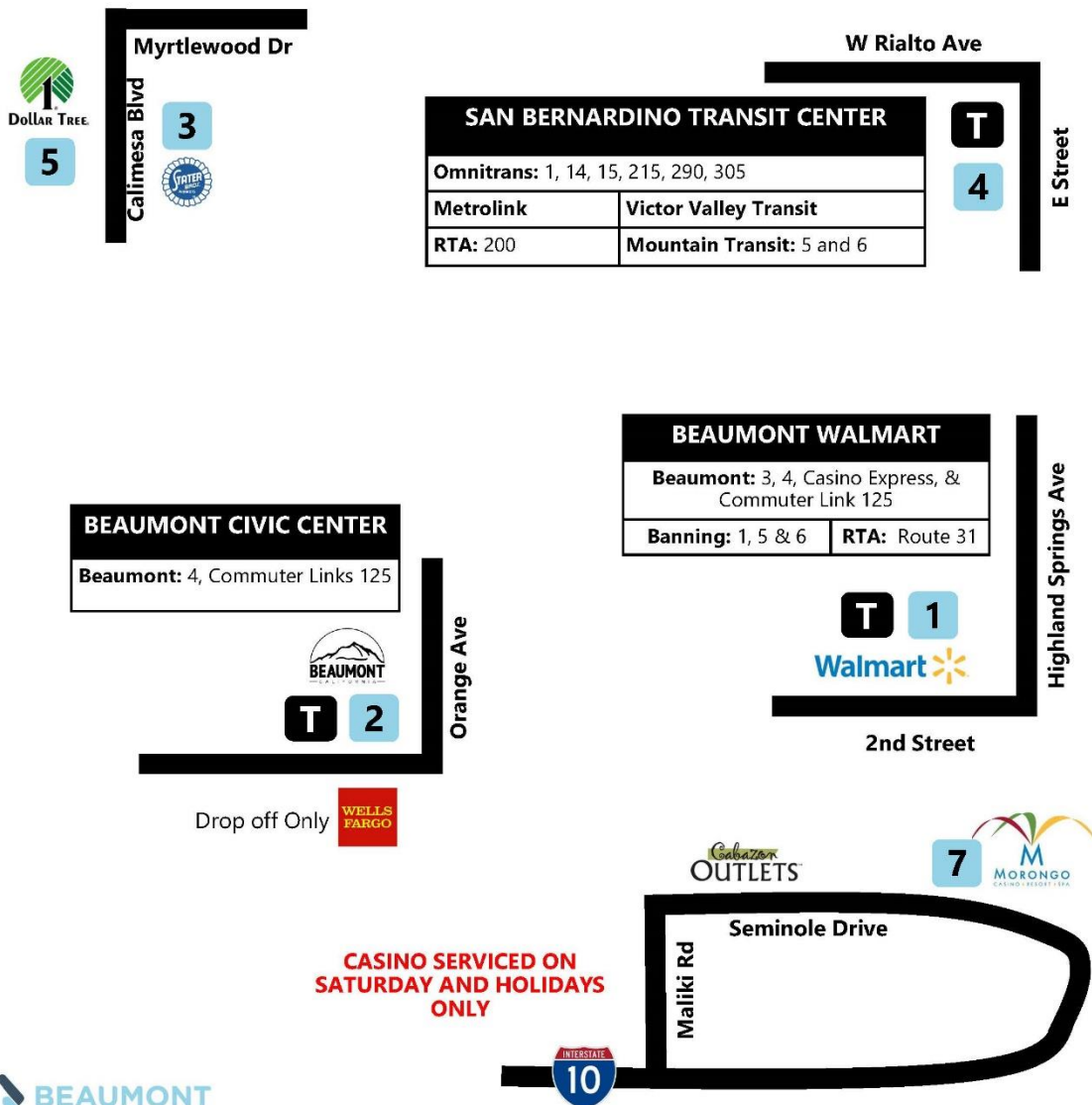
120

Beaumont | SB Transit Center

WEEKDAY SERVICE | *No Service on Holidays*

TRANSFER **T**

TIME POINT 



CASINO SERVICED ON SATURDAY AND HOLIDAYS ONLY



Routing and timetables subject to change.

OCTOBER 2020

Commuter Link 125

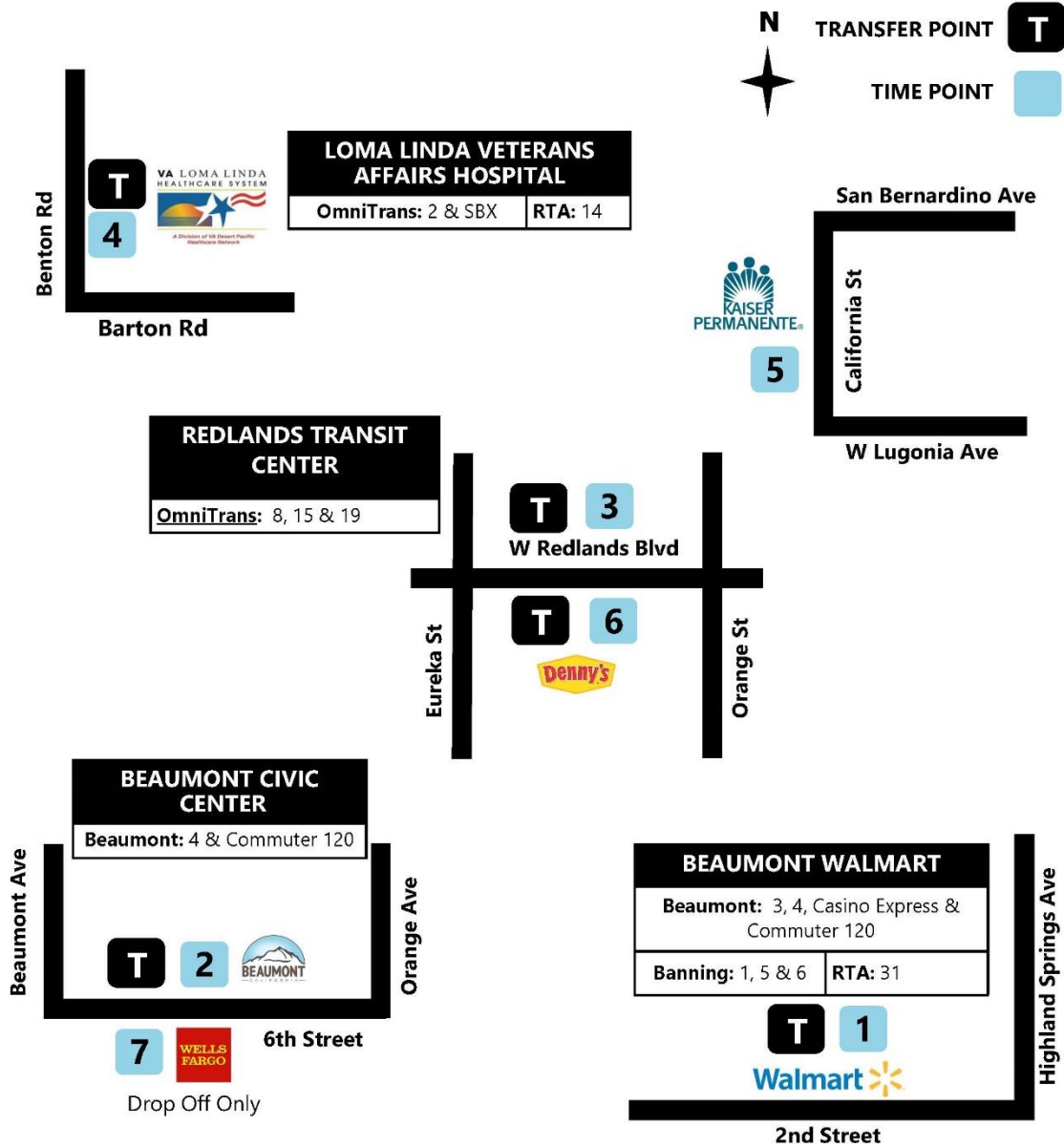
The Commuter Link (CL) 125 operates weekday service from Beaumont Walmart to San Bernardino County medical facilities, as well as recreational and employment opportunities. Originating from Beaumont Walmart, the CL 125 connects with Redlands Transit Center, Kaiser Redlands Medical Offices, and Loma Linda Veterans Affairs Hospital.

In FY 21, the CL 125 is projected to finish the fiscal year with 1,701 passenger boardings. This is a 50.42% decline from FY 20 which saw 3,431 passenger boardings. The CL 125 makes up 4.87% of systemwide passengers.

125

Beaumont | Redlands | Loma Linda VA

WEEKDAY SERVICE | *No Service on Holidays*



Routing and timetables subject to change.

OCTOBER 2020

Commuter Link 120/125 Combo

During the stay-at-home order and the reduction of service that consequently came of it, the Commuter Links 120 and 125 were suspended. In their place, a combination route was created to accommodate those essential workers that still required commuting transportation. The Combo 120/125 operated from April 2020 to September 2020. This combination route brought passengers from Beaumont to Calimesa to Redlands, Loma Linda VA Hospital and San Bernardino Transit Center.

In FY 21, the Combo 120/125 had 2,778 passenger boardings and makes up 11.92% of systemwide passengers in FY 21.

COMMUTER LINK 120/ 125

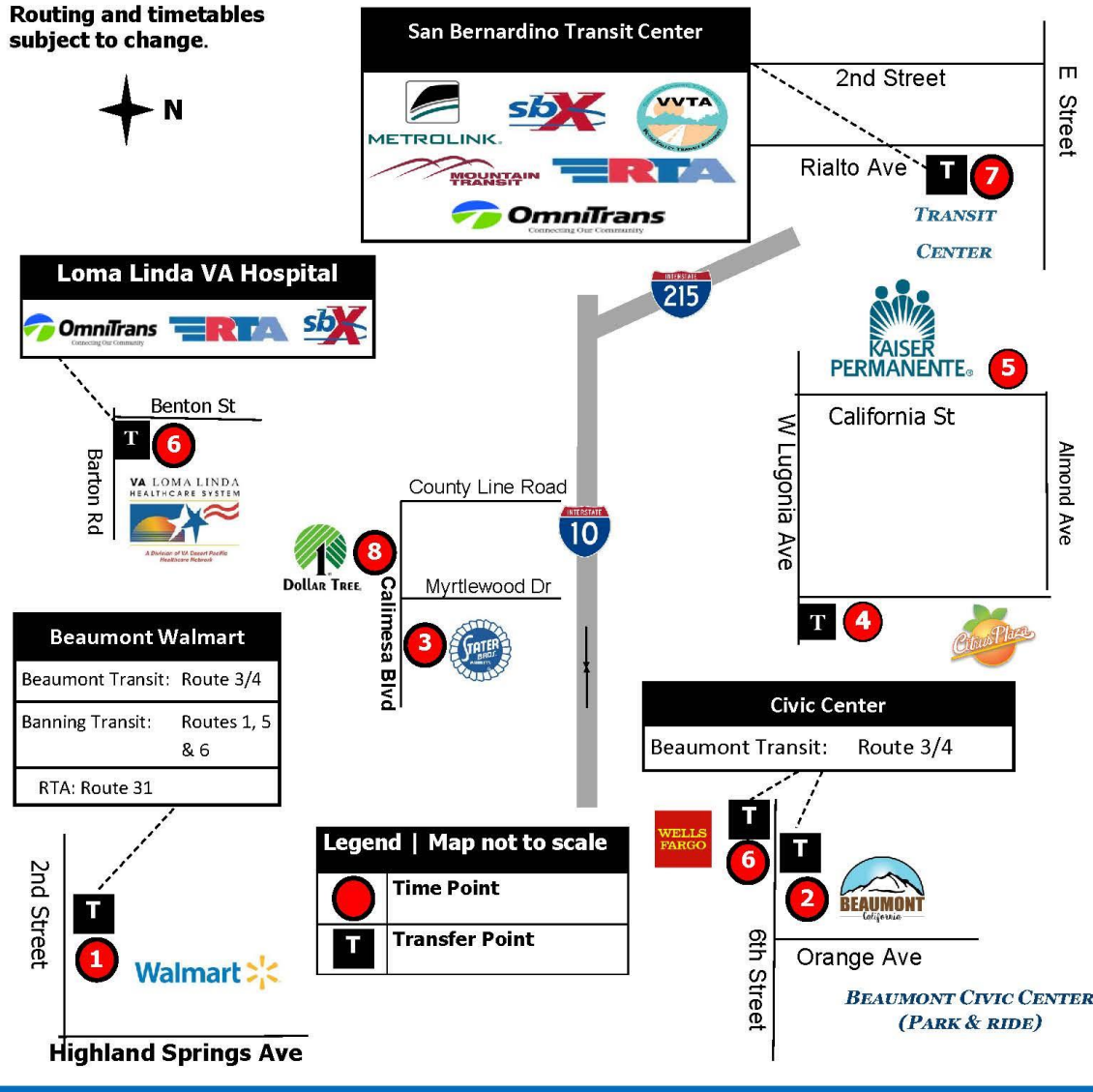
Beaumont, Calimesa, Redlands, Kaiser, VA Hospital, & San Bernardino Transit Center

TEMPORARY SCHEDULE Effective March 30, 2020

Monday– Friday and
Saturday Service
(Except Holidays)



**Routing and timetables
subject to change.**



Dial A Ride (Paratransit)

Beaumont Dial A Ride (DAR) is a curb-to-curb service for qualified passengers residing in Beaumont and parts of Cherry Valley. Due to COVID-19, qualified passengers are limited to those certified under the Americans with Disability Act. Beaumont Transit honors and recognizes those passengers carrying ADA compliant identification cards from RTA and Omnitrans.

DAR operates as a federally mandated complimentary service to the fixed routes in Beaumont and mirrors that schedule. Reservations are required at least 24 hours in advance and is available to ADA passengers only.

In FY 21, DAR is projected to finish the fiscal year with 1,910 passenger boardings. This is a decrease of 67.19% compared to the 5,820-passenger boardings in FY 20. DAR makes up 5.46% of systemwide passengers in FY 21.

Table 2.3 - SRTP Route Statistics

City of Beaumont -- 2

FY 2021/22

All Routes

Data Elements

Route #	Day Type	Peak Vehicles	Passengers	Passenger Miles	Revenue Hours	Total Hours	Revenue Miles	Total Miles	Operating Cost	Passenger Revenue	Measure-A Revenue	LCTOP Revenue
BEA-120	All Days	2	11,208	314,945	5,625	6,120	165,036	169,940	\$686,113	\$33,600	\$82,000	\$11,200
BEA-125	All Days	1	3,160	73,219	2,940	3,216	74,640	76,956	\$345,112	\$10,550	\$42,000	\$3,600
BEA-3	All Days	1	3,000	14,400	2,525	2,711	31,164	30,552	\$249,900	\$25,003		\$4,265
BEA-3/4	All Days	1	1,932	9,274	503	541	6,906	7,278	\$188,629	\$5,000		\$1,000
BEA-4	All Days	1	14,020	67,296	2,742	2,913	29,268	31,224	\$321,819	\$25,600		\$6,400
BEA-7	All Days	3	32,568	188,894	805	1,280	14,744	20,408	\$200,826	\$33,897		\$6,000
BEA-9	All Days	1	13,264	76,931	414	654	5,552	7,636	\$176,731	\$13,000		\$3,000
BEA-CExp	All Days	1	3,334	32,340	2,741	2,914	19,500	58,236	\$339,404	\$2,000		\$5,000
BEA-DAR	All Days	1	1,830	7,869	635	1,045	12,750	14,834	\$237,430	\$20,000		
		12	84,316	785,168	18,930	21,394	359,560	417,064	\$2,745,964	\$168,650	\$124,000	\$40,465

Table 2.3 - SRTP Route Statistics

City of Beaumont -- 2

FY 2021/22

All Routes

Performance Indicators

Route #	Day Type	Net Subsidy	Operating Cost Per Revenue Mile	Operating Cost Per Revenue Mile	Cost Per Passenger	Farebox Recovery Ratio	Subsidy Per Passenger	Subsidy Per Passenger Mile	Subsidy Per Revenue Hour	Subsidy Per Revenue Mile	Passengers Per Hour	Passengers Per Mile
BEA-120	All Days	\$652,513	\$121.98	\$4.16	\$61.22	18.48%	\$58.22	\$2.07	\$116.00	\$3.95	1.99	0.07
BEA-125	All Days	\$334,562	\$117.39	\$4.62	\$109.21	16.27%	\$105.87	\$4.57	\$113.80	\$4.48	1.07	0.04
BEA-3	All Days	\$224,897	\$98.97	\$8.02	\$83.30	11.71%	\$74.97	\$15.62	\$89.07	\$7.22	1.19	0.10
BEA-3/4	All Days	\$183,629	\$375.01	\$27.31	\$97.63	3.18%	\$95.05	\$19.80	\$365.07	\$26.59	3.84	0.28
BEA-4	All Days	\$296,219	\$117.37	\$11.00	\$22.95	9.94%	\$21.13	\$4.40	\$108.03	\$10.12	5.11	0.48
BEA-7	All Days	\$166,929	\$249.47	\$13.62	\$6.17	19.86%	\$5.13	\$0.88	\$207.37	\$11.32	40.46	2.21
BEA-9	All Days	\$163,731	\$426.89	\$31.83	\$13.32	9.05%	\$12.34	\$2.13	\$395.49	\$29.49	32.04	2.39
BEA-CExp	All Days	\$337,404	\$123.82	\$17.41	\$101.80	2.06%	\$101.20	\$10.43	\$123.10	\$17.30	1.22	0.17
BEA-DAR	All Days	\$217,430	\$373.91	\$18.62	\$129.74	8.42%	\$118.81	\$27.63	\$342.41	\$17.05	2.88	0.14
		\$2,577,314	\$145.06	\$7.64	\$32.57	12.13%	\$30.57	\$3.28	\$136.15	\$7.17	4.45	0.23

2.5 Productivity Improvement Efforts

Beaumont encourages participation and insights from our customers and the public. Customer satisfaction is our number one priority, and we encourage feedback. All customer comments and complaints are considered and generally resolved immediately. As a small agency, requests for new stops or an adjustment in timepoints are easily resolved.

Beaumont monitors the schedules in correspondence with other agencies. Metrolink, RTA, OmniTrans, and Banning Connect schedules are all reviewed, and changes are made usually in response to a change in the larger agencies' schedules. Our goal is to ensure that transit passengers can connect with other agencies to complete their trip.

Currently, Beaumont uses several products to keep passengers connected with system information and announcements. These products are Facebook, Instagram, Double Map (a web based real time GPS bus locating system), Google Transit, and Everbridge (a mass communication system operated in conjunction with Beaumont Police Department).



A comprehensive operations analysis (COA) was completed this past fiscal year (FY 20). The findings of the study offered recommendations for a five-year action plan with three phases. Some recommendations have already been implemented, while recommendations to adjust time routes and schedules are being prepared for later implementation.

2.6 Major Trip Generators

Half of Beaumont Transit's passengers attend Beaumont schools, with primary travel patterns between residential neighborhoods and middle and senior high schools during peak hours—morning and afternoon. However, this type of service is not sustainable, but more importantly is more costly to the overall operations. For this reason, additional service will not be added to the two peak routes, Routes 7 and 9.

Beaumont will continue to focus on regional transportation as a means of sustainability. Commuter Link 120 has been in service since 2013 and Commuter Link 125 was introduced in September 2018. Although FY 20 and 21 were anomalies, both commuters had shown growth in passenger boarding's month over month and are widely popular with inquiries from traveling

passengers on Metrolink and other regional providers connecting to Beaumont and Casino Morongo.

2.7 Recent Service Changes

Recent service changes were introduced with the addition of the Casino Express as well as with the Commuter Link 125.

Casino Express

The Casino Express began service in August 2020. It is an express service from Beaumont Walmart to Casino Morongo and the Outlet Malls. When the Route 2 was dissolved, the Casino Express was created as a direct response from passengers needing transportation to their places of employment. All changes were a direct result of the July 2019 Interagency Agreement entered into with the City of Banning.

Commuter Link 125

In cooperation with OmniTrans, additional stops were added to the Commuter Link 125 to increase efficiency and connectivity. Additional eastbound and westbound stops at the Redlands Transit Center were added. The Redlands Transit Center offers passengers connection ability to OmniTrans buses into areas of San Bernardino, Redlands, and Yucaipa that were normally not an option unless traveling to San Bernardino Transit Center on Commuter Link 120.

CHAPTER 3 – FUTURE SERVICE PLANS, FARE CHANGES, CAPITAL PLANNING, AND MARKETING

3.1 Planned Service Changes

The Comprehensive Operations Analysis (COA) outlined a five-year action plan with various stages of implementation recommendations. As discussed earlier, the COA proposes a five-year action plan which includes short, mid, and long-term recommendations. Short-term recommendations, to be completed by June 2021, have largely been implemented and timing recommendations will be assessed as we move into a return to full service.

Mid-term recommendations (July 1, 2021 to December 31, 2022) include:

- The elimination of service to Calimesa.
- A recommendation for a 20% fare adjustment increase.
- Enhance service to industrial center including Amazon and other distribution centers.
- Integrate service to new operations facility.
- Enhance connectivity with Banning Connect and RTA.
- Build a Bus Stop Improvement plan.

Longer-term recommendation (January 1, 2023-June 30, 2025) include:

- Expand local service to emerging residential neighborhoods.
- Realign routes to a more centralized transfer location. Proposes to move away from Walmart and the hospital and focus on the Beaumont Civic Center.
- Transition to electric vehicles as gas vehicles are being replaced.
- Introduce predictive arrival features at bus stops.

Industrial and employment opportunities are also growing. Amazon opened a million square foot distribution center in Beaumont and continues to hire full-time employees in addition to the hundreds of employees already hired. Beaumont Transit has added deviations to Amazon on the Route 4, but a more permanent solution will be explored under the mid-term recommendations, including a micro-transit program.

3.2 Future Marketing Plans, Studies, and Promotions to Promote Ridership

Free Fare Promotion

Beaumont Transit has been offering free fare to all passengers as part of a grant allocated by the Low Carbon Transit Operations Program (LCTOP) since October 2020. In partnership with Banning Connect, free fare will be offered to all passengers from July 1 to December 31, 2021. The joint effort will create advertising efforts to encourage passengers to get back onboard public transportation.

Annual Promotions

Throughout the year our service is marketed with not only free fares, but visible appearances, as well. The opportunity to present the service and fleet to a captive audience has had positive effects with the community that would have normally not considered public transit. COVID-19 has all but eliminated all our annual outreach that we usually do. The following are descriptions of what we typically participate in and will participate again soon.

In the month of July, \$0.25 (twenty-five cent) fare for youth passengers is offered on weekday Route 3, Route 4, and Saturday Route 3/4. Youth passengers, under the age of 18, can enjoy points of interest that these routes service, including destinations such as the community center, library, parks, city pool, and shopping.

In conjunction with October's Breast Cancer Awareness month, passengers wearing pink on Wednesdays are given a raffle ticket as they board the bus. A drawing of a winning raffle ticket was drawn each week for a November monthly pass. The winning ticket number and winner were posted on Pass Transit's Facebook.

Multiple marketing and promotional appearances are attended throughout the year. Informational booths at back-to-school nights and orientations are attended by staff. Additionally, entries in local parades, free rides to all Veterans during the annual Veteran's Expo, the holiday 'Stuff the Bus' food drive, rider appreciation events, and multiple community

presentations and events, are all included in promotions to promote ridership and expose choice riders to public transportation.

Beaumont offers free shuttle service to the annual signature event, the Cherry Festival, located in the downtown area of Beaumont. This annual festival, arts/crafts, food, and live entertainment gathering is a four-day event with attendance of over 50,000 throughout the four days.

Redevelopment of Walmart Regional Transportation Hub

Beaumont Transit has secured LCTOP and State of Good Repair funding for the purpose of redeveloping the Walmart Regional Transportation Hub and promoting ridership. This location is serviced by Beaumont, Banning, RTA and SunLine agencies. Hundreds of passengers connect at this location and the facility is undersized for the connecting passenger traffic. The Walmart stop is a central and visible location to the commercial center of Beaumont. With improvement, it will encourage additional use by existing passengers, but also entice new passengers to try transit. Beaumont Engineering Department has created plans for the Walmart location and a Request for Proposal is being prepared for publication.

3.3 Projected Ridership Growth

Projected ridership growth will be problematic; however, Beaumont is taking the necessary steps to analyze and create a profitable business model in the coming fiscal years. The economy resulting from Covid-19 will have a significant hardship for many people. As residents shift employment because of the virus, it is an opportunity to encourage transit as a cost-saving measure. The development of routes because of the comprehensive operations analysis is anticipated to encourage ridership growth.

3.4 Proposed Fare Structure Changes

Beaumont recently updated the fare schedule for FY 20. As part of the Comprehensive Operations Analysis, a recommendation has been included to increase fares by 20%. This will likely be addressed in FY 21 for a FY 22 proposal.

The Go Pass program was voted into effect by the Associated Student Body (ASB) at MSJC as an additional fee for students during registration. That fee is entirely allocated to RTA to subsidize free fare to all MSJC students on RTA's routes. Beaumont has traditionally honored Mt. San Jacinto's (MSJC) Go Pass program without receiving subsidies, providing free fare to all MSJC students. As part of the most recent Triennial Performance Audit, a recommendation was made to either cease accepting the Go Pass and charge students as general passengers, or coordinate efforts with MSJC to present to the ASB to vote on an additional fee during registration for Beaumont Transit. Should the student body vote against the proposed fee for Beaumont, the fare schedule would reflect the elimination of the Go Pass program on Beaumont routes.

3.5 Capital Improvement Planning

CNG Fueling Station

Fourteen of Beaumont Transit's twenty-two buses are CNG fuel; however, Beaumont Transit does not have a fueling station. In conjunction with the Maintenance and Operations project, the parcel located on the corner of 4th Street and Veile Drive in Beaumont will be the site of a CNG Fueling station. The station will be open to the public for fast fill as well as slow-fill capabilities for the buses.

Maintenance and Operations Facility

In FY 19, Beaumont Transit purchased a 6-acre parcel in the industrial area of Beaumont. Located next to the Wastewater Treatment Facility, Transit and Public Works are combining efforts to develop the vacant parcel into a maintenance and operations facility for Transit as well as Public Works.

Vehicle Replacement Plan

Arising from the completed Comprehensive Operations Analysis in 2020, the consultant recommended the development of a Vehicle Replacement Plan. The replacement plan, it is recommended, should include the definition of useful life for each asset type, projects the likely replacement year, and details a plan for transition to battery/electric vehicles.

Bus Stop Placement Policy and Improvement Plan

The consultant completing the COA recommends developing a Bus Stop Placement Policy. This policy would clearly define how far apart bus stops should be placed as well as activity level needed to add amenities (such as shelters/benches) to the stop. The policy will also set guidelines for the addition or removal of bus stops.

Introduce Technology to Offer Predictive Arrival Features

Providing real-time information to riders can significantly increase customer satisfaction as well as improve reliability. It can also help decrease the number of call center inquiries regarding the status of individual routes. In order to offer customer-facing real-time information, GPS-based Automatic Vehicle Location (AVL) technology is required. AVL technology provides benefits to both the transit provider and the transit rider. The transit provider can monitor on-time performance using the geographic data together with the scheduled and actual time at each stop. AVL technology is available as part of a unified software platform supporting operations and maintenance.



Beaumont Transit
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Table 3 Highlights

- Continuation of a Free Fare promotion in conjunction with Banning Connect until the end of calendar year 2021.
- Redevelopment of the Walmart Transportation hub.
- Begin the implementation of Comprehensive Operations Analysis (COA) recommendations.
- Procurement of two 32' EZ Rider CNG Buses
- Purchase and installation of video camera system on the fleet
- Purchase paratransit scheduling software
- Purchase of mobile lifts for vehicle maintenance

Type	FY 2017/18 Audited	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Estimate (Based on 3rd Qtr actuals and annualized)	FY 2021/22 Plan
System-Wide Ridership	197,775	204,274	106,743	34,849	84,316
Operating cost per revenue hours	89.47	114.34	82.84	90.65	133.96
Expenses	3,198,214	3,353,923	3,260,922	925,200	2,535,849

CHAPTER 4 – FINANCIAL PLANNING

4.1 Operating and Capital Budget

Operating Budget

As shown in Table 4 of this plan, Beaumont Transit projects a total amount of \$2,745,964 needed in operational funding to fully operate a public transit program for the residents of Beaumont. Included in that amount is \$2,411,849 from Local Transit Funds, \$124,000 in Measure A funding, farebox revenues projection of \$168,650, LCTOP operational grant funding in the amount of \$40,465, and interest earned in the amount of \$1,000. This equals a modest 2.38% increase over funding in FY 20. Operational funding is allocated to 78% in personnel, 19% in maintenance and operations, and 3% in contractual services.



Table 4.0 - Summary of Funding Requests - FY 2021/22

City of Beaumont

Original

Operating																
Project	Total Amount of Funds	FARE	LCTOP OB	LCTOP PUC99313	LCTOP PUC99314	LTF	MA IB	OTHR LCL	SGR PUC99313	SGR PUC99314	STA - OB	STA PUC99313	STA PUC99314			
1) Operating Assistance	\$1,722,337	\$104,500	\$25,665			\$1,592,172										
2) Commuter Link 120 Operating Assistance	\$604,021	\$33,600	\$11,200			\$477,221	\$82,000									
3) Commuter Link 125 Operating Assistance	\$263,144	\$10,550	\$3,600			\$206,994	\$42,000									
4) Dial A Ride Operating Assistance	\$155,462	\$20,000				\$135,462										
5) Interest and Other Income	\$1,000							\$1,000								
Sub-total Operating	\$2,745,964	\$168,650	\$40,465	\$0	\$0	\$2,411,849	\$124,000	\$1,000	\$0	\$0	\$0	\$0	\$0			

Capital																
Project	Total Amount of Funds	FARE	LCTOP OB	LCTOP PUC99313	LCTOP PUC99314	LTF	MA IB	OTHR LCL	SGR PUC99313	SGR PUC99314	STA - OB	STA PUC99313	STA PUC99314			
20-03 Brand and Logo Update - 20-03	\$55,741										\$55,741					
20-07 EV Charging Station - 20-07	\$-55,741										\$-55,741					
22-01 Two 32' EZ Rider II CNG Buses - 22-01	\$1,400,000			\$66,214	\$3,786							\$1,400,000		\$15,360		
22-02 Video Camera Purchase and Installation - 22-02	\$140,000											\$54,640				
22-03 Paratransit Scheduling Software - 22-03	\$14,000											\$14,000				
22-04 Mobile Lifts - 22-04	\$60,000								\$56,715	\$3,285						
Sub-total Capital	\$1,614,000	\$0	\$0	\$66,214	\$3,786	\$0	\$0	\$0	\$56,715	\$3,285	\$0	\$1,468,640	\$15,360			
Total Operating & Capital	\$4,359,964	\$168,650	\$40,465	\$66,214	\$3,786	\$2,411,849	\$124,000	\$1,000	\$56,715	\$3,285	\$0	\$1,468,640	\$15,360			

FY 2021/22 Projected Funding Details		
FARE	\$168,650	
LCTOP OB	\$40,465	
LTF	\$2,411,849	
MA IB	\$124,000	
OTHR LCL	\$1,000	
Total Estimated Operating Funding Request	\$2,745,964	
LCTOP PUC99313	\$66,214	
LCTOP PUC99314	\$3,786	
SGR PUC99313	\$56,715	
SGR PUC99314	\$3,285	
STA - OB	\$0	
STA PUC99313	\$1,468,640	
STA PUC99314	\$15,360	
Total Estimated Capital Funding Request	\$1,614,000	
Total Funding Request	\$4,359,964	



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Table 4B Fare Revenue Calculations

(Consistent with RCTC Farebox Recovery Policy 3/12/2008)

#	Revenue Sources included in Farebox Calculation	FY2018/19 Audited	FY2019/20 Audited	FY2020/21 Estimated	FY 2021/22 Plan
1	Charge for Service	184,282	174,542	287	168,650
2	Interest	2,784	2,258	2,310	1,000
3	Other Income/Transfers In	322	30	1,727	-
4	LCTOP	131,338	0	34,642	40,465
5	Exclusion	(49,675)	(58,940)	(16,403)	(71,950)
Total Revenue (1-5)		269,051	117,890	22,563	138,165
Net Operating Expense (after exclusions)		2,302,689	1,508,389	376,141	1,376,537
Farebox Recovery Ratio		11.68%	7.82%	6.00%	10.04%

Capital Budget

2- EZ Rider II CNG Buses (Project 22-01)

Beaumont Transit proposes to purchase two EZ Rider II buses like the one purchased in FY 18. These buses are full size transit buses and have a seated capacity of 30 passengers. These buses will replace an aging cutaway type bus, have a higher seating capacity, and will be utilized on our fixed route system.



FY 2021/22 SRTP

City of Beaumont

Table 4.0 A - Capital Project Justification Original

Project Number: 22-01

FTIP No: Not Assigned - New Project

Project Name: 22-01 Two 32' EZ Rider II CNG Buses

Category: Bus

Sub-Category: Replacement

Fuel Type: CNG

Project Description: Purchase of two 32' EZ Rider II CNG buses

Project Justification: Aging fleet and moving to cleaner fuel requires the acquisition of new buses.

Project Schedule:

Start Date	Completion Date
July 2021	June 2022

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2021/22	\$1,400,000
Total		\$1,400,000

**PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS
APPROVED BUT NOT YET ORDERED**

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

Video Camera Purchase and Installation (Project 22-02)

This project will upgrade 18 of our 22 buses with a new camera system. Video cameras are necessary for the safety and security of our drivers and passengers. This project is partially funded by LCTOP.



FY 2021/22 SRTP

City of Beaumont

Table 4.0 A - Capital Project Justification Original

Project Number: 22-02

FTIP No: Not Assigned - New Project

Project Name: 22-02 Video Camera Purchase and Installation

Category: Equipment

Sub-Category: Systems

Fuel Type: N/A

Project Description: Purchase and install video cameras on transit's fleet.

Project Justification: For the safety and security of passengers and drivers, video cameras are necessary on the fleet. The current video system is outdated and unreliable.

Project Schedule:

Start Date	Completion Date
July 2021	June 2022

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
LCTOP PUC99313	FY 2021/22	\$66,214
LCTOP PUC99314	FY 2021/22	\$3,786
STA PUC99313	FY 2021/22	\$54,640
STA PUC99314	FY 2021/22	\$15,360
Total		\$140,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

Paratransit Scheduling Software (Project 22-03)

Procurement of a new scheduling software to schedule DAR appointments predominantly because the current software has failed. This software will navigate appointments effectively and efficiently navigate the program to save resources.



FY 2021/22 SRTP

City of Beaumont

Table 4.0 A - Capital Project Justification Original

Project Number: 22-03

FTIP No: Not Assigned - New Project

Project Name: 22-03 Paratransit Scheduling Software

Category: Paratransit

Sub-Category: Systems

Fuel Type: N/A

Project Description: Purchase of paratransit scheduling software

Project Justification: Dial A Ride appointments are currently being made and tracked on an excel spreadsheet. For efficiency and effectiveness, paratransit scheduling software will be beneficial to our customers and the agency to reduce wasted resources.

Project Schedule:

Start Date	Completion Date
July 2021	June 2022

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2021/22	\$14,000
Total		\$14,000

**PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS
APPROVED BUT NOT YET ORDERED**

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

Mobile Lifts (Project 22-04)

Beaumont Transit fleet mechanics need a mobile lift capable of lifting our 40' buses for required maintenance.



FY 2021/22 SRTP

City of Beaumont

Table 4.0 A - Capital Project Justification Original

Project Number: 22-04

FTIP No: Not Assigned - New Project

Project Name: 22-04 Mobile Lifts

Category: Equipment

Sub-Category: Parts

Fuel Type: N/A

Project Description: Purchase of Moblie Bus Lifts capable of lifting large buses

Project Justification: Current equipment is not capable of lifting large buses for repairs. Mechanics must work on the ground under the buses for repairs.

Project Schedule:

Start Date	Completion Date
July 2021	June 2022

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
SGR PUC99313	FY 2021/22	\$56,715
SGR PUC99314	FY 2021/22	\$3,285
Total		\$60,000

**PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS
APPROVED BUT NOT YET ORDERED**

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

4.2 Funding Plans to Support Proposed Operating and Capital Program

Beaumont Transit continues to explore all available funding options to support transit operating and capital costs. Current secured funding includes STA, LCTOP, MSRC, and SGR grants but is void of any Federal funds.

In FY 23, Beaumont Transit proposes a tentative funding plan request in the amount of \$4,828,342, of which \$2,11,924 is LTF, \$2,000,000 is STA, and \$216,418 farebox revenue.



Table 4.1 - Summary of Funding Requests - FY 2022/23

City of Beaumont

Original

Operating																
Project	Total Amount of Funds	FARE	LTF	STA PUC99313												
1) Operating Assistance	\$2,828,342	\$216,418	\$2,611,924													
Sub-total Operating	\$2,828,342	\$216,418	\$2,611,924	\$0												

Capital																
Project	Total Amount of Funds	FARE	LTF	STA PUC99313												
23-01 CNG Station - 23-01	\$500,000			\$500,000												
23-02 Passenger Amenities - 23-02	\$100,000			\$100,000												
23-03 Replacement Vehicles EZ Rider II - 23-03	\$1,400,000			\$1,400,000												
Sub-total Capital	\$2,000,000	\$0	\$0	\$2,000,000												
Total Operating & Capital	\$4,828,342	\$216,418	\$2,611,924	\$2,000,000												

FY 2022/23 Projected Funding Details	
FARE	\$216,418
LTF	\$2,611,924
Total Estimated Operating Funding Request	\$2,828,342
STA PUC99313	\$2,000,000
Total Estimated Capital Funding Request	\$2,000,000
Total Funding Request	\$4,828,342

In FY 24, Beaumont Transit proposes a tentative funding plan request in the amount of \$5,313,193, of which \$2,913,193 is LTF, \$2,400,000 is STA, and \$222,911 in farebox revenue.



Table 4.2 - Summary of Funding Requests - FY 2023/24

City of Beaumont

Original

Operating															
Project	Total Amount of Funds	FARE	LTF	STA PUC99313											
1) Operating Assistance	\$2,913,193	\$222,911	\$2,690,282												
Sub-total Operating	\$2,913,193	\$222,911	\$2,690,282	\$0											

Capital															
Project	Total Amount of Funds	FARE	LTF	STA PUC99313											
24-01 Maintenance and Operations Facility - 24-01	\$1,000,000			\$1,000,000											
24-02 Replacement Vehicles EZ Rider II	\$1,400,000			\$1,400,000											
Sub-total Capital	\$2,400,000	\$0	\$0	\$2,400,000											
Total Operating & Capital	\$5,313,193	\$222,911	\$2,690,282	\$2,400,000											

FY 2023/24 Projected Funding Details															
FARE	\$222,911														
LTF	\$2,690,282														
Total Estimated Operating Funding Request	\$2,913,193														
STA PUC99313	\$2,400,000														
Total Estimated Capital Funding Request	\$2,400,000														
Total Funding Request	\$5,313,193														

4.3 Regulatory and Compliance Requirements

The American with Disabilities Act of 1990

The Dial-A-Ride service provides complimentary paratransit services as a required element of ADA. Although Beaumont Transit does not have an internal application process due to staffing constraints, all other public transit operators' identification cards are accepted as verification on all routes.

DBE, EEO, and Title VI

Beaumont Transit System does not utilize federal funds for operating expenses. As such, DBE, EEO, and Title VI requirements do not currently apply to this public transit operator.

Triennial Performance Audit

RCTC retained the services of Michael Baker International to conduct the TDA triennial performance audit of the public transit operators under its jurisdiction in Riverside County, including Beaumont Transit, for Fiscal Years 2015-2016 through 2017-2018.

Beaumont Transit fully complied with five of the eight applicable requirements and partially complied with the remaining three. The audit also summarized the major findings and provided a set of recommendations from the auditing firm.

For this reporting period, four recommendations were given and as required by RCTC, are included in this plan as shown in Table 4.3. Two of the four recommendations have since been implemented or completed.



City of Beaumont
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Table 4.5 TDA Triennial

Audit Recommendations	Action Taken and Results
Prepare and submit separate State Controller Transit Operators Financial Transactions Reportsfor general public transit and specialized service.	Beaumont continues to strive for timely completion of SCO reports. Additional staff in the finance department has been added to help prevent delays.
Continue to work with RTA and Mt. San Jacinto College on fare revenue reimbursement from the College GO-PASS Revenue Agreement.	Beaumont will explore the Go-Pass program and reach out to San Jacinto College to engage students for a student body vote to implement fare program for Beaumont Transit, independent from RTA.
Include a link to BanningTransit on the BeaumontTransit web page.	Completed
Report mechanical road calls and other vehicle operation metrics in TransTrack Manager.	

Alternative Fueled Vehicles (RCTC Policy)

Beaumont Transit System operates nine CNG buses and six gasoline powered. Future vehicle purchases, like all current purchases, will follow the RCTC and SCAQMD policies regarding alternative fuel for transit vehicles.

The State of California and California Air Resources Board has established a goal of transitioning all public fleet to electric buses by 2040. Beaumont is preparing for transition as our gas vehicles retire and intend to replace with electric buses in the coming FY's.

4.4 Open Capital Projects

This final section includes a summary of open capital projects, and balances outstanding for each project as outlined in Table 4.4.



City of Beaumont
Short Range Transit Plan
FY 2021/2022 - 2023/2024



Table 4.4 Open Projects Prior to FY2021/2022

Project Name	SRTP Capital Project No's	Project Element	Funding Category	Beg to End - Project Timeline	Balance	Unfunded Balance
CNG Station Improvements	19-01, 20-01, 21-01	4	2	Current - 2023	2,230,215	0
Shop Building Maintenance	17-04	7	1	Current	55,524	0
Shop Tools	20-05	3	1	Current	11,974	0
Maintenance & Operations Facility	19-04, 20-02, 21-02	4	2	Current - 2025	1,220,677	1,000,000
Brand & Logo Update	20-03	6	1	Current	46,210	0
Passenger Amenities (LCTOP)	20-04	6	1	Current - 2023	127,444	0
Bus Stop Rehab (SGR)	21-03	6	1	Current	51,999	0
Electric Vehicle Charging Station	20-07	6	1	Current	55,741	0
Two Electric Shuttles	21-04	1	1	Current	220,000	0
New Vehicle Communications	21-05	3	1	Current	52,673	0

Legend

Project Elements:

- 1 Revenue Vehicle Purchase - FY
- 2 Non-Revenue Vehicle Purchase - FY
- 3 Vehicle Systems and Equipment - FY
- 4 Building, Land and Facilities - FY
- 5 Communication and Information Technology Systems - FY
- 6 Debt Service - FY
- 7 Maintenance - FY

Funding Category:

- 1 Fully Funded
- 2 Partially Funded



City of Beaumont
Short Range Transit Plan
FY 2021/2022 - 2023/2024



Table 4.4 Open Projects Prior to FY2021/2022

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- 6 Debt Service - FY
- 7 Maintenance - FY

Funding Category:

- 1 Fully Funded
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CITY OF CORONA TRANSIT SERVICE

SHORT RANGE TRANSIT PLAN

FY 2021/22 through FY 2023/24



Guiding Principle

Sustainable public transportation options are essential to ensuring mobility in the community.

Mission Statement

City of Corona Transit Service mission is to provide a clean, safe, accessible, reliable, and friendly transportation system that improves the quality of life in the community.

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Chapter 1 – System Overview and Service Profile

1.0 INTRODUCTION

The Short-Range Transit Plan (SRTP) sets the objectives and strategies for Fiscal Year (FY) 2021/22 for the City of Corona Transit Service (CCTS) by evaluating current transit system performance, projected demographic changes, operating and capital funding needs, anticipated funding from federal, state and local sources, and other factors to create a reasonable projection of conditions over the next three years (FY 2021/22 – 2023/24).

1.1 DESCRIPTION OF SERVICE AREA

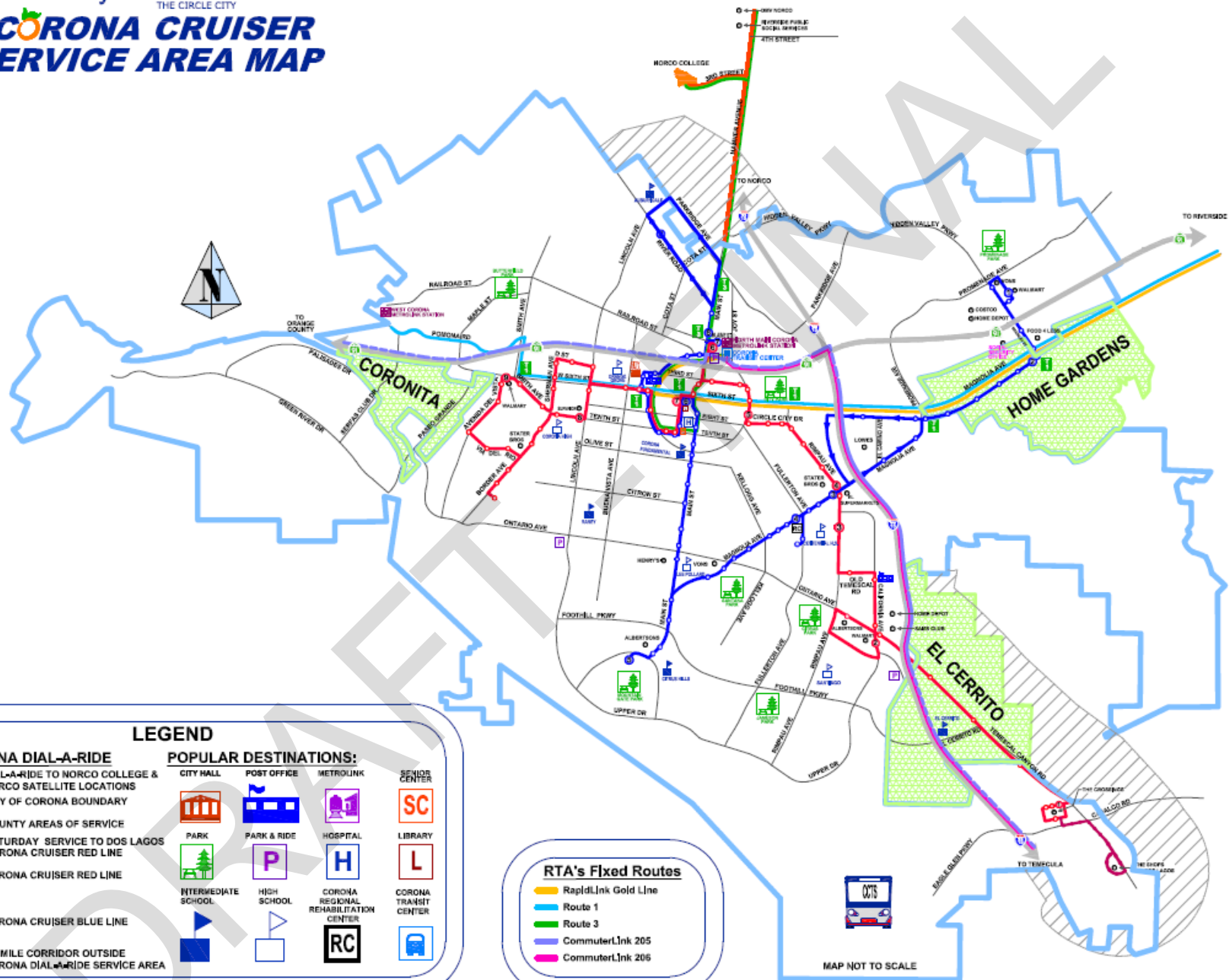
CCTS operates demand response Dial-A-Ride (DAR) and fixed route service dubbed the Corona Cruiser. DAR service commenced in 1977 and available to the general public throughout Corona service area until January 2, 2018. The service is now available only to the following rider groups: Seniors 60 and older; Persons with Disabilities; and Persons certified under Americans with Disability Act (ADA). DAR provides curb-to-curb service throughout the City of Corona and neighboring county areas of Coronita, El Cerrito, and Home Gardens as well as satellite locations in the City of Norco (Department of Motor Vehicles, Department of Public Social Services, and Norco College). The complementary paratransit Dial-A-Ride service area extends beyond city limits to ensure compliance with the Americans with Disabilities Act ¾-mile corridor from a Corona Cruiser fixed route. Door-to-door service is available upon request for Dial-A-Ride patrons certified under the ADA. Corona Cruiser fixed route began operating in 2001 and serves the city-center as well as commercial, retail, and residential areas on the eastern and southern portion of the city.

See Table 1 and Section 1.3 for detailed description of service by mode. Service maps on the following pages.

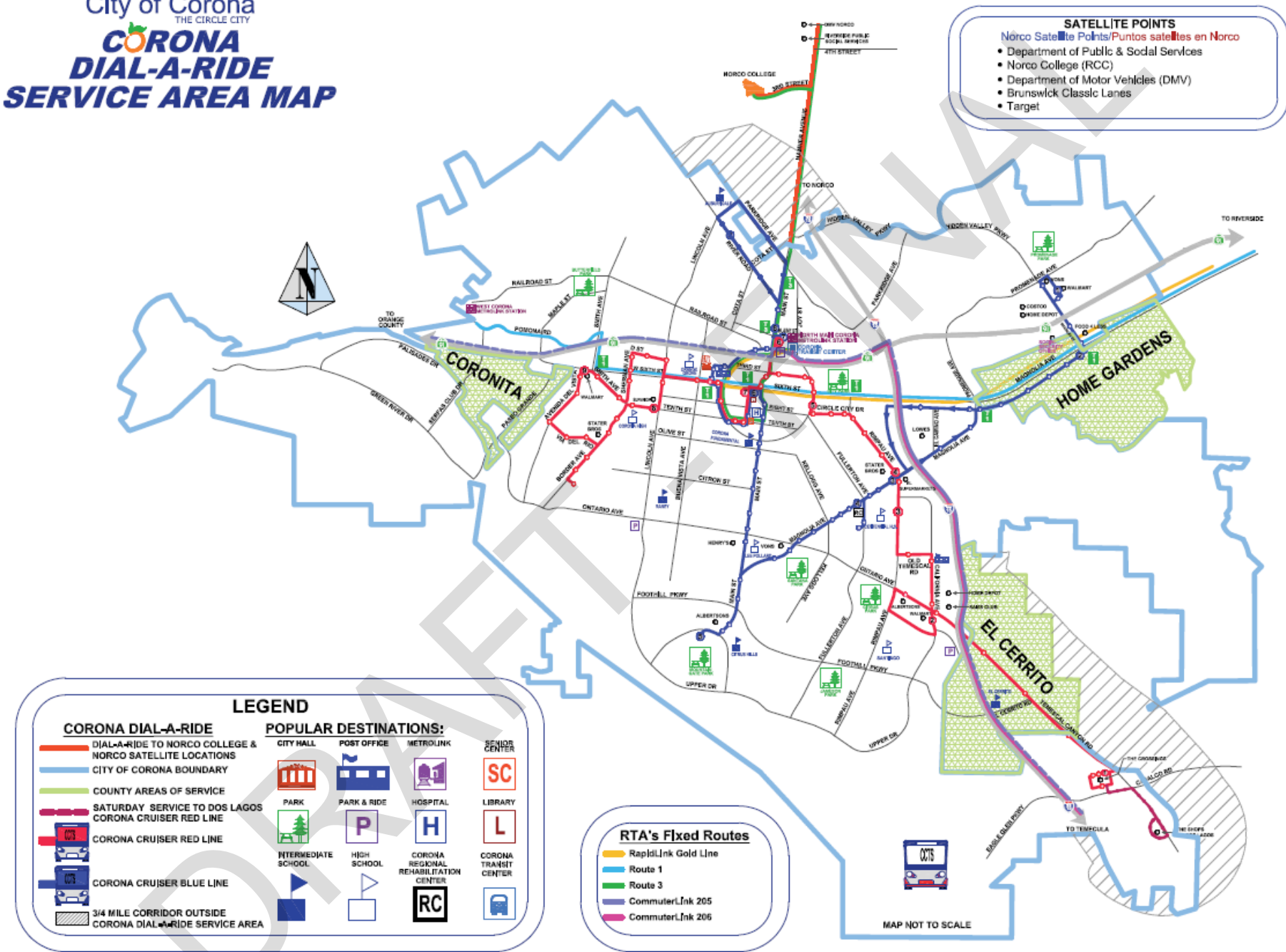
TABLE 1 – INDIVIDUAL ROUTE DESCRIPTIONS AND AREA SERVICED

Mode	Route	Description	Service Area/Sites
Corona Cruiser			
Blue Line		WalMart at McKinley Street West to River Run Apartments via Mountain Gate Park and downtown/Civic Center	McKinley Street shopping areas, Magnolia Avenue, Centennial High, Medical Facilities, Senior Center, Corona Library, Corona Transit Center/North Main Corona Metrolink Station, Circle City Center (Community Center), North Main Street shopping area and restaurants
Red Line		The Crossings shopping area at Cajalco Road and Temescal Canyon Road to the Walmart at Neighborhood Market at West Sixth Street via downtown/Civic Center	The Crossings shopping area, Walmart, California Avenue Post Office, Centennial High, Corona Transit Center/North Main Corona Metrolink Station (selected AM & PM trip), Corona Library, Senior Center, Civic Center, Corona High and Walmart Neighborhood Market on West Sixth Street near Smith Avenue. Service is extended to The Shops at Dos Lagos on Saturdays.
Dial-A-Ride			
City-Wide		Demand Response / Reservation based service	City-wide, neighboring county areas of Coronita, El Cerrito and Home Gardens as well as the following statellite locations in the City of Norco: Department of Motor Vehicles, Department of Public Social Services, Brunswick Classic Lanes, Target and Norco College

City of Corona
THE CIRCLE CITY
**CORONA CRUISER
SERVICE AREA MAP**



City of Corona
THE CIRCLE CITY
CORONA
DIAL-A-RIDE
SERVICE AREA MAP



1.2 POPULATION PROFILE AND DEMOGRAPHIC

Based on the 2014-2018 American Community Survey 5-year Estimate, CCTS serves a diverse population of 165,355 city residents. The city encompasses 39 square miles. That diversity is reflected in the table below.

City Population and Diversity

Demographic	Population Estimate	Percent
Race		
Total population	165,355	100.0%
One race	156,414	94.6%
Two or more races	7,171	4.3%
One race	157,658	95.3%
White	106,121	64.2%
Black or African American	9,794	5.9%
American Indian and Alaska Native	573	0.3%
Asian	18,283	11.1%
Native Hawaiian and Other Pacific Islander	863	0.5%
Some other race	22,024	13.3%
Two or more races	7,697	4.7%
White and Black or African American	1,061	0.6%
White and American Indian and Alaska Native	1,044	0.6%
White and Asian	2,095	1.3%
Black or African American and American Indian and Alaska Native	35	0.0%
Hispanic or Latino and Race		
Total population	165,355	100.0%
Hispanic or Latino (of any race)	72,658	43.9%
Mexican	63,044	38.1%
Puerto Rican	1,217	0.7%
Cuban	846	0.5%
Other Hispanic or Latino	7,551	4.6%
Not Hispanic or Latino	92,697	56.1%
White alone	59,484	36.0%
Black or African American alone	9,421	5.7%
American Indian and Alaska Native alone	223	0.1%
Asian alone	18,074	10.9%
Native Hawaiian and Other Pacific Islander alone	809	0.5%
Some other race alone	366	0.2%
Two or more races	4,320	2.6%

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimate

The table below lists passenger characteristics for Dial-A-Ride and Cruiser service. Passenger characteristic estimates are based on data compiled over the first nine months of FY 2020/21.

Passenger Characteristics

Dial-A-Ride		Corona Cruiser	
Seniors	40.5%	General Public	61.6%
Persons with Disabilities	22.4%	Students	2.4%
ADA Certified	32.3%	Seniors/Persons with Disabilities	34.4%
Personal Care Attendants	2.2%	RTA Transfers	0.1%
Metrolink Transfers	2.3%	Metrolink Transfers	0.1%
Children	0.2%	Children	1.3%

1.3 DESCRIPTION OF SERVICES

The City contracts with the private sector to provide a turn-key transit operation. City of Corona Transit Service (CCTS) provides both fixed route (Corona Cruiser) and Dial-A-Ride (DAR) services. DAR service began in 1977, while the Corona Cruiser commenced in 2001. CCTS serves local business, retail stores, parks, school and entertainment venues. See Table 1 for overview of the service provided by CCTS.

Fixed Route Service – Corona Cruiser: Blue and Red Lines

The Blue Line serves the McKinley Street retail area, then travels on to Magnolia Avenue and Main Street to the River Road area. This route passes by many trip generators such as hospitals, medical facilities, schools, public service agencies, library, civic center, and commercial/retail areas. This route also serves the unincorporated area of Home Gardens. The Blue Line operates every 60-67 minutes.

The Red Line connects the residential areas of central Corona with commercial areas along Sixth Street and the Ontario Avenue/California Avenue retail area. The Red Line also covers South Corona along Ontario Avenue/Temescal Canyon Road to serve the county area of El Cerrito, The Crossings shopping complex at Cajalco Road/Temescal Canyon Road, and The Shops at Dos Lagos on Saturdays. The Red Line operates every 50-66 minutes.

The Cruiser schedule is as follows:

	<u>Blue Line</u>	<u>Red Line</u>
Monday – Friday	6:30 a.m. – 7:09 p.m.	6:30 a.m. – 7:05 p.m.
Saturday	8:52 a.m. – 3:50 p.m.	9:00 a.m. – 5:09 p.m.
Sunday	no service	no service

The Cruiser does not operate on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Corona Dial-A-Ride/Paratransit Service

Dial-A-Ride provided service to seniors (60 and older), persons with disabilities, and individuals certified for complementary paratransit service under the Americans with Disabilities Act (ADA). Reservations for DAR service can be made from one to fourteen days in advance; however, same

day service may be accommodated if space is available. Dial-A-Ride provides curb-to-curb service throughout the City of Corona and neighboring county areas of Coronita, El Cerrito, and Home Gardens as well as satellite locations in the City of Norco (Department of Motor Vehicles, Department of Public Social Services and Norco College). Door-to-door assistance for ADA certified passengers is available upon request. Door-to-door service is available when:

- Drivers can see the bus at all times;
- The outermost door is within 150 feet from the bus;
- Driver safety and security is maintained; and
- Where a safe parking area is available.

The ADA certification process in western Riverside County is administered by the Riverside Transit Agency (RTA). Additional information and application is available online at www.riversidetransit.com or by calling RTA at (951) 795-7887.

For individuals certified for ADA complementary service, service hours are expanded to match Cruiser hours. Passengers certified under the ADA receive priority service. Voicemail message reservations are accepted for ADA clients on Sundays and Holidays for next day service.

The Dial-A-Ride schedule is as follows:

	Non-ADA Complementary Paratransit	ADA Complementary Paratransit
Monday – Friday	6:42 a.m. – 6:00 p.m.	6:30 a.m. – 7:09 p.m.
Saturday	8:52 a.m. – 5:09 p.m.	8:52 a.m. – 5:09 p.m.
Sunday	no service	no service

Dial-A-Ride service does not operate on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

1.4 OPERATING DATA FOR CORONA TRANSIT SERVICES

The table below reflects operating data estimates for FY 2020/21 using data from July 2020 through March 2021:

Performance Indicator	DAR	Cruiser	Total
Operating Expense	\$ 940,500	\$ 1,382,200	\$ 2,322,700
Fare Revenue*	\$ 39,000	\$ 1,300	\$ 40,300
Passenger Trips	13,270	69,640	82,910
Vehicle Revenue Hours (VRH)	6,490	14,500	20,990
Vehicle Revenue Miles (VRM)	7,660	16,040	23,700
Operating Cost per VRH	\$ 145	\$ 95	\$ 111

*Not charging fares effective April 27, 2020 due to COVID-19.

Using passenger trips from the first nine months of FY 2020/21 as a basis for estimating fiscal year-end totals, system wide passenger trips are expected to decrease by 41 percent to 82,910 total passenger trips compared to 140,175 passenger trips in FY 2019/20. CCTS had anticipated this decrease in ridership during FY 2020/21 due to COVID-19 negatively impacting public transit systems.

Even with reduced riders resulting from COVID-19, Corona Cruiser continues to operate at its' normal service levels. However, DAR service is dependent upon number of riders using the service and as such, has an impact on number of vehicle revenue hours and related revenue miles operated. In addition, as a result of having to maintain six feet social distancing on the buses, increased revenue hours are being operated to transport fewer passengers, thereby decreasing the average passenger per revenue hour.

While CCTS had collected no fares on board the buses, during FY 20/21, a small amount of fare revenues were generated from Inland Regional Center purchasing monthly Dial-a-Ride tickets and Cruiser passes.

1.5 CURRENT FARE STRUCTURE

Effective April 27, 2020, CCTS had implemented a no fare policy on both Corona DAR and Corona Cruiser due to the impact of COVID-19 on public transit system and the need to maintain social distancing. Starting July 1, 2022, CCTS expects to reinstate the fare structure as shown on the following page.

Fare Structure

Fare Type	Fare Price
Corona Cruiser	
Cash - General Public	\$1.50
Cash - Seniors / Persons with Disabilities / Medicare Card Holders	\$0.70
Cash - Children (46" tall or under)	\$0.25
Day Pass - General Public	\$4.00
Day Pass - Seniors / Persons with Disabilities / Medicare Card Holders	\$2.00
15-day Pass - General Public	\$17.50
15-day Pass - Seniors / Persons with Disabilities / Medicare Card Holders	\$8.05
15-day Pass - Students	\$12.25
31-day Pass - General Public	\$35.00
31-day Pass - Seniors / Persons with Disabilities / Medicare Card Holders	\$16.10
31-day Pass - Students	\$24.50
Dial-A-Ride	
Seniors / Persons with Disabilities / Medicare Card Holders	\$2.50
Buddy Fare	\$1.25
Children	\$0.50

Note: Fixed Route fare structure effective July 5, 2010; Dial-A-Ride fare structure effective January 2, 2018.

To incentivize the use of public transit as a viable alternative to automobile trips, CCTS will continue to use Air Quality Management District (AQMD) funds to subsidize multi-day passes (15-day and 31-day passes) on the Cruiser. The use of these funds allows CCTS to reduce the cost of multi-day passes by 30 percent for Cruiser riders but enables CCTS to recover an adequate fare.

CCTS Fare Collection System

CCTS currently offers its passengers two basic ways to pay for their trips on CCTS buses, one is cash, and the other, is through paper fare-media, that encompasses one-way tickets for the Corona Dial-A-Ride (paratransit), and Day Passes which can be purchased from bus operator and multi-day passes which must be purchased in advance. Cash and ticket fares are dropped into the “farebox” that possesses a top compartment that facilitates for the bus operator to verify with a glance the fare deposited by passenger boarding the bus, after bus operator verifies the correct fare, the operator activates a lever that allows the fares to drop into the secure bottom compartment of the farebox.

Multi-day Passes of the Corona Cruiser, after purchase and on the first day of use, the pass must be validated by the bus operator, the operator is tasked with writing the initial date and date of expiration of the pass, along with her/his initials—such process activates a pass for either a fifteen (15) or a thirty-one (31) day period. Verification of a valid multi-day pass is done by the bus operator, operator verifies that the pass is current, and the passenger possess the corresponding pass (such verification can include verifying an ID, for proof of age, condition of disability, or student status).

CCTS’ future plan for selling, collecting and validating fare-media expands to include digital forms of fare-media; this module is part of the Intelligent Transportation System project. An advanced fare payment system (or any form of digital fare media) should reduce or minimize the processes and activities that CCTS currently employs. Potential options CCTS staff will explore, include digital fareboxes, smart card system and/or mobile ticketing applications.

1.6 REVENUE FLEET

The CCTS active fleet consists of 20 transit buses; See Table 1.1. All CCTS buses are compliant with the Americans with Disabilities Act (ADA) requirement for accessibility and wheelchair securement.

The Fixed Route fleet consists of seven (7) 2015 ElDorado National EZ Rider II heavy-duty/low-floor buses. EZ Rider II buses are powered with Compressed Natural Gas (CNG) and were placed into Corona Cruiser service in February 2016.

The Dial-A-Ride fleet consists of eleven (11) 2017 Glaval Universal E450 and two (2) 2012 El Dorado Aerotech 240 cutaway vehicles. These buses are also powered with Compressed Natural Gas (CNG). The 2017 buses were placed in service July 2018.

Table 1.1 - Fleet Inventory
FY 2021/22 Short Range Transit Plan
City of Corona

Bus (Motorbus) / Purchased Transportation

Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2020/ 21	# of Contingency Vehicles FY 2020/21	Life to Date Vehicle Miles Prior Year End FY 2019/20	Life to Date Vehicle Miles through March FY 2020/21	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2020/21
2015	EDN	EZ RiderII	30	7	32	CN	7	0	783,859	915,295	130,756
Totals:			30	7			7	0	783,859	915,295	130,756

Table 1.1 - Fleet Inventory
FY 2021/22 Short Range Transit Plan
City of Corona

Demand Response / Purchased Transportation

Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2020/21	# of Contingency Vehicles FY 2020/21	Life to Date Vehicle Miles Prior Year End FY 2019/20	Life to Date Vehicle Miles through March FY 2020/21	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2020/21
2017		E-450	18	11	25	CN	11	0	394,970	478,682	43,516
2012	EDN	AEROTECH	20	2	26	CN	2	0	309,743	310,434	155,217
Totals:			38	13			13	0	704,713	789,116	60,701

1.7 EXISTING FACILITIES AND BUS STOP AMENITIES

CCTS operates from City-owned facility located at 735 Public Safety Way. MV Transportation, the contractor retained to operate transit service, provides administrative and dispatching service from this location, as well as fueling and vehicle parking. Maintenance is performed by the contractor at an off-site garage located at 1930 S. Rochester Ave., Suite 119, Ontario, CA 917661.

The Corona Cruiser fixed route service includes 185 bus stops and 27 bus stop passenger shelters along its' two routes. The contractor, MV Transportation, is responsible for maintaining all of the stops. CCTS provides all required equipment (I-stop signs, kiosks, benches, trash receptacles, etc.) to maintain the stops and its's associated equipment.

The Cruiser also serves the Corona Transit Center, owned and operated by the Riverside Transit Agency (RTA). The Corona Transit Center provides a safe and efficient transfer point between local and regional bus lines as well as regional commuter trains serving Los Angeles, Orange, Riverside, and San Bernardino counties. Trains are accessible via a pedestrian bridge to the adjacent North Main Corona Metrolink commuter rail station.

1.8 EXISTING COORDINATION BETWEEN TRANSIT AGENCIES

CCTS staff and Riverside Transit Agency (RTA) planning and operations staff work together to coordinate bus stop location/re-location, bus routing, layover areas/facilities, and transfer points. CCTS and RTA have a reciprocal agreement that allows valid pass-holders a no cost, one way transfer between Cruiser and RTA buses at bus stops served by both Cruiser and RTA routes 1 and 3. Transfers between bus systems are an effective way to promote public transit as a low cost, eco-friendly and stress-free alternative to automobile trips.

In addition, CCTS coordinates marketing efforts with Metrolink to promote use of both Metrolink and Corona's transit services. To incentivize multimodal transportation, valid Metrolink pass-holders ride at no charge on Cruiser Blue and Red Lines to and from the Corona Transit Center/North Main Metrolink Station.

1.9 REFERENCE OF PRIOR AND/OR EXISTING STUDIES AND PLANS

CCTS has not had any prior studies performed, however plans are in the way for a Comprehensive Operations Analysis (COA). The COA is an in-depth study of the current operation of the Fixed Route System to identify strengths as well as opportunities for improvements. The COA will address CCTS' current and potential customers, how the overall system is performing and the areas of improvement. It will also address how CCTS can best serve its' market within its' operational and financial constraints. The goals of the COA are to improve customer travel experience by reducing travel time, improve service frequencies and connections where possible, and to introduce new and innovative transit options such as micro transit and/or on-demand services.

In addition, the COA will include a component for the Dial-A-Ride Program. The evaluation of the DAR program will include assessment of the current program (cost/benefit & fare structure analysis) as well opportunities to expand or enhance the program to on-demand, micro-transit, including demand response program targeting low-income households.

The solicitation for the COA was released March 16, 2020; however, prior to proposal submittal date, the solicitation was canceled due to the impact of COVID-19 on transit system ridership. In addition, the consultant would not have been able to perform the onboard customer survey nor hold any public meetings. As a result of the COVID-19 vaccine roll-out and reopening of schools and various centers (library, shopping centers, etc.), CCTS is seeing a slow increase in ridership. While ridership is not expected to return to pre-covid numbers, the study is necessary for future planning of transportation service needs. Therefore, staff is expecting to release the solicitation during first quarter of FY 21/22.

Chapter 2 – Existing Service and Route Performance

2.1 KEY PERFORMANCE INDICATORS

The Riverside County Transportation Commission (RCTC) is the designated Regional Transportation Planning Agency (RTPA) with fiduciary and administrative oversight of transit operators in Riverside County. Each year, RCTC reviews and approves the Short-Range Transit Plan (SRTP) and allocates local, state and federal funding. RCTC developed and monitors eight performance indicators that measure productivity – these indicators and year-to-date performance are listed in the table on the next page. By statute, transit operators serving urban areas must recover a minimum of 20 percent of operating cost through fare revenue for fixed route and 10 percent for Dial-A-Ride Specialized Service. Fare revenue includes passenger fares, interest on investments, advertising revenue, local contributions, and the proceeds from the sale of surplus vehicles. A farebox recovery ratio below the minimum requirement endangers the receipt of state funding. The farebox recovery ratio is a mandatory performance indicator. However, during fiscal year (FY) 2020/21 due to COVID-19, AB 90 Transportation Bill provided reprieve from having to meet this requirement.

Table 2, Service Provider Performance Targets Report, appearing on the following page shows in detail on FY 2020/21 performance targets and actual performance by indicator.

Through the third quarter of this fiscal year (July 2020-March 2021), CCTS lags behind the mandatory farebox recovery ratio as the City had made the decision to not charge passenger fares during FY 2020/21 in order to maintain social distancing due to COVID-19 pandemic. Therefore, CCTS has recorded a farebox recovery of 2.04 percent for July 2020-March 2021. Under normal circumstance, at the close of each fiscal year, the City contributes a sufficient amount of funding to bridge the gap between fare revenue received throughout the year and the amount required to meet the farebox recovery ratio. The contribution of funds is made only after all revenues and expenses are finalized following the close of the fiscal year. The size of the contribution varies each year depending on the final amount of revenues and expenses; however, the City's year-end contribution has always ensured CCTS meets the mandatory farebox recovery ratio. As a result of AB 90 providing a welcome relief to not having to meet the farebox recovery ratio, CCTS is not expected meet this requirement at the close of the fiscal year, nor is the City expected to contribute to bridge any funding gaps to meet farebox recovery ratio.

Systemwide ridership declined by over 40 percent compared to FY 19/20. COVID-19 pandemic has impacted how transit agencies operate the system. For fixed route service, CCTS continues

to maintain its pre-covid service levels in reference to the number of revenue hours/miles operated. CCTS has had to reduce its load capacity in order to maintain social distancing on board the buses.

CCTS continued focusing on other areas of improvements during the pandemic which include but not limited to the following:

- Increased sanitization of buses and bus stop shelters and equipment.
- Implementation of no fare collection to reduce contact and increase social distancing.
- Enforcing the mandated mask policy.
- Provided hand sanitizer and mask on board the buses.
- Increased on-time performance.
- Increased customer satisfaction by reducing the number of complaints.
- Timely repairs and preventive maintenance of revenue vehicles.

Table 2.0 -- Service Provider Performance Targets Report

FY 2020/21 Short Range Transit Plan Review
City of Corona

Data Elements	FY 2020/21 Plan	FY 2020/21 Target	FY 2020/21 Year to Date Through 3rd Quarter	Year to Date Performance Scorecard
Unlinked Passenger Trips	131,900			
Passenger Miles	562,368			
Total Actual Vehicle Revenue Hours	26,849.0			
Total Actual Vehicle Revenue Miles	319,878.0			
Total Actual Vehicle Miles	364,962.0			
Total Operating Expenses	\$2,941,298			
Total Passenger Fare Revenue	\$443,967			
Net Operating Expenses	\$2,497,331			
Performance Indicators				
Mandatory:				
1. Farebox Recovery Ratio	15.09%	>= 15.00%	2.04%	Fails to Meet Target
Discretionary:				
1. Operating Cost Per Revenue Hour	\$109.55	<= \$89.07	\$97.52	Fails to Meet Target
2. Subsidy Per Passenger	\$18.93	>= \$10.72 and <= \$14.50	\$23.99	Fails to Meet Target
3. Subsidy Per Passenger Mile	\$4.44	>= \$2.51 and <= \$3.39	\$5.83	Fails to Meet Target
4. Subsidy Per Hour	\$93.01	>= \$62.82 and <= \$85.00	\$95.53	Fails to Meet Target
5. Subsidy Per Mile	\$7.81	>= \$5.18 and <= \$7.00	\$7.98	Fails to Meet Target
6. Passengers Per Revenue Hour	4.91	>= 4.98 and <= 6.74	3.98	Fails to Meet Target
7. Passengers Per Revenue Mile	0.41	>= 0.41 and <= 0.55	0.33	Fails to Meet Target

Note: Must meet at least 4 out of 7 Discretionary Performance Indicators

Productivity Performance Summary:
--

Service Provider Comments: A farebox recovery ratio in this range is anticipated as City of Corona Transit Service is not charging fares during FY 2020/21 in order to maintain social distancing prompted by COVID-19 pandemic. In addition, pursuant to AB90 Transportation Bill, the farebox recovery ratio requirement for FY 20/21 has been waived.
--

2.2 *SRTP PERFORMANCE REPORT*

Table 2.1, SRTP Performance Report, appearing on the following page lists planned performance targets set by RCTC for FY 2021/22.

Table 2.1 indicates CCTS fails to meet the mandatory farebox recovery ratio. The target for farebox recovery ratio is set as follows: 10 percent for Specialized DAR and 20 percent for fixed route. Discretionary performance targets are set by TDA using 2.45 percent annual adjustment for Consumer Price Index (CPI). CCTS' failure to meet these targets are the direct result of reduced rider estimated as a result of COVID-19.

FY 2021/22 - Table 2.1 -- SRTP Performance Report
Service Provider: City of Corona
All Routes

Performance Indicators	FY 2019/20 End of Year Actual	FY 2020/21 3rd Quarter Year-to-Date	FY 2021/22 Plan	FY 2021/22 Target	Plan Performance Scorecard (a)
Passengers	140,175	61,690	94,148	None	
Passenger Miles	596,879	253,897	394,601	None	
Revenue Hours	26,260.5	15,489.7	28,450.0	None	
Total Hours	30,544.5	17,673.2	32,730.0	None	
Revenue Miles	317,754.0	185,440.0	352,248.0	None	
Total Miles	362,995.0	208,884.0	399,649.0	None	
Operating Costs	\$2,309,462	\$1,510,500	\$2,822,148	None	
Passenger Revenue	\$394,412	\$30,842	\$221,800	None	
Measure-A Revenue				None	
LCTOP Revenue			\$2,000	None	
Operating Subsidy	\$1,915,049	\$1,479,659	\$2,600,348	None	
Operating Costs Per Revenue Hour	\$87.94	\$97.52	\$99.20	<= \$99.91	Meets Target
Operating Cost Per Revenue Mile	\$7.27	\$8.15	\$8.01	None	
Operating Costs Per Passenger	\$16.48	\$24.49	\$29.98	None	
Farebox Recovery Ratio	17.08%	2.04%	7.93%	>= 0.2	
Subsidy Per Passenger	\$13.66	\$23.99	\$27.62	>= \$20.39 and <= \$27.59	
Subsidy Per Passenger Mile	\$3.21	\$5.83	\$6.59	>= \$4.96 and <= \$6.70	
Subsidy Per Revenue Hour	\$72.93	\$95.53	\$91.40	>= \$81.20 and <= \$109.86	
Subsidy Per Revenue Mile	\$6.03	\$7.98	\$7.38	>= \$6.78 and <= \$9.18	
Passengers Per Revenue Hour	5.34	3.98	3.31	>= 3.38 and <= 4.58	
Passengers Per Revenue Mile	0.44	0.33	0.27	>= 0.28 and <= 0.38	

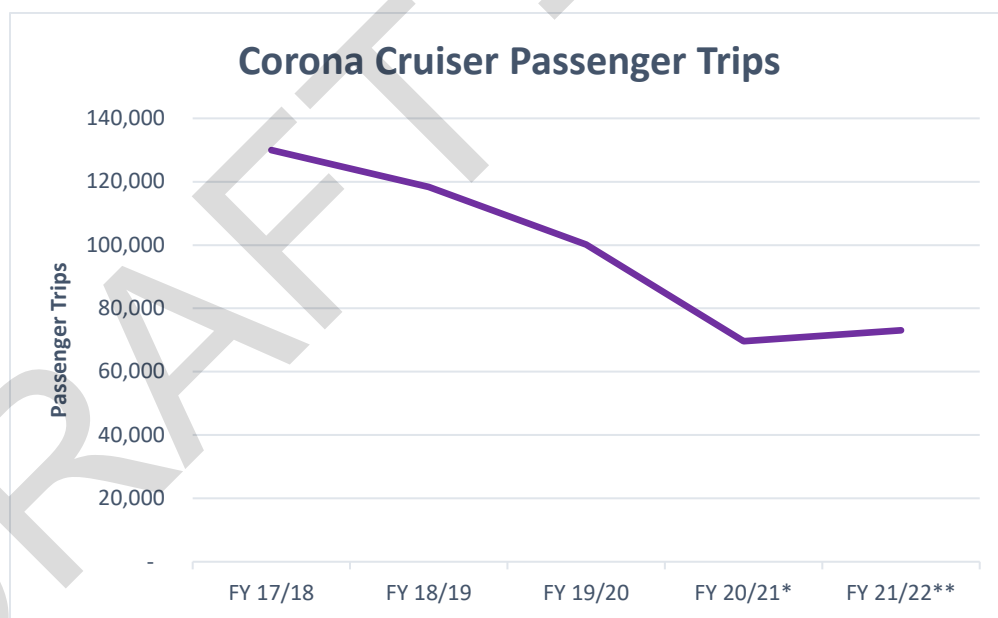
a) The Plan Performance Scorecard column is the result of comparing the FY 2021/22 Plan to the FY 2021/22 Primary Target.

2.3 SERVICE SUMMARY

CCTS had anticipated a decline in ridership during FY 2020/21 due to COVID-19 pandemic negatively impacting passenger trips for both the Corona Cruiser and Dial-A-Ride. Ridership in FY 2020/21 is expected to decrease an estimate 41% (or ~57k riders) compared to FY 2019-20. See Table 2.2 for year-to-year performance data. While it may take few years to recover ridership lost to COVID-19, CCTS staff is optimistic that FY 21/22 may see a slight increase in ridership based on FY 20/21 3rd quarter numbers as well as California Governor Gavin Newson's plan to reopen California and improvement in the current pandemic situation due availability of COVID-19 vaccine. Using FY 2020/21 third quarter ridership numbers and seeing a gradual increase in ridership, CCTS is cautiously projecting a fourteen (14) percent increase in ridership.

Corona Cruiser

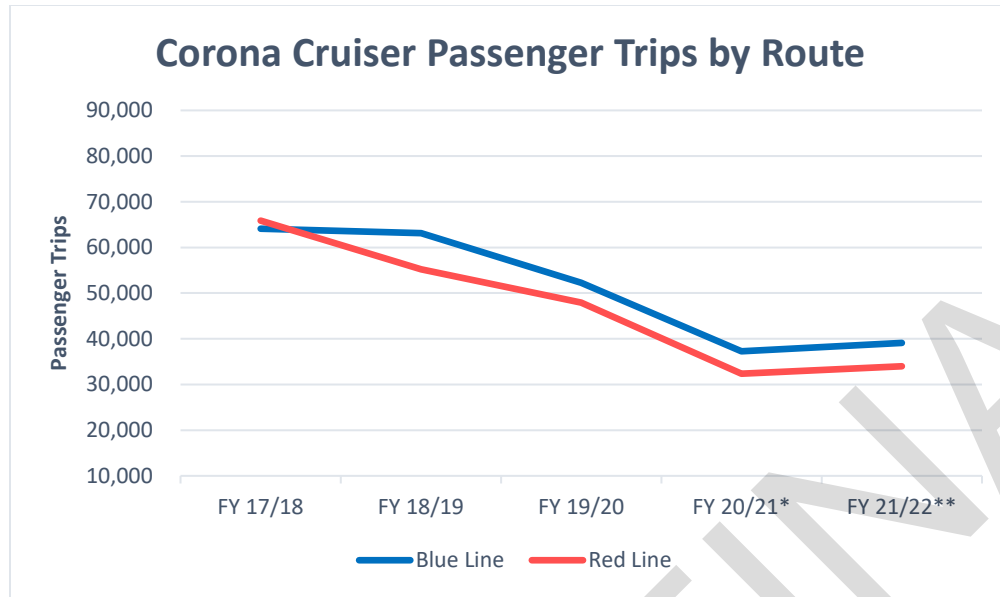
CCTS operates the Cruiser along two fixed routes – the Blue Line and Red Line. Corona Cruiser totaled 100,186 passenger trips in FY 2019/20. Using the number of passenger trips recorded during the first nine months of FY 2020/21 as a basis for estimating year-end totals, passenger trips on the Corona Cruiser are projected to decline by 30 percent, or estimated 31,000 trips, compared to the previous fiscal year for a total of approximately 70, 000 trips. Ridership during FY 2020/21 was expected to decrease as a result of COVID-19 impact on public transit. Transit agencies across the nation saw a significant decline in transit ridership. See graphs below and on the following page of passenger trends by route.



* FY 2020/21 year-end estimate is based on data collected from July 2020-March 2021.

** FY 2021/22 projections are based on a 5 percent increase over estimated FY 2020/21 year-end totals.

Passenger trips on both the Blue Line and the Red Line are expected to decrease by 30 percent or 31,000 trips in FY 2020/21 when compared to the previous year. As mentioned above the decrease in ridership is due to the impact of COVID-19 on public transit.

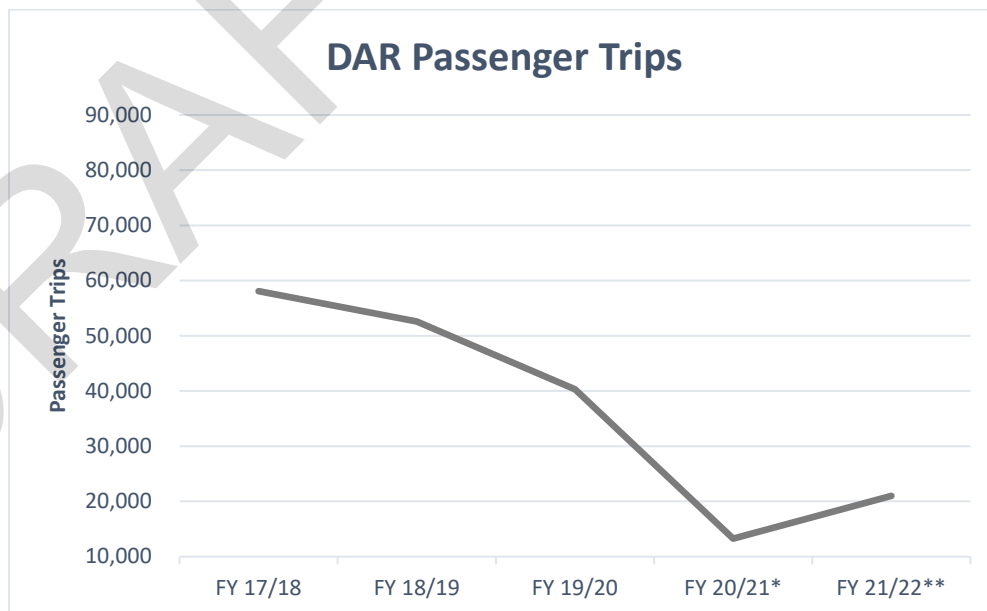


* FY 2020/21 year-end estimate is based on data collected from July 2020-March 2021.

** FY 2021/22 projections are based on a 5 percent increase over estimated FY 2020/21 year-end totals.

Dial-A-Ride

Dial-A-Ride provided 39,989 passenger trips in FY 2019/20. Using data collected from the first nine months of FY 2020/21 as a basis for estimating year-end totals, passenger trips may decrease by 67 percent, or 27,000 trips, as compared to FY 2019/20. The decrease in FY 2020/21 passenger trips is directly attributed to the impact of COVID-19. DAR was still recovering from the loss of general public riders which had accounted for about 10 percent of the riders. Ridership for DAR was expected to level off for FY 19/20 when the pandemic hit. COVID-19 greatly impacted DAR ridership as majority of the riders vulnerable to COVID-19 are seniors & persons with disabilities. See graph on the following page.



* FY 2020/21 year-end estimate is based on data collected from July 2020-March 2021.

** FY 2021/22 projections are based on a slight increase over estimated FY 2020/21 year-end totals.

Productivity Measures

Productivity has been declining since FY 2014/15 on the Corona Cruiser and Dial-A-Ride as measured by the number of passengers per revenue hour and revenue miles showed year-over-year in the below table. Ridership was expected level off and see a gradual, 2% increase in FY 2019/20. Unfortunately, productivity continue to drop through the current year due to the impact of COVID-19 on public transit ridership.

Besides the impact of COVID-19, increased traffic congestion resulting from construction work throughout City of Corona continue to impact Corona Cruiser and Dial-A-Ride buses. Freeway lane reductions and ramp closures, local street and lane closures, detours, and the movement of heavy equipment all increase congestion and impact traffic flow, which slows buses. Slower speeds result in longer duration trips, thereby impacting productivity.

Mode	Productivity Measure	FY 16/17	FY 17/18	FY 18/19	FY 19/20	FY 20/21*	FY 21/22**
Corona Cruiser	Passengers per revenue hour	9.06	8.93	8.18	6.88	4.80	5.10
	Passengers per revenue mile	0.77	0.75	0.69	0.58	0.41	0.43
Dial-A-Ride	Passengers per revenue hour	3.92	3.79	3.59	3.42	2.05	1.49
	Passengers per revenue mile	0.30	0.30	0.30	0.27	0.16	0.11

*FY 2020/21 performance is measured based on estimates covering the period July 2020 through March 2021.

**FY 2021/22 performance is measured based on FY 2020/21 with a slight increase in ridership.

Performance Measure	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20	FY 2020/21 3rd Qtr Actual*	FY 2021/22 Planned
System-wide Passenger Trips	198,049	188,061	170,946	140,175	61,690	94,148
Cost per Service Hour	\$70.07	\$77.24	\$85.48	\$86.22	\$97.52	\$99.20

*All expenses (including operations contract cost and fuel) upto quarter ending March 2021 have been posted

Table 2.2 -- City of Corona -- SRTP Service Summary
FY 2021/22 Short Range Transit Plan
All Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	3	3	14	3	14
Financial Data					
Total Operating Expenses	\$2,489,197	\$2,309,462	\$2,941,298	\$1,510,500	\$2,822,148
Total Passenger Fare Revenue	\$437,174	\$394,412	\$443,967	\$30,842	\$223,800
Net Operating Expenses (Subsidies)	\$2,052,023	\$1,915,049	\$2,497,331	\$1,479,659	\$2,600,348
Operating Characteristics					
Unlinked Passenger Trips	170,946	140,175	131,900	61,690	94,148
Passenger Miles	732,023	596,879	562,368	253,897	394,601
Total Actual Vehicle Revenue Hours (a)	29,118.8	26,260.5	26,849.0	15,489.7	28,450.0
Total Actual Vehicle Revenue Miles (b)	347,239.0	317,754.0	319,878.0	185,440.0	352,248.0
Total Actual Vehicle Miles	399,249.0	362,995.0	364,962.0	208,884.0	399,649.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$85.48	\$87.94	\$109.55	\$97.52	\$99.20
Farebox Recovery Ratio	17.56%	17.08%	15.09%	2.04%	7.93%
Subsidy per Passenger	\$12.00	\$13.66	\$18.93	\$23.99	\$27.62
Subsidy per Passenger Mile	\$2.80	\$3.21	\$4.44	\$5.83	\$6.59
Subsidy per Revenue Hour (a)	\$70.47	\$72.93	\$93.01	\$95.53	\$91.40
Subsidy per Revenue Mile (b)	\$5.91	\$6.03	\$7.81	\$7.98	\$7.38
Passenger per Revenue Hour (a)	5.9	5.3	4.9	4.0	3.3
Passenger per Revenue Mile (b)	0.49	0.44	0.41	0.33	0.27

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

2.4 SERVICE PERFORMANCE

Table 2.3 on the following two pages lists various detailed performance metrics by service and route for planned FY 2021/22. See above sections regarding route-by-route breakdown of these services.

Table 2.3 - SRTP Route Statistics

City of Corona -- 3

FY 2021/22

All Routes

Data Elements												
Route #	Day Type	Peak Vehicles	Passengers	Passenger Miles	Revenue Hours	Total Hours	Revenue Miles	Total Miles	Operating Cost	Passenger Revenue	Measure-A Revenue	LCTOP Revenue
COR-BLUE	All Days	3	39,134	154,580	7,110	7,768	78,876	83,268	\$747,692	\$60,234		\$1,000
COR-DAR	All Days	9	21,032	105,791	14,110	16,631	183,425	216,203	\$1,314,159	\$100,300		
COR-RED	All Days	2	33,982	134,230	7,230	8,331	89,947	100,178	\$760,297	\$61,266		\$1,000
		14	94,148	394,601	28,450	32,730	352,248	399,649	\$2,822,148	\$221,800		\$2,000

Table 2.3 - SRTP Route Statistics

City of Corona -- 3

FY 2021/22

All Routes

Performance Indicators												
Route #	Day Type	Net Subsidy	Operating Cost Per Revenue Mile	Operating Cost Per Revenue Mile	Cost Per Passenger	Farebox Recovery Ratio	Subsidy Per Passenger	Subsidy Per Passenger Mile	Subsidy Per Revenue Hour	Subsidy Per Revenue Mile	Passengers Per Hour	Passengers Per Mile
COR-BLUE	All Days	\$687,458	\$105.16	\$9.48	\$19.11	8.18%	\$17.57	\$4.45	\$96.69	\$8.72	5.50	0.50
COR-DAR	All Days	\$1,213,859	\$93.14	\$7.16	\$62.48	7.63%	\$57.71	\$11.47	\$86.03	\$6.62	1.49	0.11
COR-RED	All Days	\$699,031	\$105.16	\$8.45	\$22.37	8.18%	\$20.57	\$5.21	\$96.68	\$7.77	4.70	0.38
		\$2,600,348	\$99.20	\$8.01	\$29.98	7.93%	\$27.62	\$6.59	\$91.40	\$7.38	3.31	0.27

2.5 PRODUCTIVITY IMPROVEMENT EFFORTS

CCTS staff will continue to focus on improving the overall service monitoring key performance metrics such as passengers per revenue hour and farebox recovery, improving performance metrics include reviewing the operation to ensure established standards are being met. Staff holds contractor responsible for various performance standards pursuant to the contract. Some of these standards include but not limited to the following:

- Improve On-time performance.
- Enhance Customer service experience.
- Meet ADA compliance standards.
- Maintain revenue vehicle and bus stop equipment.

In addition, as mentioned in section 1.9, CCTS will perform a study of the fixed route system to determine underperforming stops and potential for expansion service. The study will also help determine if bus stop improvements are necessary based on number of riders at the stops. Based on the study, CCTS may adopt a tiered bus stop improvement policy.

Furthermore, CCTS realizes the need to update the current route schedule and provide increased connections to the Corona Transit Center. In addition, to be an effective and useful transportation option, buses need to consistently operate according to the published schedule. Bus passengers need to be able to rely on the bus to pick them up on schedule and deliver them to their destination on schedule. An unreliable transit system will lose riders. CCTS staff had performed an internal review, however the altered schedule was not able to meet the schedule for the student riders in getting to/from the schools. As such the schedule remains as is and will be updated once the COA is complete.

The abovementioned approach to reviewing standards, performing a study and revising the schedule is intended to improve ridership, productivity and farebox recovery.

2.6 MAJOR TRIP GENERATORS

Major trip destinations within the city are the commercial/retail areas along McKinley Street and Sixth Street, The Crossings shopping area on Cajalco Road and Temescal Canyon, medical facilities along Magnolia Avenue, regional transit facilities off Main Street, the Corona Public Library, the Senior Center, and the Civic Center. El Cerrito Middle School and Centennial High are also major trip generators.

Cruiser patrons use the service for work, shopping trips, making stops at pharmacies and grocery stores, and accessing restaurants and movie theaters. Over the past three years, students have made up an increasing share of Corona Cruiser and Dial-A-Ride passengers. Many Dial-A-Ride passengers use the service to get to work and care centers, doctor visits, and Corona's two Metrolink Stations.

2.7 RECENT SERVICE CHANGES

Minor service change was implemented during FY 2020/21. Effective February 1, 2021, the Red Line Eastbound PM Tripper was eliminated due diminished ridership. Although, ridership

decreased due to COVID-19, CCTS continued to operate its service at pre-covid level. CCTS did not deem it necessary to reduce the fixed route service as it is already being operated on 60-minute frequency. Eliminating runs and/or increasing frequency will only hinder the service. Therefore, much of the effort has been towards improving the current service.

Chapter 3 – Future Service Plans, Fare Changes, Capital Planning and Marketing

3.1 PLANNED SERVICE CHANGES

While CCTS has plans for services changes, these changes and/or improvements will be dependent upon the recommendations from the COA. As mentioned in section 1.9, the COA study is being temporarily delayed. The COA will be used to formulate recommendations for service improvements that maximize ridership and service performance effectiveness in meeting the needs of the patrons. The study will be used to determine following service enhancements in the next three to ten years:

- Increase weekday bus frequency during morning peak hours by adding an additional bus on the Blue Line and the Red Line. This will reduce headway by 30 minutes, thereby improving transit service and opportunity to increase ridership. This will provide patrons with options to utilize Corona Cruiser with additional time intervals.
- Service to/from the Green River Road vicinity (northwest area of the City)
- Reinstate service to/from the Vintage Terrace Senior Apartments
- Extend weekday service to/from Dos Lagos shopping center
- Service to/from City of Corona to John F. Kennedy High and Norco College in City of Norco
- Frequent service to/from the Corona Transit Center to increase connections with Metrolink and RTA
- Service to the West Corona Metrolink Station
- Service to/from neighboring cities
- Adding Sunday service
- Increased service to low-income, disadvantaged communities
- Micro and/or on-demand service

Recommendations will include route alignments, schedules, headways, hours of service, areas served, interlines, time points, traffic considerations, estimates of cost and schedules for implementation and bus stop locations. Moreover, recommendations shall include chronological order as to plan revisions to the service with a ranking of short-term to end-of-plan ranking.

3.2 *MARKETING PLANS AND PROMOTION*

The CCTS staff is continuously looking for strategies to increase ridership and increase awareness of Corona Transit services. These marketing strategies include:

- *Bus Shelter Program* – CCTS plans to replace existing advertising shelters at 20-25 bus stops. Shelters provide bus patrons with relief from the sun during hot days, and protection from rain during inclement weather. These shelters will feature two-panels for advertising, a bench, an area for a person with a mobility device/wheelchair, and solar-powered security lighting. These new shelters will act as a destination for bus passengers, and as an ambassador as to how public transit can beautify a neighborhood and itself function as marketing tool inviting motorists to try public transit.
- *Poetry and Art on the Bus Program* – in cooperation with Centennial High and Corona High, CCTS continues to conduct poetry and art contest inviting students to submit original poetry and artwork to be displayed on the interior of Cruiser buses. Selected poems and artwork are rotated each month. The program works as an outreach effort and marketing campaign at high schools while providing a creative outlet for students. Cruiser patrons are rewarded with expressive, introspective, and entertaining poems to read and artwork to ponder during their time on the bus. This program was canceled during FY 2020/21 due to COVID-19, however the program is expected to continue during FY 21/22 making this program in its twelfth year.
- *Free Fare Program* – Implement a free fare program which will include the following programs: special free fare days, such as Bike to Work Day, Dump the Pump Day, Day after Thanksgiving, days for targeted passengers such as seniors, veterans, students; Fixed Route Training Program; and Summer Student Program. Offering various free fare programs allows the riders to experience the service with little to no cost to them with the intent the rider will continue to use the service. Low Carbon Transit Operations Program Funds will be utilized to offset the costs for this project.

CCTS' first free day program will be to encourage seniors and persons with disabilities to continue to use public transportation as means to commute. CCTS, similar to many other agencies lost riders due to COVID-19 pandemic; the free rides will provide an incentive to use public transit. Starting July 2021, CCTS will offer free rides every Fridays to seniors and persons with disabilities.

In addition, CCTS will offer students free rides for the first week of schools reopening for the 21/22 academic year which is scheduled for August 10-13, 2021. CCTS will follow with additional free ride day for students including week before winter and spring break and last week of school then leading into the summer.

- *Transit User Training* – Present introduction on how to use public transit to promote use of the Corona Cruiser and its connection to regional bus and rail service.
- *Community Service Events* – CCTS and contractor staff will participate in community events to inform attendees of those events about available transportation services and how they can take advantage of these services.
- *Updated Schedule* – A new, reliable schedule, combined the completion of construction projects, and upgrades in passenger amenities should go a long way in gaining back passengers that may have left the system for more reliable transportation alternatives.

- *Social Media* – Use of social media such as Facebook, Twitter etc. to market transit services available and to update the public with ongoing changes.
- *Customer Satisfaction Survey* – On-going solicitation of customer feedback to increase rider satisfaction as well as conduct an annual rider survey.

The above strategies will assist CCTS in regaining some of the ridership lost due to COVID-19 pandemic.

3.3 PROJECTED RIDERSHIP GROWTH

Decrease in ridership was expected for FY 2020/21 due to the impact of COVID-19 pandemic on public transit systems across the nation. CCTS had projected a 5 percent decrease from FY 2019/20 to 2020/21, however the actual decrease is estimated at much higher rate at over 40 percent based on June 2020-March 2021 projections. CCTS is cautiously optimistic that as the situation with COVID-19 improves, the decrease in passenger trips experienced in FY 2019/20 thorough FY 2020/21 will start to bottom-out, and slowly improve going into the following fiscal years.

For FY 2021/22, CCTS is projecting an increase in ridership based on the following factors: data for 3rd quarter FY 2020/21 shows an increase in ridership; availability of COVID-19 vaccine; and reopening of California per Governor Gavin Newson. In addition, CCTS staff will utilize marketing efforts outlined in section 3.2 as an effort to increase ridership. In addition, CCTS will utilize the study mentioned in section 1.9 and ongoing surveys to assess the need for service improvements including service frequency, connectivity, span of service and on-time performance. CCTS will continue to explore options that address service attributes to attract new ridership while retaining the existing riders. See section 3.2 for detailed description of marketing efforts focusing on increasing ridership.

3.4 PROPOSED FARE STRUCTURE CHANGES

CCTS, currently does not have any plans for any fare structure changes. In the past, the CCTS has always followed RTA's example and kept in line with their fare structure. Once the Comprehensive Operations Analysis (COA) is completed, staff will use recommendations from the study for any fare changes. COA was on hold due to the impact of COVID-19 on public transit services but is expected to be released 1st quarter of FY 2021/22.

3.5 CAPITAL IMPROVEMENT PLANNING

CCTS capital program includes the following projects:

Bus Stop Improvements

CCTS plans to continue on-going improvements to bus stops which includes upgrading bus stop accessibility and passenger amenities; planned improvements are as follows:

- Replace existing passenger shelters that display advertising with new shelters. The design of the new shelters will be based on the existing design, but re-worked to include two panels for advertising; and,
- Replace older blue fiberglass bus benches with metal benches.

- Update bus stops to improve ADA accessibility.

Currently, bus stop improvements are on an as needed basis due to increased customer requests, replacement of damaged equipment or assessment based on a complaint. Staff will need to do an assessment of each location to determine the need for replacement equipment.

In addition, the COA will be used as a guide to determine which stops require tiered improvements. A component of the COA, requires the consultant to perform a physical inventory of each stop within the CCTS fixed-route system and perform an analysis of the physical condition (does it meet ADA accessibility requirements) and illustrate whether ridership for each stop warrants a tier upgrade. Bus stops within the City of Corona are of the following Tier System:

Description	Amenities
Tier 1	Sign, trash receptacle
Tier 2	Tier 1 with bench seating
Tier 3	Tier 2 with shelter and shelter lighting
Landmark	Tier 3 with landscaping

Intelligent Transportation System (ITS)

This system is for the purpose of ensuring customers are receiving the highest quality information on time as well as ensuring that CCTS is operating at optimal efficiency. ITS will include components such as: Computer Aided Dispatching (CAD); Automatic Vehicle Location (AVL); Automated Annunciators to meet ADA Requirement; Relay real-time transit information; Automated Passenger Counter (APC); and an advance fare payment system. Customers are demanding enhanced information on a more immediate basis. Additionally, reporting requirements add increased pressure to provide more accurate and detailed information in order to monitor the systems performance. Upgrading our existing systems and installation of new technologies will ensure that customers are receiving the highest quality information on time, as well as ensuring that CCTS is operating at optimal efficiency. The use of ITS technologies contributes to enhanced customer service, improved productivity and to the overall fiscal responsibility of the transit system. CCTS plans to release the solicitation for an ITS during late FY 2021.

CCTS is currently in the investigation phase to explore the various technologies available based on CCTS' needs. CCTS staff has participated in numerous vendor demonstrations and has attend the ITS seminar to assist staff with potential scope of work for the Request for Proposal. Based on CCTS's need, staff is estimating cost of 1.5 million dollars for this project and expect to release solicitation during FY 2021-22. CCTS does not expect completion of this project till 2023.

Purchase ADA Accessible Van

Purchase an ADA accessible van to support the current DAR program to transport fewer passengers (or one wheelchair). This will allow the usage of a smaller vehicle for situations when a larger vehicle is not warranted. Use of a smaller vehicle when transporting few passengers may be much more efficient.

Canopy/Roof Structure for Bus Parking Area

Build a canopy over the bus parking stalls at the City's Corp. Yard to protect and prolong the life of the buses and the associated equipment from the sun's rays and the elements.

Digital Land Mobile Radio System

Purchase and install a new digital land mobile radio communications system to replace the current system in place as the current system is starting to show deterioration.

Route Development Bus Purchase

Purchase additional buses for Corona Cruiser. This project will be dependent upon the recommendations from the COA as there can be a potential to expand service. Route development buses are needed to operate more frequent services and/or additional bus route(s). CCTS will purchase any needed buses through California Association for Coordinated Transportation/Morongo Basin Transit Authority (CalACT/MBTA) Cooperative Purchasing Schedule (Cooperative). The Cooperative was developed in accordance with the Local Government Purchasing Schedule, as defined by 49 Code of Federal Regulations (CFR) §18.36, wherein the FTA extends to states and local governments the authority to make arrangements with multiple vendors to provide options for goods or services at established prices.

The estimated cost for this project will be dependent upon the number of buses needed for potential service expansion. CCTS will be better able to estimate once the COA is complete. As mentioned earlier, the COA is on hold due to the impact of COVID-19.

New Bus Stop with Amenities

Add new stops with amenities needed to service any additional service recommendations. This project will be dependent upon the recommendations from the COA as there can be a potential to expand service.

Replacement Buses

Purchase replacement cutaway buses for Dial-A-Ride service.

Replacement of two (2) 2012 buses - CCTS put into service ten Type C buses in 2012. Of the ten buses, eight were replaced with 2017 buses and two were kept as service increased. These two buses need replacing as they are showing more signs of wear and tear. These 2012 buses have exceeded their useful life of five years and 150k miles.

Replacement of eleven (11) 2017 buses – CCTS put into service eleven cutaway buses in 2018. These buses have a useful life of five years or a minimum of 150k miles, whichever comes first. These buses will reach their useful life in July 2023.

TABLE 3 – CCTS FY 2021/22 HIGHLIGHTS

Operations

- Improve Fixed Route Service
 - Adjust Corona Cruiser bus schedule to reflect actual trip times.
 - Introduce additional morning peak service
 - Implement a Free Fare Program
 - Increase Ridership
- Improve Dial-A-Ride Services
 - Review feasibility of establishing an ADA Subscription Services Policy
- Work with the City's contract transportation operator to improve:
 - Operations of Corona Cruiser and Dial-A-Ride service;
 - Bus maintenance and cleanliness/maintenance of bus stops; and
 - Monitoring and verifying contractor performance.
 - Improve On-Time Performance
- Conduct a Comprehensive Operational Analysis to identify strengths as well as opportunities for improvements
- Seek services for quarterly inspection of the buses to ensure state of good repair

Capital Projects

- Intelligent Transportation System
- Bus Stop Improvement Project
- Purchase of ADA Accessible Van
- Digital Mobile Land Communication System
- Canopy/roof structure for Bus Parking Area
- Route Development Buses
- Replacement Buses

Chapter 4 – Financial Planning

4.1 OPERATING AND CAPITAL BUDGET FOR FY 21/22

Operating Budget

To continue to provide Corona Cruiser fixed route and Dial-A-Ride service, CCTS is proposing an operating budget of \$2.82 million for FY 2021/22, representing a 4.1 percent decrease (\$119,150) over the current year FY 2020/21 planned budget. The operating budget as depicted in the table on the following page is distributed among the following four categories:

- Salaries and Benefits expenses includes wages, fringe benefits (pension, medical, worker's compensation) and OPEB expenses for post-employment benefits. This expense accounts for 21 percent of the budget.
- Materials, Marketing and Utilities expenses accounting for 3 percent of the budget includes printing and publications, advertising, Routematch Dispatching software, utilities, office supplies, minor office equipment, translation services and administrative/ITS support services. The 3.4 percent increase in this category is due to increased annual costs for Routematch software as well as increased cost for printing materials (Cruiser and DAR brochures, buses passes and DAR tickets).
- Fuel expenses to account for 7 percent of the total expense. Due to all vehicles utilizing CNG fuel, the overall year-to-year fuel costs have decreased.
- Contracted Services constitutes the largest component of the budget at 69 percent. These expenses represent purchased transportation services for Dial-A-Ride and Corona Cruiser. In addition, this line item also reflects costs for a Vehicle Maintenance Oversight, a Comprehensive Operations Analysis and Consulting services for a Triennial DBE Goal/Program update.

While year-over-year in operating costs for DAR services are expected to decrease due to operating less revenue hours for FY 2020/21 as a result of COVID-19; the City is responsible for compensating the contractor using the variable rate (higher per revenue hour cost) to recompense for the decrease in revenue hours pursuant to the contract with MV Transportation. In addition, as a result of having to maintain social distance, CCTS is having to operate more revenue hours to decrease in bus load capacity.

Budget by Category and Mode

Category	Mode	FY 2020/21 S RTP	FY 2021/22 Plan	Variance	
				\$	%
Salaries & Benefits					
	Dial-A-Ride	\$ 224,010	\$ 267,750	\$ 43,740	19.5%
	Fixed Route	\$ 298,866	\$ 330,750	\$ 31,884	10.7%
	Subtotal	\$ 522,876	\$ 598,500	\$ 75,624	14.5%
Materials, Marketing and Utilities					
	Dial-A-Ride	\$ 43,286	\$ 44,299	\$ 1,013	2.3%
	Fixed Route	\$ 32,391	\$ 33,949	\$ 1,558	4.8%
	Subtotal	\$ 75,677	\$ 78,248	\$ 2,571	3.4%
Fuel					
	Dial-A-Ride	\$ 75,000	\$ 75,000	\$ -	0.0%
	Fixed Route	\$ 110,000	\$ 110,000	\$ -	0.0%
	Subtotal	\$ 185,000	\$ 185,000	\$ -	0.0%
Contracted Services					
	Dial-A-Ride	\$ 1,100,632	\$ 927,110	\$ (173,522)	-15.8%
	Fixed Route	\$ 1,057,113	\$ 1,033,290	\$ (23,823)	-2.3%
	Subtotal	\$ 2,157,745	\$ 1,960,400	\$ (197,345)	-9.1%
Total					
	Dial-A-Ride	\$ 1,442,928	\$ 1,314,159	\$ (128,769)	-8.9%
	Fixed Route	\$ 1,498,370	\$ 1,507,989	\$ 9,619	0.6%
	Total	\$ 2,941,298	\$ 2,822,148	\$ (119,150)	-4.1%

For FY 2021/22, CCTS is proposing a funding plan that includes Local Transportation Funds (LTF), Federal Transit Administration (FTA) CARES and Section 5307 funds, State of Good Repair (SGR prior year funds) and revenues generated by passenger fares, bus shelter advertising, and local funds. Farebox recovery ratio is currently not being factored for FY 2021/22 with the expectation that AB90 Transportation Bill continue to provide the necessary waiver for this requirement. Should the Transportation Bill not provide the relief then staff will go back to Corona City Council to request the necessary funds.

Capital Budget

CCTS is requesting \$711,330 to fund the following capital projects: gap funding for the Intelligent Transportation System and replacement of two buses that have exceeded their useful life. In addition, staff will utilize funding from prior approved SRTP projects.

CCTS will use FTA section 5339, State Transit Assistance (STA) and SGR FY 19/20 & FY 20/21 funding to cover proposed capital program in FY 2021/22.



Table 4.0 - Summary of Funding Requests - FY 2021/22

City of Corona
Original

Operating															
Project	Total Amount of Funds	5307 RS	5307 RS CARES OB	5307 RS OB	5339 RS	AB 2766	FARE	LTF	SGR PUC99313	SGR PUC99314	SGR-OB	STA PUC99313	STA PUC99314		
Comprehensive Operations Analysis															
Corona Cruiser Operating Assistance	\$1,507,989	\$234,223	\$657,539	\$106,577		\$4,000	\$95,872	\$399,488			\$10,290				
Corona Dial-A-Ride Operating Assistance	\$1,314,159	\$236,054	\$573,022	\$51,946			\$86,805	\$347,222			\$19,110				
Sub-total Operating	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0		
Sub-total Operating	\$2,822,148	\$470,277	\$1,230,561	\$158,523	\$0	\$4,000	\$182,677	\$746,710	\$0	\$0	\$29,400	\$0	\$0		

Capital															
Project	Total Amount of Funds	5307 RS	5307 RS CARES OB	5307 RS OB	5339 RS	AB 2766	FARE	LTF	SGR PUC99313	SGR PUC99314	SGR-OB	STA PUC99313	STA PUC99314		
22-1 Intelligent Transportation System - 22-1	\$405,000	\$324,000										\$60,433	\$20,567		
Bus Parking Stall Canopy															
Bus Stop Improvements															
Replacement of 2012 Buses - 22-2	\$306,330	\$142,146			\$61,785				\$98,000	\$4,399					
Sub-total Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0		
Sub-total Capital	\$711,330	\$466,146	\$0	\$0	\$61,785	\$0	\$0	\$0	\$98,000	\$4,399	\$0	\$60,433	\$20,567		
Total Operating & Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0		
Total Operating & Capital	\$3,533,478	\$936,423	\$1,230,561	\$158,523	\$61,785	\$4,000	\$182,677	\$746,710	\$98,000	\$4,399	\$29,400	\$60,433	\$20,567		

FY 2021/22 Projected Funding Details	
5307 RS	\$470,277
5307 RS CARES OB	\$1,230,561
5307 RS OB	\$158,523
AB 2766	\$4,000
FARE	\$182,677
LTF	\$746,710
SGR-OB	\$29,400
Total Estimated Operating Funding Request	\$2,822,148
5307 RS	\$466,146
5339 RS	\$61,785
SGR PUC99313	\$98,000
SGR PUC99314	\$4,399
STA PUC99313	\$60,433
STA PUC99314	\$20,567
Total Estimated Capital Funding Request	\$711,330
Total Funding Request	\$3,533,478

FY 2021/22 SRTP

City of Corona

Table 4.0 A - Capital Project Justification Original

Project Number: 22-1

FTIP No: RIV190603

Project Name: 22-1 Intelligent Transportation System

Category: ITS

Sub-Category: Systems

Fuel Type: N/A

Project Description: Purchase and install an Intelligent Transportation System that will support the following GPS based components: 1) Automatic Vehicle Location (AVL); 2) Automated Vehicle Annunciator System (AVAS); 3) Computer Aided Dispatching (CAD) and; 4) Automated Passenger Count (APC). The system will improve performance monitoring, and reporting capabilities, and improve service quality and bus efficiency.

Project Justification: The ITS is necessary as an effort to ensure customers are receiving the highest quality information on time as well as ensuring that CCTS is operating at optimal efficiency. This project will entail additional funding for prior approved ITS projects to in order to capitalize the 3-5 year operating costs.

Project Schedule:

Start Date	Completion Date
July 2021	December 2023

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
5307 RS	FY 2021/22	\$324,000
STA PUC99313	FY 2021/22	\$60,433
STA PUC99314	FY 2021/22	\$20,567
Total		\$405,000

**PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS
APPROVED BUT NOT YET ORDERED**

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

FY 2021/22 SRTP

City of Corona

Table 4.0 A - Capital Project Justification Original

Project Number: 22-2

FTIP No: Not Assigned - New Project

Project Name: Replacement of 2012 Buses

Category: Bus

Sub-Category: Replacement

Fuel Type: CNG

Project Description: Purchase two (2) replacement Compressed Natural Gas (CNG) cutaway buses for Dial-a-Ride service.

Project Justification: These buses were put into service in 2012. In 2018, CCTS purchased eleven new buses to replace the one purchased in 2012, however two of the buses were kept as these buses are also used for fixed route service on an as needed basis. These remaining two buses are showing signs of wear and tear and need replacing as these buses have exceed their useful life of five years.

Project Schedule:

Start Date	Completion Date
December 2021	June 2023

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
5307 RS	FY 2021/22	\$142,146
5339 RS	FY 2021/22	\$61,785
SGR PUC99313	FY 2021/22	\$98,000
SGR PUC99314	FY 2021/22	\$4,399
Total		\$306,330

**PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS
APPROVED BUT NOT YET ORDERED**

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

TABLE 4B – FAREBOX REVENUE CALCULATION**(Consistent with Riverside County Transportation Commission Farebox Recovery Policy)**

Farebox Recovery Ratio Revenues	FY 2017/18	FY 2018/19	FY 2019/20	FY 2020/21 Est*	FY 2021/22 Planned*
Passenger Fares	\$295,338	\$273,458	\$212,953	\$40,300	\$200,600
Interest Income	\$0	\$0	\$0	\$0	\$0
General Fund Contribution	\$45,600	\$62,000	\$76,849	\$0	\$0
Measure A	\$0	\$0	\$0	\$0	\$0
Passenger Shelter Advertising Revenue	\$9,929	\$9,150	\$6,161	\$8,000	\$8,000
Gain on Sale of Capital Assets	\$0	\$0	\$0	\$0	\$0
CNG Revenues	\$0	\$0	\$0	\$0	\$0
Lease / Other Revenue	\$0	\$0	\$0	\$0	\$0
Federal Excise Tax Refund	\$0	\$0	\$0	\$0	\$0
Investment Income	\$0	\$0	\$0	\$0	\$0
CalPers CERBT	\$0	\$0	\$0	\$0	\$0
Fare Revenues from Exempt Routes	\$0	\$0	\$0	\$0	\$0
Other Revenues*	\$17,167.12	\$92,568	\$98,447	\$10,070	\$15,200
Total Farebox Revenues	\$368,034	\$437,175	\$394,410	\$58,370	\$223,800
Total Operating Expense	\$2,309,337	\$2,489,197	\$2,309,461	\$2,322,600	\$2,822,148
Farebox Recovery Ratio**	16%	18%	17%	3%	8%

*Effective April 27, 2020, CCTS implemented a no fare policy as a result of COVID-19 impact on public transit to maintain social distancing, however these fares are expected to be reinstated July 1, 2021. CCTS is not expecting to meet its' farebox recovery ratio as a result of not collecting fares in FY 20/21. In addition, AB90 Transportation Bill provided relief from having to meet this requirement for FY 20/21.

**Farebox recover ratio is based on a system wide blended rate of 15% (10% for DAR Specialized Service and 20% for Corona Cruiser fixed route service).

4.2 FUNDING PLANS TO SUPPORT PLANNED OPERATING AND CAPITAL PROGRAM (FY23-FY24)

Operating Program

CCTS is proposing the following funding plan to support FY 2022/23 and FY 2023/24:

FY 2022/23 funding plan includes Local Transportation Funds (LTF), FTA Section 5307 funds, FTA Section 5307 CARES Act funds, State of Good Repair and revenues generated by passenger fares, AB2766 funds, bus shelter advertising and general funds to close funding gap in order to meet the farebox recovery ratio, and other local funds.

FY 2022/23 & FY 2023/24 funding plan includes Local Transportation Funds (LTF), FTA Section 5307 funds, State of Good Repair and revenues generated by passenger fares, AB2766 funds, bus shelter advertising, and general funds to close farebox funding gap and other local funds.

The above planned budget is assuming the improved situation with COVID-19 pandemic and operation resumes with reinstatement of passenger fares effective July 1, 2021.

Capital Program

Capital program funds supporting FY 2022/23 and FY2023/24 will include FTA sections 5307 & 5339, State Transit Assistance (STA) and State of Good Repair for prior approved projects and current request.



Table 4.0 - Summary of Funding Requests - FY 2022/23

City of Corona
Original

Operating															
Project	Total Amount of Funds	5307 RS	5339 RS	AB 2766	FARE	GF REV	LTF	OTHR LCL	SGR PUC99313	SGR PUC99314	SGR-OB	STA PUC99313	STA PUC99314		
Corona Cruiser Operating	\$1,445,440	\$539,200		\$7,000	\$120,800	\$133,150	\$607,000	\$28,000			\$10,290				
Corona Dial-A-Ride Operating	\$1,414,470	\$575,460			\$140,600	\$13,300	\$656,000	\$10,000			\$19,110				
Sub-total Operating	\$2,859,910	\$1,114,660	\$0	\$7,000	\$261,400	\$146,450	\$1,263,000	\$38,000	\$0	\$0	\$29,400	\$0	\$0		

Capital															
Project	Total Amount of Funds	5307 RS	5339 RS	AB 2766	FARE	GF REV	LTF	OTHR LCL	SGR PUC99313	SGR PUC99314	SGR-OB	STA PUC99313	STA PUC99314		
22-1 Intelligent Transportation System															
Replacement of 2012 Buses															
Replacement of 2017 Buses - 23-1	\$1,735,340	\$1,288,340	\$99,932						\$98,000	\$4,399		\$224,102	\$20,567		
Sub-total Capital	\$1,735,340	\$1,288,340	\$99,932	\$0	\$0	\$0	\$0	\$0	\$98,000	\$4,399	\$0	\$224,102	\$20,567		
Sub-total Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0		
Total Operating & Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0		
Total Operating & Capital	\$4,595,250	\$2,403,000	\$99,932	\$7,000	\$261,400	\$146,450	\$1,263,000	\$38,000	\$98,000	\$4,399	\$29,400	\$224,102	\$20,567		

FY 2022/23 Projected Funding Details		
5307 RS	\$1,114,660	
AB 2766	\$7,000	
FARE	\$261,400	
GF REV	\$146,450	
LTF	\$1,263,000	
OTHR LCL	\$38,000	
SGR-OB	\$29,400	
Total Estimated Operating Funding Request	\$2,859,910	
5307 RS	\$1,288,340	
5339 RS	\$99,932	
SGR PUC99313	\$98,000	
SGR PUC99314	\$4,399	
STA PUC99313	\$224,102	
STA PUC99314	\$20,567	
Total Estimated Capital Funding Request	\$1,735,340	
Total Funding Request	\$4,595,250	



Table 4.0 - Summary of Funding Requests - FY 2023/24

City of Corona
Original

Operating															
Project	Total Amount of Funds	5307 RS	AB 2766	FARE	GF REV	LTF	OTHR LCL	SGR-OB							
Corona Cruiser Operating	\$1,481,090	\$545,670	\$10,000	\$127,300	\$130,830	\$629,000	\$28,000	\$10,290							
Corona Dial-A-Ride Operating Assistance	\$1,423,140	\$567,900		\$147,800	\$9,330	\$669,000	\$10,000	\$19,110							
Sub-total Operating	\$2,904,230	\$1,113,570	\$10,000	\$275,100	\$140,160	\$1,298,000	\$38,000	\$29,400							

Capital															
Project	Total Amount of Funds	5307 RS	AB 2766	FARE	GF REV	LTF	OTHR LCL	SGR-OB							
22-1 Intelligent Transportation System Replacement of 2017 Buses															
Sub-total Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0							
No Capital Projects															
Total Operating & Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0							
No Capital Projects															
Total Operating & Capital	\$2,904,230	\$1,113,570	\$10,000	\$275,100	\$140,160	\$1,298,000	\$38,000	\$29,400							

FY 2023/24 Projected Funding Details															
5307 RS	\$1,113,570														
AB 2766	\$10,000														
FARE	\$275,100														
GF REV	\$140,160														
LTF	\$1,298,000														
OTHR LCL	\$38,000														
SGR-OB	\$29,400														
Total Estimated Operating Funding Request	\$2,904,230														
Total Funding Request	\$2,904,230														

4.3 REGULATORY AND COMPLIANCE REQUIREMENTS

Half Fare During Non-Peak Hours

According to federal statute, transit operators must allow 1) elderly persons, 2) persons with disabilities, and 3) Medicare card holders to ride fixed route service during off-peak hours for a fare that is not more than one-half the base fare charged to other persons during peak hours. The base fare for Cruiser service is \$1.50 during peak and non-peak hours. The fare for an elderly person (60+), a person with disabilities, and Medicare cardholders is \$0.70 throughout the service day.

Americans with Disabilities Act (ADA)

The ADA requires that complementary paratransit service be available to ADA certified persons during the same hours and days of operation available to Cruiser (fixed route) passengers. Complementary paratransit service must be provided within $\frac{3}{4}$ of a mile corridor from each side of a fixed route. CCTS operates Dial-A-Ride service that extends beyond the $\frac{3}{4}$ mile corridor to the city limits, into the county areas of Coronita, El Cerrito, and Home Gardens, as well as satellite locations in the City of Norco (Department of Motor Vehicles, Department of Public Social Services and Norco College). When demand exceeds capacity, requests for service from ADA certified passengers receive priority. As such, CCTS maintains zero denials for ADA certified passengers.

Provision of Service - ADA complementary paratransit must be provided to an ADA eligible individual, including those with temporary eligibility, a personal care attendant (PCA) if necessary, and one other individual accompanying the ADA-eligible individual, if requested. Additional companions may be provided service, if space is available. Service also must be provided to visitors. Any visitor who presents ADA eligibility documentation from another jurisdiction must be provided service.

Type of Service – The ADA specifies “origin to destination” service. In certain instances, this might require service beyond strict curb-to-curb. Door-to-door assistance for ADA certified passengers is available upon request. Door-to-door service is available when:

- Drivers can see the bus at all times;
- The outermost door is within 150 feet from the bus;
- Driver safety and security is maintained; and
- Where a safe parking area is available.

Fares – The ADA complementary paratransit fare cannot exceed twice the fare for a trip of similar length, at a similar time of day, on the Cruiser (fixed route system). No fares may be charged for Personal Care Attendants (PCAs). ADA certified individuals are charged \$2.50 per trip which is less than twice the fare for a trip on the Cruiser ($\$1.50 \times 2 = \3.00). A companion is charged \$2.50 per trip as well.

Disadvantaged Business Enterprise

Pursuant to Federal Regulation 49 CFR Part 26 - Disadvantaged Business Enterprise (DBE); all public agencies receiving U.S. Department of Transportation (USDOT) funds, that anticipate awarding \$250,000 or more in USDOT-assisted contracts, must establish a three-year (3) overall DBE goal for potential contracting opportunities for certified Suppliers.

CCTS will continue using federal section FTA 5307 funds for future projects including the use of these funds for operating and capital projects. The City submitted its' updated DBE program and DBE triennial goal and methodology on September 17, 2020. The DBE goal & methodology is for federal Fiscal Years 2021-2023 (October 1, 2020 through September 30, 2023). FTA Civil Rights Office is in the process of reviewing the updated DBE goal and is pending concurrence.

Title VI

In compliance with Title VI of the Civil Rights Act of 1964, no person on the basis of race, color, or national origin, is excluded from participation in, or is denied the benefits of, or is subjected to discrimination within the scope of services offered by CCTS. The following notification to passengers of their right to file a complaint is included on the City of Corona website, service brochures, and posted on-board CCTS buses.

No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity of the City of Corona Transit Service (CCTS). The Public Works Director is the CCTS Title VI Compliance Officer. For more information, or to file a Title VI Civil Rights complaint, contact the Corona Public Works Department by telephone at (951) 736-2266, by email at publwks@ci.corona.ca.us, or by visiting the Public Works Department at 400 S. Vicentia Avenue, Suite 210, Corona, CA 92882.

The City submitted its' updated Title VI program (2021-2023) on September 17, 2020 which is pending concurrence as FTA Civil Rights Office is in the process of reviewing the updated Program.

Transit Asset Management (TAM) Plan

Federal regulations 49 CFR 625 requires agencies to develop a transit asset management (TAM) plan if it owns, operates, or manages capital assets used to provide public transportation and receives federal financial assistance under 49 U.S.S. Chapter 53 as a recipient or subrecipient. As a recipient of federal funds and operating a public transit system, CCTS is required to comply with this regulation. Under this regulation, CCTS is defined as a Tier II provider. Tier II transit provider are that own, operate less than 100 vehicles in revenue service during peak regular service across all fixed route modes or in any one one non-fixed route mode. CCTS' TAM plan includes the following four required elements: 1) An inventory of assets; 2) Condition assessment of inventoried assets; 3) Description of decision support tool; and 4) A prioritized list of investments.

As required, the completed TAM Plan was submitted to Southern California Association of Government (SCAG), the metropolitan planning organization (MPO) for the region on October 29, 2018. In addition, CCTS reports annually to FTA's National Transit Database (NTD) which includes asset inventory data; condition assessments and performance results and projected targets for the following fiscal year along with a narrative report on any changes.

Per regulations, the TAM plan is required to be updated every four (4) years; the next update is in 2022.

Public Transit Agency Safety Plan (PTASP)

Federal Transit Administration (FTA) published the PTASP Final Rule (49 C.F.R. Part 673), which requires public transportation systems that receive federal funds under FTA's Urbanized Area Formula Grants to develop safety plans which includes processes and procedures for implementing the Safety Management Systems (SMS). The documented SMS ensures the Agency is performing the necessary risk management activities, monitoring its results and making the necessary adjustments in maintaining a safe system. This plan outlines how CCTS, in partnership with its transit operations contractor (currently MV Transportation), will continually identify, monitor and mitigate various safety risks and hazards present in its transit operating environment.

In addition, under the PTASP rule, the transit operator is required to set safety performance targets based on the safety performance measures established by the National Public Transportation Safety Plan (NSP). The NSP safety performance measures are for the following categories: Fatalities; Injuries; Safety Events; and System Reliability (State of Good Repair). The first set of performance targets has been shared with Corona's Metropolitan Planning Organization (MPO), the Southern California Association of Governments (SCAG) and the California Department of Transportation.

The plan was approved and adopted by City Council on April 15, 2020. The plan has also been approved by California Department of Transportation, Division of Rail & Mass Transportation. In addition, to ensure continued compliance, CCTS has started its' implementation activities pursuant to the approved plan.

Transportation Development Act Triennial Audit

CCTS underwent a Transportation Development Act (TDA) Triennial Performance Audit document review in January 2019 and site visit in March 2019 covering Fiscal Years 2015/16 through 2017/18. The triennial performance audits are administered and coordinated by RCTC. While the audit results reveal CCTS operations meeting the major goals and objectives of the TDA program, room for improvement is always paramount with the audit which suggests improvements in three areas as summarized in Table 4.3 Progress Implementing Triennial Performance Audit Recommendations.

TABLE 4.3 – PROGRESS IMPLEMENTING TRANSPORTATION DEVELOPMENT ACT (TDA) TRIENNIAL PERFORMANCE AUDIT RECOMMENDATIONS*

TDA Triennial Performance Audit Period Covering FY 2014 through FY 2016	
Audit Recommendations	Action / Remedy
Prepare and submit separate State Controller Transit Operators Financial Transactions Reports for general public transit and specialized service.	<p>Corona's annual Transit Operators Financial Transactions Report to the State Controller has historically combined fixed route and dial-a-ride as each provided general public service. With the transition to specialized dial-a-ride, written instructions by the state to prepare this particular report require separate reporting of fixed route and specialized service. In the General Instruction Form completed by the City, a selection must be made as to which mode of transit is represented in the report. The options are general public use or elderly/disabled.</p> <p>Transit operators providing two types of service, (general public use and transit service exclusively for the elderly/handicapped) must complete a separate report for each type of service. The submission of separate reports to the State Controller will demonstrate Corona's proactive approach to compliance with state reporting instructions.</p> <p>Contacted the Office of State Controller on December 4, 2019 to file a separate report for Dial-A-Ride and Fixed Route. Was advised to submit a combined report for FY 2018-19 as a separate report for Dial-A-Ride will need to be created to add the specialized service to the SCO transit database. This report will be available starting with FY 2019-20.</p> <p>Filed separate Transit Operators Financial Transactions Report for Dial-A-Ride and Fixed Route for FY 2019-20 reporting period.</p>
Continue process of implementing ADA subscription services on Dial-A-Ride	<p>This recommendation is being carried forward from the prior audit.</p> <p>Subscription service is a convenience offered to ADA paratransit passengers who take the same trip on a regular basis, as it reduces the need to make repeated calls for each ride. Many agencies have subscription service trips (i.e., having a standing reservation scheduled) that make up a portion of their trip requests. Subscription service trips generally are trips that a patron makes multiple times per month, often multiple times per week, and have a specific origin and destination that do not change. Most often, these types of trips are for employment, medical, and/or educational purposes. These trips can be prescheduled, thus reducing the burden on the scheduler/dispatcher and call in-take system.</p> <p>ADA subscription service is generally on a space-available basis, and scheduled on a first-come, first-served basis for a given time period (e.g., 14 or 30 days of subscription service). Federal ADA law permits the use of subscription service as long as it does not absorb more than 50 percent of the available trips at a given time of day, and does not result in next-day ADA trip denials. Subscription service is discretionary and not mandated under ADA, which allows the City to investigate its feasibility through a demonstration period to determine whether additional scheduling efficiencies through the new scheduling software can be made, as well as whether there is some reduced staff and cost burden from the number of calls for reservations.</p> <p>Dial-a-Ride's transition from general public to a specialized service for ADA-certified and senior passengers makes the subscription service option more feasible. Subscription trips to many adult day care centers have been ongoing. In addition, the CCTS staff in conjunction with the contracted transit operator already monitor ADA trips to ensure that there are no capacity constraints. Nevertheless, staff will continue to work with the contract operator and review the feasibility of establishing a formal ADA Subscription Services Policy. A call-back function to remind riders of their upcoming trips will also improve operating efficiency and effectiveness. The City will be incorporating call-back function in the next ITS project.</p>
Include additional locally generated revenue in the farebox recovery.	<p>During the audit period, Corona adopted a blended farebox recovery standard of 15 percent. The revenues in the farebox ratio are composed primarily of passenger fares, City supplemental support revenues, and air district subsidies. New state legislation (SB 508) reinforces current RCTC practice of allowing other locally generated revenues in the farebox ratio. These other revenues could include advertising generated by the transit system, bus wraps on the vehicles, and other local contributions from the City to the transit program. Corona allows advertising space on its bus shelters and has expressed interest in allowing advertising on board its vehicles. The City currently does not have an advertising policy but has expressed interest in developing one. However, staffing and budgetary constraints make it difficult to pursue. Nevertheless, given the farebox recovery trends, the City should pursue this measure to incorporate other locally generated revenue in its farebox recovery.</p> <p>CCTS staff will continue to look for additional revenue sources to meet farebox recovery ratio of 10% for specialized Dial-A-Ride service and 20% for fixed route.</p>

Federal Transit Administration Triennial Review

A Federal Transit Administration (FTA) Triennial Review for the period of 2017-2020 was completed April 2020. While the final report is still pending, the City was advised during the entrance conference that no deficiencies were found. Therefore, the City was able to successfully comply with all areas covered in the review process.

National Transit Database

The National Transit Database (NTD) approved CCTS' request to submit transit financial and performance data through a Small Systems Waiver starting in report year 2011; the waiver is available to transit providers operating 30 or fewer buses. The submission date for Report Year 2020 was October 30, 2020. CCTS staff provided responses and clarification to NTD reviewers following the initial review. The 2020 annual NTD report is pending closeout.

Alternative Fueled Vehicles (RCTC Policy)

The Riverside County Transportation Commission (RCTC) encourages all Riverside County transit operators to transition from diesel-powered transit buses to alternative fuel buses. Compressed Natural Gas (CNG) and liquefied natural gas (LNG) are recognized as preferred options. CCTS operates using CNG-powered buses.

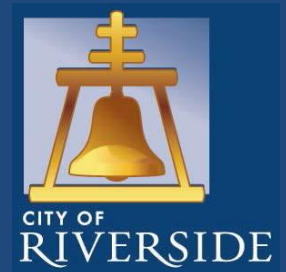
4.4 OPEN PROJECTS

CCTS has twelve (12) prior SRTP approved projects open. The table on the following page reflects these open projects. See Section 3.5 regarding detailed information about each of the projects listed.

Project Name	SRTP Project #	Project Element	Funding Category	Project Timeline	Original Project Award	Project Balance
Route Development Buses	15-03	1	2	Dec-23	\$ 300,000	\$ 70,281
	19-02	1	2	Dec-23	\$ 950,000	\$ 950,000
	Amount Available for Route Development Buses:					\$ 1,020,281
Bus Stop Improvements	17-2	4	1	on going	\$ 600,000	\$ 515,736
	21-2	4	1	on going	\$ 50,646	\$ 50,646
	Amount Available for Bus Stop Improvements:					\$ 566,382
Intellegent Transportation System (ITS)	19-01	3	2	Dec-23	\$ 500,000	\$ 500,000
	20-1	3	2	Dec-23	\$ 50,000	\$ 50,000
	21-3	3	2	Dec-23	\$ 345,000	\$ 345,000
	Amount Available for ITS:					\$ 895,000
ADA Accesible Van	19-03	1	1	Dec-21	\$ 48,039	\$ 48,039
	20-3	1	1	Dec-21	\$ 48,198	\$ 48,198
	Amount Available for ADA Accessible Van:					\$ 96,237
Digital Land Mobile Radio (DLMR)	20-2	3	1	Dec-22	\$ 135,000	\$ 135,000
	Amount Available for DLMR:					\$ 135,000
Bus Parking Canopy	21-1	4	1	Jun-23	\$ 100,000	\$ 100,000
	Amount Available for Bus Parking Canopy:					\$ 100,000
Support Equipment & Software	19-4	3	1	Dec-22	\$ 10,000	\$ 3,519
	Amount Available for Support Equipment:					\$ 3,519
TOTAL AMOUNT AVAILABLE FROM ALL PROJECTS:						\$ 2,816,419

FY 2021/22-FY 2023/24 SHORT RANGE TRANSIT PLAN

City of Riverside, PRCSD – Special Transportation Division



FINAL

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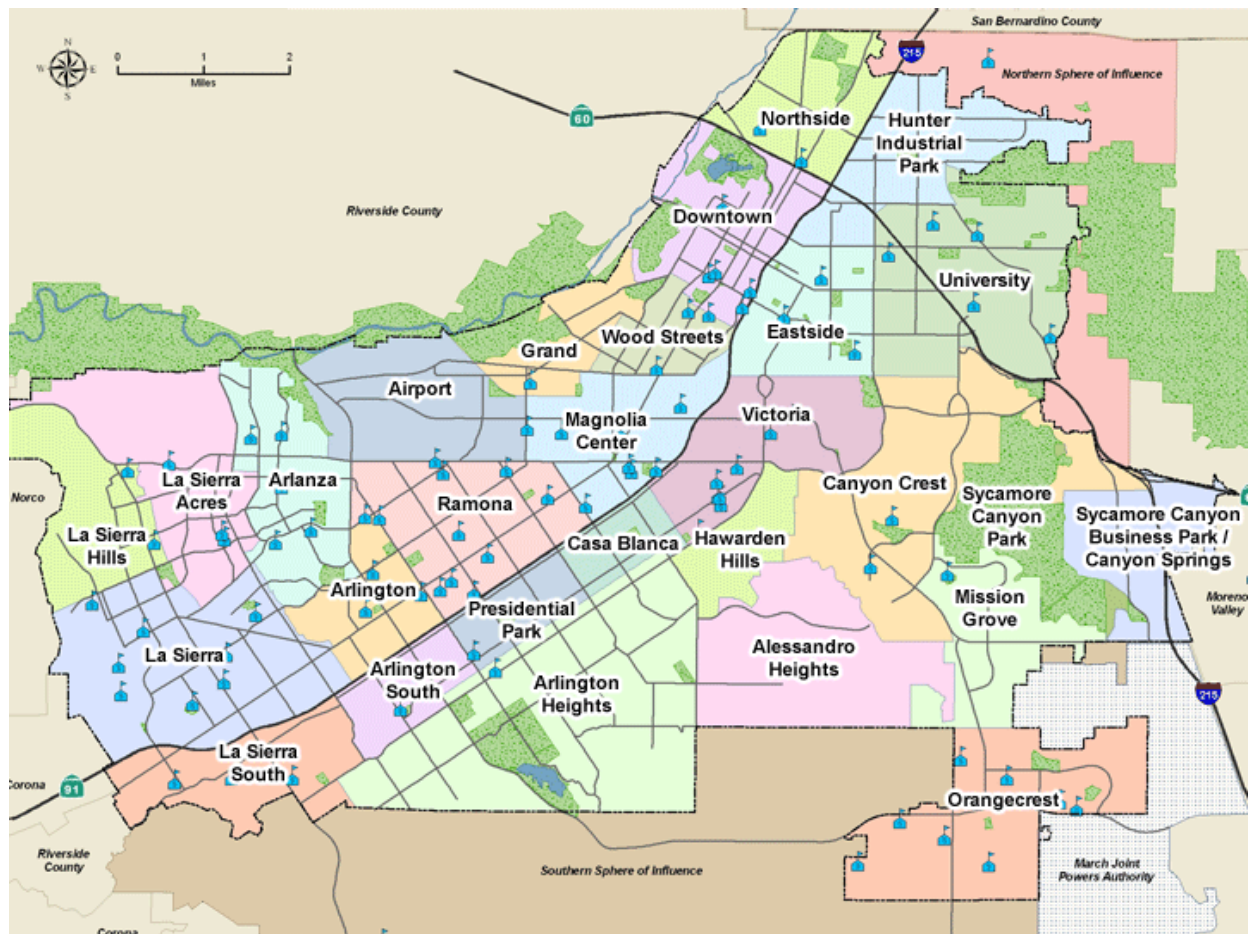
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I. SYSTEM OVERVIEW

1.1 Service Area

Riverside Connect, formerly “Special Transportation” is a division within the City of Riverside’s Parks, Recreation and Community Services Department that has been offering transportation services to seniors and disabled residents in the Riverside community since 1975. This paratransit transportation service is provided within the 81.54 square mile incorporated city limits of the City of Riverside, shown below in Figure 1.

Figure 1



1.2 Population Profile

The American Community Survey (ACS) is a demographics survey program conducted by the U.S. Census Bureau. The ACS is designed to provide communities with reliable and timely demographic, social, economic, and housing data every year. Conducted annually, the ACS serves as an interim source of up-to-date demographic data through the decade, until the next Census is conducted. According to the 2019 ACS, 5-year estimates published by the U.S. Census Bureau, the City of Riverside's estimated population is 331,360 residents. The senior population within the City of Riverside (those 65 years of age and over) accounts for approximately 10.7% of the total population, while individuals with a disability under the age of 65 accounts for approximately 7.7%.

1.3 Paratransit Services

Owned and operated by the City of Riverside, Riverside Connect is an origin-to-destination shared ride service available to senior citizens (60 years of age and older) and persons with disabilities. Documentation from a physician is required for individuals with a disability.

Despite the pandemic, Riverside Connect continues to operate 362 days per year, only suspending service on Thanksgiving Day, Christmas Day and New Year's Day. Hours of operation are 8:00 a.m. – 5:30 p.m. Monday through Friday and 9:00 a.m. – 4:00 p.m. on weekends and holidays. To schedule a ride, passengers must call Riverside Connects' reservation telephone number, during the business hours of 8:00 a.m. – 5:00 p.m., Monday through Friday, and 9:00 a.m. – 3:00 p.m. on weekends and holidays. An answering machine is available before and after business hours for cancellations.

Table 1

Mode	Description	Area /Site Service
<i>Paratransit Services</i>		
City Wide	Origin to Destination / reservation-based service for Seniors age 60 and over and the Disabled Community	Within the City limits of Riverside

1.4 Description of Ridership

Ridership data is listed in the tables below. Fiscal Year (FY) 2020/21 data reflects ridership through March 2021. In both fiscal years, the average passenger age was 65.

FY 2019/20	Total
Passengers	97,080
Revenue Hours	31,454
Revenue Miles	423,571

FY 2020/21	Total
Passengers	17,750
Revenue Hours	9,409
Revenue Miles	122,696

1.5 Fare Structure

Riverside Connect currently has two fare types – general and medical. The cost of a one-way general fare is \$3.00 while the cost of a one-way medical trip is \$2.00. Medical trips are for doctor appointments, physical therapy, pharmacy visits, etc. Medical fares are discounted to ensure that the general fare is not a barrier to wellness for passengers who are on a fixed income. Other than the free round-trip rides offered to passengers going to vaccination appointments, there were no fare changes in FY 2020/21.

Riverside Connect passengers may pay in cash at the time of boarding or with a pre-purchased ticket. General and Medical tickets and ticket booklets can be purchased in advance at the Riverside Connect Offices located at 8095 Lincoln Ave, Riverside. Passengers may buy both General and Medical fare tickets and booklets to use as needed. There is currently no limit of tickets/booklets that a passenger may purchase. In FY 2021/22 Riverside Connect will launch the electronic fare collection system which will give passengers the ability to pay their fares online or through a mobile application on their smartphone. The table below illustrates a breakdown of the fare types and associated costs.

Fare Type	Cost
One-way (General)	\$3
One-way (Medical)	\$2
10-ticket Booklet (General)	\$30
10-ticket Booklet (Medical)	\$20

1.6 Revenue Fleet

In FY 2020/21, Riverside Connects' active revenue fleet included twenty-seven 16-passenger paratransit cutaway buses which run on compressed natural gas (CNG) and one 9-passenger wheelchair-equipped Ford Transit Van. The three new cutaway buses which were procured in FY 2019/20 to replace vehicles that had met their useful life were not put into service in FY 2020/21. Additionally, four older cutaways were not utilized in FY 2020/21 due to the reduced ridership levels resulting from the pandemic. Riverside Connects' two transit vans were scheduled to be put into service in Fiscal Year 2020/21 to test the feasibility of operating a smaller profile vehicle to navigate in and around the more compact areas within the City; however, due to the impact that the COVID-19 pandemic had on ridership, only one of the vans was utilized. Riverside Connect also operates a Braun van which is equipped to hold six passengers and one wheelchair and a hybrid Honda Civic which are used by administrative staff to supervise routes and respond to accidents. The Braun paratransit van is equipped to hold six passengers and one wheelchair. These vehicles are not assigned to routes but are used as backup for special services.

Subject to funding availability, vehicles are replaced after meeting the Federal Transit Administration (FTA) useful life of 10-years. Riverside Connect established Useful Life Benchmarks (ULB) in line with the FTA's recommendations which are outlined in the Transit Asset Management Performance Measure Targets. For cutaway buses, Riverside Connects' target is for less than 20% of cutaways to exceed their useful life. Currently, only four cutaways exceed the ULB – three of which are scheduled to be replaced in FY 2021/22. ***See Table 1.1 – Fleet Inventory***

Table 1.1 - Fleet Inventory
FY 2021/22 Short Range Transit Plan
City of Riverside

Demand Response / Directly Operated

Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2020/ 21	# of Contingency Vehicles FY 2020/21	Life to Date Vehicle Miles Prior Year End FY 2019/20	Life to Date Vehicle Miles through March FY 2020/21	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2020/21
2019	FRD		8	2		GA	1	0		599	599
2010	FRD	BU	16	8	25	CN	0	0	1,845,338	1,845,338	
2011	FRD	BU	16	6	25	CN	3	0	842,177	848,532	282,844
2013	GLV	BU	16	14	25	CN	7	0	1,095,364	1,123,074	160,439
2014	GLV	BU	16	18	25	CN	9	0	1,237,079	1,275,997	141,777
2017	GLV	BU	16	16	25	CN	8	0	633,581	701,385	87,673
Totals:			88	64			28	0	5,653,539	5,794,925	206,962

1.7 Existing Facility

The Riverside Connect Office is located at 8095 Lincoln Avenue within the City of Riverside Corporation Yard. The administrative building consists of administrative offices, a dispatch area, restrooms, and a break room. Riverside Connects' facility also includes a parking lot for the transit buses with each space equipped with a CNG slow fill station, and a CNG Maintenance Bay for maintenance and repair of the fleet. This CNG Maintenance Bay facility includes five maintenance bays, an administrative office, and multiple storage compartments for vehicle parts and equipment. The facility is outfitted with state-of-the-art safety equipment and machinery to maintain the CNG fueled vehicles.

1.8 Existing Coordination Between Transit Agencies

Under a Memorandum of Understanding (MOU), the City of Riverside currently operates Riverside Connect to provide paratransit services within the City limits of Riverside on behalf of the Riverside Transit Agency (RTA). The MOU was amended in 2012 to restate the City's and RTA's obligations under the original MOU and to further facilitate and ensure service compliance under the Americans with Disabilities ("ADA"). Under the amended terms, the City and RTA continue the commitment to cooperate and coordinate the provision of services within the shared service area.

1.9 Reference List of Prior or Existing Studies and Plans

In April 2021, the California Department of Transportation (Caltrans) Division of Rail and Mass Transportation (DRMT) certified the City of Riverside's Agency Safety Plan in compliance with the minimum requirements of 49 CFR Part 673 for small providers.

Riverside Connects' Title VI Plan is currently in the process of being updated and scheduled to be reviewed by Council in July 2021.

II. EXISTING SERVICES AND ROUTE PERFORMANCE

2.1 Key Performance Indicators (KPI's)

To ensure that Riverside Connect is providing superior customer service, staff considers several performance indicators. Targets are evaluated and reported monthly to RTA. In FY 2021/22, Riverside Connect will finalize the TransTrack upgrade project which will provide staff with analytics that will be useful in setting additional performance measures such as staff attendance, safety incidents, and vehicle maintenance. Data for FY 2019/20 KPI's through March 2021 is listed in the table below.

Internal KPI's	Target	Actual FY 2019/20	Actual FY 2020/21
On-time performance	100%	96.75%	99.14%
Call abandonment rate	0%	4.76%	5.4%
Average phone hold time	1:00	1:16	1:12

Riverside Connect is also required to meet other performance targets such as the 10% Farebox Recovery Ratio as mandated in the Transportation Development Act (TDA). In FY 2019/20, Riverside Connects' farebox ratio was 9.23%; however, the passage of Assembly Bill 90 in June 2020 did not assess a penalty for not being able to meet the required minimum farebox recovery rate due to the impacts of the COVID-19 pandemic. ***See Table 2.0 Service Provider Performance Targets Report***



Table 2.0 -- Service Provider Performance Targets Report

FY 2020/21 Short Range Transit Plan Review
City of Riverside

Data Elements	FY 2020/21 Plan	FY 2020/21 Target	FY 2020/21 Year to Date Through 3rd Quarter	Year to Date Performance Scorecard
Unlinked Passenger Trips	70,000			
Passenger Miles	322,500			
Total Actual Vehicle Revenue Hours	30,750.0			
Total Actual Vehicle Revenue Miles	322,500.0			
Total Actual Vehicle Miles	350,250.0			
Total Operating Expenses	\$5,360,000			
Total Passenger Fare Revenue	\$240,000			
Net Operating Expenses	\$5,120,000			
Performance Indicators				
Mandatory:				
1. Farebox Recovery Ratio	4.47%	>= 10.00%	1.74%	Fails to Meet Target
Discretionary:				
1. Operating Cost Per Revenue Hour	\$174.31	<= \$105.06	\$274.93	Fails to Meet Target
2. Subsidy Per Passenger	\$73.14	>= \$24.89 and <= \$33.67	\$143.20	Fails to Meet Target
3. Subsidy Per Passenger Mile	\$15.88	>= \$5.19 and <= \$7.02	\$25.17	Fails to Meet Target
4. Subsidy Per Hour	\$166.50	>= \$78.93 and <= \$106.79	\$270.15	Fails to Meet Target
5. Subsidy Per Mile	\$15.88	>= \$5.89 and <= \$7.97	\$20.72	Fails to Meet Target
6. Passengers Per Revenue Hour	2.28	>= 2.69 and <= 3.65	1.89	Fails to Meet Target
7. Passengers Per Revenue Mile	0.22	>= 0.20 and <= 0.28	0.14	Fails to Meet Target
Note: Must meet at least 4 out of 7 Discretionary Performance Indicators				
Productivity Performance Summary:				
Service Provider Comments:				

2.2 SRTP Performance Report

The impact that the COVID-19 pandemic had on the Riverside Connect operation is evident when comparing previous year's performance indicators such as passengers, passenger miles, etc. Staff projects a slow, but steady increase in each category in FY 2021/22 as the City reopens establishments and returns to a sense of normalcy. ***See Table 2.1 – SRTP Performance Report***

FY 2021/22 - Table 2.1 -- SRTP Performance Report

Service Provider: City of Riverside

All Routes

Performance Indicators	FY 2019/20 End of Year Actual	FY 2020/21 3rd Quarter Year-to-Date	FY 2021/22 Plan	FY 2021/22 Target	Plan Performance Scorecard (a)
Passengers	97,189	17,750	26,513	None	
Passenger Miles	466,507	100,998	150,856	None	
Revenue Hours	31,477.2	9,409.0	13,660.0	None	
Total Hours	43,371.4	13,214.0	19,230.0	None	
Revenue Miles	423,804.0	122,696.0	179,231.0	None	
Total Miles	476,199.0	142,934.0	206,781.0	None	
Operating Costs	\$4,119,034	\$2,586,820	\$5,237,609	None	
Passenger Revenue	\$379,999	\$45,012	\$63,013	None	
Measure-A Revenue				None	
LCTOP Revenue				None	
Operating Subsidy	\$3,739,035	\$2,541,808	\$5,174,596	None	
Operating Costs Per Revenue Hour	\$130.86	\$274.93	\$383.43	<= \$281.67	Falls to Meet Target
Operating Cost Per Revenue Mile	\$9.72	\$21.08	\$29.22	None	
Operating Costs Per Passenger	\$42.38	\$145.74	\$197.55	None	
Farebox Recovery Ratio	9.23%	1.74%	1.20%	>= 0.1	Falls to Meet Target
Subsidy Per Passenger	\$38.47	\$143.20	\$195.17	>= \$121.72 and <= \$164.68	Falls to Meet Target
Subsidy Per Passenger Mile	\$8.02	\$25.17	\$34.30	>= \$21.39 and <= \$28.95	Falls to Meet Target
Subsidy Per Revenue Hour	\$118.79	\$270.15	\$378.81	>= \$229.63 and <= \$310.67	Falls to Meet Target
Subsidy Per Revenue Mile	\$8.82	\$20.72	\$28.87	>= \$17.61 and <= \$23.83	Falls to Meet Target
Passengers Per Revenue Hour	3.09	1.89	1.94	>= 1.61 and <= 2.17	Meets Target
Passengers Per Revenue Mile	0.23	0.14	0.15	>= 0.12 and <= 0.16	Meets Target

a) The Plan Performance Scorecard column is the result of comparing the FY 2021/22 Plan to the FY 2021/22 Primary Target.

2.3 SRTP Service Summary

Riverside Connect collects and evaluates the historical data of several metrics to evaluate the overall service performance. Since FY 2017/18, there has been a decline in each of the operating characteristics which include unlinked passenger trips, passenger miles, total actual vehicle revenue hours, total actual vehicle revenue miles, and total actual vehicle miles. The COVID-19 pandemic has resulted in further decline in these operating characteristics. In contrast, expenses seen in the Financial Data section of Table 2.2 have steadily increased. As a result, the total operating cost per hour has increased while the farebox ratio has decreased. Ridership for FY 2021/22 is projected to increase 5%. This estimate is based on the increase seen since the introduction of the COVID-19 vaccine. ***See Table 2.2 – SRTP Service Summary***

Table 2.2 -- City of Riverside -- SRTP Service Summary

FY 2021/22 Short Range Transit Plan

All Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	1	1	27	1	12
Financial Data					
Total Operating Expenses	\$3,886,137	\$4,119,034	\$5,360,000	\$2,586,820	\$5,237,609
Total Passenger Fare Revenue	\$440,478	\$379,999	\$240,000	\$45,012	\$63,013
Net Operating Expenses (Subsidies)	\$3,445,659	\$3,739,035	\$5,120,000	\$2,541,808	\$5,174,596
Operating Characteristics					
Unlinked Passenger Trips	139,911	97,189	70,000	17,750	26,513
Passenger Miles	727,537	466,507	322,500	100,998	150,856
Total Actual Vehicle Revenue Hours (a)	42,559.0	31,477.2	30,750.0	9,409.0	13,660.0
Total Actual Vehicle Revenue Miles (b)	576,321.0	423,804.0	322,500.0	122,696.0	179,231.0
Total Actual Vehicle Miles	647,380.0	476,199.0	350,250.0	142,934.0	206,781.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$91.31	\$130.86	\$174.31	\$274.93	\$383.43
Farebox Recovery Ratio	11.33%	9.23%	4.47%	1.74%	1.20%
Subsidy per Passenger	\$24.63	\$38.47	\$73.14	\$143.20	\$195.17
Subsidy per Passenger Mile	\$4.74	\$8.02	\$15.88	\$25.17	\$34.30
Subsidy per Revenue Hour (a)	\$80.96	\$118.79	\$166.50	\$270.15	\$378.81
Subsidy per Revenue Mile (b)	\$5.98	\$8.82	\$15.88	\$20.72	\$28.87
Passenger per Revenue Hour (a)	3.3	3.1	2.3	1.9	1.9
Passenger per Revenue Mile (b)	0.24	0.23	0.22	0.14	0.15

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

2.4 Service Performance

Riverside Connect provided 81,840 one-way trips for a total of 475,855 service miles in FY 2019/20. Comparatively, 16,131 one-way trips and a total of 142,934 service miles have been provided as of March 31, 2021. The drastic decline in ridership is in line with other public transit providers nationwide. Riverside Connect, soon to be “Riverside Connect,” plans to unveil the previously scheduled rebranding campaign in FY 2021/22 to promote the service and increase ridership. ***See Table 2.3 – S RTP Route Statistics***

Table 2.3 - SRTP Route Statistics

City of Riverside -- 4

FY 2021/22

All Routes

Data Elements

Route #	Day Type	Peak Vehicles	Passengers	Passenger Miles	Revenue Hours	Total Hours	Revenue Miles	Total Miles	Operating Cost	Passenger Revenue	Measure-A Revenue	LCTOP Revenue
RSS-DAR	All Days	12	26,513	150,856	13,660	19,230	179,231	206,781	\$5,237,609	\$63,013		
		12	26,513	150,856	13,660	19,230	179,231	206,781	\$5,237,609	\$63,013		

Table 2.3 - SRTP Route Statistics

City of Riverside -- 4

FY 2021/22

All Routes

Performance Indicators

Route #	Day Type	Net Subsidy	Operating Cost Per Revenue Mile	Operating Cost Per Revenue Mile	Cost Per Passenger	Farebox Recovery Ratio	Subsidy Per Passenger	Subsidy Per Passenger Mile	Subsidy Per Revenue Hour	Subsidy Per Revenue Mile	Passengers Per Hour	Passengers Per Mile
RSS-DAR	All Days	\$5,174,596	\$383.43	\$29.22	\$197.55	1.20%	\$195.17	\$34.30	\$378.81	\$28.87	1.94	0.15
		\$5,174,596	\$383.43	\$29.22	\$197.55	1.20%	\$195.17	\$34.30	\$378.81	\$28.87	1.94	0.15

2.5 Productivity Improvement Efforts

Riverside Connect staff strives to operate an efficient service and continues to look for new ways to decrease costs while maintaining high productivity. Different staffing scenarios are considered to maximize route efficiency while meeting customer demands. The Field Operations Supervisor is responsible for analyzing the route efficiencies of each driver and meets with them to provide constructive feedback to improve how each driver conducts his/her assigned reservations for that day.

2.6 Major Trip Generators

The major trip generators for Riverside Connects' service has drastically changed since the COVID-19 pandemic. Previously, the majority of rides were to and from workshops for the developmentally disabled, senior centers, and the Friendly Stars program. However, due to the State's stay at home orders and urge to limit travel for only essential services, many workshops and senior centers closed, and residents refrained from commuting. As a result, the highest trip generators in FY 2020/21 were to grocery stores and medical-related facilities. As access to the COVID-19 vaccine becomes more readily available, Riverside Connect anticipates that senior centers, workshops, and other programs will reopen, and ridership will slowly begin to increase.

2.7 Recent Service Changes

Riverside Connects' recent response to COVID-19 resulted in one service change which gave senior riders the opportunity to schedule rides as early as 7 a.m. which is one hour earlier than the normal service hours. This decision was made by staff to ensure that the most vulnerable residents could take advantage of special shopping hours for seniors offered by many local grocers. To assist with vaccination efforts, Riverside Connect is providing free rides to and from vaccination sites within the City limits.

III. FUTURE SERVICE PANS, FARE CHANGES, CAPITAL PLANNING AND MARKETING

3.1 Planned Service Changes

There are currently no planned service changes.

3.2 Future Marketing Plans

For FY 2021/22, staff will continue to market Riverside Connect. Along with the City's marketing team, staff developed a new brand identity that will give a modern and refreshed look to the fleet of minibuses. This rebranding effort also includes a change in the name of our service which more accurately captures what we provide for the senior and disabled residents of Riverside. The new name, "Riverside Connect" was set to launch in the summer of 2020; however, due to the pandemic, this was postponed and is now scheduled to launch in the summer of 2021.

New full-color brochures and flyers have been developed and will be distributed at the City's Community and Senior Centers as well as advertisements in other City publications such as the Activity and Senior Guides. The Activity Guide is published three times per year and is mailed to over 55,000 residents and is also available online at the City's main website. As services are restored, Riverside Connect hopes to continue marketing efforts by attending special events such as the Senior Day, wellness fairs, grand openings, and other events geared towards the senior and disabled community. Staff will also continue to participate in resident meetings at senior living facilities and various ADA workshops throughout Riverside. Lastly, staff secured a domain name, launching a new website for Riverside Connect which will provide the public with up-to-date information about our services.

3.3 Projected Ridership Growth

Prior to COVID-19, Riverside Connect projected a 10% increase in ridership for FY 2020/21 as a direct result of the increased marketing and rebranding of the service. However, due to the dramatic 85% decline in ridership as a result of the pandemic, future projections are difficult to gauge; however, the expectation industrywide is that ridership will steadily increase to normal service levels as California and Riverside County Public Health regulations lift stay-at-home orders. Recent availability of the vaccine has resulted in a slight increase in ridership.

3.4 Proposed Fare Structure Changes

Riverside Connect staff plans to explore the possibility of increasing the fare to match the Riverside Transit Agency (RTA) fare structure which would currently be a \$0.50 increase. A formal analysis will be conducted as part of the Comprehensive Operational Analysis (COA) in FY 2021/22. There are currently no plans to change the current medical fare of \$2.00; however, this will also be reviewed during the COA.

3.5 Capital Improvement Planning

The development of a formal 5-year Capital Improvement Plan will be included in the upcoming COA; however, Riverside Connect plans to focus FY 2021/22 capital improvement efforts on closing out projects that were programmed in previous years. This includes the projects that were planned for FY 2020/21. The first is a replacement of three (3) existing vehicles that have exceeded the useful life of 10-years. The second project is the renovation of the dispatch office area which will provide space for the newly filled Lead Dispatch position. Lastly, Riverside Connect will upgrade the existing TransTrack data management system. The upgrade will provide staff with additional tools and analytics which will be beneficial for reporting purposes as well as improving the efficiency of the operation. ***See Table 3 – Highlights of 2020/21 Short Range Transit Plan***

Table 3 - HIGHLIGHTS OF 2021/22 SHORT RANGE TRANSIT PLAN

- **Electronic Fare Collection/Online Reservations** – In an effort to provide better service to our senior and ADA riders, Riverside Connect has procured and begun implantation of an electronic payment method that would allow riders and caregivers the ability to preload rider accounts with funds so that riders may electronically pay for transit fares. Along with an electronic fare collection, a mobile application will be made available to all riders that will allow them to manage their account, view scheduled trips and the status of their scheduled pickup. The application once fully implemented will also allow riders to self-schedule future rides.
- **Consultant** – Per the recommendation in the FY 2016-2018 TDA Triennial Performance Audit, Special Transit will hire a consultant to assist in the strategic planning process.
- **Bus Replacement** – Riverside Connect will replace 3 CNG Mini-Buses that have met the useful life threshold.
- **TransTrack Upgrade** – Special Transit will upgrade the current TransTrack system which will assist staff with annual NTD reporting, provide valuable analytics and integration with the financial system and dispatch/scheduling software.
- **Dispatch Renovation** – The City of Riverside will renovate the dispatch office area to accommodate the addition of new staff to fill the Lead Dispatch position.

IV. FINANCIAL PLANNING

4.1 Operating and Capital Budget Narrative

In 2020, the United States Senate passed the Coronavirus Aid, Relief and Economic Security Act (CARES Act) which provided funds to eligible Federal recipients to support public transportation operations. The City of Riverside was awarded \$6.6 million to cover all operating expenses from January 20, 2020 through June 30, 2021. The City will have approximately \$500,000 in CARES Act funds that will carry over into FY 2021/22. The funds will be exclusively used for the costs associated with Administrative Leave provided to Riverside Connect drivers to avoid having to furlough any staff. Local Transportation Funds (LTF) will fund the rest of the Operating Budget. In FY 2021/22, the 20% match requirement for preventative maintenance expenses will be covered by Transportation Development Credits. The remaining 80% will be funded through a combination of State Transit Assistance (STA), State of Good Repair (SGR), and Federal section 5307 and 5339 funds. There are no planned capital projects for FY 2021/22, as the City plans to focus this fiscal year on closing out previous projects that have been delayed due to the COVID-19 pandemic. ***See Table 4.0 – Summary of Funding Requests – FY 2021/22***



Table 4.0 - Summary of Funding Requests - FY 2021/22

City of Riverside

Original

Operating																
Project	Total Amount of Funds	6307 R8	6307 R8 CARES OB	6339 R8	FARE	LTF	OTHR ST	SGR PUC99314	STA PUC99314							
Capitalized Preventative Maintenance FY2021-22	\$400,000	\$211,107		\$80,000			\$80,000	\$5,091	\$23,802							
Operating FY2021-22	\$4,837,609		\$535,000		\$63,013	\$4,239,596										
Sub-Total Operating	\$5,237,609	\$211,107	\$535,000	\$80,000	\$63,013	\$4,239,596	\$80,000	\$5,091	\$23,802							
Capital																
Project	Total Amount of Funds	6307 R8	6307 R8 CARES OB	6339 R8	FARE	LTF	OTHR ST	SGR PUC99314	STA PUC99314							
No Capital Projects																
Total Operating & Capital	\$5,237,609	\$211,107	\$535,000	\$80,000	\$63,013	\$4,239,596	\$80,000	\$5,091	\$23,802							
FY 2021/22 Projected Funding Details																
5307 R8	\$211,107															
5307 R8 CARES OB	\$535,000															
5339 R8	\$80,000															
FARE	\$63,013															
LTF	\$4,239,596															
OTHR ST	\$80,000															
SGR PUC99314	\$5,091															
STA PUC99314	\$23,802															
Total Estimated Operating Funding Request	\$5,237,609															
Total Funding Request	\$5,237,609															

Table 4B Fare Revenue Calculation

(consistent with RCTC Commission Farebox Recovery Policy 03/12/2008)

#	Revenue Sources included in Farebox Calculation	Actuals from FY2019/20 Audit	FY2020/21 Estimated	FY2021/22 Plan
1	Passenger fares	309,027	60,012	63,013
2	Interest revenue	68,502	35,000	35,000
3	Damage claim recoveries	2,470	2,500	2,500
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
	Total Revenue (1-15)	\$379,999	\$97,512	\$100,513
	Total Operating Expense	\$4,119,034	\$3,820,900	\$5,237,609
	Farebox Recovery Ratio	9.23%	2.55%	1.92%

4.2 Funding Plans to Support Proposed Operating and Capital Program

Riverside Connect is committed to keeping our staff employed with the CARES Act grant award. As such, in accordance with the City’s COVID-19 essential employee policy, only one part-time driver was furloughed in March 2020. Funding levels for FY 2021/22 through FY 2023/24 are projected based on a fully staffed operation. There are currently are nine (9) vacant driver positions and two (2) vacant dispatcher/schedulers positions budgeted. Based on current ridership, there are no plans to fill the vacancies; however, actual ridership levels in FY 2021/22 will determine the need for those positions in future budget years. ***See Table 4.1 & Table 4.2 – Summary of Funding Requests – FY 2022/23 & FY 2023/24***



Table 4.2 - Summary of Funding Requests - FY 2023/24

City of Riverside
Original

Operating																
Project	Total Amount of Funds	6307 R8	FARE	LTF												
Operating FY2023-24	\$5,615,758	\$320,000	\$70,000	\$5,225,758												
Sub-total Operating	\$5,615,758	\$320,000	\$70,000	\$5,225,758												
Capital																
Project	Total Amount of Funds	6307 R8	FARE	LTF												
No Capital Projects																
Total Operating & Capital	\$5,615,758	\$320,000	\$70,000	\$5,225,758												
FY 2023/24 Projected Funding Details																
5307 R8	\$320,000															
FARE	\$70,000															
LTF	\$5,225,758															
Total Estimated Operating Funding Request	\$5,615,758															
Total Funding Request	\$6,816,768															

4.3 Regulatory and Compliance Requirements

Riverside Connect strives to remain compliant with all local, state, and federal regulations. Staff stays abreast of legislative information and regulatory developments by attending workshops, trainings, and conferences which are frequently offered free of charge to transit operators. ST complies with FTA reporting requirements such as the submission of monthly and annual National Transit Database (NTD) reports. In March of 2018, Riverside Connect underwent its most recent TDA Triennial Performance Audit. The final report had two findings which staff is in the process of addressing. ***See Table 4.3 – Progress to Implement TDA Triennial Performance Audit Recommendations***

TABLE 4.3 – PROGRESS TO IMPLEMENT TDA TRIENNIAL PERFORMANCE AUDIT RECOMMENDATIONS

Recent Audit Recommendation (Covering FY 2016 – 2018)	Action (s) Taken and Results to Date
<p>1. Pursue targeted marketing efforts and rebranding of the service.</p> <p>STS has been tasked with serving the mobility needs of seniors, ADA-certified persons, and persons with disabilities in the City of Riverside. The senior population in the city (those 60 years of age and over) accounts for approximately 15.1 percent of the population based on the 2018 American Community Survey estimates. Riverside remains below the national average of seniors age 60 and over, which is 21.8 percent; however, due to the Baby Boomer generation aging into their sixties, it is anticipated that the senior population will continue to increase.</p> <p>With the slow erosion in ridership in recent years, STS has been contemplating strategies to improve its messaging and outreach to the community. The transportation supervisor has been encouraged to conduct outreach and brainstorm ways to better engage the customer base. There is a perception in the community that the name “Riverside Connect” is not particularly appealing and conveys a stodgy image. In the spirit of the City’s innovative philosophy, STS should work with the City’s marketing team to develop a brand identity for the transit service. This could be done in concert with the implementation of STS’s fleet of nine-passenger minibuses and mobile fare collection. With the adoption of the \$2.00 medical fare, STS could collaborate with local medical providers and services (such as dialysis centers and adult day-care facilities) that would market trips to their patients. Veterans are also another market that STS could target.</p>	<p>Approximately 75% of the fleet has been fully wrapped with the new program name and logo. Additionally, new brochures and marketing materials with the new name, “Riverside Connect” have been developed and will be distributed simultaneously with the launch of the repainted buses.</p> <p><i>In Progress</i></p>

<p>2. Conduct a strategic planning process.</p> <p>The annual Short-Range Transit Plan (S RTP) process has been a useful tool in monitoring operational trends but it does not provide a strategic vision over a 5-, 10-, or 20-year time frame. STS is self-sustaining in that it does not rely on City General Fund revenues for support. However, given changes in the transit funding landscape and the challenges in recruitment and marketing that pose potential impediments to growth and sustainability, STS needs a process that can provide guidance and momentum. A 5- or 10-year strategic plan would establish guiding principles of how STS can build upon its 45-year legacy as a demand-response transit operator by setting goals, objectives, and strategies for attaining its vision. A strategic plan would also build on the recent efforts of STS to be more technically innovative and offer direction on potential funding opportunities and partnerships. As part of this effort, STS should assess its strengths, weaknesses, opportunities, and challenges for providing service in a dynamic transit market and capitalize on its position as a regional mobility provider. Furthermore, STS should consider emerging trends and innovative strategies being implemented or considered within the industry.</p>	<p>The development of a Scope of Work for consulting services is underway and estimated to be completed by December 2021.</p> <p><i>In Progress</i></p>
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4.4 Open Projects

As discussed in Section 3.5, Riverside Connect staff is focused on closing out the open projects programmed in previous fiscal years. The projects listed in Table 4.4 with an end date of 6/30/2022 are already underway and planned to be completed by the end of FY 2021/22. The projects listed with a timeline as “to be determined” are being re-evaluated due to changing needs and priorities. Staff will determine whether to reprogram the funds or continue with the projects. **See Table 4.4 – Open Projects Prior to FY 2021/2022**

CITY OF RIVERSIDE
SHORT RANGE TRANSIT PLAN
FY2021/2022 - FY2025/2026

Table 4.4 Open Projects Prior to FY2021/2022

[illegible]

Legend	
Project Elements:	
1	Revenue Vehicle Purchase - FY
2	Non-Revenue Vehicle Purchase - FY
3	Vehicle Systems and Equipment - FY
4	Building, Land and Facilities - FY
5	Communication and Information Technology Systems - FY
6	Debt Service - FY
7	Maintenance - FY
Funding Category	
1	Fully Funded
2	Partially Funded

**PALO VERDE VALLEY TRANSIT AGENCY
PVVTA
SHORT RANGE TRANSIT PLAN
FY 2021/22 – FY 2023/24**



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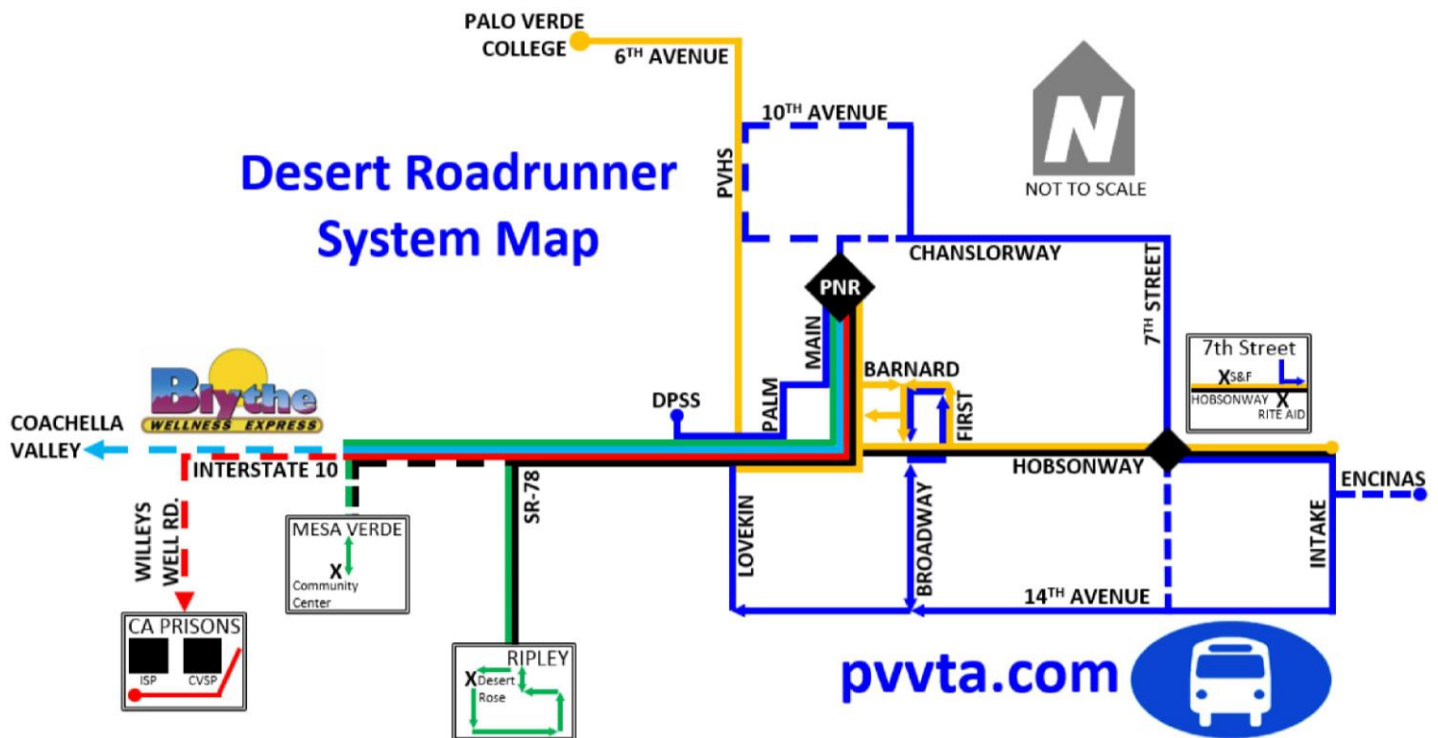
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1.1 System Description

The Palo Verde Valley Transit Agency (PVVTA) provides many transit options to serve senior citizens, persons with disabilities, and the general public. PVVTA services are known to the general public under the marketing name “Desert Roadrunner”. PVVTA provides five deviated fixed routes in the Palo Verde Valley, which serve Blythe, Ripley, Mesa Verde, Palo Verde College, California Department of Corrections facilities, and limited service to Ehrenberg, Arizona. ADA Para-transit is also provided after hours on the Fixed Routes through route deviation requests. The routes can deviate up to $\frac{3}{4}$ of a mile away from the actual mapped routes. Hours of operation for the Fixed Route system are Monday through Friday from 5:00 am to 6:45 pm, and 8:00 am to 12 noon on Saturdays and limited holidays. PVVTA operates a non-emergency medical service to Coachella Valley called the Blythe Wellness Express (BWE).



1.2 Area Profile

Geographically, the Palo Verde Valley is located approximately 170 miles east of Riverside along Interstate 10 at the Colorado River. The service area is primarily based within the City of Blythe, and the unincorporated Riverside County areas of Mesa Verde and Ripley. Also, part of the greater area is the California State prison facilities of Ironwood and Chuckawalla, approximately 20 miles west of the valley along Interstate 10. Also, PVVTA provides premier service to and from Coachella Valley. The Valley boasts a modest 16,000 residents, with 23% of the population within the K-12 age range. The makeup of the population is 56% Hispanic, 53%

White, 7% African American and 4% Asian and native American. based on U.S. Census Bureau, 2011-2015 American Community Survey at provided by the City of Blythe, Ethnicity is >100% as Bureau counts some individuals more than one ethnicity.

1.3 Service Description

Presented below are the individual description of the deviated fixed routes provided by PVVTA.

TABLE 1 - INDIVIDUAL ROUTE DESCRIPTIONS

LINE	ROUTE DESCRIPTION	AREAS/SITES SERVICED
FIXED ROUTE:		
Blue Route 1	Provides riders access to many civic locations within the City of Blythe. Blue Route 1 operates deviated service in a clockwise loop type of route providing a 60 minute frequency with one bus five days a week. Blue Route 1 operates from 6:25 am to 5:40 pm Monday through Friday.	Destinations on Blue Route 1 include: City Hall, Big K-Mart, Palo Verde Hospital, Employment Development Department, Palo Verde Unified School District, California Highway Patrol, DMV, Albertsons, Rite-Aid, Senior Nutrition Program, etc.
Gold Route 2	Provides riders access between the City of Blythe & Palo Verde College. Gold Route 2 operates on a two way route providing a 60 minute frequency with one bus, five days a week. Gold Route 2 operates from 6:45 am to 4:30 pm and up to 6:40 pm upon request, Monday through Friday	Destinations on Gold Route 2 include: Blythe City Hall, Big K-Mart, Albertsons, Colorado River Fair, Blythe Recreation Center, Palo Verde Hospital, Palo Verde Valley District Library, Employment Development Department, etc.
Red Route 3	Provides premium commuter service between City of Blythe and the California State Prisons. Red Route 3 serves four Park-N-Ride lots, travels down Hobsonway to Mesa Drive then travels via I-10 to the prisons. This route operates Monday through Friday from 5:15 am to 5:00 pm.	This route serves four Park-N-Ride lots, travels down Hobsonway to Mesa Drive, then travels to the State Prisons, via Interstate 10. Connections to all other deviated fixed routes can be made at various locations within Blythe at two major transfer points.
Green Route 4	Green Route 4 provides deviated fixed route service between Blythe, Ripley, and Mesa Verde. Ehrenberg Arizona, upon request only via Xtend-A-Ride. This route operates six (6) round trips from 6:30 am to 6:55 pm, Monday through Friday.	This route will service four Park-N-Ride lots, travels down Hobsonway to SR78 then South to Ripley and West to Mesa Verde via I-10. Connections to all other deviated fixed routes can be made at various locations within Blythe at two major transfer points.
Silver Route 5	The Silver Route 5 provides system-wide deviated fixed route service within the City of Blythe, Ripley, Mesa Verde and selected trips to Ehrenberg, Arizona. This route serves all major trip generating areas within the system on 90-minute headways. Operates from 8:00 am to 12:10 pm.	This route will service the City of Blythe, Ripley, Mesa Verde and selected trips to Ehrenberg, Arizona and will operate on Saturdays and on service holidays only.
Blythe Wellness Express (BWE)	The Blythe Wellness Express fixed route will provide service fixed-route/point deviation service between the City of Blythe and medical facilities in the Coachella Valley. This service includes one morning trip leaving the Main Street Park-and-Ride in Blythe, with a return trip in the afternoon. This fixed route service will run three days a week, leaving the Park-n-Ride on Main Street at 6:30 am and returning to Blythe at 4:00 pm.	This route will provide services to Desert Center, for pick up and drop off of passengers, with a rest stop at Chiriaco Summit. Continue to Sunline Division 2, Indio, John F Kennedy Memorial Hospital, Indio, Westfield Palm Desert, Eisenhower Medical Center, Rancho Mirage and Desert Regional Medical Center in Palm Springs. The service will run 3 days a week.

1.4 Description of Ridership, Revenue Miles, Revenue Hours

Blue Route 1 City of Blythe Circulator; deviated fixed route, approximately 2500 revenue miles / 240 revenue hours monthly, 1600 in ridership respectfully.

Gold Route 2 Palo Verde College Crosstown; deviated fixed route, approximately 4000 revenue miles / 190 revenue hours monthly, 1200 in ridership respectfully.

Red Route 3 CA State Prison Commuter Express; deviated fixed route, approximately 2100 revenue miles / 60 revenue hours monthly, 650 in ridership respectfully.

Green Route 4 Regional Rural service; deviated fixed route, approximately 3000 revenue miles / 155 revenue hours monthly, 700 in ridership respectfully.

Silver Route 5 Saturday and limited holiday service; deviated fixed route, approximately 500 revenue miles / 24 revenue hours monthly, 120 in ridership respectfully.

Blythe Wellness Express 6 Intercity service to the Coachella Valley; deviated fixed route, approximately 2800 revenue miles / 95 revenue hours monthly, 100 in ridership respectfully.

PVVTa XTend-A-Ride micro transit service; demand responsive, approximately 400 revenue miles / 80 revenue hours monthly, 50 in ridership respectfully.

This represents normal services as of 2019 and planned to resume once normal service levels resume. Since March 2020, PVVTa made necessary planning and operating changes in response to the COVID-19 pandemic affecting its services based on changes in ridership. This action fragmented the normal operation of all PVVTa services. For specific information on PVVTa's response to the COVID-19 please visit; pvvta.com/covid-19

1.5 Fare Structure

PVVTa's fare structure is sensitive to the local economy while attempting to maintain the mandated 10 percent Farebox Recovery Ratio. The schedule includes full fare and discounted ride tickets. PVVTa's fare schedule increased by six percent (6%), effective FY19. In the upcoming fiscal year, staff will analyze the farebox recovery ratio and fare structure to determine if any further fare change is necessary.

PVVTa Fare & Pass Schedule

Fixed Route Cash Fare – Routes 1, 2, 4, 5

General Public	(ages 5-59 years old)	\$ 1.75
Seniors	(ages 60 years or older)	\$ 0.85
Persons with Disabilities	(with ADA Card)	\$ 0.85
Children ages 5 and under*	(first boarding with full fare adult)	Free
Children ages 5 and under*	(second & third boarding with full fare adult)	\$ 0.85

* First (1) child Free, \$0.85 for child 2 & 3 boarding with a fare paying adult; Full Fare for all other accompanying children.

Arizona Zone Fare for travel to and from Ehrenberg, Arizona

General Public, Seniors, & Persons with Disabilities	\$ 5.00
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Fixed Route Cash Fare – Route 3 Express

General Public, Seniors, & Persons with Disabilities	\$ 3.50
Route Deviations (one way to or from route)	\$ 0.85

Route Deviations – All Fixed Routes

Route Deviations	(one way to or from route)	\$ 0.85
DV8 Card	(8 one way deviation fares)***	\$ 6.80

***Not valid for initial passenger fare, only for payment of route deviation fee.

Fixed Route Go Passes

10-Ride Punch Pass	(Routes 1, 2, 3 Local, 4 & 5)	\$ 17.50
S/D 10-Ride Punch Pass	(Routes 1, 2, 3 Local, 4 & 5)	\$ 8.50
General Public 31-Day Pass	(Routes 1, 2, 3 Local, 4 & 5)	\$ 45.00
Seniors 31-Day Pass	(Routes 1, 2, 3 Local, 4 & 5)	\$ 30.00
Persons with Disabilities	(Routes 1, 2, 3 Local, 4 & 5)	\$ 30.00
Summer Youth Pass	(Routes 1, 2, 3 Local, 4 & 5)	\$ 40.00
10-Ride Punch Pass	(Ehrenberg, Arizona)	\$ 50.00
10-Ride Punch Pass	(Route 3 Express)	\$ 35.00
20-Ride Punch Pass	(Route 3 Express)	\$ 70.00
General Public 31-Day Pass	(Route 3 Express)	\$125.00

Other Cash Fare – X-Tend-A-Ride & Blythe Wellness Express (BWE)

X-Tend-A-Ride General Public, Seniors, & Persons with Disabilities	\$ 5.00
BWE General Public, Seniors, & Persons with Disabilities One-Way	\$ 10.00
BWE General Public, Seniors, & Persons with Disabilities Roundtrip	\$ 15.00

1.6 Fleet Schedule

PVVTA has an average fleet age of 4.3 years old, where revenue vehicles have a life span between 5 up to 7 years. Presented is the fleet inventory with specific characteristics.



Table 1.1 - Fleet Inventory
FY 2021/22 Short Range Transit Plan
Palo Verde Valley Transit Agency

Bus (Motorbus) / Purchased Transportation											
							# of Active Vehicles FY 2020/ 21	# of Contingency Vehicles FY 2020/21	Life to Date Vehicle Miles Prior Year End FY 2019/20	Life to Date Vehicle Miles through March FY 2020/21	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2020/21
Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code					
2014	CMD		18	1		GA	1		83,148	88,277	88,277
2019	DTD		8	1		GA	1			2,966	2,966
2012	FRD		18	1		CN		1	170,484	170,484	
2013	FRD		26	1		CN	1		126,048	126,048	126,048
2013	FRD		26	1		CN	1		154,725	154,725	154,725
2016	FRD		18	1		GA	1		135,098	149,152	149,152
2016	FRD		18	1		GA		1	144,213	151,988	
2018	FRD		18	1		GA	1		86,757	103,157	103,157
2019	FRD		18	1		GA	1		36,558	60,275	60,275
2019	FRD		14	1		CN	1		19,611	31,463	31,463
2019	FRD		16	1		CN	1		2,407	11,879	11,879
Totals:			198	11			9	2	959,049	1,050,414	116,713

1.7 System Amenities

PVVTA continues to improve the Operations Center and the Main Street Park N Ride (PNR). This facility allows users the comfort of a “one stop” shop for all their transportation needs. Over the past years, Low Carbon Transit Operations Program funds were being used to improve the PNR lot to improve passenger safety and comfort. Most recently, PVVTA continues to use State of Good Repair (SGR) grant funds to improve the facility’s maintenance areas and bus storage.

The Blythe CNG Station has proven to be a great resource to local and regional fuel needs for Compressed Natural Gas. Since the station opened in 2014, a steady increase in the number of vehicles especially commercial fleets has been seen monthly. PVVTA generates revenues from the sale of CNG fuel, but the Station still currently operates at about a 25% deficit. With increased traffic along the Interstate 10 corridor, we hope to be at a breakeven point in a year or two. Currently, PVVTA staff and the Palo Verde Unified School District (PVUSD) is set to expand the station to accommodate the ever-growing demand for CNG locally and along the Interstate 10 corridor. Expansion of the station is planned to be complete by the end of 2021, with an investment of \$500,000 committed by the CA Energy Commission to PVUSD for this project. The expansion provides for maximum capacity of the station and further reliability through better redundancy in equipment.

1.8 Network Cooperation

PVVTA actively coordinates service with Quartzsite Transit (QTS) who operates the Camel Express providing one fixed route in the PVVTA Service Area. QTS provides service from Quartzsite Arizona three times a week and connects with the PVVTA system at the DPSS Transfer Center. QTS and PVVTA meet on occasion to address any operational issues and to provide joint training exercises to staff. These exercises include emergency training, operations and administration support development.

Active coordination with SunLine was achieved for the success with the Blythe Wellness Express (BWE). SunLine provides operational emergency support for the BWE when the bus operates in the SunLine services area. During a potential incident, SunLine seamlessly assisted with bringing the BWE service back to normal and safe. With the 100+ mile one-way trip, the BWE requires extra support to ensure the most safe, comfortable and reliable service for the riders from the Palo Verde Valley.

PVVTA is a member of CalACT a statewide, non-profit organization that has represented the interests of small, rural, and specialized transportation providers since 1984. Membership is comprised of individuals and agencies from diverse facets of transportation, including operators of small and large systems, planning and government agencies, social service agencies, suppliers and consultants. PVVTA participates actively with CalACT members and has been part of conference panels promoting concerns of extremely rural transit operators. Other member agencies frequently interact with PVVTA on regional and State issues facing public transit.

1.9 Reference Listing

PVVTA has not conducted a formal operational study since the early 2000's. Currently budgeted is a plan for an updated Comprehensive Operational Analysis (COA) which would be completed in time for the next competitive bid for and operations contractor in FY2022.

All planning referencing is taken from the Agency quarterly operational reporting, yearly and triennial audits as well as industry trends. Detailed documents can be accessed at pvvta.com/agencyfiles.

2.1 Key Performance Indicators

PVFTA uses key performance indicators set by RCTC to plan and monitor services. PVFTA does not have any specific measures beyond the presented targets.



Table 2.0 -- Service Provider Performance Targets Report
FY 2020/21 Short Range Transit Plan Review
Palo Verde Valley Transit Agency

Data Elements	FY 2020/21 Plan	FY 2020/21 Target	FY 2020/21 Year to Date Through 3rd Quarter	Year to Date Performance Scorecard
Unlinked Passenger Trips	46,051			
Passenger Miles	807,393			
Total Actual Vehicle Revenue Hours	7,972.0			
Total Actual Vehicle Revenue Miles	179,929.0			
Total Actual Vehicle Miles	206,244.0			
Total Operating Expenses	\$1,651,527			
Total Passenger Fare Revenue	\$356,446			
Net Operating Expenses	\$1,295,081			
Performance Indicators				
Mandatory:				
1. Farebox Recovery Ratio	26.39%	>= 10.00%	8.54%	Fails to Meet Target
Discretionary:				
1. Operating Cost Per Revenue Hour	\$207.17	<= \$174.15	\$244.62	Fails to Meet Target
2. Subsidy Per Passenger	\$28.12	>= \$21.16 and <= \$28.62	\$64.54	Fails to Meet Target
3. Subsidy Per Passenger Mile	\$1.60	>= \$1.51 and <= \$2.05	\$4.61	Fails to Meet Target
4. Subsidy Per Hour	\$162.45	>= \$126.44 and <= \$171.06	\$223.72	Fails to Meet Target
5. Subsidy Per Mile	\$7.20	>= \$5.51 and <= \$7.45	\$9.42	Fails to Meet Target
6. Passengers Per Revenue Hour	5.78	>= 5.08 and <= 6.88	3.47	Fails to Meet Target
7. Passengers Per Revenue Mile	0.26	>= 0.22 and <= 0.30	0.15	Fails to Meet Target
Note: Must meet at least 4 out of 7 Discretionary Performance Indicators				
Productivity Performance Summary:				
Service Provider Comments:				



2.2 Performance Reporting

As to normal performance from past fiscal years, trends show a consistent flat trend over the last two normal fiscal years. Although costs have risen, the actual operating performance and ridership stays approximately flat based on all contributing factors. COVID-19 has affected the transit system quite drastically to the tune of an 80% decrease in ridership as of March 2020.



FY 2021/22 - Table 2.1 -- SRTP Performance Report
Service Provider: Palo Verde Valley Transit Agency
All Routes

Performance Indicators	FY 2019/20 End of Year Actual	FY 2020/21 3rd Quarter Year-to-Date	FY 2021/22 Plan	FY 2021/22 Target	Plan Performance Scorecard (a)
Passengers	35,553	12,580	45,553	None	
Passenger Miles	497,742	176,120	788,540	None	
Revenue Hours	6,464.4	3,628.9	7,648.0	None	
Total Hours	7,683.1	4,389.6	8,959.0	None	
Revenue Miles	145,163.0	86,209.0	173,484.0	None	
Total Miles	164,170.0	98,557.0	199,052.0	None	
Operating Costs	\$1,086,924	\$887,687	\$1,553,431	None	
Passenger Revenue	\$101,086	\$75,825	\$152,164	None	
Measure-A Revenue				None	
LCTOP Revenue			\$36,955	None	
Operating Subsidy	\$985,838	\$811,861	\$1,401,267	None	
Operating Costs Per Revenue Hour	\$168.14	\$244.62	\$203.12	<= \$250.62	Meets Target
Operating Cost Per Revenue Mile	\$7.49	\$10.30	\$8.95	None	
Operating Costs Per Passenger	\$30.57	\$70.56	\$34.10	None	
Farebox Recovery Ratio	9.30%	8.54%	12.17%	>= 0.1	Meets Target
Subsidy Per Passenger	\$27.73	\$64.54	\$30.76	>= \$54.86 and <= \$74.22	Better Than Target
Subsidy Per Passenger Mile	\$1.98	\$4.61	\$1.78	>= \$3.92 and <= \$5.30	Better Than Target
Subsidy Per Revenue Hour	\$152.50	\$223.72	\$183.22	>= \$190.16 and <= \$257.28	Better Than Target
Subsidy Per Revenue Mile	\$6.79	\$9.42	\$8.08	>= \$8.01 and <= \$10.83	Meets Target
Passengers Per Revenue Hour	5.50	3.47	5.96	>= 2.95 and <= 3.99	Better Than Target
Passengers Per Revenue Mile	0.24	0.15	0.26	>= 0.13 and <= 0.17	Better Than Target

a) The Plan Performance Scorecard column is the result of comparing the FY 2021/22 Plan to the FY 2021/22 Primary Target.



2.3 Service Summary. Table 2.2 & 2.2A

In analysis of the data and planning costs for operating service has gone up consistently over the last few years. In fiscal year 2019/20 PVVTA started on a track to use Federal 5311 funds to offset these growing costs. The service area demographics show a steady reduction in population which directly affects ridership. Miles and hours have been reduced to fine tune operations where such costs have increased. PVVTA must work to maximize services with the challenges such as population decrease, cost increase such as wages and operating costs.



Table 2.2 -- Palo Verde Valley Transit Agency -- SRTP Service Summary
FY 2021/22 Short Range Transit Plan
All Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	5	5	6	5	6
Financial Data					
Total Operating Expenses	\$922,582	\$1,086,924	\$1,651,527	\$887,687	\$1,412,277
Total Passenger Fare Revenue	\$96,203	\$101,086	\$435,877	\$75,825	\$189,119
Net Operating Expenses (Subsidies)	\$826,379	\$985,838	\$1,295,081	\$811,861	\$1,260,113
Operating Characteristics					
Unlinked Passenger Trips	45,511	35,553	46,051	12,580	45,553
Passenger Miles	637,154	497,742	807,393	176,120	788,540
Total Actual Vehicle Revenue Hours (a)	7,222.0	6,464.4	7,972.0	3,628.9	7,648.0
Total Actual Vehicle Revenue Miles (b)	174,456.0	145,163.0	179,929.0	86,209.0	173,484.0
Total Actual Vehicle Miles	202,292.0	164,170.0	206,244.0	98,557.0	199,052.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$127.75	\$168.14	\$207.17	\$244.62	\$184.66
Farebox Recovery Ratio	10.43%	9.30%	26.39%	8.54%	13.39%
Subsidy per Passenger	\$18.16	\$27.73	\$28.12	\$64.54	\$27.66
Subsidy per Passenger Mile	\$1.30	\$1.98	\$1.60	\$4.61	\$1.60
Subsidy per Revenue Hour (a)	\$114.43	\$152.50	\$162.45	\$223.72	\$164.76
Subsidy per Revenue Mile (b)	\$4.74	\$6.79	\$7.20	\$9.42	\$7.26
Passenger per Revenue Hour (a)	6.3	5.5	5.8	3.5	6.0
Passenger per Revenue Mile (b)	0.26	0.24	0.26	0.15	0.26

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.



Table 2.2 -- PVVTA-BUS -- SRTP Service Summary
FY 2021/22 Short Range Transit Plan
All Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	5	5	5	5	5
Financial Data					
Total Operating Expenses	\$780,826	\$1,080,579	\$1,504,669	\$811,210	\$1,248,922
Total Passenger Fare Revenue	(\$13,337)	\$92,249	\$381,762	\$52,754	\$138,027
Net Operating Expenses (Subsidies)	\$794,163	\$988,330	\$1,182,338	\$758,456	\$1,129,373
Operating Characteristics					
Unlinked Passenger Trips	44,811	35,158	45,390	12,441	44,940
Passenger Miles	627,354	492,212	635,452	174,174	629,160
Total Actual Vehicle Revenue Hours (a)	6,457.0	5,926.0	6,886.0	3,321.0	6,818.0
Total Actual Vehicle Revenue Miles (b)	142,336.0	124,560.0	144,721.0	70,540.0	143,288.0
Total Actual Vehicle Miles	167,785.0	142,116.0	168,427.0	81,404.0	166,758.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$120.93	\$182.35	\$218.51	\$244.27	\$183.18
Farebox Recovery Ratio	(1.71)%	8.54%	25.37%	6.50%	11.05%
Subsidy per Passenger	\$17.72	\$28.11	\$26.05	\$60.96	\$25.13
Subsidy per Passenger Mile	\$1.27	\$2.01	\$1.86	\$4.35	\$1.80
Subsidy per Revenue Hour (a)	\$122.99	\$166.78	\$171.70	\$228.38	\$165.65
Subsidy per Revenue Mile (b)	\$5.58	\$7.93	\$8.17	\$10.75	\$7.88
Passenger per Revenue Hour (a)	6.9	5.9	6.6	3.8	6.6
Passenger per Revenue Mile (b)	0.31	0.28	0.31	0.18	0.31

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

Table 2.2 -- PVVTA-BWE -- SRTP Service Summary
FY 2021/22 Short Range Transit Plan
All Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	1	1	1	1	1
Financial Data					
Total Operating Expenses	\$135,962	\$11	\$137,958	\$73,375	\$156,355
Total Passenger Fare Revenue	\$108,731	\$8,087	\$51,615	\$22,551	\$50,092
Net Operating Expenses (Subsidies)	\$27,232	(\$8,076)	\$106,343	\$50,824	\$124,740
Operating Characteristics					
Unlinked Passenger Trips	700	395	661	139	613
Passenger Miles	9,800	5,530	171,941	1,946	159,380
Total Actual Vehicle Revenue Hours (a)	765.0	538.4	1,086.0	307.9	830.0
Total Actual Vehicle Revenue Miles (b)	32,120.0	20,603.0	35,208.0	15,669.0	30,196.0
Total Actual Vehicle Miles	34,507.0	22,054.0	37,817.0	17,153.0	32,294.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$177.73	\$0.02	\$127.03	\$238.35	\$188.38
Farebox Recovery Ratio	79.97%	73,119.71%	37.41%	30.73%	32.03%
Subsidy per Passenger	\$38.90	(\$20.45)	\$160.88	\$365.64	\$203.49
Subsidy per Passenger Mile	\$2.78	(\$1.46)	\$0.62	\$26.12	\$0.78
Subsidy per Revenue Hour (a)	\$35.60	(\$15.00)	\$97.92	\$165.09	\$150.29
Subsidy per Revenue Mile (b)	\$0.85	(\$0.39)	\$3.02	\$3.24	\$4.13
Passenger per Revenue Hour (a)	0.9	0.7	0.6	0.5	0.7
Passenger per Revenue Mile (b)	0.02	0.02	0.02	0.01	0.02

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

Table 2.2 -- Palo Verde Valley Transit Agency -- SRTP Service Summary
FY 2021/22 Short Range Transit Plan
Non-Excluded Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	3	5	5	5	5
Financial Data					
Total Operating Expenses	\$673,375	\$1,086,913	\$1,060,185	\$887,687	\$928,712
Total Passenger Fare Revenue	\$435	\$92,999	\$285,845	\$75,825	\$142,136
Net Operating Expenses (Subsidies)	\$672,940	\$993,914	\$830,415	\$811,861	\$823,531
Operating Characteristics					
Unlinked Passenger Trips	36,968	35,158	25,154	12,580	24,863
Passenger Miles	517,552	492,212	514,836	176,120	498,880
Total Actual Vehicle Revenue Hours (a)	5,389.0	5,926.0	5,197.0	3,628.9	4,900.0
Total Actual Vehicle Revenue Miles (b)	109,219.0	124,560.0	140,464.0	86,209.0	134,410.0
Total Actual Vehicle Miles	113,695.0	142,116.0	166,290.0	98,557.0	159,494.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$124.95	\$183.41	\$204.00	\$244.62	\$189.53
Farebox Recovery Ratio	0.06%	8.56%	26.96%	8.54%	15.30%
Subsidy per Passenger	\$18.20	\$28.27	\$33.01	\$64.54	\$33.12
Subsidy per Passenger Mile	\$1.30	\$2.02	\$1.61	\$4.61	\$1.65
Subsidy per Revenue Hour (a)	\$124.87	\$167.72	\$159.79	\$223.72	\$168.07
Subsidy per Revenue Mile (b)	\$6.16	\$7.98	\$5.91	\$9.42	\$6.13
Passenger per Revenue Hour (a)	6.9	5.9	4.8	3.5	5.1
Passenger per Revenue Mile (b)	0.34	0.28	0.18	0.15	0.18

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

Table 2.2 -- Palo Verde Valley Transit Agency -- SRTP Service Summary
FY 2021/22 Short Range Transit Plan
Excluded Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	2	1	1	1	1
Financial Data					
Total Operating Expenses	\$249,207	\$11	\$591,342	\$483,785	\$483,565
Total Passenger Fare Revenue	\$95,768	\$8,087	\$150,032	\$32,321	\$46,983
Net Operating Expenses (Subsidies)	\$153,439	(\$8,076)	\$464,666	\$451,464	\$436,582
Operating Characteristics					
Unlinked Passenger Trips	8,543	395	20,897	7,706	20,690
Passenger Miles	119,602	5,530	292,557	107,884	289,660
Total Actual Vehicle Revenue Hours (a)	1,833.0	538.4	2,775.0	1,970.0	2,748.0
Total Actual Vehicle Revenue Miles (b)	65,237.0	20,603.0	39,465.0	30,174.0	39,074.0
Total Actual Vehicle Miles	88,597.0	22,054.0	39,954.0	30,549.0	39,558.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$135.96	\$0.02	\$213.10	\$245.58	\$175.97
Farebox Recovery Ratio	38.43%	73,119.71%	25.37%	6.68%	9.71%
Subsidy per Passenger	\$17.96	(\$20.45)	\$22.24	\$58.59	\$21.10
Subsidy per Passenger Mile	\$1.28	(\$1.46)	\$1.59	\$4.18	\$1.51
Subsidy per Revenue Hour (a)	\$83.71	(\$15.00)	\$167.45	\$229.17	\$158.87
Subsidy per Revenue Mile (b)	\$2.35	(\$0.39)	\$11.77	\$14.96	\$11.17
Passenger per Revenue Hour (a)	4.7	0.7	7.5	3.9	7.5
Passenger per Revenue Mile (b)	0.13	0.02	0.53	0.26	0.53

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

Table 2.2A - Excluded Routes

Route #	Mode (FR/DR)	Service Type (DO/CO)	Route Description	Date of Implementation	Exemption End Date
Blue Route 1	FR	CO	Provides riders access to many civic locations within the City of Blythe. Blue Route 1 operates a deviated service in a clockwise loop type of route providing a 60 minute frequency with one bus five days a week.	7/1/2020	6/30/2023

Note: Excluded routes are new routes or new service extensions that are eligible for exemption from the farebox recovery requirements.



2.4 Service Performance

Based on the historical statistics, route 1 is the primary line within the system carrying the most passengers with the best performance based on revenue hours and miles. This route is the universal lifeline service that circulates riders around the area and onto other routes. Route 3 utilizes a large amount of non-revenue miles to perform service as an express. Based on the data both route 5 and the BWE have the most challenges. Consequently, both routes are much needed to those riders in low-income, disabled and elder in age.



Table 2.3 - SRTP Route Statistics

Palo Verde Valley Transit Agency -- 5

FY 2021/22

All Routes

Data Elements

Route #	Day Type	Peak Vehicles	Passengers	Passenger Miles	Revenue Hours	Total Hours	Revenue Miles	Total Miles	Operating Cost	Passenger Revenue	Measure-A Revenue	LCTOP Revenue
PVTA-1	Weekday	1	20,690	289,660	2,748	2,794	39,074	39,558	\$483,565	\$46,983		
PVTA-2	Weekday	1	9,298	130,172	1,830	1,926	41,546	43,956	\$409,128	\$39,750		
PVTA-3	Weekday	1	7,072	99,008	796	1,274	23,312	41,498	\$138,436	\$11,656		\$18,478
PVTA-4	Weekday	1	6,574	92,036	1,152	1,460	32,588	34,486	\$194,041	\$18,853		
PVTA-5	Saturday	1	1,306	18,284	292	306	6,768	7,260	\$23,752	\$2,307		
PVTA-BWE	Weekday	1	613	159,380	830	1,199	30,196	32,294	\$156,355	\$31,615		\$18,477
PVTA-DAR	Weekday								\$7,000	\$1,000		
		6	45,553	788,540	7,648	8,959	173,484	199,052	\$1,412,277	\$152,164		\$36,955

Looking at the indicators below, the route 3 performs well as steps were taken in previous years to come in line with costs and negative trends. The BWE is the biggest potential burden to the Agency as a whole but as mentioned throughout this plan, is the most needed service with the changing needs of the community of the Palo Verde Valley.



Table 2.3 - SRTP Route Statistics

Palo Verde Valley Transit Agency -- 5

FY 2021/22

All Routes

Performance Indicators

Route #	Day Type	Net Subsidy	Operating Cost Per Revenue Mile	Operating Cost Per Revenue Mile	Cost Per Passenger	Farebox Recovery Ratio	Subsidy Per Passenger	Subsidy Per Passenger Mile	Subsidy Per Revenue Hour	Subsidy Per Revenue Mile	Passengers Per Hour	Passengers Per Mile
PVTA-1	Weekday	\$436,582	\$175.97	\$12.38	\$23.37	9.71%	\$21.10	\$1.51	\$158.87	\$11.17	7.53	0.53
PVTA-2	Weekday	\$369,378	\$223.57	\$9.85	\$44.00	9.71%	\$39.73	\$2.84	\$201.85	\$8.89	5.08	0.22
PVTA-3	Weekday	\$126,780	\$173.91	\$5.94	\$19.58	21.76%	\$17.93	\$1.28	\$159.27	\$5.44	8.88	0.30
PVTA-4	Weekday	\$175,188	\$168.44	\$5.95	\$29.52	9.71%	\$26.65	\$1.90	\$152.07	\$5.38	5.71	0.20
PVTA-5	Saturday	\$21,445	\$81.34	\$3.51	\$18.19	9.71%	\$16.42	\$1.17	\$73.44	\$3.17	4.47	0.19
PVTA-BWE	Weekday	\$124,740	\$188.38	\$5.18	\$255.07	32.03%	\$203.49	\$0.78	\$150.29	\$4.13	0.74	0.02
PVTA-DAR	Weekday	\$6,000				14.28%						
		\$1,260,113	\$184.66	\$8.14	\$31.00	13.39%	\$27.66	\$1.60	\$164.76	\$7.26	5.96	0.26

Currently, the Agency is understanding the affect of COVID-19 a world pandemic on all aspects of the transit and the community especially financially. This document was created during such pandemic so it is anticipated that this plan and things all together will be dramatically different in the weeks, months and years to come.

2.5 Productivity Improvement

Over the last few years, PVVTA has seen a decrease in ridership system-wide. Service performance is flat at best with increases seen in cost due to the State increase in minimum wage, changes in labor law and the cost of fuel. PVVTA has seen a steady growth in ridership from the Unincorporated Riverside County area of Ripley. This is specifically attributed to the utilization of subsidized housing for families relocating from western county.

Trip generators such as the Palo Verde College have more vacation periods which directly impacts transit performance. When such designations are not operating service is reduced to maintain cost control but a baseline number of employees must be maintained. Efforts have been made to have College directly contribute to transit service due to such impact.

Red Route 3 has continued to show a decline in service due to the expanded vanpool options and reduction in staff at the Prison facilities. PVVTA continues to engage Prison staff to promote and market services to employees.

Over the last few years, PVVTA has been working with both city and county planning departments to include conditions for transit usage on all major projects in the area. With those conditions PVVTA is also carefully planning the implementation or addition of services in the affected project areas.

PVVTA continues to see improvement on performance goals with the BWE. The Blythe Wellness Express (BWE) utilizes a shuttle bus to the Coachella Valley for medical trips, the TRIP program for medical trips further into Western Riverside County. Taking aspects of local medical needs, community partnerships and the overwhelming need to link Eastern Riverside County; the BWE continues to be a vital program for residents of the Palo Verde Valley. Planning for the BWE includes expanding the scope of rides and marketing towards a larger population for civic and social service trips.

For Blue Route 1 local service for the City of Blythe, plans are to expand service by five hours daily bringing 30-minute headways for riders during the peak periods of the day for this route. These efforts would allow riders to make trips to multiple trip generators for shopping and medical purposes fast throughout the day.

2.6 Trip Generators

This is a listing of the major trip generators throughout the PVVTA system:

Albertsons Market	Smart & Final Market	Palo Verde College
Rite Aid Pharmacy	Burtons Trailer Park	Desert Rose Apartments
Riverside County DPSS	Blythe Post Acute	Palo Verde Hospital
Casa Encinas	EZ-Mart West	Blythe Post Office
Dollar Tree	Villa Monterey	Union Bank
Blythe City Hall	Roy Wilson Community Center	

2.7 Service Changes

PVVTA Blue Route 1 - will continue to run the existing route and schedule with no changes. COVID affected route no changes from FY 2019-20 were made yet.

PVVTA Gold Route 2 - will continue to run the existing route and schedule with no changes. COVID affected route.

PVVTA Red Route 3 - will continue to run the existing route and schedule with no changes. COVID affected route.

PVVTA Green Route 4 - will continue to run the existing route and schedule with no changes.

PVVTA Silver Route 5 - will continue to run the existing route and schedule with no changes.

PVVTA will continue the Blythe Wellness Express; three day a week to the Coachella Valley.

PVVTA will continue to operate XTend-A-Ride service which is a demand responsive micro transit service that addresses special areas in time where community require general public transit service that may not be available on the fixed route system.

PVVTA will continue to offer the Desert RoadTRIP program as well as promote use of services such as the BWE and Xtend-A-Ride.

All changes are contingent on COVID-19 protocols by the CDC, County and State Health officials

3.1 Planned Service Changes FY22-24

PVVTA Blue Route 1 - will increase frequency to 30 minutes in core areas between the hours 9am and 3pm daily. Once normal service levels are reached.

PVVTA Gold Route 2 - will continue line service to 4:30pm Monday-Thursday, with an on-request service from 4:30pm to 6:45pm daily. Once normal service levels are reached.

PVVTA Red Route 3 - will continue to run the existing route and schedule with no changes.

PVVTA Green Route 4 - will continue to run the existing route and schedule with no changes.

PVVTA Silver Route 5 - will continue to run the existing route and schedule with no changes.

PVVTA may consider adding a second trip per day on the Blythe Wellness Express.

PVVTA will continue to operate XTend-A-Ride service which is a demand responsive micro transit service that addresses special areas in time where community require general public transit service that may not be available on the fixed route system. Partnership with rideshare modes are possible in the coming fiscal years.

PVVTA will continue to offer the Desert RoadTRIP program as well as promote use of services such as the BWE and Xtend-A-Ride.

All changes are contingent on COVID-19 protocols by the CDC, County and State Health officials



3.2 Marketing Plans, Studies, and Promotion

The following community engagement activities as well as marketing efforts will be utilized to promote ridership growth in FY 2021/22.

1. Continuation of the marketing program, which includes brochures, flyers, advertisements in local newspapers, community transit fairs, participation in community events, and promotional materials.
2. Continuation of public outreach program, which includes meetings with schools, employers, senior service programs, persons with disabilities programs, social service agencies, the general public, city departments, and other organizations that benefit from public transportation in the Palo Verde Valley.
3. Continuing the Mobility Training program to teach the public about mass transit including those with disabilities.
4. Continue to offer information on Rideshare programs available to residents and visitors of the Palo Verde Valley.
5. Continue to foster new partnerships with Palo Verde College Association of Student Governments, and new businesses coming to the city through the Shop, Save and Get Home Free Program.
6. Continue to work with marketing consultants to improve the Blythe Wellness Express and the Agency website pvvta.com.
7. Continue to co-sponsor and stay involved in community events such as Run for the Wall, Summer Safety Event, Cleanup Day and local community events.
8. Initiate a Comprehensive Operation Analysis in hopes of find better ways and strategizes to delivery service and plan for the future.



3.3 Projected Ridership Growth

Over the last few years, PVVTA has seen a cooling in increased ridership system-wide. Service performance is flat at best with dramatic increases seen in cost due to the State increase in minimum wage and fuel tax. PVVTA has seen a nominal growth in ridership from the Unincorporated Riverside County area of Ripley. This is specifically attributed to the utilization of subsidized housing for families from western county.

Trip generators such as the Palo Verde College have more vacation time which directly impacts transit performance. When such designations are not operating service is reduced to maintain cost control. Efforts have been made to have College directly contribute to transit service due to such impact.

Red Route 3 had a decline in service due to the expanded vanpool options and reduction in staff at the Prison facilities but due to recent changes those trends have turned around to positive and hopeful increases in ridership. PVVTA continues to engage Prison staff to promote and market services to employees.

Over the last two years, PVVTA has been working with both city and county planning departments to include conditions for transit usage on all major projects in the area. With those conditions PVVTA is also carefully planning the implementation or addition of services in the affected project areas.

PVVTA continues to see improvement on performance goals with the BWE. The Blythe Wellness Express (BWE) utilizes a shuttle bus to the Coachella Valley for medical trips, the TRIP program for medical trips further into Western Riverside County. Taking aspects of local medical needs, community partnerships and the overwhelming need to link Eastern Riverside County the BWE has shaped out to be a much needed program for residents of the Palo Verde Valley. Planning for the BWE includes expanding the scope of rides back to 3-days a week and marketing towards a larger population for civic and social service trips.

With the local services, PVVTA plans to add targeted increases in schedule frequency on the main line Blue Route 1. For the Green Route 4 service, local riders continue to asked for more service to Ripley. Using Xtend-A-Ride, Ripley is provided more access to transit for the growing community. Silver Route 5 varies in ridership throughout the different months mainly due to the climate and times when shopping is needed. Staff continues to factor in these specific operational characteristics when planning service.

3.4 Proposed Fare Structure

Currently there are no proposed fare rate increases until passenger fares are analyzed in FY 2022. Upon analysis, the proposed fare structure will be presented to the board for adoption.

3.5 Capital Improvement Plan

PVVTA plans to continue to replace rolling stock as buses reach their useful life of five years. The plan is to replace two gas buses in FY 2022, one electric bus in FY 2023, one in FY 2024, and two in 2025. The average cost of the buses PVVTA runs is about \$150,000 conventional \$250,000 EV and as long as funds are available, we will continue to replace once they have reached their useful life. This will allow PVVTA to continue to provide a reliable transit service with minimal to no down time at all.

PVVTA will continue to purchase and install bus stops throughout the Palo Verde Valley at strategic locations that promote new ridership through target marketing and partnerships.

3.6 Long Term Plans

PVVTA is in need of a modern and all-encompassing maintenance facility which includes infrastructure for electric and alternative fueled vehicles. In a management goal to complete such a project by 2024; PVVTA is working with our funding partners to identify the best financial stream to pool funds together to bring such project to fruition. The estimated project cost would be between two and three million. This facility would include state of the art work stations, LEED compliancy and an interactive public space to hold meeting and training.

In 2024, PVVTA will start down the path of having electric drive revenue vehicles. The plan is to start with a demo model then once a clear path emerges then ramp up procurements to bring in more EV buses online. Currently, PVVTA has applied for the VW Mitigation funds and has requested a E450 converted electric unit. Agency staff believes that factory supported equipment and standardized chassis is the best way to enter this technology. Also, PVVTA has applied for a ZEB bus with 5311 Capital funds.



4.1 Operating and Capital Budget FY 21 Table 4, 4A & 4B

Presented is the operating and capital budget based on the best estimates provided by RCTC, Caltrans and FTA. PVVTA utilizes Transit Development Act funding in both the; Local Transportation Fund (LTF) and State Transit Assistance (STA). Other State funding includes Low Carbon Transit Operations Program (LCTOP) funds and Caltrans State of Good Repair (SGR) funds. Rounding out the funds is FTA 5311 rural funds administered by Caltrans as well. The funding requests and planning are typical and normal as past fiscal years.



Table 4.0 - Summary of Funding Requests - FY 2021/22

Palo Verde Valley Transit Agency

Original

Operating												
Project	Total Amount of Funds	5311	5311 CARES	FARE	LCTOP PUC99313	LCTOP PUC99314	LTF	OTHR LCL	SGR PUC99313	SGR PUC99314	STA PUC99313	STA PUC99314
1 - OPERATING ASSISTANCE	\$831,241			\$79,020			\$710,691	\$41,530				
2 - OPERATING ASSISTANCE (BWE)	\$137,878			\$11,615			\$106,263	\$20,000				
3 - LCTOP FREE RIDES PROGRAM	\$36,955				\$35,692	\$1,263						
4 - 5311 CARES ACT FUNDING	\$406,203		\$406,203									
Sub-total Operating	\$1,412,277	\$0	\$406,203	\$90,635	\$35,692	\$1,263	\$816,954	\$61,530	\$0	\$0	\$0	\$0

Capital												
Project	Total Amount of Funds	5311	5311 CARES	FARE	LCTOP PUC99313	LCTOP PUC99314	LTF	OTHR LCL	SGR PUC99313	SGR PUC99314	STA PUC99313	STA PUC99314
BULK TRANSIT BUS TIRES, FILTERS, ETC. FY22 - FY 22-3	\$10,000										\$3,080	\$6,920
REPLACEMENT FIXED ROUTE BUS (ELECTRIC) 5311 - FY 22-5	\$209,886	\$209,886										
REPLACEMENT OF FIXED ROUTE BUSES (GAS) - FY 22-2	\$33,297										\$33,297	
SGR FACILITY IMPROVEMENTS (FY 20/21) - FY 22 -4	\$50,465								\$48,650	\$1,815		
TECHNOLOGY UPGRADE/IMPROVEMENTS - FY 22 -1	\$10,000										\$10,000	
Sub-total Capital	\$313,648	\$209,886	\$0	\$0	\$0	\$0	\$0	\$0	\$48,650	\$1,815	\$46,377	\$6,920
Total Operating & Capital	\$1,725,925	\$209,886	\$406,203	\$90,635	\$35,692	\$1,263	\$816,954	\$61,530	\$48,650	\$1,815	\$46,377	\$6,920

FY 2021/22 Projected Funding Details	
5311 CARES	\$406,203
FARE	\$90,635
LCTOP PUC99313	\$35,692
LCTOP PUC99314	\$1,263
LTF	\$816,954
OTHR LCL	\$61,530
Total Estimated Operating Funding Request	\$1,412,277
5311	\$209,886
SGR PUC99313	\$48,650
SGR PUC99314	\$1,815
STA PUC99313	\$46,377
STA PUC99314	\$6,920
Total Estimated Capital Funding Request	\$313,648
Total Funding Request	\$1,725,925



FY 2021/22 SRTP
Palo Verde Valley Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: FY 22-1

FTIP No: Not Assigned - New Project

Project Name: TECHNOLOGY UPGRADE/IMPROVEMENTS

Category: ITS

Sub-Category: Upgrade

Fuel Type: N/A

Project Description: Upgrade software and equipment.

Project Justification: PVVTA needs to upgrade equipment and accounting software. Funds were allocated in FY20/21 to upgrade TransTrack software but instead will use the funds to purchase and upgrade the Agency's financial and accounting software. Additional funds being requested in FY22 will complete the project.

Project Schedule:

Start Date	Completion Date
July 2021	June 2022

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2021/22	\$10,000
Total		\$10,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description
		21-4	Computer Software Upgrade



FY 2021/22 SRTP
Palo Verde Valley Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: FY 22-2

FTIP No: Not Assigned - New Project

Project Name: REPLACEMENT OF FIXED ROUTE BUSES (GAS)

Category: Bus

Sub-Category: Replacement

Fuel Type: Gas

Project Description: Replacement of fixed route buses.

Project Justification: Replacing 2 fixed route buses that have met their life expectancy. They must be replaced in order to continue to provide reliable fixed route service to the community. Majority of the funding source for these buses will be from 5311 funds allocated to PVVTA in FY20/21. The balance to purchase the buses will be STA funding being requested in FY 22

Project Schedule:

Start Date	Completion Date
July 2021	June 2022

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2021/22	\$33,297
Total		\$33,297

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description



FY 2021/22 SRTP
Palo Verde Valley Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: FY 22-3

FTIP No: Not Assigned - New Project

Project Name: BULK TRANSIT BUS TIRES, FILTERS, ETC. FY22

Category: Equipment

Sub-Category: Parts

Fuel Type: N/A

Project Description: Purchase in bulk transit bus tires, filters, coolants, etc.

Project Justification: Bus tires, filters, oil, coolants, brake kits, etc. will be purchased in bulk for the year. This will allow quicker repair of the buses with the supplies already on hand. In addition, it will allow the buses to be put back in service much quicker.

Project Schedule:

Start Date	Completion Date
July 2021	June 2026

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2021/22	\$3,080
STA PUC99314	FY 2021/22	\$6,920
Total		\$10,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description



FY 2021/22 SRTP
Palo Verde Valley Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: FY 22-4

FTIP No: Not Assigned - New Project

Project Name: SGR FACILITY IMPROVEMENTS (FY 20/21)

Category: Facilities

Sub-Category: Rehabilitation/Improvement

Fuel Type: N/A

Project Description: Facility improvements at PVVTA Operations Center and CNG Fueling Station.

Project Justification: PVVTA needs to rehabilitate the security gate, fencing, and camera system at the CNG Station in order to continue to maintain reliable security at the station. A shade structure needs to be installed CNG Station in order to protect the existing pumps and equipment from sun exposure. The shade structure will prolong the life of the equipment. Improvements such as rain gutters also need to be installed on the existing shade canopies at the Operations Center.

Project Schedule:

Start Date	Completion Date
July 2021	June 2023

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
SGR PUC99313	FY 2021/22	\$48,650
SGR PUC99314	FY 2021/22	\$1,815
Total		\$50,465

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description



FY 2021/22 SRTP

Palo Verde Valley Transit Agency

Table 4.0 A - Capital Project Justification Original

Project Number: FY 22-5

FTIP No: Not Assigned - New Project

Project Name: REPLACEMENT FIXED ROUTE BUS (ELECTRIC) 5311

Category: Bus

Sub-Category: Replacement

Fuel Type: Electric

Project Description: Purchase and replace a fixed route bus.

Project Justification: Replacing a fixed route bus that has met its useful life with an electric bus in order to continue to provide reliable fixed route service to the community.

Project Schedule:

Start Date	Completion Date
July 2021	June 2026

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
5311	FY 2021/22	\$209,886
Total		\$209,886

**PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS
APPROVED BUT NOT YET ORDERED**

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

Table 4B - Fare Revenue Calculation
(consistent with Commission Farebox Recovery Policy)

Revenue Sources included in Farebox Calculation	Actual Amount from FY2019/20 Audit	FY2020/21 (Estimate)	FY 2021/22 (Plan)
1. Passenger Fares	69,696	59,580	59,580
2. Interest	42	65	65
3. General Fund Supplement	-		
4. Measure A	-		
5. Advertising Revenue	-		
6. Gain on Sale of Capital Assets	-		
7. CNG Revenue	26,670	30,365	30,000
8. Lease/ Other Revenue	-		
9. Federal Excise Tax Refund	-		
10. Investment Income	-		
11. CalPers CERBT	-		
12. Fare Revenues from Exempt Routes	(85,204)	31,055	31,055
13. Other Revenues	89,882	110,896	68,420
<u>TOTAL REVENUE</u> for Farebox Calculation (1-13)	101,086	231,961	189,120
<u>TOTAL OPERATING EXPENSES</u> for Farebox Calculation	1,086,924	1,651,527	1,412,276
FAREBOX RECOVERY RATIO	9.30%	14.05%	13.39%

Other Revenues Include:

T.R.I.P. Revenue	\$	1,000
Special Services	\$	10,000
Misc. Revenues	\$	465
MDAQMD Operating Funds	\$	20,000
LCTOP (Operating)	\$	36,955
	<u>\$</u>	<u>68,420</u>

4.2 Funding Plan Table 4.1 & 4.2

The FY 2023 operating and capital budget is presented below. A modest increase of five percent is reflected in the operating budget for this fiscal year. PVVTA will look to purchase a ZEB fixed route bus to start towards electrification.



Table 4.1 - Summary of Funding Requests - FY 2022/23
Palo Verde Valley Transit Agency
Original

Operating													
Project	Total Amount of Funds	5311 CARES	AB 2766	FARE	LTF	OTHR LCL	SGR PUC99314	STA PUC99313	STA PUC99314				
1 - OPERATING ASSISTANCE	\$888,499			\$82,971	\$760,921	\$44,607							
2 - OPERATING ASSISTANCE (BWE)	\$162,563		\$20,000	\$12,196	\$130,367								
4 - 5311 CARES ACT FUNDING	\$388,456	\$388,456											
Sub-total Operating	\$1,439,518	\$388,456	\$20,000	\$95,167	\$891,288	\$44,607	\$0	\$0	\$0				
Capital													
Project	Total Amount of Funds	5311 CARES	AB 2766	FARE	LTF	OTHR LCL	SGR PUC99314	STA PUC99313	STA PUC99314				
BULK TRANSIT BUS TIRES, FILTERS, ETC. FY22	\$10,000							\$1,525	\$8,475				
BUS STOP AMENITIES	\$10,000							\$10,000					
REPLACEMENT FIXED ROUTE BUS (ELECTRIC) 5311													
REPLACEMENT OF FIXED ROUTE BUS (CNG) - FY 23-1	\$145,000							\$145,000					
SGR FACILITY IMPROVEMENTS (FY 2021)	\$51,000						\$51,000						
Sub-total Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0				
Sub-total Capital	\$216,000	\$0	\$0	\$0	\$0	\$0	\$51,000	\$156,525	\$8,475				
Total Operating & Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0				
Total Operating & Capital	\$1,655,518	\$388,456	\$20,000	\$95,167	\$891,288	\$44,607	\$51,000	\$156,525	\$8,475				
FY 2022/23 Projected Funding Details													
5311 CARES	\$388,456												
AB 2766	\$20,000												
FARE	\$95,167												
LTF	\$891,288												
OTHR LCL	\$44,607												
Total Estimated Operating Funding Request	\$1,439,518												
SGR PUC99314	\$51,000												
STA PUC99313	\$156,525												
STA PUC99314	\$8,475												
Total Estimated Capital Funding Request	\$216,000												
Total Funding Request	\$1,655,518												



The FY 2024 operating and capital budget is presented below. A modest increase of five percent is reflected in the operating budget for this fiscal year. PVVTA will look to purchase a fixed route bus and a support vehicle to replace those which have met their useful life.



Table 4.2 - Summary of Funding Requests - FY 2023/24

Palo Verde Valley Transit Agency

Original

Operating													
Project	Total Amount of Funds	AB 2766	FARE	LTF	OTHR LCL	STA PUC99313	STA PUC99314						
1 - OPERATING ASSISTANCE	\$1,342,541		\$87,120	\$1,206,846	\$48,575								
2 - OPERATING ASSISTANCE (BWE)	\$169,691	\$20,000	\$12,806	\$136,885									
Sub-total Operating	\$1,512,232	\$20,000	\$99,926	\$1,343,731	\$48,575	\$0	\$0						
Capital													
Project	Total Amount of Funds	AB 2766	FARE	LTF	OTHR LCL	STA PUC99313	STA PUC99314						
BULK TRANSIT BUS TIRES, FILTERS, ETC. FY22	\$10,000					\$1,525	\$8,475						
BUS STOP AMENITIES	\$10,000					\$10,000							
REPLACEMENT FIXED ROUTE BUS (ELECTRIC) S311	\$250,000					\$250,000							
Sub-total Capital	\$270,000	\$0	\$0	\$0	\$0	\$261,525	\$8,475						
Total Operating & Capital	\$1,782,232	\$20,000	\$99,926	\$1,343,731	\$48,575	\$261,525	\$8,475						
FY 2023/24 Projected Funding Details													
AB 2766	\$20,000												
FARE	\$99,926												
LTF	\$1,343,731												
OTHR LCL	\$48,575												
Total Estimated Operating Funding Request	\$1,512,232												
STA PUC99313	\$261,525												
STA PUC99314	\$8,475												
Total Estimated Capital Funding Request	\$270,000												
Total Funding Request	\$1,782,232												



4.3 Regulatory and Compliance Requirements. Table 4.3

TABLE 4.3—TDA TRIENNIAL

Audit Recommendation (Covering FY2015/2016 – FY2017/2018)	Action(s) Taken And Results
Work with local elected officials and stakeholders to expand upon the Blythe Wellness Express (BWE) to serve veterans.	PVVTA continues to work with key political stakeholders as well as local and regional Veteran advocates to strategically link services to identified needing segments of our community.
Ensure that Board meeting agendas and minutes are posted on the PVVTA website.	PVVTA fixed the link system in posting identified items. These can be found at pvvta.com/agencyfiles .
Pursue further discussions with the City of Blythe about defining roles and responsibilities.	PVVTA continues to engage in talks with the City of Blythe to define their roles in relation to the Agency. The hope is to have a living MOU by the end of FY2020/21.

(1) If no action taken, provide schedule for implementation or explanation of why the recommendation is no longer relevant.

Notes

FY 2016-2018 TDA Triennial Audit [Link](#)

PVVTA FY2019/20 TDA Audit [Link](#)

PVVTA ADA [Link](#)

PVVTA Title VI [Link](#)

Alternative Fueled Vehicles Utilization:

PVVTA follows the RCTC policy in utilizing alternative fueled vehicles. The makeup of the fleet is at a 65% compliant gasoline utilization and a 35% Compressed Natural Gas (CNG) utilization. Such utilization is compliant also with the Mojave Desert Air Quality Management District (MDAQMD) policy and alternative fuel.

4.4 Open Projects Listing

PALO VERDE VALLEY TRANSIT AGENCY
SHORT RANGE TRANSIT PLAN
FY2021/2022 - FY2023/2024

Table 4.4 Open Projects Prior to FY2021/2022[illegible]



SHORT RANGE TRANSIT PLAN



FY22–FY24

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Glossary of Acronyms

5304	Discretionary grants for statewide and non-metropolitan transportation planning
5307	Formula grants for urbanized areas
5309	Discretionary grants for fixed guideway capital investments
5310	Discretionary grants for enhanced mobility of seniors and individuals with disabilities
5311	Formula grants for rural areas
5337	State of Good Repair
5339	Formula grants for bus and bus facilities
ADA	Americans with Disabilities Act
A&E	Architectural and Engineering
AHSC	Affordable Housing and Sustainable Communities Program
APTA	American Public Transportation Association
ARPA	American Rescue Plan Act
ATIS	Advanced Traveler Information System
BRT	Bus Rapid Transit
CARB	California Air Resources Board
CARES	Coronavirus Aid, Relief and Economic Stimulus Act
CDC	Centers for Disease Control and Prevention
CIC	Customer Information Center
CMAQ	Congestion Mitigation and Air Quality Improvement Program
CNG	Compressed Natural Gas
COA	Comprehensive Operational Analysis
COVID-19	Coronavirus
CRRSAA	Coronavirus Response and Relief Supplemental Appropriations Act
CTSA	Consolidated Transportation Services Agency
DAR	Dial-A-Ride paratransit services
DBE	Disadvantaged Business Enterprise
EEO	Equal Employment Opportunity
EV	Electric Vehicle
FCEB	Fuel Cell Electric Bus
FTA	Federal Transit Administration
FTIP	Federal Transportation Improvement Program
FY	Fiscal Year
Go-Pass	Community College Pass
ICT	Innovative Clean Transit
ITS	Intelligent Transportation System
LCFS	Low-Carbon Fuel Standard
LCTOP	Low Carbon Transit Operations Program
LEP	Limited English Proficiency
LTF	Local Transportation Fund
MJPA	March Joint Powers Authority
MPO	Metropolitan Planning Organization
MSJC	Mount San Jacinto College
OCTA	Orange County Transportation Authority
OPEB	Other Post-Employment Benefits

PPP	Public Private Partnership
PTMISEA	Public Transportation Modernization, Improvement, and Service Enhancement Account
RCC	Riverside City College
RCTC	Riverside County Transportation Commission
RFP	Request for Proposals
RINs	Renewable Identification Numbers
RTA	Riverside Transit Agency
RTPA	Regional Transportation Planning Agency
RPU	Riverside Public Utilities
§	Section
SB1	Senate Bill 1
SCAG	Southern California Association of Governments
SGR	State of Good Repair
SR	State Route
SRTP	Short Range Transit Plan
STA	State Transit Assistance
Stantec	Stantec Consulting Services Inc.
TDA	Transportation Development Act
TMD	Transportation Management & Design
TNC	Transportation Network Company
T-NOW	Transportation NOW
TSP	Transit Signal Priority
TTCA	Temecula Towne Center Associates
TTS	Timed Transfer System
TUMF	Transportation Uniform Mitigation Fee
UCR	University of California, Riverside
U-Pass	University Pass
U.S.C.	United States Code
UZA	Urbanized Area as defined by the U.S. Census Bureau
WRCOG	Western Riverside Council of Governments
ZEB	Zero-Emission Bus
ZEB Plan	ZEB Rollout and Implementation Plan

EXECUTIVE SUMMARY

When the COVID-19 pandemic started last year, RTA had to make drastic changes in service to ensure the safety of employees and customers. Staff determined that it was no longer appropriate or sustainable to move forward with the service improvements suggested in the Comprehensive Operational Analysis (COA) completed in 2015. Instead, RTA focused on adjusting service levels to ensure long-term sustainability for the Agency while meeting the limited demand for essential trips. This trend will continue through Fiscal Year 2022 (FY22), as staff anticipates a slow increase in ridership.

In Fiscal Year 2020 (FY20), RTA was moving forward with service plans as described in the Short Range Transit Plan (SRTP) when the pandemic started in March 2020. Since then, RTA has maintained essential transportation services and maximized the safety of employees and customers. A Contagious Virus Response Plan was developed to outline RTA's contingency plan if service reductions are needed due to increased staff absenteeism or as mandated by the Board of Directors or other governmental authority. The plan also included numerous safety measures including extensive cleaning of facilities and buses to include the use of powerful disinfectants and electrostatic sprayers, creating a 24-hour/7-day-per-week contact tracing team, rear door boarding for passengers, social distancing on buses, mask requirements, a national health and safety campaign in partnership with the American Public Transportation Association (APTA), touch free payment and installation of plexi-glass barriers on buses. On site, all employees and visitors undergo health screenings including thermal temperature checks before being permitted to enter RTA facilities. All of these measures build on and reflect RTA's strong commitment to safety. Below is an infographic related to RTA's participation in the APTA safety campaign.



RTA-APTA Safety Campaign

The pandemic had a significant effect on RTA ridership. After reporting improved ridership in January and February 2020, RTA experienced a huge decline when the pandemic began in mid-March. By the beginning of April 2020, the Agency's ridership had dropped approximately 75 percent, depleting revenues and making required farebox recovery percentages impossible to reach. On April 5, 2020, RTA reduced service levels (similar to Sunday type of service) on most routes to match declining ridership and reduced funding. Dial-a-Ride (DAR) service remained largely untouched to ensure essential trips were available to the vulnerable, transit-dependent passengers who utilize these services.

Calendar year 2020 was a challenging year for all transit agencies, as is reflected in the ridership declines shown in the table below. Regionally, RTA landed in the middle of the pack when it comes to the percent decrease in ridership.

Calendar Year (CY) to Calendar Year (CY) Fixed Route Unlinked Passenger Trips											
Agency	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
RTA	7,522,296	8,088,468	8,717,711	8,959,299	9,286,584	9,149,610	8,512,760	8,149,731	8,287,164	8,222,689	4,123,903
NCTD	7,626,585	7,814,669	8,060,890	8,363,039	8,147,895	7,821,113	7,144,265	6,557,310	6,495,343	6,319,663	3,529,707
OmniTrans	14,231,408	15,190,922	15,795,184	15,413,985	14,733,581	13,105,501	11,620,694	11,043,721	10,605,688	10,541,433	5,376,995
SunLine	3,775,678	4,287,978	4,524,834	4,564,667	4,777,304	4,526,442	4,242,481	4,047,368	3,959,472	4,048,831	2,418,205
Foothill	12,861,767	14,052,742	13,902,047	14,257,099	14,766,378	14,170,727	13,584,934	12,887,639	12,452,677	11,751,793	7,199,280
National Total	5,084,112,443	5,143,733,046	5,149,256,736	5,121,951,463	5,070,142,995	4,933,214,156	4,733,125,066	4,525,563,097	4,434,010,149	4,417,456,351	2,393,588,156

Percentage Change in Fixed Route Ridership Relative to Calendar Year (CY) 2010											
Agency	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
RTA	0%	7.53%	15.89%	19.10%	23.45%	21.63%	13.17%	8.34%	10.17%	9.31%	-45.18%
NCTD	0%	2.47%	5.69%	9.66%	6.84%	2.55%	-6.32%	-14.02%	-14.83%	-17.14%	-53.72%
OmniTrans	0%	6.74%	10.99%	8.31%	3.53%	-7.91%	-18.34%	-22.40%	-25.48%	-25.93%	-62.22%
SunLine	0%	13.57%	19.84%	20.90%	26.53%	19.88%	12.36%	7.20%	4.87%	7.23%	-35.95%
Foothill	0%	9.26%	8.09%	10.85%	14.81%	10.18%	5.62%	0.20%	-3.18%	-8.63%	-44.03%
National Total	0%	1.17%	1.28%	0.74%	-0.27%	-2.97%	-6.90%	-10.99%	-12.79%	-13.11%	-52.92%

Source: FTA National Transit Database (Unlinked Motor Bus & Commuter Bus Passenger Trips)

Rather than implementing improvements recommended in the 10-year Plan, RTA contracted with Transportation Management & Design (TMD) in October 2020 to complete a Service Reduction Plan which evaluated RTA's transit network and created a more efficient and sustainable system by modifying underperforming and/or duplicative routes and trips. After extensive community outreach and approval from the RTA Board of Directors, most of the recommended changes from the Service Reduction Plan were implemented during the May 2021 service change. The remaining recommendations will be studied in FY22 and include the discontinuation/adjustment of six routes and planning of a new circulator and Microtransit Pilot Program in Hemet and San Jacinto. The Microtransit Pilot Program is being studied and staff aims to release a Request for Proposals (RFP) in FY22, with contract award and service delivery plan subject to Board approval. The pilot program represents a new way for RTA to serve its vast service area more efficiently. RTA will closely monitor this program to ensure its success and look to see if it represents an efficient way to reach other hard-to-serve areas in western Riverside County. All service modifications recommended in this study are considered temporary and can be reinstated should demand return.

It is unknown how long the economic and social effects from the pandemic will last. It is anticipated that some commuters will continue to work from home, whether it be part-time or

full-time, well into the future. Furthermore, the Centers for Disease Control and Prevention (CDC) have issued guidance that states six feet of distance should be maintained between individuals not living in the same household. Due to this regulation, RTA has only been able to allow 10 passengers to board a 40-foot bus at a time. Sweeper buses are deployed to address capacity issues and assist with passengers who are passed by a full vehicle.

With ridership levels down by 70 percent, RTA plans to continue seven-day Sunday service with reduced CommuterLink service into FY22. As businesses reopen and schools return to in-person sessions, which is estimated to occur in August and September 2021, RTA plans to incrementally increase service on its top 10 performing routes and reinstate subsidized routes 51 and 55. Other service improvements could occur should the demand return during FY22.

RTA is making investments in key capital projects and will continue to focus on long-term improvements during FY22. The following is a summary of the most significant capital projects progressing:

- **Hemet Mobility Hub.** The Hemet City Council approved the conceptual plan in January 2019 and the project will be delivered through a Public Private Partnership (PPP) with provisions made to accommodate possible future rail service. Additionally, the city will contribute two and a half acres of city-owned land toward this project.
- **Preparation and Implementation of Bus Stop Improvement Plan.** More than 95 bus shelters with benches and trash receptacles have been installed at bus stops throughout the RTA service area since this plan was adopted in 2015. Staff has identified 10 bus stops that qualify for improvements during FY22.
- **The Vine Street Mobility Hub.** During Fiscal Year 2021 (FY21), the conceptual plan was completed and approved by the RTA Board of Directors. RTA is currently completing the architectural, engineering and design work. Once completed, construction of the mobility hub will commence.
- **Purchase of 70 replacement 40-foot compressed natural gas (CNG) buses.** In the coming fiscal years, RTA will procure 70, 40-foot CNG buses to replace buses that have exceeded their useful life per Federal Transit Administration (FTA) guidelines. This procurement will partially replace the current CNG fleet prior to purchasing zero-emission buses (ZEB), giving the technology a chance to mature and costs to come down.

RTA doesn't plan to utilize CNG buses forever. The Agency is implementing the Innovative Clean Transit (ICT) regulation that was passed by the California Air Resources Board (CARB) in 2018. This regulation requires all large transit agencies to transition to a ZEB fleet by 2040. The ICT regulation, coupled with the financial effects of the pandemic, will result in deep financial impacts and operational constraints. This results in a need to completely evaluate how RTA delivers service. Considering this regulation and the already uncertain economic future due to the COVID-

19 pandemic, RTA is recommending a conservative approach to redeploying service as the county recovers from the pandemic.

In October 2019, RTA retained Stantec Consulting Services Inc. (Stantec) to develop RTA's ZEB Rollout and Implementation Plan (ZEB Plan). This study was a crucial step towards RTA understanding the long-term effects of the regulation. The comprehensive plan looked at energy consumption modeling, financial implications, facility and utility upgrades, cost of ownership and many other factors. At the November 2020 Board meeting, Stantec presented the results of the energy consumption modeling and financial study and recommended that RTA move forward with an all hydrogen fuel cell electric bus (FCEB) fleet which the Board subsequently approved. In December 2020, RTA's ZEB Plan was presented to the Board and approved. RTA submitted the ZEB Plan to CARB and it was approved in February 2021.

The ZEB Plan includes a comprehensive operational and financial analysis on the impacts of transitioning to an all FCEB fleet. It is estimated to cost RTA an additional \$127 million dollars in operating and capital expenses over the next 20 years to transition the fleet to FCEBs. This additional cost is over the CNG fleet replacement expense that RTA had been planning. RTA will have to modify how it operates and make adjustments to afford the increased capital and operating costs. These adjustments will be reflected in future SRTPs as RTA begins programming funding for ZEB implementation.

The FY22 – FY24 SRTP is organized as follows: Chapter 1 provides an overview of the system. Chapter 2 describes route performance and existing service. Chapter 3 details planned service changes during FY22. Chapter 4 covers the financial and capital plans.

1.1 JURISDICTION

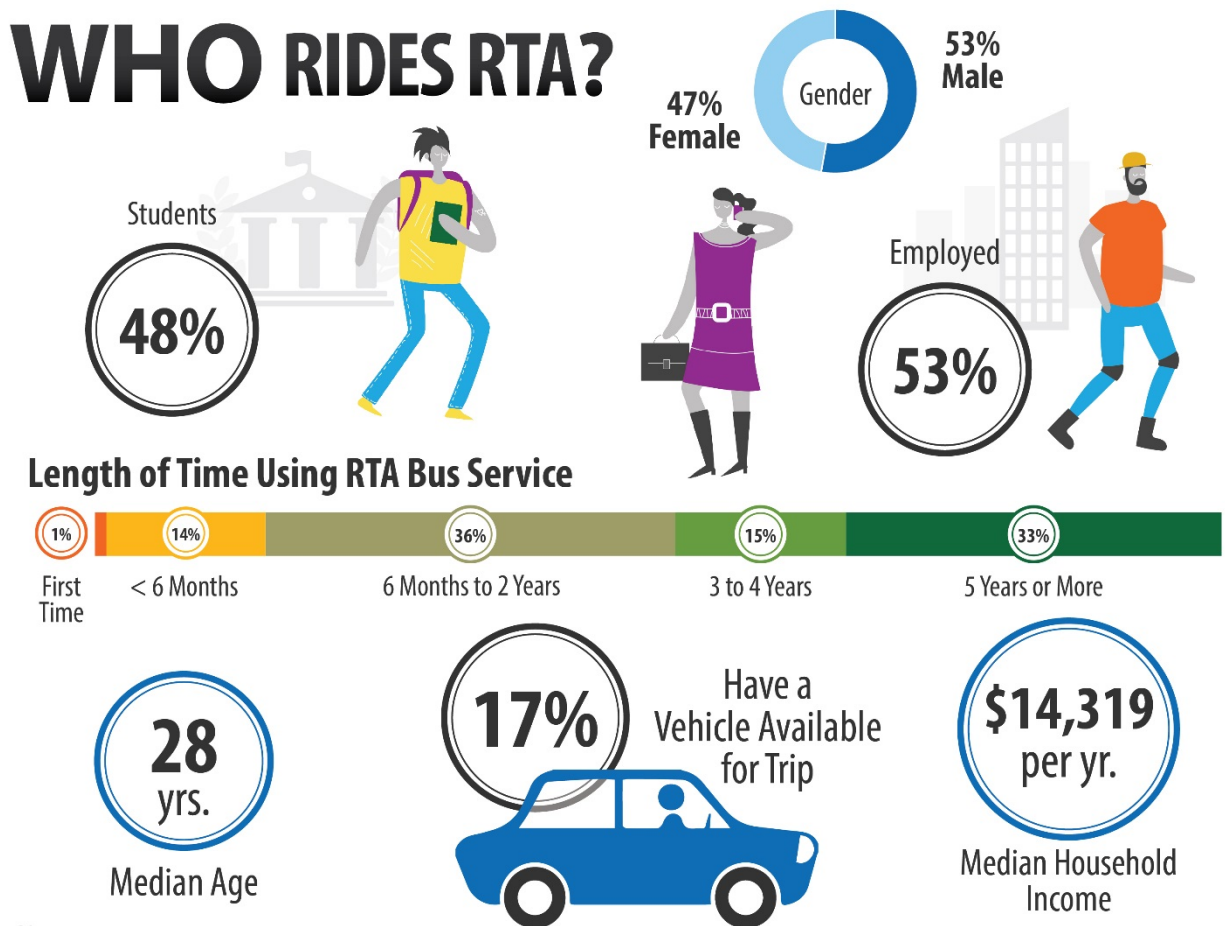
This is a detailed map of Southern California, specifically the Inland Empire region. The map shows major cities, highways, and geographical features. Key cities labeled include Pomona, Chino, Corona, Riverside, Moreno Valley, Perris, San Jacinto, Hemet, and Temecula. Major highways shown are I-15, I-215, I-78, and SR-78. Geographical features include Lake Perris, Lake Elsinore, and the Cleveland National Forest. The map is credited to Bing and Navteq.

1.2 POPULATION PROFILE AND DEMOGRAPHIC PROJECTIONS

Due to changing demographics in various communities, RTA continues to be proactive by planning routes that are customer-oriented and financially sustainable. By studying the characteristics of riders, a better understanding is gained to more appropriately plan for and meet the needs of the transit market. Rider characteristics, along with demographic and population changes, are used to shape and strategize how resources will be allocated in future years.

Population Profile – Rider Characteristics

RTA passenger characteristics were collected from on-board surveys in spring 2018 as part of the RTA Market Assessment Study. A demographic summary of RTA riders offered the following characteristics:



v01

Source: RTA Market Assessment Study (2018).

Population Profile

Deployment of future transit service will directly correspond to demographic and land use changes within the RTA service area, driven by population growth and buffered by the aforementioned ICT impacts.

The table below shows population changes between 2010 and 2020 based on California Department of Finance data as of March 2021. Between 2012 (once Eastvale and Jurupa Valley were incorporated as cities) and 2020, population for the service area has grown by eight percent with growth experienced in most cities across this period. This growth represents potential future ridership possibilities for RTA.

WESTERN RIVERSIDE COUNTY													
Historical Populations, with 2010 Census Counts													
City	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Change 2012 - 2020	% Change
Banning	29,603	29,868	30,232	30,239	30,391	30,542	30,769	30,981	31,091	31,142	31,125	893	2.95%
Beaumont	36,877	38,230	39,231	40,375	41,501	43,108	44,685	46,025	47,776	49,630	51,475	12,244	31.21%
Calimesa	7,879	7,945	8,042	8,066	8,178	8,289	8,410	8,644	8,793	8,830	9,329	1,287	16.00%
Canyon Lake	10,561	10,653	10,754	10,758	10,789	10,852	10,899	10,962	10,970	10,995	11,000	246	2.29%
Corona	152,374	153,764	155,644	157,482	159,540	160,420	161,294	164,745	166,154	166,723	168,248	12,604	8.10%
Eastvale	*	54,354	56,058	57,709	59,600	61,002	63,331	64,645	65,416	65,611	66,413	10,355	18.47%
Hemet	78,657	79,705	80,808	81,808	82,445	83,067	83,886	84,601	84,969	85,159	85,175	4,367	5.40%
Jurupa Valley	*	*	96,753	97,449	97,865	98,855	100,196	102,468	104,728	106,115	107,083	10,330	10.68%
Lake Elsinore	51,821	52,526	53,480	55,529	56,811	58,480	60,408	61,574	62,536	63,154	63,453	9,973	18.65%
Menifee	77,519	79,540	81,335	83,331	84,755	86,359	88,131	90,197	92,157	94,732	97,093	15,758	19.37%
Moreno Valley	193,365	195,231	197,816	198,953	199,781	200,818	202,021	203,661	205,549	207,181	208,838	11,022	5.57%
Murrieta	103,466	104,577	105,891	106,844	107,363	108,718	109,686	112,178	113,313	114,193	115,561	8,717	8.23%
Norco	27,063	27,076	27,243	26,828	26,765	26,058	26,543	26,618	26,557	26,426	27,564	736	2.70%
Perris	68,386	69,832	70,907	72,358	73,600	74,400	76,108	77,925	79,127	79,856	80,201	7,843	11.06%
Riverside	303,871	307,661	311,038	314,191	315,923	318,387	320,962	323,583	325,417	326,427	328,155	13,964	4.49%
San Jacinto	44,199	44,643	45,292	46,178	46,593	46,923	47,709	48,321	49,113	50,431	51,028	4,850	10.71%
Temecula	100,097	101,743	103,834	105,215	106,432	108,895	109,985	111,145	111,680	111,879	111,970	6,755	6.51%
Wildomar	32,176	32,591	33,073	33,797	34,380	34,810	35,351	36,113	36,698	37,126	37,183	3,386	10.24%
Unincorporated	378,294	340,359	269,174	268,825	271,679	274,399	276,650	280,535	282,839	286,833	289,041	20,216	7.51%
Incorporated (City Totals)	1,317,914	1,389,939	1,507,431	1,527,110	1,542,712	1,559,983	1,580,374	1,604,386	1,622,044	1,635,610	1,650,894	123,784	8.21%
County Total	1,696,208	1,730,298	1,776,605	1,795,935	1,814,391	1,834,382	1,857,024	1,884,921	1,904,883	1,922,443	1,939,935	144,000	8.11%

*Previously unincorporated area

**Unincorporated estimate is based on 75% of all the County unincorporated, not just western Riverside County (as per WRCOG guidance).

Source: California Department of Finance

Across the RTA service area, the highest population and employment densities continue to be found in the corridor linking Corona, Riverside and Moreno Valley, encompassing more than one-third of the estimated 1.9 million residents in western Riverside County^[1] and the highest concentration of jobs are in, around and between the cities of Riverside and Corona and in the Murrieta/Temecula area in western Riverside County^[2]. The population and employment densities of these cities make public transit a more viable option for travel.

1.3 FIXED-ROUTE AND PARATRANSIT SERVICES

On April 5, 2020, RTA reduced service to a seven-day Sunday schedule with additional CommuterLink peak service on weekdays due to the COVID-19 pandemic. RTA continued operating at this service level for all of FY21 with additional changes made in May 2021 to

^[1] California Department of Finance, Demographic Research Unit (May 2019).

^[2] RCTC Long Range Transportation Study (December 2019).

improve efficiencies and ensure continued transportation service given limited revenues and operational constraints imposed by the pandemic.

Fixed-route Services

RTA fixed-route services fall within two categories:

- 32 local routes
- Four CommuterLink express routes

See Table 1 for a complete listing of routes and the areas they serve.

Paratransit Services

RTA offers complementary demand-response paratransit Dial-A-Ride (DAR) service to persons with disabilities and seniors (age 65 and older). DAR is an advanced-reservation service:

- DAR trips must begin/end within 0.75 miles of an active RTA fixed-route (excluding express buses).
- DAR service operates at times equivalent to the local fixed-route bus services.

RTA Has Three Types of DAR Services:

- Americans with Disabilities Act (ADA) Priority DAR Service: RTA gives priority service to individuals who are certified under ADA law for trips throughout the RTA service area based on the above two criteria.
- Senior and Disabled DAR Service: Seniors age 65 and older and persons with disabilities are eligible for local DAR service for trips that begin/end within a single city based on the above two criteria.
- DAR Plus Service: To provide service to those who live in rural areas that do not have access to public transportation, RTA began the DAR Plus Lifeline Service program in July 2015. This program extends the DAR service boundary around local fixed routes by an additional two miles (2.75-mile radius) to qualified applicants needing life-sustaining services. The program provides wheelchair accessible service to seniors aged 65 and older and to persons with disabilities for lifeline services such as doctor's appointments, dialysis and chemotherapy treatments, trips to the pharmacy, trips to the grocery store for food and trips to the senior center to access hot meal service.

1.4 EXISTING FIXED-ROUTE AND DIAL-A-RIDE SERVICE

In FY21, RTA budgeted 537,913 revenue hours for the operation of 8,211,940 revenue miles system-wide:

- 459,234 revenue hours and 6,986,691 revenue miles budgeted for operation of 38 fixed-routes
- 78,679 revenue hours and 1,225,249 revenue miles budgeted for operation of complementary DAR service

In FY19, RTA had an increase in ridership, thus reversing the trend of the past four years. Contributing factors were the increased service RTA deployed in FY18 and FY19 together with increased gas prices. From July 2019 thru February 2020, ridership had kept pace with FY19 despite a projected decrease in ridership due to the fare increase that was implemented in July 2019. In March 2020, ridership dropped dramatically due to the COVID-19 pandemic. To date, ridership levels have not recovered and are still 70 percent lower than pre-COVID numbers due to stay at home mandates, virtual school lessons and many companies continuing to work from home.

1.5 CURRENT FARE STRUCTURE

In October 2018, the Board authorized a contract award to conduct a fare study. In April 2019, the Board approved a fare increase that was implemented in July 2019. In addition, the Board authorized a subsequent increase in fares effective July 2021. On February 25, 2021, the Board unanimously approved delaying the July 2021 fare increase for one year until July 2022 due to the financial impacts of the COVID-19 pandemic. The table below shows the current fare structure. Prior to this increase, RTA had not increased fares for 10 years.

FIXED-ROUTE FARES				
Fare Categories	Base Fares	Day Pass*	7-Day Pass*	30-Day Pass*
General	\$1.75	\$5.00	\$20.00	\$60.00
Youth (age 18 and younger)**	FREE***	N/A	N/A	N/A
Senior / Disabled**	\$0.75	\$2.50	\$20.00	\$30.00
Medicare Card Holder	\$0.75	\$2.50	\$20.00	\$30.00
Veteran**	\$0.75	\$2.50	\$20.00	\$30.00
Child (46" tall or under)	\$0.50	N/A	N/A	N/A

COMMUTERLINK FARES		COMMUTERLINK + LOCAL	
Fare Categories	Base Fares	Day Pass	30-Day Pass
General	\$3.50	\$10.00	\$95.00
Youth (age 18 and under)**	FREE***	N/A	N/A
Senior / Disabled**	\$2.75	\$7.00	\$70.00
Medicare Card Holder	\$2.75	\$7.00	\$70.00
Veteran**	\$2.75	\$7.00	\$70.00
Child (46" tall or under)	\$2.75	N/A	N/A

DAR FARES Not accepted on fixed-route buses		
Fare Categories	Base Fares	10-Ticket Books
Senior / Disabled	\$3.50	\$35.00
Medicare Card Holder	\$3.50	\$35.00
Child (46" tall or under)	\$0.75	N/A

*Accepted as base fare. CommuterLink trips require an additional \$2.00 (Senior, Disabled, Medicare, and Veteran) or \$1.75 (General / Youth) per trip.

**Proper identification is required at time of boarding.

***August 1, 2020 to July 31, 2022. Dates subject to change.

In addition to these fare categories, RTA also currently has U-Pass and Go-Pass programs. Cardholders of these programs get unlimited rides on any fixed-route, including CommuterLink, in the RTA network by downloading a pass on the mobile ticketing application. Active duty military, police and fire personnel in uniform with valid identification are also eligible for complimentary rides on RTA fixed-routes.

Cooperative Fare and Subsidy Programs

RTA makes every effort to create partnerships that will improve service for customers by developing fare programs that promote the use of public transit.

In FY22, the following cooperative fare and subsidy programs are expected to continue:

- County of Riverside – Route 50 Jury Trolley
- City of Temecula – Route 55 Temecula Trolley
- University of California, Riverside (UCR) – Route 51 Crest Cruiser

Additionally, the college pass programs have been placed on hold as RTA is receiving Low Carbon Transit Operations Program (LCTOP) funding to run a fare-free program for youth and college riders. The program began on August 1, 2020 and was estimated to last through the FY21 school year. However, ridership for the program has not been as high as originally projected with many

schools continuing to operate virtually due to the pandemic. In February 2021, the Board unanimously approved extending the LCTOP program another year through July 31, 2022. RTA is working with colleges to extend current agreements for another year, considering that fares will be free until July 31, 2022 for schools that have an active agreement with RTA. The regular college pass program would resume in summer 2022.

1.6 REVENUE FLEET

As of March 31, 2021, RTA has a total active fleet of 334 buses:

- One hundred forty-five 40-foot buses, which run on CNG, for high ridership fixed-route services directly operated by RTA drivers. They are eligible for replacement when they have reached their useful life of 12 years or 500,000 miles. RTA plans to procure seventy of these 40-foot buses for replacement in the next two to four years.
- Seventy-nine 32-foot buses, which run on CNG, for lower ridership fixed-route services operated by contracted drivers. They are eligible for replacement when they have reached their useful of seven years or 200,000 miles.
- One hundred ten Dial-A-Ride buses, which run on gasoline, for paratransit services operated by contracted drivers. They are replaced when they reach their useful life of five years or 150,000 miles.

See Table 1.1 for a complete inventory of the RTA fleet.

1.7 EXISTING FACILITIES

Existing Facilities

RTA's primary facility is Division I in the City of Riverside. RTA's secondary facility is Division II in the City of Hemet. RTA's Riverside facility is utilized for directly operated routes in the northern portion of the system's network while RTA's Hemet facility is utilized for directly operated routes in the southern portion of the system's network. As an effort to better utilize the available office space at Riverside and Hemet, Contract Operations and Information Technology staff were relocated to the Hemet facility in summer 2018. After this move, the Riverside facility has 359 active employees on site and the Hemet facility has 91 active employees on site.

In FY22, RTA's contracted fixed-route service will continue to be provided by Empire Transportation, operating from a facility they lease in the City of Perris. DAR service, to include DAR Plus, is currently provided by Southland Transit, Inc. and operates from a facility they lease in the City of Perris. Both contractors are responsible for housing, operating and maintaining RTA vehicles. The DAR facility in Perris also houses the DAR reservation call center. For FY22, DAR overflow is not anticipated, as ridership has seen a drastic decline due to the COVID-19 pandemic. Southland will continue to handle all DAR needs for the coming fiscal year.

Existing Passenger Transit Facilities

In addition to improvements to service frequency and expanding service, RTA has been focused on the creation of a timed transfer system (TTS) and improving support infrastructure such as transit hubs to meet the growing demand for transit service in the most efficient manner. It is neither feasible nor cost effective to run direct service from every trip origin to destination. Therefore, the only system that can meet the growing demand efficiently is one that enables timed transfer connections from one service or mode to another. Strategically placed transit hubs are essential to making a TTS work at its optimum.

Furthermore, transit hubs are more than just a place to make bus connections. They can be community-centered, multi-modal facilities where bus and rail customers share a selection of mobility choices. These modes of travel can include single-occupancy vehicles, carpools, vanpools, bicycles, pedestrian walkways, local and commuter express buses, light rail and regional rail networks. Transit hubs are generally owned by various public agencies and are well-situated for the advancement of public-private investment partnerships leading to transit-oriented commercial and residential development.

The following is a summary of the existing transit facilities in the RTA service area:



Perris Station Transit Center: This transit center is in the City of Perris at C Street and 4th Street (SR-74) and has eight bus bays served by eight RTA routes. The facility handles multi-modal transfers between Metrolink; RTA local, regional and express routes; RTA's Dial-A-Ride; and park-and-ride patrons in the southwest region. It is owned, operated and maintained by RCTC.



Corona Transit Center: This transit center is in the City of Corona off Grand Boulevard and North Main Street and includes eight bus bays and a pedestrian bridge to trains at the North Main Corona Metrolink Station. This facility is owned, operated and maintained by RTA.

**Galleria at Tyler Bus Stop Improvements:**

The demand for enhanced connections and improved bus stop amenities prompted RTA to improve the stops at the Galleria at Tyler Mall, which is served by nine routes. The upgrade was completed in October 2014 and nearly doubled the size of the facility, which now includes six bus bays with new passenger shelters equipped with solar lighting. The facility, which is located on mall property and maintained by RTA, also includes arrival and departure

information and customer amenities that comply with ADA design standards. Reinforced concrete bus pads were installed to protect the roadway and increase the useful life of this facility. Further improvements were made in 2017 to add two additional stops on Magnolia Avenue to accommodate new RapidLink Gold Line service. In March of 2020, RTA completed construction of a new turnout for the westbound routes on Magnolia Avenue to avoid blocking the travel lanes.

**Moreno Valley Mall Transfer Station:**

Similar to the Galleria at Tyler, the transit facility at Moreno Valley Mall is an integral part of establishing transfers within RTA's network. Completed in March 2015, the upgraded facility, which is utilized by five RTA bus routes, has tripled in size to include six upgraded bus bays with pedestrian amenities that comply with ADA design standards. New bus shelters with solar lighting, information kiosks, benches and trash receptacles were installed. Concrete

bus pads were also installed to preserve the roadway and increase the useful life of the stop. In January 2020, space for two bus bays were added to help ease bus congestion that resulted from RTA's frequency improvements on routes 16 and 19. The facility is located on mall property and is maintained by RTA.



Promenade Mall Mobility Hub: RTA and the City of Temecula worked together to identify a project site located at Promenade Mall in Temecula, which is owned and operated by Temecula Towne Center Associates (TTCA). Promenade Mall had a single bus stop that was served by seven RTA bus routes. RTA had outgrown this facility and passengers were often left in the elements waiting for their bus due to the lack of an adequate shade structure and waiting area.

RTA worked with TTCA on delivering this project as a PPP, with RTA providing construction funds and TTCA agreeing to own and maintain the hub. The project was completed on January 13, 2019 and placed into service. The new hub features five shelter areas/shade structures, nine benches, improved lighting, sidewalk upgrades, real-time passenger information and expanded room for up to five full-sized buses.



La Sierra Metrolink Station Expansion: This project was completed in January 2019 and was delivered through a public-public partnership with RCTC. The La Sierra Metrolink Station is emerging as a major intermodal mobility hub that brings together rail, two RTA routes, one OCTA route, plus last-mile-first-mile solutions including bikeways and pedestrian walkways and market-rate housing. The facility is owned, operated and maintained by RCTC. This station expansion project

supports RTA's goal of implementing timed transfer connections and intermodal connectivity between rail and bus and includes six bus bays with passenger amenities as well as a coach operator restroom facility.



Transit Enhancements: During FY21, 10 stops were enhanced which included adding or replacing shelters, benches and trash cans and improving the accessibility of the stops. These enhancements were made in accordance with the Board-adopted Bus Stop Strategic Policy and deployed based on ridership and geographic equity. RTA typically aims to improve 25 stops per year under this policy, however, recent low ridership has resulted in less improvements.

1.8 EXISTING COORDINATION BETWEEN TRANSIT AGENCIES

RTA is one of two designated Consolidated Transportation Services Agencies (CTSA) in Riverside County, the other being SunLine Transit Agency in the Coachella Valley. RTA's role as a CTSA is to assist RCTC in coordinating public transit throughout RTA's approximate 2,500-square-mile jurisdiction, support driver training and technical workshops and assist with preparing grant applications. RTA also certifies all eligible ADA passengers for western Riverside County. Passengers for Beaumont Transit, Banning Connect, City of Riverside and the City of Corona are certified through RTA and qualify for ADA services and reduced fares on all systems.

Regional Coordination

RTA coordinates regional services with the cities of Corona, Beaumont and Banning. In the City of Riverside, RTA coordinates with Riverside Special Services, which provides complementary ADA-compliant service to RTA's fixed-routes. Additionally, RTA periodically meets with social service providers, bus riders and other advocates through forums such as RCTC's Citizens and Specialized Transit Advisory Committee (CSTAC), RTA's ADA meetings, Transportation NOW (T-NOW) chapters and surrounding regional transit operators.

As a CTSA, RTA continues to assist other agencies throughout western Riverside County by helping them to apply for federal and state funds such as the FTA § 5310 program. The projects funded through the 5310 program improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding the available transportation options. In FY21, RTA also shared information throughout the region regarding the COVID-19 pandemic. Some of the information shared included sanitizing procedures, employee screening and capacity limitations to enforce social distancing. RTA also assisted the City of Corona with some questions regarding the use of federal funding for COVID-19 related expenses.

Interregional Coordination and Transfer Agreements

While most trips are completed within RTA's jurisdiction, there is a demand to provide connectivity to areas outside of this area. As such, RTA has collaborated with other transit agencies on agreements for funding splits and/or jurisdictional overlap, to further interregional connectivity via public transportation.

As a result of these collaborations, RTA has transfer agreements with the following agencies: Metrolink, Omnitrans, OCTA, Corona Cruiser, Banning Connect, Beaumont Transit and SunLine. Metrolink tickets and passes are accepted on RTA fixed routes that serve Metrolink stations during the period from one hour before to one hour after Metrolink service hours and are valid on the day of travel. Fare media from Omnitrans, SunLine and Beaumont Transit are accepted at transfer locations at the equivalent base fare rate, excluding CommuterLink service, on the day of travel. Corona Cruiser fare media is accepted at transfer locations and adjacent stops. OCTA fare media is accepted for base fare on CommuterLink routes 200 and 205 at transfer locations in Orange County as well as La Sierra Metrolink between RTA routes 15 and 200 and OCTA Route 794. Current and retired employees as well as dependents of Omnitrans and OCTA are eligible to ride at no cost on any local fixed-route or CommuterLink in the RTA service area.

In FY18, as part of the introduction of new CommuterLink Route 200, RTA and Omnitrans reached an agreement to allow Route 200 to include a stop at the Downtown San Bernardino Transit Center. RTA also reached an agreement with OCTA and the City of Anaheim to allow Route 200 to serve stops in Anaheim including Harbor Boulevard at Disneyland.

Omnitrans and RTA also coordinated on developing a new transfer point in South Fontana for RTA routes 21 and 49, and Omnitrans Route 82, as well as identified space for future Omnitrans service at the new Amazon Eastvale transit hub.

In FY22, RTA will continue to collaborate with these agencies to continue to provide options for enhanced interregional connectivity via transfer and funding agreements and jurisdictional overlap. RTA is exploring a program with Metrolink where RTA CommuterLink riders can get a Metrolink pass at a reduced rate. This will help save valuable county resources while offering passengers another mode of transportation until capacity constraints are lifted on RTA CommuterLink buses. The other option would have been to run additional RTA buses long distances with up to 10 passengers, an extremely inefficient use of public funds.

1.9 RECENT STUDIES AND PLANS

RTA regularly conducts various studies in order to provide efficient, reliable, safe and accessible transportation that meets the needs of the community. These studies also lay out plans for RTA's future service, replacement and maintenance of capital equipment, financial projections and transition to ZEBs. Studies and plans are also completed to meet federal and local requirements

to apply for grant funding. Listed below are the recent studies that have been completed and/or updated.

Title	Summary	Calendar Year of Completion/Update	Location
Comprehensive Operational Analysis (COA)	A two-year study that reviewed RTA's network structure, route performance, market conditions and service performance. Findings from the study led to the development of phased recommendations that will help maximize ridership and improve the overall passenger experience while improving the system's financial sustainability. The COA is meant to guide RTA's service planning decisions over the next decade.	2015	RTA Website
Market Assessment and Strategic Directions Study	This study surveyed both riders and non-riders in RTA's service area to gain a better understanding of the factors that contribute to ridership and identify strategies that can be implemented immediately to encourage additional ridership.	2018	RTA Website
Transit Asset Management (TAM) Plan	The TAM Plan includes an inventory and condition assessment of RTA's assets as well as a plan to maintain the assets in a state of good repair. The plan forecasts when assets will need to be repaired or replaced and outlines future financial capital needs.	2018	RTA Board of Directors Meeting Agenda September 2018
Zero Emission Bus Analysis and Rollout Plan	This study analyzed RTA's current route profiles, service area, energy consumption needs and ridership to determine which type(s) of ZEB technology would be operationally feasible and cost effective for RTA. The Rollout Plan provides a detailed timeline and estimated cost for a phased transition to FCEBs that meets CARB requirements. The Rollout Plan is a fluid document and any updates made requires Board of Director approval.	2020	RTA ZEB Analysis Board of Directors Meeting Agenda November 2020 RTA's CARB Approved Rollout Plan

Title	Summary	Calendar Year of Completion/ Update	Location
Public Transportation Agency Safety Plan (PTASP)	The PTASP is reviewed annually and summarizes RTA's safety plans and includes the process and procedures to implement Safety Management Systems (SMS). This ensures RTA is performing the necessary risk management activities, monitoring the results and making the necessary adjustments to maintain a safe system.	2020	RTA Board of Directors Meeting Agenda March 2020
Contagious Virus Response Plan	This plan was developed in response to the COVID-19 pandemic. This plan details RTA's contingency plan if service reductions are needed due to increased staff absenteeism or as mandated by the Board of Directors or other governmental authority. The reduction of service is presented in increasing tiers with the final third tier being a complete suspension of service.	2020	RTA Board of Directors Meeting Agenda March 2020
RTA Service Reduction Plan	In response to the COVID-19 pandemic and resulting decrease in ridership and revenues, RTA contracted TMD to evaluate RTA's service network and operations to create a more efficient and sustainable system through the reduction of underperforming routes. The recommended changes, cost savings calculation and Title VI analysis are summarized in the Service Reduction Plan.	2021	Appendix B
Title VI Analysis	As a recipient of federal funding, RTA is required to conduct a Title VI analysis for all major service and fare changes to identify, mitigate and/or justify any disparate impacts on minority populations or disproportionate burdens on low-income populations.	Ongoing	Appendix C

CHAPTER 2: ROUTE PERFORMANCE AND EXISTING SERVICE

2.1 KEY PERFORMANCE INDICATORS

RTA evaluates and plans for its services using the RTA Board-adopted Service Standards and Warrants metrics, which are updated as needed.

Service Standards and Warrants

The Service Standards and Warrants guidelines are design standards that set the requirements for a minimum level of service that respects service quality characteristics such as route structure, service area coverage, operating hours and on-time performance. There are several factors that are typically considered when objectively measuring service performance. These factors, used in conjunction with the Annual State of Public Transit Report, help determine whether service is cost effective.

SUMMARY OF SERVICE STANDARDS AND WARRANTS	
<i>Population Density</i>	Density is determined by the number of people housed per square mile or the number of employees per square mile. RTA aims to provide at least 85 percent of all residences, places of work, high schools, colleges and shopping centers with access to bus service.
<i>Route Classifications</i>	RTA service can be classified into three fixed-route service types: local, RapidLink limited stops and CommuterLink express. Complementary to the fixed-route service is DAR. See Table 1 for the route classification of each route.
<i>Span of Service</i>	The span of service or the hours of operation refers to the start and end time of a route. The span of service will vary based on the demand in the community and the classification of the route.
<i>Bus Stop Spacing and Amenities</i>	Depending on the population density, bus stop spacing in urban areas usually averages about 1,500 ft. (.28 miles) to 2,500 ft. (.47 miles). As service approaches more suburban and rural areas, bus stop spacing may be limited to locations with accessible curb and gutters and sidewalks suitable for ADA compliance. The new bus stop spacing standards allows spacing of 0.25 to 0.33 miles to support local, regional and community feeder routes; 0.25 to 0.5 miles for frequent key corridor local service; and 0.5 mile stop spacing for RapidLink service. Bus stops with 10 or more average weekday boardings may qualify for a shelter and stops with five or more boardings may qualify for a bench, subject to funding availability that is determined in the annual budget process. These standards were adopted in the Bus Stop Strategic Policy (2015).
<i>On-Time Performance</i>	RTA requires that no bus shall leave a time point early and should arrive at a time point no later than six minutes after the scheduled arrival time. This limit is appropriate for RTA's service area due to the average distance traveled by each route and the combined rural and urban areas.
<i>Headways (Frequency)</i>	Headways are the timed intervals between each scheduled trip within a fixed-route bus (e.g., the bus runs every 30 minutes). Headways range anywhere from every 15 minutes to every 120 minutes depending on the density and are aimed at operating in 15-minute increments for frequent key corridors supporting local and regional connector tiers. Community feeders and CommuterLink routes may vary depending on demand.

<i>Transfer Wait Time</i>	Transfer Wait Time refers to the amount of time a passenger has to wait when transferring from one mode of transportation to the next, whether it is bus or rail. In denser UZAs such as downtown Riverside, average transfer wait times should not be longer than approximately 20 minutes. In smaller urbanized and even in rural areas, the average transfer wait time can reach up to 30 to 45 minutes depending on the frequencies of the routes in the area.
<i>Load Factor (Maximum Vehicle Loads)</i>	Depending on the bus, the maximum number of passengers should not exceed 150 percent of the seating capacity or the legal weight limit of the bus. DAR vehicles should not exceed 100 percent of the seated capacity.

Source: RTA's Service Standards and Warrants (2012), Bus Stop Strategic Policy (2015)

Productivity vs. Coverage Target

The Transportation Development Act (TDA) of 1971 established fiscal performance requirements of 20 percent farebox recovery in urbanized areas and 10 percent in rural areas. To help remain in compliance with this state mandate, and to improve effectiveness and efficiency, RTA has adopted the following policy for service deployment:

- Sixty percent of fixed-route service should be deployed in areas with higher population and employment densities where transit is able to meet productivity standards, and
- Forty percent of fixed-route service should be to maintain coverage in areas where lower population and employment densities limit transit service productivity.

The 60/40 split establishes a benchmark for RTA to meet mandatory farebox recovery. By state mandate, new or significantly modified service is exempt from meeting the required criteria for up to two years plus the year of commencement. The objective is to give these routes time to perform up to standards. Other key metrics monitored are operating cost per revenue hour, passenger per revenue hour and mile and key subsidy measurements. These key metrics are noted in Table 2.0.

2.2 SRTTP PERFORMANCE REPORT

It is unknown how long the social and financial impacts of the COVID-19 pandemic will last. With ridership levels still down by 70 percent, RTA plans to continue seven-day Sunday service with select CommuterLink service into FY22. As businesses reopen and schools return to in-person sessions, RTA plans to incrementally increase service on its top 10 performing routes and reinstate routes 51 and 55. Detailed information on the service improvements to be made can be found in Chapter 3. DAR service will remain consistent with 2019 levels as the Agency strives to serve the most vulnerable population. For FY2021/22, RTA projects 538,555 revenue hours for the operation of 8,010,305 revenue miles systemwide. Ridership is projected to be 4,309,863, an increase from FY21 in response to reopening efforts at schools and local business. Table 2.1 shows detailed information on the FY22 Performance Report.

2.3 SRTP SERVICE SUMMARY

For FY22, the projected systemwide revenue miles and hours are distributed as follows:

- 325,015 revenue hours and 4,485,662 revenue miles budgeted for directly operated routes.
- 118,332 revenue hours and 1,846,333 revenue miles budgeted for contract operated routes.
- 91,080 revenue hours and 1,632,840 revenue miles budgeted for operation of DAR and DAR Plus service.
- 4,128 revenue hours and 45,470 revenue miles budgeted for operation of the Microtransit Pilot Program pending Board approval.

For FY22, of the projected systemwide revenue miles and hours, 162,567 revenue hours and 2,070,181 revenue miles are being delivered by routes that qualify for an exclusion. Table 2.1 provides detailed information on RTA's FY22 projected service and Table 2.2 lists the excluded routes and dates they will expire. As noted previously, the FY22 projections consider the continued effects of the COVID-19 pandemic but with gradual service increases as ridership is projected to slowly return as vaccine availability and distribution continues and businesses and schools reopen.

2.4 SERVICE PERFORMANCE

On April 5, 2020 RTA reduced service to a seven-day Sunday schedule with additional CommuterLink peak service on weekdays. This continued in FY21 with additional cuts made during the May 2021 Service Change as recommended by RTA's Service Reduction Plan. For FY22, RTA will continue to run this service level and complementary DAR service but with incremental increases in response to growing demand. The total projected revenue miles and hours are provided in route level detail in Table 2.3. Estimated number of passengers, passenger miles, revenue hours and miles, operating costs and passenger revenue information are provided for each route including DAR which is summarized by UZAs. The FY22 projections take into account the continued effects of the COVID-19 pandemic on ridership, service levels, operational capacity and revenue with a gradual recovery.

2.5 PRODUCTIVITY IMPROVEMENT EFFORTS

RTA continually monitors key service performance metrics such as farebox recovery and passengers per hour or trip. These metrics are key factors in evaluating the performance of individual routes and trips.

In FY21, RTA completed a performance review of all fixed route trips. The Service Reduction Plan aimed to decrease duplicative service and improve efficiencies. The resulting modifications were spread out over the service area. Due to the large number of changes and the already reduced

Sunday-level service, RTA does not recommend any further reductions for FY22. Route performance will be monitored in the coming months to ensure that the services being offered are as efficient as possible.

2.6 MAJOR TRIP GENERATORS

The education-related, work-related and retail and recreational trips are RTA's largest trip purposes. Customer surveys conducted in 2018 for the Market Assessment Study indicated that:

- Forty-eight percent of riders are students
- Thirty-one percent of all trips were to/from college or school
- Twenty-nine percent of trips were for work purposes
- Twenty-six percent of trips were for retail or recreational purposes

These market segments will remain critical to ridership expansion.

RTA's student pass programs with local colleges and universities have been a great source of ridership growth over the last decade and continue to be marketed heavily to the college populations. RTA continues to make every effort to coordinate transit service with K-12 school bell schedules and boundaries.

Ridership on our CommuterLink Express buses have seen a general decline. This service type will continue to be monitored and service levels adjusted in line with demand. As service levels are adjusted, RTA will develop plans to effectively communicate these changes to customers.

The 10-Year Plan and the Market Assessment Study point to the ongoing need for service improvements concentrated on four core themes:

1. Service Frequency: Key improvement required for RTA services to attract new ridership.
2. Connectivity: Better coordination between RTA services at key connection points.
3. Streamlining: Focus routes on major streets/corridors, reduce circuitous and overlapping routing of service, improve travel times and ease of understanding of network.
4. Span of Service: Add late-night service for major employment centers, colleges and universities.

RTA will continue to explore service changes that address these key service attributes to retain existing customers and attract new ones.

2.7 RECENT SERVICE CHANGES

Key service changes implemented in FY21 are listed below:

- No service on major holidays – New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.
- Route 24: Alternate routing that serves the Temecula Library was discontinued.
- Route 26: Discontinued service due to low ridership.
- Route 27: The 9:02 p.m. weekday southbound and the 5:30 a.m. southbound weekend trips departing Galleria at Tyler were discontinued.
- Route 28: Discontinued the 5:05 a.m. weekend westbound trip departing Hemet Valley Mall.
- Route 30: West loop was discontinued.
- Route 32: Discontinued the alternate routing along Commonwealth and Villines Avenues, Las Rosas Road and 7th Street.
- Route 40: The 8:56 a.m., 11:26 a.m., 1:56 p.m. and 4:23 p.m. weekend eastbound trips departing Lake Elsinore Walmart, and the 7:36 a.m., 10:14 a.m., 12:41 p.m., 3:08 p.m. and 6:02 p.m. weekend westbound trips departing Cherry Hills and Bradley were discontinued.
- Route 50: Reinstatement of service on March 1, 2021.
- Route 210: Discontinued service due to low ridership.
- Implementation of sweeper bus service on directly operated routes 1, 15, 16, 19, 28 and 200 and as needed on contract operated routes 8, 32, 42, 74 and 79.

To continue to provide essential transportation services to the region while remaining financially sustainable, RTA contracted TMD to evaluate RTA’s transit network and create a more efficient and sustainable system by modifying underperforming and/or duplicative routes and trips. Following robust community outreach and feedback, the recommended service changes in the Service Reduction Plan were approved by the Board in January 2021. The recommended changes are temporary given the reduced ridership and revenues caused by the COVID-19 pandemic. RTA constantly monitors ridership levels and will reinstate service as needed in response to demand. The following temporary changes were implemented in May 2021:

- Route 1: The portion of this route in Corona between the Smith and 6th timepoint and West Corona Metrolink Station was discontinued.
- Route 15: A portion of this route on Indiana Avenue from La Sierra Avenue to Merced Drive and Magnolia Avenue was discontinued along with the portion on Magnolia Avenue from La Sierra Avenue to Galleria at Tyler Mall.
- Route 18: The portion of this route between the Moreno Valley Mall and Moreno Valley College was discontinued.
- Route 21: The portion of this route between the Pedley Metrolink Station and Banana and Cherry timepoint in Fontana was discontinued.
- Route 40: This route, which serves Canyon Lake and Menifee, is temporarily discontinued until demand returns.
- Route 204: Northbound trips departing the Market and University timepoint at 4:20 a.m., 5:55 a.m. and the UCR at Bannockburn timepoint at 2:55 p.m., 3:45 p.m. and 6:13

p.m. were discontinued. The southbound trips departing the Montclair TransCenter at 5:25 a.m., 7:04 a.m., 4:17 p.m., 5:12 p.m. and 7:36 p.m. were discontinued. Service frequency was reduced to match ridership levels.

- Route 205: The portion of this route between the Corona Transit Center and Village at Orange was discontinued.
- Route 206: Service frequency was reduced to match ridership levels. Northbound trips departing the Promenade Mall timepoint at 4:17 a.m., 5:09 a.m., 5:48 a.m., 4:41 p.m. and 6:30 p.m. trips were discontinued. Southbound trips departing the Corona Transit Center timepoint at 6:25 a.m., 7:12 a.m., 5:09 p.m. and 5:50 p.m. were discontinued.
- Route 208: This route, which connects Temecula and Riverside, is temporarily discontinued.

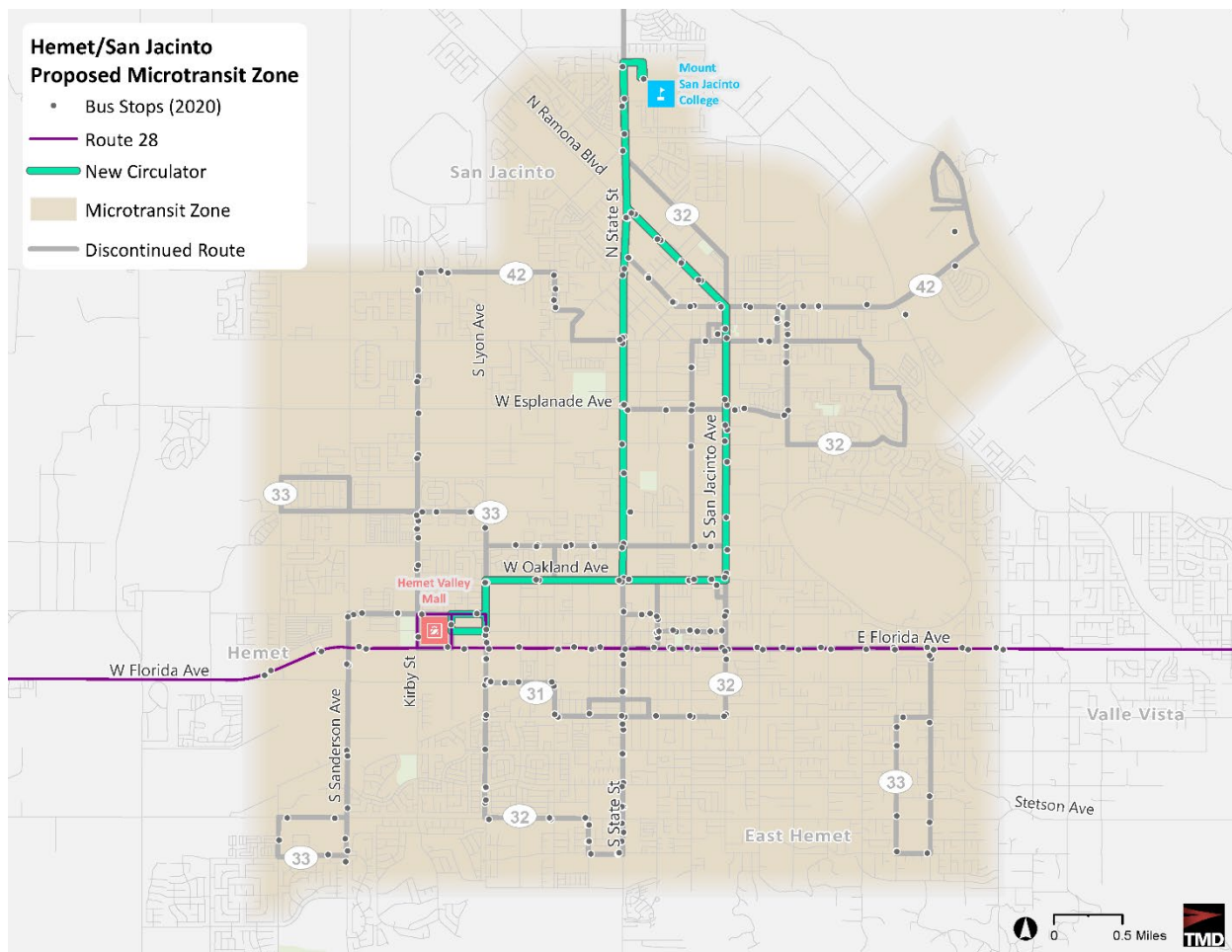
The changes made in FY21 ensured that despite the decreased ridership and limited revenues, the Agency was able to continue providing essential transportation services to the region. With social distancing guidelines limiting the number of people allowed on the bus, RTA implemented sweeper bus service on routes that continually hit capacity. Sweeper buses were initially dispatched to pick up customers left behind but are now operating regularly throughout the day to meet the increased demand. This approach minimized the impact on existing riders while making service safe, more efficient and financially sustainable. Moreover, the discontinuation of low-performing and duplicative routes/trips prepares the Agency for future ZEB implementation which has limited range in comparison with the Agency's current CNG fleet and is much more costly to operate.

CHAPTER 3: FUTURE SERVICE PLANS, FARE CHANGES, CAPITAL PLANNING AND MARKETING

3.1 PLANNED SERVICE CHANGES

Preparation of the FY22 service plan began with a performance review of all fixed-route bus service and the resulting findings influenced adjustments to service levels on selected RTA routes to improve service reliability, increase ridership and improve efficiency. Due to the uncertainty surrounding the COVID-19 pandemic, RTA is continuing seven-day Sunday service with select CommuterLink service into FY22 with incremental increases as demand increases and businesses and schools reopen. This will allow the Agency's limited resources to be reinvested where they will have the greatest benefit for the public.

In FY22, additional service changes are being considered in the cities of Hemet and San Jacinto per the Service Reduction Plan. These changes are the last recommendations to be implemented from the Service Reduction Plan and include the discontinuation of several routes/route portions, introduction of a new circulator with improved frequencies and the launch of a new Microtransit Pilot Program. The Microtransit Pilot Program is currently being assessed and will require Board approval prior to implementation.



Proposed Microtransit Service Zone

The cumulation of these changes will reduce route overlap and competition for riders between routes and provide riders a more direct trip to their destinations. Hemet is the ideal location for the Agency to implement a Microtransit Pilot Program. It will replace underperforming fixed route service with more direct service, saving significant operating costs and resources. Riders will be able to request a ride through an app and travel between existing bus stops in the Microtransit Zone which is estimated to cover 30 square miles. In FY22, RTA will begin planning the Microtransit Pilot Program which will include a robust outreach and marketing plan for the Hemet – San Jacinto Valley and will be presenting it to the RTA Board of Directors for their approval. If approved, RTA will begin implementing the Microtransit Pilot Program and conducting outreach to ensure that residents are fully prepared for the changes and able to properly request rides.

In FY21, RTA completed the ZEB Plan that produced a rollout plan for the Agency's ZEB fleet transition as mandated by CARB. The RTA Board of Directors approved the study's recommendation to transition to all FCEB fleet on November 19, 2020. RTA's ZEB Plan was submitted to CARB in December 2020 per the ICT mandate and approved in February 2021. It is

estimated to cost RTA an additional \$127 million dollars in operating and capital expenses over the next 20 years to transition the fleet to FCEBs. This additional funding is above the CNG fleet replacement RTA had been planning. To prepare for the ZEB transition, provide more efficient service that meets growing demand and use taxpayer dollars wisely, RTA will also be completing a Sustainable Service Plan study. The study will evaluate RTA's overall network and ridership levels to determine how, where and when service on RTA's 36 routes should be reinstated in response to demand, funding limitations and operational constraints. The Sustainable Service Plan will provide a tiered plan for implementing service as demand increases.

The ZEB Plan identified approximately 18 percent of route or route segments that cannot be completed without requiring the bus to refuel, even with the larger hydrogen fuel cell tank and a medium duty cycle. This study will evaluate RTA's pre-determined routes and route segments and reconfigure trips/blocks to reduce mileage, making for an easier transition to FCEBs, and ensure that lifeline services are maintained and no network gaps are created. This is a critical time to implement the study as it will ensure that unsustainable service levels, inefficient route and route segments and duplicative routes/trips are not reinstated. This will also allow the Agency's limited resources to be reinvested where they will have the greatest benefit for the public. With this plan in place, RTA will be able to quickly respond to increases in demand and ensure that potential ridership is captured.

The following service changes listed below are planned for FY22. Implementation of these service changes may change depending on COVID-19 pandemic developments.

- September 2021 service changes:
 - Increase service on routes 1, 15, 16, 19 and 28 to 80 percent of January 2020 (pre-COVID) service levels.
 - Route 51: Reinstate service.
 - Route 55: Reinstate service.
- January 2022 service changes:
 - Increase service on routes 12, 13, 20, 22 and 49 to 65 percent of January 2020 (pre-COVID) service levels.
 - Route 31: Portion of this route between Mt. San Jacinto College (MSJC) and the Hemet Valley mall will be serviced by the new Route 44 circulator.
 - Route 32: This route, which currently serves Hemet and San Jacinto, will be replaced by the microtransit program pending Board approval.
 - Route 33: This route, which currently serves Hemet, will be replaced by the microtransit program pending Board approval.
 - Route 42: This route, which currently serves Hemet and San Jacinto, will be replaced by the microtransit program pending Board approval.
 - Route 44: New circulator that connects Hemet Valley Mall with MSJC with stops along State Street, San Jacinto Avenue, Oakland Avenue and Ramona Boulevard. Stops will be served every 30 minutes.

- Route 74: The section of this route between MSJC and Hemet Valley Mall will be serviced by the new Route 44 circulator.
- Route 79: The section of this route between MSJC and Hemet Valley Mall will be serviced by the new Route 44 circulator.
- Implementation of the Microtransit Pilot Program: If approved by the Board, the new pilot program will allow customers traveling within the Hemet and San Jacinto microtransit zone to request a ride using an app or by calling RTA. Customers can be picked and dropped off at existing bus stops within the two cities.

In April 2021, RTA's outreach was predominantly done online through the website, RTA Reader, Rider News, press releases and social media. Customers were invited to comment on the proposals by phone, email, traditional mail or by attending the May 2021 Board of Directors meeting. Additionally, outreach for the Hemet – San Jacinto Valley Microtransit Pilot Program was included in the Service Reduction Study previously mentioned. This effort included four virtual community meetings, an online video presentation and comments were collected via phone, email and regular mail.

RTA is partnering with the County of Riverside to provide the subsidized jury trolley (Route 50). A new contract was signed with service provided through June 30, 2021 with four one year options. In partnership with Metrolink rail service, RTA usually operates the Route 54 shuttle service for Riverside's Mission Inn Festival of Lights on four Friday and Saturday evenings in November and December. This shuttle is well utilized and helps reduce traffic congestion at this popular event. If the event occurs this winter, RTA will work with Metrolink on an agreement to fund the Route 54 shuttle.

There are two routes that are normally subsidized by agency partners. Route 51, funded by UCR, and Route 55, funded by the City of Temecula, are included in the FY22 budget. New funding agreements are currently being finalized. Service is scheduled to begin in September 2021 for Route 51 and in August 2021 for Route 55, in response to schools and colleges reopening in the fall.

3.2 MODIFICATIONS TO PARATRANSIT SERVICE

While ADA services have also seen a drastic decline in ridership, they remain essential to RTA's most vulnerable population. The lack of demand and inability to meet in-person have rendered RTA's traditional Travel Training program delivery impractical and inefficient. For FY22, RTA will continue its mobility management assistance for seniors, disabled persons and veterans using our Customer Information Center (CIC) located at Division II in Hemet. Passengers will be given step-by-step training on how to travel using RTA's fixed route system and will benefit from receiving instructions through phone calls and emails, limiting in-person contact. RTA staff confirmed with Caltrans, who administers the 5310 Grant, that the funds awarded for the Travel Training program delivery can be used for this form of mobility management. As appropriate,

RTA will continue to encourage transition from Dial-A-Ride to fixed-route through classroom presentation, train-the-trainer programs and trip planning through the CIC.

The Medi-Cal Reimbursement Program was implemented in early 2012 and was developed in cooperation with the State Medi-Cal Program for paratransit trips taken to and from qualifying medical facilities. This program provides a percentage-based reimbursement of the net expense associated with these trips and provides access to alternative sources of state and federal funding for DAR services.

The current reimbursement rate for this program is calculated by the total Medi-Cal beneficiary eligible trips divided by the total number of individuals actually served to determine the percentage of net expenses eligible for reimbursement less 50 percent of the eligible net expense. To date, the Agency's total cost savings through participation in this program is \$2,818,848.

3.3 FUTURE MARKETING PLANS, STUDIES AND PROMOTION

The Marketing Department executes marketing and communication campaigns targeted at existing and potential riders, commuters, students, elected officials, members of the business community, the media and non-profit groups. With the Agency's vision, mission and core values in mind, the department's FY22 efforts will address community, media and public relations; allocate resources to increase the awareness of RTA's services; promote the increased use of those services as well as to develop a positive relationship between the Agency and the people we serve. More specifically, the Marketing Department seeks to address the following areas:

- Increasing fixed-route ridership and awareness of RTA services
- Encouraging trial and repeat use among residents who currently do not ride the bus
- Enhancing a positive image among riders, potential riders, community leaders and elected officials
- Ensuring public awareness and education for new and expanded bus service
- Educating the public on the benefits of public transportation
- Coordinating timely updates to RTA's website: RiversideTransit.com
- Promoting our services on social media and presence at community events
- Providing excellent customer service
- Coordinating media and public relations
- Enhancing government relations
- Assisting with employee communication

With a focus on revitalizing service, the Marketing Department must explore ways to increase ridership and promote travel by bus, while developing creative strategies to communicate and interact with customers. The department will continue to focus on communicating safety measures that customers must follow as restrictions loosen and more people return to work and school.

The department has identified objectives, target markets and strategies that can result in maximum impact both now and for years to come. The coming year provides a variety of opportunities for the department, including the promotion of new mobility hubs, and continued efforts to push mobile ticketing as well as popular free-ride programs for area college students.

Service Adjustments: Marketing promotes information regarding service adjustments through a variety of advertising methods to reach customers including rider alerts, press releases, website information, brochures, newspaper ads, on-bus information and social media.

Customer Information Materials: RTA aims to make the transit system easier to understand and use through enhanced passenger information and signage. Materials are developed for both novice riders and experienced users to read and understand. Informational documents are readily available and designed to attractively promote RTA services to new users, while maintaining interest and engagement from existing riders.

Public Speaking Opportunities: Presentations are customized for a variety of market segments. Outreach to business and community leaders is used to educate these groups about the economic benefits that transit provides to the RTA community, while presentations for social service agencies or other gatekeeper organizations are tailored to educate these groups on how transit can enhance personal mobility and how they can help to promote its usage. Presentations also occur at senior centers, colleges and school orientation programs that focus on how those populations can use the bus to accomplish their various tasks.

Community Relations: Many of RTA's strategies rely on working through local organizations and businesses to direct specific promotional messages to constituencies with realistic potential for using RTA's transit services. Community-based marketing and partnerships with local businesses and public agencies of this kind are cost-effective. A way RTA builds upon these relationships is by participating in community events such as expos and parades, which provides the opportunity to attract potential new users and promote RTA as an active community partner.

Website and Social Media: RTA's website is used to publish up-to-date information about Agency services, policies and publications. RTA also utilizes social media, including Facebook, Twitter, YouTube, Instagram and iAlerts. Social media is a relatively inexpensive advertising format that allows RTA to provide information quickly and easily to users while raising RTA's profile and brand.

Customer Information Center: The Customer Information Center provides phone information to customers seven days a week. As call volumes fluctuate, RTA maintains staffing levels to adequately meet its customers' needs. Various resources such as Google Transit trip planners and BusWatch real-time bus tracking allow customer representatives to quickly and accurately answer customer inquiries. English and Spanish speaking clerks are always available to assist callers. For other language requirements, both written and verbal, RTA uses the service of

LanguageLine Solutions which provides interpretation and translation in more than 200 languages.

Transportation NOW: T-NOW was formed in 1992 as a grassroots advocacy group comprised of public transit advocates. Members of T-NOW range from elected officials to community activists to everyday transit users who are committed not only to addressing regional transportation issues but meeting the needs of individual communities. There are six T-NOW chapters throughout the service area that include Greater Riverside, Hemet / San Jacinto Area, Northwest, Moreno Valley / Perris, San Geronimo Pass Area and Southwest. Each chapter meets monthly and sets goals and objectives relevant to their communities.

Media and Public Relations: Media relations allow RTA to generate awareness and recognition as well as to reinforce marketing messages and activities, influence community or industry members and positively position the Agency in the public's eye. Press releases are sent throughout the year to alert the media and the general public of developments, route or schedule changes, holiday schedules or Agency events. The Agency also produces an annual report which is distributed by mail and on the Agency website.

Free Fares for Youth and College Students Program: From August 1, 2020 – July 31, 2022, RTA will continue the Free Fares for Youth and College Students Program across all RTA fixed routes for youth ages 18 and under and college students. During this time, students will be able to ride any RTA fixed route for free by showing appropriate ID. Transportation is often a barrier for many students. Providing students with access to free, reliable transportation can help increase school attendance and improve grades. This program will provide RTA with a realistic estimate on the actual number of students that will ride and the potential cost of the program if it were to be implemented year-round. The program will also increase awareness of RTA routes and help promote farebox recovery during the transition back to normalcy from the COVID-19 pandemic. The Free Fares for Youth and College Students Program is funded through LCTOP.

Five Dollar Fare Promotion: From October 1-31, 2021, passengers will be able to purchase a 30-day pass for only five dollars. The promotion will be available for all fixed route service including CommuterLink. Participants will have unlimited use of their pass on RTA routes for 30 days or through November 30, 2021, whichever date is reached first. For DAR service, passengers will be able to purchase a 10-ticket booklet for five dollars. DAR passengers will have through November 30, 2021 to utilize their tickets. All promotional fares will be limited to one purchase per person. This promotion will help the Agency build ridership by encouraging both new and returning riders to utilize public transportation and to take more trips. The Five Dollar Fare Promotion is funded through the LCTOP.

3.4 PROJECTED RIDERSHIP GROWTH (FY22-24)

The pandemic continues to affect RTA's ridership. As businesses reopen and schools return to in-person sessions, ridership is projected to gradually increase. The projected ridership for FY22 will

show an increase over the previous year at 4,309,863, a 26 percent increase from FY21. The projected ridership is reflective of RTA's continued seven-day Sunday service, with select CommuterLink service into FY22 with incremental increases in service as demand increases. As society begins to adapt to a new normal, it is anticipated that RTA will see an increase in ridership however the timing of that is unknown.

3.5 PROPOSED FARE STRUCTURE CHANGES

In April 2019, the Board approved a two-phase fare increase, the first of which was implemented in July 2019. The second fare increase was scheduled to be implemented in July 2021. However, on February 25, 2021, the Board unanimously approved delaying the July 2021 fare increase for one year until July 2022 due to the financial impacts of the COVID-19 pandemic. The table below shows the current fare structure and the fare increase that will take place in July 2022.

FARE TYPE	CURRENT FARE	JULY 2022
LOCAL FIXED ROUTE		
CASH		
General	\$1.75	\$2
Senior/Disabled/ Medicare Card Holder	75¢	\$1
Veteran	75¢	\$1
Child (46" tall or under)	50¢	75¢
DAY PASS		
General	\$5	\$6
Senior/Disabled/ Medicare Card Holder	\$2.50	\$3
Veteran	\$2.50	\$3
7-DAY PASS		
General	\$20	\$25
30-DAY PASS		
General	\$60	\$65
Senior/Disabled/ Medicare Card Holder	\$30	\$35
Veteran	\$30	\$35
Youth (grades 1-12)	\$45	\$50
COMMUTERLINK		
CASH		
General	\$3.50	\$4
Senior/Disabled/ Medicare Card Holder	\$2.75	\$3
Veteran	\$2.75	\$3
Child (46" tall or under)	\$2.75	\$3
DAY PASS		
General	\$10	\$12
Senior/Disabled/ Medicare Card Holder	\$7	\$8
Veteran	\$7	\$8
30-DAY PASS		
General	\$95	\$110
Senior/Disabled/ Medicare Card Holder	\$70	\$85
Veteran	\$70	\$85
DIAL-A-RIDE AND DIAL-A-RIDE PLUS		
SENIOR/DISABLED		
Cash	\$3.50 - \$10.50	\$4 - \$12
10-Ticket Book	\$35	\$40
CHILD (46" TALL OR UNDER)		
Cash	75¢	\$1

3.6 CAPITAL IMPROVEMENT PLANNING

Capital improvements to the transit system are necessary in order to maintain facilities and equipment in a state of good repair, reduce costly repairs and ensure the safety and security of the public. Moreover, capital projects such as improvements to stops and installation of passenger amenities can lead to an increase in ridership. Listed below are RTA's upcoming projects pending available funding. These projects are estimated to begin within the next fiscal years.

Revenue Vehicles

RTA purchases revenue vehicles to replace older vehicles that have reached their minimum useful life in years or mileage as defined by the FTA. Projections on when vehicles will need to be replaced are based on service levels and are outlined in the Agency's TAM Plan. Future purchases of replacement revenue vehicles will follow the ZEB Rollout Plan and meet CARB's ICT mandate. Revenue CNG vehicles projected to be purchased in FY22 are fully funded within this SRTP.

Hydrogen Fueling Station – Hemet

RTA cannot procure any FCEBs until the facilities are equipped with the necessary equipment and space needed to operate and maintain FCEBs. Construction of a hydrogen fueling station at the Hemet Division is the first step in implementing the ZEB Plan. Construction is estimated to begin in 2024 at the Hemet Division. Architectural and engineering (A&E) and construction of the hydrogen fueling station at Division II, is currently unfunded. RTA is actively seeking and applying for grant funding for these projects.

Equipment and Passenger Amenities

Moreno Valley Mall Bus Stop Improvements: In January 2020, space for two additional bus stops was added at the Moreno Valley Mall Transit Center to ease bus congestion. RTA staff plans to add passenger amenities and bus pads to protect the roadway. This project is currently unfunded and was put on hold due to the COVID-19 pandemic.

Farebox Replacement with Contactless Payment Capability: RTA's current fareboxes are outdated and have surpassed their useful life. The fareboxes need to be replaced and upgraded to be in line with current technology and fare collection options. This project is fully funded and is estimated to cost \$5.5 million.

Sustainable Service Plan: RTA will complete a study that will evaluate how and when service should be increased beginning in 2022, in response to demand, funding limitations and operational constraints, with a focus on equity. The study will also identify routes or segments that can be adjusted to reduce mileage, making for an easier transition to FCEBs which have

limited range given RTA's large service area. RTA is currently seeking grant funding for this project.

3.7 CAPITAL PROJECTS BEYOND FY24

At the November and December 2020 Board meeting, the RTA Board of Directors approved the ZEB Plan and the recommendation to pursue an all FCEB fleet. The ZEB Plan includes a comprehensive operational and financial analysis on the impacts of transitioning to an all FCEB fleet. It is estimated to cost RTA over \$76 million in additional capital funding over the next 20 years to transition the fleet to FCEBs. This additional funding is over and beyond the CNG fleet replacement RTA had been planning for. The total capital cost for the 20 year period is estimated to be over \$400 million.

Included in the ZEB Plan is a Rollout Plan which details out RTA's transition to an all FCEB fleet by the year 2040. It includes bus procurements and facility improvements that need to be made in the next 20 years. Construction of the hydrogen fueling station is estimated to begin in 2026 for Division I and the timeline is contingent on funding availability. The Rollout Plan takes into account RTA's current reduced service levels due to the COVID-19 pandemic and projects when buses will meet their minimum useful life and need to be replaced. The first FCEBs are estimated to be delivered in 2026 with the next deliveries estimated to take place in 2028 and 2030. These dates may change depending on how quickly ridership returns following the pandemic warranting increases in service. All capital expenses associated with the transition to FCEBs are currently unfunded.

CHAPTER 4: FINANCIAL PLANNING

The FY22 Operating and Capital Budgets reflect the Agency's plan to transition into the post-pandemic and ZEB business model. The proposed budgets are developed to support overall Agency goals of providing safe and reliable public bus transportation in western Riverside County, providing excellent customer service, and preserving and regaining ridership – all within estimated fiscal constraints. It should be noted that significant adjustments – positive or negative – to the requested budgets are possible after the commencement of FY22.

4.1 OPERATING AND CAPITAL BUDGET FOR FY22

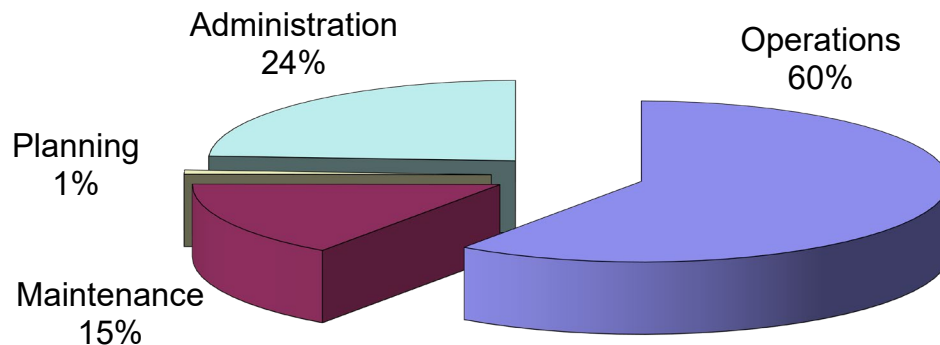
The Agency's FY22 Operating Budget reflects a fixed-route service plan, in terms of revenue service hours, that is down 3 percent when compared to the FY21 budget. The Agency plans to strategically discontinue various routes and route segments, while increasing the frequencies on our top performing routes. The Agency also plans to welcome back a greater number of our senior and disabled customers. As such, DAR revenue service hours are slated to increase 16 percent as compared to the FY21 budget. The fixed-route and DAR revenue service hours combine for a service plan in FY22 that is essentially flat when compared to FY21. The Agency believes this is a service level that balances forecasted fiscal constraints, safety of the public and our employees and the varied profile of the service area. We are planning to deliver service aimed at preserving and regaining ridership throughout the region while we navigate the uncertainty surrounding the pandemic. RTA remains fully committed to exploring all service and financial alternatives necessary to meeting the public transit needs of the citizens who live and work in western Riverside County.

With that in mind, the total proposed FY22 Budget for the Agency is \$106,386,096. This includes \$85,687,886 for operating expenses and \$20,698,210 for capital projects.

The \$85,687,886 FY22 Operating Budget reflects an increase of \$3,295,687, or 4 percent, from the FY21 budget. The Operating Budget covers planned revenue service provided on both directly operated and contracted fixed routes, as well as DAR trips including DAR Plus. The budget also covers administrative costs to support operations and maintenance.

The \$20,698,210 FY22 Capital Budget is increased by \$18,076,960, or 690 percent, from the current FY21 Capital Budget. With the FY22 Capital Budget, staff looks to the future and the ZEB landscape. The large increase in the Capital Budget is primarily driven by programming the final funding necessary to purchase 70 new 40-foot CNG buses. This is a purchase that was outlined in the Agency's Board approved ZEB Plan. The Agency also puts money aside to modernize its fareboxes, which have not been replaced in over a decade. The FY22 Capital Budget also includes funding for vehicle and facilities maintenance, bus stop amenities, a planning study and the Vine Street Mobility Hub.

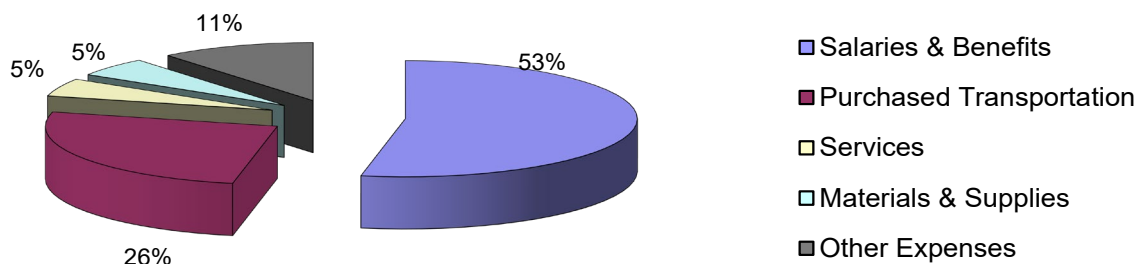
Operating Budget Profile:



The proposed Operating Budget totals \$85,687,886. Operations, at 60 percent, constitutes the largest component of the proposed Operating Budget. Maintenance represents another 15 percent of the total. Together, Operations and Maintenance equate to 75 percent of the Agency Operating Budget. Planning and Administration functions combine for the remaining 25 percent of the Operating Budget.

The Operating Budget contains five major cost elements. The elements are:

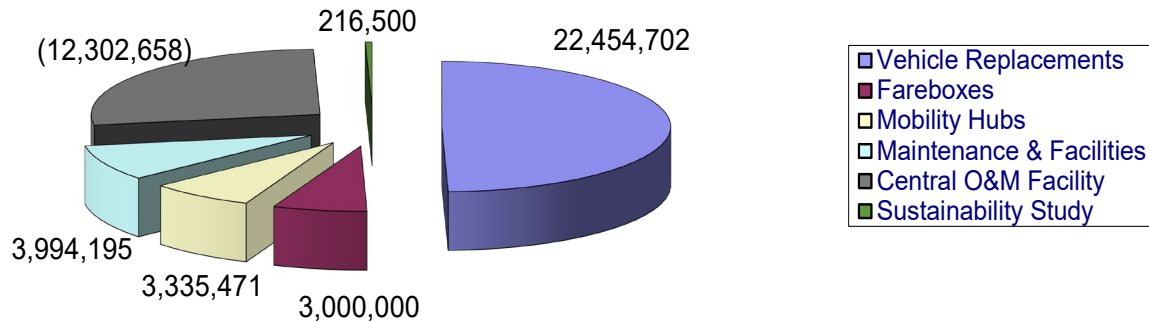
- Salaries and Benefits (53 percent) are comprised of employee wages/salaries and fringe benefits including, but not limited to, medical, pension, worker's compensation and other post-employment benefits (OPEB)
- Purchased Transportation (26 percent) represents the resources required for contracted transportation services for certain fixed routes and DAR demand
- Materials and Supplies (five percent) consists primarily of fuel, parts and lubricants for the operation, repair and maintenance of Agency vehicles
- Services (five percent) includes external auditing, legal counsel, legislative support, marketing, outside maintenance, custodial, armored transport, actuarial services, insurance brokerage and towing
- Other Expenses (11 percent) consists of insurance, utilities, printing and publications, advertising and promotion, dues and subscriptions and other miscellaneous expenses



Capital Budget Profile:

The proposed FY22 Capital Budget totals \$20,698,210. Capital funding will be used for the purchase of critical items to maintain existing operations and service levels.

The FY22 Capital Budget profile by project element is shown below:

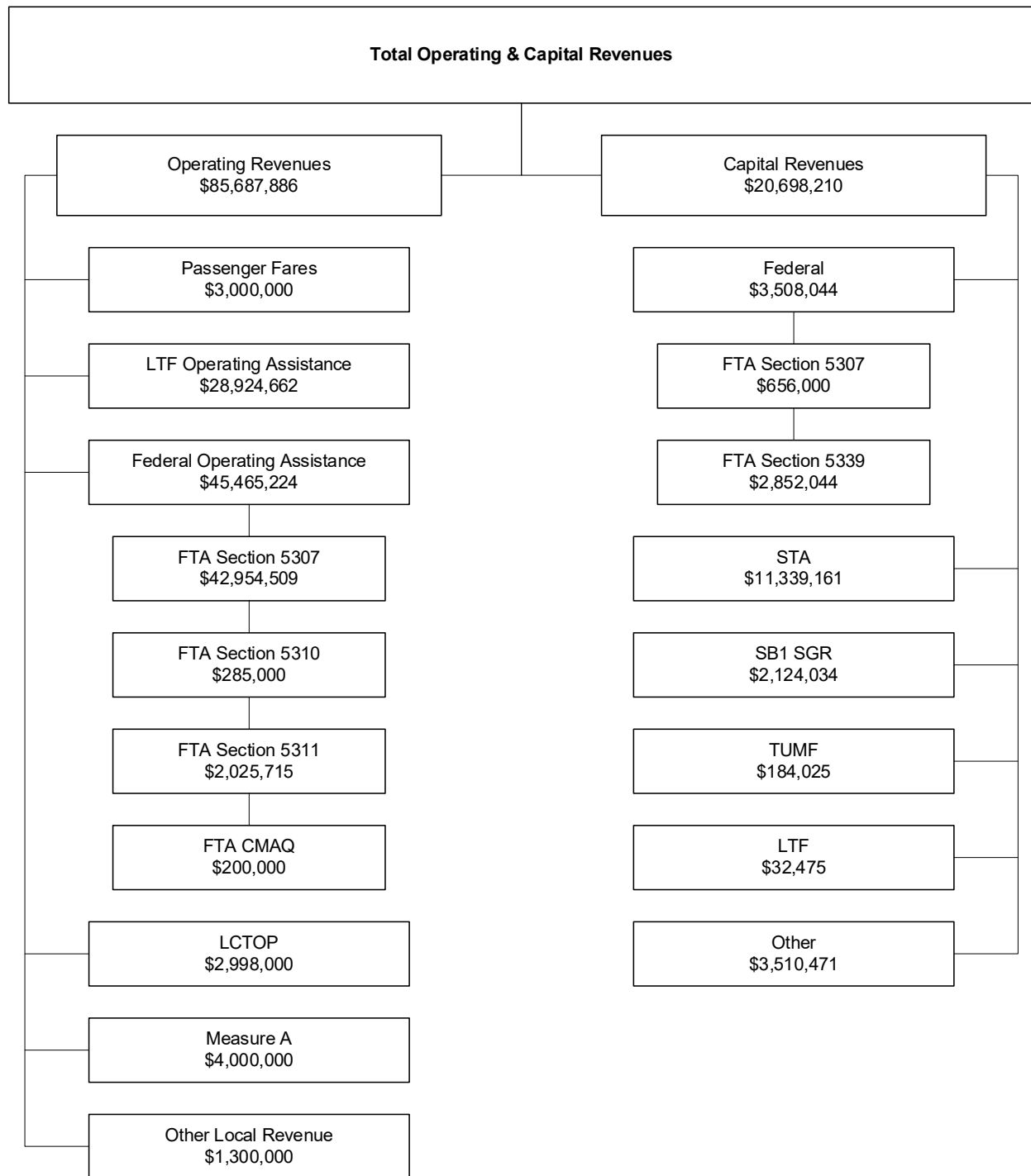


Notable capital projects included in the proposed FY22 Capital Budget are:

- Programming of additional funds for 70, 40-foot CNG buses
- Reprogramming of funds from Central Operations & Maintenance Facility to the CNG bus purchase
- Additional funding to replace Agency's fixed route fareboxes
- Additional funding to build and construct the Vine Street Mobility Hub
- Tire lease
- Associated Transit Improvements
- SB 1 State of Good Repair funding
- Programming of funds toward a sustainability study in light of the pandemic and ZEB

4.2 FUNDING SOURCES FOR OPERATING AND CAPITAL PROGRAMS

Funding for the Operating and Capital Budgets are generated from federal, state and local revenue sources. The table shown below summarizes the allocation of each revenue source for FY22.



Funding for the FY23 and FY24 Operating and Capital Budgets are also expected to be from federal, state, and local revenue sources. Tables 4.1 and 4.2 are based on a few simple assumptions.

With respect to the Operating Budgets, these amounts are based on delivering the same level of service with the same staffing levels and contract providers. For planning, a year-over-year inflation factor of four percent was used starting with FY22. Once the estimated budget was established under these assumptions, funding sources were reviewed for viability and expectation. As necessary, revenue sources were adjusted.

With respect to the Capital Budgets, these amounts are based on estimated needs over a longer time horizon based on today's expectation of the future. When the succeeding fiscal year's budgets are prepared, the capital needs and plans will be re-addressed for current and expected circumstances.

4.3 TUMF PROGRAM

The WRCOG TUMF Program ensures that a new development pays its fair share for the increased traffic that it creates. As identified in the WRCOG TUMF Administrative Plan, RTA is currently allocated three percent of every TUMF dollar collected for use on projects of regional significance located in the TUMF network. Below is the comprehensive list of RTA's projects included in the 2016 TUMF Nexus Study:

PROJECT NAME	CATEGORY	UNIT COST	# OF UNITS	COST	TUMF SHARE
Riverside Mobility Hub at Vine Street	Transit Center 1	\$6,000,000	1	\$6,000,000	\$3,630,000
Moreno Valley Mobility Hub(s)	Transit Center 2	\$9,000,000	1	\$9,000,000	\$5,445,000
Jurupa Valley Mobility Hub(s)	Transit Center 2	\$9,000,000	1	\$9,000,000	\$5,445,000
Banning Mobility Hub(s)	Transit Center 2	\$9,000,000	1	\$9,000,000	\$5,445,000
Lake Elsinore / Canyon Lake Mobility Hub(s)	Transit Center 2	\$9,000,000	1	\$9,000,000	\$5,445,000
Transit Enhancements in Temecula / Murrieta	Transit Center 2	\$9,000,000	1	\$9,000,000	\$5,445,000
Hemet Mobility Hub	Transit Center 2	\$9,000,000	1	\$9,000,000	\$5,445,000
San Jacinto Mobility Hub	Transit Center 2	\$9,000,000	1	\$9,000,000	\$5,445,000
MSJC Mobility Hub	Transfer Facility	\$1,000,000	1	\$1,000,000	\$605,000
Regional Operations and Maintenance Facility	O and M Facility	\$50,000,000	1	\$50,000,000	\$30,251,000
Annual Transit Enhancements Program	Bus Stop	\$40,000	290	\$11,600,000	\$7,018,000
Central Corridor RapidLink Implementation	BRT Service Capital	\$60,000	42	\$2,520,000	\$1,525,000
Vehicle Fleet Medium Buses	Vehicle Fleet 1	\$155,000	7	\$1,085,000	\$656,000
Vehicle Fleet Large Buses	Vehicle Fleet 2	\$585,000	29	\$16,965,000	\$10,264,000
COA Study	COA Study	\$950,000	1	\$950,000	\$575,000

TOTALS:**\$153,120,000****\$92,639,000**

Source: TUMF Nexus Study – 2016 Program Update, Page 51.

The Nexus Study is a planning document, and programming of TUMF funds is subject to funding availability and done through the TUMF Project Expenditure Plan. Table 5 contains RTA's FY22 – FY26 TUMF Expenditure Plan effective July 1, 2021.

4.4 REGULATORY AND COMPLIANCE REQUIREMENTS

As a recipient of state and federal funding, RTA is required to comply with regulatory policies and procedures that are reviewed and audited regularly.

SUMMARY OF REGULATORY AND COMPLIANCE REQUIREMENTS

TDA Triennial Audit: Under the State of California, TDA provides two major sources of funding for public transportation: LTF and STA funds. These funds are for the development and support of public transportation needs that exist in California and are allocated to areas of each county based on population, taxable sales and transit performance.

See Table 4.3 for a summary of the recommendations and actions taken from the last Triennial in 2019.

FTA Triennial Review: The triennial review is a comprehensive review of compliance with FTA requirements that is conducted of § 5307 grantees at least every three years. Even though the review is conducted of § 5307 grantees, it addresses all FTA programs for which the grantee is the direct recipient of funds, including § 5304, 5307, 5310, 5311 and 5339. It addresses the grantee's implementation of Federal requirements in 21 areas and its oversight of sub-recipients, operations contractors or lessees funded by these programs.

The last FTA Triennial Review was completed in November 2019 with no deficiencies found in any of the areas of review.

ADA: The federal ADA Act of 1990 prohibits discrimination and ensures equal opportunity and access for persons with disabilities. Under the ADA Act, public transit operators are required to provide complementary paratransit service to persons who are ADA certified and are within three-quarters of a mile of a local fixed-route bus during the hours of bus service operation.

RTA remains fully compliant with all Federal ADA regulations and has had no ADA customers denied service on DAR.

Disadvantaged Business Enterprise (DBE) Program: The federal DBE Program seeks to ensure nondiscrimination in the award and administration of FTA's Department of Transportation-assisted contracts in the Department's highway, transit and airport financial assistance programs and to create a level playing field on which DBEs can compete fairly for Department of Transportation-assisted contracts.

In accordance with U.S. Department of Transportation regulations found at 49 C.F.R. § 26.45, a new 3-year DBE goal was submitted for review to the FTA and became effective on October 1, 2018. RTA's DBE program will remain in effect through September 30, 2021. The new three-year DBE Goal is in progress and will be submitted prior to October 1, 2021. It will be in effect from October 1, 2021 through September 30, 2024.

Equal Employment Opportunity (EEO): The Federal Transit Laws, 49 U.S.C. § 5332 (b), provide that "no person in the United States shall on the grounds of race, color, religion, national origin, sex, or age be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any project, program or activity funded in whole or in part through financial assistance under this Act." This applies to employment and business opportunities and is considered to be in addition to the provisions of Title VI of the Civil Rights Act of 1964.

The EEO Program is submitted to FTA every four years and RTA is in compliance. The last submission was on March 2, 2018.

Drug and Alcohol Testing: Per the Code of Federal Regulations (Title 49, Part 40 and 655), RTA established a Drug and Alcohol testing policy in an effort to deter drug and alcohol use in the workplace. The policy establishes the circumstances in which applicants and employees are tested for drugs and alcohol in the workplace and the consequences when they test positive. The purpose of the policy is to prevent accidents, injuries, and fatalities resulting from the misuse of alcohol and prohibited drugs by employees who perform safety-sensitive functions.

The Drug and Alcohol Report is in compliance with FTA and was last updated on January 1, 2018.

Title VI of the Civil Rights Act of 1964: Title VI of the Civil Rights Act of 1964 provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. § 2000d).

RTA submits Title VI Program to FTA every three years. The last report was submitted in October 2019.

Limited English Proficiency (LEP): FTA issued regulations based on the Executive Order 13166 to all transit operators to establish LEP policies and procedures that ensures that RTA publications are issued in English and any other languages used by a significant number of the general population in the service area as determined by periodic demographic assessments.

RTA's updated LEP policy and plan was submitted with the Title VI Program in October 2019.

Public Hearing Policy: U.S. Code Title 49 § 5307 under the Urbanized Area Formula Grant Program requires that transit systems maintain a process to solicit and consider public comments before raising fares or implementing major reductions in service.

RTA's Public Hearing Policy for Major Service and Fare Changes was last revised in October 2012.

Alternative Fueled Vehicles: RCTC Resolution No. 00-018 established an emissions standards requirement for the acquisition of urban transit buses with federal, state, or local funds. All full-sized urban public transit buses purchased or leased with federal, state or local funds granted or programmed by RCTC shall meet the urban bus optional, reduced-emissions standards set by the California Air Resources Board for oxides of nitrogen and non-methane hydrocarbons.

RTA remains fully compliant with RCTC Resolution No. 00-0018 for vehicles purchased using federal, state or local funds.

Southern California Air Quality Management District – Rule 1192: This rule requires public transit fleets of 15 or more revenue vehicles and operating in SCAQMD’s jurisdiction to acquire alternative fuel heavy duty vehicles when procuring revenue vehicles. The rule applies whether revenue vehicles are operated by government agencies or by private entities under contract to government agencies that provide passenger transportation services including intra- and inter-city shuttle services.

National Transit Database (NTD): The NTD is the primary source for information and statistics on U.S. transit systems. Congress requires agencies to report NTD data on an annual basis if they receive or benefit from §5307 or §5311 formula grants. NTD also requires monthly operating and safety statistics reports from agencies that file as a “Full Reporter.” FTA submits annual NTD reports that summarize transit service and safety data to Congress for review and use.

RTA submits monthly and annual NTD reports. The last annual report was submitted in October 2020.

4.5 OPEN PROJECTS

Listed below are a few of RTA’s current projects. Capital projects help to increase the safety, efficiency and reliability of the transit system and can lead to a growth in ridership. Detailed information on all open capital projects can be found in Table 4.4.

Planned Passenger Transit Facilities

Canyon Crest Bus Stops: Currently, 31 percent of UCR’s population use RTA’s services. UCR is one of the busiest transit destinations in the Agency’s transit network, with over 1,700 boardings and alightings reported on an average weekday pre-pandemic. Planned service improvements, the popular U-Pass Program, parking price increases, increased congestion and resulting environmental and sustainability challenges are projected to contribute toward positive ridership gains in the future.

The current on-street bus stops at UCR located on Canyon Crest Drive are utilized by routes 1, 16 and 204. Route 51 will start service in September 2021, as UCR prepares to reopen with in-person sessions. This stop currently does not have the space, bus shelters or other amenities essential to effectively accommodate the current and planned service levels. The proposed upgrades to the Canyon Crest Bus Stops will include six bus bays with shelters, benches, trash cans and bus pads. Also included in the plan is a bidirectional bicycle track across the street, further enhancing safety by moving bicyclists out of bus traffic. The track is funded by the City of Riverside.

The upgrades to the Canyon Crest Bus Stops were originally envisioned as a state of the art UCR Mobility Hub. However, due to funding constraints related to construction bids, the UCR Mobility Hub is no longer moving forward. The Canyon Crest upgrades will be completed in partnership with the City of Riverside and are scheduled to begin in June 2021 and is estimated to be completed by September 2021.

Hemet Mobility Hub: Today, about 150,000 people reside in the Hemet – San Jacinto Valley, a rapidly growing area in western Riverside County. The City of Hemet has a projected population of 126,500 in 2040¹, a 58 percent increase from 80,070 in 2016². Population growth will result in an increased demand for transit service in the area.

The City of Hemet developed a Downtown Specific Plan in April 2017. The city's Downtown Specific Plan has identified a need for an intermodal mobility hub to meet the projected demand for local and regional transit services such as bus, rail, car, bike sharing and transportation network companies (TNCs) such as Uber and Lyft. The intermodal mobility hub will also serve as a park-and-ride facility and include solar power and electric vehicle (EV) charging stations to support emerging EV technologies. Furthermore, the potential extension of commuter rail service from the City of Perris to Hemet and San Jacinto (currently being studied by RCTC in their rail feasibility study) could also benefit from the intermodal mobility hub.

The plan identifies a city owned 14.5-acre site as the Transit Oriented District (TOD) and includes plans for a multi-modal mobility hub. The hub will be central to the Hemet Civic Center to the south, the County Administrative Center to the north and the Hemet Valley Hospital complex to the east. A substantial portion of this site will be available to transit supportive land uses that could be developed through a PPP. The plan envisions a transit-oriented development that will include housing, retail, office, public spaces and entertainment venues that will include energy-efficient sustainable design features to fully activate the mobility hub to be a thriving community activity center. The vision for the project creates an opportunity to use cap-and-trade funding.

The proposed Hemet Mobility Hub will address current and future mobility, sustainability and efficiency needs of the City of Hemet and RTA. It will have the capacity to anchor RTA routes 28, 31, 74, 79 and 217 that currently serve the Hemet – San Jacinto Valley. Moreover, with the launch of the Microtransit Pilot Program in FY22, pending Board approval, the mobility hub will become a key destination for riders to get picked up and dropped off.

RTA plans to construct a mobility hub in partnership with the City of Hemet. On October 27, 2016, the RTA Board of Directors approved staff's recommendation to enter into a MOU with the City of Hemet to prepare a conceptual plan. A contract was awarded for A&E in April 2017 to PSOMAS. Site selection, conceptual planning and initial design were completed in April 2018. In FY19, RTA had the project modeled by SCAG during the Federal Transportation Improvement Program

¹ SCAG 2016-2040 RTP / SCS, Demographics and Growth Forecast

² California Department of Finance, Report E-1

(FTIP) update, programmed additional 5339 small urban funds for construction and submitted a grant for those funds. In January 2019, RTA received approval of the final conceptual report and direction to explore PPP options to deliver the project. In May 2019, the Hemet City Council approved moving forward with an RFP to develop all 14.5 acres of city-owned property. The City of Hemet received funding for an SB2 grant which includes funding for a Market Assessment and a Project Manager for the TOD portion. A Project Manager was hired in spring of 2020 and a MOU between RTA and the City of Hemet is being finalized. The City of Hemet is in the process of releasing a Market Analysis study to identify the mixed land use/development potential for the land surrounding the Hub, as well as completing an updated CEQA document for the project area

Vine Street Mobility Hub: The City of Riverside’s General Plan 2025 identified Vine Street as one of the preferred locations within downtown Riverside for a new mobility hub due to its proximity to major employment centers, county and city government centers, UCR, Riverside Community College, the Convention Center, multiple entertainment venues and urban housing complexes. Thus, the Vine Street Mobility Hub will function as a regional multi-modal transportation hub that supports connectivity between multiple transit agencies such as RTA and Omnitrans, the public transit provider in San Bernardino County; and Metrolink, the commuter rail service provider for Southern California.

The Vine Street Mobility Hub is to be located on land across from the Riverside-Downtown Metrolink Station on Vine Street. The mobility hub will be designed and developed with emerging technologies, renewable energy sources and mobility solutions in mind. RTA has constructed an interim on-street layover facility at Vine Street to accommodate the buses operating throughout downtown Riverside. RTA currently owns 4.5 acres on Vine Street and is currently working to acquire one additional parcel from Riverside Public Utilities (RPU), which currently has a vacated underground well. The well site, which is located in the center parcel, was originally not available. In partnership with RPU, RTA will relocate the well site and obtain ownership of the center parcel. With the additional parcel, RTA will be able to construct a larger, more contiguous mobility hub.

The conceptual design for the Vine Street Mobility Hub was completed and approved by the RTA Board of Directors in July 2020. Extensive community outreach and feedback was completed in early 2020 and was incorporated into the design. The design was shared with the community via a virtual meeting in June 2020 for additional feedback and approval. RTA is currently in the A&E phase which is estimated to be completed in October 2021 with construction beginning in February 2022.

Operations and Maintenance Facility

RTA’s main facility, located in Riverside, was built in 1986 and a secondary facility, located in Hemet, was purchased in 1999. With the drastic decline in ridership due to the COVID-19 pandemic and uncertainty about how long it will take for riders to return to public transit, the Agency does not have an immediate need to construct a new Operations and Maintenance Facility. Furthermore, the ZEB Plan, which included a comprehensive operational and financial analysis on the impacts of transitioning to all FCEB fleet, confirmed that RTA has enough space

between the existing facilities even if service increases in the future. It is estimated to cost RTA an additional \$127 million dollars in operating and capital expenses over the next 20 years to transition, when comparing to RTA's current CNG fleet. Due to the COVID-19 pandemic and with the significant increase in costs over the next 20 years, RTA will be renovating and repurposing existing facilities and equipment to operate and maintain FCEBs. ZEB related renovations and construction are estimated to begin in 2024 at Division II and in 2026 at Division I.

Equipment and Passenger Amenities

Scheduling and Operations Software Project: RTA began procurement of the Transit Scheduling and Operations software in May 2019. On February 27, 2020, the RTA Board of Directors approved the purchase of the Giro scheduling software. Once implemented, this software will allow RTA to create its own efficient schedules, vehicle blocking, run-cuts and rosters without relying on a vendor to provide such services. The procurement included a new customer comment database and the option of a new customer trip planner. It will also allow for improved operations management by integrating the daily crew and vehicle rostering and other operational functions into one system to improve the efficiency and administration of these processes. RTA staff will begin utilizing the software for the September 2021 service change with assistance from Giro through May 2022.

Advanced Traveler Information System (ATIS): RTA has also introduced the ATIS technology with LED signage, known as BusWatch, which relay real-time arrival information on display at major transfer points. As part of the ITS upgrade program, new BusWatch real-time displays were installed at mobility hubs in the cities of Perris, Corona and Temecula. Additional BusWatch real-time displays will be installed at the Hemet Mobility Hub and Vine Street Mobility Hub when these projects are constructed. Passengers may also lookup real-time arrival information via RTA's BusWatch website, mobile application and SMS.

The ATIS project included querying and alerting of bus arrivals via text messaging, which was recently completed with the upgraded ITS program. Mobile application development is also part of this project, which allows passengers to lookup real-time arrival information for all RTA fixed routes.

EV Charging Stations: RTA installed six electric chargers at the administrative offices to charge electric support vehicles in FY20-21. Due to the COVID-19 pandemic and resulting safety measures and decreased service levels, support vehicles have not been used as much as anticipated. As a result, installation of the remaining 8 electric chargers has been postponed until usage of non-revenue vehicles increases. This project is fully funded.

Non-Revenue Vehicles

Non-revenue vehicles are used for coach operator shift change, operations supervisors and administrative staff. Trucks are used for the stops and zones crew that service all of RTA's bus

stop amenities. RTA is purchasing electric support vehicles to minimize greenhouse gas emissions. In FY20-21, RTA purchased 12 electric support vehicles to replace older vehicles that have reached their minimum useful life in years or mileage as defined by the FTA. Due to the pandemic, support vehicles have not been used as much as anticipated. Procurement of the remaining 27 EVs has been postponed until service levels increase and support vehicles are needed. This project is fully funded.

Additional open projects can be found in Table in 4.4.



RIVERSIDE TRANSIT AGENCY
SHORT RANGE TRANSIT PLAN
FY2021/2022 - FY2023/2024
SUMMARY

Comparative Statistics: FY2021 Budget vs. Proposed FY2022 SRTP

	Unlinked Passengers		Revenue Hours		Revenue Miles		Fare Revenue (1)		Operating Expenses	
	FY2021	FY2022	FY2021	FY2022	FY2021	FY2022	FY2021	FY2022	FY2021	FY2022
Direct Operated Routes										
1	864,077	1,098,260	58,404	65,155	675,189	692,223	\$ -	\$ 680,679	\$ 9,947,938	\$ 11,618,906
1 RL	-	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -
3	-	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -
10	38,398	58,652	8,635	8,533	98,141	96,528	\$ -	\$ 36,300	\$ 1,470,731	\$ 1,521,654
11	34,770	38,101	6,759	6,707	79,674	78,394	\$ -	\$ 23,581	\$ 1,151,194	\$ 1,196,088
12	97,005	136,961	14,174	14,052	170,010	164,041	\$ -	\$ 84,765	\$ 2,414,295	\$ 2,505,760
13	122,133	139,221	11,510	12,548	142,897	145,890	\$ -	\$ 86,164	\$ 1,960,500	\$ 2,237,590
14	77,625	98,490	10,330	10,405	144,590	142,213	\$ -	\$ 60,955	\$ 1,759,553	\$ 1,855,513
15	157,899	203,086	18,139	20,394	231,554	220,497	\$ -	\$ 125,689	\$ 3,089,597	\$ 3,636,713
16	264,044	346,241	22,636	24,253	263,917	270,629	\$ -	\$ 214,287	\$ 3,855,525	\$ 4,324,908
18	28,787	17,274	8,707	4,295	118,481	42,939	\$ -	\$ 10,691	\$ 1,483,066	\$ 765,859
19	359,143	443,217	38,748	41,418	522,671	529,860	\$ -	\$ 274,306	\$ 6,599,938	\$ 7,385,969
20	88,571	117,041	13,809	14,314	213,733	214,626	\$ -	\$ 72,436	\$ 2,352,125	\$ 2,552,522
21	53,240	32,087	7,930	4,089	118,167	41,552	\$ -	\$ 19,858	\$ 1,350,665	\$ 729,219
22	121,740	131,598	15,278	15,235	249,299	238,509	\$ -	\$ 81,445	\$ 2,602,391	\$ 2,716,713
27	69,574	76,946	11,730	11,150	236,827	226,414	\$ -	\$ 47,622	\$ 1,998,043	\$ 1,988,390
28	204,967	197,630	21,795	25,230	379,100	429,706	\$ -	\$ 122,313	\$ 3,712,287	\$ 4,499,135
29	80,791	81,352	10,498	10,298	155,479	152,923	\$ -	\$ 50,348	\$ 1,788,120	\$ 1,836,310
41D	-	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -
49	92,404	157,715	9,506	9,887	123,231	123,783	\$ -	\$ 97,609	\$ 1,619,223	\$ 1,763,149
54F	-	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -
200	63,073	67,765	14,588	13,873	374,162	363,714	\$ 181,807	\$ 41,940	\$ 2,484,755	\$ 2,473,945
202D	-	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -
204	19,321	20,222	6,208	5,691	134,640	124,013	\$ 37,608	\$ 12,515	\$ 1,057,413	\$ 1,014,888
205	8,822	10,898	4,352	2,064	111,812	67,317	\$ 21,311	\$ 6,744	\$ 741,279	\$ 368,065
206	5,571	10,116	5,107	2,567	139,002	53,878	\$ 16,701	\$ 6,261	\$ 869,913	\$ 457,780
208D	12,861	14,436	6,938	2,857	178,530	66,012	\$ 17,878	\$ 8,934	\$ 1,181,686	\$ 509,406
210D	-	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -
217D	-	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -
Total Directly Operated Routes	2,864,817	3,497,309	325,780	325,015	4,861,106	4,485,662	\$ 275,304	\$ 2,165,442	\$ 55,490,238	\$ 57,958,482
% Change - FY21 vs. FY20		22.08%		-0.23%		-7.72%		686.6%		4.4%
Contracted Fixed Routes										
3	30,172	50,951	4,976	4,894	64,023	62,611	\$ -	\$ 31,533	\$ 594,728	\$ 612,498
4	-	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -
8	51,209	72,690	12,885	12,673	203,676	198,519	\$ -	\$ 44,988	\$ 1,539,895	\$ 1,585,906
9	20,146	31,844	4,904	4,847	96,306	95,285	\$ -	\$ 19,708	\$ 586,103	\$ 606,508
19A	265	335	392	356	3,580	2,454	\$ -	\$ 207	\$ 46,872	\$ 44,556
23	22,361	38,455	11,510	11,478	160,717	160,213	\$ -	\$ 23,800	\$ 1,375,651	\$ 1,436,339
24	18,643	33,555	8,949	8,797	116,012	113,893	\$ -	\$ 20,767	\$ 1,069,493	\$ 1,100,911
26	-	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -
30	8,102	17,424	4,009	4,093	56,143	55,220	\$ -	\$ 10,784	\$ 479,127	\$ 512,162
31	49,638	55,343	17,228	13,543	340,240	275,307	\$ -	\$ 34,251	\$ 2,059,010	\$ 1,694,765
32	30,806	30,561	8,419	4,289	96,492	49,436	\$ -	\$ 18,914	\$ 1,006,239	\$ 536,770
33	9,302	7,873	3,906	2,001	49,566	25,394	\$ -	\$ 4,873	\$ 466,767	\$ 250,400
40	10,053	-	7,308	-	128,872	-	\$ -	\$ -	\$ 873,369	\$ -
41C	10,914	16,970	4,392	4,337	82,769	81,416	\$ -	\$ 10,503	\$ 524,931	\$ 542,722
42	5,357	12,087	3,766	1,931	51,857	26,568	\$ -	\$ 7,481	\$ 450,045	\$ 241,711
44 (Circulator)	-	60,605	-	5,406	-	64,707	\$ -	\$ 37,508	\$ -	\$ 676,526
50	1,773	995	2,231	2,338	14,734	14,734	\$ 110,000	\$ 150,000	\$ 266,641	\$ 292,623
51	-	20,417	-	1,761	-	18,580	\$ -	\$ 187,925	\$ -	\$ 220,415
52	-	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -
54	-	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -
55	-	15,179	-	813	-	10,018	\$ -	\$ 17,362	\$ -	\$ 101,742
61	35,450	50,273	12,343	12,205	214,620	210,862	\$ -	\$ 31,113	\$ 1,475,187	\$ 1,527,431
74	57,019	63,630	13,316	11,445	233,333	202,238	\$ -	\$ 39,380	\$ 1,591,515	\$ 1,432,270
79	39,792	50,083	12,921	11,125	212,645	178,877	\$ -	\$ 30,996	\$ 1,544,257	\$ 1,392,280
202	-	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -
204	-	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -
208	-	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -
210	-	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -
217	-	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -
Total Contracted Fixed Routes	401,001	629,270	133,454	118,332	2,125,585	1,846,333	\$ 110,000	\$ 722,094	\$ 15,949,830	\$ 14,808,535
% Change - FY21 vs. FY20		56.92%		-11.33%		-13.14%		556.4%		-7.2%
TOTAL FIXED ROUTES	3,265,819	4,126,579	459,234	443,347	6,986,691	6,331,995	\$ 385,304	\$ 2,887,536	\$ 71,440,069	\$ 72,767,017
% Change - FY21 vs. FY20		26.36%		-3.46%		-9.37%		649.4%		1.9%



RIVERSIDE TRANSIT AGENCY
SHORT RANGE TRANSIT PLAN
FY2021/2022 - FY2023/2024
SUMMARY

Comparative Statistics: FY2021 Budget vs. Proposed FY2022 SRTP

	Unlinked Passengers		Revenue Hours		Revenue Miles		Fare Revenue (1)		Operating Expenses	
	FY2021	FY2022	FY2021	FY2022	FY2021	FY2022	FY2021	FY2022	FY2021	FY2022
Dial-a-ride Routes										
Riv-San UZA	93,422	83,742	49,914	57,782	776,886	1,035,324	\$ 422,477	\$ 51,827	\$ 6,927,904	\$ 7,852,541
Murr-Tem-Men UZA	30,235	27,102	16,154	18,700	244,575	325,935	\$ 137,521	\$ 16,773	\$ 2,322,027	\$ 2,541,389
Hemet UZA	21,114	18,927	11,281	13,059	179,283	238,924	\$ 95,448	\$ 11,714	\$ 1,515,301	\$ 1,774,759
Non-UZA	2,487	2,230	1,329	1,538	24,505	32,657	\$ 11,327	\$ 1,380	\$ 186,899	\$ 209,077
Total Dial-a-ride Routes	147,258	132,000	78,679	91,080	1,225,249	1,632,840	\$ 666,774	\$ 81,694	\$ 10,952,130	\$ 12,377,766
% Change - FY21 vs. FY20		-10.36%		15.76%		33.27%		-87.7%		13.0%
Taxi Service										
Riv-San UZA	-	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -
Murr-Tem-Men UZA	-	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -
Hemet UZA	-	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -
Non-UZA	-	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -
Total Taxi Routes	-	-	-	-	-	-	\$ -	\$ -	\$ -	\$ -
% Change - FY21 vs. FY20										
TOTAL DAR and TAXI SERVICE	147,258	132,000	78,679	91,080	1,225,249	1,632,840	\$ 666,774	\$ 81,694	\$ 10,952,130	\$ 12,377,766
% Change - FY21 vs. FY20		-10.36%		15.76%		33.27%		-87.7%		13.0%
Microtransit										
Microtransit	0	51,284	0	4,128	0	45,470	\$ -	\$ 30,770	\$ -	\$ 543,102
Total Microtransit	-	51,284	-	4,128	-	45,470	\$ -	\$ 30,770	\$ -	\$ 543,102
% Change - FY21 vs. FY20										
GRAND TOTAL	3,413,077	4,309,863	537,913	538,555	8,211,940	8,010,305	\$ 1,052,078	\$ 3,000,000	\$ 82,392,199	\$ 85,687,886
% Change - FY21 vs. FY20		26.28%		0.12%		-2.46%		185.2%		4.0%

⁽¹⁾ Total Passenger Fare Revenue consists of cash fares, tickets, passes, subsidy agreements and Measure A. It does not include other local revenues.



RIVERSIDE TRANSIT AGENCY
SHORT RANGE TRANSIT PLAN
FY2021/2022 - FY2023/2024

Table 1: FY2021/22 Individual Route Descriptions as of July 1, 2021

Route #	Route Class	Route Description	Cities/Communities Served	Connections
Directly Operated Fixed Routes				
1	Regional	From UCR and downtown Riverside to Galleria at Tyler and Corona primarily via University Ave. and Magnolia Ave.	Riverside, Home Gardens, Corona	Metrolink, Corona Cruiser, Omnitrans
10	Local	From Big Springs St. on Riverside's Northside to Galleria at Tyler primarily via Blaine St., Third St., Victoria Ave. and Lincoln Ave.	Riverside	Omnitrans
11	Local	Circulator between Moreno Valley Mall and March Air Reserve Base primarily via Frederick St., Ironwood Ave., Heacock St. and JFK Dr.	Moreno Valley, March Joint Powers Authority	
12	Local	From Stephens Ave. and Center St. on Riverside's Northside, through downtown, then to Corona Hills Plaza via Jurupa Ave., Magnolia Ave., California Ave., Collett Ave. and Promenade Ave.	Riverside, Corona, Highgrove	Omnitrans, Corona Cruiser
13	Local	From Hunter Park Metrolink Station to Galleria at Tyler in Riverside via Chicago Ave., MLK Blvd., Magnolia Ave., Central Ave., Arlington Ave., Colorado Ave. and Tyler St.	Riverside	Metrolink, Omnitrans
14	Regional	From Galleria at Tyler to downtown Riverside via Indiana Ave. and Brockton Ave., then University Ave. and Iowa Ave. and Center St then to Loma Linda VA Hospital via Mount Vernon Ave. and Barton Rd.	Riverside, Highgrove, Loma Linda	Omnitrans, Beaumont Transit
15	Local	From downtown Riverside to Galleria at Tyler via Magnolia Ave., Arlington Ave., La Sierra Ave., Tyler St. and Indiana Ave.	Riverside	Metrolink, Omnitrans
16	Local	From Moreno Valley Mall to UCR via Day St., Box Springs Rd., Sycamore Canyon Blvd., Central Ave., Canyon Crest Dr., Campus Dr., University Ave., Iowa Ave. and Blaine St.	Moreno Valley, Riverside	
18	Local	From Moreno Valley Mall to Heacock and Manzanita via Pigeon Pass Rd., Sunnymead Ranch Pkwy. and Perris Blvd.	Moreno Valley	
19	Regional	From Moreno Valley Mall to Perris Station Transit Center via Sunnymead Blvd., Perris Blvd. and Moreno Valley College with service to distribution centers at Indian St. and Morgan St.	Moreno Valley, Perris	Metrolink
20	Regional	From Magnolia Ave. and Elizabeth Ln. in Riverside to Moreno Valley College via Central Ave., Alessandro Blvd., Moreno Beach Dr. and Iris St. with selected trips serving Moreno Valley March Field Metrolink Station weekdays	Riverside, March Joint Powers Authority, Moreno Valley	
21	Local	From Galleria at Tyler in Riverside to Pedley Metrolink Station via Magnolia Ave. and Van Buren Blvd.	Jurupa Valley, Pedley, Riverside	Metrolink
22	Regional	From Perris Station Transit Center to downtown Riverside via Old Elsinore Rd., Clarke St., Wood Rd., Alessandro Blvd., Chicago Ave. and University Ave.	Riverside, Woodcrest, Mead Valley, Perris	Metrolink, Omnitrans
27	Regional	From Perris Station Transit Center to Galleria at Tyler in Riverside via I-215 Fwy and Van Buren Blvd.	Riverside, Woodcrest, Orange Crest, March Joint Powers Authority, Perris	Metrolink
28	Regional	From Florida Ave. and Lincoln Ave. in East Hemet to Perris Station Transit Center	Perris, Romoland, Homeland, Hemet, East Hemet, Valle Vista	Metrolink
29	Regional	From downtown Riverside to Amazon Eastvale via Rubidoux Blvd. and Limonite Ave. Selected trips deviate via Jurupa Valley/Pedley station weekdays.	Eastvale, Jurupa Valley, Pedley, Rubidoux, Mira Loma, Riverside	Metrolink, Omnitrans
49	Regional	From downtown Riverside to Country Village and Fontana via Mission Blvd.	Country Village, Glen Avon, Jurupa Valley, Rubidoux, Riverside, Fontana	Metrolink, Omnitrans
200	Express	From San Bernardino Transit Center to Anaheim via SR-91 and SR-55 Freeways with stops at downtown Riverside and La Sierra Metrolink Stations, Village at Orange and Anaheim Resort district	San Bernardino, Riverside, Orange, Anaheim	Omnitrans, Metrolink, OCTA, SunLine, Beaumont Transit, Mountain Transit, ATN, LA Metro
204	Express	From UCR to Montclair TransCenter via downtown Riverside, Country Village and Ontario Mills Mall	Country Village, Riverside, Jurupa Valley, Ontario, Montclair	Metrolink, Omnitrans, Foothill Transit
205	Express	From the Promenade Mall in Temecula to Corona via I-15 and SR-91 Fwys with stops in Murrieta, Lake Elsinore, Temescal Valley, Dos Lagos and Corona Transit Center	Temecula, Murrieta, Lake Elsinore, Temescal Valley, Corona	Metrolink, Corona Cruiser
206	Express	From Promenade Mall Temecula to Corona Transit Center via I-15 Freeway with stops in Murrieta, Lake Elsinore, Temescal Valley and Dos Lagos	Temecula, Murrieta, Lake Elsinore, Temescal Valley, Corona	Metrolink, Corona Cruiser



RIVERSIDE TRANSIT AGENCY
SHORT RANGE TRANSIT PLAN
FY2021/2022 - FY2023/2024

Table 1: FY2021/22 Individual Route Descriptions as of July 1, 2021

Route #	Route Class	Route Description	Cities/Communities Served	Connections
Contracted Fixed Routes				
3	Local	10th St. and Belle Ave. in Corona via Main St. and Grand Ave. to the Corona Transit Center, Jurupa Valley and Eastvale via Hamner Ave. and Limonite Ave. to Amazon Eastvale	Corona, Norco, Eastvale, Jurupa Valley	Metrolink, Corona Cruiser, Omnitrans
8	Local	Serving Lake Elsinore Outlet Center, Walmart on Railroad Canyon Rd. and Lakeland Village via Lakeshore Dr., Mission Trail, Grand Ave. and Riverside Dr.	Lake Elsinore, Lakeland Village, Wildomar	
9	Local	From Lake Elsinore Outlet Center to Perris Station Transit Center via Hwy 74, Theda St. and Ellis Ave.	Perris, Good Hope, Meadowbrook, Lake Elsinore	Metrolink
23	Local	From Central & Palomar St. in Wildomar through Murrieta to County Center Dr. in Temecula	Wildomar, Murrieta, Temecula	
24	Local	Temecula service with stops at County Center Dr., Old Town, Pechanga Resort and Temecula Valley Hospital	Temecula	
30	Local	Perris local circulator serving the Perris Transit Center, Walmart and May Ranch	Perris	Metrolink
31	Regional	Service from Hemet Valley Mall to Moreno Valley Mall via Banning and Beaumont with stops at Mt. San Jacinto Community College, Sun Lakes Village, Walmart on Moreno Beach Dr., Moreno Valley Senior Center and Riverside University Medical Center	Moreno Valley, Banning, Beaumont, San Jacinto, Hemet	Beaumont Transit, Banning Connect, SunLine
32	Local	From Hemet Valley Mall to Mt. San Jacinto College via downtown San Jacinto and San Jacinto Ave.	San Jacinto, Hemet	
33	Local	From Super-Walmart on Sanderson Ave. and the Hemet Valley Mall in west Hemet to Stanford St. and Thornton Ave. in east Hemet	Hemet, East Hemet, Valle Vista	
41	Regional	From the Mead Valley Community Center to Moreno Valley with stops at Moreno Valley College and Riverside University Medical Center	Moreno Valley, Perris, Mead Valley	
42	Local	From the Hemet Valley Mall to Soboba Casino in San Jacinto via Kirby St., Cottonwood Ave., Santa Fe Ave. and East Main St.	Hemet, San Jacinto	
50	Trolley	Riverside downtown Jury Trolley service	Riverside	
51*	Trolley	Circulator traveling between UCR and Canyon Crest Towne Center via Canyon Crest Dr., Central Ave., Chicago Ave., University Ave., Iowa Ave., Spruce St. and Watkins Dr.	Riverside	
55**	Trolley	Temecula Trolley traveling between Promenade Mall and Harveston.	Temecula	
61	Regional	From the Perris Station Transit Center to Cherry Hills Blvd. and Bradley Rd. in Menifee and Temecula with stops at MSJC Menifee campus, Loma Linda University Medical Center - Murrieta and County Center Dr.	Perris, Menifee, Murrieta, Temecula	Metrolink
74	Regional	From San Jacinto and Hemet to Menifee and Perris, serving MSJC San Jacinto campus, Hemet Valley Mall, Winchester, MSJC Menifee campus and Perris Station Transit Center	San Jacinto, Hemet, Winchester, Menifee, Perris	Metrolink
79	Regional	From the Hemet Valley Mall to Old Town Temecula via Winchester Rd. (State Hwy 79). Also serves County Center Dr., Promenade Mall, Temecula City Hall, French Valley and Southwest Justice Center	San Jacinto, Hemet, Winchester, French Valley, Temecula	
Contracted Paratransit Routes				
Riverside-San Bernardino UZA	Origin-to-Destination		Banning, Beaumont, Corona, Eastvale, Good Hope, Highgrove, Jurupa Valley, Loma Linda, Mead Valley, Meadowbrook, Moreno Valley, Norco, Perris, Quail Valley, Riverside, Woodcrest	
Hemet UZA	Origin-to-Destination		East Hemet, Gillman Springs, Green Acres, Hemet, Homeland, San Jacinto, Valle Vista, Winchester	
Murrieta-Temecula-Menifee UZA	Origin-to-Destination		Canyon Lake, French Valley, Lake Elsinore, Lakeland Village, Menifee, Murrieta, Temecula, Wildomar, Romoland	
Non-UZA	Origin-to-Destination		March Joint Powers Authority	

*Route 51 will be reinstated in September 2021.

**Route 55 will be reinstated in August 2021.

Table 1.1 - Fleet Inventory
FY 2021/22 Short Range Transit Plan
Riverside Transit Agency

Bus (Motorbus) / Directly Operated

Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2020/21	# of Contingency Vehicles FY 2020/21	Life to Date Vehicle Miles Prior Year End FY 2019/20	Life to Date Vehicle Miles through March FY 2020/21	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2020/21
2013	GIL	G27D102N4	38	71	42	CN	71		31,904,860	30,116,570	424,177
2014	GIL	G27D102N4	38	20	42	CN	20		2,797,710	7,555,045	377,752
2016	GIL	G27D102N4	38	30	42	CN	30		4,472,547	5,568,143	185,604
Totals:			114	121			121		39,175,117	43,239,758	357,353

Table 1.1 - Fleet Inventory
FY 2021/22 Short Range Transit Plan
Riverside Transit Agency

Bus (Motorbus) / Purchased Transportation

Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2020/ 21	# of Contingency Vehicles FY 2020/21	Life to Date Vehicle Miles Prior Year End FY 2019/20	Life to Date Vehicle Miles through March FY 2020/21	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2020/21
2018	GLV	Entourage	28	29	33	CN	29		245,197	3,455,166	119,143
2019	GLV	Entourage	28	4	33	CN	4		2,013,509	181,634	45,408
2020	GLV	Entourage	28	30	33	CN	30			917,122	30,570
2018	SPC	Senator II	12	4	32	CN	4		467,738	557,460	139,365
2017	ZZZ	Villager	28	3	32	CN	3			131,303	43,767
2018	ZZZ	Villager	28	2	32	CN	2		181,859	75,713	37,856
Totals:			152	72			72		2,908,303	5,318,398	73,867

Table 1.1 - Fleet Inventory
FY 2021/22 Short Range Transit Plan
Riverside Transit Agency

Commuter Bus / Directly Operated

Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2020/21	# of Contingency Vehicles FY 2020/21	Life to Date Vehicle Miles Prior Year End FY 2019/20	Life to Date Vehicle Miles through March FY 2020/21	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2020/21
2013	GIL	G27D102N4	38	15	42	CN	15		5,135,291	5,737,049	382,469
2014	GIL	G27D102N4	38	2	42	CN	2		485,390	543,432	271,716
2016	GIL	G27D102N4	38	7	42	CN	7		1,211,834	1,515,617	216,516
Totals:			114	24			24		6,832,515	7,796,098	324,837

Table 1.1 - Fleet Inventory
FY 2021/22 Short Range Transit Plan
Riverside Transit Agency

Commuter Rail / Purchased Transportation

Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2020/ 21	# of Contingency Vehicles FY 2020/21	Life to Date Vehicle Miles Prior Year End FY 2019/20	Life to Date Vehicle Miles through March FY 2020/21	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2020/21
2018	GLV	Entourage	28	7	33	CN	7		468,806	519,233	74,176
Totals:			28	7			7		468,806	519,233	74,176

Table 1.1 - Fleet Inventory
FY 2021/22 Short Range Transit Plan
Riverside Transit Agency

Demand Response / Purchased Transportation

Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2020/21	# of Contingency Vehicles FY 2020/21	Life to Date Vehicle Miles Prior Year End FY 2019/20	Life to Date Vehicle Miles through March FY 2020/21	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2020/21
2015	EDN	AeroTch220	12	4	23	GA	4		5,836,732	608,235	152,058
2017	GLV	Universal	12	30	24	GA	30		3,237,512	3,657,683	121,922
2018	SPC	Senator II	12	39	22	GA	39		2,110,313	2,492,669	63,914
2020	SPC	Senator II	12	37	23	GA	37		111	353,842	9,563
Totals:			48	110			110		11,184,668	7,112,429	64,658

Table 2.0 -- Service Provider Performance Targets Report

**FY 2020/21 Short Range Transit Plan Review
Riverside Transit Agency**

Data Elements	FY 2020/21 Plan	FY 2020/21 Target	FY 2020/21 Year to Date Through 3rd Quarter	Year to Date Performance Scorecard
Unlinked Passenger Trips	3,413,076			
Passenger Miles	23,753,074			
Total Actual Vehicle Revenue Hours	537,914.0			
Total Actual Vehicle Revenue Miles	8,211,940.0			
Total Actual Vehicle Miles	10,345,926.0			
Total Operating Expenses	\$82,392,199			
Total Passenger Fare Revenue	\$2,570,042			
Net Operating Expenses	\$79,822,157			
Performance Indicators				
Mandatory:				
1. Farebox Recovery Ratio	7.20%	>= 16.81%	8.24%	Fails to Meet Target
Discretionary:				
1. Operating Cost Per Revenue Hour	\$153.17	<= \$91.33	\$148.63	Fails to Meet Target
2. Subsidy Per Passenger	\$23.39	>= \$6.19 and <= \$8.37	\$24.21	Better Than Target
2. Subsidy Per Passenger	\$23.39	>= \$6.19 and <= \$8.37	\$24.21	Fails to Meet Target
3. Subsidy Per Passenger Mile	\$3.36	>= \$0.72 and <= \$0.98	\$2.89	Better Than Target
3. Subsidy Per Passenger Mile	\$3.36	>= \$0.72 and <= \$0.98	\$2.89	Fails to Meet Target
4. Subsidy Per Hour	\$148.39	>= \$58.20 and <= \$78.74	\$136.38	Better Than Target
4. Subsidy Per Hour	\$148.39	>= \$58.20 and <= \$78.74	\$136.38	Fails to Meet Target
5. Subsidy Per Mile	\$9.72	>= \$3.86 and <= \$5.22	\$8.77	Better Than Target
5. Subsidy Per Mile	\$9.72	>= \$3.86 and <= \$5.22	\$8.77	Fails to Meet Target
6. Passengers Per Revenue Hour	6.35	>= 7.99 and <= 10.81	5.63	Fails to Meet Target
7. Passengers Per Revenue Mile	0.42	>= 0.53 and <= 0.71	0.36	Fails to Meet Target

Note: Must meet at least 4 out of 7 Discretionary Performance Indicators

Productivity Performance Summary:
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Service Provider Comments:

FY 2021/22 - Table 2.1 -- SRTP Performance Report
Service Provider: Riverside Transit Agency
All Routes

Performance Indicators	FY 2019/20 End of Year Actual	FY 2020/21 3rd Quarter Year-to-Date	FY 2021/22 Plan	FY 2021/22 Target	Plan Performance Scorecard (a)
Passengers	6,976,842	2,247,859	4,309,864	None	
Passenger Miles	59,686,088	18,842,377	32,949,819	None	
Revenue Hours	793,803.9	399,025.3	538,554.0	None	
Total Hours	902,170.7	471,346.7	619,466.0	None	
Revenue Miles	12,007,333.0	6,205,242.1	8,010,303.0	None	
Total Miles	14,839,623.5	8,070,047.9	10,154,716.0	None	
Operating Costs	\$78,761,939	\$59,306,287	\$85,687,885	None	
Passenger Revenue	\$15,809,566	\$4,888,370	\$4,299,999	None	
Measure-A Revenue			\$4,000,000	None	
LCTOP Revenue			\$2,998,000	None	
Operating Subsidy	\$62,952,373	\$54,417,917	\$81,387,886	None	
Operating Costs Per Revenue Hour	\$99.22	\$148.63	\$159.11	<= \$152.27	Fails to Meet Target
Operating Cost Per Revenue Mile	\$6.56	\$9.56	\$10.70	None	Fails to Meet Target Better Than Target Meets Target Meets Target Fails to Meet Target Better Than Target Better Than Target
Operating Costs Per Passenger	\$11.29	\$26.38	\$19.88	None	
Farebox Recovery Ratio	20.07%	8.24%	13.18%	>= 0.2	
Subsidy Per Passenger	\$9.02	\$24.21	\$18.88	>= \$20.58 and <= \$27.84	
Subsidy Per Passenger Mile	\$1.05	\$2.89	\$2.47	>= \$2.46 and <= \$3.32	
Subsidy Per Revenue Hour	\$79.30	\$136.38	\$151.12	>= \$115.92 and <= \$156.84	
Subsidy Per Revenue Mile	\$5.24	\$8.77	\$10.16	>= \$7.45 and <= \$10.09	
Passengers Per Revenue Hour	8.79	5.63	8.00	>= 4.79 and <= 6.47	
Passengers Per Revenue Mile	0.58	0.36	0.54	>= 0.31 and <= 0.41	

a) The Plan Performance Scorecard column is the result of comparing the FY 2021/22 Plan to the FY 2021/22 Primary Target.

Table 2.2 -- Riverside Transit Agency -- SRTP Service Summary
FY 2021/22 Short Range Transit Plan
All Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	63	63	142	62	143
Financial Data					
Total Operating Expenses	\$73,902,008	\$78,761,939	\$82,392,199	\$59,306,287	\$85,687,885
Total Passenger Fare Revenue	\$18,302,160	\$15,809,566	\$5,935,497	\$4,888,370	\$11,297,999
Net Operating Expenses (Subsidies)	\$55,599,848	\$62,952,373	\$79,822,157	\$54,417,917	\$81,387,886
Operating Characteristics					
Unlinked Passenger Trips	8,697,652	6,976,842	3,413,076	2,247,859	4,309,864
Passenger Miles	60,974,297	59,686,088	23,753,074	18,842,377	32,949,819
Total Actual Vehicle Revenue Hours (a)	880,029.4	793,803.9	537,914.0	399,025.3	538,554.0
Total Actual Vehicle Revenue Miles (b)	13,376,948.5	12,007,333.0	8,211,940.0	6,205,242.1	8,010,303.0
Total Actual Vehicle Miles	16,559,181.1	14,839,623.5	10,345,926.0	8,070,047.9	10,154,716.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$83.98	\$99.22	\$153.17	\$148.63	\$159.11
Farebox Recovery Ratio	24.77%	20.07%	7.20%	8.24%	13.18%
Subsidy per Passenger	\$6.39	\$9.02	\$23.39	\$24.21	\$18.88
Subsidy per Passenger Mile	\$0.91	\$1.05	\$3.36	\$2.89	\$2.47
Subsidy per Revenue Hour (a)	\$63.18	\$79.30	\$148.39	\$136.38	\$151.12
Subsidy per Revenue Mile (b)	\$4.16	\$5.24	\$9.72	\$8.77	\$10.16
Passenger per Revenue Hour (a)	9.9	8.8	6.4	5.6	8.0
Passenger per Revenue Mile (b)	0.65	0.58	0.42	0.36	0.54

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

Table 2.2 -- Riverside Transit Agency -- SRTP Service Summary

FY 2021/22 Short Range Transit Plan

Excluded Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	21	12	31	13	49
Financial Data					
Total Operating Expenses	\$17,341,511	\$12,109,153	\$15,368,025	\$10,993,643	\$28,241,423
Total Passenger Fare Revenue	\$2,919,347	\$1,291,272	\$812,372	\$1,293,349	\$1,385,772
Net Operating Expenses (Subsidies)	\$14,422,164	\$10,817,881	\$15,295,838	\$9,700,294	\$26,855,651
Operating Characteristics					
Unlinked Passenger Trips	2,411,134	1,576,888	568,589	398,325	1,941,430
Passenger Miles	19,261,465	15,724,038	6,069,244	3,299,405	13,699,903
Total Actual Vehicle Revenue Hours (a)	251,382.6	157,965.0	94,049.0	71,654.8	162,568.0
Total Actual Vehicle Revenue Miles (b)	4,179,317.8	2,641,470.3	1,689,423.0	1,285,525.5	2,070,179.0
Total Actual Vehicle Miles	5,211,672.7	3,227,840.6	2,232,587.0	1,723,955.5	2,574,279.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$68.98	\$76.66	\$163.40	\$153.43	\$173.72
Farebox Recovery Ratio	16.83%	10.66%	5.28%	11.76%	4.90%
Subsidy per Passenger	\$5.98	\$6.86	\$26.90	\$24.35	\$13.83
Subsidy per Passenger Mile	\$0.75	\$0.69	\$2.52	\$2.94	\$1.96
Subsidy per Revenue Hour (a)	\$57.37	\$68.48	\$162.64	\$135.38	\$165.20
Subsidy per Revenue Mile (b)	\$3.45	\$4.10	\$9.05	\$7.55	\$12.97
Passenger per Revenue Hour (a)	9.6	10.0	6.1	5.6	11.9
Passenger per Revenue Mile (b)	0.58	0.60	0.34	0.31	0.94

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

Table 2.2 -- Riverside Transit Agency -- SRTP Service Summary
FY 2021/22 Short Range Transit Plan
Non-Excluded Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	52	57	111	49	94
Financial Data					
Total Operating Expenses	\$56,560,497	\$66,652,786	\$67,024,174	\$48,312,644	\$57,446,462
Total Passenger Fare Revenue	\$15,382,813	\$14,518,294	\$5,123,125	\$3,595,021	\$9,912,227
Net Operating Expenses (Subsidies)	\$41,177,684	\$52,134,492	\$64,526,319	\$44,717,623	\$54,532,235
Operating Characteristics					
Unlinked Passenger Trips	6,286,518	5,399,954	2,844,487	1,849,534	2,368,434
Passenger Miles	41,712,832	43,962,050	17,683,830	15,542,973	19,249,916
Total Actual Vehicle Revenue Hours (a)	628,646.7	635,838.9	443,865.0	327,370.5	375,986.0
Total Actual Vehicle Revenue Miles (b)	9,197,630.7	9,365,862.8	6,522,517.0	4,919,716.6	5,940,124.0
Total Actual Vehicle Miles	11,347,508.3	11,611,782.9	8,113,339.0	6,346,092.4	7,580,437.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$89.97	\$104.83	\$151.00	\$147.58	\$152.79
Farebox Recovery Ratio	27.20%	21.78%	7.64%	7.44%	17.25%
Subsidy per Passenger	\$6.55	\$9.65	\$22.68	\$24.18	\$23.02
Subsidy per Passenger Mile	\$0.99	\$1.19	\$3.65	\$2.88	\$2.83
Subsidy per Revenue Hour (a)	\$65.50	\$81.99	\$145.37	\$136.60	\$145.04
Subsidy per Revenue Mile (b)	\$4.48	\$5.57	\$9.89	\$9.09	\$9.18
Passenger per Revenue Hour (a)	10.0	8.5	6.4	5.7	6.3
Passenger per Revenue Mile (b)	0.68	0.58	0.44	0.38	0.40

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

Table 2.2 -- RTA-BUS -- SRTP Service Summary

FY 2021/22 Short Range Transit Plan

All Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	29	29	104	29	98
Financial Data					
Total Operating Expenses	\$43,633,672	\$47,320,120	\$55,490,238	\$40,777,631	\$57,958,482
Total Passenger Fare Revenue	\$14,126,671	\$12,645,582	\$5,158,723	\$3,796,215	\$10,463,442
Net Operating Expenses (Subsidies)	\$29,507,001	\$34,674,538	\$53,696,970	\$36,981,416	\$54,493,040
Operating Characteristics					
Unlinked Passenger Trips	6,825,680	5,506,023	2,864,816	1,850,324	3,497,309
Passenger Miles	45,497,976	43,379,731	19,588,964	14,400,308	25,132,468
Total Actual Vehicle Revenue Hours (a)	477,158.4	455,049.0	325,781.0	256,185.3	325,015.0
Total Actual Vehicle Revenue Miles (b)	6,634,855.0	6,398,547.3	4,861,106.0	3,833,335.9	4,485,661.0
Total Actual Vehicle Miles	7,755,931.7	7,506,116.9	6,116,386.0	4,947,732.1	5,602,818.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$91.44	\$103.99	\$170.33	\$159.17	\$178.33
Farebox Recovery Ratio	32.38%	26.72%	9.29%	9.31%	18.05%
Subsidy per Passenger	\$4.32	\$6.30	\$18.74	\$19.99	\$15.58
Subsidy per Passenger Mile	\$0.65	\$0.80	\$2.74	\$2.57	\$2.17
Subsidy per Revenue Hour (a)	\$61.84	\$76.20	\$164.83	\$144.35	\$167.66
Subsidy per Revenue Mile (b)	\$4.45	\$5.42	\$11.05	\$9.65	\$12.15
Passenger per Revenue Hour (a)	14.3	12.1	8.8	7.2	10.8
Passenger per Revenue Mile (b)	1.03	0.86	0.59	0.48	0.78

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

Table 2.2 -- RTA Bus (Contract) -- SRTP Service Summary
FY 2021/22 Short Range Transit Plan
All Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	27	26	38	25	45
Financial Data					
Total Operating Expenses	\$15,278,960	\$17,017,262	\$15,949,830	\$11,292,386	\$15,351,637
Total Passenger Fare Revenue	\$2,696,440	\$1,760,615	\$110,000	\$480,047	\$752,863
Net Operating Expenses (Subsidies)	\$12,582,520	\$15,256,647	\$15,839,830	\$10,812,339	\$14,598,774
Operating Characteristics					
Unlinked Passenger Trips	1,465,889	1,187,470	401,002	329,968	680,554
Passenger Miles	10,477,439	12,818,332	2,351,365	3,610,319	6,192,419
Total Actual Vehicle Revenue Hours (a)	209,163.3	193,169.6	133,455.0	96,879.2	122,460.0
Total Actual Vehicle Revenue Miles (b)	3,424,493.8	3,118,952.1	2,125,585.0	1,527,996.6	1,891,802.0
Total Actual Vehicle Miles	4,725,227.7	4,233,057.4	2,707,607.0	2,041,722.5	2,503,183.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$73.05	\$88.09	\$119.51	\$116.56	\$125.36
Farebox Recovery Ratio	17.65%	10.35%	0.68%	4.25%	4.90%
Subsidy per Passenger	\$8.58	\$12.85	\$39.50	\$32.77	\$21.45
Subsidy per Passenger Mile	\$1.20	\$1.19	\$6.74	\$2.99	\$2.36
Subsidy per Revenue Hour (a)	\$60.16	\$78.98	\$118.69	\$111.61	\$119.21
Subsidy per Revenue Mile (b)	\$3.67	\$4.89	\$7.45	\$7.08	\$7.72
Passenger per Revenue Hour (a)	7.0	6.2	3.0	3.4	5.6
Passenger per Revenue Mile (b)	0.43	0.38	0.19	0.22	0.36

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

Table 2.2 -- RTA-DAR -- SRTP Service Summary

FY 2021/22 Short Range Transit Plan

All Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	4	4		4	
Financial Data					
Total Operating Expenses	\$14,365,383	\$14,059,132	\$10,952,130	\$7,236,270	\$12,377,766
Total Passenger Fare Revenue	\$1,428,510	\$1,357,210	\$666,774	\$612,108	\$81,694
Net Operating Expenses (Subsidies)	\$12,936,873	\$12,701,922	\$10,285,357	\$6,624,162	\$12,296,072
Operating Characteristics					
Unlinked Passenger Trips	393,713	275,078	147,258	65,502	132,001
Passenger Miles	4,846,607	3,386,210	1,812,745	806,330	1,624,932
Total Actual Vehicle Revenue Hours (a)	186,938.4	141,550.0	78,678.0	44,144.1	91,079.0
Total Actual Vehicle Revenue Miles (b)	3,140,400.5	2,391,238.1	1,225,249.0	814,305.6	1,632,840.0
Total Actual Vehicle Miles	3,900,822.5	3,001,853.7	1,521,933.0	1,050,989.3	2,048,715.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$76.85	\$99.32	\$139.20	\$163.92	\$135.90
Farebox Recovery Ratio	9.94%	9.65%	6.08%	8.46%	0.66%
Subsidy per Passenger	\$32.86	\$46.18	\$69.85	\$101.13	\$93.15
Subsidy per Passenger Mile	\$2.67	\$3.75	\$5.67	\$8.22	\$7.57
Subsidy per Revenue Hour (a)	\$69.20	\$89.73	\$130.73	\$150.06	\$135.00
Subsidy per Revenue Mile (b)	\$4.12	\$5.31	\$8.39	\$8.13	\$7.53
Passenger per Revenue Hour (a)	2.1	1.9	1.9	1.5	1.5
Passenger per Revenue Mile (b)	0.13	0.12	0.12	0.08	0.08

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

Table 2.2 -- RTA Taxi -- SRTP Service Summary
FY 2021/22 Short Range Transit Plan
All Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	4	4			
Financial Data					
Total Operating Expenses	\$623,993	\$365,425	\$0		\$0
Total Passenger Fare Revenue	\$50,539	\$46,159	\$0		\$0
Net Operating Expenses (Subsidies)	\$573,454	\$319,266	\$0		\$0
Operating Characteristics					
Unlinked Passenger Trips	12,370	8,271	0		0
Passenger Miles	152,275	101,816	0		0
Total Actual Vehicle Revenue Hours (a)	6,769.4	4,035.2	0.0		0.0
Total Actual Vehicle Revenue Miles (b)	177,199.3	98,595.5	0.0		0.0
Total Actual Vehicle Miles	177,199.3	98,595.5	0.0		0.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$92.18	\$90.56			
Farebox Recovery Ratio	8.10%	12.63%			
Subsidy per Passenger	\$46.36	\$38.60			
Subsidy per Passenger Mile	\$3.77	\$3.14			
Subsidy per Revenue Hour (a)	\$84.71	\$79.12			
Subsidy per Revenue Mile (b)	\$3.24	\$3.24			
Passenger per Revenue Hour (a)	1.8	2.1			
Passenger per Revenue Mile (b)	0.07	0.08			

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.



RIVERSIDE TRANSIT AGENCY
SHORT RANGE TRANSIT PLAN
FY2021/2022 - FY2023/2024

Table 2.2A Excluded Routes

Excluded routes are new routes or new service extensions that are eligible for exemption from the farebox recovery requirements.

Route #	Mode (FR/DAR)	Service Type (DO/CO)	Route Description	Date of Implementation	Exemption End Date
1	FR	DO	University of California, Riverside (UCR) to downtown Riverside and Corona	9/12/2021	6/30/2024
4 ¹	FR	CO	New route from Amazon Eastvale to Corona Transit Center via Archibald Ave. and River Rd. through Eastvale, Norco and Corona	---	---
12	FR	DO	Riverside (La Cadena & Stephens) to downtown Riverside, Galleria at Tyler Mall and Corona Hills Plaza	9/8/2019	6/30/2022
13	FR	DO	Hunter Park/UCR Metrolink Station to downtown Riverside and Galleria at Tyler Mall	1/9/2022	6/30/2024
15	FR	DO	Downtown Riverside to Merced and Magnolia via Arlington Ave.	9/12/2021	6/30/2024
28	FR	DO	From Florida Ave. and Lincoln Ave. in east Hemet to Perris Station Transit Center	9/12/2021	6/30/2024
30	FR	CO	Perris local circulator serving the Perris Transit Center, Walmart, May Ranch and Weston Rd. & Carter Dr.	4/5/2020	6/30/2022
33	FR	CO	From Super-Walmart on Sanderson Ave. and the Hemet Valley Mall in west Hemet to Stanford St. and Thornton Ave. in east Hemet	4/5/2020	6/30/2022
44	FR	CO	New circulator that connects Hemet Valley Mall with Mount San Jacinto College	1/9/2022	6/30/2024
51	FR	CO	UCR Crest Cruiser to Canyon Crest Towne Center	8/1/2021	6/30/2024
55	FR	CO	From Promenade Mall to Harveston	9/12/2021	6/30/2024
204 ²	FR	DO	From UCR, downtown Riverside and Jurupa Valley to Ontario Mills Mall and Montclair Transit Center	4/5/2020	6/30/2022
206 ²	FR	DO	From the Promenade Mall in Temecula to Corona Transit Center via 15 Fwy with stops at Murrieta, Lake Elsinore Outlet Center and Temescal Valley	4/5/2020	6/30/2022
208 ²	FR	CO/DO	Serves the Promenade Mall in Temecula to the Riverside Downtown Metrolink Station and downtown area via 1-215 with stops in Murrieta, Menifee, Perris and Moreno Valley	4/5/2020	6/30/2022
217 ³	FR	CO/DO	Serves Hemet and San Jacinto to Temecula and Escondido	1/12/2020	6/30/2022

¹ Route 4 implementation has been postponed due to the COVID-19 pandemic.

² Additional mid-day service began on 1/12/2020. Service was suspended as of 4/5/20 when the Agency went to 7-day Sunday service levels due to the COVID-19 pandemic. Select weekday trips were implemented using Low Carbon Transit Operations Program (LCTOP) funding.

³ As of 4/5/20, Route 217 is no longer running due to the COVID-19 pandemic.

Table 2.3 - SRTP Route Statistics
Riverside Transit Agency -- 7
FY 2021/22
All Routes
Data Elements

Route #	Day Type	Peak Vehicles	Passengers	Passenger Miles	Revenue Hours	Total Hours	Revenue Miles	Total Miles	Operating Cost	Passenger Revenue	Measure-A Revenue	LCTOP Revenue
RTA-0	All Days									\$1,300,000	\$4,000,000	\$2,998,000
RTA-1	All Days	16	1,098,260	6,983,092	65,155	70,926	692,223	869,734	\$11,618,906	\$680,679		
RTA-10	All Days	2	58,652	371,498	8,533	9,029	96,528	133,957	\$1,521,654	\$36,300		
RTA-101	All Days	0	0	0	0	0	0	0	\$0	\$0		
RTA-11	All Days	2	38,101	241,789	6,707	7,210	78,394	93,507	\$1,196,088	\$23,581		
RTA-12	All Days	4	136,961	872,074	14,052	15,104	164,041	189,545	\$2,505,760	\$84,765		
RTA-13	All Days	3	139,221	883,023	12,548	13,143	145,890	159,449	\$2,237,590	\$86,164		
RTA-14	All Days	4	98,490	624,183	10,405	11,409	142,213	169,063	\$1,855,513	\$60,955		
RTA-15	All Days	6	203,086	1,288,453	20,394	21,444	220,497	251,187	\$3,636,713	\$125,689		
RTA-16/16E	All Days	11	346,241	2,189,929	24,253	25,733	270,629	308,639	\$4,324,908	\$214,287		
RTA-18	All Days	2	17,274	109,445	4,295	4,758	42,939	57,192	\$765,859	\$10,691		
RTA-19	All Days	8	443,217	2,817,186	41,418	44,839	529,860	644,250	\$7,385,969	\$274,306		
RTA-19C	All Days	1	335	2,972	356	550	2,454	8,981	\$44,556	\$207		
RTA-20	All Days	6	117,041	740,810	14,314	15,482	214,626	243,690	\$2,552,522	\$72,436		
RTA-200	All Days	5	67,765	2,045,102	13,873	18,193	363,714	484,029	\$2,473,945	\$41,940		
RTA-202	All Days	0	0	0	0	0	0	0	\$0	\$0		
RTA-202D	All Days	0	0	0	0	0	0	0	\$0	\$0		
RTA-204D	All Days	1	20,222	602,482	5,691	6,336	124,013	135,402	\$1,014,888	\$12,515		
RTA-205	All Days	1	10,898	324,688	2,064	4,541	67,317	148,748	\$368,065	\$6,744		
RTA-206D	All Days	2	10,116	301,390	2,567	5,186	53,878	141,411	\$457,780	\$6,261		
RTA-208	All Days	0	0	0	0	0	0	0	\$0	\$0		
RTA-208D	All Days	2	14,436	430,097	2,857	3,478	66,012	87,989	\$509,406	\$8,934		
RTA-21	All Days	2	32,087	204,656	4,089	4,851	41,552	68,068	\$729,219	\$19,858		
RTA-217	All Days	0	0	0	0	0	0	0	\$0	\$0		
RTA-217D	All Days	0	0	0	0	0	0	0	\$0	\$0		
RTA-22	All Days	3	131,598	836,316	15,235	17,234	238,509	300,905	\$2,716,713	\$81,445		
RTA-23	All Days	5	38,455	348,811	11,478	13,267	160,213	214,027	\$1,436,339	\$23,800		
RTA-24	All Days	1	33,555	306,677	8,797	10,371	113,893	158,157	\$1,100,911	\$20,767		
RTA-27	All Days	3	76,946	490,086	11,150	12,826	226,414	285,668	\$1,988,390	\$47,622		
RTA-28	All Days	7	197,630	1,257,829	25,230	27,988	429,706	494,750	\$4,499,135	\$122,313		
RTA-29	All Days	4	81,352	517,400	10,298	11,494	152,923	178,707	\$1,836,310	\$50,348		
RTA-3	All Days	2	50,951	515,708	4,894	6,755	62,611	113,374	\$612,498	\$31,533		
RTA-30	All Days	1	17,424	155,094	4,093	4,482	55,220	63,585	\$512,162	\$10,784		
RTA-31	All Days	4	55,343	499,851	13,543	15,888	275,307	330,039	\$1,694,765	\$34,251		
RTA-32	All Days	3	30,561	277,469	4,289	5,279	49,436	73,201	\$536,770	\$18,914		
RTA-33	All Days	1	7,873	70,368	2,001	2,328	25,394	33,230	\$250,400	\$4,873		

Table 2.3 - SRTP Route Statistics

Riverside Transit Agency -- 7

FY 2021/22

All Routes

Data Elements

Route #	Day Type	Peak Vehicles	Passengers	Passenger Miles	Revenue Hours	Total Hours	Revenue Miles	Total Miles	Operating Cost	Passenger Revenue	Measure-A Revenue	LCTOP Revenue
RTA-3D	All Days	0	0	0	0	0	0	0	\$0	\$0		
RTA-40	All Days	0	0	0	0	0	0	0	\$0	\$0		
RTA-41C	All Days	1	16,970	151,769	4,337	5,231	81,416	98,384	\$542,722	\$10,503		
RTA-41D	All Days	0	0	0	0	0	0	0	\$0	\$0		
RTA-42	All Days	2	12,087	109,771	1,931	2,240	26,568	32,945	\$241,711	\$7,481		
RTA-44	All Days	2	60,605	546,591	5,406	5,893	64,707	74,838	\$676,526	\$37,508		
RTA-49	All Days	4	157,715	1,000,940	9,887	11,016	123,783	156,928	\$1,763,149	\$97,609		
RTA-50	All Days	2	995	8,649	2,338	3,541	14,734	45,145	\$292,623	\$150,000		
RTA-51	All Days	1	20,417	177,470	1,761	2,457	18,580	33,765	\$220,415	\$187,925		
RTA-52	All Days	0	0	0	0	0	0	0	\$0	\$0		
RTA-54	All Days	0	0	0	0	0	0	0	\$0	\$0		
RTA-55	All Days	3	15,179	131,940	813	1,833	10,018	39,394	\$101,742	\$17,362		
RTA-61	All Days	3	50,273	451,694	12,205	13,452	210,862	243,587	\$1,527,431	\$31,113		
RTA-74	All Days	3	63,630	572,652	11,445	13,448	202,238	250,210	\$1,432,270	\$39,380		
RTA-79	All Days	4	50,083	452,005	11,125	14,040	178,877	254,409	\$1,392,280	\$30,996		
RTA-8	All Days	3	72,690	660,547	12,673	13,792	198,519	230,901	\$1,585,906	\$44,988		
RTA-9	All Days	1	31,844	289,136	4,847	6,522	95,285	135,099	\$606,508	\$19,708		
RTA-HEMDAR	All Days		18,927	232,991	13,059	15,844	238,924	301,158	\$1,774,759	\$11,714		
RTA-HemTax	All Days		0	0	0	0	0	0	\$0	\$0		
RTA-MICRO	All Days	2	51,284	463,245	4,128	5,140	45,470	69,912	\$543,102	\$30,770		
RTA-MTMDAR	All Days		27,102	333,626	18,700	23,373	325,935	423,595	\$2,541,389	\$16,773		
RTA-MTMTax	All Days		0	0	0	0	0	0	\$0	\$0		
RTA-NonDAR	All Days		2,230	27,451	1,538	1,575	32,657	33,585	\$209,077	\$1,380		
RTA-NonTax	All Days		0	0	0	0	0	0	\$0	\$0		
RTA-RSBDAR	All Days		83,742	1,030,864	57,782	69,945	1,035,324	1,290,377	\$7,852,541	\$51,827		
RTA-RSBTax	All Days		0	0	0	0	0	0	\$0	\$0		
		143	4,309,864	32,949,819	538,554	619,466	8,010,303	10,154,716	\$85,687,885	\$4,299,999	\$4,000,000	\$2,998,000

Table 2.3 - SRTP Route Statistics

Riverside Transit Agency -- 7

FY 2021/22

All Routes

Performance Indicators												
Route #	Day Type	Net Subsidy	Operating Cost Per Revenue Mile	Operating Cost Per Revenue Mile	Cost Per Passenger	Farebox Recovery Ratio	Subsidy Per Passenger	Subsidy Per Passenger Mile	Subsidy Per Revenue Hour	Subsidy Per Revenue Mile	Passengers Per Hour	Passengers Per Mile
RTA-0	All Days	(\$1,300,000)										
RTA-1	All Days	\$10,938,227	\$178.33	\$16.78	\$10.58	5.85%	\$9.96	\$1.57	\$167.88	\$15.80	16.86	1.59
RTA-10	All Days	\$1,485,354	\$178.33	\$15.76	\$25.94	2.38%	\$25.32	\$4.00	\$174.07	\$15.39	6.87	0.61
RTA-101	All Days	\$0										
RTA-11	All Days	\$1,172,507	\$178.33	\$15.26	\$31.39	1.97%	\$30.77	\$4.85	\$174.82	\$14.96	5.68	0.49
RTA-12	All Days	\$2,420,995	\$178.32	\$15.28	\$18.30	3.38%	\$17.68	\$2.78	\$172.29	\$14.76	9.75	0.83
RTA-13	All Days	\$2,151,426	\$178.32	\$15.34	\$16.07	3.85%	\$15.45	\$2.44	\$171.46	\$14.75	11.10	0.95
RTA-14	All Days	\$1,794,558	\$178.33	\$13.05	\$18.84	3.28%	\$18.22	\$2.88	\$172.47	\$12.62	9.47	0.69
RTA-15	All Days	\$3,511,024	\$178.32	\$16.49	\$17.91	3.45%	\$17.29	\$2.72	\$172.16	\$15.92	9.96	0.92
RTA-16/16E	All Days	\$4,110,621	\$178.32	\$15.98	\$12.49	4.95%	\$11.87	\$1.88	\$169.49	\$15.19	14.28	1.28
RTA-18	All Days	\$755,168	\$178.31	\$17.84	\$44.34	1.39%	\$43.72	\$6.90	\$175.82	\$17.59	4.02	0.40
RTA-19	All Days	\$7,111,663	\$178.33	\$13.94	\$16.66	3.71%	\$16.05	\$2.52	\$171.70	\$13.42	10.70	0.84
RTA-19C	All Days	\$44,349	\$125.16	\$18.16	\$133.00	0.46%	\$132.39	\$14.92	\$124.58	\$18.07	0.94	0.14
RTA-20	All Days	\$2,480,086	\$178.32	\$11.89	\$21.81	2.83%	\$21.19	\$3.35	\$173.26	\$11.56	8.18	0.55
RTA-200	All Days	\$2,432,005	\$178.33	\$6.80	\$36.51	1.69%	\$35.89	\$1.19	\$175.30	\$6.69	4.88	0.19
RTA-202	All Days	\$0										
RTA-202D	All Days	\$0										
RTA-204D	All Days	\$1,002,373	\$178.33	\$8.18	\$50.19	1.23%	\$49.57	\$1.66	\$176.13	\$8.08	3.55	0.16
RTA-205	All Days	\$361,321	\$178.33	\$5.47	\$33.77	1.83%	\$33.15	\$1.11	\$175.06	\$5.37	5.28	0.16
RTA-206D	All Days	\$451,519	\$178.33	\$8.50	\$45.25	1.36%	\$44.63	\$1.50	\$175.89	\$8.38	3.94	0.19
RTA-208	All Days	\$0										
RTA-208D	All Days	\$500,472	\$178.30	\$7.72	\$35.29	1.75%	\$34.67	\$1.16	\$175.17	\$7.58	5.05	0.22
RTA-21	All Days	\$709,361	\$178.34	\$17.55	\$22.73	2.72%	\$22.11	\$3.47	\$173.48	\$17.07	7.85	0.77
RTA-217	All Days	\$0										
RTA-217D	All Days	\$0										
RTA-22	All Days	\$2,635,268	\$178.32	\$11.39	\$20.64	2.99%	\$20.03	\$3.15	\$172.97	\$11.05	8.64	0.55
RTA-23	All Days	\$1,412,539	\$125.14	\$8.97	\$37.35	1.65%	\$36.73	\$4.05	\$123.06	\$8.82	3.35	0.24
RTA-24	All Days	\$1,080,144	\$125.15	\$9.67	\$32.81	1.88%	\$32.19	\$3.52	\$122.79	\$9.48	3.81	0.29
RTA-27	All Days	\$1,940,768	\$178.33	\$8.78	\$25.84	2.39%	\$25.22	\$3.96	\$174.06	\$8.57	6.90	0.34
RTA-28	All Days	\$4,376,822	\$178.32	\$10.47	\$22.77	2.71%	\$22.15	\$3.48	\$173.48	\$10.19	7.83	0.46
RTA-29	All Days	\$1,785,962	\$178.32	\$12.01	\$22.57	2.74%	\$21.95	\$3.45	\$173.43	\$11.68	7.90	0.53
RTA-3	All Days	\$580,965	\$125.15	\$9.78	\$12.02	5.14%	\$11.40	\$1.13	\$118.71	\$9.28	10.41	0.81
RTA-30	All Days	\$501,378	\$125.13	\$9.27	\$29.39	2.10%	\$28.78	\$3.23	\$122.50	\$9.08	4.26	0.32
RTA-31	All Days	\$1,660,514	\$125.14	\$6.16	\$30.62	2.02%	\$30.00	\$3.32	\$122.61	\$6.03	4.09	0.20
RTA-32	All Days	\$517,856	\$125.15	\$10.86	\$17.56	3.52%	\$16.94	\$1.87	\$120.74	\$10.48	7.13	0.62
RTA-33	All Days	\$245,527	\$125.14	\$9.86	\$31.80	1.94%	\$31.19	\$3.49	\$122.70	\$9.67	3.93	0.31

Table 2.3 - SRTP Route Statistics
Riverside Transit Agency -- 7
FY 2021/22
All Routes

Performance Indicators												
Route #	Day Type	Net Subsidy	Operating Cost Per Revenue Mile	Operating Cost Per Revenue Mile	Cost Per Passenger	Farebox Recovery Ratio	Subsidy Per Passenger	Subsidy Per Passenger Mile	Subsidy Per Revenue Hour	Subsidy Per Revenue Mile	Passengers Per Hour	Passengers Per Mile
RTA-3D	All Days	\$0										
RTA-40	All Days	\$0										
RTA-41C	All Days	\$532,219	\$125.14	\$6.67	\$31.98	1.93%	\$31.36	\$3.51	\$122.72	\$6.54	3.91	0.21
RTA-41D	All Days	\$0										
RTA-42	All Days	\$234,230	\$125.17	\$9.10	\$20.00	3.09%	\$19.38	\$2.13	\$121.30	\$8.82	6.26	0.45
RTA-44	All Days	\$639,018	\$125.14	\$10.46	\$11.16	5.54%	\$10.54	\$1.17	\$118.21	\$9.88	11.21	0.94
RTA-49	All Days	\$1,665,540	\$178.33	\$14.24	\$11.18	5.53%	\$10.56	\$1.66	\$168.46	\$13.46	15.95	1.27
RTA-50	All Days	\$142,623	\$125.16	\$19.86	\$294.09	51.26%	\$143.34	\$16.49	\$61.00	\$9.68	0.43	0.07
RTA-51	All Days	\$32,490	\$125.16	\$11.86	\$10.80	85.25%	\$1.59	\$0.18	\$18.45	\$1.75	11.59	1.10
RTA-52	All Days	\$0										
RTA-54	All Days	\$0										
RTA-55	All Days	\$84,380	\$125.14	\$10.16	\$6.70	17.06%	\$5.56	\$0.64	\$103.79	\$8.42	18.67	1.52
RTA-61	All Days	\$1,496,318	\$125.15	\$7.24	\$30.38	2.03%	\$29.76	\$3.31	\$122.60	\$7.10	4.12	0.24
RTA-74	All Days	\$1,392,890	\$125.14	\$7.08	\$22.51	2.74%	\$21.89	\$2.43	\$121.70	\$6.89	5.56	0.31
RTA-79	All Days	\$1,361,284	\$125.15	\$7.78	\$27.80	2.22%	\$27.18	\$3.01	\$122.36	\$7.61	4.50	0.28
RTA-8	All Days	\$1,540,918	\$125.14	\$7.99	\$21.82	2.83%	\$21.20	\$2.33	\$121.59	\$7.76	5.74	0.37
RTA-9	All Days	\$586,800	\$125.13	\$6.37	\$19.05	3.24%	\$18.43	\$2.03	\$121.06	\$6.16	6.57	0.33
RTA-HEMDAR	All Days	\$1,763,045	\$135.90	\$7.43	\$93.77	0.66%	\$93.15	\$7.57	\$135.01	\$7.38	1.45	0.08
RTA-HemTax	All Days	\$0										
RTA-MICRO	All Days	\$512,332	\$131.57	\$11.94	\$10.59	5.66%	\$9.99	\$1.11	\$124.11	\$11.27	12.42	1.13
RTA-MTMDAR	All Days	\$2,524,616	\$135.90	\$7.80	\$93.77	0.65%	\$93.15	\$7.57	\$135.01	\$7.75	1.45	0.08
RTA-MTMTax	All Days	\$0										
RTA-NonDAR	All Days	\$207,697	\$135.94	\$6.40	\$93.76	0.66%	\$93.14	\$7.57	\$135.04	\$6.36	1.45	0.07
RTA-NonTax	All Days	\$0										
RTA-RSBDAR	All Days	\$7,800,714	\$135.90	\$7.58	\$93.77	0.66%	\$93.15	\$7.57	\$135.00	\$7.53	1.45	0.08
RTA-RSBTax	All Days	\$0										
		\$81,387,886	\$159.11	\$10.70	\$19.88	13.18%	\$18.88	\$2.47	\$151.12	\$10.16	8.00	0.54



**RIVERSIDE TRANSIT AGENCY
SHORT RANGE TRANSIT PLAN
FY2021/2022 - FY2023/2024**

Table 3 Highlights

Type	FY2017/2018 Audited	FY2018/2019 Audited	FY2019/2020 Audited	FY2020/21 Estimated (Based on 3rd Qtr actuals and annualized)	FY2021/22 Planned
System-Wide Ridership	8,583,410	8,702,284	6,977,955	2,997,476	4,309,863
Operating cost per revenue hours	\$90.94	\$97.25	\$110.31	\$148.49	\$159.11

Recent Trends:

When the COVID-19 pandemic started in 2020, RTA had to quickly adjust to respond to drastic changes in ridership, revenues and requirements to ensure the safety of employees and riders. RTA focused on adjusting service levels to ensure long-term sustainability for the Agency while meeting the limited demand for essential trips. On April 5, 2020, RTA reduced service levels to seven-day Sunday service, plus additional peak CommuterLink service for all FY21. In October 2020, RTA contracted with Transportation Management & Design (TMD) to complete a Service Reduction Plan which evaluated RTA's transit network and created a more efficient and sustainable system by modifying underperforming and/or duplicative routes and trips.

FY21 saw the following service changes:

- No service on major holidays – New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.
- Route 24: Alternate routing that serves the Temecula Library was discontinued.
- Route 26: Discontinued service due to low ridership.
- Route 27: The 9:02 p.m. weekday southbound and the 5:30 a.m. southbound weekend trips departing Galleria at Tyler were discontinued.
- Route 28: Discontinued the 5:05 a.m. weekend westbound trip departing Hemet Valley Mall.
- Route 30: West loop was discontinued.
- Route 32: Discontinued the alternate routing along Commonwealth and Villines Avenues, Las Rosas Road and 7th Street.
- Route 40: The 8:56 a.m., 11:26 a.m., 1:56 p.m. and 4:23 p.m. weekend eastbound trips departing Lake Elsinore Walmart, and the 7:36 a.m., 10:14 a.m., 12:41 p.m., 3:08 p.m. and 6:02 p.m. weekend westbound trips departing Cherry Hills and Bradley were discontinued.
- Route 50: Reinstatement of service on March 1, 2021.
- Route 210: Discontinued service due to low ridership.
- Implementation of sweeper bus service on directly operated routes 1, 15, 16, 19, 28 and 200 and as needed on contract operated routes 8, 32, 42, 74 and 79.

The following changes were made in May 2021 as part of the Service Reduction Plan:

- Route 1: The portion of this route in Corona between the Smith and 6th timepoint and West Corona Metrolink Station was discontinued.
- Route 15: A portion of this route on Indiana Avenue from La Sierra Avenue to Merced Drive and Magnolia Avenue was discontinued along with the portion on Magnolia Avenue from La Sierra Avenue to Galleria at Tyler Mall.
- Route 18: The portion of this route between the Moreno Valley Mall and Moreno Valley College was discontinued.
- Route 21: The portion of this route between the Pedley Metrolink Station and Banana and Cherry timepoint in Fontana was discontinued.
- Route 40: This route, which serves Canyon Lake and Menifee, is temporarily discontinued until demand returns.
- Route 204: Northbound trips departing the Market and University timepoint at 4:20 a.m., 5:55 a.m. and the UCR at Bannockburn timepoint at 2:55 p.m., 3:45 p.m. and 6:13 p.m. were discontinued. The southbound trips departing the Montclair TransCenter at 5:25 a.m., 7:04 a.m., 4:17 p.m., 5:12 p.m. and 7:36 p.m. were discontinued. Service frequency was reduced to match ridership levels.
- Route 205: The portion of this route between the Corona Transit Center and Village at Orange was discontinued.
- Route 206: Service frequency was reduced to match ridership levels. Northbound trips departing the Promenade Mall timepoint at 4:17 a.m., 5:09 a.m., 5:48 a.m., 4:41 p.m. and 6:30 p.m. trips were discontinued. Southbound trips departing the Corona Transit Center timepoint at 6:25 a.m., 7:12 a.m., 5:09 p.m. and 5:50 p.m. were discontinued.
- Route 208: This route, which connects Temecula and Riverside, is temporarily discontinued.

Proposed Service Changes for FY 2022:

With ridership levels down by 70 percent, RTA plans to continue seven-day Sunday service with select CommuterLink service into FY22. As businesses reopen and schools return to in-person sessions, RTA plans to incrementally increase service on its top 10 performing routes and reinstate subsidized routes 51 and 55. Additional changes will be made in the Hemet – San Jacinto area as part of the Service Reduction Plan that was approved in January 2021. These include the discontinuation/adjustment of six routes and the planning of a new circulator and Microtransit Pilot Program. The Microtransit Pilot Program is being studied and staff aims to release a Request for Proposals (RFP) in FY22, with contract award and service delivery plan subject to Board approval. Other service improvements could occur should demand return during FY22.



RIVERSIDE TRANSIT AGENCY
SHORT RANGE TRANSIT PLAN
FY2021/2022 - FY2023/2024

Table 3 Highlights

The following service changes listed below are planned for FY22. Actual implementation of these adjustments is dependent on COVID-19 pandemic developments and ridership.

- September 2021 service changes:
 - Increase service on routes 1, 15, 16, 19 and 28 to 80 percent of January 2020 (pre-COVID) service levels.
 - Route 51: Reinstate service.
 - Route 55: Reinstate service.
- January 2022 service changes:
 - Increase service on routes 12, 13, 20, 22 and 49 to 65 percent of January 2020 (pre-COVID) service levels.
 - Implementation of the Microtransit Pilot Program: New pilot program allowing customers traveling within the Hemet and San Jacinto microtransit zone to request a ride using an app or by calling RTA. Customers can be picked and dropped off at existing bus stops within the two cities. Implementation of the Microtransit Pilot Program is contingent upon RTA Board approval.
 - Route 31: Portion of this route between Mt. San Jacinto College (MSJC) and the Hemet Valley mall will be serviced by the new Route 44 circulator.
 - Route 32: This route, which currently serves Hemet and San Jacinto, will be replaced by the microtransit program pending Board approval.
 - Route 33: This route, which currently serves Hemet, will be replaced by the microtransit program pending Board approval.
 - Route 42: This route, which currently serves Hemet and San Jacinto, will be replaced by the microtransit program pending Board approval.
 - Route 44: New circulator that connects Hemet Valley Mall with MSJC with stops along State Street, San Jacinto Avenue, Oakland Avenue and Ramona Boulevard. Stops will be served every 30 minutes.
 - Route 74: The section of this route between MSJC and Hemet Valley Mall will be serviced by the new Route 44 circulator.
 - Route 79: The section of this route between MSJC and Hemet Valley Mall will be serviced by the new Route 44 circulator.

Operating Budget (\$85,687,886):

- Increase of 4% over FY21 budget. Variance analysis by major cost element is provided below:
 - Salaries and Benefits - flat as cost increases were offset by attrition.
 - Purchased Transportation - 1% increase due to increase in DAR demand.
 - Services - 15% increase due to increased security services.
 - Insurance - 51% increase due to large increases in insurance premiums.
 - Materials & Supplies - 3% increase due to increased inventory parts and fuel expenses.

Capital Budget (\$20,698,210):

- Increase of 690% over FY21 budget. Capital projects included in this year's budget are provided below:
 - Additional funding for 70 new CNG buses - \$10.1 million
 - Central Operations & Maintenance Facility re-programming to CNG bus purchase - \$0.0 million
 - Additional funding to replace Agency fareboxes - \$3.0 million
 - Additional funding for Vine Street Mobility Hub - \$3.3 million
 - Tire Lease - \$0.3 million
 - Bus Stop Improvements - \$0.7 million
 - Facility Maintenance - \$3.0
 - Sustainability Study - \$0.2 million



Table 4.0 - Summary of Funding Requests - FY 2021/22

Riverside Transit Agency

Original

Operating																
Project	Total Amount of Funds	5307 HS	5307 HS ARPA	5307 LALB ARPA	5307 LALB CRRSAA	5307 MTM ARPA	5307 RS	5307 RS ARPA	5310 OB	5311	5311 CARES OB	5311 CRRSAA	5339 HS	5339 LALB	5339 MTM	5339 RS
ADA Complementary Paratransit Service	\$2,250,000	\$3,487,814	\$253,166	\$452,439	\$277,242	\$900,366	\$1,800,000	\$27,283,482	\$285,000	\$524,716	\$113,781	\$1,387,218				
Advertising Revenue																
Call Center	\$285,000															
Capital Cost of Contracting	\$5,000,000															
Capitalized Preventive Maintenance	\$5,625,000															
CNG Sales	\$100,000															
CommuterLink	\$2,000,000															
General Farebox Revenue	\$3,000,000															
Investment Income	\$100,000															
LCFS Credits	\$500,000															
Mobile Ticketing	\$48,000															
Operating Assistance	\$62,963,219															
RINs Credits	\$600,000															
Route 1 Weekend Improvements	\$266,667															
Welcome Back Riders Promotion	\$1,200,000															
Youth Fare Promotion	\$1,750,000															
Sub-total Operating	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Sub-total Operating	\$85,687,886	\$3,487,814	\$253,166	\$452,439	\$277,242	\$900,366	\$10,300,000	\$27,283,482	\$285,000	\$524,716	\$113,781	\$1,387,218	\$0	\$0	\$0	\$0

Capital																
Project	Total Amount of Funds	5307 HS	5307 HS ARPA	5307 LALB ARPA	5307 LALB CRRSAA	5307 MTM ARPA	5307 RS	5307 RS ARPA	5310 OB	5311	5311 CARES OB	5311 CRRSAA	5339 HS	5339 LALB	5339 MTM	5339 RS
FY16-5 Central O&M Facility	\$-12,302,658												\$485,973	\$15,339	\$618,429	\$1,732,303
FY22-1 Capitalized Tire Lease - FY22-1	\$300,000						\$240,000									
FY22-2 Associated Transit Improvements - FY22-2	\$520,000						\$416,000									
FY22-3 Facility, Fuel Stn, Vehicle Enhance/Upgrades - FY22-3	\$2,999,195															
FY22-4 CNG Bus Replacement - FY22-4	\$22,454,702															
FY22-5 AHSC Bus Stop Improvements - FY22-5	\$175,000															
FY22-6 Vine Street Mobility Hub - FY22-6	\$3,335,471															
FY22-7 Sustainability and ZEB Route Plan - FY22-7	\$216,500															
FY22-8 Fareboxes - FY22-8	\$3,000,000															
Sub-total Capital	\$20,698,210	\$0	\$0	\$0	\$0	\$0	\$656,000	\$0	\$0	\$0	\$0	\$0	\$485,973	\$15,339	\$618,429	\$1,732,303
Total Operating & Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Operating & Capital	\$106,386,096	\$3,487,814	\$253,166	\$452,439	\$277,242	\$900,366	\$10,956,000	\$27,283,482	\$285,000	\$524,716	\$113,781	\$1,387,218	\$485,973	\$15,339	\$618,429	\$1,732,303



Table 4.0 - Summary of Funding Requests - FY 2021/22
Riverside Transit Agency
Original

Operating																
Project	Total Amount of Funds	AHSC	CMAQ OB	FARE	INT	LCTOP OB	LCTOP PUC99313	LCTOP PUC99314	LTF	MA CTSA	MA IB	OTHR LCL	OTHR ST	PTMISEA	SGR PUC99313	SGR PUC99314
ADA Complementary Paratransit Service	\$2,250,000								\$450,000							
Advertising Revenue																
Call Center	\$285,000															
Capital Cost of Contracting	\$5,000,000								\$1,000,000							
Capitalized Preventive Maintenance	\$5,625,000								\$1,125,000							
CNG Sales	\$100,000											\$100,000				
CommuterLink	\$2,000,000										\$2,000,000					
General Farebox Revenue	\$3,000,000			\$3,000,000												
Investment Income	\$100,000				\$100,000											
LCFS Credits	\$500,000											\$500,000				
Mobile Ticketing	\$48,000					\$48,000										
Operating Assistance	\$62,963,219								\$26,282,995	\$2,000,000						
RINs Credits	\$600,000											\$600,000				
Route 1 Weekend Improvements	\$266,667		\$200,000						\$66,667							
Welcome Back Riders Promotion	\$1,200,000						\$975,113	\$224,887								
Youth Fare Promotion	\$1,750,000					\$1,750,000										
Sub-total Operating	\$85,687,886	\$0	\$200,000	\$3,000,000	\$100,000	\$1,798,000	\$975,113	\$224,887	\$28,924,662	\$2,000,000	\$2,000,000	\$1,200,000	\$0	\$0	\$0	\$0
Sub-total Operating	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Capital																
Project	Total Amount of Funds	AHSC	CMAQ OB	FARE	INT	LCTOP OB	LCTOP PUC99313	LCTOP PUC99314	LTF	MA CTSA	MA IB	OTHR LCL	OTHR ST	PTMISEA	SGR PUC99313	SGR PUC99314
FY16-5 Central O&M Facility	\$-12,302,658													\$-12,302,658		
FY22-1 Capitalized Tire Lease - FY22-1	\$300,000															
FY22-2 Associated Transit Improvements - FY22-2	\$520,000															
FY22-3 Facility, Fuel Stn, Vehicle Enhance/Upgrades - FY22-3	\$2,999,195														\$1,934,712	\$189,322
FY22-4 CNG Bus Replacement - FY22-4	\$22,454,702													\$12,302,658		
FY22-5 AHSC Bus Stop Improvements - FY22-5	\$175,000	\$175,000														
FY22-6 Vine Street Mobility Hub - FY22-6	\$3,335,471	\$3,335,471														
FY22-7 Sustainability and ZEB Route Plan - FY22-7	\$216,500								\$32,475				\$184,025			
FY22-8 Fareboxes - FY22-8	\$3,000,000															
Sub-total Capital	\$20,698,210	\$3,510,471	\$0	\$0	\$0	\$0	\$0	\$0	\$32,475	\$0	\$0	\$0	\$184,025	\$0	\$1,934,712	\$189,322
Total Operating & Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Operating & Capital	\$106,386,096	\$3,510,471	\$200,000	\$3,000,000	\$100,000	\$1,798,000	\$975,113	\$224,887	\$28,957,137	\$2,000,000	\$2,000,000	\$1,200,000	\$184,025	\$0	\$1,934,712	\$189,322

FY 2021/22 Projected Funding Details																
Total Estimated Operating Funding Request	\$85,687,886															



Table 4.0 - Summary of Funding Requests - FY 2021/22
Riverside Transit Agency
Original

Operating																
Project	Total Amount of Funds	STA PUC99313	STA PUC99314													
ADA Complementary Paratransit Service	\$2,250,000															
Advertising Revenue																
Call Center	\$285,000															
Capital Cost of Contracting	\$5,000,000															
Capitalized Preventive Maintenance	\$5,625,000															
CNG Sales	\$100,000															
CommuterLink	\$2,000,000															
General Farebox Revenue	\$3,000,000															
Investment Income	\$100,000															
LCFS Credits	\$500,000															
Mobile Ticketing	\$48,000															
Operating Assistance	\$62,963,219															
RINs Credits	\$600,000															
Route 1 Weekend Improvements	\$266,667															
Welcome Back Riders Promotion	\$1,200,000															
Youth Fare Promotion	\$1,750,000															
Sub-total Operating	\$0	\$0	\$0													
Sub-total Operating	\$85,687,886	\$0	\$0													

Capital																
Project	Total Amount of Funds	STA PUC99313	STA PUC99314													
FY16-5 Central O&M Facility	\$-12,302,658															
FY22-1 Capitalized Tire Lease - FY22-1	\$300,000	\$60,000														
FY22-2 Associated Transit Improvements - FY22-2	\$520,000	\$104,000														
FY22-3 Facility, Fuel Stn, Vehicle Enhance/Upgrades - FY22-3	\$2,999,195	\$875,161														
FY22-4 CNG Bus Replacement - FY22-4	\$22,454,702	\$5,750,643	\$1,549,357													
FY22-5 AHSC Bus Stop Improvements - FY22-5	\$175,000															
FY22-6 Vine Street Mobility Hub - FY22-6	\$3,335,471															
FY22-7 Sustainability and ZEB Route Plan - FY22-7	\$216,500															
FY22-8 Fareboxes - FY22-8	\$3,000,000	\$3,000,000														
Sub-total Capital	\$20,698,210	\$9,789,804	\$1,549,357													
Total Operating & Capital	\$0	\$0	\$0													
Total Operating & Capital	\$106,386,096	\$9,789,804	\$1,549,357													



Table 4.0 - Summary of Funding Requests - FY 2021/22

Riverside Transit Agency

Original

FY 2021/22 Projected Funding Details		
5307 HS	\$3,487,814	
5307 HS ARPA	\$253,166	
5307 LALB ARPA	\$452,439	
5307 LALB CRRSAA	\$277,242	
5307 MTM ARPA	\$900,366	
5307 RS	\$10,300,000	
5307 RS ARPA	\$27,283,482	
5310 OB	\$285,000	
5311	\$524,716	
5311 CARES OB	\$113,781	
5311 CRRSAA	\$1,387,218	
CMAQ OB	\$200,000	
FARE	\$3,000,000	
INT	\$100,000	
LCTOP OB	\$1,798,000	
LCTOP PUC99313	\$975,113	
LCTOP PUC99314	\$224,887	
LTF	\$28,924,662	
MA CTSA	\$2,000,000	
MA IB	\$2,000,000	
OTHR LCL	\$1,200,000	
5307 RS	\$656,000	
5339 HS	\$485,973	
5339 LALB	\$15,339	
5339 MTM	\$618,429	
5339 RS	\$1,732,303	
AHSC	\$3,510,471	
LTF	\$32,475	
OTHR ST	\$184,025	
PTMISEA	\$0	
SGR PUC99313	\$1,934,712	
SGR PUC99314	\$189,322	
STA PUC99313	\$9,789,804	
STA PUC99314	\$1,549,357	
Total Estimated Capital Funding Request	\$20,698,210	
Total Funding Request	\$106,386,096	



FY 2021/22 SRTP
Riverside Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: FY22-1

FTIP No: Not Assigned - New Project

Project Name: FY22-1 Capitalized Tire Lease

Category: Bus

Sub-Category: Parts

Fuel Type: CNG

Project Description: Funds for bus tires.

Project Justification: Tires are a critical part of providing safe, reliable transportation.

Project Schedule:

Start Date	Completion Date
July 2021	June 2024

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
5307 RS	FY 2021/22	\$240,000
STA PUC99313	FY 2021/22	\$60,000
Total		\$300,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description



FY 2021/22 SRTP
Riverside Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: FY22-2

FTIP No: Not Assigned - New Project

Project Name: FY22-2 Associated Transit Improvements

Category: Bus Stop

Sub-Category: Rehabilitation/Improvement

Project Description: Associated Transit Improvements, Bus Stops, Shelters

Project Justification: These funds will continue to ensure bus stops and amenities are kept in a state of good repair.

Project Schedule:

Start Date	Completion Date
July 2021	June 2023

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
5307 RS	FY 2021/22	\$416,000
STA PUC99313	FY 2021/22	\$104,000
Total		\$520,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description



FY 2021/22 SRTP
Riverside Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: FY22-3

FTIP No: Not Assigned - New Project

Project Name: FY22-3 Facility, Fuel Stn, Vehicle Enhance/Upgrades

Category: Facilities

Sub-Category: Rehabilitation/Improvement

Project Description: Funds to be used for replacement/enhancements of facilities and/or equipment.

Project Justification: Funds are necessary to ensure RTA facilities and equipment are kept in good working order .

Project Schedule:

Start Date	Completion Date
July 2021	June 2024

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
SGR PUC99313	FY 2021/22	\$1,934,712
SGR PUC99314	FY 2021/22	\$189,322
STA PUC99313	FY 2021/22	\$875,161
Total		\$2,999,195

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description



FY 2021/22 SRTP
Riverside Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: FY22-4

FTIP No: Not Assigned - New Project

Project Name: FY22-4 CNG Bus Replacement

Category: Bus

Sub-Category: Replacement

Fuel Type: CNG

Project Description: Funding to replace a portion (70) of the 40 foot bus fleet as part of the Agency's Zero Emission Bus (ZEB) rollout plan.

Project Justification: Replacing a portion (70) of the Agency's CNG 40 foot bus fleet is a critical step towards ensuring the Agency can follow its ZEB Rollout Plan and ultimately comply with CARB requirements.

Project Schedule:

Start Date	Completion Date
July 2021	December 2024

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
5339 HS	FY 2021/22	\$485,973
5339 LALB	FY 2021/22	\$15,339
5339 MTM	FY 2021/22	\$618,429
5339 RS	FY 2021/22	\$1,732,303
PTMISEA	FY 2021/22	\$12,302,658
STA PUC99313	FY 2021/22	\$5,750,643
STA PUC99314	FY 2021/22	\$1,549,357
Total		\$22,454,702

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description



FY 2021/22 SRTP
Riverside Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: FY22-5

FTIP No: Not Assigned - New Project

Project Name: FY22-5 AHSC Bus Stop Improvements

Category: Bus Stop

Sub-Category: Rehabilitation/Improvement

Project Description: Funding to provide improved amenities for certain identified bus stop locations.

Project Justification: Improved bus stop amenities enhance the experience for our customers.

Project Schedule:

Start Date	Completion Date
July 2021	June 2023

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
AHSC	FY 2021/22	\$175,000
Total		\$175,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description



FY 2021/22 SRTP
Riverside Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: FY22-6

FTIP No: Not Assigned - New Project

Project Name: FY22-6 Vine Street Mobility Hub

Category: Facilities

Sub-Category: Rehabilitation/Improvement

Project Description: Funds necessary to continue to develop and ultimately build the Vine Street Mobility Hub .

Project Justification: The Vine Street Mobility Hub will be a critical transfer point and key piece to the Agency's service plan in the Downtown Riverside area for years to come.

Project Schedule:

Start Date	Completion Date
July 2021	June 2026

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
AHSC	FY 2021/22	\$3,335,471
Total		\$3,335,471

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description



FY 2021/22 SRTP
Riverside Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: FY22-7

FTIP No: Not Assigned - New Project

Project Name: FY22-7 Sustainability and ZEB Route Plan

Category: Planning/Feasibility

Sub-Category: Study

Project Description: Plan will help structure routes in a way that aligns with sustainability at various service levels as well as in the ZEB landscape.

Project Justification: Planning for sustainability and ZEB as we come out of the post-COVID era will be key to RTA's success long-term.

Project Schedule:

Start Date	Completion Date
July 2021	December 2022

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
LTF	FY 2021/22	\$32,475
OTHR ST	FY 2021/22	\$184,025
Total		\$216,500

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description



FY 2021/22 SRTP
Riverside Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: FY22-8

FTIP No: Not Assigned - New Project

Project Name: FY22-8 Fareboxes

Category: Equipment

Sub-Category: Replacement

Fuel Type: CNG

Project Description: Additional funds to fully fund replacing the current fixed-route fareboxes. These funds plus funds already programmed will be needed to replace all of the fareboxes.

Project Justification: The fareboxes have not been replaced in well over a decade. Technology has improved greatly and we are searching for a complete solution that improves upon contactless technology.

Project Schedule:

Start Date	Completion Date
July 2021	June 2024

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2021/22	\$3,000,000
Total		\$3,000,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description



RIVERSIDE TRANSIT AGENCY
SHORT RANGE TRANSIT PLAN
FY2021/2022 - FY2023/2024

Table 4B Fare Revenue Calculation

(consistent with RCTC Commission Farebox Recovery Policy 03/12/2008)

#	Revenue Sources included in Farebox Calculation	Actuals from FY2019/20 Audit	FY2020/21 Estimated	FY2021/22 Plan
1	Passenger Fares	9,320,568	2,750,000	3,000,000
2	Measure A	3,263,300	175,000	4,000,000
3	LCTOP	1,489,114	1,300,000	2,998,000
4	Sale of CNG	103,765	150,000	100,000
5	RINs/LCFS Revenue	1,201,930	1,380,000	1,100,000
6	Shelter Advertising Rev	12,150	2,000	0
7	Gain/(Loss) on Assets	2,021	0	0
8	Investment Income	1,084,037	140,000	100,000
9	Lease Revenue	67,868	62,000	0
10	Bridge Service, Other	26,887	88,000	0
11	Exempt Routes	(762,073)		
	Total Revenue (1-11)	\$15,809,567	\$6,047,000	\$11,298,000
	Total Operating Expense	\$78,761,943	\$82,392,199	\$85,687,886
	Farebox Recovery Ratio	20.07%	7.34%	13.19%



Table 4.1 - Summary of Funding Requests - FY 2022/23

Riverside Transit Agency

Original

Operating																
Project	Total Amount of Funds	5307 HS	5307 MTM	5307 RS	5310 OB	5311	5339 RS	FARE	INT	LCTOP OB	LCTOP PUC99313	LTF	MA CTSA	MA IB	OTHR LCL	SGR PUC99313
ADA Complementary Paratransit Service	\$2,000,000		\$2,000,000													
Advertising Revenue	\$5,000														\$5,000	
Call Center																
Capital Cost of Contracting	\$7,000,000			\$7,000,000												
Capitalized Preventive Maintenance	\$7,000,000			\$7,000,000												
CNG Sales	\$250,000														\$250,000	
CommuterLink	\$2,000,000													\$2,000,000		
General Farebox Revenue	\$8,000,000							\$8,000,000								
Investment Income	\$250,000								\$250,000							
LCFS Credits	\$500,000														\$500,000	
LCTOP Project	\$1,200,000										\$1,200,000					
Mobile Ticketing	\$100,000									\$100,000						
Operating Assistance	\$60,310,401	\$3,000,000			\$250,000	\$500,000						\$55,560,401	\$1,000,000			
RINs Credits	\$500,000														\$500,000	
Sub-total Operating	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Sub-total Operating	\$89,115,401	\$3,000,000	\$2,000,000	\$14,000,000	\$250,000	\$500,000	\$0	\$8,000,000	\$250,000	\$100,000	\$1,200,000	\$55,560,401	\$1,000,000	\$2,000,000	\$1,255,000	\$0

Capital																
Project	Total Amount of Funds	5307 HS	5307 MTM	5307 RS	5310 OB	5311	5339 RS	FARE	INT	LCTOP OB	LCTOP PUC99313	LTF	MA CTSA	MA IB	OTHR LCL	SGR PUC99313
Associated Transit Improvements	\$500,000		\$400,000													
COFR Bus Purchase																
DAR Bus Purchase																
DOFR Bus Purchase	\$20,000,000															
Facility Maintenance	\$2,250,000		\$200,000													\$2,000,000
FY16-5 Central O&M Facility																
FY22-1 Capitalized Tire Lease																
FY22-2 Associated Transit Improvements																
FY22-3 Facility, Fuel Stn, Vehicle Enhance/Upgrades																
FY22-4 CNG Bus Replacement																
FY22-5 AHSC Bus Stop Improvements																
FY22-6 Vine Street Mobility Hub																
FY22-7 Sustainability and ZEB Route Plan																
FY22-8 Fareboxes																
IT Equipment																
Relief Vehicles	\$500,000		\$400,000													
Tire Lease	\$250,000		\$200,000													
ZEB Infrastructure	\$5,000,000						\$5,000,000									
Sub-total Capital	\$28,500,000	\$0	\$1,200,000	\$0	\$0	\$0	\$5,000,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,000,000
Sub-total Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Operating & Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Operating & Capital	\$117,615,401	\$3,000,000	\$3,200,000	\$14,000,000	\$250,000	\$500,000	\$5,000,000	\$8,000,000	\$250,000	\$100,000	\$1,200,000	\$55,560,401	\$1,000,000	\$2,000,000	\$1,255,000	\$2,000,000

FY 2022/23 Projected Funding Details																
Total Estimated Operating Funding Request	\$89,115,401															



Table 4.1 - Summary of Funding Requests - FY 2022/23

Riverside Transit Agency

Original

Operating																
Project	Total Amount of Funds	STA PUC99313														
ADA Complementary Paratransit Service	\$2,000,000															
Advertising Revenue	\$5,000															
Call Center																
Capital Cost of Contracting	\$7,000,000															
Capitalized Preventive Maintenance	\$7,000,000															
CNG Sales	\$250,000															
CommuterLink	\$2,000,000															
General Farebox Revenue	\$8,000,000															
Investment Income	\$250,000															
LCFS Credits	\$500,000															
LCTOP Project	\$1,200,000															
Mobile Ticketing	\$100,000															
Operating Assistance	\$60,310,401															
RINs Credits	\$500,000															
Sub-total Operating	\$0	\$0														
Sub-total Operating	\$89,115,401	\$0														

Capital																
Project	Total Amount of Funds	STA PUC99313														
Associated Transit Improvements	\$500,000	\$100,000														
COFR Bus Purchase																
DAR Bus Purchase																
DOFR Bus Purchase	\$20,000,000	\$20,000,000														
Facility Maintenance	\$2,250,000	\$50,000														
FY16-5 Central O&M Facility																
FY22-1 Capitalized Tire Lease																
FY22-2 Associated Transit Improvements																
FY22-3 Facility, Fuel Stn, Vehicle Enhance/Upgrades																
FY22-4 CNG Bus Replacement																
FY22-5 AHSC Bus Stop Improvements																
FY22-6 Vine Street Mobility Hub																
FY22-7 Sustainability and ZEB Route Plan																
FY22-8 Fareboxes																
IT Equipment																
Relief Vehicles	\$500,000	\$100,000														
Tire Lease	\$250,000	\$50,000														
ZEB Infrastructure	\$5,000,000															
Sub-total Capital	\$28,500,000	\$20,300,000														
Sub-total Capital	\$0	\$0														
Total Operating & Capital	\$117,615,401	\$20,300,000														
Total Operating & Capital	\$0	\$0														



Table 4.1 - Summary of Funding Requests - FY 2022/23

Riverside Transit Agency

Original

FY 2022/23 Projected Funding Details		
5307 HS	\$3,000,000	
5307 MTM	\$2,000,000	
5307 RS	\$14,000,000	
5310 OB	\$250,000	
5311	\$500,000	
FARE	\$8,000,000	
INT	\$250,000	
LCTOP OB	\$100,000	
LCTOP PUC99313	\$1,200,000	
LTF	\$55,560,401	
MA CTSA	\$1,000,000	
MA IB	\$2,000,000	
OTHR LCL	\$1,255,000	
5307 MTM	\$1,200,000	
5339 RS	\$5,000,000	
SGR PUC99313	\$2,000,000	
STA PUC99313	\$20,300,000	
Total Estimated Capital Funding Request	\$28,500,000	
Total Funding Request	\$117,615,401	



Table 4.2 - Summary of Funding Requests - FY 2023/24
Riverside Transit Agency
Original

Operating																
Project	Total Amount of Funds	5307 HS	5307 MTM	5307 RS	5311	5339 RS	FARE	INT	LCTOP OB	LCTOP PUC99313	LTF	MA CTSA	MA IB	OTHR LCL	SGR PUC99313	STA PUC99313
ADA Complementary Paratransit Service	\$2,000,000		\$2,000,000													
Advertising Revenue	\$5,000													\$5,000		
Call Center																
Capital Cost of Contracting	\$7,000,000			\$7,000,000												
Capitalized Preventive Maintenance	\$7,000,000			\$7,000,000												
CNG Sales	\$250,000													\$250,000		
CommuterLink	\$2,000,000												\$2,000,000			
General Farebox Revenue	\$10,500,000						\$10,500,000									
Investment Income	\$250,000							\$250,000								
LCFS Credits	\$600,000													\$600,000		
LCTOP Project	\$1,500,000									\$1,500,000						
Mobile Ticketing	\$200,000								\$200,000							
Operating Assistance	\$60,775,017	\$3,500,000			\$550,000						\$54,725,017	\$2,000,000				
RINs Credits	\$600,000													\$600,000		
Sub-total Operating	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Sub-total Operating	\$92,680,017	\$3,500,000	\$2,000,000	\$14,000,000	\$550,000	\$0	\$10,500,000	\$250,000	\$200,000	\$1,500,000	\$54,725,017	\$2,000,000	\$2,000,000	\$1,455,000	\$0	\$0

Capital																
Project	Total Amount of Funds	5307 HS	5307 MTM	5307 RS	5311	5339 RS	FARE	INT	LCTOP OB	LCTOP PUC99313	LTF	MA CTSA	MA IB	OTHR LCL	SGR PUC99313	STA PUC99313
Associated Transit Improvements	\$500,000		\$400,000													\$100,000
COFR Bus Purchase	\$5,000,000															\$5,000,000
DAR Bus Purchase	\$5,000,000															\$5,000,000
DOFR Bus Purchase	\$20,000,000										\$20,000,000					
Facility Maintenance	\$2,250,000			\$200,000											\$2,000,000	\$50,000
FY16-5 Central O&M Facility																
FY22-1 Capitalized Tire Lease																
FY22-3 Facility, Fuel Stn, Vehicle Enhance/Upgrades																
FY22-4 CNG Bus Replacement																
FY22-6 Vine Street Mobility Hub																
FY22-8 Fareboxes																
IT Equipment	\$500,000		\$400,000													\$100,000
Relief Vehicles																
Tire Lease	\$250,000		\$200,000													\$50,000
ZEB Infrastructure	\$5,000,000					\$5,000,000										
Sub-total Capital	\$38,500,000	\$0	\$1,000,000	\$200,000	\$0	\$5,000,000	\$0	\$0	\$0	\$0	\$20,000,000	\$0	\$0	\$0	\$2,000,000	\$10,300,000
Sub-total Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Operating & Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Operating & Capital	\$131,180,017	\$3,500,000	\$3,000,000	\$14,200,000	\$550,000	\$5,000,000	\$10,500,000	\$250,000	\$200,000	\$1,500,000	\$74,725,017	\$2,000,000	\$2,000,000	\$1,455,000	\$2,000,000	\$10,300,000



Table 4.2 - Summary of Funding Requests - FY 2023/24
Riverside Transit Agency
Original

FY 2023/24 Projected Funding Details		
5307 HS	\$3,500,000	
5307 MTM	\$2,000,000	
5307 RS	\$14,000,000	
5311	\$550,000	
FARE	\$10,500,000	
INT	\$250,000	
LCTOP OB	\$200,000	
LCTOP PUC99313	\$1,500,000	
LTF	\$54,725,017	
MA CTSA	\$2,000,000	
MA IB	\$2,000,000	
OTHR LCL	\$1,455,000	
Total Estimated Operating Funding Request	\$92,680,017	
5307 MTM	\$1,000,000	
5307 RS	\$200,000	
5339 RS	\$5,000,000	
LTF	\$20,000,000	
SGR PUC99313	\$2,000,000	
STA PUC99313	\$10,300,000	
Total Estimated Capital Funding Request	\$38,500,000	
Total Funding Request	\$131,180,017	



RIVERSIDE TRANSIT AGENCY
SHORT RANGE TRANSIT PLAN
FY2021/2022 - FY2023/2024

Table 4.3 FY16-18 FTA Triennial Review and TDA Triennial Audit

Agency	Audit Recommendations	Action Taken and Results
FTA	RTA was found compliant across the 21 sections of review. No deficiencies were found in any of the areas of review.	N/A
TDA	Focus efforts on evaluating the commuter ridership market.	<p>-In October 2018, the Agency completed a Market Assessment and Strategic Directions Study that evaluated ridership and identified strategies that can be implemented to encourage additional ridership, including an evaluation of CommuterLink service.</p> <p>-In January 2020, the Agency secured grant funding to add off peak CommuterLink service in response to new residential developments, increasing nontraditional work hours and high travel demand on the main corridors linking south and north of western Riverside County.</p> <p>-The Agency will continue to market the additional service on billboards, Rider Alerts, Rider News, RTA Reader, Ride Guide, RTA website and via social media.</p> <p>-In April 2021, the Agency surveyed Route 200 riders at major transit centers to identify their needs and ensure that service levels meet demand given the current capacity limits of 10 people per 40 foot bus.</p>
TDA	Evaluate plans for RTA facility growth that align with increased transit services in the southern section of the service area.	<p>-The ZEB Rollout Plan was completed and an all-hydrogen fuel cell electric bus (FCEB) fleet was approved by the RTA Board of Directors in November 2020.</p> <p>-With a drastic decrease in ridership due to the pandemic, all facility growth and service increases are on-hold until demand returns.</p> <p>-RTA will continue to evaluate service needs and is completing a study in FY22 to assess whether or not routes need to be modified due to the range limitations associated with current FCEBs when compared to CNG fleets.</p>



RIVERSIDE TRANSIT AGENCY
SHORT RANGE TRANSIT PLAN
FY2021/2022 - FY2023/2024

Table 4.4 Open Projects Prior to FY2021/2022

Project Name	SRTP Capital Project No's	Project Element	Funding Category	Beg to End - Project Timeline	Total Project Cost	Programmed Funds	FY22 Programmed Funds	Unfunded Balance
Vine St. Mobility Hub	12-9, 15-11, 16-12	4	1	08/2019 - 05/2023	8,113,422	8,113,422	0	0
Hemet Mobility Hub	16-11, 18-9, 19-8	4	1	01/2017- 12/2030	7,774,612	7,774,612	0	0
Ops&Maint Facility	16-15, 17-9, 19-9	4	2	05/2019 - 09/2045	50,000,000	24,656,289	(12,302,658)	37,646,369
Maint Spare Components	12-7, 13-4, 17-4	7	1	06/2012- 06/2022	1,323,522	1,323,522	0	0
Scheduling Software	13-4, 19-7	5	1	05/2020 - 12/2021	1,800,000	1,800,000	0	0
Associated Transit Improvements	14-5, 16-11, 17-3, 18-4, 19-5, 20-7, 21-7	8	1	09/2018 - 09/2021	3,223,949	3,223,949	0	0
Fareboxes	15-5	3	1	03/2019 - 07/2022	5,598,533	2,598,533	3,000,000	0
Facility Improvements	16-8, 17-7, 18-7, 19-6	4	1	04/2019 - 06/2022	3,105,780	3,105,780	0	0
Information System	16-9, 18-8, 19-7	5	1	02/2019 - 06/2021	1,130,014	1,130,014	0	0
Misc Support Equipment	17-6, 18-6	7	1	07/2019 - 06/2021	48,985	48,985	0	0
Tire Lease	20-6, 21-5	7	1	07/2019 - 06/2023	672,232	672,232	0	0
DAR Vehicles	17-2, 18-2, 20-3	1	1	08/2019 - 12/2023	4,868,687	4,868,687	0	0
COFR Vehicles	19-1, 20-2	1	1	08/2019 - 12/2023	9,137,139	9,137,139	0	0
DO Revenue Vehicles 40ft Bus	19-11, 20-1	1	1	10/2019 - 06/2022	59,647,382	37,192,680	22,454,702	0
Support Vehicles	18-3, 19-3, 20-4, 21-1	2	1	01/2020 - 12/2021	1,455,409	1,455,409	0	0
SGR	19-10, 20-8, 21-8	4	1	Unknown	4,935,976	4,935,976	0	0
16					162,835,642	112,037,229		37,646,369

Legend

Project Elements:

- 1 Revenue Vehicle Purchase - FY
- 2 Non-Revenue Vehicle Purchase - FY
- 3 Vehicle Systems and Equipment - FY
- 4 Building, Land and Facilities - FY
- 5 Communication and Information Technology Systems - FY
- 6 Debt Service - FY
- 7 Maintenance - FY
- 8 Associated Transit Improvements - FY

Funding Category:

- 1 Fully Funded
- 2 Partially Funded



RIVERSIDE TRANSIT AGENCY
SHORT RANGE TRANSIT PLAN
FY2021/2022 - FY2023/2024

Table 5 Riverside Transit Agency FY 2022 - 2026 TUMF Expenditure Plan

Fiscal Year			Prior Years Expenditures	FY 20-21 Expenditures through 6/30 (estimate)	FY21-22	FY22-23	FY23-24	FY24-25	FY25-26	Current Programmed Phase Balance	Total Programmed Payments/Exp	Original Programmed Phase Cost	
Forecast Revenues ¹				\$ 1,670,905	\$ 1,500,000	\$ 1,500,000	\$ 1,500,000	\$ 1,500,000	\$ 1,500,000	\$ 28,568,048	\$ 1,977,674	\$ 54,354,222	
Estimated Carryover (as of 6/30)				\$ 19,418,891	\$ 21,068,048	\$ 19,084,023	\$ 17,480,355	\$ 13,039,462	\$ 4,689,462	TIP Amended June 2017			
										5-Year Avail Forecast/Cash	5-Year Programmed	5-Year Delta	
Available Revenues				\$ 21,089,796	\$ 22,568,048	\$ 20,584,023	\$ 18,980,355	\$ 14,539,462	\$ 6,189,462	\$ 28,568,048	\$ 28,568,048	\$ (0)	
Funded Expenditures			Phase	Project									
RTA-0001	Hemet Mobility Hub	ALL	\$4,275,988	\$184,955	140	\$ 500,000	\$ 1,500,000	\$ 1,590,893	\$ 500,000	\$ -	\$ 4,090,893	\$ (185,095)	\$ 4,275,988
RTA-0003	Promenade Mobility Hub	ALL	\$1,692,797	\$1,423,752	(496,134)	-	-	-	-	-	-	(927,618)	\$ 927,618
RTA-0004	Associated Transit Enhancements Program	ENH	\$1,940,437	\$172,654	-	\$ 300,000	\$ 300,000	\$ 350,000	\$ 350,000	\$ 467,783	\$ 1,767,783	\$ (172,654)	\$ 1,940,437
RTA-0005	Long Range Planning	ENH	\$600,000	\$174,565	13,470	\$ 184,025	\$ 227,940	\$ -	\$ -	\$ -	\$ 411,965	\$ (188,035)	\$ 600,000
RTA-0007	Vine Street Mobility Hub	ALL	\$3,630,000	\$0	504,272	\$ 2,500,000	\$ 625,728	\$ -	\$ -	\$ -	\$ 3,125,728	\$ (504,272)	\$ 3,630,000
RTA-0009	HQTC Improvements (former RapidLink Blue Line)	ENH	\$1,500,000	\$0	-	\$ -	\$ -	\$ 500,000	\$ 1,000,000	\$ -	\$ 1,500,000	\$ -	\$ 1,500,000
RTA-0010	Regional Operations & Maintenance Facility	ALL	\$30,251,000	\$0	-	\$ 250,000	\$ 500,000	\$ 5,000,000	\$ 1,457,679	\$ 7,207,679	\$ -	\$ 7,207,679	
RTA-0011	San Jacinto Mobility Hub	ALL	\$200,000	\$0	-	\$ 200,000	\$ -	\$ -	\$ -	\$ -	\$ 200,000	\$ -	\$ 200,000
RTA-0012	Revenue Vehicle Purchase - ZEBs	ALL	\$10,264,000	\$0	-	\$ -	\$ 3,000,000	\$ 3,000,000	\$ 4,264,000	\$ 10,264,000	\$ -	\$ 10,264,000	
Total Programmed Capital Improvements										\$ 28,568,048	\$ (1,977,674)	\$ 30,545,722	
Annual Capital Funded Expenditure			\$54,354,222	\$1,955,926	21,748	\$ 3,484,025	\$ 3,103,668	\$ 5,940,893	\$ 9,850,000	\$ 6,189,462			
Projected Funded Balance carryover				\$ 21,068,048	\$ 19,084,023	\$ 17,480,355	\$ 13,039,462	\$ 4,689,462	\$ (0)				

Summary Table										
Fiscal Year	FY20-21	FY21-22	FY22-23	FY23-24	FY24-25	FY25-26	5-Year Avail Forecast/Cash	5-Year Programmed	5-Year Balance	
Available Revenue	\$ 21,089,796	\$ 22,568,048	\$ 20,584,023	\$ 18,980,355	\$ 14,539,462	\$ 6,189,462				
Programmed Phases	\$ 21,748	\$ 3,484,025	\$ 3,103,668	\$ 5,940,893	\$ 9,850,000	\$ 6,189,462	\$28,568,048	\$28,568,048	\$0	
Carryover Balance	\$ 21,068,048	\$ 19,084,023	\$ 17,480,355	\$ 13,039,462	\$ 4,689,462	\$ (0)				

Notes:

1) Revenue increase to 3% for RTA due to Nexus Study, flat revenues for FY22 through FY26.

Appendix A:

RTA SYSTEM MAP AND FIXED-ROUTE MAPS



SYSTEM MAP

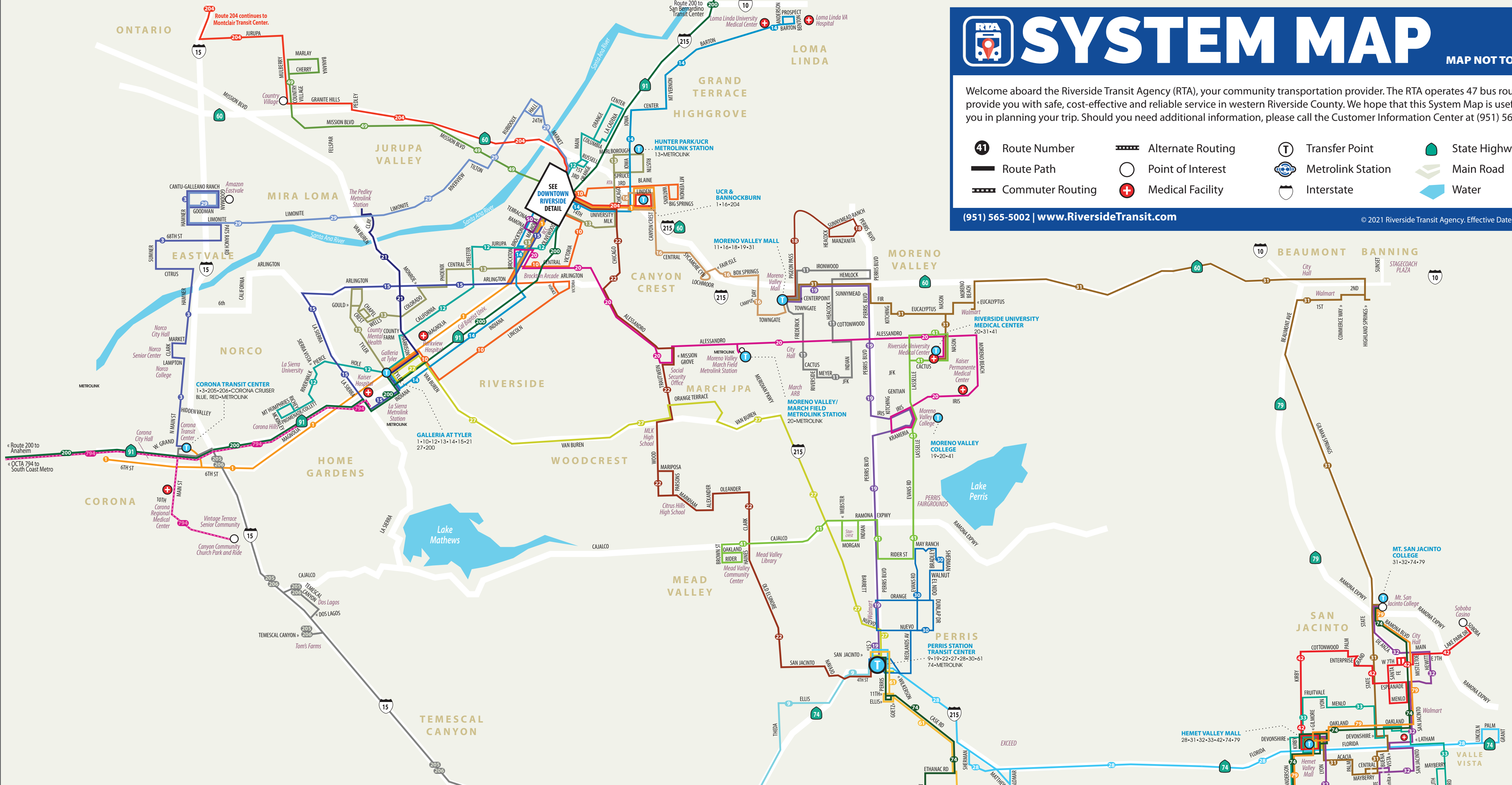
MAP NOT TO SCALE

Welcome aboard the Riverside Transit Agency (RTA), your community transportation provider. The RTA operates 47 bus routes to provide you with safe, cost-effective and reliable service in western Riverside County. We hope that this System Map is useful to you in planning your trip. Should you need additional information, please call the Customer Information Center at (951) 565-5002.

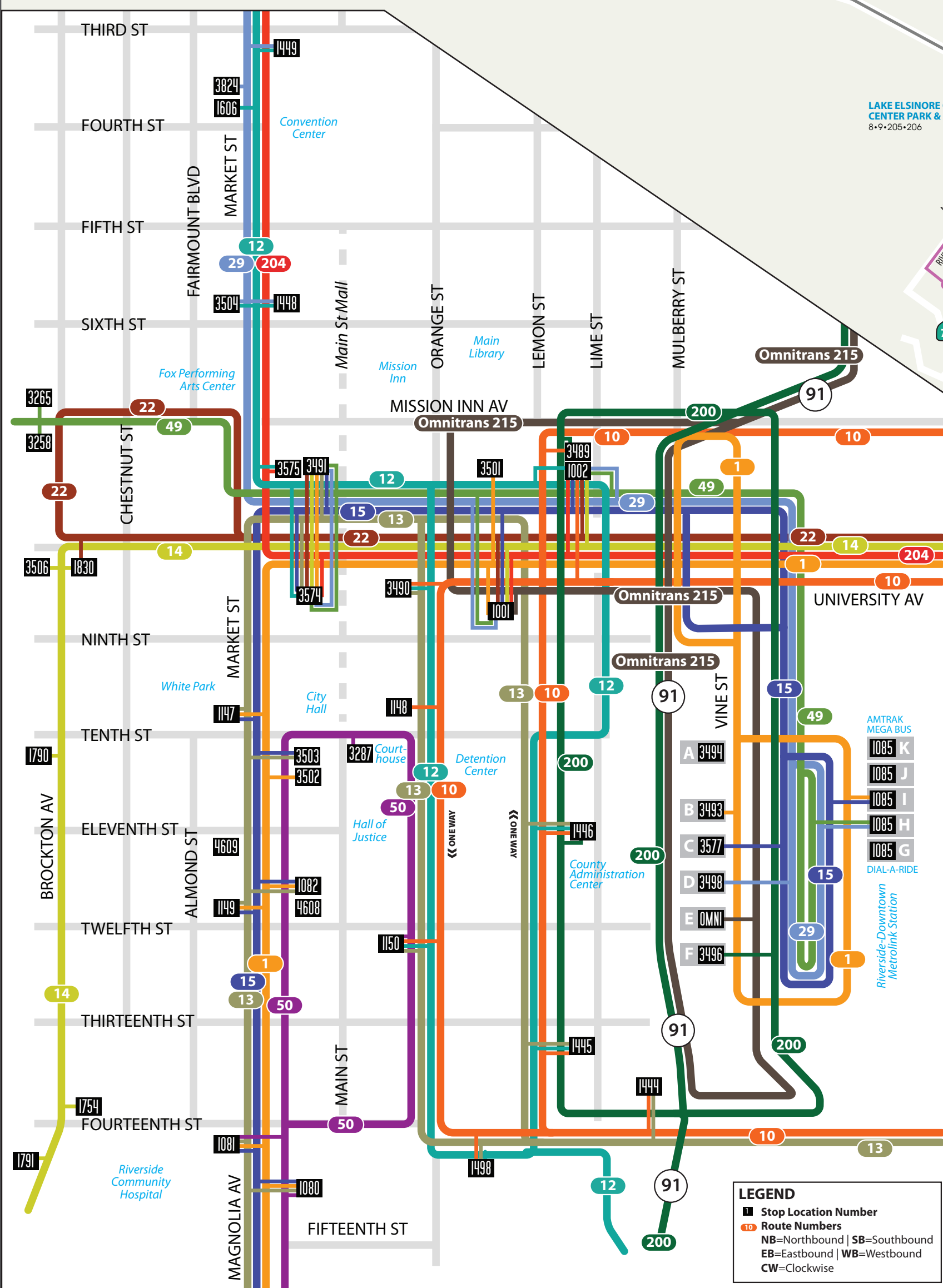
- 41 Route Number
- Route Path
- Commuter Routing
- Alternate Routing
- Point of Interest
- Medical Facility
- Transfer Point
- Metrolink Station
- Interstate
- State Highway
- Main Road
- Water

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DOWNTOWN RIVERSIDE DETAIL



BUS STOP NUMBER	ROUTES SERVED & DIRECTION
1751	Brocton & 14th 14EB
1751	Brocton & 14th 14WB
1751	Brocton & 10th 14WB
5505	Brocton & University 14WB
1021	University & Brocton 14EB, 22NB/SB
2559	Mission Inn & Brocton 49EB
2559	Mission Inn & Brocton 49WB
1101	Magnolia & 14th 1WB, 13WB, 15WB, 50WB
1101	Magnolia & 15th 1EB, 13EB, 15EB, 50EB
1149	Market & 12th 1WB, 13WB, 15WB
1102	Market & 12th 1EB, 13EB, 15EB
1409	Market & 12th No Service
1409	Market & 11th No Service
1117	Market & 10th 1WB, 13WB, 15WB
5500	Market & 10th 13EB, 15EB
2575	Market & University 12EB, 204NB
2574	Market & 6th 12WB, 29EB
1408	Market & 6th 12EB, 29WB
1408	Market & 4th 12WB
1408	Market & 3rd 12EB, 29WB
5526	University & Market 1EB, 12WB, 13EB, 14EB, 15EB, 22SB, 29EB, 49EB, 204SB
5520	University & Market 1WB, 13WB, 14WB, 15WB, 22WB, 29WB, 49WB
1159	Orange & 12th 10WB, 12WB, 13EB, 50WB
1159	Orange & 10th 10WB, 12WB, 13EB
2550	Orange & University 10WB, 12WB, 13EB
2227	Main & 10th 50EB/WB
1453	14th & Orange Grove 10WB, 12WB, 13EB
1453	Lemon & 14th 10EB, 12EB, 13WB
1453	Lemon & 12th 10EB, 12EB, 13WB, 200EB/WB
1101	University & Lemon 1EB, 14EB, 15EB, 22SB, 29EB, 49EB, 204SB, Omnitrans 215
1102	University & Lemon 10WB, 12EB, 14WB, 15WB, 22WB, 29WB, 49WB, 204NB
5509	Lemon & University 10EB, 200EB/WB
5509	University & Lemon 1WB

1085	Inside Metrolink Station Board at Bay G	29WB, 49WB
1085	Inside Metrolink Station Board at Bay H	1EB/WB, 15WB
2450	Vine & Metrolink Station Board at Bay D	29EB/WB, 49EB/WB
2574	Vine & Metrolink Station Board at Bay C	15EB/WB
2453	Vine & Metrolink Station Board at Bay F	200EB/WB
1085	Vine & Metrolink Station Board at Bay E	Omnitrans 215
2453	Vine & Metrolink Station Board at Bay B	1EB/WB
3024	Market & 4th	29EB
3502	Market & 10th	1EB
1441	14th & Lime	10EB, 13WB

- LEGEND**
- Stop Location Number
 - Route Numbers
 - NB=Northbound SB=Southbound
 - EB=Eastbound WB=Westbound
 - CW=Clockwise



RIDE GUIDE

EFFECTIVE MAY 9, 2021 – SEPTEMBER 11, 2021 | EFECTIVO A PARTIR 9 DE MAYO, 2021 – 11 DE SEPTIEMBRE, 2021



LIFE
IS A
BUS
RIDE
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All buses are accessible to persons with disabilities.
Todos los autobuses son accesibles a las personas incapacitadas.



STEPS FOR SAFE TRAVEL

Safety is our number-one priority so please continue to do your part by following these simple steps:



Keep at least six feet away from others. If that's not possible, avoid directly facing each other.



Face masks that cover the mouth and nose are required for all customers and coach operators at transit centers and on board the bus.



Go touch-free. Buy your bus pass using the Token Transit app.



You may verbally request a stop instead of pushing the stop request signal.



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Mantener al menos seis pies de distancia de los demás. Si eso no es posible, evite enfrentarse directamente.



Se requieren máscaras faciales que cubran la boca y la nariz para todos los clientes y operadores de autobuses en los centros de tránsito y a bordo del autobús.



Vaya sin tocar. Compre su próximo pase de autobús usando la aplicación Token Transit.



Puede solicitar verbalmente su parada cuando se acerque en lugar de presionar la señal de solicitud de parada.



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\$0 AMAZING

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BIENVENIDOS ABORDO!

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RiversideTransit.com - Recomendamos que visite nuestro sitio web para obtener actualizaciones del servicio, ya que sus planes de viaje podrían verse afectados por la suspensión temporal de rutas y viajes.



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Customer Information Center - [\(951\) 565-5002](tel:9515655002). The information center is open from 6 a.m. to 10 p.m. weekdays, and 8 a.m. to 10 p.m. weekends.

Centro de información al cliente - [\(951\) 565-5002](tel:9515655002). El centro de información está abierto de 6 a.m. a 10 p.m. de lunes a viernes y de 8 a.m. a 10 p.m. fines de semana.

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[Service Guide](#)

ROUTE MAPS AND SCHEDULES

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<u>Route 20 Magnolia & Elizabeth, Social Security Office, Moreno Valley/ March Field Metrolink Station, RUMC, Kaiser Permanente, Moreno Valley College</u>	68	<u>Route 42 Hemet Valley Mall, San Jacinto, Soboba Casino</u>	94
<u>Route 21 Galleria at Tyler, Jurupa Valley Pedley Metrolink Station</u>	70	<u>Route 49 Riverside-Downtown Metrolink Station, Downtown Riverside, Country Village, Fontana</u>	96
<u>Route 22 Downtown Riverside, Perris Station Transit Center</u>	72	<u>Route 50 Jury Trolley (Monday - Thursday) Eden Lutheran Church, Riverside County Courthouse, Riverside</u>	98
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NO SERVICE ON MEMORIAL DAY, INDEPENDENCE DAY, LABOR DAY, THANKSGIVING DAY, CHRISTMAS DAY AND NEW YEAR'S DAY.

PHONE NUMBER INDEX

CUSTOMER INFORMATION CENTER.....(951) 565-5002
Information about bus routes, schedules, fares and to make a comment.
Hours: weekdays 6 a.m. - 10 p.m., weekends 8 a.m. - 10 p.m.

Deaf and Hard of Hearing TTY Bus Information.....1-800-800-7825
California Relay.....1-800-735-2929

LOST AND FOUND: RTA Lost and Found/Business Office, 1825 Third St.,
Riverside 92507.....(951) 565-5000

RTA DIAL-A-RIDE SERVICES.....1-800-795-7887
Type of Dial-A-Ride service varies by city. Please call or visit our website at
RiversideTransit.com for availability of service in your city.
Hours: weekdays 7 a.m. - 6 p.m., weekends 8 a.m. - 5 p.m.

Deaf and Hard of Hearing TTY Dial-A-Ride.....1-800-369-3610
California Relay.....1-800-735-2929

Trip Cancellations.....(866) 543-4782
After Hours ETA Hotline (Toll free).....(866) 543-4782
Cancel by e-mail.....cancel@RiversideTransit.com

OTHER DIAL-A-RIDE SERVICES

Banning Dial-A-Ride.....(951) 922-3252
Beaumont Dial-A-Ride.....(951) 769-8532
Care-A-Van (Hemet, San Jacinto).....(951) 791-3572
Corona Dial-A-Ride (Seniors & the disabled only).....(951) 734-7220
MoVan (Seniors & the disabled only).....(800) 351-6571
Norco Senior Bus.....(951) 270-5647
Riverside Special Transportation (Seniors & the disabled only).....(951) 687-8080

OTHER FIXED-ROUTE SERVICES

Amtrak (Nationwide Rail Passenger Service).....1-800-872-7245
Coaster (Rail service in San Diego County)....1-800-COASTER or (619) 233-3004
Corona Cruiser (City of Corona bus service).....(951) 734-9418
Foothill Transit (Service throughout San Gabriel Valley).....1-800-743-3463
Greyhound (Nationwide service).....1-800-231-2222
Metrolink (Rail Passenger Service).....1-800-371-5465
Los Angeles Metro (Red Line, Blue Line, MTA, etc.).....(323) GO METRO
Moreno Valley free neighborhood shuttle.....(877) 665-4623
MTS (San Diego County bus service).....(619) 557-4555
North County Transit District
(Service in North San Diego County).....(760) 966-6500
OCTA (Service throughout Orange County).....1-800-636-7433
Omnitrans
(Service throughout western San Bernardino County).....1-800-966-6428
Palo Verde Valley Transit (Service in the city of Blythe).....(760) 922-1140
Beaumont Pass Transit
(Service in Beaumont, Cherry Valley, Calimesa and Banning).....(951) 769-8530

Banning Pass Transit - Banning Connect
(Service in Banning, Cabazon and small portions of Beaumont).....[\(951\) 922-3243](tel:9519223243)
SunLine Transit Agency
(Service throughout Palm Springs and Coachella Valley)..... [\(800\) 347-8628](tel:8003478628)

NOTE: RTA operators can only provide RTA information. Please call the appropriate services with questions regarding other transportation services. RTA cannot be responsible for changed phone numbers.

RTA INFORMATION

CUSTOMER INFORMATION CENTER

RTA's Customer Information Center is staffed with friendly clerks ready to assist you with information about bus schedules, routes, fares and pass outlet locations. The center also takes reports of bus stops that need cleaning or repairs and they document customer complaints and commendations. Please note that some complaints may need to be submitted in writing by postal mail, e-mail or via RTA's website, RiversideTransit.com. The center is open 6 a.m. to 10 p.m. weekdays and 8 a.m. to 10 p.m. weekends. Call the Customer Information Center at [\(951\) 565-5002](tel:9515655002).

If you need help planning a trip, please be prepared to provide the following information to the customer information clerk:

1. The nearest street and main cross street of your starting point and destination, or address, not business name.
2. The time of day (a.m. or p.m.) you need to arrive.
3. Specify weekday or weekend schedule.

The RTA Customer Information Center can only assist you with RTA information. For information on other transportation services, please refer to the phone number index on Page 4.

RTA BUSINESS OFFICE

RTA's business office is located at 1825 Third Street in Riverside and is accessible by using routes 10 and 13. Office hours are 8 a.m. to 5 p.m. Monday through Friday, and closed Saturdays, Sundays and holidays. Hours are subject to change so call to confirm at [\(951\) 565-5000](tel:9515655000).

Passes may be obtained from our Riverside office during business hours. You may pay using cash, check, MasterCard, Visa, Discover, or ATM card with a Visa or MasterCard logo. There is a \$25 fee charged for all returned checks. You can also order passes securely at RiversideTransit.com or through the Token Transit app.

LOST AND FOUND

RTA's Lost and Found is located at the RTA business office at 1825 Third Street, Riverside, or call [\(951\) 565-5000](tel:9515655000) Monday to Friday between 8 a.m. to 5 p.m. Lost and Found items will be held for five business days.

HOW TO USE YOUR RIDE GUIDE

The RTA Ride Guide contains route maps and timetables for all its fixed routes. Understanding how to use the route maps and timetables will allow you to use the Ride Guide to plan your trip.

GETTING STARTED

The first steps in planning your trip is to decide the starting point, where you want to go, and what day and time you want to travel. The RTA system map will help you determine which route or routes you will take.

Once you have determined the route(s) you need, follow these simple steps to plan your trip using the Ride Guide:

1. On the route map, locate the beginning and ending point of your bus trip.
2. Locate the time point closest to your beginning and ending bus trip location. Time points are indicated on the route maps by a number inside a circle.

NOTE: Each time point on the route map has a corresponding column on the timetable. Not all bus stops are indicated on the map and there are many bus stops between each time point.

3. Find the column on the correct timetable that corresponds with your selected time point. Be sure you are using the timetable for the correct day of the week and direction of travel. Read down the column below the time point to find the time closest to your desired departure. Time for stops between time points can be estimated by adding the amount of time it will take the bus to get from the previous time point to your stop.

SERVICE ANIMALS AND PETS

Service Animals

The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. Service animals perform some of the functions and tasks that the individual with a disability cannot perform for him or herself. Some examples include:

- Service animals can be guide dogs for the blind or visually impaired, signal dogs for the hearing impaired, or other types of animals that can be individually trained to work or perform tasks for an individual with a disability.
- Service animals perform some of the functions and tasks that the individual with a disability cannot perform in their day-to-day activities.
- A service animal must always be under the control of the owner or handler.
- Service animals require no special tag, identification, certification, papers, harness, vest, cape, or pass.

What is not a service animal?

- Pets are not service animals.
- Emotional support, therapy, comfort, and companion animals are not service animals, as they have not been trained to perform a specific job or task. These animals would not be afforded access rights under the ADA.

Pets

Small pets and non-service or guide animals are allowed only if owners comply with the following rules:

- Small animals such as birds and cats must be secured in a commercially made pet carrier or cage that can be safely placed on the passenger's lap and does not require a separate seat.
- Glass, breakable or homemade carriers are not permitted.
- The animal must be completely enclosed within the pet carrier or cage at all times.
- The pet carrier or cage must completely prevent the animal from escaping or physically contacting another passenger or of escape.
- The pet carrier or cage must be constructed so that no bedding material or pet waste can exit.
- The animal must not interfere with, disrupt or disturb any service or guide animals on the vehicle.

SAFETY TIPS

- For safety reasons, RTA buses cannot stop at locations under construction or non-designated bus stops.
- When exiting the bus, use sidewalks and crosswalks whenever possible. Never cross the street directly in front of the bus.

TRAVEL TIPS

- Arrive to your bus stop at least 10 minutes early.
- No eating, drinking, smoking (including e-cigarettes), loud music or changing of clothes or diapers.
- Carry-on bags limited to three, must fit in lap not in aisle.
- Please refrain from shouting, using profanity, offensive language or talking to the operator while the bus is in motion.
- No graffiti, alcohol, drugs or weapons

of any kind permitted on the bus.

- All customers should remain seated until the bus comes to a complete stop.
- Please exit through the rear doors, if possible, to speed boarding of customers.
- Fold-up seats and seats directly behind the operator are intended for seniors and customers with disabilities.
- Keep your buses and bus stops clean by using trash receptacles.
- Please keep your feet off the seats.
- Shirts and shoes must be worn at all times.
- Shopping carts and strollers should be folded prior to boarding the bus. Walkers should be folded prior to taking your seat. Customers seated in the front of the bus who are unable to collapse their foldable shopping carts may be asked to move to another area of the bus to keep aisles, doors and steps clear to facilitate safe boardings and wheelchair tie-downs.

WHEELCHAIRS

To ensure proper fastening of the chair during travel, please limit the number of carry-on bags stowed in the back of the chair. To avoid injury to yourself and other customers, please remove any protruding objects such as flag poles and reflectors with sharp points. Be aware that RTA buses deploy a wheelchair ramp/lift for easy boarding and alighting. When the ramp/lift is deployed, the bus will emit a beeping sound. When exiting the rear doors, listen for the beeping sound and be observant of the ramp to avoid injuries. Wheelchairs and electric mobility scooters are allowed on the bus as long as they do not exceed 30 inches wide and 51 inches long and the combined weight does not exceed 800 pounds. For your safety, please

turn off the power to your mobility device while the driver fastens the safety harness and during the entire trip. Refrain from removing wheelchair or scooter securement until you reach your destination and the bus comes to a complete stop. Please use the bus seats whenever possible.

TRANSPORTATION NOW

Since its inception in 1992, Transportation NOW has been a proud advocate and enthusiastic ally of public transportation in Riverside County. Members of the public are invited to attend any of the group's six chapters: Greater Riverside, Hemet/San Jacinto Area, Moreno Valley/Perris, Northwest, San Geronimo Pass and Southwest. For more information or to join a chapter, call RTA at [\(951\) 565-5170](tel:9515655170) or email at comments@riversidetransit.com.

BIKE AND RIDE

Every RTA bus has a bicycle rack capable of handling at least two bikes with standard bike tires. Bikes are accepted on a first-come, first-served basis. Passengers wishing to transport bikes should first notify the coach operator that they are loading or unloading a bike before approaching the bike rack.

When loading your bicycle in the bike rack:

NOTE: For your safety, loading and unloading of bicycles should be done from the curbside of the bus.

- Wait for the bus to come to a complete stop before loading your bicycle.
- Bicycles must not exceed 55lbs.
- Loose articles must be removed from bicycle before being placed on the bike rack.

- Bicycle handlebars or baskets must not obstruct driver's view.
- Foldable bicycles (non-motorized) no larger than 28" X 20" X 11" are allowed on board (under the seat).
- The coach operator has the discretion to deny foldable bicycles and items which cannot be reasonably and safely stored under the seat or safely on the exterior bike rack.
- Tandem and tri-cycle bikes are not allowed.
- Please remember, you are responsible for the loading and unloading of your bicycle.
- When departing the bus, exit through the front door, and let the coach operator know you're removing your bicycle from the rack.
- RTA is not responsible for loss or damage to bicycles.

Battery-powered bicycles and scooters are allowed on RTA buses:

- Customers are allowed to place electric bicycles with sealed gel, lithium Ion or NiCad batteries in the bike rack as long as they fit safely in the bike rack and have standard tires. (Must also meet the bicycle requirements listed above.)
- Customers are allowed to carry on the bus electric scooters with sealed gel, lithium Ion or NiCad batteries as long as they can be folded and fit under your seat or on your lap.

The following items are not allowed on RTA buses:

- Customers are not allowed to bring on board the bus items such as used gasoline cans, car batteries, hover boards, gas-powered vehicles, or objects too large to fit under passenger seats.
- Electric bikes with liquid lead acid batteries are not permitted in the bike rack nor are gas-powered bikes.

SURFBOARDS/BOOGIE BOARDS

Surfboards and boogie boards no longer than six feet and with a maximum 4" skeg are permitted on buses, provided they are enclosed in a bag, can be positioned in front of the customer while the bus is in motion and do not take up an additional seat.

JURY/GRAND JURORS DUTY

All jurors summoned to serve in Riverside County courthouses are able to ride for free on all RTA buses while on active jury duty by showing their current and valid juror summons badge to the coach operator.

METROLINK PASSES

RTA will accept valid Metrolink passes or tickets for the full fare on routes that serve Metrolink stations during the period from one hour before to one hour after Metrolink's service hours. The Metrolink pass or tickets must be valid on the day of travel and pass-holders must disembark at the Metrolink Station.

WI-FI SERVICE

Free wireless Internet access (Wi-Fi) is available to RTA customers on all buses. The availability, reliability, uptime and speed of the services are not guaranteed by RTA.

NO SMOKING OF ANY KIND ABOARD RTA BUSES

All Riverside Transit Agency buses and stations are entirely non-smoking. This includes cigarettes, cigars and electronic smoking devices such as electronic cigarettes. The smoking of

marijuana or ingestion of cannabis products for any purpose is also prohibited, and sealed containers are required for the transportation of any cannabis-related product.

REASONABLE MODIFICATION POLICY

The Riverside Transit Agency is committed to providing safe, reliable, courteous, accessible and user-friendly services to its customers. To ensure equality and fairness, RTA is committed to making reasonable modifications to its policies, practices and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. Requests for modifications can be made by calling RTA at [\(951\) 565-5002](tel:9515655002) or emailing comments@riversidetransit.com.

NOTIFICATION OF PUBLIC RIGHTS UNDER TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

The Riverside Transit Agency operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under the Title VI may file a complaint. For more information on the Riverside Transit Agency's civil rights program and the procedures to file a complaint, contact [\(951\) 565-5002](tel:9515655002), email comments@riversidetransit.com, or visit our administrative office at 1825 Third Street, Riverside, CA 92507. If information is needed in another language, contact [\(951\) 565-5002](tel:9515655002).

FARES, PASSES, TICKETS and IDS

DEFINITIONS OF FARE CATEGORIES AND IDENTIFICATION

General

All customers except those who meet the qualifications for youth, senior, disabled or child fare categories. No identification is required for General fares.

Youth

Age 18 or younger ride free. Appropriate ID must be shown each time you board a bus to receive the Youth fare. School-issued picture ID cards are appropriate identification. RTA also offers Youth identification cards. A Youth ID card costs \$2. Call [\(951\) 565-5002](tel:951-565-5002) for more information on how to obtain one.

Senior / Disabled / Medicare

Any person who meets RTA disability requirements, presents a valid Medicare card, Veteran ID or seniors age 60 or above are eligible for a discounted fare on all RTA fixed-route services. Medi-Cal cards will not be accepted. Customers must show appropriate ID each time they board a bus to receive the discounted fare. RTA issued photo ID cards are available for senior and disabled customers.

To receive a Disabled ID card, individuals must present a disabled application form completed by a doctor or licensed health care professional or one of the following as proof of disability: Medicare Identification Card, Department of Motor Vehicles Disabled Person Placard Identification Card receipt, Braille Institute Identification Card, Disabled Veteran Service-Connected Identification Card, or a Social Security Disability Income Award Letter with proof of disability. There will be a cost of \$2 for the card. Applications are available at the RTA

business office, on our website at RiversideTransit.com or by calling our Customer Information Center at [\(951\) 565-5002](tel:951-565-5002).

Veteran

Any person who meets RTA Veteran requirements, presents a valid U.S. Department of Veterans Affairs issued ID card or a U.S. Uniformed Services ID card indicating retired status. Customers must show appropriate ID each time they board a bus to receive the discounted fare. RTA-issued photo ID cards are available for veteran customers. Please call [\(951\) 565-5002](tel:951-565-5002) for the location and time to obtain your ID card. There is a \$2 fee for the ID card. To receive a Veteran ID card, individuals must present a Department of Defense Form 214 and a picture ID. RTA also recognizes the Omnitrans Military Veteran Identification (issued by County of San Bernardino Department of Veteran Affairs).

Active Duty Military, Police and Fire Personnel

Any person who meets RTA active duty military, police or fire personnel requirements rides free on RTA fixed-route buses. Active duty military personnel must wear the appropriate uniform at the time of boarding or present to the driver a valid U.S. Uniformed Services ID card indicating active service or a Common Access card indicating uniformed services or active duty. Police and fire personnel must be in full uniform at the time of boarding. Customers must wear the appropriate uniform or show appropriate ID each time they board a bus to receive the discounted fare.

Child

Height-based: 46" tall or under. Must be accompanied by a full-fare paying customer.

ADA

The RTA Americans with Disabilities Act (ADA) ID card is for persons who have been specially certified through the RTA ADA Certification process. This ID may qualify you for priority service on any RTA Dial-A-Ride, Corona Dial-A-Ride, Riverside Special Transportation and Beaumont Dial-A-Ride. If your ADA card indicates that you require the assistance of a personal care attendant, the attendant may ride for free. To become ADA certified, you are required to complete an application and provide a Healthcare Professional Verification form. This ID must be renewed every four years. For more information, call [\(951\) 565-5002](tel:951-565-5002).

Commuter Routes

Routes 200, 204, 205 and 206 are commuter routes with fares of \$3.50 for general and \$2.75 for senior/disabled. Persons may also buy a Plus+Pass which may be used on both local fixed routes and CommuterLink express routes.

TYPES OF PASSES

RTA uses electronic fareboxes in all buses and standard fareboxes in Dial-A-Ride buses. The electronic fareboxes accept coins, cash and paper tickets and passes, as well as mobile tickets and passes. Passes are the size of a credit card, printed on sturdy paper with a magnetic stripe on the back. Rather than showing your pass to the driver, you will dip your pass in the farebox similar to using an ATM card. For cash fares, please use exact fare only. No change will be issued from either the fareboxes or the drivers. To avoid delays, use quarters instead of smaller coins.

1-Day, 7-Day and 30-Day passes are available through the mail, at RTA headquarters, at Token Transit app, at some pass outlets or at

RiversideTransit.com. 1-Day passes may also be purchased on the bus.

1-Day Pass

1-Day passes are designed for the occasional rider who needs to transfer often. Customers may purchase a Local 1-Day Pass, valid on local fixed routes only, or a Local+CommuterLink 1-Day Pass valid on all local and commuter routes. The 1-Day Pass is good for unlimited travel on the day the pass is first used. Your 1-Day Pass will be validated by the farebox and the effective date will be printed on the back of the pass. Please verify that the correct date has been printed.

1-Day passes are not transferable to another day and there are no refunds or exchanges for lost or stolen passes. Use of a Senior/Disabled/Medicare or Veteran 1-Day Pass requires proper identification each time you board a bus. 1-Day Passes are not accepted on Dial-A-Ride.

7-Day Pass

The 7-Day Pass is designed to provide an affordable alternative to RTA's monthly pass. Customers may purchase a Local 7-Day Pass, valid on local fixed routes only. The 7-Day Pass must be used over a consecutive seven-day period beginning after first use. The 7-Day Pass is not sold on the bus and is only available by presale. 7-Day passes are not valid on Dial-A-Ride or CommuterLink services.

30-Day Pass

30-Day passes are ideal for customers who travel often on the RTA bus system. Customers may purchase a Local 30-Day Pass, valid on local fixed routes, or a Local+CommuterLink 30-Day Pass valid on all local and commuter routes. The 30-Day Pass must be used over a consecutive 30-day period beginning after first use. The 30-Day Pass is not sold on the bus and is only available by presale.

Dial-A-Ride Tickets

Dial-A-Ride tickets are sold in books of ten. You will be required to present a ticket each time you board a Dial-A-Ride bus. Some trips may require more than one ticket. Dial-A-Ride tickets are only valid on RTA Dial-A-Ride buses and not valid on local fixed route, CommuterLink or other transit agency buses.

BUYING AND ACTIVATING YOUR PASS

7-Day and 30-Day passes are not sold on the bus. They may be purchased at a number of outlets throughout the county, through the mail or securely at [RiversideTransit.com](https://www.riversidetransit.com). For the location of a pass sales outlet near you call [\(951\) 565-5002](tel:9515655002) or visit [RiversideTransit.com](https://www.riversidetransit.com). Remember, passes are not refundable and are not accepted on Dial-A-Ride. When you purchase your 1-Day, 7-Day or 30-Day Pass, it will not be activated. You must activate the pass on the bus the first time you use it. To activate, insert the pass (printed side facing you with the arrow pointing down) in the activation slot on the top left side of the farebox. The farebox will print the effective dates on the back of the pass. Then, all you have to do is use your pass on all other buses you board and ride.

MOBILE TICKETING: BUS PASS ON YOUR PHONE

Now you can buy RTA passes on your smartphone. The Token Transit app makes paying your fare a breeze! There's no need to carry cash. No need to wait in line to buy a pass. And no need to search for your bus pass buried in your wallet. Simply board the bus, tap your phone and go! Customers can purchase RTA 1-Ride, 1-Day, 7-Day and 30-Day passes from anywhere! Passes can be purchased for immediate use, or if you're planning ahead, they can be stored on Token Transit app for future trips on all RTA fixed-route buses. Three simple steps to paying with your smartphone.

1. Get the Token Transit app at [TokenTransit.com/app](https://www.tokentransit.com/app).
2. Buy your RTA bus pass.
3. When you board the bus, make sure the app is open and the pass is visible, place the phone over the validator and wait for the beep.

LOCAL FIXED-ROUTE FARES				
Fare Categories	Base Fares	Day Pass*	7-Day Pass*	30-Day Pass*
General	\$1.75	\$5	\$20	\$60
Youth (age 18 and younger)**	FREE***	N/A	N/A	N/A
Senior/Disabled**	75¢	\$2.50	\$20	\$30
Medicare Card Holder**	75¢	\$2.50	\$20	\$30
Veteran**	75¢	\$2.50	\$20	\$30
Child (46" tall or under)	50¢	N/A	N/A	N/A
COMMUTERLINK FARES		COMMUTERLINK + LOCAL		
Fare Categories	Base Fares	Day Passes	30-Day Pass	
General	\$3.50	\$10	\$95	
Youth (age 18 and younger)**	FREE***	N/A	N/A	
Senior/Disabled**	\$2.75	\$7	\$70	
Medicare Card Holder**	\$2.75	\$7	\$70	
Veteran**	\$2.75	\$7	\$70	
Child (46" tall or under)	\$2.75	N/A	N/A	
U-Pass, Go-Pass, Active Jurors, Active Duty Military, Police, Fire Personnel and City Pass RIDE FREE				
U-Pass: UC Riverside, Cal Baptist University, La Sierra University				
Go-Pass: Riverside City College, Moreno Valley College, Mt. San Jacinto College, Norco College				
DIAL-A-RIDE FARES Not accepted on fixed-route buses				
Fare Categories	Base Fares	10-Ticket Books		
Senior/Disabled	\$3.50 - \$10.50	\$35		
Medicare Card Holder	\$3.50 - \$10.50	\$35		
Child (46" tall or under)	75¢	N/A		

* Accepted as base fare. CommuterLink trips require an additional \$2 (senior/disabled) or \$1.75 (general) per trip.
 ** If you plan to use a senior, disabled, Medicare, veteran or youth discounted fare, you must show proper ID each time you board the bus. You must also show proper ID to purchase discounted passes at retail outlets. For a list of accepted forms of identification, see Page 10.
 *** Until June 30, 2022. Dates subject to change.

INFORMACIÓN SOBRE RTA

CENTRO DE INFORMACIÓN AL CLIENTE

El Centro de Información al Cliente de RTA cuenta con personal amables que están listos para ayudarlo con información sobre los horarios de autobús, rutas, tarifas y ubicaciones de centros de venta de pases. El centro también recibe reportes sobre las paradas de autobús que necesitan limpieza o reparaciones y documentan las quejas y elogios de los pasajeros. Tenga en cuenta que algunas quejas tienen que ser sometidas por escrito y mandadas por correo postal, correo electrónico o por el sitio web de RTA, [RiversideTransit.com](https://www.RiversideTransit.com). El centro está abierto de 6 a.m. a 10 p.m. entre semana y de 8 a.m. a 10 p.m. los fines de semana. Llame al Centro de Información al Cliente al [\(951\) 565-5002](tel:9515655002).

Si necesita asistencia para planear su viaje, por favor esté listo para proveer la siguiente información al personal del Centro de Información al Cliente:

1. La calle más cercana e intersección principal de su punto de partida y destino o su domicilio. No necesitamos el nombre del negocio.
2. La hora del día (a.m. o p.m.) que debe llegar a su destino.
3. Especifique el horario de entre semana o fin de semana.

El Centro de Información al Cliente de RTA le puede ayudar únicamente con información relacionada con RTA. Para obtener información sobre otros servicios de transportación, por favor mire la lista telefónica que empieza en la página 4.

OFICINA ADMINISTRATIVA DE RTA

La oficina administrativa de RTA está ubicada en 1825 Third Street en Riverside y es accesible usando las rutas 10 y 13. Las horas de oficina son de 8 a.m. a 5 p.m., de lunes a viernes y está cerrada los sábados, domingos y los días festivos. Los horarios están sujetos a cambios, así que llame para confirmar al [\(951\) 565-5000](tel:9515655000).

Los pases se pueden obtener en nuestra oficina en Riverside durante las horas laborales. Usted puede pagar con dinero en efectivo, cheques, tarjetas de crédito MasterCard, Visa, Discover o tarjeta de débito con el logo de Visa o MasterCard. Habrá un cargo de \$25 por todos los cheques devueltos por el banco. Los pases también se pueden ordenar de forma segura en [RiversideTransit.com](https://www.RiversideTransit.com) o a través de la aplicación Token Transit.

OBJETOS PERDIDOS/ ENCONTRADOS

El Departamento de Objetos Perdidos/ Encontrados está ubicado en la oficina administrativa de RTA en 1825 Third Street, en Riverside, o llame al [\(951\) 565-5002](tel:9515655002) de lunes a viernes de 8 a.m. a 5 p.m. Los objetos perdidos/ encontrados se guardarán por cinco días laborales

CÓMO USAR SU GUÍA DE VIAJES

La Guía de Viajes de RTA contiene mapas y horarios de todas las rutas fijas. Entender cómo usar los mapas de las rutas y los horarios le permitirá usar la Guía de Viajes para planear su viaje.

CÓMO COMENZAR

El primer paso en planear su viaje es decidir el punto de partida, adónde quiere ir, y qué día y hora desea viajar. El mapa del sistema de RTA le ayudará a determinar qué ruta o rutas necesitará tomar.

Una vez que haya determinado la(s) ruta(s) que necesita, siga estos simples pasos para planear su viaje usando la Guía de Viajes:

1. En el mapa de rutas, localice el punto de partida y de llegada de su viaje en autobús.
2. Localice el punto de tiempo con horario más cercano a su ubicación de partida y llegada de su viaje en autobús. Los puntos de tiempo se indican en los mapas de rutas con un número dentro de un círculo.

NOTA: Cada punto de horario en el mapa de ruta tiene una columna correspondiente en la tabla de horarios. No todas las paradas de autobús están indicadas en el mapa y hay varias paradas entre cada punto de tiempo.

3. En la tabla de horarios, encuentre la columna que corresponda con su punto de tiempo seleccionado. Asegúrese de usar la tabla de horarios que corresponda al día de la semana correcta y la dirección de su viaje. Lea la columna debajo del punto de tiempo para encontrar la hora más cercana que usted desea partir. Las horas de las paradas entre los puntos de tiempo se pueden calcular sumando el

tiempo que tardará el autobús en llegar desde el punto de tiempo anterior hasta su parada.

ANIMALES DE SERVICIO Y MASCOTAS

Animales de servicio

ADA define un animal de servicio como cualquier perro guía, perro de señal u otro animal entrenado individualmente para dar asistencia a una persona con discapacidad. Los animales de servicio realizan algunas de las funciones y tareas que el individuo con discapacidad no puede realizar por sí mismo. Algunos ejemplos incluyen:

- Los animales de servicio pueden ser perros guía para personas ciegas o con discapacidad visual, perros de señalización para personas con discapacidad auditiva u otros tipos de animales que pueden ser entrenados individualmente para trabajar o realizar tareas para una persona con discapacidad.
- Los animales de servicio realizan algunas de las funciones y tareas que la persona con discapacidad no puede realizar en sus actividades diarias.
- Un animal de servicio siempre debe estar bajo el control del dueño o del manejador.
- Los animales de servicio no requieren una etiqueta especial, identificación, certificación, papeles, arnés, chaleco, capa o pase.

¿Qué no es un animal de servicio?

- Las mascotas no son animales de servicio.
- Apoyo emocional, terapia,

comodidad y los animales de compañía no son animales de servicio, ya que no han sido entrenados para realizar un trabajo o tarea específica. Estos animales no tendrían derechos de acceso bajo la ADA.

Mascotas

Se admiten mascotas pequeñas y animales que no sean de servicio o guía solo si los dueños cumplen con las siguientes reglas:

- Los animales pequeños, como pájaros y gatos deben estar asegurados en una jaula de mascotas fabricada comercialmente o una jaula que pueda colocarse de manera segura en las piernas del pasajero y que no requiera un asiento separado.
- No se permiten portadores de vidrio, frágiles o caseros.
- El animal debe estar completamente encerrado dentro del transportador de mascotas o la jaula en todo momento.
- El portador o la jaula de la mascota debe evitar por completo que el animal se escape o que tenga contacto físico con los pasajeros.
- El portador de mascotas o la jaula deben estar contruidos de manera que no se pueda salir el material de cama o desechos de mascotas.
- El animal no debe interferir, interrumpir o perturbar ningún animal de servicio o guía en el vehículo.

CONSEJOS DE SEGURIDAD

- Por razones de seguridad, los autobuses de RTA no pueden parar en paradas bajo construcción o paradas de autobús que no estén designadas.
- Al salir del autobús, utilice la banqueta y el paso de peatones siempre que sea posible. Nunca cruce la calle directamente enfrente del autobús.

DATOS PARA SU VIAJE

- Llegue a su parada de autobús al menos 10 minutos antes.
- No se permite comer, beber, fumar (incluyendo e-cigarrillos), escuchar música con volumen alto o cambiarse de ropa o pañales.
- Límite el número de bolsas a tres y deben de caber en sus piernas y no en el pasillo.
- Por favor absténgase de gritar, usar lenguaje ofensivo o hablar con el Operador mientras el autobús este en movimiento.
- No se permite grafiti, alcohol, drogas o armas de cualquier tipo en el autobús.
- Todos los pasajeros deben permanecer sentados hasta que el autobús pare completamente.
- Si es posible, por favor salga por la puerta de atrás para acelerar el abordaje de los pasajeros.
- Los asientos plegables y los asientos directamente detrás del Operador están destinados para personas de tercera edad y los pasajeros con discapacidades.
- Mantenga sus autobuses y paradas de autobús limpios usando el recipiente de basura.
- Por favor no suba los pies en los asientos.
- Se deben de usar camisas y zapatos en todo momento.
- Los carritos de compras y las carriolas deben doblarse antes de subir al autobús. Los andadores se deben doblar antes de tomar su asiento. Los pasajeros sentados en la parte de enfrente del autobús que no pueden doblar sus carritos plegables de compras se les puede pedir que se muevan a otra área del autobús para mantener los pasillos, puertas y los escalones despejados para facilitar los abordajes y los amarres de sillas de ruedas.

SILLAS DE RUEDAS

Para garantizar la correcta fijación de la silla de ruedas durante el viaje, por favor limite el número de bolsas detrás de la silla. Para evitar lesiones a usted y a otros pasajeros, por favor quite cualquier objeto que sobresalga, tal como postes de banderas y reflectores con puntas afiladas. Tenga en cuenta que los autobuses de RTA despliegan una rampa/elevador de silla de ruedas para facilitar que suba o baje del autobús. Cuando se despliega la rampa/elevador de silla de ruedas, el autobús emitirá un sonido. Al salir por la puerta de atrás, escuche el sonido y observe la rampa/elevador de silla de ruedas para evitar lesiones. Las sillas de ruedas y scooters eléctricos de movilidad se permiten en el autobús siempre y cuando no excedan 30 pulgadas de ancho y 51 pulgadas de largo y el peso combinado no exceda 800 libras. Para su seguridad, apague el dispositivo móvil mientras el Operador abrocha el enganche de seguridad y durante todo el viaje. No quite la seguridad de la silla de ruedas o scooter hasta que llegue a su destino y el autobús pare completamente. Por favor use los asientos del autobús siempre que sea posible.

TRANSPORTE NOW

Desde su creación en 1992, Transporte NOW ha sido un representante orgulloso y entusiasta aliado del transporte público en el Condado de Riverside. Los miembros del público están invitados a asistir a cualquiera de los grupos de los seis capítulos: Gran Riverside, Hemet/San Jacinto Area, Moreno Valley/Perris, Noroeste, San Geronio Pass y Suroeste. Para más información o para unirse a un capítulo, llame a RTA al [\(951\) 565-5170](tel:951-565-5170) o al correo electrónico comments@riversidetransit.com.

BICICLETA Y PASEO

Cada autobús de RTA tiene un estante de bicicletas con la capacidad de transportar al menos dos bicicletas con llantas de bicicleta estándar. Las bicicletas son aceptadas en orden de llegada. Los pasajeros que deseen transportar bicicletas deben notificar primero al Operador del autobús que van a cargar o descargar la bicicleta antes de acercarse al estante de bicicleta.

NOTA: Para su seguridad, cuando cargue y descargue bicicletas debe realizarse desde la acera del autobús.

Cuando suba su bicicleta en el estante de bicicletas:

- Espere a que el autobús pare completamente antes de cargar su bicicleta.
- Las bicicletas no deben exceder 55lbs.
- Debe de quitar los artículos flojos de la bicicleta antes de colocarla en el estante de bicicleta.
- Los manillares o las canastas de bicicleta no deben obstruir la vista del conductor.
- Se permiten abordo las bicicletas plegables (no motorizadas) que no pasen de 28 "x 20" x 11" debajo del asiento.
- El Operador tiene la discreción de negar bicicletas plegables y artículos que no se puedan guardar bajo del asiento o asegurarse en el estante de bicicletas exterior.
- No se permiten triciclos y bicicletas tándem.
- Por favor recuerde que usted es responsable de cargar y descargar su bicicleta.
- Cuando salga del autobús, salga por la puerta de enfrente y avísele al Operador del autobús que quitara la bicicleta del estante.

Se permiten bicicletas y scooters con pilas en los autobuses de RTA:

- Se permite que los pasajeros coloquen bicicletas eléctricas con gel sellado, baterías de iones de litio o NiCad en el estante de bicicletas, siempre y cuando quepan con seguridad en el estante de bicicletas y tengan llantas estándar. También debe cumplir con los requisitos de bicicletas en la lista de arriba.
- Se permite que los pasajeros suban al autobús las scooters eléctricas con el gel sellado, baterías de iones de litio o NiCad mientras que pueden ser dobladas y que quepan debajo de su asiento o en sus piernas.

TABLAS DE “SURF”/“BOOGIE”

Tablas de surf y de boogie que no sean más largas de seis pies y con un máximo de cuatro pulgadas son permitidas en los autobuses siempre y cuando se transporten adentro de una bolsa y que se pueda colocar en frente del pasajero mientras el autobús este en movimiento y no deben ocupar un asiento adicional.

SERVICIO DE JURADO

Todos los miembros del jurado convocados para servir en los tribunales del Condado de Riverside pueden viajar gratis en todos los autobuses de RTA mientras estén en servicio del jurado activo mostrando su identificación actual y válida del jurado al Operador del autobús.

PASES DE METROLINK

RTA acepta pases o boletos validos de Metrolink como pago de tarifa completa en las rutas que sirven las estaciones de Metrolink durante el periodo de una hora antes y una hora después de las horas de operación

de Metrolink. Los pases o boletos de Metrolink tienen que estar vigentes con el día del viaje y los pasajeros deben bajarse en la estación de Metrolink.

SERVICIO INALÁMBRICO (WI-FI)

Acceso gratis a Internet Inalámbrico (Wi-Fi) está disponible para los pasajeros de RTA en los autobuses. La disponibilidad, confiabilidad, tiempo de funcionamiento y velocidad de los servicios no están garantizados por RTA.

NO SE FUMA DE NINGÚN TIPO A BORDO DE AUTOBUSES DE RTA

Todos los autobuses y estaciones de RTA son totalmente libres de humo. Esto incluye cigarrillos, cigarros y dispositivos electrónicos para fumar. Fumar marihuana o la ingestión de productos de cannabis para cualquier propósito también está prohibido, y se requieren contenedores sellados para transportar cualquier producto relacionado con el cannabis.

PÓLIZA DE MODIFICACIÓN RAZONABLE

Riverside Transit Agency se compromete a proporcionar servicios seguros, confiables, amables, accesibles y fácil de usar para sus pasajeros. Para garantizar la igualdad y la equidad, RTA se compromete a hacer modificaciones razonables a sus pólizas, prácticas y procedimientos para evitar la discriminación y asegurar que los programas y servicios sean accesibles para las personas con discapacidades. Las solicitudes para modificaciones se pueden hacer llamando a RTA al [\(951\) 565-5002](tel:9515655002) o enviando un correo electrónico a comments@riversidetransit.com.

NOTIFICACIÓN DE LOS DERECHOS PÚBLICOS BAJO EL TÍTULO VI DE LA LEY DE DERECHOS CIVILES DEL ACTO DE 1964

Riverside Transit Agency opera sus programas y servicios sin distinción de raza, color, y origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles del Acto de 1964. Las personas que creen que han sido perjudicadas por una práctica discriminatoria ilegal bajo el Título

VI, pueden presentar una queja. Para más información sobre el programa de derechos civiles de Riverside Transit Agency y los procedimientos para presentar una queja, llame al [\(951\) 565-5002](tel:951-565-5002), o mande un email a comments@riversidetransit.com o visite nuestra oficina administrativa en 1825 Third Street, Riverside, CA 92057. Si necesita la información en otro idioma, llame al [\(951\) 565-5002](tel:951-565-5002).

TARIFAS, PASES, BOLETOS Y TARJETAS DE IDENTIFICACIÓN

DEFINICIÓN DE CATEGORÍAS DE TARIFAS E IDENTIFICACIÓN

General

Todos los pasajeros excepto aquellos que califican para las tarifas de jóvenes, personas de tercera edad, discapacitados o niños. No se necesita identificación para las tarifas generales.

Jóvenes

18 años o menos. Se requiere identificación apropiada al abordar el autobús para recibir la tarifa con descuento. Identificaciones escolares con fotografía se consideran apropiadas. El costo de la identificación es de \$2. Llame al [\(951\) 565-5002](tel:951-565-5002) para más información de cómo obtener una identificación.

Personas de Tercera Edad/ Discapacitadas/Medicare

Personas que cumplan con los requisitos de discapacidad de RTA, personas que presenten una tarjeta valida de Medicare, identificación de Veteranos o personas de 60 años o mayores, son elegibles para una tarifa con descuento en todos los servicios de rutas fijas de RTA. No se aceptan

tarjetas de Medi-Cal para recibir la tarifa con descuentos. Los pasajeros deben mostrar identificación apropiada cada vez que suban al autobús.

RTA ofrece identificaciones con fotografía a personas de tercera edad y discapacitadas. Para recibir una identificación de discapacidad, los pasajeros deben presentar una aplicación completada por su médico o profesional de salud autorizado o una de las siguientes pruebas de discapacidad: Tarjeta de Identificación de Medicare, recibo del Departamento de Motores Vehículos comprobando la compra del cartel de discapacidad, tarjeta de identificación del Instituto Braille, identificación de discapacidad de Veterano del ejército o carta de otorgación de beneficios de la Oficina del Seguro Social. Habrá un costo de \$2 por cada tarjeta. Si tiene alguna pregunta, por favor llame al [\(951\) 565-5002](tel:951-565-5002). Las aplicaciones están disponibles en la oficina administrativa de RTA, en nuestro sitio web en RiversideTransit.com o llamando al Centro de Información al Cliente al [\(951\) 565-5002](tel:951-565-5002).

Veterano

Cualquier persona que cumpla con los requisitos de RTA referente a los Veteranos Militares, presente una tarjeta de identificación válida del Departamento de Asuntos de Veteranos de EE.UU. o una tarjeta de identificación de Servicios Uniformados de EE.UU. que indique el estado retirado. Los pasajeros deben mostrar la identificación apropiada cada vez que suban a un autobús para recibir la tarifa con descuento. Las tarjetas de identificación con fotografía de RTA están disponibles para los pasajeros veteranos. Por favor llame al [\(951\) 565-5002](tel:9515655002) para la ubicación y el tiempo que pueda obtener su tarjeta de identificación. Hay un costo de \$2 para la tarjeta de identificación. Para recibir una tarjeta de identificación de veterano, las personas deben presentar un Formulario 214 del Departamento de Defensa y una identificación con fotografía. RTA también reconoce la identificación de Veterano Militar de Omnitrans (emitido por el Departamento de Asuntos de Veteranos del Condado de San Bernardino).

Personal en Servicio Militar Activo, Policía y Bomberos

Cualquier persona en servicio militar activo, policial o bomberos que cumpla con los requisitos de RTA viaja gratis en los autobuses de ruta fija de RTA. El personal militar en servicio activo debe llevar puesto el uniforme adecuado en el momento de subir al autobús o presentar al Operador una tarjeta de identificación válida de Servicios Uniformados de EE.UU. que indique servicio activo o una tarjeta de Acceso Común que indique servicios uniformados o servicio activo. El personal de policía y bomberos deben estar en uniforme completo en el momento de subir al autobús. Los

pasajeros deben llevar el uniforme apropiado o mostrar la identificación apropiada cada vez que suban a un autobús para recibir la tarifa con descuento.

Niños

Basada en estatura: 46 pulgadas o menos. Deben de ser acompañados por un adulto que pague la tarifa completa.

ADA

La tarjeta de identificación de RTA de La Ley de Americanos con Discapacidades (ADA) es para personas que han sido especialmente certificadas por el proceso de Certificación de ADA de RTA. Esta identificación puede calificarlo para servicio de prioridad en cualquier servicio Dial-A-Ride de RTA, servicio Dial-A-Ride de Corona, Servicios Especiales de Transportación de Riverside y servicio Dial-A-Ride de Beaumont. Si su tarjeta de ADA indica que necesita la asistencia de un asistente de cuidado personal, el asistente puede viajar gratis. Para ser certificado bajo ADA, tiene que llenar una aplicación y proveer una forma de verificación de un profesional de salud. Esta identificación debe renovarse cada cuatro años. Para más información, llame al [\(951\) 565-5002](tel:9515655002).

COMMUTERS “RUTAS EXPRÉS”

Las rutas 200, 204, 205 y 206 son rutas exprés con tarifas de \$3.50 para general y \$2.75 para personas de tercera edad/discapacitados. Las personas también pueden comprar un “Plus+Pass” que puede usarse tanto en rutas fijas como en las rutas CommuterLink exprés.

TIPOS DE PASES

RTA utiliza cajas de tarifas electrónicas en todos los autobuses y cajas de tarifas estándar en los autobuses Dial-A-Ride. Las cajas de tarifas aceptan monedas, dinero efectivo y boletos y pases de papel, así como boletos y pases móviles. Los pases son del tamaño de una tarjeta de crédito, impresos en papel firme con una banda magnética en la parte de atrás. En lugar de enseñar su pase al Operador, pasará el pase en la caja de igual manera como lo hace con su tarjeta de ATM. Por favor use cambio exacto cuando pague en efectivo. El Operador o la caja de tarifas no tienen la capacidad de darle cambio. Para evitar demoras, use monedas de 25 centavos en lugar de monedas de menos denominación. Pases de 1-día, 7-días y 30-días están disponibles por correo, en la oficina administrativa de RTA, en Token Transit app, en nuestro sitio web en [RiversideTransit.com](https://www.RiversideTransit.com) o en algunos centros de venta de pases. Pases de 1-día también se pueden comprar en el autobús.

Pases de 1-Día

Los pases de 1-Día están diseñados para el cliente ocasional que necesita hacer varias conexiones en un día. Los pasajeros pueden comprar el pase Local de 1-Día, válido únicamente en las rutas fijas locales o el pase Local+CommuterLink de 1-Día válido en todas las rutas locales y rutas Exprés. El pase de 1-Día es válido para viajes ilimitado el día que el pase se use por primera vez. Su pase de 1-Día será validado por la caja de tarifas con la fecha actual impresa al reverso. Por favor verifique que la fecha esté correcta. Los pases de 1-Día no son transferibles a otro día y no hay devoluciones o cambios por pases extraviados o robados. El uso del pase de 1-Día para personas de tercera edad/discapacitados/Veteranos

requiere identificación apropiada cada vez que suba al autobús. Los pases de 1-Día no se aceptan en Dial-A-Ride.

Pases de 7-Días

El pase de 7-Días está diseñado para proveer una alternativa económica al pase mensual de RTA. Los clientes pueden comprar un pase Local de 7-Días, válido en rutas fijas locales solamente. El pase de 7-Días se debe usar durante un periodo consecutivo de siete días comenzando con el primer día de uso. El pase de 7-Días no se vende en el autobús y solo está disponible por adelantado. Los pases de 7-Días no son válidos en Dial-A-Ride.

Pase de 30-Días

Los pases de 30-Días son ideales para clientes que usan el sistema de autobús de RTA con frecuencia. Los clientes pueden comprar un pase Local de 30-Días, válido en rutas fijas locales y o un pase Local+CommuterLink de 30-Días válido en todas las rutas locales y rutas Exprés. El pase de 30-Días debe usarse durante un periodo consecutivo de 30-días comenzando con el primer día de uso. El pase de 30-Días no se vende en el autobús y solo está disponible por adelantado.

Boletos de Dial-A-Ride

Los boletos de Dial-A-Ride solo se venden en libros de diez boletos. Es necesario presentar un boleto cada vez que aborde un autobús de Dial-A-Ride. Algunos viajes pueden requerir más de un boleto. Los boletos de Dial-A-Ride solo son válidos en autobuses de Dial-A-Ride de RTA y no son válidos en rutas fijas locales, CommuterLink u otros autobuses de agencia de tránsito.

COMPRA Y ACTIVACIÓN DE SU PASE

Los pases de 7-Días y 30-Días no se venden en el autobús. Se pueden comprar en varios centros de distribución de pases a través del condado, por correo o de forma seguro en nuestro sitio Web en RiversideTransit.com. Para la ubicación del centro de distribución de pases más cercano a usted llame al [\(951\) 565-5002](tel:9515655002). Recuerde, los pases no son reembolsables y no se aceptan en Dial-A-Ride. Cuando compre su pase de 1-Día, 7-Días o 30-Días, no estarán activados. El pase se debe de activar a bordo del autobús cuando se use por primera vez. Para activar, meta el pase (el lado impreso mirando hacia usted con la flecha apuntando hacia abajo) en la ranura de activación en el lado izquierdo de la caja de tarifas. La caja de tarifas imprimirá las fechas de vigencias al reverso del pase. Después, todo lo que tiene que hacer es deslizar el pase abordo de todos los autobuses en que viaje.

PASE DE AUTOBÚS EN SU TELÉFONO

Ahora puede comprar pases de RTA en su teléfono inteligente. ¡La aplicación Token Transit permite que la compra de su tarifa sea muy fácil! No hay necesidad de llevar dinero en efectivo. No es necesario esperar en la fila para comprar un pase. Y no es necesario buscar su pase de autobús enterrado en su billetera. Simplemente suba al autobús, toque su teléfono y listo. Los pasajeros pueden comprar pases de RTA de 1 viaje, 1 día, 7 días y 30 días desde cualquier lugar. Los pases se pueden comprar para uso inmediato, se pueden almacenar en la aplicación Token Transit para futuros viajes en todos los autobuses de ruta fija de RTA. Tres pasos simples para pagar con su teléfono inteligente.

1. Obtenga la aplicación Token Transit en Token.transit.com/app.
2. Compre su pase de autobús RTA.
3. Cuando aborde el autobús, asegúrese de que la aplicación esté abierta y que el pase sea visible, coloque el teléfono sobre el validador y espere el pitido.

TARIFAS DE RUTA FIJA

Categorías de Tarifas	Tarifa Básica	Pase Diario*	Pase de 7-días*	Pase de 30-Días*
General	\$1.75	\$5	\$20	\$60
Jóvenes (18 años o menos)**	GRATIS***	N/A	N/A	N/A
Personas de Tercera Edad**	75¢	\$2.50	\$20	\$30
Personas Discapacitadas**	75¢	\$2.50	\$20	\$30
Personas con Tarjeta de Medicare**	75¢	\$2.50	\$20	\$30
Veterano**	75¢	\$2.50	\$20	\$30
Niños (46 pulgadas de altura o menos)	50¢	N/A	N/A	N/A

TARIFAS DE COMMUTERLINK		TARIFAS DE COMMUTERLINK + LOCAL	
Categorías de Tarifas	Tarifa Básica	Pase Diario	Pase de 30-Días
General	\$3.50	\$10	\$95
Jóvenes (18 años o menos)**	GRATIS***	N/A	N/A
Personas de Tercera Edad**	\$2.75	\$7	\$70
Personas Discapacitadas**	\$2.75	\$7	\$70
Personas con Tarjeta de Medicare**	\$2.75	\$7	\$70
Veterano**	\$2.75	\$7	\$70
Niños (46 pulgadas de altura o menos)	\$2.75	N/A	N/A

Jurados activos, servicio militar activo, policía, bomberos y City Pass | VIAJEN GRATIS

U-Pass: UC Riverside, Cal Baptist University, La Sierra University
Go-Pass: Riverside City College, Moreno Valley College, Mt. San Jacinto College, Norco College

TARIFAS DIAL-A-RIDE (DAR) | No se aceptan en los autobuses de ruta fija.

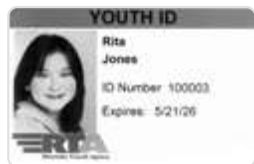
Categorías de Tarifas	Tarifa Básica	Talonarios de Boletos se venden en libros de 10 boletos
Personas de Tercera Edad	\$3.50 - \$10.50	\$35
Personas Discapacitadas	\$3.50 - \$10.50	\$35
Personas con Tarjeta de Medicare	\$3.50 - \$10.50	\$35
Niños (46 pulgadas de altura o menos)	75¢	N/A

* Se acepta como tarifa básica en servicio de rutas fijas. Para usar el servicio de CommuterLink, se requerirá \$2 adicional (Personas de Tercera Edad/Discapacitadas) o \$1.75 (general) por viaje.

** Si planea usar las tarifas de descuento para personas de la tercera edad, discapacitadas, persona con tarjeta de Medicare, Veteranos o jóvenes, debe mostrar identificación adecuada cada vez que aborde el autobús. También debe mostrar una identificación adecuada para comprar pases de descuentos en los centros de distribución de pases. Para obtener una lista de las clases de identificación aceptables, vea la Página 19.

*** Hasta junio de 2022. Fechas sujetas a cambios.

Identificación para tarifas reducidas



¿Es usted elegible para la tarifa de descuentos para personas de la tercera edad, discapacitadas, Medicare, Veteranos o Jóvenes? De ser así, deberá mostrar identificación adecuada cada vez que aborde el autobús. También deberá mostrar identificación adecuada para comprar boletos o pases de descuento en todos los centros de distribución de pases, en nuestra oficina en Riverside, en nuestro sitio Web o por correo. Si no tiene la identificación adecuada, tendrá que pagar la tarifa total general, aunque tenga un boleto o pase de descuento. A continuación se muestran las formas de identificación que se aceptan en el autobús para las tarifas de descuento:

Personas de la Tercera Edad: Tarjeta de identificación para personas de la tercera edad expedida por RTA, licencia de conducir o identificación de California o la tarjeta Medicare.

Jóvenes: Tarjeta de identificación de Jóvenes con fotografía expedida por RTA o por las escuelas (18 años o menos) con validación actual del año escolar.

Personas Discapacitadas: Tarjeta de identificación para personas discapacitadas expedida por RTA, tarjeta ADA de RTA, tarjeta Medicare, tarjeta de identificación del Servicio de Veteranos o tarjeta de identificación del instituto Braille.

Veterano: Cualquier persona que cumpla con los requisitos de RTA referente a Veteranos Militares, presenta una tarjeta de identificación válida del Departamento de Asuntos de Veteranos de EE.UU. o una tarjeta de identificación de Servicios Uniformados de EE.UU. que indica el estado retirado. Las tarjetas de identificación con fotografía emitida por RTA están disponibles para clientes veteranos.

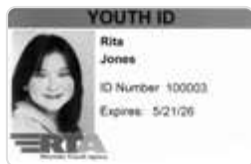
Personas con Tarjeta de Medicare: Cualquier persona que muestre tarjeta valida de Medicare es elegible para las tarifas de descuento en todas las rutas fijas de RTA. Para recibir las tarifas de descuento, los clientes deben mostrar su tarjeta de Medicare cada vez que aborden el autobús.

IDENTIFICACIÓN NO ACEPTADA EN EL AUTOBÚS: La tarjeta Medi-Cal, carta de beneficios del Seguro Social, una nota de su doctor, u otros documentos que no se hayan nombrado NO serán aceptados como medio de identificación para comprar o usar un boleto o pase descontado.

Reduced Fare Identification



Do you qualify for a Senior, Disabled, Medicare, Veteran or Youth discounted fare? If so, you must show proper ID each time you board the bus. You must also show proper ID to purchase discounted passes at all retail outlets, at RTA office, on our website, or through the mail. If you do not have proper ID with you, you will be required to pay the full general fare even if you have a discounted pass. Below are forms of ID accepted on the bus for discounted fares:



Senior: RTA issued Senior ID card, CA Driver License or ID card or Medicare card.



Youth: RTA issued Youth ID card or school issued (age 18 and younger) picture ID with current school year validation.



Disabled: RTA issued disabled ID card, RTA ADA card, Medicare card, Veteran's Service connected ID card or Braille Institute ID card.



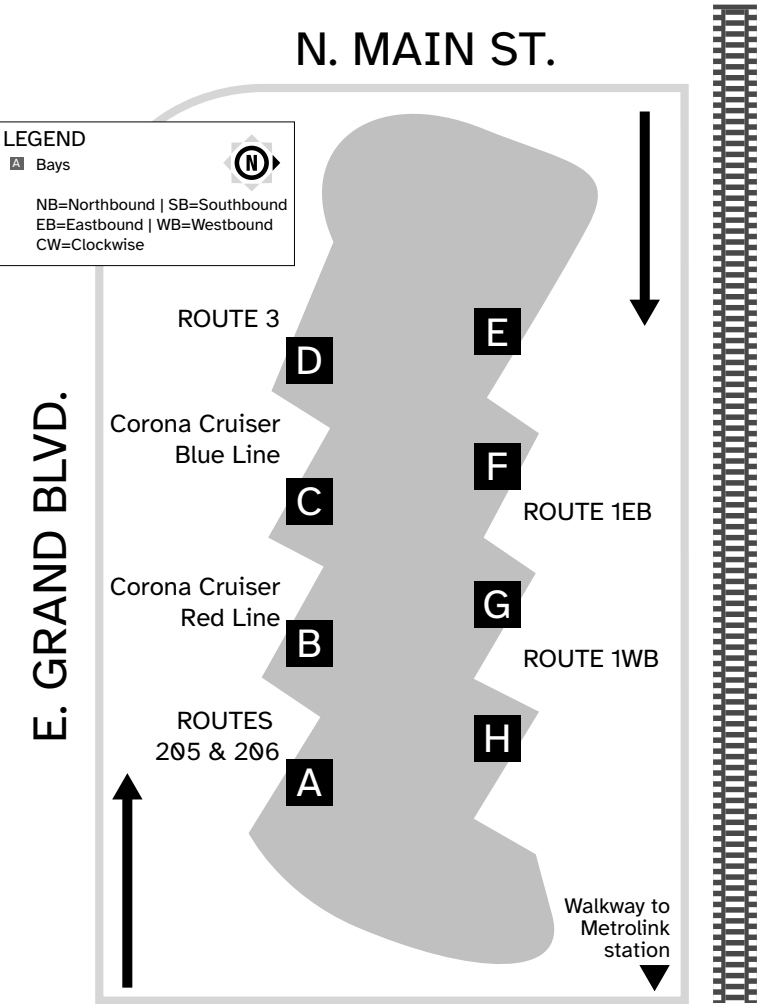
Veteran: Any person who meets RTA Veteran requirements, presents a valid U.S. Department of Veterans Affairs issued ID card or a U.S. Uniformed Services ID card indicating retired status. RTA issued photo ID cards are available for veteran customers.



Medicare Card: Any person who displays their valid Medicare Card is eligible for a discounted fare on all RTA fixed-route services. Customers must show their Medicare Card each time they board a bus to receive the discounted fare.

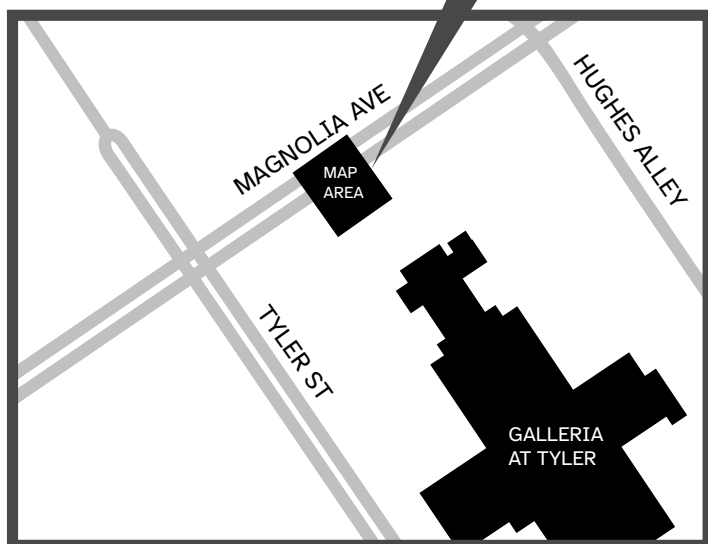
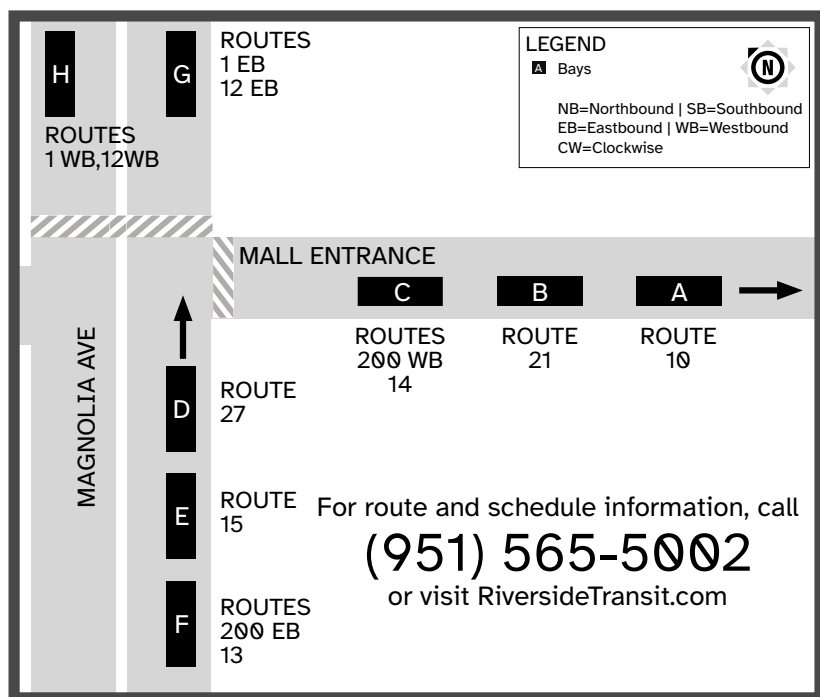
IDENTIFICATION NOT ACCEPTED ON THE BUS: Medi-Cal cards, Social Security Award letter, a note from a doctor, or other items not listed above will NOT be accepted as identification to purchase or use a reduced fare ticket or pass.

BOARDING DIAGRAM

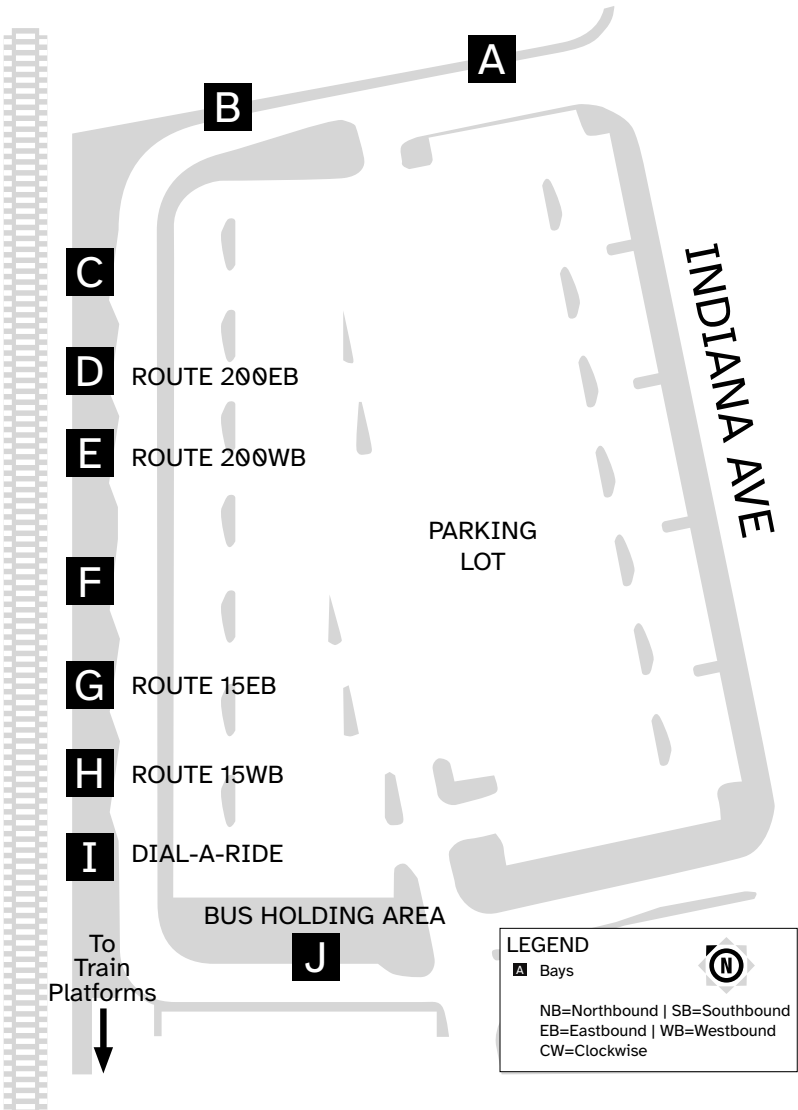


For route and schedule information call
(951) 565-5002
or visit [RiversideTransit.com](https://www.RiversideTransit.com)

BOARDING DIAGRAM



BOARDING DIAGRAM



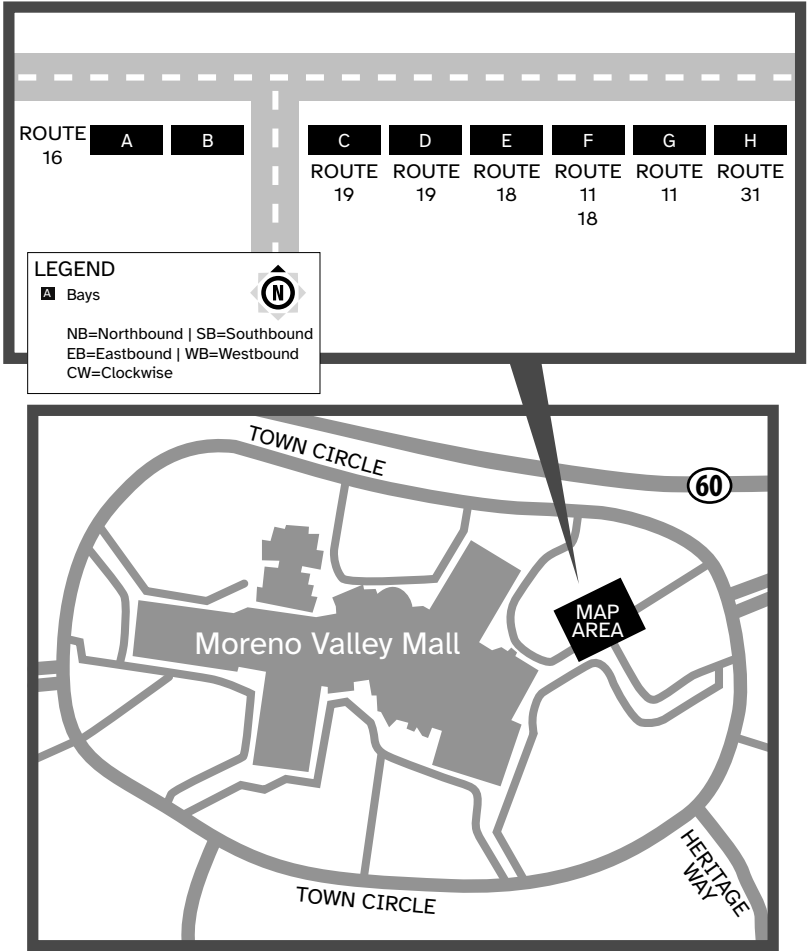
For route and schedule information call

(951) 565-5002

or visit RiversideTransit.com

Moreno Valley Mall Transit Center

BOARDING DIAGRAM

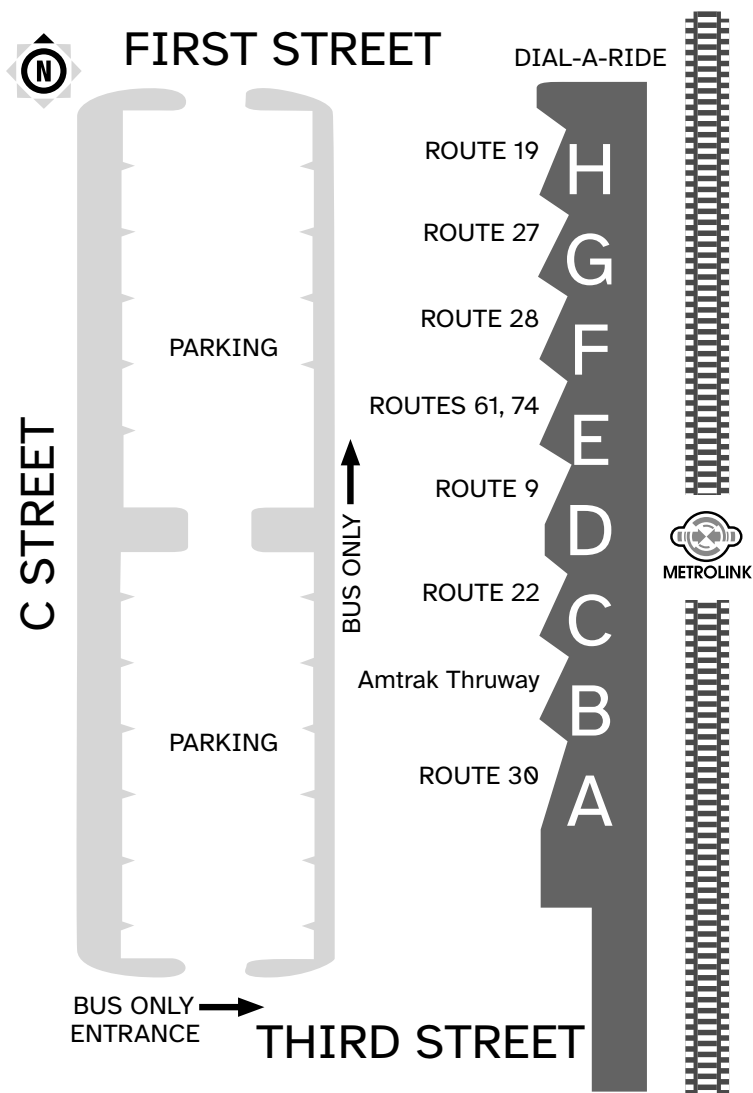


For route and schedule information call

(951) 565-5002

or visit RiversideTransit.com

BOARDING DIAGRAM

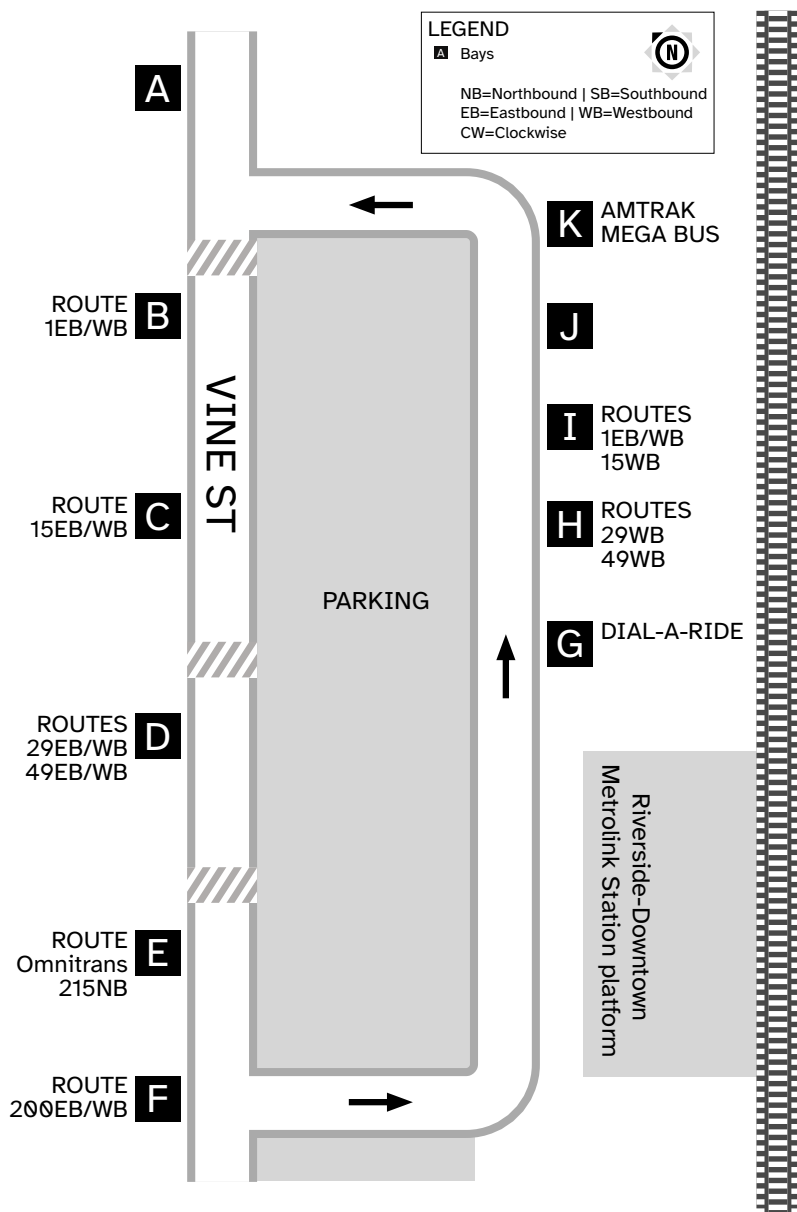


For route and schedule information call

(951) 565-5002

or visit RiversideTransit.com

BOARDING DIAGRAM



SERVICE GUIDE	
CITY/COMMUNITY	RTA SERVICE & OTHER CONNECTING SERVICES
Anaheim	RTA 200, OCTA
Banning	RTA 31, Pass Transit, Greyhound
Beaumont	RTA 31, Pass Transit, Amtrak Thruway
Corona	RTA 1, 3, 12, 205, 206, Corona Cruiser, Metrolink
Country Village	RTA 49, 204, Omnitrans
Eastvale	RTA 3, 29, Omnitrans
French Valley	RTA 79
Glen Avon	RTA 49
Hemet	RTA 28, 31, 32, 33, 42, 74, 79, Amtrak Thruway
Highgrove	RTA 12, 14, Omnitrans
Homeland/Romoland	RTA 28
Home Gardens	RTA 1, Corona Cruiser
Jurupa Valley	RTA 3, 21, 29, 49, 204
Lake Elsinore	RTA 8, 9, 205, 206
Loma Linda	RTA 14, Omnitrans
Mead Valley	RTA 22, 41
Menifee/Sun City	RTA 61, 74, Amtrak Thruway
Mira Loma	RTA 29
Moreno Valley	RTA 11, 16, 18, 19, 20, 31, 41, Amtrak Thruway
Montclair	RTA 204, Metrolink, Omnitrans, Foothill Transit
Murrieta	RTA 23, 61, 205, 206
Norco	RTA 3
Ontario	RTA 204, Omnitrans, Metrolink
Orange	RTA 200, OCTA
Orange Crest	RTA 27
Pedley	RTA 21, 29, Metrolink
Perris	RTA 9, 19, 22, 27, 28, 30, 41, 61, 74, Amtrak Thruway, Greyhound
Riverside	RTA 1, 10, 12, 13, 14, 15, 16, 20, 21, 22, 27, 29, 49, 50, 200, 204, Riverside Special Transportation, Amtrak Thruway, Metrolink, Omnitrans, Amtrak
Rubidoux	RTA 29, 49
San Bernardino	RTA 200, Omnitrans
San Jacinto	RTA 31, 32, 42, 74, 79
Temecula	RTA 23, 24, 61, 79, 205, 206, Greyhound
Temescal Valley	RTA 205, 206
Wildomar	RTA 8, 23
Winchester	RTA 74, 79
Woodcrest	RTA 22, 27

PUEDES VIAJAR CON CONFIANZA

En cada viaje que realice con RTA, su seguridad es nuestra prioridad número uno. Nos comprometemos a brindarle tranquilidad cuando viaje con nosotros. Esto es lo que está haciendo RTA para que su viaje con nosotros sea seguro.



REVESTIMIENTOS FACIALES

Todos los clientes y operadores requieren cubrimientos faciales que cubran la boca y la nariz. Asegúrese de que su cubierta facial esté puesta antes de abordar y úsela durante todo el viaje. Si se niega a usar uno, no podrá montar.

CAPACIDAD MÁXIMA

RTA está practicando el distanciamiento social al limitar el número de clientes en todos nuestros autobuses para que haya suficiente espacio para esparcirse.

VAYA SIN TOCAR

Ahora puede escanear su pase móvil para limitar las interacciones físicas. Descargue la aplicación gratuita de Token Transit para pagos sin contacto.

MANTENIENDO A TODOS SEGUROS

En un esfuerzo por mantener un ambiente seguro a bordo del autobús, todos los empleados de RTA deben pasar un control de salud antes de comenzar a trabajar todos los días. En nuestras instalaciones, estamos desinfectando las 24 horas.

NO VIAJE SI ESTÁ ENFERMO

Quedarse en casa es la mejor manera de protegerse y proteger a los demás de enfermarse.

LIMPIEZA FRECUENTE

Para su tranquilidad, RTA limpia y desinfecta los autobuses con nebulizadores electrostáticos todos los días. También hemos actualizado nuestro sistema de ventilación y filtros a bordo para brindarle un aire más fresco y limpio mientras viaja.

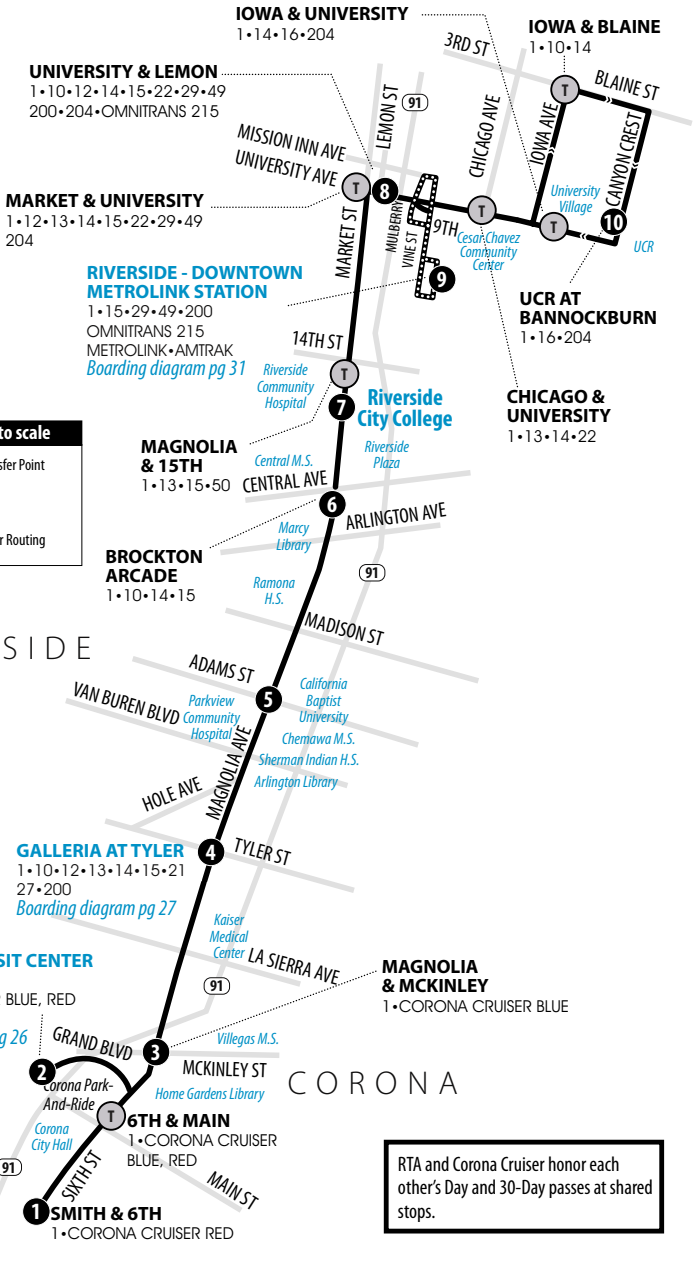
BARRERAS DE SEGURIDAD

Para mantener un ambiente saludable durante el abordaje, RTA ha instalado barreras de seguridad en todos los autobuses para minimizar el contacto entre los conductores y los clientes.

MANTÉNGASE CONECTADO

Planifique su próximo viaje visitando [RiversideTransit.com](https://www.riversidetransit.com) o llamando a nuestro Centro de información al cliente al (951) 565-5002. La información de llegada del autobús en tiempo real está disponible en las aplicaciones BusWatch y Transit. También puede obtener actualizaciones instantáneas de rutas y horarios registrándose en iAlerts, BusWatch o visítenos en las redes sociales para mantenerse informado.

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.



RTA and Corona Cruiser honor each other's Day and 30-Day passes at shared stops.

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

SMITH & 6TH	CORONA TRANSIT CENTER	MAGNOLIA & MCKINLEY	GALLERIA AT TYLER	MAGNOLIA & ADAMS	BROCKTON ARCADE	RIVERSIDE CITY COLLEGE	UNIVERSITY & LEMON	RIVERSIDE - DOWNTOWN METROLINK STA.	UCR AT BANNOCKBURN
1	2	3	4	5	6	7	8	9	10
5:44	5:56	6:06	6:16	6:24	6:30	6:35	6:41	—	6:54
6:14	6:26	6:36	6:46	6:55	7:01	7:06	7:12	7:16	7:29
6:51	7:06	7:17	7:28	7:37	7:43	7:48	7:54	—	8:07
7:25	7:40	7:51	8:02	8:11	8:17	8:23	8:29	8:33	8:47
7:55	8:10	8:21	8:32	8:41	8:47	8:53	8:59	9:03	9:17
8:25	8:40	8:51	9:02	9:11	9:17	9:24	9:31	—	9:47
8:49	9:07	9:20	9:32	9:44	9:50	9:57	10:04	—	10:20
9:11	9:29	9:42	9:54	10:06	10:13	10:20	10:28	—	10:46
9:41	9:59	10:12	10:24	10:36	10:43	10:50	10:58	—	11:16
10:00	10:18	10:31	10:43	10:55	11:02	11:09	11:17	—	11:35
10:15	10:33	10:46	10:58	11:10	11:17	11:24	11:32	—	11:50
10:27	10:45	10:58	11:13	11:25	11:32	11:39	11:47	—	12:05
10:42	11:00	11:13	11:28	11:40	11:47	11:54	12:02	—	12:20
10:57	11:15	11:28	11:43	11:55	12:02	12:09	12:17	—	12:35
11:12	11:30	11:43	11:58	12:10	12:17	12:24	12:32	—	12:50
11:27	11:45	11:58	12:13	12:25	12:32	12:39	12:47	—	1:05
11:42	12:00	12:13	12:28	12:40	12:47	12:54	1:02	—	1:20
11:57	12:15	12:28	12:43	12:55	1:02	1:09	1:17	—	1:35
12:12	12:30	12:43	12:58	1:10	1:17	1:24	1:32	—	1:50
12:28	12:46	12:59	1:14	1:26	1:33	1:40	1:48	—	2:06
12:43	1:01	1:14	1:29	1:41	1:48	1:55	2:03	—	2:21
12:58	1:16	1:29	1:44	1:56	2:03	2:10	2:18	—	2:38
1:13	1:31	1:44	1:59	2:11	2:18	2:25	2:33	—	2:53
1:30	1:48	2:01	2:16	2:28	2:35	2:42	2:50	—	3:10
1:45	2:03	2:16	2:31	2:43	2:50	2:57	3:05	—	3:25
2:00	2:18	2:31	2:46	2:58	3:05	3:12	3:20	—	3:40
2:15	2:33	2:46	3:01	3:13	3:20	3:27	3:35	—	3:55
2:33	2:51	3:04	3:19	3:31	3:38	3:45	3:53	—	4:13
2:48	3:06	3:19	3:34	3:46	3:53	4:00	4:08	—	4:28
3:05	3:23	3:36	3:51	4:03	4:10	4:17	4:25	—	4:45
3:18	3:36	3:49	4:03	4:15	4:22	4:29	4:37	—	4:57
3:32	3:50	4:03	4:17	4:29	4:36	4:43	4:51	4:56	5:14
3:47	4:05	4:18	4:32	4:44	4:51	4:58	5:06	5:11	5:29
4:03	4:21	4:34	4:48	5:00	5:07	5:14	5:22	—	5:40
4:19	4:37	4:50	5:04	5:16	5:23	5:30	5:38	—	5:56
4:39	4:57	5:09	5:22	5:33	5:39	5:46	5:54	—	6:12
4:55	5:13	5:25	5:38	5:49	5:55	6:02	6:10	—	6:28
5:26	5:44	5:56	6:09	6:20	6:26	6:33	6:41	6:46	7:04
5:58	6:16	6:28	6:41	6:52	6:58	7:05	7:13	—	7:31
6:30	6:46	6:58	7:10	7:21	7:27	7:34	7:41	—	7:59
6:52	7:08	7:20	7:32	7:43	7:49	7:56	8:03	—	8:21
7:23	7:39	7:51	8:03	8:14	8:20	8:27	8:34	—	8:52
7:46	8:02	8:14	8:26	8:37	8:43	8:49	8:55	9:00	9:15
8:46	9:01	9:13	9:25	9:36	9:42	9:48	9:54	—	10:07

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

UCR AT BANNOCKBURN	RIVERSIDE - DOWNTOWN METROLINK STA.	UNIVERSITY & LEMON	RIVERSIDE CITY COLLEGE	BROCKTON ARCADE	MAGNOLIA & ADAMS	GALLERIA AT TYLER	MAGNOLIA & MCKINLEY	CORONA TRANSIT CENTER	SMITH & 6TH
10	9	8	7	6	5	4	3	2	1
5:48	—	5:56	6:02	6:08	6:14	6:23	6:35	6:45	6:56
6:18	—	6:26	6:33	6:39	6:45	6:54	7:06	7:16	7:27
6:43	6:55	6:59	7:06	7:12	7:18	7:27	7:39	7:50	8:01
7:20	7:34	7:38	7:45	7:51	7:58	8:10	8:25	8:36	8:47
7:54	—	8:07	8:14	8:20	8:27	8:39	8:54	9:06	9:17
8:22	8:36	8:40	8:47	8:54	9:02	9:14	9:29	9:41	9:52
8:45	8:59	9:03	9:10	9:17	9:25	9:37	9:52	10:04	10:17
9:07	—	9:20	9:28	9:35	9:43	9:55	10:10	10:22	10:35
9:37	—	9:50	9:58	10:05	10:13	10:27	10:42	10:54	11:07
10:02	—	10:15	10:23	10:30	10:39	10:53	11:09	11:23	11:36
10:17	—	10:30	10:38	10:45	10:54	11:08	11:24	11:38	11:51
10:32	—	10:45	10:53	11:00	11:09	11:25	11:41	11:55	12:08
10:47	—	11:00	11:08	11:15	11:24	11:40	11:56	12:10	12:23
11:02	—	11:15	11:23	11:30	11:39	11:55	12:11	12:25	12:38
11:17	—	11:30	11:38	11:45	11:54	12:10	12:26	12:40	12:53
11:32	—	11:47	11:55	12:02	12:11	12:27	12:43	12:57	1:10
11:47	—	12:02	12:10	12:17	12:26	12:42	12:58	1:12	1:25
12:02	—	12:17	12:25	12:32	12:41	12:57	1:13	1:27	1:40
12:17	—	12:32	12:40	12:47	12:56	1:12	1:28	1:42	1:55
12:32	—	12:47	12:55	1:03	1:12	1:28	1:46	2:00	2:13
12:47	—	1:02	1:10	1:18	1:27	1:43	2:01	2:15	2:28
1:02	—	1:17	1:25	1:33	1:42	1:58	2:16	2:30	2:43
1:17	—	1:32	1:40	1:48	1:57	2:13	2:31	2:45	2:58
1:32	—	1:47	1:55	2:03	2:12	2:27	2:45	2:59	3:12
1:47	—	2:02	2:10	2:18	2:27	2:42	3:00	3:14	3:27
2:02	—	2:17	2:26	2:34	2:43	2:58	3:16	3:30	3:43
2:18	—	2:33	2:42	2:50	2:59	3:14	3:32	3:46	3:59
2:33	—	2:48	2:57	3:05	3:14	3:29	3:47	4:01	4:14
2:50	—	3:05	3:14	3:22	3:31	3:46	4:04	4:18	4:31
3:05	—	3:20	3:29	3:37	3:46	4:01	4:19	4:33	4:46
3:22	—	3:37	3:46	3:54	4:03	4:18	4:36	4:50	5:03
3:37	—	3:52	4:01	4:09	4:18	4:33	4:51	5:05	5:18
3:52	—	4:07	4:16	4:24	4:33	4:48	5:06	5:20	5:33
4:07	—	4:22	4:31	4:39	4:48	5:03	5:21	5:35	5:48
4:25	—	4:40	4:49	4:57	5:06	5:21	5:39	5:53	6:06
4:43	4:59	5:03	5:12	5:20	5:29	5:44	6:02	6:16	6:29
5:09	5:25	5:29	5:38	5:46	5:55	6:09	6:25	6:37	6:49
5:26	—	5:41	5:49	5:56	6:04	6:18	6:34	6:46	6:58
5:52	—	6:05	6:13	6:20	6:28	6:41	6:56	7:07	7:19
6:15	—	6:28	6:36	6:43	6:50	7:03	7:18	7:29	7:41
6:51	7:05	7:09	7:17	7:24	7:31	7:44	7:59	8:10	8:22
7:43	—	7:56	8:04	8:11	8:18	8:30	8:45	8:56	9:08
8:25	—	8:38	8:46	8:53	9:00	9:12	9:27	9:38	9:50
9:04	9:18	9:22	9:30	9:37	9:44	9:56	10:11	10:22	10:34

TRAVEL WITH CONFIDENCE

On every trip you take with RTA, your safety and well-being is our number-one priority. We're committed to giving you peace of mind when you travel with us. Here's what RTA is doing to make your journey with us safe.



FACE COVERINGS

Face masks that cover the mouth and nose are required for all customers and coach operators at transit centers and on board the bus.

MAXIMUM CAPACITY

RTA is practicing social distancing by limiting the number of customers on all our buses so there is plenty of room to spread out.

GO TOUCH-FREE

You can now scan your mobile pass to limit physical interactions. Download the free Token Transit app for contactless payment.

KEEPING EVERYONE SAFE

In an effort to maintain a safe environment onboard the bus, all RTA employees are required to pass a health check before starting work every day. At our facilities, we are doing around-the-clock disinfecting.

DON'T TRAVEL IF YOU'RE SICK

Staying home is the best way to protect yourself and others from getting sick.

FREQUENT CLEANING

For your peace of mind, RTA is cleaning and sanitizing buses with electrostatic foggers every day. We've also upgraded our on-board ventilation system and filters to give you fresher, cleaner air while you ride.

SAFETY BARRIERS

To maintain a healthy environment while boarding, RTA has installed safety barriers on all buses to minimize contact between the drivers and customers.

STAY CONNECTED

Plan your next trip by visiting [RiversideTransit.com](https://www.riversidetransit.com) or calling our Customer Information Center at (951) 565-5002. Real-time bus arrival information is available on the BusWatch and Transit apps. You can also get instant route and schedule updates by signing up for iAlerts, BusWatch or visit us on social media to stay in the loop.



3

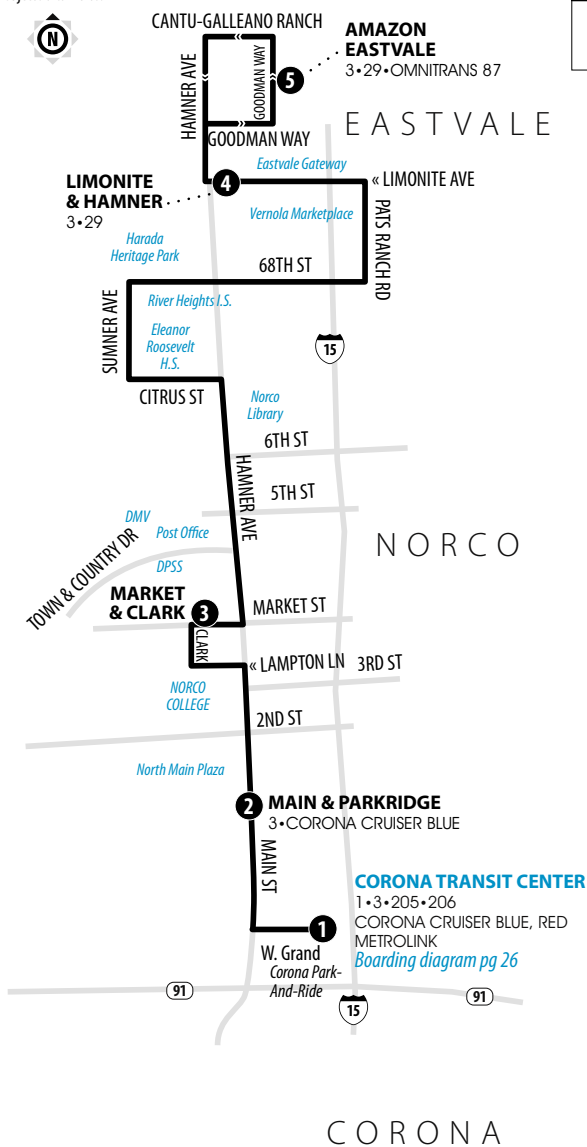
EASTVALE - NORCO - CORONA

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.



Legend | Map not to scale

- 1** Time and/or Transfer Point
- T** Transfer Point



RTA and Corona Cruiser honor each other's Day and 30-Day passes at shared stops.

3

NORTHBOUND TO EASTVALE | WEEKDAYS & WEEKENDS

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

CORONA TRANSIT CENTER	MAIN & PARKRIDGE	MARKET & CLARK	LIMONITE & HAMNER	AMAZON EASTVALE
1	2	3	4	5
7:28	7:32	7:40	8:04	8:12
9:25	9:30	9:39	10:02	10:10
11:21	11:26	11:35	12:02	12:10
1:29	1:33	1:42	2:09	2:17
3:27	3:31	3:40	4:07	4:15
5:42	5:46	5:54	6:21	6:29
7:39	7:43	7:51	8:15	8:23

3

SOUTHBOUND TO CORONA | WEEKDAYS & WEEKENDS

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

AMAZON EASTVALE	LIMONITE & HAMNER	MARKET & CLARK	MAIN & PARKRIDGE	CORONA TRANSIT CENTER
5	4	3	2	1
6:35	6:44	7:06	7:12	7:20
8:20	8:30	8:55	9:03	9:11
10:20	10:30	10:55	11:03	11:11
12:27	12:37	1:03	1:11	1:19
2:27	2:37	3:03	3:11	3:19
4:25	4:35	4:57	5:05	5:13
6:44	6:53	7:13	7:21	7:29

LAKE ELSINORE - WILDOMAR LOOP

Rutas designadas y horarios son sujetos a cambios.



1 Time and/or Transfer Point



A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

LAKE ELSINORE OUTLET CENTER	LAKESHORE & VISCAYA	LAKESIDE HIGH SCHOOL	GRAND & BALDWIN	PALOMAR & WILDOMAR	MISSION TRAIL & MALAGA	LAKE ELSINORE WALMART	GRAHAM & LANGSTAFF	LAKE ELSINORE OUTLET CENTER
1	2	3	4	5	6	7	8	1
6:30	6:38	6:45	6:52	7:08	7:18	7:24	7:35	7:47
7:52	8:00	8:08	8:15	8:31	8:41	8:47	8:59	9:12
9:00	9:08	9:16	9:23	9:39	9:49	9:55	10:08	10:21
10:03	10:11	10:21	10:29	10:45	10:55	11:04	11:18	11:31
11:06	11:15	11:25	11:33	11:49	11:59	12:08	12:22	12:36
12:20	12:29	12:38	12:46	1:02	1:12	1:21	1:35	1:49
1:31	1:40	1:49	1:57	2:14	2:24	2:33	2:47	3:01
2:46	2:55	3:04	3:12	3:29	3:39	3:47	4:01	4:15
4:01	4:10	4:18	4:26	4:43	4:53	5:01	5:15	5:29
5:03	5:12	5:20	5:28	5:45	5:55	6:02	6:15	6:29
6:18	6:27	6:35	6:43	7:00	—	—	—	—

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

LAKE ELSINORE OUTLET CENTER	GRAHAM & LANGSTAFF	LAKE ELSINORE WALMART	MISSION TRAIL & MALAGA	PALOMAR & WILDOMAR	GRAND & BALDWIN	LAKESIDE HIGH SCHOOL	LAKESHORE & VISCAYA	LAKE ELSINORE OUTLET CENTER
1	8	7	6	5	4	3	2	1
6:20	6:32	6:42	6:49	7:06	7:17	7:24	7:34	7:41
7:18	7:31	7:42	7:50	8:07	8:18	8:25	8:35	8:43
8:23	8:38	8:51	9:00	9:17	9:28	9:35	9:45	9:53
9:27	9:42	9:55	10:04	10:20	10:31	10:38	10:48	10:56
10:37	10:52	11:05	11:16	11:32	11:43	11:51	12:02	12:10
11:48	12:03	12:16	12:27	12:43	12:54	1:02	1:13	1:21
1:03	1:18	1:31	1:42	1:58	2:09	2:17	2:28	2:36
2:18	2:33	2:46	2:57	3:13	3:24	3:32	3:43	3:51
3:21	3:37	3:50	4:00	4:16	4:27	4:35	4:45	4:53
4:37	4:53	5:05	5:15	5:31	5:42	5:50	6:00	6:08
5:37	5:52	6:04	6:14	6:30	6:41	6:49	6:59	7:07

PERRIS STATION TRANSIT CENTER - LAKE ELSINORE OUTLET CENTER

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.



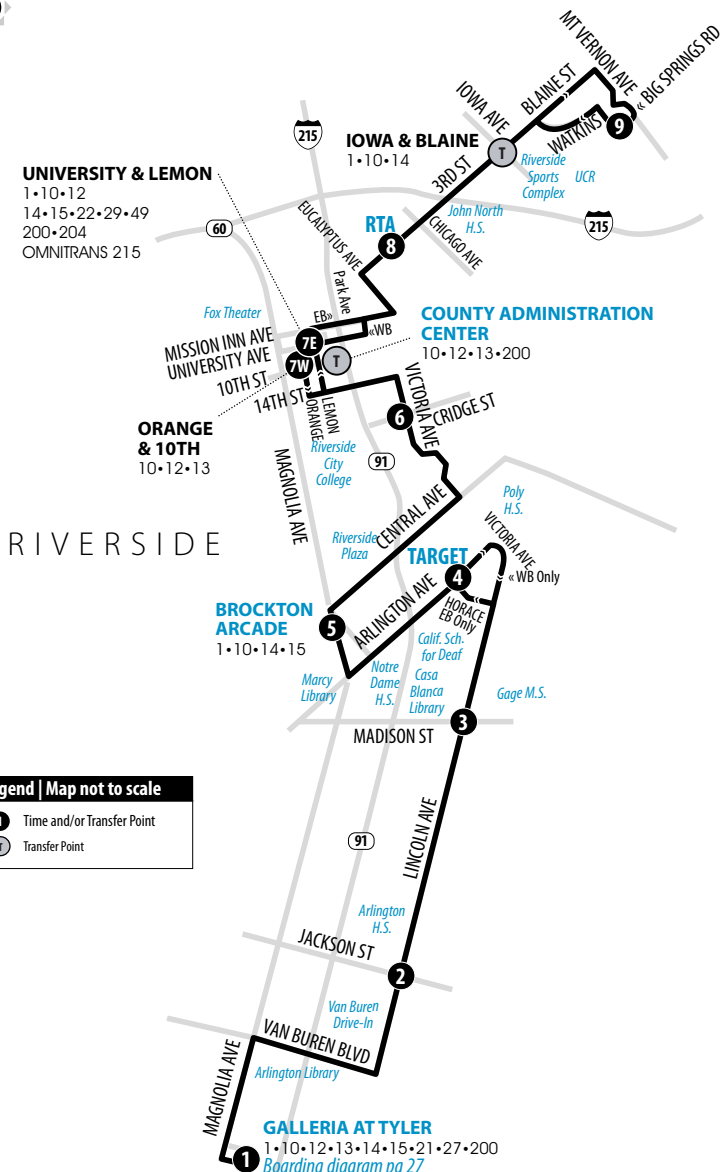
A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

LAKE ELSINORE OUTLET CENTER	HWY. 74 & MEADOWBROOK	PERRIS STATION TRANSIT CENTER
1	2	3
6:38	6:48	7:03
7:50	8:00	8:15
9:26	9:37	9:52
10:36	10:47	11:02
11:45	11:56	12:13
12:46	12:59	1:16
1:59	2:12	2:29
3:11	3:24	3:41
4:21	4:34	4:51
5:36	5:48	6:05
6:37	6:49	7:04

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

PERRIS STATION TRANSIT CENTER	HWY. 74 & MEADOWBROOK	LAKE ELSINORE OUTLET CENTER
3	2	1
6:50	7:02	7:13
7:50	8:02	8:13
8:45	8:57	9:08
10:07	10:19	10:31
11:15	11:28	11:40
12:25	12:38	12:50
1:34	1:47	1:59
2:37	2:50	3:02
3:59	4:12	4:24
5:02	5:15	5:27
6:14	6:27	6:39

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.



A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

GALLERIA AT TYLER	LINCOLN & JACKSON	LINCOLN & MADISON	ARLINGTON AT TARGET	BROCKTON ARCADE	VICTORIA & CRIDGE	LEMON & UNIVERSITY	RTA OFFICES	BIG SPRINGS & WATKINS
1	2	3	4	5	6	7E	8	9
8:03	8:14	8:21	8:28	8:34	8:44	8:52	9:01	9:14
9:34	9:47	9:54	10:02	10:08	10:20	10:28	10:38	10:51
10:56	11:11	11:18	11:26	11:32	11:44	11:52	12:02	12:15
12:29	12:44	12:51	12:59	1:05	1:17	1:25	1:35	1:48
1:55	2:10	2:17	2:24	2:30	2:42	2:50	3:00	3:13
3:26	3:41	3:48	3:55	4:01	4:13	4:21	4:31	4:44
4:51	5:06	5:13	5:20	5:26	5:38	5:46	5:56	6:09
6:26	6:39	6:46	6:53	6:59	7:11	7:19	7:28	7:41

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

BIG SPRINGS & WATKINS	RTA OFFICES	ORANGE & 10TH	VICTORIA & CRIDGE	BROCKTON ARCADE	ARLINGTON AT TARGET	LINCOLN & MADISON	LINCOLN & JACKSON	GALLERIA AT TYLER
9	8	7W	6	5	4	3	2	1
8:04	8:13	8:22	8:32	8:43	8:50	8:59	9:05	9:19
9:28	9:37	9:46	9:56	10:08	10:15	10:24	10:31	10:46
11:01	11:10	11:19	11:29	11:41	11:48	11:57	12:04	12:19
12:25	12:34	12:43	12:53	1:05	1:12	1:21	1:28	1:43
1:58	2:07	2:16	2:26	2:38	2:45	2:54	3:01	3:16
3:23	3:32	3:41	3:51	4:03	4:10	4:19	4:26	4:41
4:54	5:03	5:12	5:22	5:34	5:41	5:50	5:56	6:11
6:24	6:33	6:42	6:52	7:02	7:08	7:16	7:22	7:36



DID YOU KNOW? Every \$1 invested in public transportation generates approximately \$4 in economic returns.

11

MORENO VALLEY MALL - MARCH ARB LOOP ROUTE

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.



MORENO VALLEY MALL
11•16•18•19•31
Boarding diagram pg 29

1 CENTERPOINT
TOWN CIR
HERITAGE
TOWNGATE BLVD

MORENO
VALLEY

**FREDERICK &
ALESSANDRO**
11•20
City Hall

IRONWOOD AVE

« Counter-clockwise | Clockwise »

60

Kaiser Medical Offices

*Sunnymead
M.S.*

*Moreno
Valley H.S.*

COTTONWOOD AVE

*Riverside County
Superior Court*

**ALESSANDRO
& HEACOCK**
11•20

CACTUS AVE

RIVERSIDE DR

6TH ST

MEYER DR

JFK DR

« Clockwise | Counter-clockwise »

HEMLOCK AVE

Post Office

SUNNYMEAD BLVD

**HEACOCK &
SUNNYMEAD**
11•19

EUCALYPTUS AVE

PERRIS BLVD

INDIAN ST

*Badger Springs
M.S.*

Legend | Map not to scale



Time and/or Transfer Point



Transfer Point

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

MORENO VALLEY MALL	PERRIS & HEMLOCK	ALESSANDRO & HEACOCK	MEYER & 6TH ST	FREDERICK & ALESSANDRO	MORENO VALLEY MALL
1	2	3	4	5	1
9:29	9:42	9:54	10:03	10:09	10:21
10:31	10:44	10:56	11:06	11:12	11:24
11:34	11:47	11:59	12:09	12:15	12:27
12:37	12:50	1:02	1:12	1:18	1:30
1:40	1:53	2:05	2:15	2:21	2:33
2:43	2:56	3:08	3:18	3:24	3:36
3:46	3:59	4:11	4:21	4:27	4:39
4:49	5:02	5:14	5:24	5:30	5:42
5:52	6:05	6:17	6:27	6:33	6:45

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

MORENO VALLEY MALL	FREDERICK & ALESSANDRO	MEYER & 6TH ST	ALESSANDRO & HEACOCK	PERRIS & HEMLOCK	MORENO VALLEY MALL
1	5	4	3	2	1
10:00	10:09	10:15	10:27	10:40	10:55
11:05	11:14	11:20	11:32	11:45	12:00
12:10	12:19	12:25	12:37	12:50	1:05
1:15	1:24	1:30	1:42	1:55	2:10
2:20	2:29	2:35	2:47	3:00	3:15
3:25	3:34	3:40	3:52	4:05	4:20
4:30	4:39	4:45	4:57	5:10	5:25
5:35	5:44	5:50	6:02	6:15	6:30
6:40	6:49	6:55	7:07	7:20	7:35

12

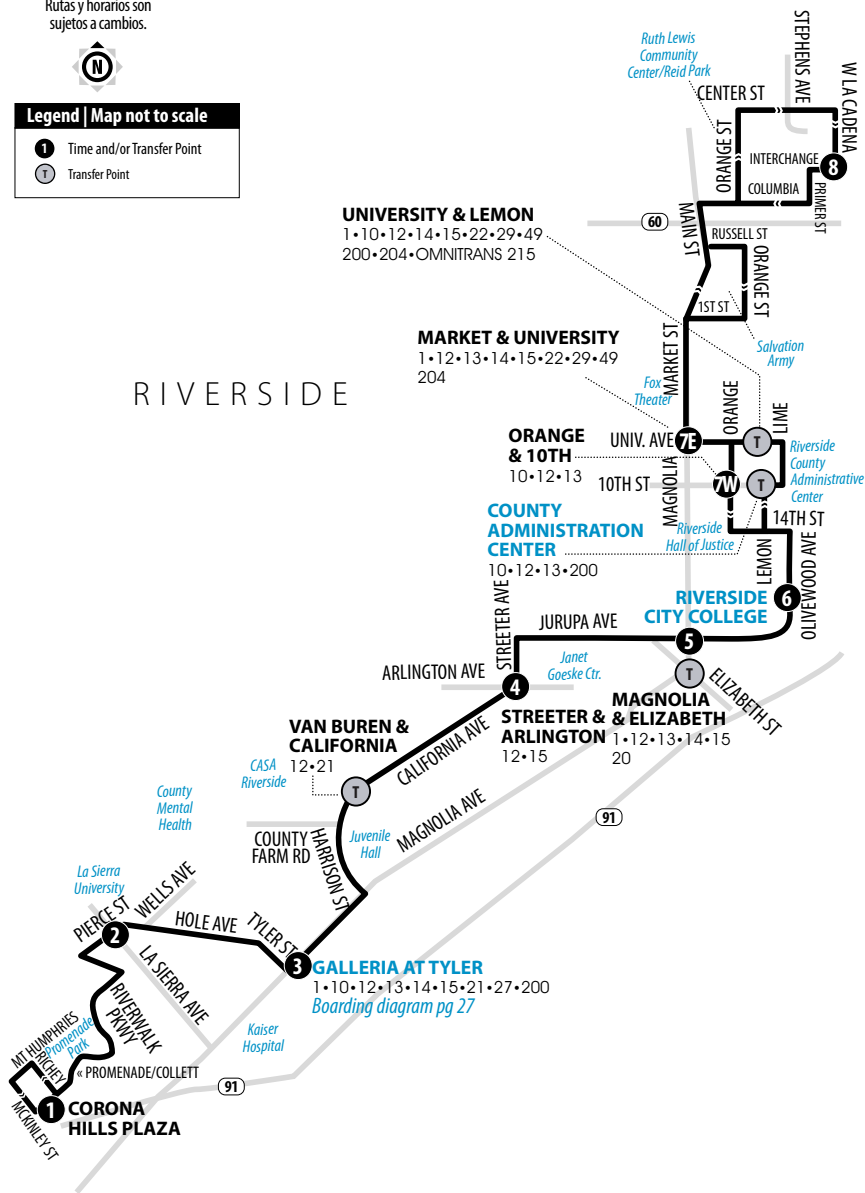
LA CADENA & INTERCHANGE - DOWNTOWN RIVERSIDE - CORONA HILLS PLAZA

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.



Legend | Map not to scale

- 1** Time and/or Transfer Point
- T** Transfer Point



12

EASTBOUND TO LA CADENA & INTERCHANGE | WEEKDAYS & WEEKENDS

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

* Trip will end service at Primer and Columbia bus stop.

PROMENADE & MCKINLEY	PIERCE & LA SIERRA	GALLERIA AT TYLER	STREETER & ARLINGTON	JURUPA & MAGNOLIA	OLIVEWOOD & RCC	MARKET & UNIVERSITY	LA CADENA & INTERCHANGE
1	2	3	4	5	6	7E	8
6:27	6:41	6:48	7:01	7:10	7:14	7:24	7:43
7:24	7:38	7:45	7:58	8:07	8:11	8:21	8:40
8:22	8:36	8:43	8:57	9:07	9:11	9:21	9:40
9:21	9:35	9:42	9:56	10:06	10:10	10:20	10:39
10:20	10:35	10:43	10:57	11:07	11:11	11:21	11:42
11:20	11:35	11:43	11:57	12:07	12:11	12:21	12:42
12:22	12:37	12:46	1:02	1:13	1:17	1:27	1:48
1:25	1:40	1:49	2:05	2:16	2:20	2:30	2:51
2:25	2:40	2:49	3:05	3:16	3:20	3:30	3:51
3:29	3:44	3:53	4:09	4:20	4:24	4:34	4:55
4:32	4:47	4:56	5:12	5:23	5:27	5:37	5:58
5:33	5:48	5:56	6:12	6:23	6:27	6:37	6:58
6:37	6:52	7:00	7:16	7:25	7:29	7:39	8:00*

12

WESTBOUND TO CORONA HILLS PLAZA | WEEKDAYS & WEEKENDS

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

LA CADENA & INTERCHANGE	ORANGE & 10TH	OLIVEWOOD & RCC	JURUPA & MAGNOLIA	STREETER & ARLINGTON	GALLERIA AT TYLER	PIERCE & LA SIERRA	PROMENADE & MCKINLEY
8	7W	6	5	4	3	2	1
7:04	7:17	7:22	7:26	7:34	7:49	7:55	8:12
The 7:04 a.m. trip will start service at the first stop on Orange St north of Columbia Ave at approximately 6:55 a.m.							
7:58	8:13	8:18	8:22	8:32	8:47	8:54	9:11
8:50	9:10	9:15	9:19	9:29	9:46	9:53	10:10
9:50	10:10	10:15	10:19	10:29	10:46	10:53	11:10
10:49	11:08	11:13	11:17	11:29	11:47	11:54	12:12
11:52	12:11	12:16	12:20	12:32	12:50	12:57	1:15
12:52	1:11	1:16	1:20	1:32	1:50	1:57	2:15
1:58	2:15	2:20	2:24	2:36	2:54	3:01	3:19
3:01	3:18	3:23	3:27	3:39	3:57	4:04	4:22
4:01	4:18	4:23	4:27	4:39	4:57	5:05	5:23
5:05	5:22	5:27	5:31	5:43	6:01	6:09	6:27
6:13	6:30	6:35	6:39	6:51	7:09	7:17	7:35
7:13	7:28	7:33	7:37	7:49	8:04	8:12	8:30

13

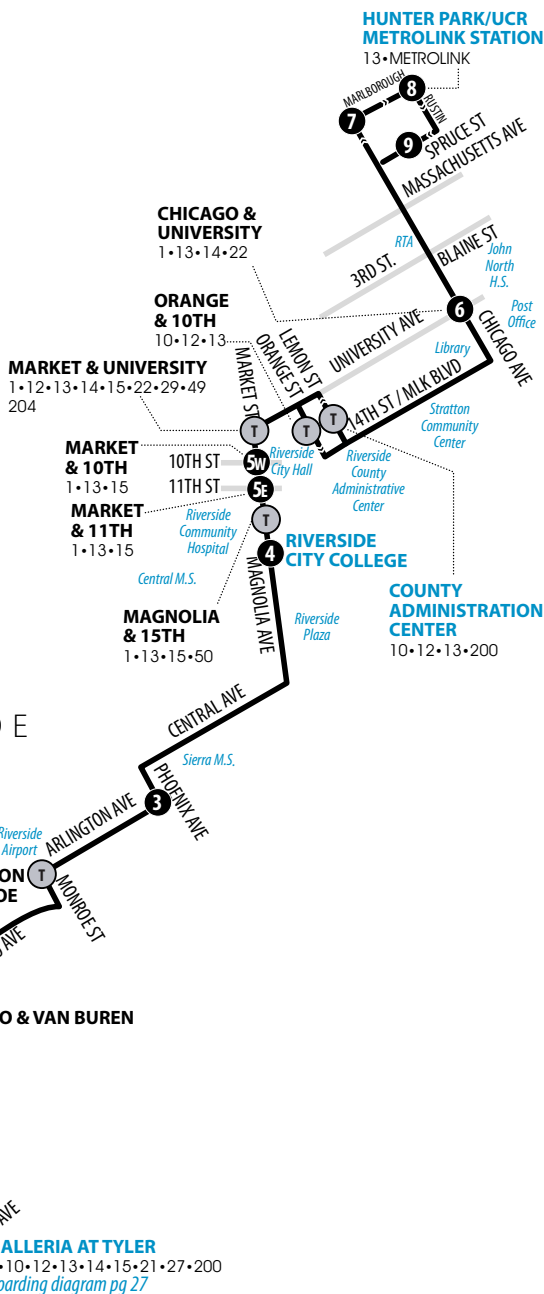
HUNTER PARK/UCR METROLINK STATION - DOWNTOWN RIVERSIDE - GALLERIA AT TYLER

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.



Legend | Map not to scale

- 1** Time and/or Transfer Point
- T** Transfer Point



RIVERSIDE

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

* If required, bus will take passengers to the bus stop on Market St far side University Ave.

GALLERIA AT TYLER	COLORADO & VAN BUREN	PHOENIX & ARLINGTON	RIVERSIDE CITY COLLEGE	MARKET & 11TH	CHICAGO & UNIVERSITY	CHICAGO & MARLBOROUGH	HUNTER PARK/UCR METROLINK STATION
1	2	3	4	5E	6	7	8
6:28	6:47	6:55	7:06	7:08	7:21	7:25	7:33
7:37	7:56	8:05	8:16	8:18	8:31	8:35	8:43
8:40	8:59	9:09	9:22	9:26	9:41	9:45	9:52
9:35	9:56	10:06	10:19	10:23	10:39	10:43	10:50
10:40	11:01	11:11	11:25	11:29	11:45	11:49	11:56
11:41	12:02	12:12	12:26	12:30	12:46	12:50	12:57
12:50	1:11	1:21	1:35	1:39	1:55	1:59	2:06
1:50	2:11	2:21	2:35	2:39	2:55	2:59	3:06
3:02	3:23	3:33	3:47	3:51	4:07	4:11	4:18
3:53	4:14	4:24	4:37	4:41	4:57	5:01	5:08
5:08	5:29	5:37	5:49	5:53	6:08	6:12	6:19
6:00	6:21	6:29	6:40	6:42*	—	—	—

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

HUNTER PARK/UCR METROLINK STATION	SPRUCE & ATLANTA	CHICAGO & UNIVERSITY	MARKET & 10TH	RIVERSIDE CITY COLLEGE	PHOENIX & ARLINGTON	COLORADO & VAN BUREN	GALLERIA AT TYLER
8	9	6	5W	4	3	2	1
7:10	7:14	7:20	7:31	7:34	7:44	7:52	8:12
7:58	8:04	8:11	8:23	8:26	8:36	8:45	9:06
9:02	9:08	9:15	9:30	9:33	9:47	9:56	10:18
10:02	10:08	10:15	10:30	10:34	10:48	10:57	11:21
11:03	11:09	11:16	11:31	11:35	11:49	11:58	12:22
12:06	12:12	12:19	12:34	12:38	12:52	1:01	1:25
1:07	1:13	1:20	1:35	1:38	1:52	2:01	2:25
2:16	2:22	2:29	2:44	2:47	3:01	3:11	3:35
3:20	3:25	3:32	3:47	3:50	4:03	4:13	4:37
4:32	4:37	4:44	4:59	5:02	5:15	5:24	5:47
5:22	5:27	5:34	5:48	5:51	6:04	6:13	6:36

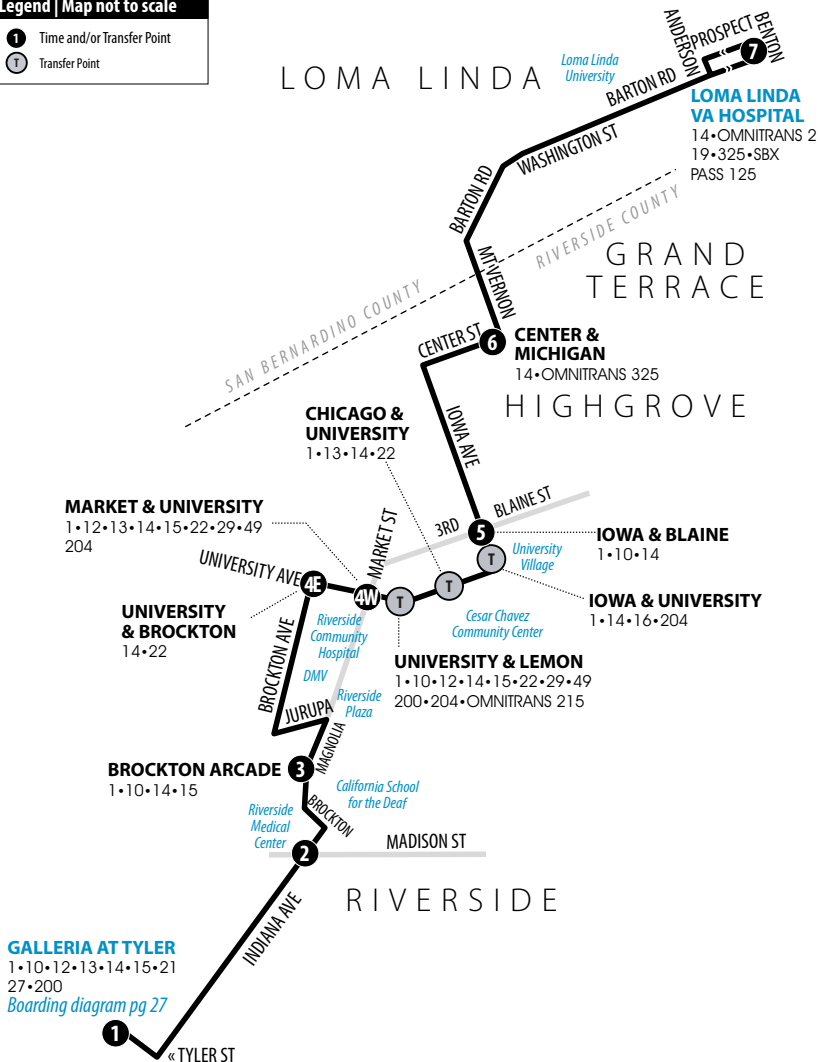
Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.



RTA does not serve Mt Vernon Ave or Barton Rd except at Loma Linda hospitals.
Omnitrans Route 325 serves Michigan Ave and Barton Rd.

Legend | Map not to scale

- 1 Time and/or Transfer Point
- T Transfer Point



14

EASTBOUND TO VA HOSPITAL | WEEKDAYS & WEEKENDS

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

* If required, bus will take passengers to the bus stop on Market St far side University Ave.

GALLERIA AT TYLER	INDIANA & MADISON	BROCKTON ARCADE	UNIVERSITY & BROCKTON	IOWA & BLAINE	CENTER & MICHIGAN	LOMA LINDA VA HOSPITAL
1	2	3	4E	5	6	7
—	—	—	7:58	8:11	8:21	8:39
—	—	—	8:54	9:11	9:21	9:39
9:24	9:39	9:44	9:55	10:12	10:22	10:40
10:26	10:41	10:46	10:57	11:14	11:24	11:42
11:26	11:42	11:47	11:58	12:15	12:25	12:43
12:29	12:45	12:50	1:01	1:18	1:28	1:46
1:31	1:48	1:53	2:04	2:21	2:31	2:49
2:36	2:53	2:58	3:09	3:26	3:36	3:54
3:40	3:57	4:02	4:13	4:30	4:40	4:58
4:43	4:58	5:03	5:14	5:31	5:41	5:59
5:46	6:01	6:06	6:17*	—	—	—

14

WESTBOUND TO GALLERIA AT TYLER | WEEKDAYS & WEEKENDS

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

LOMA LINDA VA HOSPITAL	CENTER & MICHIGAN	IOWA & BLAINE	UNIVERSITY & MARKET	BROCKTON ARCADE	INDIANA & MADISON	GALLERIA AT TYLER
7	6	5	4W	3	2	1
—	—	—	8:41	8:53	8:59	9:14
8:58	9:16	9:29	9:40	9:53	9:59	10:16
9:56	10:14	10:27	10:40	10:53	10:59	11:16
10:59	11:17	11:30	11:43	11:56	12:02	12:19
12:01	12:19	12:32	12:45	12:58	1:04	1:21
1:06	1:24	1:37	1:50	2:03	2:09	2:26
2:10	2:28	2:41	2:54	3:07	3:13	3:30
3:13	3:31	3:44	3:57	4:10	4:16	4:33
4:16	4:34	4:47	5:00	5:13	5:19	5:36
5:11	5:29	5:42	5:55	6:08	6:14	6:31

15

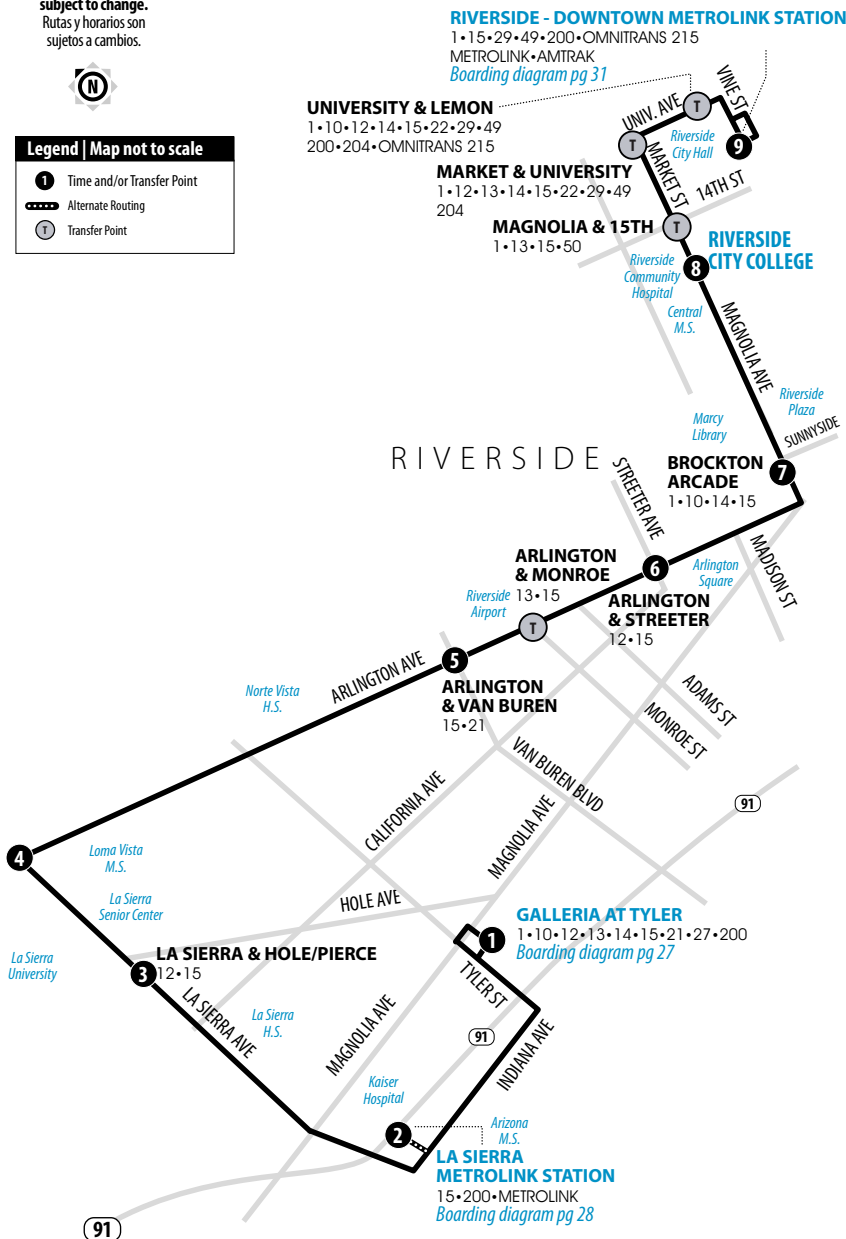
DOWNTOWN RIVERSIDE - MERCED & MAGNOLIA

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.



Legend | Map not to scale

- 1** Time and/or Transfer Point
- Alternate Routing
- T** Transfer Point



A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

GALLERIA AT TYLER	LA SIERRA METROLINK STATION	LA SIERRA & HOLE/PIERCE	ARLINGTON & LA SIERRA	ARLINGTON & VAN BUREN	ARLINGTON & STREETER	BROCKTON ARCADE	RIVERSIDE CITY COLLEGE	RIVERSIDE-DOWNTOWN METROLINK STATION (VINE ST - BAY C)
1	2	3	4	5	6	7	8	9
6:50	6:57	7:07	7:12	7:21	7:28	7:32	7:37	7:46
7:25	7:34	7:44	7:49	7:58	8:05	8:10	8:16	8:26
8:16	—	8:32	8:37	8:46	8:53	8:58	9:04	9:14
9:08	—	9:24	9:29	9:39	9:46	9:51	9:57	10:07
9:48	—	10:04	10:09	10:19	10:26	10:31	10:37	10:47
10:38	—	10:54	10:59	11:09	11:16	11:21	11:27	11:37
11:31	—	11:47	11:52	12:02	12:09	12:14	12:20	12:30
12:12	—	12:28	12:34	12:44	12:51	12:56	1:02	1:12
1:03	—	1:19	1:25	1:36	1:43	1:48	1:54	2:04
1:56	—	2:12	2:18	2:29	2:36	2:41	2:47	2:57
2:38	—	2:54	3:00	3:11	3:18	3:23	3:29	3:39
3:30	—	3:46	3:52	4:02	4:09	4:14	4:20	4:30
4:24	—	4:40	4:46	4:56	5:03	5:08	5:14	5:24
5:06	5:15	5:25	5:31	5:41	5:48	5:53	5:59	6:09
6:00	6:09	6:19	6:25	6:34	6:41	6:46	6:52	7:02
6:53	7:02	7:12	7:18	7:27	7:34	7:39	7:45	7:55
7:36	—	7:52	7:58	8:07	8:14	8:19	8:25	8:35

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

RIVERSIDE-DOWNTOWN METROLINK STATION (VINE ST - BAY C)	RIVERSIDE CITY COLLEGE	BROCKTON ARCADE	ARLINGTON & STREETER	ARLINGTON & VAN BUREN	ARLINGTON & LA SIERRA	LA SIERRA & HOLE/PIERCE	LA SIERRA METROLINK STATION	GALLERIA AT TYLER
9	8	7	6	5	4	3	2	1
6:14	6:24	6:30	6:34	6:42	6:49	6:55	7:05	7:15
7:05	7:15	7:21	7:25	7:34	7:41	7:48	—	8:06
7:56	8:06	8:12	8:16	8:25	8:33	8:40	—	8:58
8:36	8:46	8:52	8:56	9:05	9:13	9:20	—	9:38
9:24	9:35	9:41	9:45	9:54	10:02	10:10	—	10:28
10:17	10:28	10:34	10:38	10:47	10:55	11:03	—	11:21
10:57	11:08	11:14	11:19	11:28	11:36	11:44	—	12:02
11:47	11:58	12:05	12:10	12:19	12:27	12:35	—	12:53
12:40	12:51	12:58	1:03	1:12	1:20	1:28	—	1:46
1:22	1:33	1:40	1:45	1:54	2:02	2:10	—	2:28
2:14	2:25	2:32	2:37	2:46	2:54	3:02	—	3:20
3:07	3:19	3:26	3:31	3:40	3:48	3:56	—	4:14
3:49	4:01	4:08	4:13	4:22	4:30	4:38	—	4:56
4:40	4:52	4:59	5:04	5:13	5:22	5:30	5:40	5:50
5:34	5:46	5:53	5:58	6:06	6:15	6:23	6:33	6:43
6:19	6:31	6:38	6:43	6:51	6:59	7:06	7:16	7:26
7:14	7:25	7:31	7:35	7:43	7:51	7:58	8:08	8:18

PUEDES VIAJAR CON CONFIANZA

En cada viaje que realice con RTA, su seguridad es nuestra prioridad número uno. Nos comprometemos a brindarle tranquilidad cuando viaje con nosotros. Esto es lo que está haciendo RTA para que su viaje con nosotros sea seguro.



REVESTIMIENTOS FACIALES

Se requieren máscaras faciales que cubran la boca y la nariz para todos los clientes y operadores de autobuses en los centros de tránsito y a bordo del autobús.

CAPACIDAD MÁXIMA

RTA está practicando el distanciamiento social al limitar el número de clientes en todos nuestros autobuses para que haya suficiente espacio para esparcirse.

VAYA SIN TOCAR

Ahora puede escanear su pase móvil para limitar las interacciones físicas. Descargue la aplicación gratuita de Token Transit para pagos sin contacto.

MANTENIENDO A TODOS SEGUROS

En un esfuerzo por mantener un ambiente seguro a bordo del autobús, todos los empleados de RTA deben pasar un control de salud antes de comenzar a trabajar todos los días. En nuestras instalaciones, estamos desinfectando las 24 horas.

NO VIAJE SI ESTÁ ENFERMO

Quedarse en casa es la mejor manera de protegerse y proteger a los demás de enfermarse.

LIMPIEZA FRECUENTE

Para su tranquilidad, RTA limpia y desinfecta los autobuses con nebulizadores electrostáticos todos los días. También hemos actualizado nuestro sistema de ventilación y filtros a bordo para brindarle un aire más fresco y limpio mientras viaja.

BARRERAS DE SEGURIDAD

Para mantener un ambiente saludable durante el abordaje, RTA ha instalado barreras de seguridad en todos los autobuses para minimizar el contacto entre los conductores y los clientes.

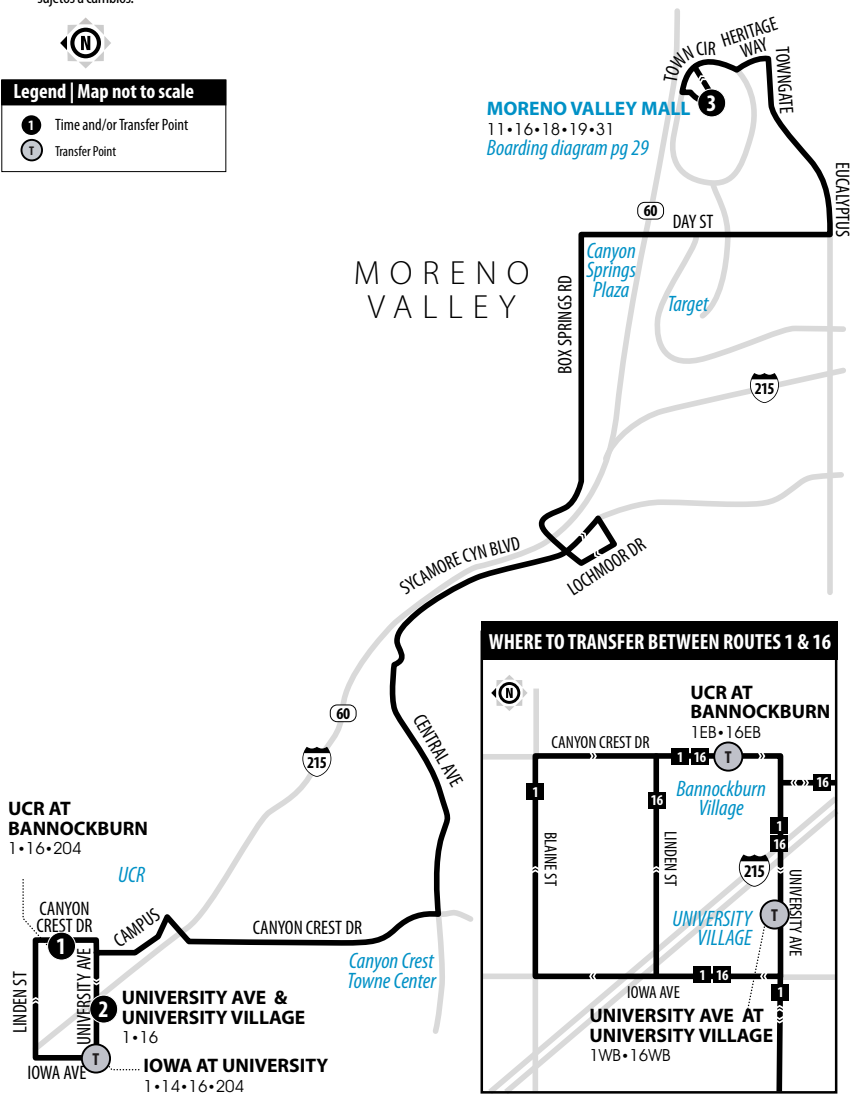
MANTÉNGASE CONECTADO

Planifique su próximo viaje visitando [RiversideTransit.com](https://www.riversidetransit.com) o llamando a nuestro Centro de información al cliente al (951) 565-5002. La información de llegada del autobús en tiempo real está disponible en las aplicaciones BusWatch y Transit. También puede obtener actualizaciones instantáneas de rutas y horarios registrándose en iAlerts, BusWatch o visítenos en las redes sociales para mantenerse informado.

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.


Legend | Map not to scale

- 1** Time and/or Transfer Point
- T** Transfer Point



RIVERSIDE

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

UCR AT BANNOCKBURN	MORENO VALLEY MALL
1	3
7:33	7:59
8:15	8:42
8:58	9:27
9:26	9:57
9:56	10:27
10:11	10:42
10:26	10:57
10:40	11:11
10:55	11:26
11:09	11:40
11:25	11:56
11:41	12:13
11:56	12:28
12:11	12:43
12:25	12:57
12:41	1:13
12:56	1:28
1:11	1:43
1:26	1:58
1:41	2:13
1:56	2:28
2:11	2:43
2:26	2:58
2:42	3:14
2:57	3:29
3:12	3:44
3:27	3:59
3:44	4:16
4:01	4:33
4:16	4:48
4:31	5:03
4:46	5:18
5:01	5:33
5:18	5:50
5:33	6:05
6:03	6:35
6:29	7:01
7:34	8:06
8:37	9:07
10:13	10:39

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

MORENO VALLEY MALL	UNIVERSITY AVE & UNIVERSITY VILLAGE	UCR AT BANNOCKBURN
3	2	1
7:11	7:36	7:44
7:55	8:20	8:28
8:38	9:06	9:14
9:07	9:35	9:43
9:36	10:04	10:12
10:04	10:32	10:40
10:19	10:47	10:55
10:34	11:02	11:10
10:49	11:17	11:25
11:04	11:32	11:40
11:19	11:47	11:55
11:34	12:02	12:10
11:48	12:17	12:25
12:02	12:32	12:40
12:17	12:47	12:55
12:32	1:02	1:10
12:47	1:17	1:25
1:02	1:32	1:40
1:17	1:47	1:55
1:32	2:02	2:10
1:47	2:17	2:25
2:02	2:32	2:40
2:17	2:47	2:55
2:32	3:02	3:10
2:50	3:20	3:28
3:05	3:35	3:43
3:20	3:50	3:58
3:35	4:05	4:13
3:52	4:22	4:30
4:07	4:37	4:45
4:22	4:52	5:00
4:37	5:07	5:15
4:52	5:22	5:30
5:07	5:37	5:45
5:22	5:52	6:00
5:37	6:07	6:15
5:53	6:22	6:30
6:09	6:37	6:45
6:39	7:07	7:15
7:11	7:39	7:47
7:39	8:07	8:15
8:25	8:53	9:01
9:19	9:47	9:55

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MANTÉNGASE CONECTADO

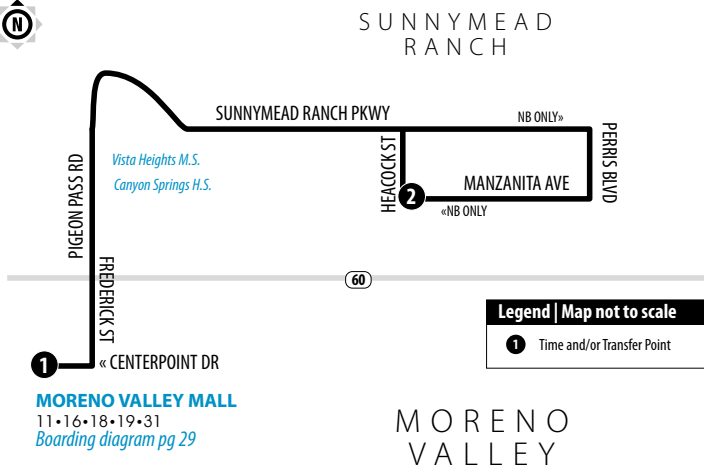
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18

SUNNYMEAD RANCH - MORENO VALLEY MALL

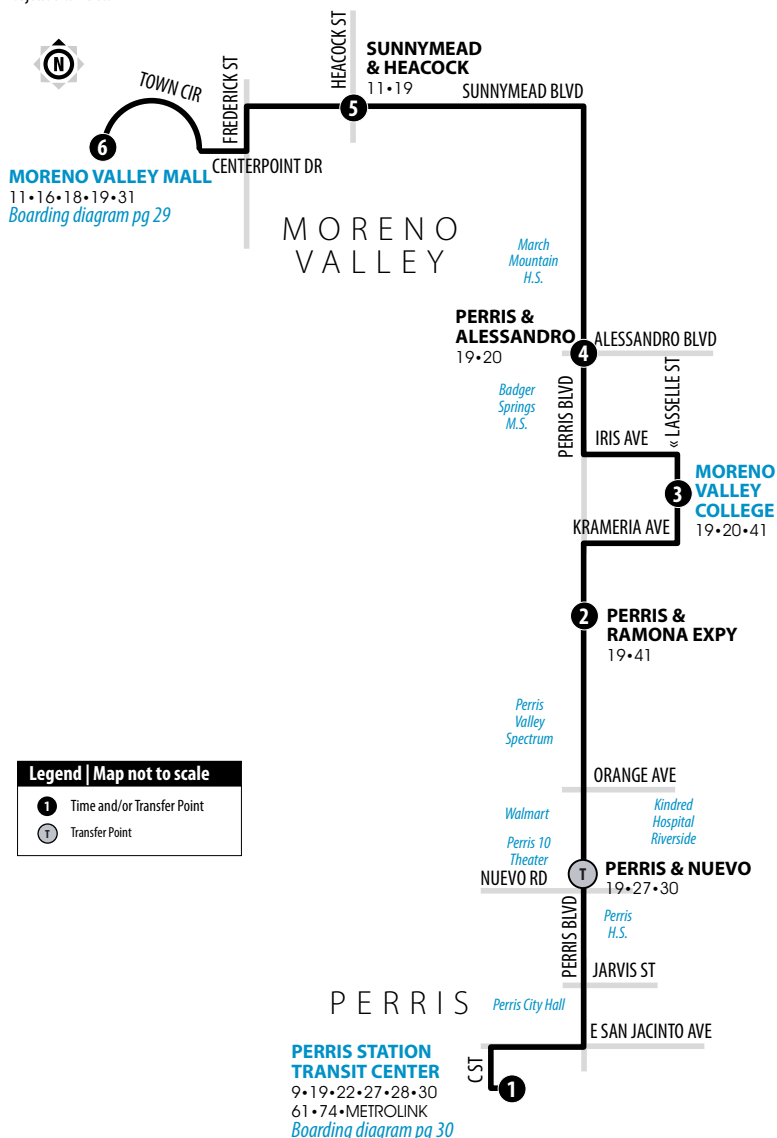
Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.



A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

MORENO VALLEY MALL	HEACOCK & MANZANITA	MORENO VALLEY MALL
1	2	1
6:40	7:02	7:19
7:30	7:52	8:09
8:20	8:42	8:59
9:10	9:32	9:50
10:00	10:22	10:40
10:50	11:12	11:30
11:40	12:02	12:20
12:30	12:52	1:10
1:20	1:42	2:00
2:10	2:32	2:50
3:00	3:22	3:40
3:50	4:12	4:30
4:40	5:02	5:19
5:30	5:52	6:09
6:20	6:42	6:59
7:10	7:32	7:49
8:00	8:22	8:39

Routing and timetables
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A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

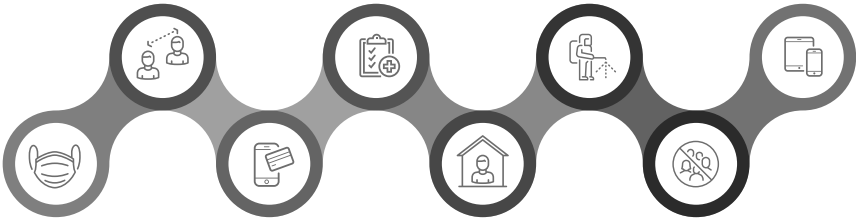
PERRIS STATION TRANSIT CENTER	PERRIS & RAMONA EXPY	MORENO VALLEY COLLEGE	PERRIS & ALESSANDRO	SUNNYMEAD & HEACOCK	MORENO VALLEY MALL
1	2	3	4	5	6
5:11	5:29	5:39	5:51	6:00	6:09
6:00	6:18	6:28	6:40	6:49	6:59
6:44	7:02	7:12	7:24	7:35	7:45
7:27	7:45	7:55	8:07	8:18	8:28
7:55	8:13	8:23	8:36	8:47	8:57
8:22	8:40	8:50	9:04	9:16	9:26
8:50	9:08	9:18	9:32	9:44	9:54
9:20	9:38	9:48	10:02	10:14	10:24
9:35	9:53	10:03	10:17	10:29	10:39
9:50	10:08	10:18	10:32	10:44	10:54
10:04	10:22	10:32	10:47	10:59	11:09
10:19	10:37	10:47	11:02	11:14	11:24
10:32	10:50	11:00	11:15	11:28	11:38
10:46	11:04	11:14	11:29	11:42	11:52
11:00	11:18	11:28	11:43	11:56	12:07
11:15	11:33	11:43	11:58	12:11	12:22
11:30	11:48	11:58	12:13	12:26	12:37
11:45	12:03	12:13	12:28	12:41	12:52
12:00	12:18	12:28	12:43	12:56	1:07
12:15	12:33	12:43	12:58	1:11	1:22
12:30	12:48	12:58	1:13	1:26	1:37
12:45	1:03	1:13	1:28	1:41	1:52
1:00	1:18	1:28	1:43	1:56	2:07
1:16	1:34	1:44	1:59	2:11	2:22
1:34	1:52	2:02	2:17	2:29	2:40
1:50	2:08	2:18	2:32	2:44	2:55
2:05	2:23	2:33	2:47	2:59	3:10
2:20	2:38	2:48	3:02	3:14	3:25
2:37	2:55	3:05	3:19	3:31	3:42
2:53	3:11	3:21	3:35	3:47	3:57
3:08	3:26	3:36	3:50	4:02	4:12
3:23	3:41	3:51	4:05	4:17	4:27
3:38	3:56	4:06	4:20	4:32	4:42
3:53	4:11	4:21	4:35	4:47	4:57
4:08	4:26	4:36	4:50	5:02	5:12
4:23	4:41	4:51	5:05	5:17	5:27
4:39	4:57	5:07	5:21	5:33	5:43
4:54	5:12	5:22	5:36	5:48	5:58
5:25	5:42	5:52	6:06	6:17	6:27
5:59	6:16	6:26	6:40	6:51	7:01
6:27	6:44	6:54	7:08	7:19	7:29
7:13	7:30	7:40	7:54	8:05	8:15
8:10	8:27	8:37	8:50	9:00	9:09
9:34	9:51	10:01	10:13	10:22	10:31

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

MORENO VALLEY MALL	SUNNYMEAD & HEACOCK	PERRIS & ALESSANDRO	MORENO VALLEY COLLEGE	PERRIS & RAMONA EXPY	PERRIS STATION TRANSIT CENTER
6	5	4	3	2	1
6:19	6:25	6:33	6:42	6:52	7:08
6:46	6:53	7:03	7:13	7:23	7:40
7:17	7:24	7:34	7:44	7:54	8:11
8:09	8:16	8:26	8:36	8:46	9:03
8:57	9:04	9:15	9:26	9:36	9:54
9:37	9:45	9:56	10:07	10:17	10:35
9:52	10:00	10:11	10:22	10:32	10:50
10:07	10:15	10:26	10:37	10:47	11:05
10:22	10:30	10:41	10:52	11:02	11:20
10:37	10:45	10:56	11:07	11:17	11:35
10:52	11:00	11:11	11:22	11:32	11:50
11:07	11:15	11:26	11:37	11:47	12:05
11:21	11:29	11:40	11:52	12:02	12:20
11:36	11:44	11:55	12:07	12:17	12:35
11:50	11:58	12:09	12:21	12:32	12:50
12:06	12:14	12:25	12:37	12:48	1:06
12:23	12:32	12:43	12:55	1:06	1:24
12:38	12:47	12:58	1:10	1:21	1:39
12:53	1:02	1:14	1:26	1:37	1:55
1:07	1:16	1:29	1:41	1:52	2:10
1:23	1:32	1:45	1:57	2:08	2:26
1:38	1:47	2:00	2:12	2:23	2:41
1:53	2:02	2:15	2:27	2:38	2:56
2:08	2:17	2:30	2:42	2:53	3:11
2:23	2:32	2:45	2:57	3:08	3:26
2:38	2:47	3:00	3:12	3:23	3:41
2:53	3:02	3:15	3:27	3:38	3:56
3:08	3:17	3:30	3:42	3:53	4:11
3:24	3:33	3:46	3:58	4:09	4:27
3:39	3:48	4:01	4:13	4:24	4:42
3:54	4:03	4:16	4:28	4:40	4:58
4:09	4:18	4:31	4:43	4:55	5:13
4:26	4:35	4:48	5:00	5:12	5:30
4:43	4:52	5:05	5:17	5:29	5:47
4:58	5:07	5:20	5:32	5:44	6:02
5:13	5:22	5:34	5:46	5:58	6:16
5:28	5:37	5:49	6:01	6:13	6:31
5:43	5:52	6:04	6:16	6:28	6:46
6:00	6:09	6:21	6:33	6:45	7:03
6:15	6:24	6:36	6:48	7:00	7:17
6:45	6:54	7:06	7:17	7:28	7:44
7:11	7:19	7:30	7:41	7:52	8:08
8:16	8:24	8:35	8:46	8:57	9:13
9:19	9:25	9:33	9:42	9:52	10:07
10:41	10:47	10:55	11:04	11:14	11:27

TRAVEL WITH CONFIDENCE

On every trip you take with RTA, your safety and well-being is our number-one priority. We're committed to giving you peace of mind when you travel with us. Here's what RTA is doing to make your journey with us safe.



FACE COVERINGS

Face masks that cover the mouth and nose are required for all customers and coach operators at transit centers and on board the bus.

MAXIMUM CAPACITY

RTA is practicing social distancing by limiting the number of customers on all our buses so there is plenty of room to spread out.

GO TOUCH-FREE

You can now scan your mobile pass to limit physical interactions. Download the free Token Transit app for contactless payment.

KEEPING EVERYONE SAFE

In an effort to maintain a safe environment onboard the bus, all RTA employees are required to pass a health check before starting work every day. At our facilities, we are doing around-the-clock disinfecting.

DON'T TRAVEL IF YOU'RE SICK

Staying home is the best way to protect yourself and others from getting sick.

FREQUENT CLEANING

For your peace of mind, RTA is cleaning and sanitizing buses with electrostatic foggers every day. We've also upgraded our on-board ventilation system and filters to give you fresher, cleaner air while you ride.

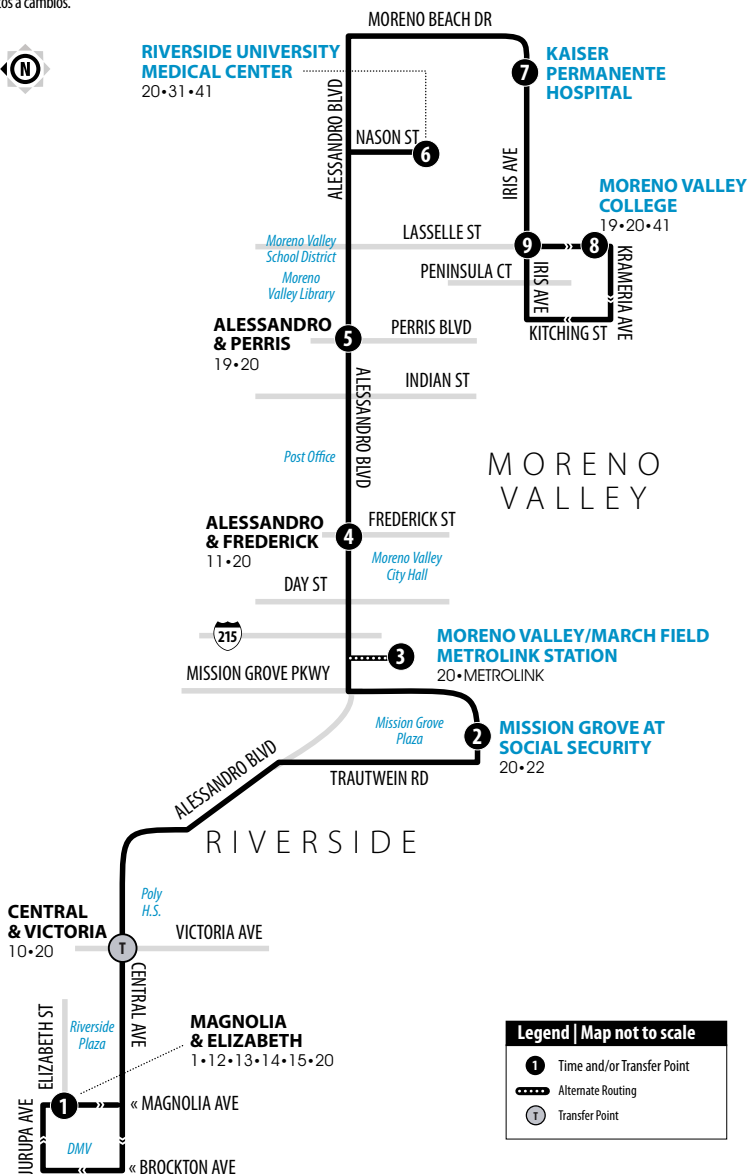
SAFETY BARRIERS

To maintain a healthy environment while boarding, RTA has installed safety barriers on all buses to minimize contact between the drivers and customers.

STAY CONNECTED

Plan your next trip by visiting [RiversideTransit.com](https://www.riversidetransit.com) or calling our Customer Information Center at (951) 565-5002. Real-time bus arrival information is available on the BusWatch and Transit apps. You can also get instant route and schedule updates by signing up for iAlerts, BusWatch or visit us on social media to stay in the loop.

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MAGNOLIA & ELIZABETH	MISSION GROVE AT SOCIAL SECURITY	MORENO VALLEY MARCH FIELD METROLINK STATION	ALESSANDRO & FREDERICK	ALESSANDRO & PERRIS	RIVERSIDE UNIVERSITY MEDICAL CENTER	IRIS AT KAISER PERMANENTE HOSPITAL	MORENO VALLEY COLLEGE	IRIS & LASSELLE
1	2	3	4	5	6	7	8	9
6:49	7:06	7:16	7:24	7:32	7:39	7:49	7:54	8:03
7:40	7:57	8:07	8:15	8:23	8:31	8:41	8:46	8:55
8:28	8:45	—	8:57	9:07	9:15	9:25	9:30	9:39
9:31	9:48	—	10:01	10:11	10:19	10:29	10:34	10:43
10:31	10:50	—	11:03	11:13	11:21	11:31	11:36	11:45
11:31	11:50	—	12:03	12:13	12:21	12:31	12:36	12:45
12:31	12:50	—	1:03	1:13	1:21	1:31	1:36	1:45
1:34	1:53	—	2:06	2:16	2:24	2:34	2:39	2:48
2:36	2:55	—	3:08	3:18	3:26	3:36	3:41	3:50
3:36	3:55	—	4:08	4:18	4:26	4:36	4:41	4:50
4:31	4:50	—	5:03	5:13	5:21	5:31	5:36	5:45
5:22	5:41	5:51	5:59	6:09	6:17	6:27	6:32	6:41
6:28	6:47	—	6:59	7:07	7:15	7:25	7:30	7:39
7:26	7:44	—	7:56	8:04	8:11	8:21	8:26	8:35

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IRIS & LASSELLE	IRIS AT KAISER PERMANENTE HOSPITAL	RIVERSIDE UNIVERSITY MEDICAL CENTER	ALESSANDRO & PERRIS	ALESSANDRO & FREDERICK	MORENO VALLEY MARCH FIELD METROLINK STATION	MISSION GROVE AT SOCIAL SECURITY	MAGNOLIA & ELIZABETH
9	7	6	5	4	3	2	1
7:05	7:09	7:19	7:30	7:37	7:47	7:57	8:18
8:16	8:20	8:30	8:41	8:48	—	9:00	9:21
9:05	9:09	9:20	9:32	9:40	—	9:54	10:17
9:49	9:53	10:04	10:16	10:24	—	10:38	11:01
10:53	10:57	11:08	11:20	11:28	—	11:42	12:05
11:55	11:59	12:10	12:22	12:30	—	12:44	1:07
12:55	12:59	1:10	1:22	1:30	—	1:44	2:07
1:55	1:59	2:10	2:22	2:30	—	2:44	3:07
2:58	3:02	3:13	3:25	3:33	—	3:47	4:10
4:00	4:04	4:15	4:27	4:35	—	4:49	5:12
5:00	5:04	5:15	5:27	5:35	5:45	5:55	6:18
6:05	6:09	6:20	6:32	6:39	—	6:53	7:16
7:00	7:04	7:15	7:27	7:34	—	7:45	8:06

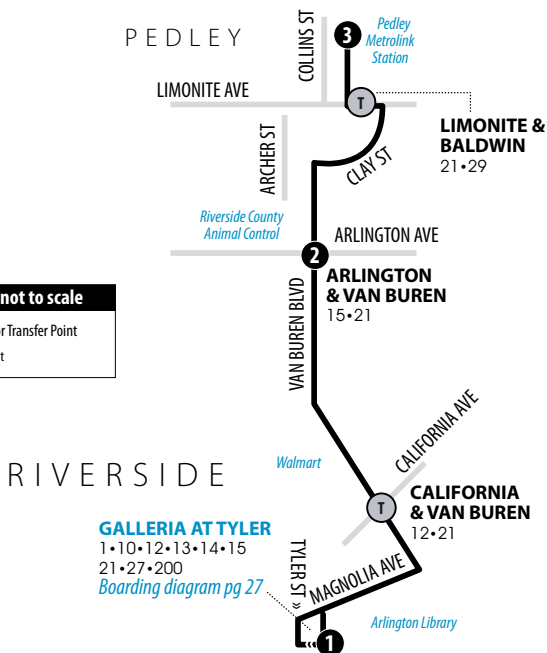
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Legend | Map not to scale

- 1** Time and/or Transfer Point
- T** Transfer Point



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GALLERIA AT TYLER	VAN BUREN & ARLINGTON	JURUPA VALLEY/PEDLEY METROLINK STATION
1	2	3
7:41	7:54	8:03
8:43	8:57	9:07
9:49	10:04	10:14
10:56	11:14	11:24
12:08	12:27	12:38
1:22	1:41	1:52
2:37	2:56	3:07
3:52	4:11	4:22
5:07	5:25	5:36
6:19	6:35	6:45

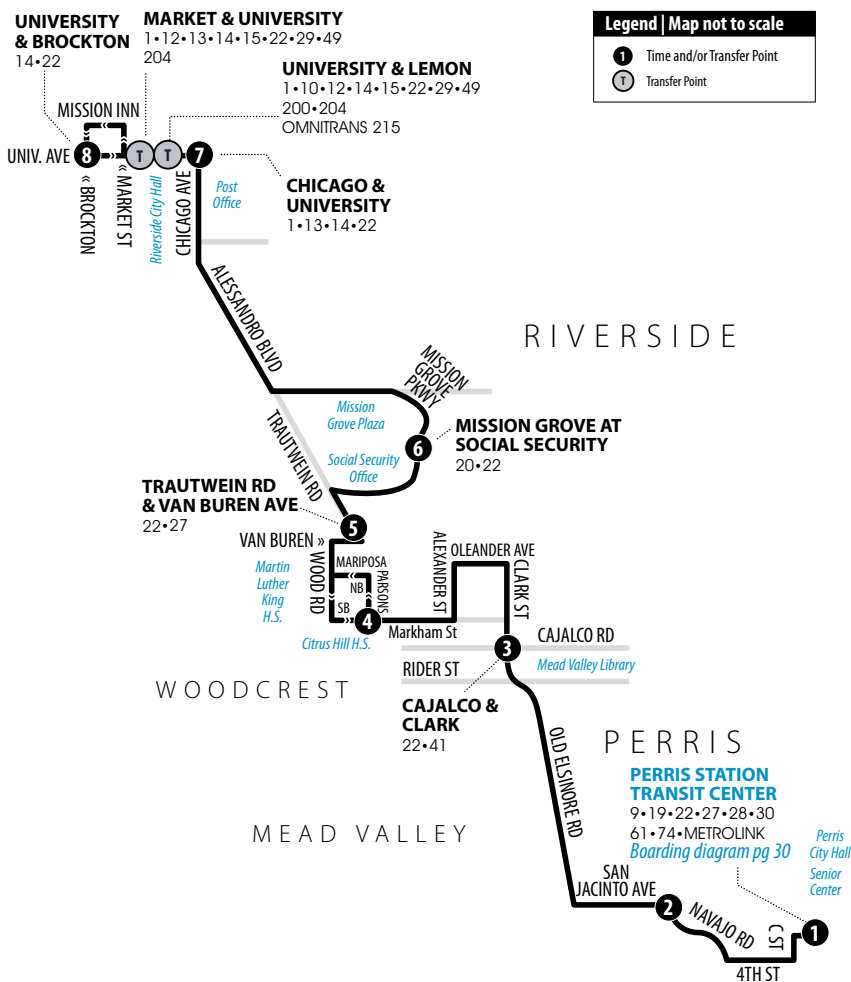
A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

JURUPA VALLEY/PEDLEY METROLINK STATION	VAN BUREN & ARLINGTON	GALLERIA AT TYLER
3	2	1
8:13	8:23	8:38
9:17	9:27	9:44
10:24	10:34	10:51
11:34	11:45	12:03
12:48	12:59	1:17
2:02	2:14	2:32
3:17	3:29	3:47
4:32	4:44	5:02
5:46	5:57	6:14
6:55	7:06	7:23

22

DOWNTOWN RIVERSIDE - PERRIS STATION TRANSIT CENTER

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.



A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

PERRIS STATION TRANSIT CENTER	SAN JACINTO & NAVAJO	CLARK & CAJALCO	PARSONS & MARKHAM	TRAUTWEIN & VAN BUREN	MISSION GROVE AT SOCIAL SECURITY	CHICAGO & UNIVERSITY	UNIVERSITY & BROCKTON
1	2	3	4	5	6	7	8
5:46	5:52	6:03	6:15	6:21	6:27	6:41	6:53
6:50	6:56	7:07	7:19	7:25	7:31	7:45	7:57
7:31	7:37	7:48	8:00	8:06	8:12	8:28	8:40
8:38	8:44	8:55	9:07	9:13	9:19	9:35	9:47
9:42	9:48	9:59	10:11	10:17	10:23	10:39	10:51
10:12	10:18	10:29	10:41	10:47	10:53	11:09	11:21
10:42	10:48	10:59	11:11	11:17	11:23	11:39	11:51
11:24	11:30	11:41	11:53	11:59	12:05	12:21	12:34
12:32	12:38	12:49	1:01	1:07	1:13	1:29	1:42
1:34	1:40	1:51	2:03	2:09	2:15	2:31	2:44
2:48	2:54	3:05	3:17	3:23	3:29	3:45	3:58
3:58	4:04	4:15	4:27	4:33	4:39	4:55	5:08
5:07	5:13	5:24	5:36	5:42	5:48	6:03	6:16
6:11	6:17	6:28	6:40	6:46	6:52	7:06	7:19
7:11	7:17	7:28	7:40	7:46	7:52	8:06	8:18

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

UNIVERSITY & BROCKTON	CHICAGO & UNIVERSITY	MISSION GROVE AT SOCIAL SECURITY	TRAUTWEIN & VAN BUREN	MARKHAM & PARSONS	CLARK & CAJALCO	SAN JACINTO & NAVAJO	PERRIS STATION TRANSIT CENTER
8	7	6	5	4	3	2	1
7:03	7:13	7:27	7:33	7:40	7:52	8:03	8:13
8:12	8:22	8:36	8:42	8:49	9:01	9:12	9:22
8:50	9:00	9:15	9:21	9:28	9:40	9:51	10:01
9:57	10:07	10:22	10:29	10:36	10:48	10:59	11:09
11:03	11:13	11:28	11:35	11:42	11:54	12:05	12:15
12:12	12:22	12:37	12:44	12:51	1:03	1:14	1:24
1:11	1:21	1:36	1:43	1:50	2:02	2:13	2:23
2:01	2:11	2:27	2:34	2:41	2:53	3:04	3:14
2:29	2:39	2:55	3:02	3:09	3:21	3:32	3:42
2:56	3:06	3:22	3:29	3:36	3:48	3:59	4:09
3:31	3:41	3:57	4:04	4:11	4:23	4:34	4:44
4:16	4:26	4:42	4:49	4:56	5:08	5:18	5:28
4:49	4:59	5:15	5:22	5:29	5:41	5:51	6:01
5:37	5:47	6:02	6:08	6:15	6:27	6:37	6:47
6:40	6:50	7:05	7:11	7:18	7:30	7:40	7:50

23

TEMECULA - MURRIETA - WILDOMAR

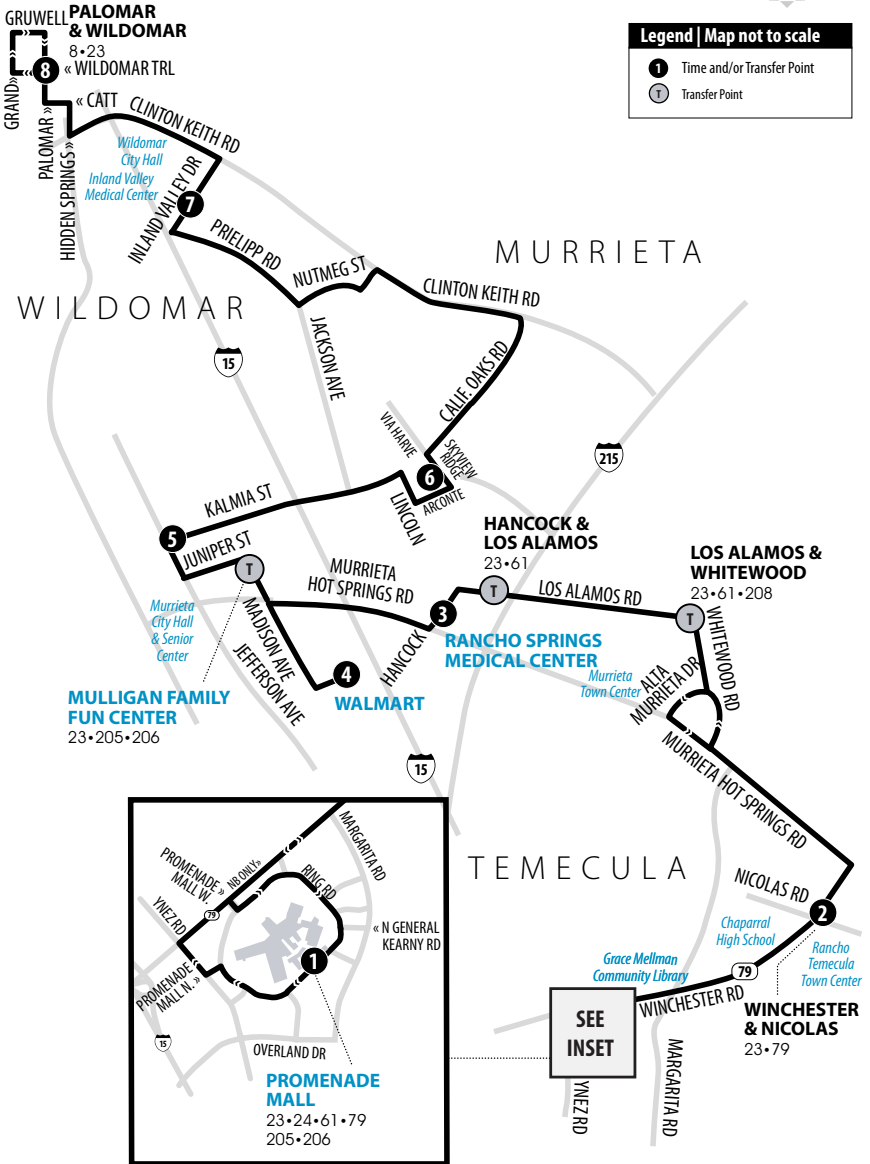
Routing and timetables
subject to change.

Rutas designadas y horarios
son sujetos a cambios.



Legend | Map not to scale

- 1 Time and/or Transfer Point
- T Transfer Point



23

NORTHBOUND TO WILDOMAR | WEEKDAYS & WEEKENDS

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

PROMENADE MALL	WINCHESTER & NICOLAS	RANCHO SPRINGS MEDICAL CENTER	MURRIETA WALMART	KALMIA & JEFFERSON	SKYVIEW RIDGE AMANDA APTS	INLAND VALLEY MEDICAL CENTER	PALOMAR & WILDOMAR
1	2	3	4	5	6	7	8
7:56	8:05	8:27	8:33	8:41	8:48	8:57	9:12
8:56	9:05	9:27	9:33	9:43	9:50	10:00	10:15
10:06	10:17	10:39	10:45	10:55	11:02	11:12	11:27
11:11	11:23	11:49	11:55	12:05	12:12	12:22	12:37
12:25	12:37	1:05	1:11	1:21	1:28	1:38	1:55
1:39	1:51	2:19	2:25	2:35	2:42	2:51	3:08
2:44	2:56	3:24	3:30	3:40	3:47	3:56	4:13
3:56	4:08	4:36	4:42	4:52	4:59	5:09	5:26
5:06	5:18	5:46	5:52	6:02	6:09	6:19	6:34
6:10	6:22	6:50	6:56	7:04	7:11	7:26	—

23

SOUTHBOUND TO TEMECULA (PROMENADE MALL) | WEEKDAYS & WEEKENDS

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

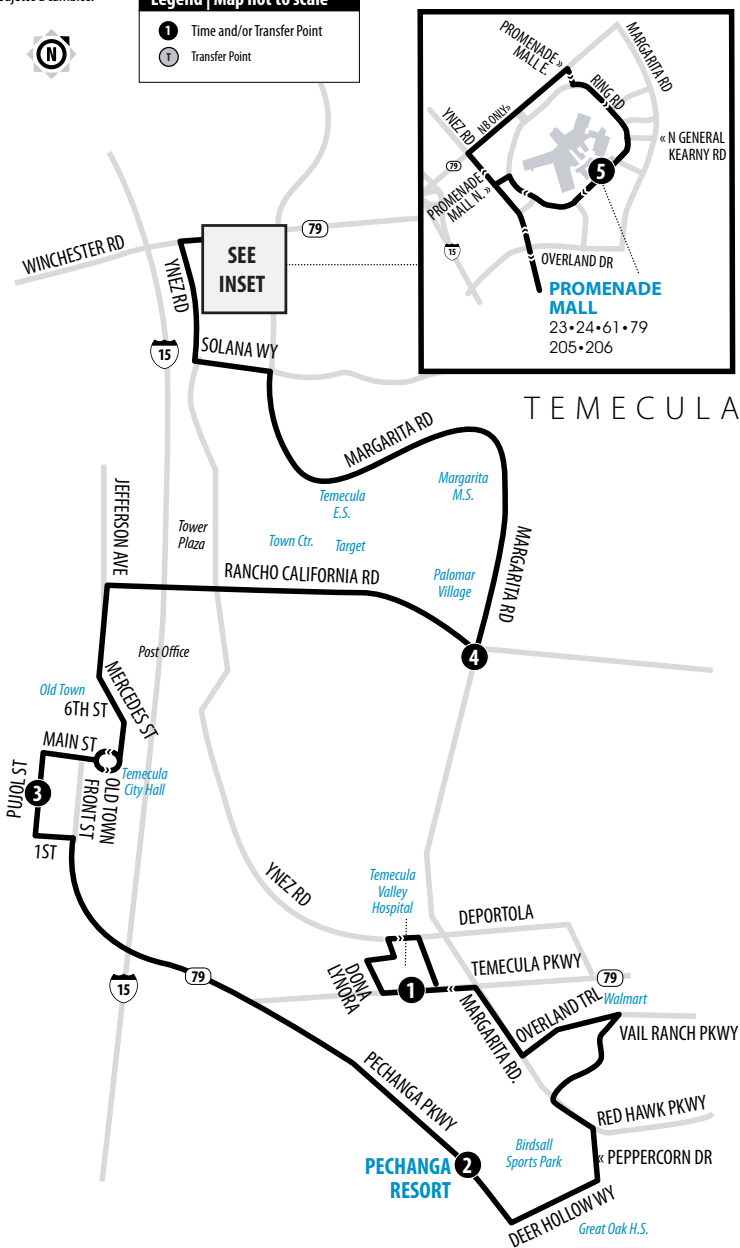
PALOMAR & WILDOMAR	INLAND VALLEY MEDICAL CENTER	SKYVIEW RIDGE AMANDA APTS	KALMIA & JEFFERSON	MURRIETA WALMART	RANCHO SPRINGS MEDICAL CENTER	WINCHESTER & NICOLAS	PROMENADE MALL
8	7	6	5	4	3	2	1
7:19	7:31	7:41	7:49	7:57	8:02	8:22	8:31
8:33	8:45	8:55	9:04	9:12	9:17	9:37	9:46
9:42	9:54	10:04	10:13	10:23	10:28	10:48	10:57
10:48	11:00	11:10	11:19	11:29	11:35	11:55	12:04
11:52	12:05	12:15	12:24	12:34	12:40	1:00	1:09
1:05	1:18	1:28	1:37	1:47	1:53	2:13	2:22
2:17	2:29	2:39	2:48	2:58	3:04	3:24	3:33
3:32	3:44	3:54	4:03	4:13	4:19	4:39	4:48
4:46	4:58	5:08	5:17	5:27	5:33	5:53	6:02
5:46	5:58	6:08	6:16	6:26	6:32	6:52	7:01

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.



Legend | Map not to scale

- 1** Time and/or Transfer Point
- T** Transfer Point



A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

TEMECULA VALLEY HOSPITAL	PECHANGA RESORT	PUJOL & MAIN	MARGARITA & RANCHO CALIFORNIA	PROMENADE MALL
1	2	3	4	5
7:40	8:06	8:18	8:33	8:46
8:48	9:14	9:28	9:43	9:56
9:52	10:18	10:31	10:46	11:01
11:05	11:34	11:47	12:02	12:17
12:19	12:48	1:01	1:16	1:31
1:23	1:52	2:05	2:21	2:36
2:33	3:02	3:15	3:31	3:46
3:45	4:14	4:27	4:43	4:56
4:55	5:24	5:37	5:49	6:00
6:10	6:39	6:52	7:04	7:13

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

PROMENADE MALL	MARGARITA & RANCHO CALIFORNIA	PUJOL & MAIN	PECHANGA RESORT	TEMECULA VALLEY HOSPITAL
5	4	3	2	1
7:49	8:00	8:11	8:21	8:38
8:41	8:56	9:11	9:24	9:42
9:54	10:09	10:26	10:39	10:57
11:05	11:21	11:40	11:53	12:11
12:12	12:28	12:44	12:57	1:15
1:19	1:36	1:52	2:05	2:23
2:32	2:49	3:04	3:17	3:35
3:43	4:00	4:15	4:28	4:45
4:58	5:15	5:30	5:43	6:00
6:12	6:29	6:44	6:57	7:14

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.


Legend | Map not to scale

- 1** Time and/or Transfer Point
- T** Transfer Point

GALLERIA AT TYLER

1•10•12•13•14•15•21•27•200

Boarding diagram pg 27

RIVERSIDE

 MOCKINGBIRD
CANYON RD

WASHINGTON ST

WOOD RD

**TRAUTWEIN RD
& VAN BUREN AVE**
22•27

*Orange Terrace
Community Center*
*Riverside
National
Cemetery*

PERRIS

215

**PERRIS STATION
TRANSIT CENTER**

9•19•22•27•28•30

61•74•METROLINK

Boarding diagram pg 30

 C ST
SAN JACINTO AVE
PERRIS BLVD

PERRIS & NUEVO

19•27•30

*Perris
High School*

 TYLER ST
MAGNOLIA AVE
91

 VAN BUREN AVE
*Van Buren
Drive-In Theater*
*California Citrus
State Historic Park*

TRAUTWEIN RD

ORANGE TERRACE PKWY

VAN BUREN AVE

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

PERRIS STATION TRANSIT CENTER	TRAUTWEIN & VAN BUREN	VAN BUREN & WASHINGTON	GALLERIA AT TYLER
1	2	3	4
5:45	6:11	6:15	6:30
6:40	7:06	7:12	7:27
7:41	8:07	8:13	8:30
8:35	9:01	9:07	9:25
9:34	10:02	10:08	10:26
10:35	11:05	11:12	11:31
11:42	12:12	12:19	12:40
12:41	1:11	1:17	1:38
1:55	2:25	2:31	2:52
2:46	3:16	3:22	3:43
4:01	4:31	4:37	4:58
4:56	5:26	5:32	5:50
6:09	6:39	6:44	7:02
7:10	7:36	7:41	7:58
7:51	8:17	8:22	8:39

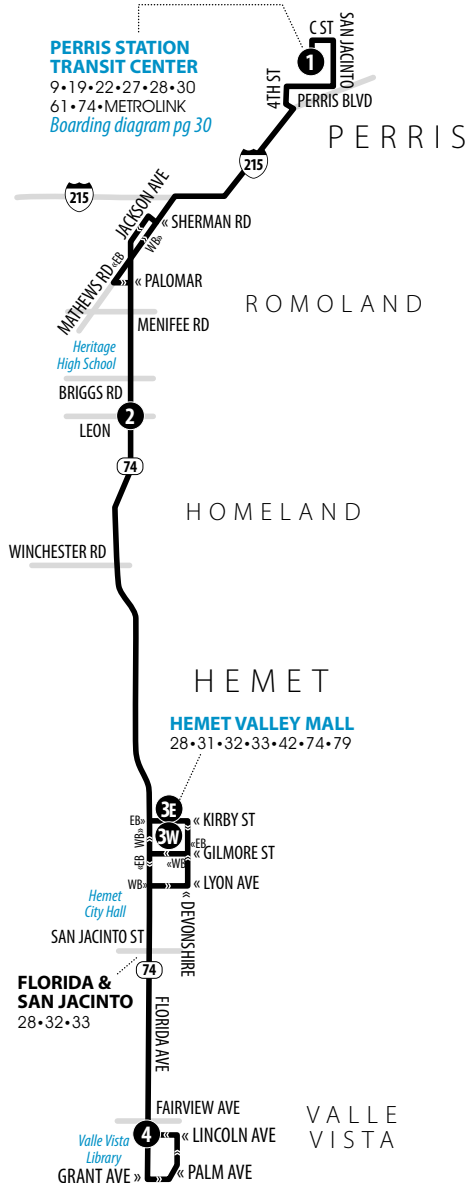
A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

GALLERIA AT TYLER	VAN BUREN & WASHINGTON	TRAUTWEIN & VAN BUREN	PERRIS STATION TRANSIT CENTER
4	3	2	1
6:43	6:58	7:03	7:31
7:34	7:50	7:55	8:25
8:28	8:46	8:51	9:21
9:23	9:45	9:51	10:23
10:28	10:50	10:56	11:28
11:31	11:53	11:59	12:31
12:36	12:58	1:04	1:36
1:36	1:58	2:04	2:36
2:45	3:07	3:13	3:45
3:45	4:07	4:14	4:46
4:57	5:19	5:26	5:58
6:03	6:23	6:28	7:00
6:46	7:06	7:11	7:41
8:08	8:26	8:31	8:59

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.


Legend | Map not to scale

1 Time and/or Transfer Point



A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

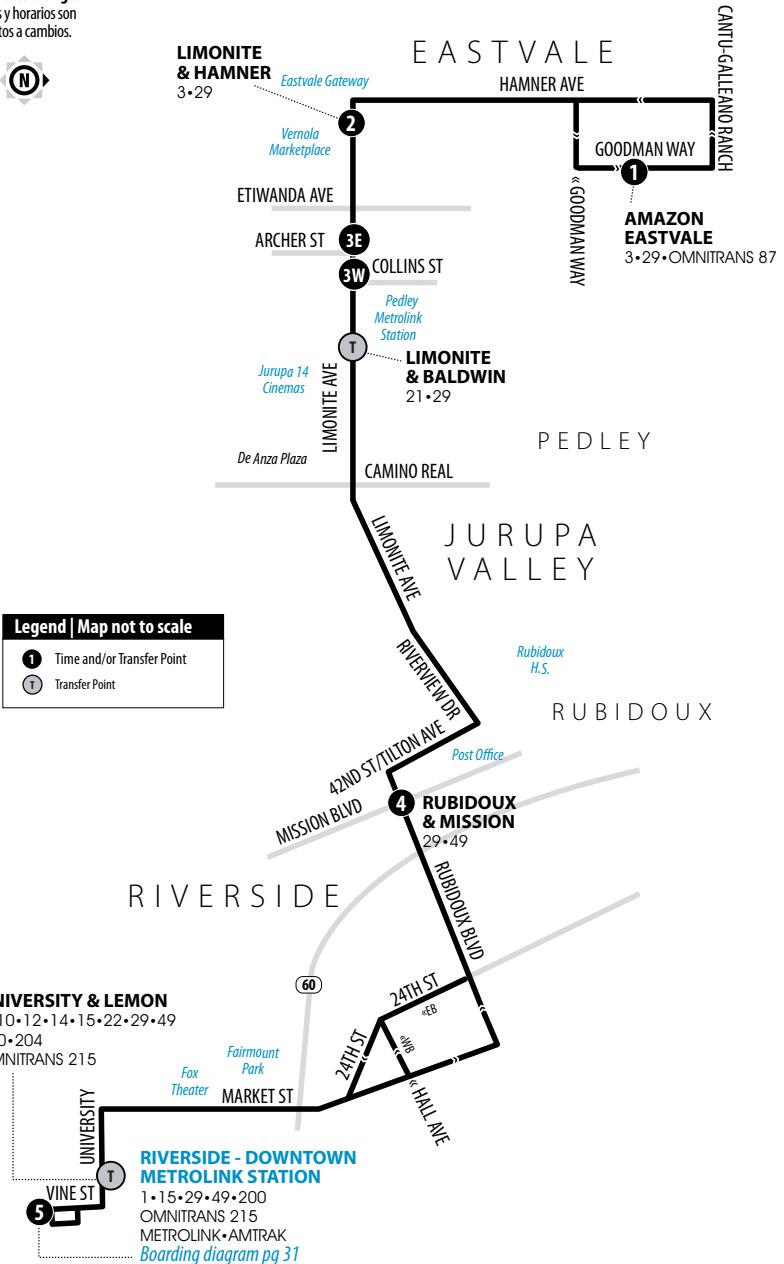
* Trip will end at Florida Ave & State St bus stop at 12:13 a.m.

PERRIS STATION TRANSIT CENTER	HWY 74 & LEON	KIRBY & LATHAM	LINCOLN & FLORIDA
1	2	3E	4
6:25	6:43	6:57	7:21
6:59	7:17	7:33	7:57
7:43	8:01	8:17	8:41
8:30	8:50	9:07	9:34
9:05	9:25	9:42	10:12
9:43	10:03	10:22	10:52
10:28	10:50	11:09	11:39
11:11	11:33	11:52	12:22
11:49	12:12	12:32	1:02
12:34	12:57	1:17	1:47
1:16	1:39	1:59	2:29
2:01	2:24	2:44	3:14
2:44	3:07	3:27	3:57
3:29	3:52	4:12	4:42
4:14	4:37	4:57	5:27
5:01	5:24	5:44	6:14
5:43	6:05	6:24	6:51
6:25	6:47	7:06	7:33
7:05	7:26	7:44	8:11
7:57	8:18	8:36	9:03
9:00	9:21	9:38	10:03
9:34	9:55	10:12	10:35
11:37	11:53	12:05*	—

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

LINCOLN & FLORIDA	HEMET VALLEY MALL	HWY 74 & LEON	PERRIS STATION TRANSIT CENTER
4	3W	2	1
—	4:30	4:44	5:01
5:26	5:55	6:11	6:28
6:11	6:41	6:57	7:14
7:00	7:32	7:50	8:07
7:43	8:15	8:33	8:51
8:18	8:50	9:08	9:27
8:56	9:31	9:49	10:08
9:44	10:19	10:38	10:57
10:22	10:57	11:18	11:38
11:05	11:41	12:02	12:22
11:49	12:25	12:46	1:06
12:32	1:08	1:29	1:49
1:15	1:51	2:12	2:32
1:57	2:31	2:52	3:12
2:39	3:13	3:34	3:54
3:29	4:02	4:23	4:43
4:09	4:42	5:02	5:22
4:52	5:25	5:45	6:05
5:45	6:17	6:36	6:54
6:25	6:55	7:14	7:31
7:43	8:13	8:32	8:49
8:21	8:50	9:07	9:24

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.



A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

AMAZON EASTVALE	LIMONITE & HAMNER	LIMONITE & ARCHER	RUBIDOUX & MISSION	RIVERSIDE- DOWNTOWN METROLINK STATION (VINE ST BAY D)
1	2	3E	4	5
5:57	6:06	6:17	6:31	6:50
6:56	7:05	7:16	7:30	7:49
8:04	8:13	8:25	8:39	9:00
9:09	9:19	9:31	9:47	10:10
10:21	10:31	10:43	10:59	11:22
11:33	11:43	11:55	12:11	12:34
12:46	12:56	1:10	1:26	1:49
2:04	2:14	2:30	2:46	3:09
3:13	3:23	3:39	3:55	4:18
4:33	4:43	4:59	5:15	5:38
5:41	5:51	6:05	6:21	6:42
7:00	7:10	7:24	7:40	8:01

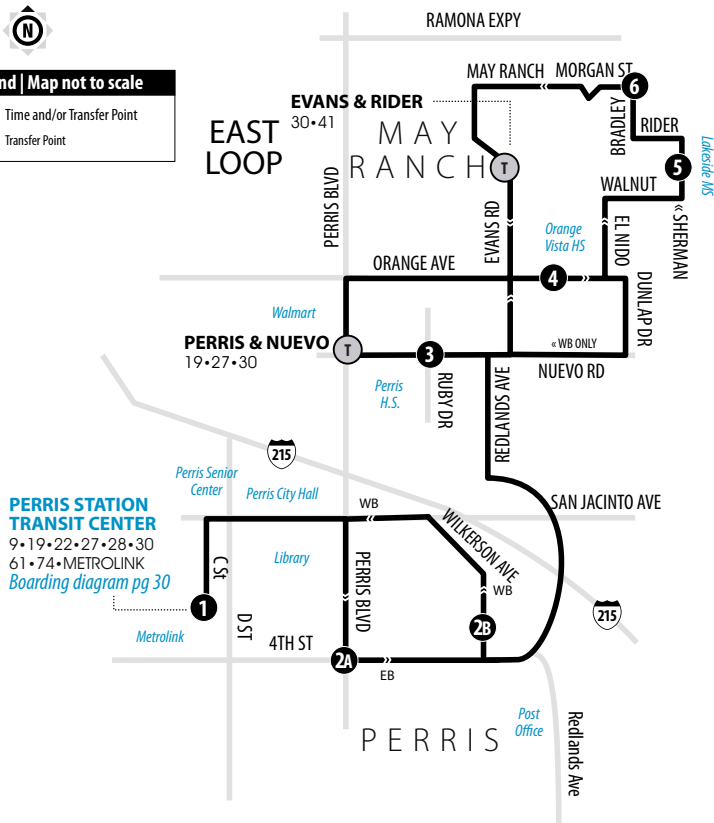
A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

RIVERSIDE- DOWNTOWN METROLINK STATION (VINE ST BAY D)	RUBIDOUX & MISSION	LIMONITE & COLLINS	LIMONITE & HAMNER	AMAZON EASTVALE
5	4	3W	2	1
5:55	6:16	6:28	6:38	6:46
7:00	7:21	7:35	7:46	7:54
7:59	8:24	8:40	8:51	8:59
9:10	9:35	9:51	10:03	10:11
10:20	10:45	11:01	11:15	11:23
11:32	11:58	12:14	12:28	12:36
12:44	1:10	1:26	1:40	1:48
1:59	2:25	2:41	2:55	3:03
3:19	3:45	4:01	4:15	4:23
4:28	4:54	5:10	5:23	5:31
5:48	6:13	6:29	6:42	6:50
6:52	7:17	7:30	7:43	7:51
8:11	8:36	8:49	9:01	9:09

PERRIS STATION - MAY RANCH (EAST LOOP)



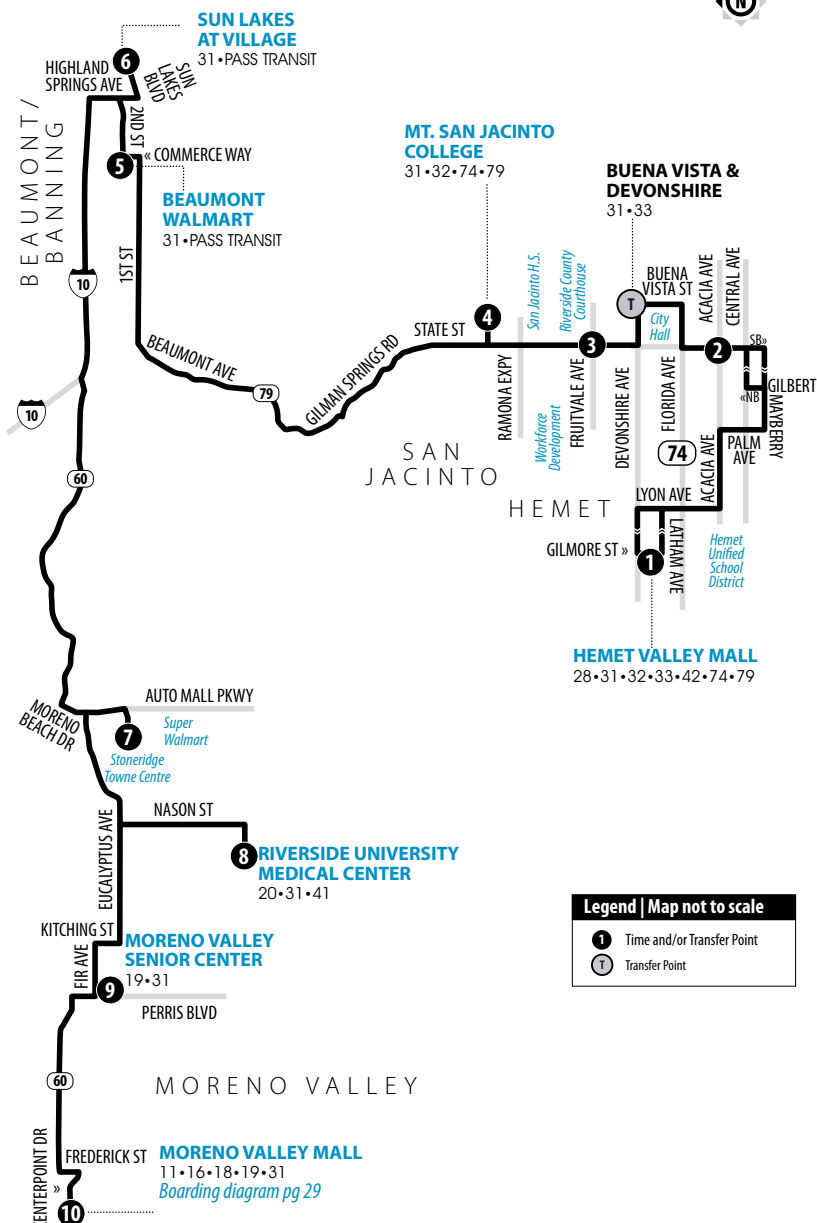
- 1 Time and/or Transfer Point
- T Transfer Point



A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

PERRIS STATION TRANSIT CENTER	4TH & PERRIS	NUEVO & RUBY	ORANGE VISTA HIGH SCHOOL	SHERMAN & WALNUT	MORGAN & BRADLEY	ORANGE VISTA HIGH SCHOOL	NUEVO & RUBY	4TH & WILKERSON	PERRIS STATION TRANSIT CENTER
1	2A	3	4	5	6	4	3	2B	1
7:45	7:49	7:56	8:05	8:10	8:14	8:23	8:44	8:52	8:59
9:04	9:08	9:16	9:26	9:31	9:35	9:44	10:06	10:14	10:21
10:31	10:35	10:43	10:53	10:58	11:02	11:11	11:33	11:41	11:48
12:13	12:17	12:25	12:35	12:40	12:44	12:53	1:15	1:23	1:30
1:40	1:44	1:52	2:02	2:07	2:11	2:20	2:42	2:50	2:57
3:05	3:09	3:17	3:27	3:32	3:36	3:45	4:07	4:15	4:22
4:29	4:33	4:41	4:51	4:56	5:00	5:09	5:30	5:38	5:45
5:53	5:57	6:05	6:15	6:20	6:24	6:33	6:54	7:02	7:09

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.



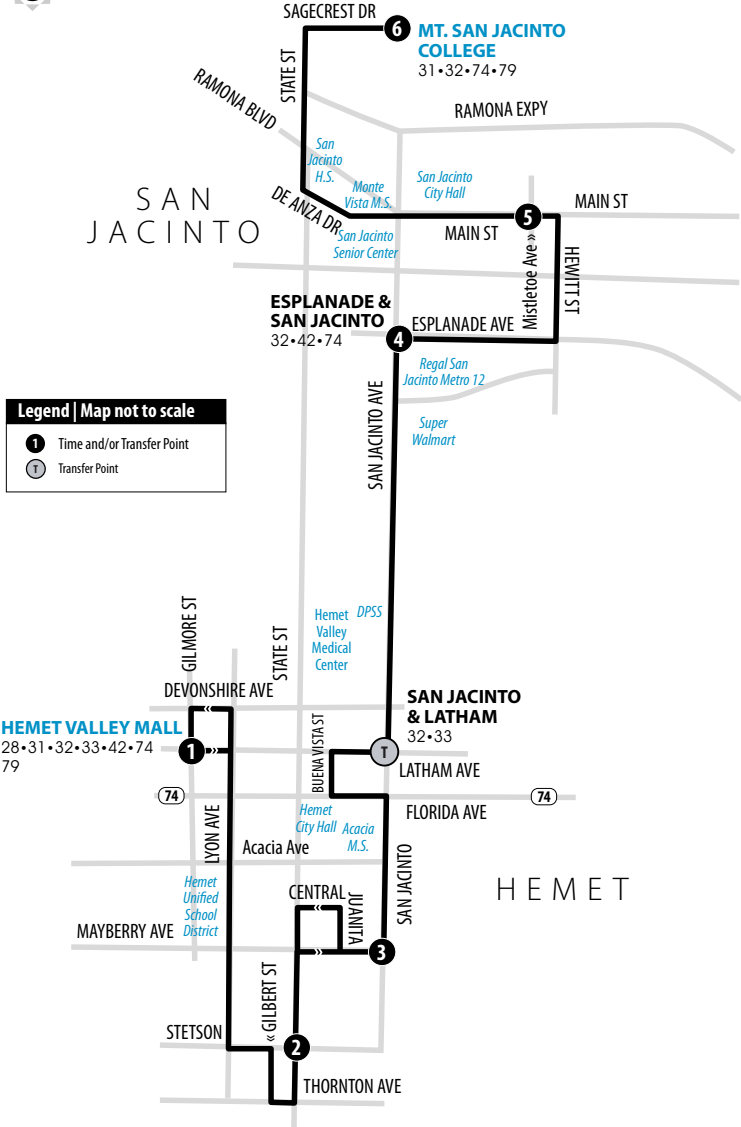
A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

HEMET VALLEY MALL	STATE & ACACIA (POST OFFICE)	STATE & FRUITVALE	MT. SAN JACINTO COLLEGE SAN JACINTO	BEAUMONT WALMART	SUN LAKES AT VILLAGE	SUPER WALMART AT MORENO BEACH DR	RIVERSIDE UNIVERSITY MEDICAL CENTER	MORENO VALLEY SENIOR CENTER	MORENO VALLEY MALL
1	2	3	4	5	6	7	8	9	10
7:04	7:13	7:22	7:33	7:51	7:54	8:22	8:34	8:46	9:06
8:12	8:21	8:30	8:41	8:59	9:02	9:32	9:44	9:56	10:16
9:25	9:34	9:43	9:54	10:12	10:15	10:45	10:57	11:09	11:29
10:35	10:44	10:53	11:04	11:22	11:25	11:55	12:07	12:19	12:39
11:46	11:55	12:04	12:15	12:33	12:36	1:06	1:18	1:30	1:50
12:50	12:59	1:08	1:19	1:37	1:40	2:10	2:22	2:34	2:54
2:06	2:15	2:24	2:35	2:53	2:56	3:26	3:38	3:50	4:10
3:13	3:22	3:31	3:42	4:00	4:03	4:33	4:45	4:57	5:17
4:24	4:33	4:42	4:53	5:11	5:14	5:44	5:56	6:08	6:28
5:26	5:35	5:44	5:54	6:11	6:14	6:44	6:56	7:08	7:28

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

MORENO VALLEY MALL	MORENO VALLEY SENIOR CENTER	RIVERSIDE UNIVERSITY MEDICAL CENTER	SUPER WALMART AT MORENO BEACH DR	SUN LAKES AT VILLAGE	BEAUMONT WALMART	MT. SAN JACINTO COLLEGE SAN JACINTO	STATE & FRUITVALE	STATE & ACACIA (POST OFFICE)	HEMET VALLEY MALL
10	9	8	7	6	5	4	3	2	1
7:10	7:22	7:34	7:43	8:11	8:16	8:36	8:48	8:58	9:08
8:24	8:36	8:48	8:57	9:25	9:30	9:50	10:02	10:12	10:22
9:29	9:41	9:53	10:02	10:31	10:36	10:56	11:09	11:19	11:29
10:33	10:45	10:57	11:06	11:35	11:40	12:00	12:13	12:23	12:33
11:46	11:58	12:10	12:19	12:48	12:53	1:13	1:26	1:36	1:46
12:56	1:08	1:20	1:29	1:58	2:03	2:23	2:36	2:46	2:56
2:07	2:19	2:31	2:40	3:09	3:14	3:34	3:47	3:57	4:07
3:11	3:23	3:35	3:44	4:13	4:18	4:38	4:50	4:59	5:09
4:24	4:36	4:48	4:57	5:26	5:31	5:51	6:02	6:10	6:20
5:34	5:46	5:58	6:07	6:35	6:39	6:58	7:09	7:17	7:27
6:52	7:04	7:16	7:25	7:53	7:57	8:16	8:27	8:35	8:45

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.



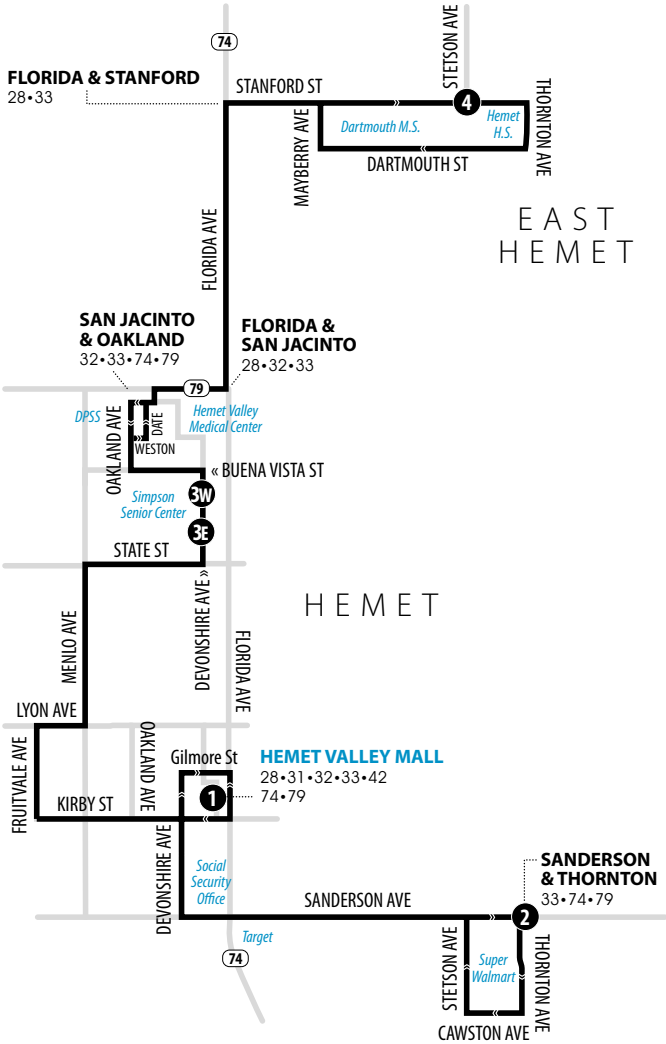
A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

HEMET VALLEY MALL	STATE & STETSON	SAN JACINTO & MAYBERRY	ESPLANADE & SAN JACINTO	MAIN & MISTLETOE	MT. SAN JACINTO COLLEGE SAN JACINTO
1	2	3	4	5	6
7:15	7:28	7:34	7:47	7:52	8:04
8:22	8:36	8:42	8:55	9:00	9:13
9:19	9:33	9:39	9:53	9:58	10:11
10:27	10:41	10:47	11:01	11:06	11:19
11:28	11:42	11:48	12:02	12:08	12:21
12:37	12:51	12:57	1:11	1:17	1:29
1:38	1:52	1:58	2:14	2:20	2:32
2:49	3:03	3:09	3:25	3:31	3:43
3:44	3:58	4:04	4:20	4:26	4:38
5:02	5:14	5:19	5:33	5:38	5:50
5:56	6:08	6:13	6:27	6:32	6:44

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

MT. SAN JACINTO COLLEGE SAN JACINTO	MAIN & MISTLETOE	ESPLANADE & SAN JACINTO	SAN JACINTO & MAYBERRY	STATE & STETSON	HEMET VALLEY MALL
6	5	4	3	2	1
7:17	7:30	7:34	7:46	7:53	8:07
8:16	8:29	8:34	8:47	8:55	9:09
9:21	9:34	9:39	9:54	10:02	10:16
10:25	10:38	10:43	10:58	11:06	11:20
11:27	11:40	11:45	12:00	12:08	12:22
12:33	12:46	12:51	1:06	1:14	1:28
1:37	1:49	1:54	2:08	2:16	2:30
2:42	2:54	2:58	3:12	3:20	3:34
3:48	4:00	4:04	4:18	4:26	4:40
4:54	5:06	5:10	5:24	5:32	5:46
6:00	6:12	6:16	6:28	6:36	6:50

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.



Legend | Map not to scale

1 Time and/or Transfer Point

33

EASTBOUND TO STANFORD & STETSON | WEEKDAYS & WEEKENDS

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

HEMET VALLEY MALL	DEVONSHIRE & CARMALITA	STANFORD & STETSON
1	3E	4
9:12	9:24	9:39
11:16	11:28	11:44
1:02	1:14	1:30
2:56	3:08	3:23
4:37	4:49	5:04
6:25	6:37	6:52

33

WESTBOUND TO HEMET VALLEY MALL AND SANDERSON & THORNTON | WEEKDAYS & WEEKENDS

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

STANFORD & STETSON	DEVONSHIRE & JUANITA	HEMET VALLEY MALL	THORNTON & SANDERSON	HEMET VALLEY MALL
4	3W	1	2	1
8:10	8:26	8:39	8:51	9:05
9:44	10:02	10:15	10:29	10:46
11:50	12:08	12:21	12:35	12:52
1:48	2:06	2:19	2:33	2:48
3:28	3:46	3:59	4:12	4:27
5:09	5:26	5:39	5:52	6:07

41

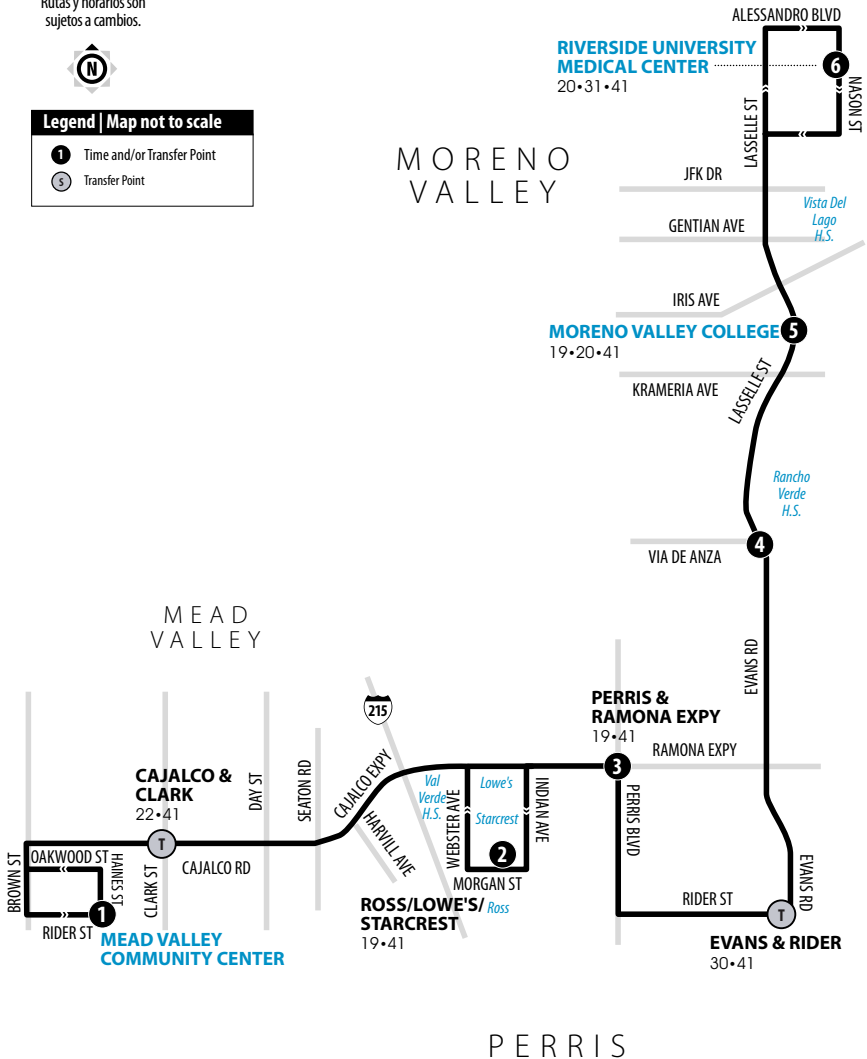
MEAD VALLEY COMMUNITY CENTER - MORENO VALLEY COLLEGE - RUMC

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.



Legend | Map not to scale

- 1** Time and/or Transfer Point
- 5** Transfer Point



A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

MEAD VALLEY COMMUNITY CENTER	ROSS / LOWE'S / STARCREST	PERRIS & RAMONA EXPY	LASSELLE & VIA DE ANZA	MORENO VALLEY COLLEGE	RIVERSIDE UNIVERSITY MEDICAL CENTER
1	2	3	4	5	6
6:55	7:08	7:13	7:23	7:27	7:38
8:41	8:54	8:59	9:09	9:13	9:24
10:27	10:40	10:45	10:55	10:59	11:10
12:13	12:26	12:31	12:41	12:45	12:56
1:59	2:12	2:17	2:27	2:31	2:42
3:45	3:58	4:03	4:13	4:17	4:28
5:31	5:44	5:49	5:59	6:03	6:14

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

RIVERSIDE UNIVERSITY MEDICAL CENTER	MORENO VALLEY COLLEGE	LASSELLE & VIA DE ANZA	PERRIS & RAMONA EXPY	ROSS / LOWE'S / STARCREST	MEAD VALLEY COMMUNITY CENTER
6	5	4	3	2	1
7:48	7:57	8:02	8:15	8:18	8:31
9:34	9:43	9:48	10:01	10:04	10:17
11:20	11:29	11:34	11:47	11:50	12:03
1:06	1:15	1:20	1:33	1:36	1:49
2:52	3:01	3:06	3:19	3:22	3:35
4:38	4:47	4:52	5:05	5:08	5:21
6:24	6:33	6:38	6:51	6:54	7:07

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.


Legend | Map not to scale

① Time and/or Transfer Point



A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

HEMET VALLEY MALL	PALM & COTTONWOOD	SAN JACINTO & ESPLANADE	SAN JACINTO COMMUNITY CENTER	SOBOBA CASINO
1	2E	3	4	5
8:25	8:37	8:50	8:55	9:07
10:04	10:17	10:31	10:37	10:49
12:01	12:14	12:28	12:34	12:47
1:40	1:53	2:08	2:13	2:25
3:33	3:46	3:59	4:04	4:16
5:16	5:28	5:41	5:46	5:58

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

SOBOBA CASINO	SAN JACINTO COMMUNITY CENTER	SAN JACINTO & ESPLANADE	PALM & BIRCH	HEMET VALLEY MALL
5	4	3	2W	1
9:17	9:25	9:35	9:43	9:56
10:56	11:04	11:14	11:22	11:35
12:53	1:01	1:11	1:19	1:32
2:31	2:39	2:49	2:57	3:10
4:26	4:34	4:44	4:52	5:06
6:08	6:16	6:26	6:34	6:48

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.



RIVERSIDE - DOWNTOWN METROLINK STATION

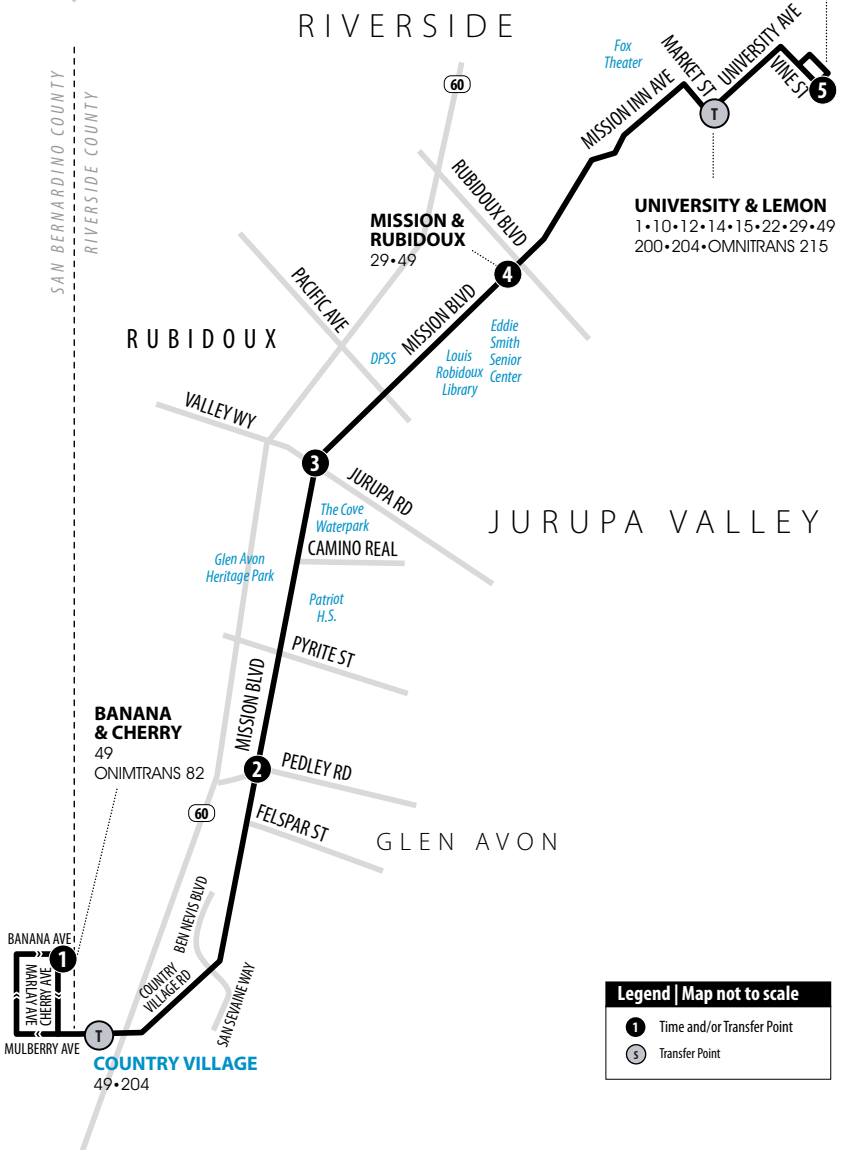
1 • 15 • 29 • 49 • 200 • OMNITRANS 215

METROLINK • AMTRAK

Boarding diagram pg 31

UNIVERSITY & LEMON

1 • 10 • 12 • 14 • 15 • 22 • 29 • 49
200 • 204 • OMNITRANS 215



A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

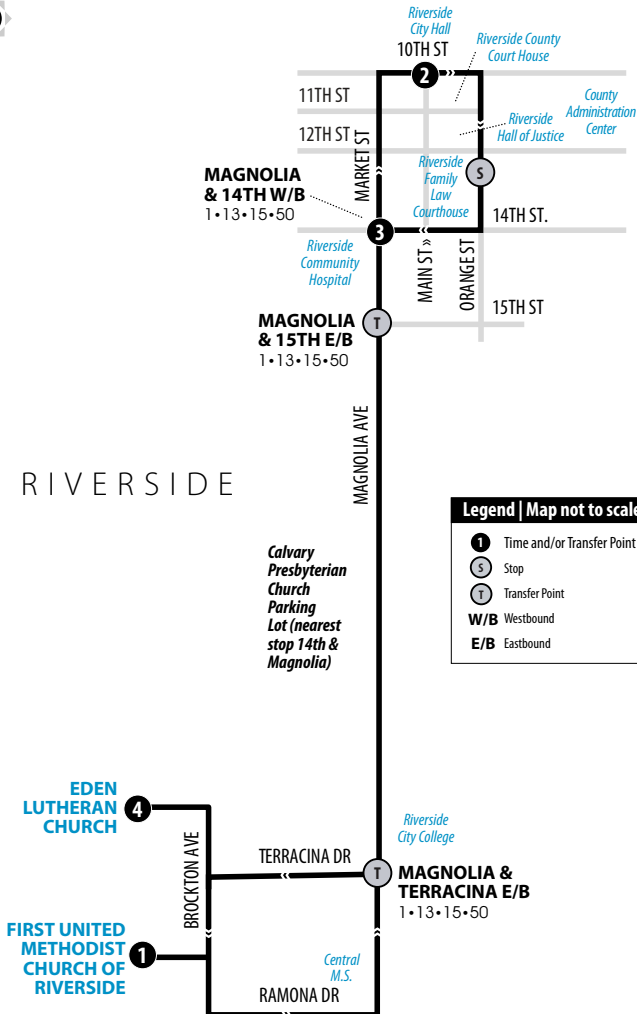
BANANA & CHERRY	MISSION & PEDLEY	MISSION & VALLEY	MISSION & RUBIDOUX	RIVERSIDE-DOWNTOWN METROLINK STATION (VINE ST BAY D)
1	2	3	4	5
6:22	6:33	6:40	6:48	7:00
7:19	7:31	7:38	7:46	7:58
7:57	8:09	8:17	8:27	8:40
8:47	8:59	9:07	9:17	9:30
9:41	9:53	10:01	10:11	10:24
10:32	10:45	10:53	11:04	11:19
11:27	11:40	11:48	11:59	12:14
12:22	12:35	12:43	12:54	1:09
1:17	1:30	1:38	1:49	2:04
2:13	2:26	2:34	2:45	3:00
3:09	3:22	3:30	3:41	3:56
4:05	4:18	4:26	4:36	4:51
5:01	5:14	5:22	5:32	5:47
6:03	6:16	6:24	6:32	6:47
6:53	7:06	7:14	7:21	7:34

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

RIVERSIDE-DOWNTOWN METROLINK STATION (VINE ST BAY D)	MISSION & RUBIDOUX	MISSION & VALLEY	MISSION & PEDLEY	BANANA & CHERRY
5	4	3	2	1
7:10	7:23	7:30	7:35	7:47
8:08	8:23	8:30	8:35	8:47
8:50	9:05	9:13	9:18	9:31
9:40	9:55	10:03	10:09	10:22
10:34	10:50	10:58	11:04	11:17
11:29	11:45	11:54	11:59	12:12
12:24	12:40	12:49	12:54	1:07
1:19	1:35	1:44	1:49	2:03
2:14	2:32	2:40	2:45	2:59
3:10	3:28	3:36	3:41	3:55
4:06	4:24	4:32	4:37	4:51
5:08	5:26	5:34	5:39	5:53
5:57	6:15	6:23	6:29	6:42
6:57	7:14	7:22	7:28	7:41
7:44	8:00	8:07	8:13	8:26

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.

Runs Monday – Thursday Only. No service on Fridays, weekends or: New Year's Day, MLK Day, Lincoln's Birthday, President's Day, Washington's Birthday, Cesar Chavez Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, Christmas Day.



A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate.

FIRST UNITED METHODIST CHURCH OF RIVERSIDE	10TH & MAIN (COURT HOUSE)	MAGNOLIA & 14TH	EDEN LUTHERAN CHURCH	FIRST UNITED METHODIST CHURCH OF RIVERSIDE
1	2	3	4	1
—	—	7:20	7:27	7:30
—	—	7:33	7:40	7:43
7:35	7:44	7:47	7:54	7:57
7:48	7:57	8:00	8:07	8:10
8:02	8:11	8:14	8:21	8:24
8:15	8:24	8:27	8:34	8:37
8:29	8:38	8:41	8:48	8:51
8:42	8:51	—	—	—
8:56	9:05	9:08	9:15	9:18
9:26	9:35	9:38	9:45	9:48
9:55	10:04	10:07	10:14	10:17
10:26	10:35	10:38	10:45	10:48
10:56	11:05	11:08	11:15	11:18
11:26	11:35	11:38	11:45	11:48
11:56	12:05	12:08	12:15	12:18
12:26	12:35	12:38	12:45	12:48
12:56	1:05	1:08	1:15	1:18
1:26	1:35	1:38	1:45	1:48
1:56	2:05	2:08	2:15	2:18
2:26	2:35	2:38	2:45	2:48
2:56	3:05	3:08	3:15	3:18
3:26	3:35	3:38	3:45	3:48
3:56	4:05	4:08	4:15	4:18
4:26	4:35	4:38	4:45	4:48
4:56	5:05	5:08	5:15	5:18
5:26	5:35	5:38	5:45	5:48
JURORS RIDE FREE				

PERRIS STATION TRANSIT CENTER - SUN CITY - MENIFEE - MURRIETA - TEMECULA

**Routing and timetables
subject to change.**
Rutas y horarios son
sujetos a cambios.



**PERRIS STATION
TRANSIT CENTER**

9.19.22.27.28.30

61•74•METROLINK

Boarding diagram pg 30

SUN
CITY

**CHERRY HILLS
& BRADLEY**

61.74

MENIFEE

**MT. SAN JACINTO
COLLEGE MENIFEE**

61•74

MURRIETA

**HANCOCK &
LOS ALAMOS**

23.61

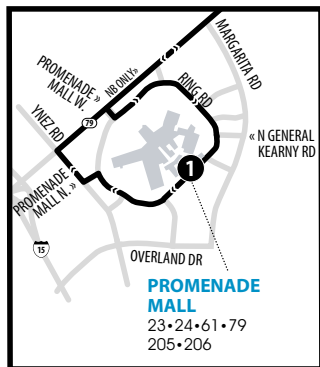
TEMECULA

INSET

PROMENADE

MALL

23•24•6
205•206



61

NORTHBOUND TO PERRIS STATION TRANSIT CENTER | WEEKDAYS & WEEKENDS

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

PROMENADE MALL	HANCOCK & LOS ALAMOS	MCELWAIN AT SUPER TARGET	MT. SAN JACINTO COLLEGE MENIFEE	CHERRY HILLS & BRADLEY	ENCANTO & MCCALL	PERRIS STATION TRANSIT CENTER
1	2	3	4	5	6	7
6:51	7:08	7:17	7:37	8:01	8:08	8:30
8:11	8:28	8:37	8:57	9:22	9:29	9:52
9:28	9:45	9:55	10:15	10:40	10:47	11:10
10:52	11:14	11:24	11:44	12:09	12:16	12:39
12:05	12:27	12:37	12:57	1:22	1:29	1:51
1:21	1:45	1:56	2:18	2:43	2:50	3:12
2:50	3:14	3:25	3:47	4:12	4:19	4:41
4:06	4:30	4:41	5:02	5:27	5:34	5:56
5:39	6:02	6:13	6:34	6:59	7:05	7:26

61

SOUTHBOUND TO TEMECULA (PROMENADE MALL) | WEEKDAYS & WEEKENDS

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

PERRIS STATION TRANSIT CENTER	ENCANTO & MCCALL	CHERRY HILLS & BRADLEY	MT. SAN JACINTO COLLEGE MENIFEE	MCELWAIN AT SUPER TARGET	HANCOCK & LOS ALAMOS	PROMENADE MALL
7	6	5	4	3	2	1
7:34	7:52	8:00	8:25	8:47	8:58	9:16
8:52	9:11	9:19	9:45	10:07	10:19	10:40
10:07	10:26	10:34	11:00	11:22	11:34	11:55
11:24	11:43	11:51	12:17	12:39	12:50	1:11
12:49	1:08	1:16	1:42	2:04	2:15	2:36
2:03	2:22	2:30	2:56	3:18	3:29	3:50
3:23	3:42	3:50	4:16	4:37	4:48	5:09
5:07	5:26	5:34	6:00	6:21	6:32	6:53

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

PERRIS STATION TRANSIT CENTER	CHERRY HILLS & BRADLEY	MT. SAN JACINTO COLLEGE MENIFEE	SIMPSON & WINCHESTER	HEMET VALLEY MALL	MT. SAN JACINTO COLLEGE SAN JACINTO
1	2	3	4	5	6
6:56	7:19	7:31	7:45	8:07	8:31
8:03	8:26	8:40	8:56	9:18	9:44
9:26	9:49	10:03	10:19	10:41	11:09
10:41	11:04	11:18	11:34	11:59	12:27
12:00	12:23	12:38	12:54	1:21	1:49
1:30	1:53	2:08	2:24	2:51	3:19
2:58	3:21	3:36	3:51	4:19	4:47
4:30	4:53	5:08	5:23	5:49	6:17
5:34	5:57	6:11	6:26	6:52	7:16

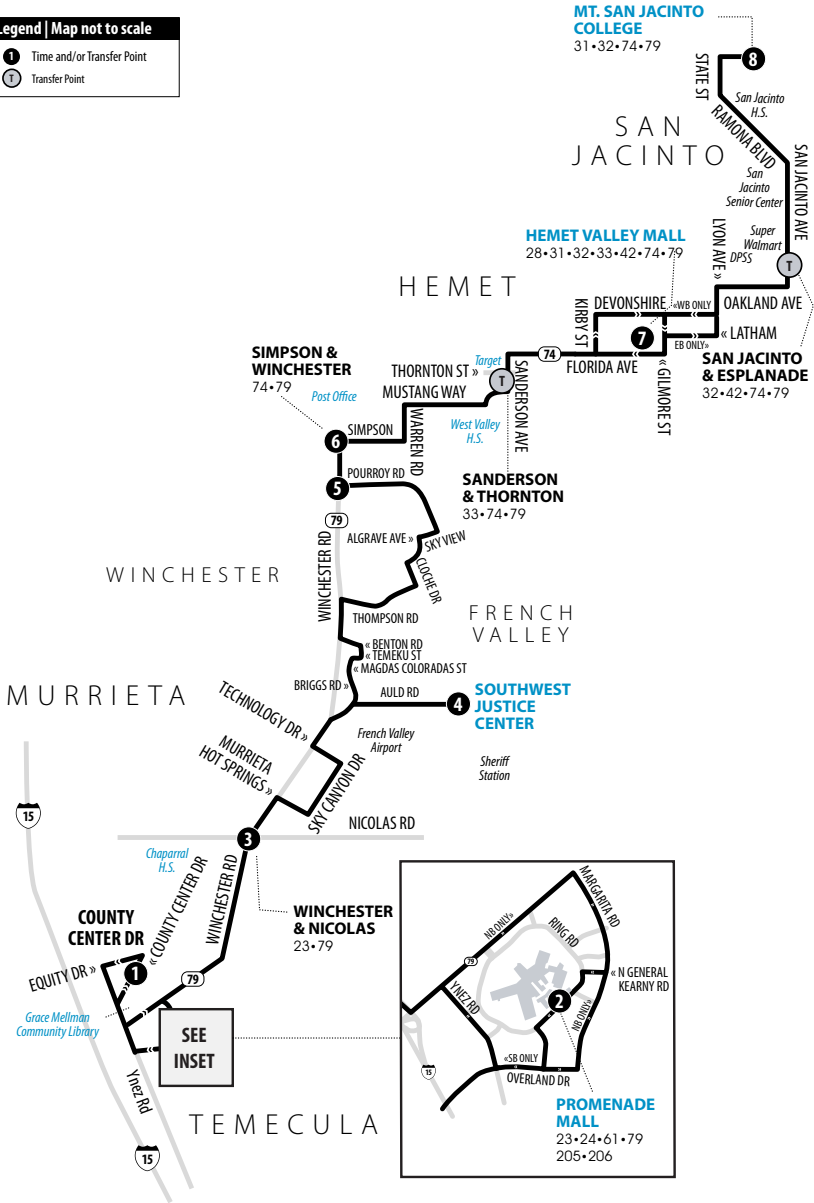
A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

MT. SAN JACINTO COLLEGE SAN JACINTO	HEMET VALLEY MALL	SIMPSON & WINCHESTER	MT. SAN JACINTO COLLEGE MENIFEE	CHERRY HILLS & BRADLEY	PERRIS STATION TRANSIT CENTER
6	5	4	3	2	1
6:08	6:31	6:49	7:02	7:14	7:38
7:30	7:56	8:14	8:27	8:41	9:08
8:50	9:16	9:36	9:49	10:04	10:31
10:02	10:30	10:53	11:07	11:23	11:50
11:29	11:57	12:20	12:34	12:50	1:18
12:39	1:07	1:30	1:44	2:00	2:28
1:59	2:27	2:50	3:04	3:20	3:48
3:29	3:57	4:20	4:34	4:50	5:18
5:02	5:30	5:53	6:07	6:23	6:50
6:27	6:52	7:15	7:29	7:44	8:08



Legend | Map not to scale

- 1** Time and/or Transfer Point
- T** Transfer Point



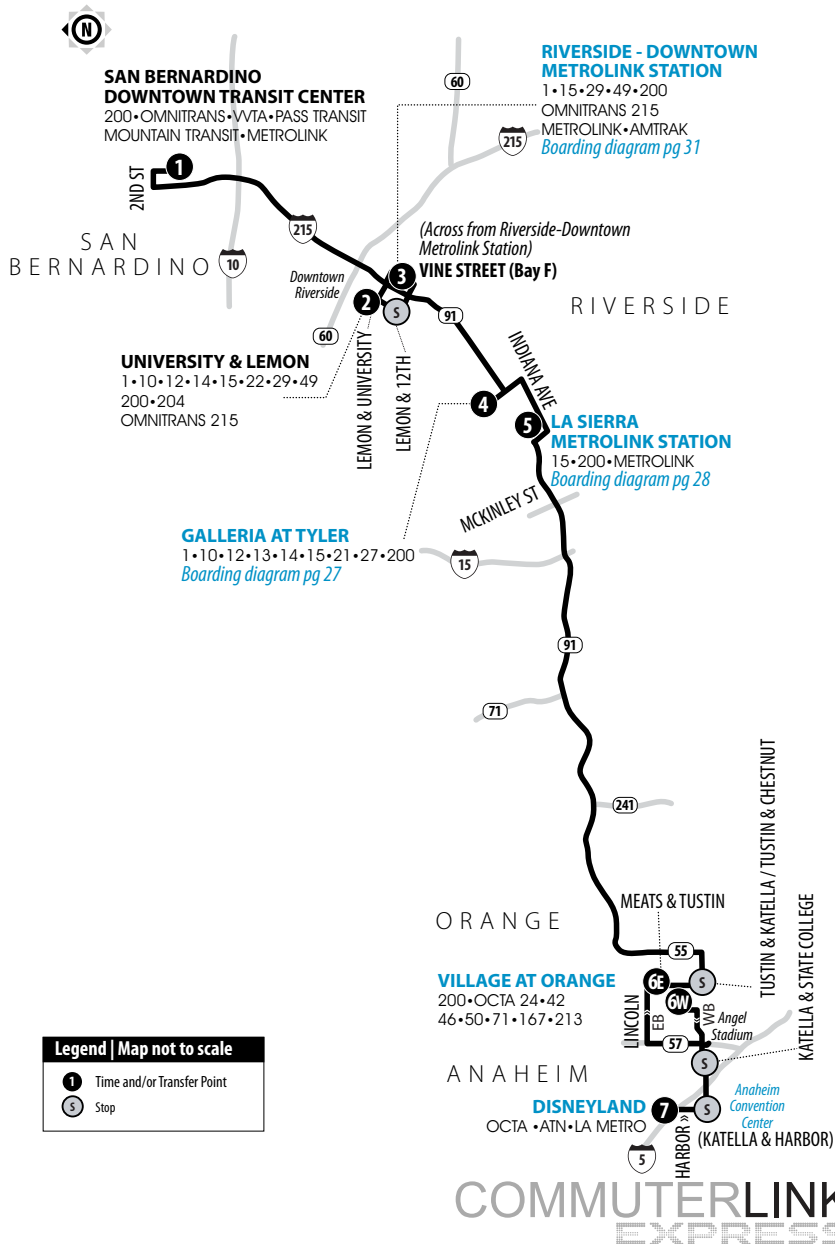
A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

COUNTY CENTER	PROMENADE MALL	WINCHESTER & NICOLAS	SOUTHWEST JUSTICE CENTER	WINCHESTER & POURROY	SIMPSON & WINCHESTER	HEMET VALLEY MALL	MT. SAN JACINTO COLLEGE SAN JACINTO
1	2	3	4	5	6	7	8
7:33	7:43	7:50	8:01	8:11	8:21	8:43	9:09
8:30	8:40	8:47	8:58	9:09	9:19	9:41	10:09
10:06	10:16	10:23	10:34	10:45	10:55	11:20	11:48
11:18	11:32	11:41	11:52	12:04	12:14	12:41	1:09
12:41	12:55	1:04	1:15	1:27	1:37	2:04	2:32
2:08	2:22	2:31	2:43	2:55	3:05	3:33	4:01
3:37	3:51	4:00	4:12	4:24	4:34	5:02	5:30
4:49	5:03	5:13	5:25	5:37	5:47	6:13	6:37
6:08	6:20	6:30	6:42	6:54	7:04	7:30	7:54

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

MT. SAN JACINTO COLLEGE SAN JACINTO	HEMET VALLEY MALL	SIMPSON & WINCHESTER	POURROY & WINCHESTER	SOUTHWEST JUSTICE CENTER	WINCHESTER & NICOLAS	PROMENADE MALL	COUNTY CENTER
8	7	6	5	4	3	2	1
6:28	6:54	7:12	7:22	7:34	7:47	7:52	8:00
8:14	8:40	9:00	9:10	9:23	9:36	9:43	9:51
9:22	9:50	10:13	10:25	10:38	10:51	11:00	11:08
10:40	11:08	11:31	11:41	11:54	12:09	12:18	12:26
12:07	12:35	12:58	1:08	1:21	1:36	1:45	1:53
1:19	1:47	2:10	2:20	2:33	2:48	2:57	3:05
2:42	3:10	3:33	3:43	3:56	4:11	4:20	4:28
4:11	4:39	5:02	5:13	5:27	5:41	5:50	5:58
5:40	6:08	6:31	6:42	6:56	7:10	7:19	7:27

Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.



A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate.

SAN BERNARDINO DOWNTOWN TRANSIT CENTER	LEMON & UNIVERSITY (DOWNTOWN RIVERSIDE)	RIVERSIDE- DOWNTOWN METROLINK STATION (VINE ST BAY F)	GALLERIA AT TYLER	LA SIERRA METROLINK STATION	MEATS & TUSTIN	DISNEYLAND
1	2	3	4	5	6W	7
6:00	6:22	6:25	6:45	6:53	7:25	7:47
7:36	7:58	8:01	8:21	8:29	9:04	9:26
9:11	9:33	9:36	9:56	10:04	10:39	11:01
10:40	11:02	11:06	11:26	11:34	12:12	12:36
12:20	12:42	12:46	1:06	1:14	1:52	2:16
2:15	2:37	2:41	3:01	3:09	3:47	4:11
3:30	3:52	3:55	4:15	4:23	4:59	5:23
5:30	5:52	5:55	6:15	6:23	6:57	7:21
7:30	7:52	7:55	8:13	8:21	8:53	9:15

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate.

DISNEYLAND	VILLAGE AT ORANGE	LA SIERRA METROLINK STATION	GALLERIA AT TYLER	LEMON & UNIVERSITY (DOWNTOWN RIVERSIDE)	RIVERSIDE- DOWNTOWN METROLINK STATION (VINE ST BAY F)	SAN BERNARDINO DOWNTOWN TRANSIT CENTER
7	6E	5	4	2	3	1
8:28	8:56	9:32	9:39	9:59	10:02	10:20
10:07	10:35	11:11	11:19	11:39	11:42	12:00
11:42	12:10	12:46	12:55	1:15	1:18	1:36
1:12	1:40	2:18	2:27	2:47	2:50	3:08
2:53	3:21	3:59	4:08	4:28	4:31	4:49
4:48	5:16	5:54	6:02	6:22	6:25	6:43
6:04	6:29	7:07	7:15	7:35	7:38	7:56
8:15	8:40	9:14	9:21	9:41	9:44	10:02
10:15	10:40	11:13	11:19	11:35	11:38	11:56

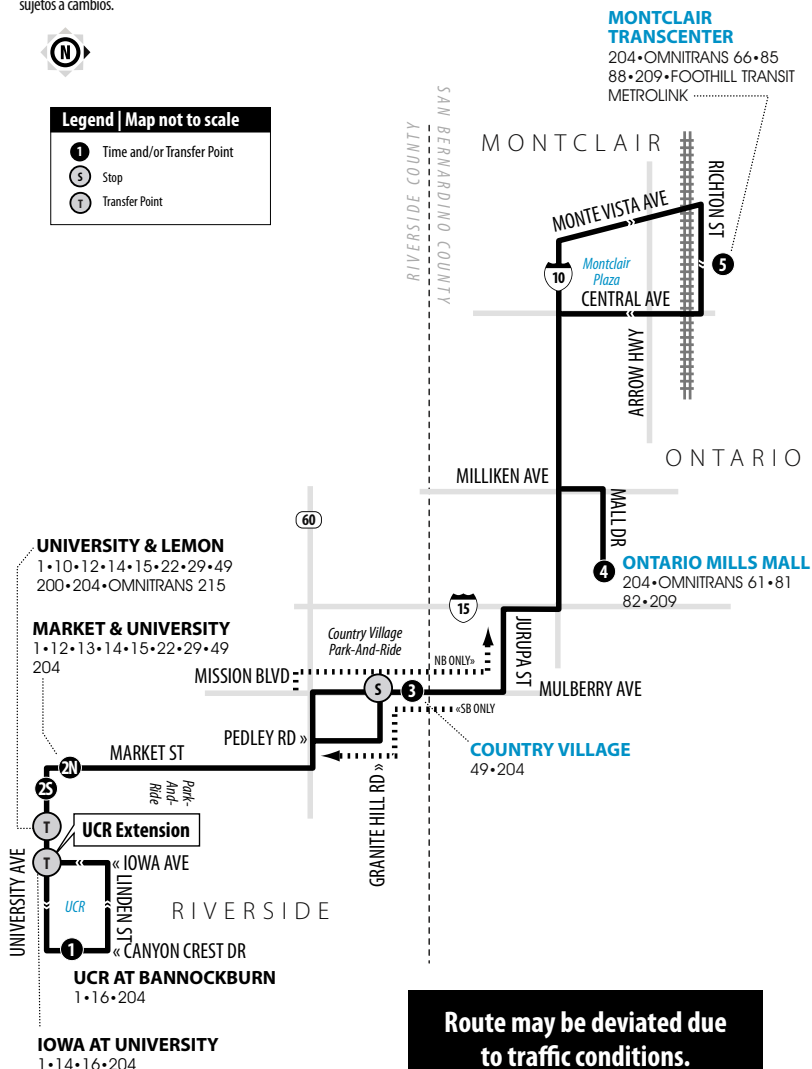
Routing and timetables
subject to change.
Rutas y horarios son
sujetos a cambios.

No service on weekends or: Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day and New Year's Day.



Legend | Map not to scale

- 1** Time and/or Transfer Point
- S** Stop
- T** Transfer Point



204

**NORTHBOUND TO ONTARIO MILLS MALL & MONTCLAIR TRANSCENTER |
WEEKDAYS ONLY**

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

* Trip starts two minutes earlier from University & Lemon

UCR AT BANNOCKBURN	MARKET & UNIVERSITY	COUNTRY VILLAGE	ONTARIO MILLS MALL	MONTCLAIR TRANSCENTER
1	2N	3	4	5
—	5:15*	5:29	5:46	6:08
6:15	6:28	6:42	6:59	7:21
2:30	2:47	3:01	3:20	3:42
5:40	5:57	6:14	6:33	6:55

204

**WEEKDAYS | SOUTHBOUND TO DOWNTOWN RIVERSIDE & UCR |
WEEKDAYS ONLY**

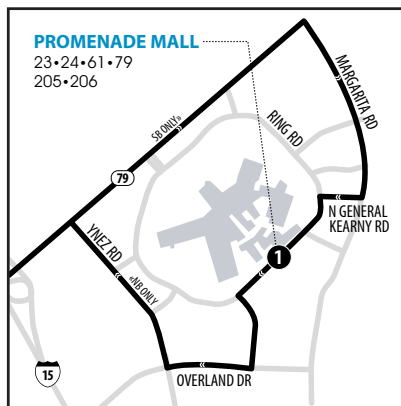
A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

MONTCLAIR TRANSCENTER	ONTARIO MILLS MALL	COUNTRY VILLAGE	UNIVERSITY & LEMON	UCR AT BANNOCKBURN
5	4	3	2S	1
6:23	6:42	7:01	7:18	7:34
7:31	7:50	8:12	8:35	8:53
3:57	4:24	4:49	5:12	5:30
7:05	7:28	7:48	8:06	8:21

For Metrolink information, go to metrolinktrains.com or call 800-371-5465.

**Routing and timetables
subject to change.**
Rutas y horarios son
sujetos a cambios.

No service on weekends or: Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day and New Year's Day.



**LAKE ELSINORE OUTLET
CENTER PARK & RIDE**
8•9•205•206

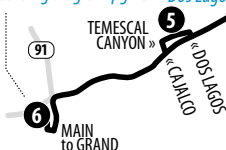
CORONA TRANSIT CENTER

1•3•205•206

CORONA CRUISER BLUE, RED
METROLINK

Boarding diagram pg 26

Dos Lagos



Legend | Map not to scale

- 1 Time and/or Transfer Point
- S Stop

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

	PROMENADE MALL	MULLIGANS MURRIETA	LAKE ELSINORE OUTLET CENTER PARK-AND-RIDE	TOM'S FARM	DOS LAGOS	CORONA TRANSIT CENTER
	1	2	3	4	5	6
205	3:56	4:07	4:27	4:39	—	5:01
206	4:36	4:47	5:07	5:23	—	5:45
205	—	—	5:35	5:48	6:01	6:25
205	—	—	6:10	6:24	6:39	7:07
206	3:45	4:00	4:25	4:40	4:49	5:09

A.M. times are in PLAIN, P.M. times are in BOLD | Times are approximate

	CORONA TRANSIT CENTER	DOS LAGOS	TOM'S FARM	LAKE ELSINORE OUTLET CENTER PARK-AND-RIDE	MULLIGANS MURRIETA	PROMENADE MALL
	6	5	4	3	2	1
206	4:35	—	5:07	5:25	5:45	6:02
	The 4:35 p.m. trip will wait for the 4:27 p.m. train, but no later than 4:45 p.m. before departing the Metrolink Station.					
206	5:35	6:02	6:12	6:30	6:50	7:05
	The 5:35 p.m. trip will wait for the 5:25 p.m. train, but no later than 5:45 p.m. before departing the Metrolink Station.					
206	6:45	—	7:11	7:28	7:48	8:13
	The 6:45 p.m. trip will wait for the 6:35 p.m. train, but no later than 6:55 p.m. before departing the Metrolink Station.					

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Appendix B:

RTA Service Reduction Plan



SERVICE REDUCTION PLAN

Riverside Transit Agency, January 2021

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Introduction

On April 5, 2020 RTA reduced service levels across the network in response to the COVID-19 pandemic. All routes moved to a Sunday schedule, and service was suspended on low-performing Local and CommuterLink routes. State-mandated stay-at-home orders diminished student and commuter transit markets and social distancing guidelines limited maximum vehicle capacity. As a result, ridership declined by more than two-thirds year-over-year from 2019.

RTA's challenge moving forward is ensuring financial sustainability in the face of decreased revenue. While optimistic about the future, no one knows how travel patterns will change as Riverside County emerges from the pandemic. People may continue to work from home reducing commute travel demand, and they may make new decisions about where to live if commuting is not a consideration. It is impossible to tell how and when ridership will return to RTA's routes. In order to ensure financial sustainability, RTA must optimize its service, operating with greater efficiency and running all routes as effectively as possible.

This Service Reduction Plan, approved by the RTA Board of Directors on January 28, 2021 and illustrated in Table 1, outlines \$3.3 million in potential resource savings affecting routes across the network based on 2020 costs and service levels. This document includes the reasoning behind the Service Reduction Plan, rider impacts, alternative service options, and an assessment of Title VI implications.

Table 1: Summary of Recommended Route Changes

Route	Description of Change	Annual Revenue Hour Savings	Annual Cost Savings
1	Discontinue service west of Smith & 6 th	2,728	\$210,087
15	Discontinue service west of La Sierra Metrolink Station	0	\$0
18	Discontinue service south of Moreno Valley Mall	4,380	\$337,245
21	Discontinue service north of Pedley Metrolink Station	3,733	\$287,410
26	Do not restore service after April 2020 COVID-19 service cuts	-	\$0
31	Tailor service to demand; discontinue south of Mount San Jacinto College and replace with Microtransit zone	7,324	\$679,484
32	Replace with Microtransit zone	8,293	\$769,415
33	Replace with Microtransit zone	3,841	\$356,396
40	Discontinue due to low performance	4,129	\$383,042
42	Replace with Microtransit zone	3,626	\$336,411
74	Discontinue north of Hemet Valley Mall and replace with Hemet Circulator	3,662	\$339,742
79	Discontinue north of Hemet Valley Mall and replace with Hemet Circulator	3,123	\$289,780
202	Do not restore service after April 2020 COVID-19 service cuts	-	\$0
204	Tailor service levels to market demand	2,780	\$214,022
205/206	Tailor service levels to market demand; discontinue service to Orange County	4,947	\$380,919
208	Discontinue due to low performance	6,885	\$530,145
210	Do not restore service after April 2020 COVID-19 service cuts	-	\$0
217	Do not restore service after April 2020 COVID-19 service cuts	-	\$0
Hemet Circulator	Introduce new circulator between Hemet Valley Mall and Mount San Jacinto College	-11,280	-\$1,046,558
Microtransit	Introduce new Microtransit zone in Hemet and San Jacinto	-8,616	-\$799,392
Total		39,554	\$3,268,146

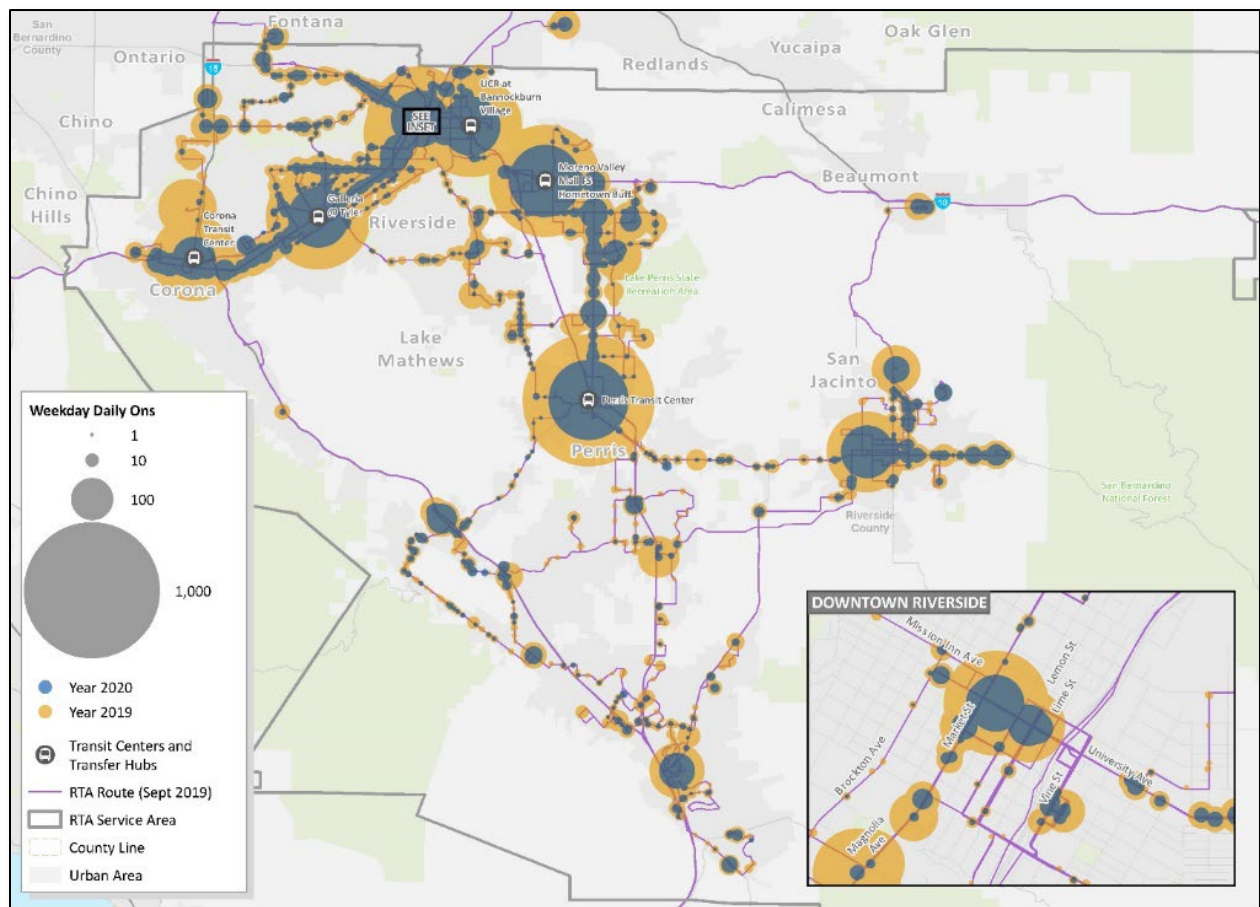
Data Sources

Ridership and revenue hour data for this analysis was taken from September 2019 and September 2020 Ridecheck Plus Ridership by Route and Trip and Ridership by Route and Stop reports.

COVID-19 Ridership Response

Between September 2019 and September 2020, ridership across RTA's system declined by 67 percent. As shown in the map below, the declines spanned the entire system and were especially pronounced at school sites where remote learning reduced travel demand. All routes saw at least a 46 percent ridership decline between September 2019 and September 2020.

Figure 1: Ridership Decline by Stop

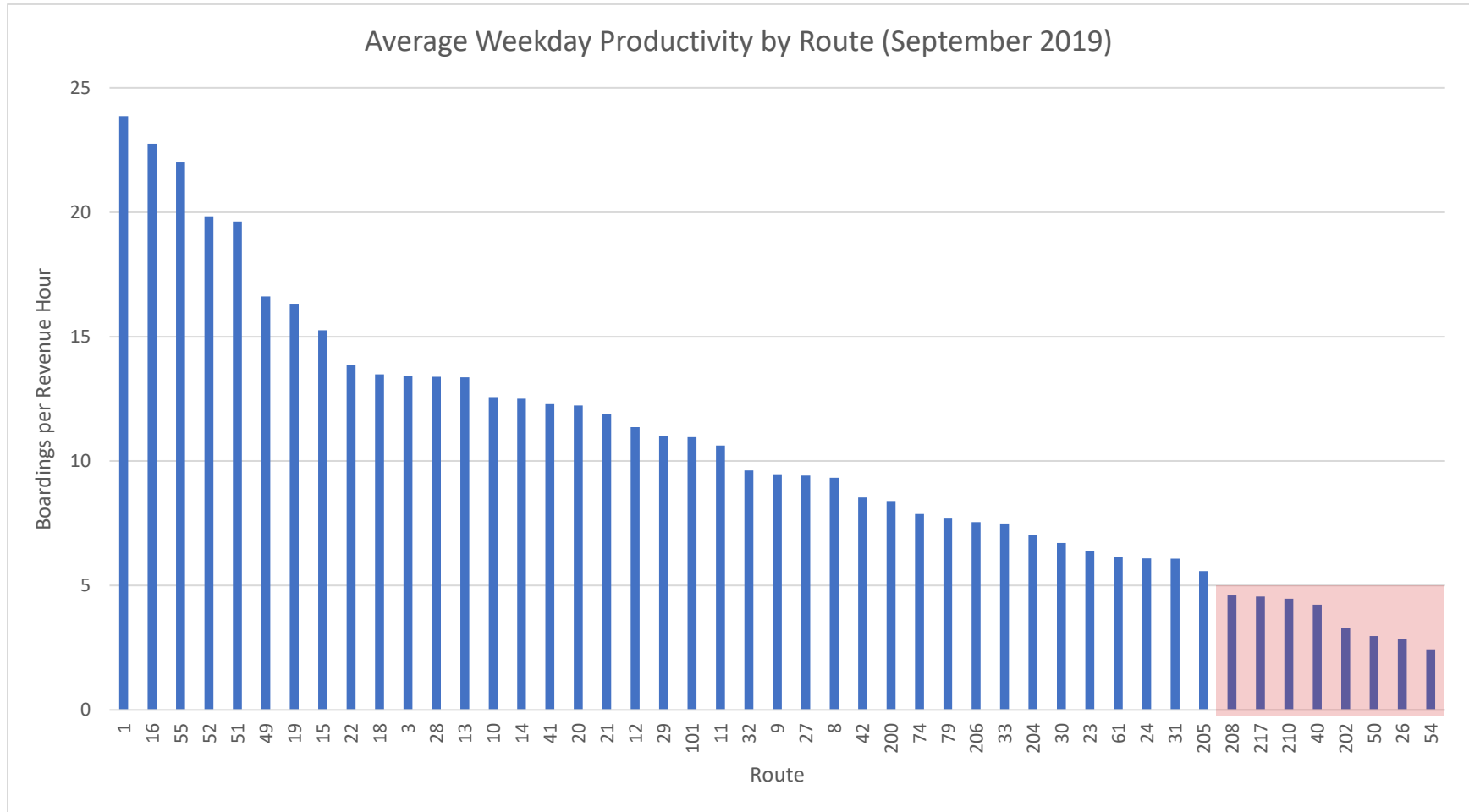


Service Reduction Strategies

The approach to identifying service reduction opportunities was both data-driven and based on maintaining overall network integrity. With residents already facing significant hardships from the pandemic, the goal was to minimize the number of riders affected by these changes. RTA service is already streamlined on many routes with little “low-hanging fruit”. Many routes operate less than once an hour, so decreasing frequency would make the service virtually unusable. Many routes already only operate with one vehicle, so the only cost-saving opportunities without discontinuing the service altogether are to have the service start later in the day or end earlier at night. For these routes, traditional cost-cutting measures of streamlining to reduce running times will improve frequencies but will not actually realize any cost savings. The following guiding principles were applied in the process of identifying potential service changes:

- **Maintain the integrity of the core network.** Do not downgrade frequency on high-performing routes. Lowering service levels on high-performing routes will have spiraling network effects, as it reduces the ease of transferring and limits travel flexibility for higher volumes of riders. Furthermore, with new social distancing requirements limiting the number of people who can be on the bus at any one time to ten, downgrading frequencies on high-ridership routes would result in many riders being left behind.
- **Maintain lifeline transit coverage for those who rely on RTA for mobility.** Where possible, minimize creating new geographic gaps in coverage and identify alternative mobility solutions for those who rely on transit. Again, do not significantly reduce frequencies on routes already running lifeline service levels (less than once an hour).
- **Ensure each route serves a unique role in the network.** The RTA network has a lot of overlapping route segments with multiple routes providing connections between the same two destinations on similar or identical alignments. Splitting service between multiple routes is inefficient and leads to competition for riders. By eliminating overlapping segments, some riders may have to walk a little farther to access a different route, but this is better than losing access to service altogether.
- **Adhere to established service standards.** Routes that continuously fail to meet performance standards were some of the first candidates for review. For this analysis, the focus was on routes that fall below the five passenger per hour productivity threshold before the pandemic. Figure 2, Weekday Productivity by Route Chart, illustrates how performance compares across the system based on pre-pandemic (September 2019) service. Routes 26, 40, 50, 54, 202, 208, 210, and 217 all fall below the five passengers per hour threshold and are automatic candidates for review when there is a need to reduce service.

Figure 2: Weekday Productivity by Route

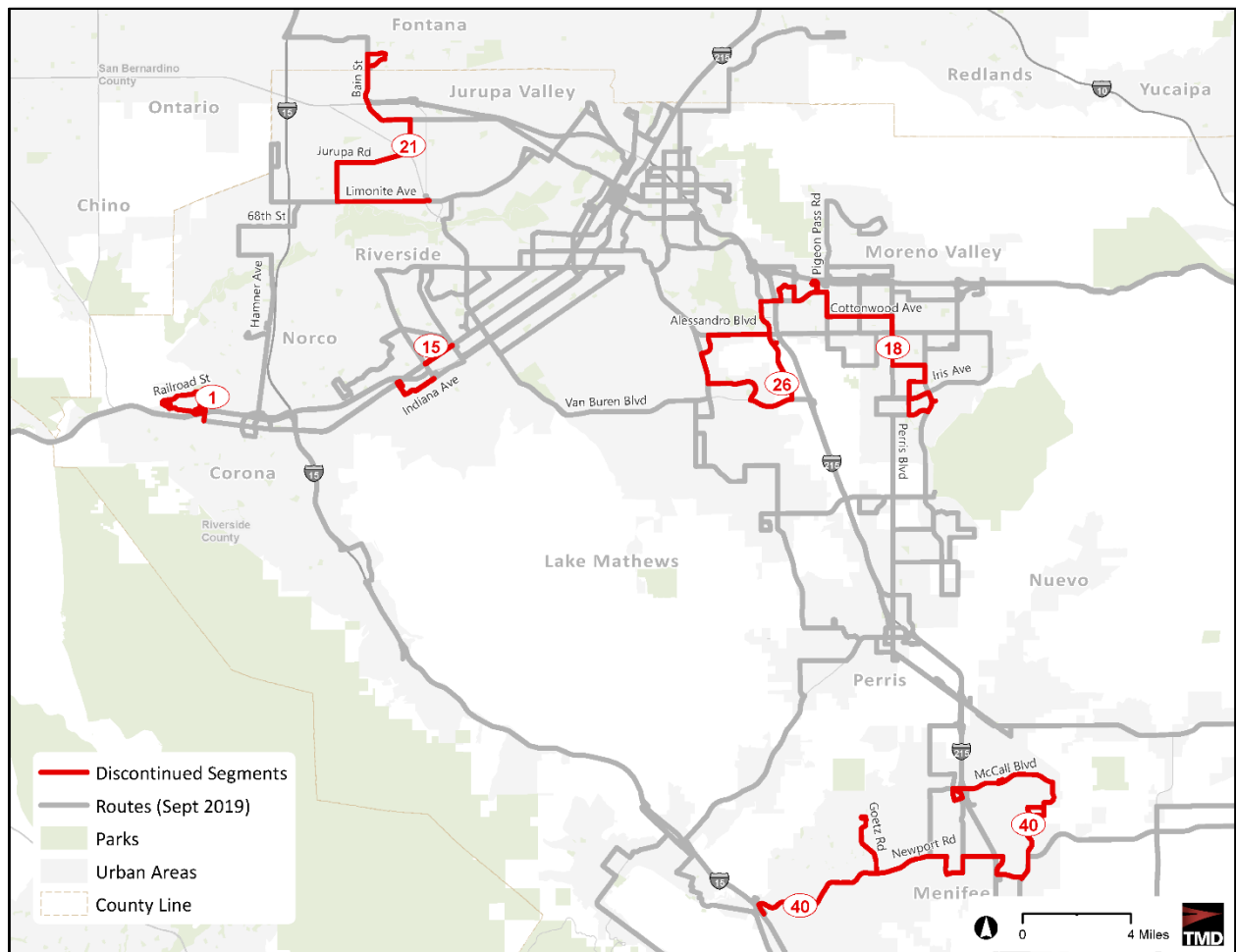


Local Route Recommendations

Local route recommendations were proposed to maintain a strong core network and avoid the degradation of consistently utilized more productive routes. The map below highlights the recommended changes for the local route network. The recommendations fall into three categories:

- Discontinuing low-performing routes
- Discontinuing low-performing route tails
- Discontinuing segments to reduce overlap between routes

Figure 3: Map of Recommended Local Route Changes



Discontinue Low-Performing Routes

The following recommendations are for discontinuing routes that fail to meet established performance standards.

Route 26

Recommendation: Discontinue Route 26 due to low performance.

Route 26 is a shuttle circulator connecting Moreno Valley Mall and the Moreno Valley Metrolink Station. In September 2019, it carried 38 passengers and 2.9 passengers per revenue hour, failing to meet the 5 passengers per hour threshold. It also significantly overlaps with Routes 20, 22, and 27. Service was discontinued in April 2020 as part of the response to reduced demand from COVID-19.

Route 40

Recommendation: Discontinue Route 40 due to low performance.

Route 40 connects Lake Elsinore and Menifee. In September 2019, it carried 99 passengers and 4.2 passengers per revenue hour, failing to meet the 5 passengers per hour threshold. It is consistently the lowest-performing non-CommuterLink non-Trolley route in the system.

Discontinue Low-Performing Route Tails

The following recommendations discontinue low-performing route tails on select routes. These route tails have lower performance than the route as a whole and require RTA to invest additional resources into route operation. Discontinuing these segments will allow RTA to schedule the remainder of the route more efficiently, making better use of limited resources.

Route 1

Recommendation: Discontinue service west of Smith & 6th.

Route 1 is the top ridership route in the RTA system, carrying 5,994 boardings in 2019. Select trips extend beyond Smith & 6th in Corona to serve the West Corona Metrolink Station. This extension takes 16 minutes of running time, requiring RTA to add at least two vehicles to the route to maintain 15-minute frequency. Since not all trips operate the extension, this results in inefficiencies in scheduling that add resources and costs to the route. Riders wishing to ride Metrolink can still access Metrolink at the Corona Transit Station served by all Route 1 trips. A second change will be to shorten the western terminal loop to follow S. Smith Ave., W. 6th St., and S. Sherman Ave. This will save 1.5 miles and 7 minutes of running time on each roundtrip.

Route 15

Recommendation: Discontinue service west of La Sierra Metrolink Station.

Route 15 service will be discontinued west of La Sierra Metrolink Station. The route will be realigned to serve La Sierra Ave and Indiana Ave on its way into Galleria at Tyler instead of Magnolia Ave. Depending on how the route is ultimately scheduled, this change may not save revenue hours, but it will save some revenue mile cost and create a stronger anchor point for the end of the route. The segment between Galleria at Tyler to La Sierra Metrolink Station was preserved to maintain access to the Metrolink station as well as senior apartments along Indiana Ave.

Reduce Overlap between Routes

The following recommendations work to reduce overlap between routes, ensuring that each route serves a unique role in the network. Reducing costs invested in duplication helps RTA keep enough resources available to maintain geographic coverage.

Route 18

Recommendation: Discontinue service south of Moreno Valley Mall.

While Route 18 is a productive route, the portion south of Moreno Valley Mall is duplicative with Routes 11, 19, and 20. Both Routes 18 and 19 connect Moreno Valley Mall with Moreno Valley College. By discontinuing Route 18 south of Moreno Valley Mall, RTA can cut the route's resources in half. No current rider is more than a half mile away from a stop on a different route.

Route 21

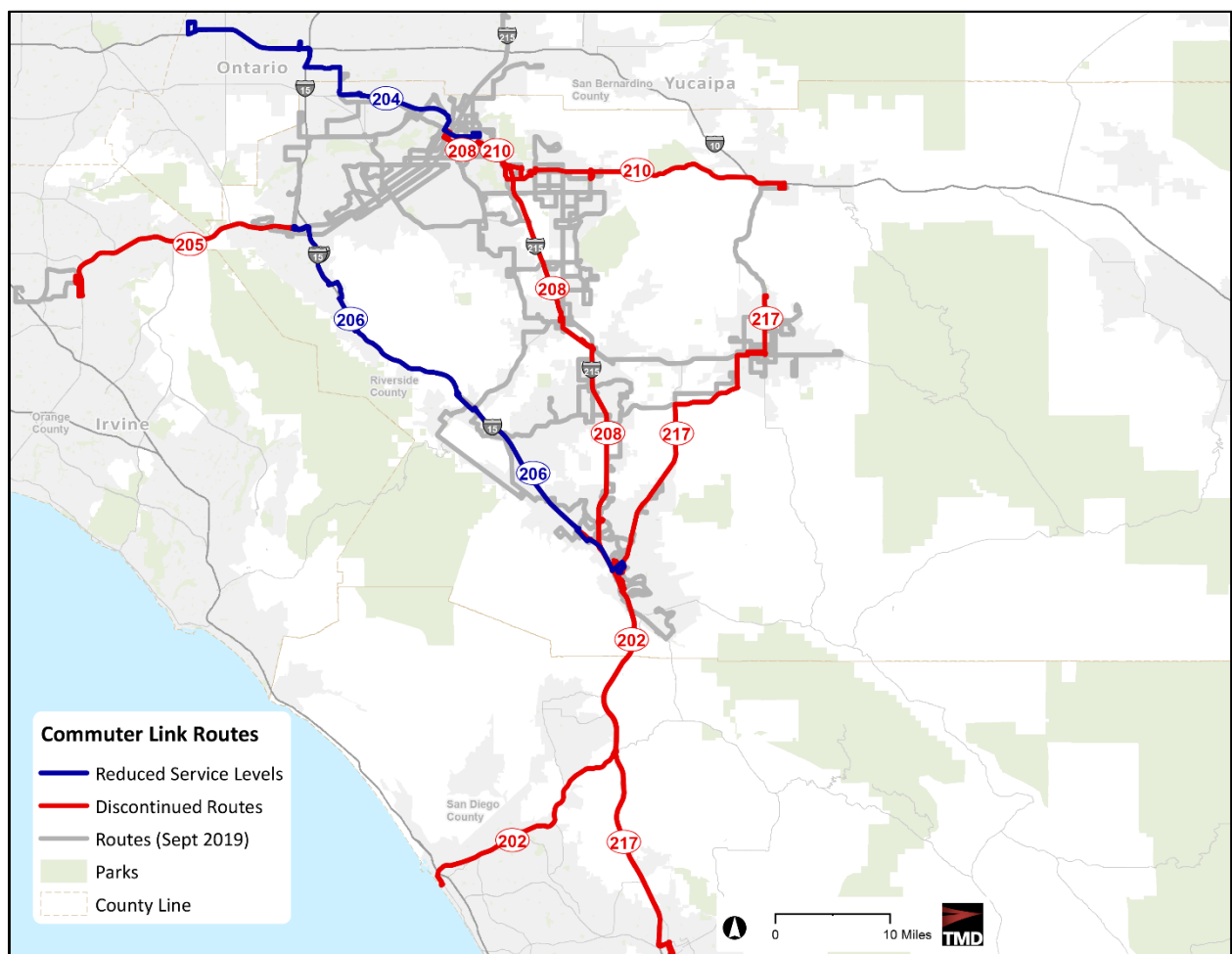
Recommendation: Discontinue service north of Pedley Metrolink Station.

Route 21 north of Pedley Metrolink Station duplicates Routes 29 and 49 on Limonite Ave and Mission Blvd, respectively. This segment uses half of the route's revenue hours (13), and in September 2019 carried 122 boardings. However, only 45 of these boardings were outside a quarter-mile walk of another route, meaning that these 13 revenue hours were being deployed to carry an additional 45 riders for an effective productivity of 3.5.

CommuterLink Route Recommendations

CommuterLink routes saw a significant drop in demand during the pandemic as state-mandated stay-at-home orders and social distancing guidelines shutdown schools and professional workspaces. On average, CommuterLink routes saw an 82 percent decrease from September 2019 to September 2020 compared to the 67 percent systemwide average. CommuterLink routes are naturally more resource intensive for local fixed-route service. They travel very long distances with little opportunity for ridership turnover. Service concentrated during peak periods results in a bigger strain on peak vehicle requirements and inefficient driver shifts which can increase costs. Where routes were not proposed for complete discontinuation, there are recommendations for revised schedules to reduce peak vehicle requirements. The map below highlights the recommended changes for the CommuterLink network.

Figure 4: Map of Recommended CommuterLink Route Changes



Discontinue Service on Low-Performing Routes

Route 202

Recommendation: Discontinue Route 202 due to low performance.

Route 202 from Temecula to Oceanside carried an average of 3.3 boardings per revenue hour in September 2019 falling below the 5 passengers per revenue hour threshold. Service was suspended as part of the April 2020 COVID-19 service changes.

Route 217

Recommendation: Discontinue Route 217 due to low performance.

Route 217 from San Jacinto to Escondido carried an average of 4.6 boardings per revenue hour in September 2019 falling below the 5 passengers per revenue hour threshold. Service was suspended as part of the April 2020 COVID-19 service changes.

Discontinue Service on Duplicative Routes

Route 208

Recommendation: Discontinue Route 208 due to low performance and duplication with alternative local services.

Route 208 from Temecula to Riverside carried an average of 4.6 boardings per revenue hour in September 2019 falling below the 5 passengers per revenue hour threshold. Riders can still travel between Temecula, Menifee, Perris, Moreno Valley, and Riverside on local services. Though not as direct a trip as on Route 208, riders still have available transit options.

Route 210

Recommendation: Discontinue Route 210 due to low performance and duplication with alternative local services.

Route 210 from Riverside to Beaumont carried an average of 4.5 boardings per revenue hour in September 2019 falling below the 5 passengers per revenue hour threshold. It is duplicative with Route 31 which connects Moreno Valley with Beaumont. Service was suspended as part of the April 2020 COVID-19 service changes, and it was recommended for discontinuation as part of RTA's planned FY2021 service changes.

Tailor Service Levels to Demand

Route 204

Recommendation: Reduce trips from 18 to 10 to consolidate riders onto fewer trips.

In September 2019, Route 204 carried 174 daily riders for a productivity of 7 boardings per revenue hour. In September 2020, this had dropped to 93 daily riders for a productivity of 3.7 boardings per revenue hour, falling below the 5 passengers per revenue hour threshold. Since this route provides a unique connection between Riverside and Montclair Transit Center, discontinuing the route altogether

would leave these riders with no alternative option. Instead, the recommendation is to consolidate trips from 18 to 10, keeping the same timing of the first trip in the morning and last trip in the evening so riders have access to the same span of service. Where possible trips should continue to be timed with Metrolink trains. Consolidating trips will allow the route to be operated with fewer vehicles and save revenue hours.

Table 2: Recommended Route 204 Trip Times

UCR to Montclair	Montclair to UCR
5:15 AM	6:23 AM
6:45 AM	8:01 AM
2:00 PM	3:27 PM
2:55 PM	4:17 PM
5:08 PM	6:33 PM

Route 205/206

Recommendation: Discontinue Route 205 to Orange County. Reduce number of trips from 25 to 11 to consolidate riders onto fewer trips.

In September 2019, Route 204 carried 214 daily riders for a productivity of 6.5 boardings per revenue hour. In September 2020, this had dropped to 131 daily riders for a productivity of 3.7 boardings per revenue hour, falling below the 5 passengers per revenue hour threshold. Since these routes provide a unique connection between Temecula and Corona, discontinuing the routes altogether would leave these riders with no alternative option. Instead, the recommendation is to consolidate trips from 25 to 11, keeping the same timing of the first trip in the morning and last trip in the evening so riders have access to the same span of service. Where possible trips should continue to be timed with Metrolink trains. Consolidating trips will allow the route to be operated with fewer vehicles and save revenue hours.

A second recommendations is to discontinue the branch on Route 205 that continues to Village at Orange. This segment is also served by Route 200 which continues to operate a full span of service.

Table 3: Recommended Route 206 Trip Times

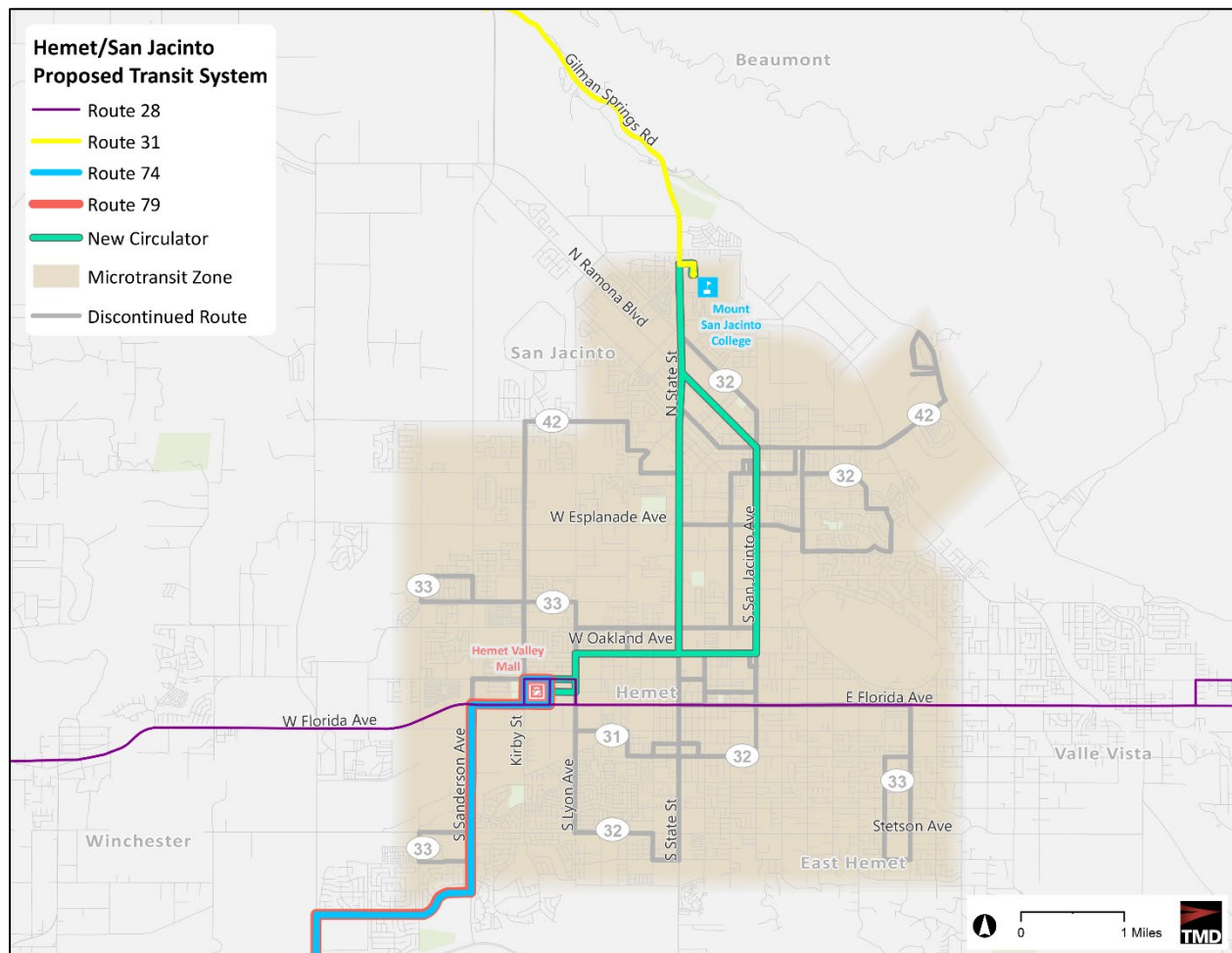
Temecula to Corona	Corona to Temecula
3:56 AM	--
5:09 AM	6:25 AM
5:48 AM	7:12 AM
--	4:31 PM
--	5:50 PM
4:41 PM	6:25 PM
6:30 PM	8:01 PM

Hemet – San Jacinto Service Recommendations

Hemet-San Jacinto has always been a part of the RTA service area that is difficult to serve efficiently with fixed-route transit. The area has two major hubs – Hemet Valley Mall and Mount San Jacinto College – and four different routes connect these hubs along different alignments. ArcGIS analysis found that 80 percent of riders in this area are within a quarter-mile walk of the major east/west and north/south corridors – E Florida Ave, S San Jacinto Ave, and N State St.

In order to more efficiently serve this area with public mobility, the recommendation is to create a focused shuttle on major corridors between Hemet Valley Mall and Mount San Jacinto College and provide service to the rest of the area by introducing a Microtransit pilot program. The new circulator would operate every 30 minutes, an improvement over the roughly 80-minute frequencies that operate along this alignment under current conditions. The Microtransit zone would be staffed with two all-day vehicles, guaranteeing riders a maximum wait time of 60 minutes. The terminals of Routes 31, 74, and 79 would be adjusted to reduce overlap with the circulator.

Figure 5: Map of Recommended Hemet/San Jacinto Changes



Route 31

Description: Create a new southern terminus at Mount San Jacinto College and discontinue service to Hemet Valley Mall. Due to low performance, reduce service levels from 70-minute to 105-minute service.

In September 2019, Route 31 carried 458 boardings, but it is extremely expensive to operate requiring four all-day vehicles, so it only averaged 6.1 passengers per revenue hour. Because this route overlaps with the proposed circulator, it is proposed to terminate at Mt San Jacinto College. Additionally, because this route is low-performing, frequency should be decreased from 70 to 105-minute service to allow RTA to operate serve with one fewer vehicle. With this changes, RTA will save 57 percent of the operating cost on Route 31.

Route 32

Description: Discontinue entirely and replace with Microtransit zone.

Resources from Route 32 will be reinvested into the Microtransit zone. Riders will still be able to access transit at their current stop location and will be guaranteed a maximum 60-minute wait time.

Route 33

Description: Discontinue entirely and replace with Microtransit zone.

Resources from Route 33 will be reinvested into the Microtransit zone. Riders will still be able to access transit at their current stop location and will be guaranteed a maximum 60-minute wait time.

Route 42

Description: Discontinue entirely and replace with Microtransit zone.

Resources from Route 42 will be reinvested into the Microtransit zone. Riders will still be able to access transit at their current stop location and will be guaranteed a maximum 60-minute wait time.

Route 74

Description: Continue to operate segment between Hemet Valley Mall and Perris Transit Center. Remainder of the route will be served by new Hemet Circulator.

Due to overlap with the proposed circulator, the new northern terminus for Route 74 will be Hemet Valley Mall. Frequency should be adjusted to 90 minutes on the remaining segment to ensure the route can operate with two all-day vehicles..

Route 79

Description: Continue to operate segment between Hemet Valley Mall and Promenade Mall in Temecula. Remainder of the route will be served by new Hemet Circulator.

Due to overlap with the proposed circulator, the new northern terminus for Route 79 will be Hemet Valley Mall. Frequency should be adjusted to 90 minutes on the remaining segment to ensure the route can operate with two all-day vehicles.

New Circulator

Description: Create a new 30-minute service operating between Hemet Valley Mall and Mount San Jacinto College via San Jacinto Avenue and State Street.

The proposed circulator will consolidate the routings of Routes 31, 32, 74, and 79 that currently operate between Hemet Valley Mall and Mount San Jacinto into a single alignment that operates every 30 minutes. This will provide a significant improvement over the current 70 to 90-minute frequencies on these routes today. This route, in coordination with Route 28 on Florida Ave, will serve 80 percent of boardings within Hemet and San Jacinto. It will operate with two all-day vehicles. RTA should monitor ridership and performance to ensure service levels are sufficient when Mt San Jacinto College reopens for in-person classes.

Microtransit Pilot

Description: Implement a Microtransit pilot zone to provide on-demand trips to replace fixed-route service in Hemet and San Jacinto.

Microtransit provides transit agencies an alternative to fixed-route service that in some cases can reduce operating costs and allow service to operate more efficiently. Microtransit uses the software and algorithms of Transportation Network Companies (TNCs), e.g. Uber and Lyft, to efficiently schedule and dispatch on-demand trips within a fixed service area. In the past, point-to-point trips had to be scheduled 24 hours in advance, but with new technology, these trips can be requested and completed within a matter of minutes. But because Microtransit uses vetted drivers and official vehicles, it overcomes many of the equity and access barriers presented by traditional TNCs. All vehicles used for this pilot will be RTA paratransit vehicles, so they are all wheelchair-equipped and able to carry any passenger. The pilot will also allow riders to pay in cash and schedule trips over the phone, options not available on traditional TNCs.

Riders can request their trip through an app or over the phone. They can travel anywhere within the designated zone, with pick-up and drop-off locations at already-established RTA stops. They will still need to walk out to their current stop location (they will not be picked up at their door), but they will likely have a more direct trip to their destination since they do not have to follow the fixed-route alignment. While the pilot will guarantee a 60-minute response time, many riders may experience a shorter wait based on demand.

RTA saves money by investing fewer resources in the area. The recommended service changes save RTA four all-day vehicles. The Microtransit pilot will operate with two (maybe three) vehicles. Fewer vehicles are required because service only operates when there is demand, and vehicles move more efficiently between origins and destinations. As a result, RTA will save the resources of one to two all-day vehicles, while providing a better customer experience for many riders.

Title VI Analysis

In order to comply with federal Title VI regulations, RTA must evaluate every service change to determine whether the changes are significant enough to warrant a Title VI review, and if so, whether the changes disproportionately affect low-income and minority communities. RTA defines a major service change as one that affects more than 25 percent of a route's revenue hours, revenue miles, or alignment. Table 4 shows the recommended changes for each route based on September 2020 revenue hours and miles. All routes with proposed changes, aside from Routes 1 and 15, will experience a greater than 25 percent change in either revenue hours or revenue miles.

Table 4: Route-Level Service Change Percentages to Identify Major Service Changes

Route	Change in Weekday Revenue Hours	Change in Weekday Revenue Miles
1	-1%	-5%
15	-21%	-24%
18	-50%	-61%
21	-47%	-62%
26	-100%	-100%
31	-43%	-37%
32	-100%	-100%
33	-100%	-100%
40	-100%	-100%
42	-100%	-100%
74	-27%	-23%
79	-24%	-29%
202	-100%	-100%
204	-44%	-44%
205/206	-55%	-54%
208	-100%	-100%
210	-100%	-100%
217	-100%	-100%

For the remaining routes, the next step is to determine whether each affected route serves a minority or low-income population that is higher than the service area average. For this analysis, a route's population is based on the population living within a half-mile buffer of the route. Work completed for RTA's 2019 Title VI Update found that, for the system as a whole, 69 percent of the population living within a half mile of an RTA route identifies as a minority. For low-income populations, the system average is 27 percent.

For routes that qualify as minority and low-income routes, there is only a disparate impact on minority populations and disproportionate burden on low-income populations if the route's population is 20 percent higher than the system average. This means a route would have to serve an 83 percent minority population and 32 percent low-income population to have a Title VI impact.

For these routes, there is the potential that low-income and minority populations will be disproportionately affected. RTA can move forward with the changes but must clearly outline justification for these service changes and identify mitigations for impacted riders. As shown in the table below,

populations served by Routes 18, 31, 32, 33, 42, 74, and 204 exceed 20 percent of the system average and require further analysis and identification of mitigations to justify the service change as outlined below.

Table 5: Title VI Impacts on Routes with a Major Service Change

Route	Minority Percentage	Disparate Impact?	Low-Income Percentage	Disproportionate Burden?
18	85%	Yes	32%	Yes
21	78%	No	31%	No
26	66%	No	17%	No
31	75%	No	35%	Yes
32	65%	No	46%	Yes
33	58%	No	39%	Yes
40	49%	No	18%	No
42	64%	No	41%	Yes
74	59%	No	33%	Yes
79	55%	No	19%	No
202	52%	No	22%	No
204	82%	No	36%	Yes
205/206	63%	No	27%	No
208	66%	No	27%	No
210	80%	No	30%	No
217	57%	No	25%	No

Route 18

Route 18 is the only affected route where minority and low-income populations are both 20 percent greater than the system average. The southern half of the route is proposed to be discontinued because it is duplicative with surrounding service. However, all riders on this portion of the route are within a half mile walk of all-day service on another route serving similar destinations.

Route 21

While Route 21 does not have a disparate impact or disproportionate burden, it is the route change that will leave the largest number of riders outside the walkshed of an alternative service option. The northern segment of Route 21 is proposed for discontinuation due to significant overlap with Routes 29 and 49. Of the 224 average weekday boardings in September 2020, 27 of them will be outside a half mile walk of either Route 29 or 49 when Route 21 is discontinued. Because of the size of this impact, further analysis was conducted to assess the impact on minority and low-income populations. On Route 21, there are 9,130 living along the proposed discontinued segment between Limonite Ave and Mission Ave. Of this population, 2,316 qualify as low-income, representing 25 percent of the population. This 25 percent is significantly lower than the route's overall average of 31 percent, indicating that this service change does not disproportionately affect lower income residents. Of this population 6,852 identify as a minority, representing 75 percent of the population which is lower than the route's overall average of 78 percent, so there is no disparate impact on minority residents.

Route 31

Riders on Route 31 will still have access to transit service, and in some cases, their trips will be improved. South of Mount San Jacinto College the route will be replaced by a Microtransit zone and a circulator to Hemet Valley Mall. Currently, Route 31 operates every 70 minutes. The Microtransit zone will have a guaranteed response time of 60 minutes, and the circulator will operate every 30 minutes, both providing better frequencies than the current route. Riders will also benefit from a more direct trip to their destination with shorter overall travel times. The remainder of the route will operate between Riverside and Mount San Jacinto College every 105 minutes which does represent a reduction in service, but the service reduction is commensurate with demand.

Route 32

Riders on Route 32 will see their route replaced with a Microtransit zone. Route 32 operates every 60 to 65 minutes, and the Microtransit pilot will have a guaranteed response time of 60 minutes, so there is no degradation of service levels. Riders will also benefit from a more direct trip to their destination with shorter overall travel times.

Route 33

Riders on Route 33 will see their route replaced with a Microtransit zone. Route 33 operates every two hours, and the Microtransit pilot will have a guaranteed response time of 60 minutes, so riders will see an improvement in wait times and service availability. Riders will also benefit from a more direct trip to their destination with shorter overall travel times.

Route 42

Riders on Route 42 will see their route replaced with a Microtransit zone. Route 42 operates every two hours, and the Microtransit pilot will have a guaranteed response time of 60 minutes, so riders will see an improvement in wait times and service availability. Riders will also benefit from a more direct trip to their destination with shorter overall travel times.

Route 74

Riders on Route 74 will see their route replaced with a new circulator between Hemet Valley Mall and Mount San Jacinto College. Route 74 operates every 80-90 minutes, and the new circulator will operate every 30 minutes, providing significant frequency improvements. Riders on the portion of the route south of Hemet Valley Mall will see a slight reduction in frequency that is commensurate with demand.

Route 204

Service levels on Route 204 will be reduced to accommodate a reduction in service demand as a result of the pandemic. In September 2020, ridership had dropped to 93 daily riders for a productivity of 3.7 boardings per revenue hour, falling below the 5 passengers per revenue hour threshold. While riders may have fewer trip options, they will still have access to service for the entire span of current service delivery.

Next Steps

The proposed service changes were approved by the RTA Board of Directors on January 28, 2021. RTA will work to implement these changes in FY2022. Final cost savings will be determined once official timetables are developed and RTA works through the blocking and runcutting process. RTA will need to develop an RFP to procure software to operate the Microtransit pilot to receive help on implementation. RTA should also continue to monitor ridership and service performance as the county begins to return to “normal” operations, and people begin to return to work and classes are held in person. Some routes may see a resurgence in ridership back to 2019 levels, and some may never recover if riders’ travel patterns have permanently shifted. With periodic review, RTA can realign the network to make sure it continues to meet the needs of Riverside County residents, employees, and visitors.

Appendix C:

Title VI Analysis

7-Day Sunday Service Levels

In order to comply with federal Title VI regulations, RTA must evaluate every service change to determine whether the changes are significant enough to warrant a Title VI review, and if so, whether the changes disproportionately affect low-income and minority communities. RTA defines a major service change as one that affects more than 25 percent of a route's revenue hours, revenue miles, or alignment.

Due to the ongoing COVID-19 pandemic and with ridership levels down by 70%, RTA implemented seven-day Sunday Service in April 2020. Under FTA regulations for the pandemic, a Title VI analysis was not required for an emergency, temporary service change. Although an analysis was not required, RTA staff did adjust to Sunday service in order to ensure equitable distribution of the service reduction and in an effort to maintain essential service throughout the network. Per FTA COVID-19 guidance, once the service change is in place for 12 months, then it is considered permanent and requires analysis. RTA plans to continue seven-day Sunday Service with select CommuterLink weekday service for the remainder of FY21 and into FY22. This represents 12 months of Sunday-level service, triggering the need for a formal Title VI analysis.

Table 1 shows the changes in revenue miles and hours for each route before (January 2020) and after implementation of seven-day Sunday Service levels (May 2020). All routes, except for routes 1-Saturday, 15-Saturday, 16, 18, 21, 32, 40 and 205 experience a greater than 25 percent change in either revenue hours or revenue miles.

RTA then determined whether the routes that meet the threshold of a major service change posed a disparate impact on minority populations or disproportionate burden on low-income populations. For this analysis, a route's population is based on the population living within a half-mile buffer of the route. Work completed for RTA's 2019 Title VI Update found that, for the system as a whole, 69 percent of the population living within a half mile of an RTA route identifies as a minority. For low-income populations, the system average is 27 percent.

For routes that qualify as minority and low-income routes, there is a potential for disparate impact on minority populations and disproportionate burden on low-income populations if the route's population is 20 percent higher than the system average. This means a route would have to serve greater than or equal to an 83 percent minority population and 32 percent low-income population to have a Title VI impact. Route by route findings are detailed out in Table 1 below. Routes 9, 11, 19-Saturday, 30 and 41 have a potential disparate impact on minority populations. The service changes in routes 1, RapidLink, 8, 9, 10, 11, 13, 14, 19-Saturday, 28, 30, 31, 33, 41, 42, 49, 50, 51, 52, 74 and 204 have a potential disproportionate burden on low-income populations. As shown in the table below, populations served by these routes exceed 20 percent of the system average and require further analysis and identification of mitigations to justify the service change as outlined below.

Although the reduced service levels in routes 1, 8, 9, 10, 11, 13, 14, 19-Saturday, 28, 30, 31, 33, 41, 42, 49, 50, 74 and 204 may disproportionately affect minority and/or low-income populations, service will still be provided and riders will still be able to travel to their destinations. With COVID-19 related mandates to stay at home, social distancing guidelines limiting the number of people allowed on a bus, and ridership levels down by 70-75 percent, RTA reduced service levels in order to remain financially sustainable and to continue to provide essential transportation services throughout the region. It is unknown how long the social, economic and financial impacts from the pandemic will last. The reduced service levels are critical given the reduced ridership and limited financial



TITLE VI ANALYSIS

7-Day Sunday Service Levels

resources. RTA continues to maintain service on these routes to provide essential transportation to those that rely upon it and mitigate the impact on minority and low-income populations.

RapidLink Gold Line is RTA's enhanced, limited-stop route providing weekday service every 15 minutes during peak times in the morning and afternoon. It travels along the same corridor as Route 1. Due to the pandemic and seven-day Sunday service levels, RapidLink is currently not running. Passengers will still be able to travel to and from their destinations using Route 1, thus mitigating any disproportionate burden on low-income populations. Route 1 provides 15-minute headways during peak times and travels throughout the day and on weekends.

Routes 51 and 52 may disproportionately affect low-income populations. Route 51 is subsidized by the University of California, Riverside (UCR), who pulled funding from the route when the pandemic hit. This route primarily carried UCR students and the UCR campus is currently closed. This route will be reinstated in September to coincide with the UCR campus re-opening plan. Route 52 was subsidized by the Riverside County Transportation Commission who removed funding for this route last year. Routes 13 and 14 are available within the vicinity of these two alignments that passengers can utilize for travel, further mitigating any disproportionate impacts on low-income populations.

RTA also completes public outreach as part of the approval process for RTA's Short Range Transit Plan (SRTP). The SRTP contains detailed information on the upcoming year's planned service changes. Due to the COVID-19 pandemic, RTA's outreach was predominantly done online through the website, RTA Reader, Rider News, press releases and social media. Customers are invited to comment on the proposals by phone, email, traditional mail or by attending the May Board of Directors meeting.

Table 1

Seven-Day Sunday Service										
Route-Level Service Change Percentages to Identify Major Service Changes*										
Route	Jan. 2020 22 Weekdays 4 Saturdays	June 2020 22 Weekdays 4 Saturdays	Change in Revenue Hours	Jan. 2020 22 Weekdays 4 Saturdays	June 2020 22 Weekdays 4 Saturdays	Change in Revenue Miles	Minority %	Disparate Impact (Y/N)**	Low- income %	Disproportionate Burden (Y/N)**
1	5,486.40	3763.14	-31.41%	58585	45652	-22.08%	75%	N	34%	Y
1 Sat.	729.89	703.34	-3.64%	7973	8593	7.78%				
RapidLink	1516.9	0	-100.00%	20821	0	-100.00%	75%	N	33%	Y
3*	980.02	297.24	-69.67%	11683	3760	-67.82%	76%	N	19.5%	N
8	1200.56	768.86	-35.96%	16930	11911	-29.65%	67%	N	35%	Y
9	470.32	299.63	-36.29%	8969	5723	-36.19%	83%	Y	44.50%	Y
10	984.13	497.9	-49.41%	10718	5848	-45.44%	71.50%	N	33%	Y
11	665.13	402.35	-39.51%	7203	4742	-34.17%	86%	Y	35%	Y
12	1349.6	845.47	-37.35%	14893	10144	-31.89%	72%	N	29%	N
13	1366.93	680.17	-50.24%	15216	8549	-43.82%	77%	N	34%	Y
14	1257.3	615.15	-51.07%	14935	8657	-42.04%	72%	N	34%	Y
15	2186.28	1240.43	-43.26%	24209	15960	-34.07%	73%	N	30%	N
15 Sat.	228.07	237.38	4.08%	2744	3145	14.61%				
16	1,883.45	1458.67	-22.55%	20859	17072	-18.16%				
16 Sat.	211.17	265.58	25.77%	2456	3224	31.27%	76%	N	25%	N
18	674.67	517.43	-23.31%	8414	7055	-16.15%				
19*	3305.07	2374.78	-28.15%	41257	32708	-20.72%				
19 Sat.	385.4	456.25	18.38%	4857	6080	25.18%	88%	Y	36%	Y
20	1516.48	811.98	-46.46%	21163	12709	-39.95%	73%	N	26.5%	N
21	631.43	475.28	-24.73%	8998	7071	-21.42%				
22	1426.93	894.18	-37.34%	21339	14824	-30.53%	71%	N	30%	N
23	941.5	694.3	-26.26%	12945	9178	-29.10%	51%	N	19%	N
24	818.71	539.22	-34.14%	9716	6765	-30.37%	49.5%	N	16%	N
26	291.58	0	-100.00%	3918	0	-100.00%	69.5%	N	18%	N
27	1398.5	709.57	-49.26%	26854	14214	-47.07%	69.5%	N	25%	N
28	2099.77	1383.54	-34.11%	35309	24246	-31.33%	62%	N	44%	Y
29	1057.68	623.78	-41.02%	14418	9252	-35.83%	80%	N	31%	N
30	547.43	240.44	-56.08%	6749	3336	-50.57%	90.50%	Y	41.5%	Y
31	1648.24	1032.8	-37.34%	31223	20037	-35.83%	74.50%	N	35%	Y
32	636.21	503.71	-20.83%	6467	5831	-9.83%				
33	415.94	234.28	-43.67%	5057	2931	-42.04%	57.50%	N	39%	Y
40	514.44	496.92	-3.41%	8845	8820	-0.28%				
41	518.11	263.7	-49.10%	8173	4878	-40.32%	86%	Y	30%	N
42	392.87	221.48	-43.63%	5257	3148	-40.12%	64%	N	41%	Y
49	1013.15	564.18	-44.31%	12136	7326	-39.63%	81%	N	35%	Y
50	186.62	117.7	-36.93%	1278	810	-36.62%	61%	N	33%	Y
51	211.51	0	-100.00%	2270	0	-100.00%	73%	N	34%	Y
52	282.15	0	-100.00%	2135	0	-100.00%	77%	N	38%	Y
55	75.07	0	-100.00%	929	0	-100.00%	51%	N	18%	N
61	1308.78	736.33	-43.74%	21554	12731	-40.93%	54%	N	20%	N
74	1491.25	801.65	-46.24%	25781	14081	-45.38%	59%	N	33%	Y
79	1416.84	769.76	-45.67%	22858	12695	-44.46%	55%	N	19%	N
200	1873.38	866.17	-53.76%	43778	22208	-49.27%	73%	N	31%	N
202	289.99	0	-100.00%	6783	0	-100.00%	52%	N	22%	N
204	827.92	523.33	-36.79%	16914	11392	-32.65%	81.50%	N	36%	Y
205	377.27	365.83	-3.03%	9609	9404	-2.13%				
206	627.03	422.17	-32.67%	17275	11695	-32.30%	63%	N	27%	N
208	985.52	578.9	-41.26%	23835	15068	-36.78%	66%	N	27%	N
210	73.84	0	-100.00%	1769	0	-100.00%	79.50%	N	30%	N
217	841.46	0	-100.00%	23761	0	-100.00%	57%	N	25%	N

*Revenue miles and hours data is based off the FY2020 Performance Statistics (June)

*To have a disparate impact on minority populations and a disproportionate burden on low-income populations, a route's population must be 20% higher than the system average. For RTA, a route would have to serve an 83% minority population and 32% low-income population to have a Title VI impact (based on RTA's 2019 Title VI Update).

Fiscal Year 2021 (FY21) Service Changes

In order to comply with federal Title VI regulations, RTA must evaluate every service change to determine whether the changes are significant enough to warrant a Title VI review, and if so, whether the changes disproportionately affect low-income and minority communities. RTA defines a major service change as one that affects more than 25 percent of a route's revenue hours, revenue miles, or alignment.

Due to the COVID-19 pandemic, RTA is running seven-day Sunday service levels with select CommuterLink service throughout FY21. Approved as part of the FY21 Short Range Transit Plan (S RTP), the service changes listed below will be made in FY21. These changes will help improve service reliability, increase ridership and improve efficiency. The following services are to be eliminated:

- **ROUTE 9:** The 6:50 a.m. weekend southbound trip departing Perris Station Transit Center.
- **ROUTE 23:** The 10:06 a.m. and 6:10 p.m. weekend northbound trips departing Promenade Mall.
- **ROUTE 27:** The 5:30 a.m. weekend southbound trip departing Galleria at Tyler.
- **ROUTE 28:** The 5:05 a.m. weekend westbound trip departing Hemet Valley Mall.
- **ROUTE 40:** The 8:56 a.m., 11:26 a.m., 1:56 p.m. and 4:23 p.m. weekend eastbound trips departing Lake Elsinore Walmart, and the 7:36 a.m., 10:14 a.m., 12:41 p.m., 3:08 p.m. and 6:02 p.m. weekend westbound trips departing Cherry Hills and Bradley.

The Table below shows the changes in revenue miles and hours for each route before (July 2020) and after the service change (January 2021). Of the service changes being made, only Route 40 has a greater than 25 percent change in revenue hours and revenue miles. RTA then determined whether the Route 40 changes pose a disparate impact on minority populations or a disproportionate burden on low-income populations. For this analysis, a route's population is based on the population living within a half-mile buffer of the route. Work completed for RTA's 2019 Title VI Update found that, for the system as a whole, 69 percent of the population living within a half mile of an RTA route identifies as a minority. For low-income populations, the system average is 27 percent.

For routes that qualify as minority and low-income routes, there is a potential for disparate impact on minority populations and disproportionate burden on low-income populations if the route's population is 20 percent higher than the system average. This means a route would have to serve greater than or equal to an 83 percent minority population and 32 percent low-income population to have a Title VI impact. Based on the analysis completed, Route 40 does not qualify as a minority or low-income route. It is concluded that no disparate impact or burden on minority or low-income populations will occur as a result of these changes.

RTA also completes public outreach as part of the approval process for RTA's S RTP. The S RTP contains detailed information on the upcoming year's planned service changes. Due to the COVID-19 pandemic, RTA's outreach was predominantly done online through the website, RTA Reader, Rider News, press releases and social media. Customers are invited to comment on the proposals by phone, email, traditional mail or by attending the May Board of Directors meeting.



TITLE VI ANALYSIS

FY21 Service Changes

FY21 Service Changes

Route Level Changes to Identify Major Service Changes
Daily Numbers*

Route	Before Service Change July 2020		After Service Change January 2021		Percent Change		Minority %	Disparate Impact (Y/N)**	Low-income %	Disproportionate Burden (Y/N)**
	Revenue Hours	Revenue Miles	Revenue Hours	Revenue Miles	Revenue Hours	Revenue Miles				
9	13.50	265.42	13.03	253.98	-3.48%	-4.31%				
23	31.95	446.28	28.92	402.81	-9.48%	-9.74%				
27	32.30	654.03	31.13	632.26	-3.62%	-3.33%				
28	60.75	1042.29	60.07	1026.95	-1.12%	-1.47%				
40	22.77	400.91	11.25	200.24	-50.59%	-50.05%	49%	N	18%	N

*Data is from the FY21 Base Model Hours/Miles.

**To have a disparate impact on minority populations and a disproportionate burden on low-income populations, a route's population must be 20% higher than the system average. For RTA, a route would have to serve an 83% minority population and 32% low-income population to have a Title VI impact (based on RTA's 2019 Title VI Update).

Fiscal Year 2022 Service Changes

In order to comply with federal Title VI regulations, RTA must evaluate every service change to determine whether the changes are significant enough to warrant a Title VI review, and if so, whether the changes disproportionately affect low-income and minority communities. RTA defines a major service change as one that affects more than 25 percent of a route's revenue hours, revenue miles, or alignment.

Due to the COVID-19 pandemic, RTA is projecting to continue to run seven-day Sunday service levels with select CommuterLink service into FY22. As businesses reopen and schools return to in-person sessions, ridership levels are estimated to increase. In FY22, RTA projects incrementally increasing service on the top 10 performing routes. These routes are RTA's highest performing routes and carries the majority of RTA's customers both before and after the COVID-19 pandemic. They provide customers with access to regional destinations and connections to rail and bus. These increases are necessary to meet increasing demand on RTA's highest performing routes and riders across the service area use these routes to make regional connections. If approved by the Board of Directors and with increasing demand, RTA proposes the following FY22 service changes:

- September 2021 service changes:
 - Increase service on routes 1, 15, 16, 19 and 28 to 80 percent of January 2020 (pre-COVID) service levels.
 - Route 51: Reinstate service.
 - Route 55: Reinstate service.
- January 2022 service changes:
 - Increase service on routes 12, 13, 20, 22 and 49 to 65 percent of January 2020 (pre-COVID) service levels.

The Table below shows the changes in revenue miles and hours for each route before (May 2021) and after the service change (September 2021 and January 2022). Routes 1, 13, 15, 28, 51 and 55 have a greater than 25 percent change in either revenue hours or revenue miles. All the service changes listed are due to an increase in service which will benefit the region.

Of the routes that reach the threshold of a major service change, routes 1, 13, 28 and 51 serve a disproportionately higher percentage of low-income populations. None of the routes that reach the threshold of a major service change serve a disproportionately higher percentage of minority populations. Of RTA's total service area population, 64.14% are minorities. In 2018, RTA conducted a Market Assessment and Strategic Directions Study which found that 83% of RTA riders identified as minorities. Therefore, increasing service on these routes will greatly benefit minority and low-income populations in the service area. Improving service on the routes listed will not pose a disparate impact or disproportionate burden on minority or low-income populations but rather benefit the region by providing increased service levels.

RTA also completes public outreach as part of the approval process for RTA's Short Range Transit Plan. The SRTP contains detailed information on the upcoming year's planned service changes. Due to the ongoing COVID-19 pandemic, RTA's outreach was predominantly done online through the website, RTA Reader, Rider News, press releases and social media. Customers are invited to comment on the proposals by phone, email, traditional mail or by attending the May Board of Directors meeting.

FY22 Service Improvements

Route Level Changes to Identify Major Service Changes
Daily Numbers - Weekday Only Changes

Route	Before Service Change May 2021		After Service Change September 2021		Percent Change		Minority %	Disparate Impact (Y/N)**	Low- income %	Disproportionate Burden (Y/N)**
	Revenue Hours	Revenue Miles	Revenue Hours	Revenue Miles	Revenue Hours	Revenue Miles				
1	151.02	1669.05	191.95	1978.96	27%	19%	75%	N	34%	Y
15	39.12	472.39	68.85	718.32	76%	52%	73%	N	30%	N
16	63.6	723.06	68.52	758.57	8%	5%				
19	107.07	1427.11	119.64	1494.31	12%	5%				
28	59.37	1036.58	76.17	1283.97	28%	24%	62%	N	44%	Y
51	0	0	10.3	108.66	100%	100%	73%	N	34%	Y
55	0	0	4.52	55.66	100%	100%	51%	N	18%	N
Route	Before Service Change May 2021		After Service Change January 2022		Percent Change		Minority %	Disparate Impact (Y/N)**	Low- income %	Disproportionate Burden (Y/N)**
	Revenue Hours	Revenue Miles	Revenue Hours	Revenue Miles	Revenue Hours	Revenue Miles				
12	38.65	465.78	39.88	439.97	3%	-6%				
13	32.23	383.9	40.33	449.51	25%	17%	77%	N	34%	Y
20	37.5	585.57	44.5	621.39	19%	6%				
22	42.12	683.01	42.28	628.61	0%	-8%				
49	26.3	337.62	30.13	358.58	15%	6%				

*A Title VI analysis was previously completed in the Service Reduction Plan for the FY22 Hemet-San Jacinto service changes and proposed Implementation of Microtransit Pilot Program.

**To have a disparate impact on minority populations and a disproportionate burden on low-income populations, a route's population must be 20% higher than the system average. For RTA, a route would have to serve an 83% minority population and 32% low-income population to have a Title VI impact (based on RTA's 2019 Title VI Update).



TITLE VI ANALYSIS

Free Fares for Youth and College Students

Free Fares for Youth and College Students Program

In Fiscal Year 2020 (FY20), RTA was awarded Low Carbon Transit Operations Program (LCTOP) funds towards the Free Fares for Youth and College Students Program. This program provides youth under the age of 18 and college students who attend Cal Baptist University, La Sierra University, Moreno Valley College, Mt. San Jacinto College (MSJC), Norco College, Riverside City College and University of California, Riverside (UCR) with free rides on all RTA routes including Dial-A-Ride services for those who qualify. This program was created to help regain ridership lost due to the COVID-19 pandemic and it was assumed that the pandemic would only last a few months at most. As it is now known, the pandemic has lasted well over a year and many schools are operating virtually and have not returned to in-person sessions. As a result, use of the program has not been as high and program funds will last longer than previously estimated. RTA is completing a Title VI analysis on this program due to the unanticipated extended duration of the program to ensure it does not cause a disparate impact on minority populations or a disproportionate burden to low-income populations.

In 2018 RTA completed a Market Assessment and Strategic Directions study which found that 48% of RTA riders are students. Moreover, 82% of RTA college student and youth riders identified as minorities and 54.3% are low-income. This program will greatly benefit minority and low-income populations in RTA's service area by providing youth and college students with free rides. Therefore, it is concluded that no disparate impact on minority populations or disproportionate burden on low-income populations will result from the implementation of this program.

Mobile Ticketing

In order to comply with federal Title VI regulations, RTA must evaluate fare changes to determine whether the changes disproportionately affect low-income and/or minority communities. In April 2019, RTA began piloting the use of mobile ticketing. In Fall of 2020, RTA launched its mobile ticketing service on all fixed routes. Customers can download the Mobile Ticketing app to their phone and purchase and send passes via their mobile device. RTA did not remove any form of payment – all previous fare payment options remain the same. Passengers can still purchase their tickets at the same locations they previously did. Moreover, all fares are the same price across all forms of payment – there is no price difference in using mobile ticketing. By implementing Mobile Ticketing, RTA is offering customers an alternative, convenient way to purchase and send tickets. RTA continues to accept all forms of payment including cash. There is no disparate impact on minority populations or disproportionate burden on low-income populations because passengers can still purchase their passes as they did previously – no forms of payment were removed.



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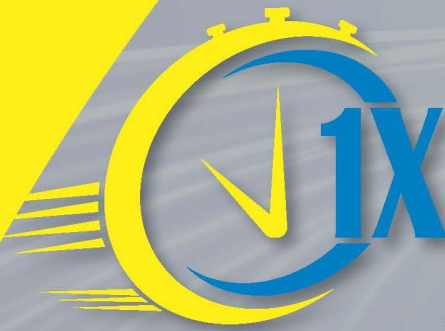
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SunLine Re fueled

DRIVING THE FUTURE OF TRANSIT

SHORT RANGE TRANSIT PLAN



FY
2022-
2024



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Appendices

Appendix A: SunLine Existing Route Profiles

Glossary of Common Acronyms

5304	Discretionary grants for statewide and non-metropolitan transportation planning
5307	Formula grants for urbanized areas
5309	Discretionary grants for fixed guideway capital investments
5310	Discretionary grants for enhanced mobility of seniors and individuals with disabilities
5311	Formula grants for rural areas
5337	State of Good Repair
5339	Formula grants for bus and bus facilities
ADA	Americans with Disabilities Act
A&E	Architectural and Engineering
AHSC	Affordable Housing and Sustainable Communities Program
APTA	American Public Transportation Association
ARPA	American Rescue Plan Act
ATIS	Advanced Traveler Information System
BAB	Battery Electric Bus
BRT	Bus Rapid Transit
CARB	California Air Resources Board
CARES	Coronavirus Aid, Relief and Economic Stimulus Act
CDC	Centers for Disease Control and Prevention
CIC	Customer Information Center
CMAQ	Congestion Mitigation and Air Quality Improvement Program
CNG	Compressed Natural Gas
COA	Comprehensive Operational Analysis
COVID-19	Coronavirus
CRRSAA	Coronavirus Response and Relief Supplemental Appropriations Act
CTSA	Consolidated Transportation Services Agency
CVAG	Coachella Valley Association of Governments
DBE	Disadvantaged Business Enterprise
EEO	Equal Employment Opportunity

EV	Electric Vehicle
FCEB	Fuel Cell Electric Bus
FTA	Federal Transit Administration
FTIP	Federal Transportation Improvement Program
FY	Fiscal Year
JPA	Joint Powers Agreement
ICT	Innovative Clean Transit
IT	Information Technology
IVT	Imperial Valley Transit
IVTC	Imperial Valley Transportation Commission
KPI	Key Performance Indicator
LCFS	Low-Carbon Fuel Standard
LCTOP	Low Carbon Transit Operations Program
LEP	Limited English Proficiency
LTF	Local Transportation Fund
MBTA	Morongo Basin Transit Authority
MPO	Metropolitan Planning Organization
OCTA	Orange County Transportation Authority
OPEB	Other Post-Employment Benefits
PPP	Public Private Partnership
PTMISEA	Public Transportation Modernization, Improvement, and Service Enhancement Account
RCTC	Riverside County Transportation Commission
RFP	Request for Proposals
RINs	Renewable Identification Numbers
RTA	Riverside Transit Agency
RTPA	Regional Transportation Planning Agency
RPU	Riverside Public Utilities
§	Section
SB1	Senate Bill 1

SBTC	San Bernardino Transit Center
SCAG	Southern California Association of Governments
SGR	State of Good Repair
SR	State Route
SRA	SunLine Regulatory Administration
SRTP	Short Range Transit Plan
STA	State Transit Assistance
TAP	Transit Ambassador Program
TDA	Transportation Development Act
TIRCP	Transit and Intercity Rail Capital Program
TMD	Transportation Management & Design
TNC	Transportation Network Company
TNOW	Transportation NOW
TSP	Transit Signal Priority
TTS	Timed Transfer System
TUMF	Transportation Uniform Mitigation Fee
U-Pass	University Pass
UZA	Urbanized Area as defined by the U.S. Census Bureau
WRCOG	Western Riverside Council of Governments
ZEB	Zero-Emission Bus

Definitions

Financially Constrained Plan	Funded service improvements
Financially Unconstrained Plan	Unfunded service improvements
Microtransit	A form of demand response transit that offers flexible routing and/or flexible scheduling of minibus vehicles

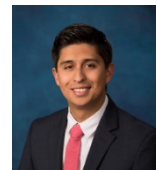
Board of Directors

SunLine was established under a Joint Powers Agreement (JPA) on July 1, 1977, between Riverside County and the communities of the Coachella Valley, which at the time included the Cities of Coachella, Desert Hot Springs, Indio, Palm Desert, and Palm Springs. The JPA was later amended to include the Cities of Cathedral City, Indian Wells, La Quinta, and Rancho Mirage. The JPA's governing board consists of one elected official from each member entity and one county supervisor. SunLine is headquartered in Thousand Palms, California.

Cathedral City	Raymond Gregory
Coachella	Denise Delgado
Desert Hot Springs	Russell Betts
Indian Wells	Donna Griffith
Indio	Glenn Miller, Vice Chair
La Quinta	Robert Radi, Chair
Palm Desert	Kathleen Kelly
Palm Springs	Lisa Middleton
Rancho Mirage	Charles Townsend
Riverside County	V. Manuel Perez



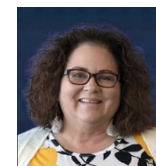
Skiver



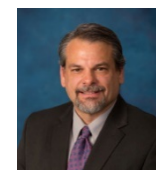
Garcia



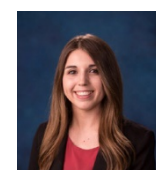
Gregor



Miles



McDaniel



Sowell



Cohen

SunLine Organizational Structure

Lauren Skiver	Chief Executive Officer/General Manager
Luis Garcia	Chief Financial Officer
Peter Gregor	Chief Safety Officer
Tamara Miles	Chief Human Relations Officer
Todd McDaniel	Chief Transportation Officer
Brittney B. Sowell	Chief of Public Affairs/Clerk of the Board
Tony Cohen	Chief Maintenance Officer
Vacant	Chief Performance Officer

Executive Summary

SunLine is the premier transportation provider in the Coachella Valley, connecting its residents with health care, jobs, schools, and a spectrum of other destinations. In 2020, despite the historic challenges prompted by the COVID-19 pandemic, SunLine charted an ambitious and strategic path forward and implemented key elements of the plan to push the agency in a new direction aimed at attracting choice riders, boosting ridership, and creating a brighter future. The annual Short Range Transit Plan (S RTP) covers a three-year span and serves as the actual implementation and financial plan for year one and projections for two additional years.

SunLine Refueled Initiative

During 2020, SunLine made great strides to improve its service, completing a multitude of capital projects and, as part of its SunLine Refueled Initiative, overhauled its transit network by restructuring its routes to meet future demand. More specifically, the SunLine Refueled Initiative included:

1. The consolidation of 15 routes to 9 routes, minimizing transfer connections and introducing more one-seat rides, expanding the high-frequency span of service, introducing a timed transfer system, laying the transit network along current and future transit supportive land uses, simplifying the route numbering system so customers could better understand and memorize their trip which is a key component of improving customer service and making public transit attractive to choice riders.
2. The implementation of SunRide, a microtransit service operating in four geofenced zones along the Cook Street corridor in Palm Desert, Desert Edge, Coachella, and Mecca-North Shore.
3. The launch of 10 Commuter Link service between Indio and San Bernardino on July 12, 2021.
4. The introduction of Route 1X on September 7, 2021 to test the viability of limited-stop express service between Indio and Palm Springs.

Pandemic Effects on SunLine Refueled Initiative and Service

In the midst of these planning efforts, the COVID-19 pandemic caused a major national and global disruption with the closures of businesses, schools, entertainment venues along with the enforcement of public health policies. Consequently, as shown in Figure ES.1, SunLine rolled out only the first two pillars of the SunLine Refueled Initiative, the Consolidated Fixed Route Network and SunRide, and postponed the start of the other two pillars: the implementation of 10 Commuter Link and Route 1X.

Figure ES.1 Four Pillars of the SunLine Refueled Initiative



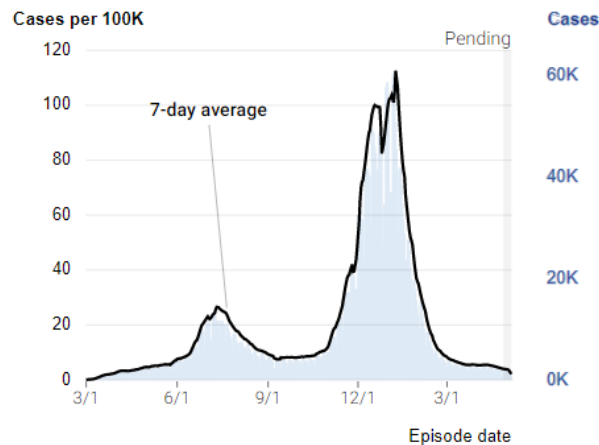
Furthermore, SunLine had to reduce service, operating on a Sunday schedule seven days a week and implementing an ambitious plan to maximize safety for both customers and employees by enforcing face coverings and social distancing requirements along with rear-door boarding, operating ghost buses to minimize overcrowding, suspending fare collection to minimize contact, and enhancing the cleaning and sanitizing of buses and office spaces. These safety measures were unprecedented but necessary, given that during the months of December 2020, and January 2021, the number of confirmed cases and deaths in the State of California peaked as shown in Figure ES.2 as we rolled out the first two pillars of the SunLine Refueled Initiative.

Figure ES.2 Covid-19 Pandemic Trend in California

Confirmed cases in California

Episode date	Reported date
--------------	---------------

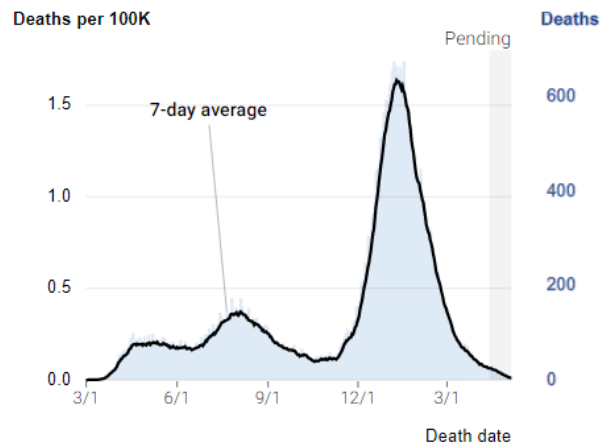
3,648,276 total confirmed cases
1,547 new cases (0.04% increase)
4.0 cases per 100K (7-day average)



Confirmed deaths in California

Death date	Reported date
------------	---------------

60,927 total confirmed deaths
65 new deaths (0.1% increase)
0.1 deaths per 100K (7-day average)



Note: Numbers do not represent true day-over-day changes as these results include cases from prior to yesterday. Episode date is the date the event is estimated to have taken place. Reported date is the date the event was reported to the California Department of Public Health. Cases includes people in state and federal prisons, US Immigration and Customs Enforcement facilities, US Marshal detention facilities, and Department of State Hospitals facilities. These groups are excluded from the Blueprint tier assignment calculations, which show different case and test positivity rates. A negative number of reported deaths means that deaths previously attributed to COVID-19 were determined to not be associated with COVID-19. The population denominators in these charts come from the California Department of Finance's population projections for 2020.

The Agency also became the first in the world to incorporate hybrid electric technology and the first small agency to complete and file its Innovative Clean Transit (ICT) Plan with the California Air Resources Board (CARB) – three years before small agencies are required to do so. What is more, the plan states SunLine's fleet will be fully transitioned to zero emissions by 2035 – five years ahead of the deadline set in the ICT Regulation (2040).

The path towards the future of public transportation in America has been paved, in part, by the exploration and advancement of bus technology pioneered by SunLine Transit Agency – proving it to be “the little transit agency that COULD.”

As noted above, SunLine recently built the largest hydrogen fueling station dedicated to transit in the United States, using electricity and renewable energy to generate clean hydrogen via the Hydrogen Electrolyzer. Hence, the brave path forward dubbed “Refueled.”

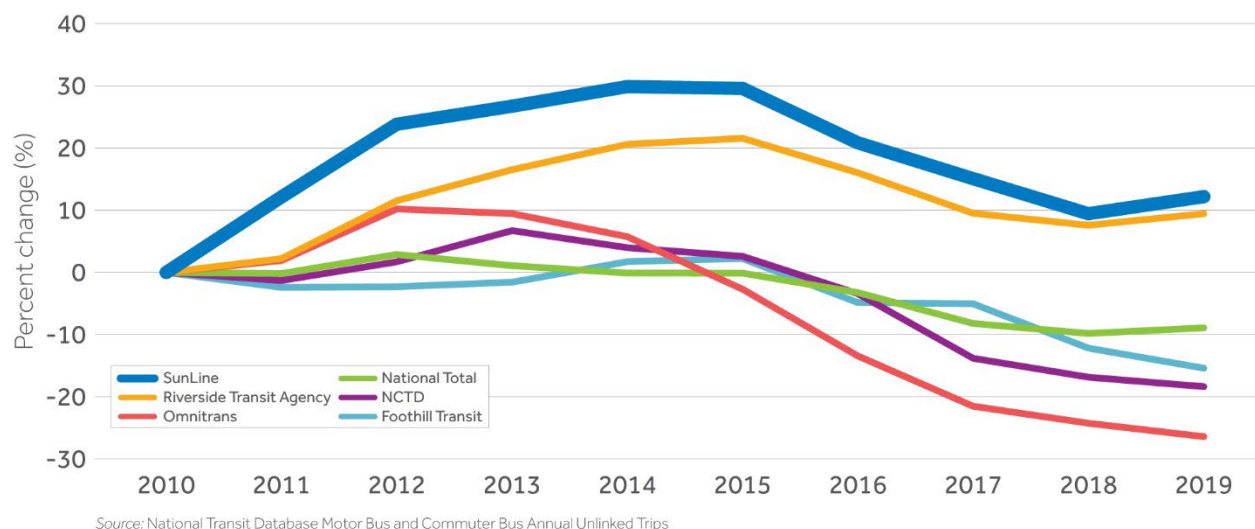
The vision carries beyond the technical advancements – SunLine is the first agency to develop a comprehensive workforce training program in transportation technologies. This training program known as the West Coast Center of Excellence in Zero Emission Technology and Renewable Energy, was developed after SunLine and the transit industry identified a gap between investments in technology and training in zero-emissions technology.



In a nutshell, the year 2020 can well be classified as a year of monumental progress despite challenges of the COVID-19 pandemic.

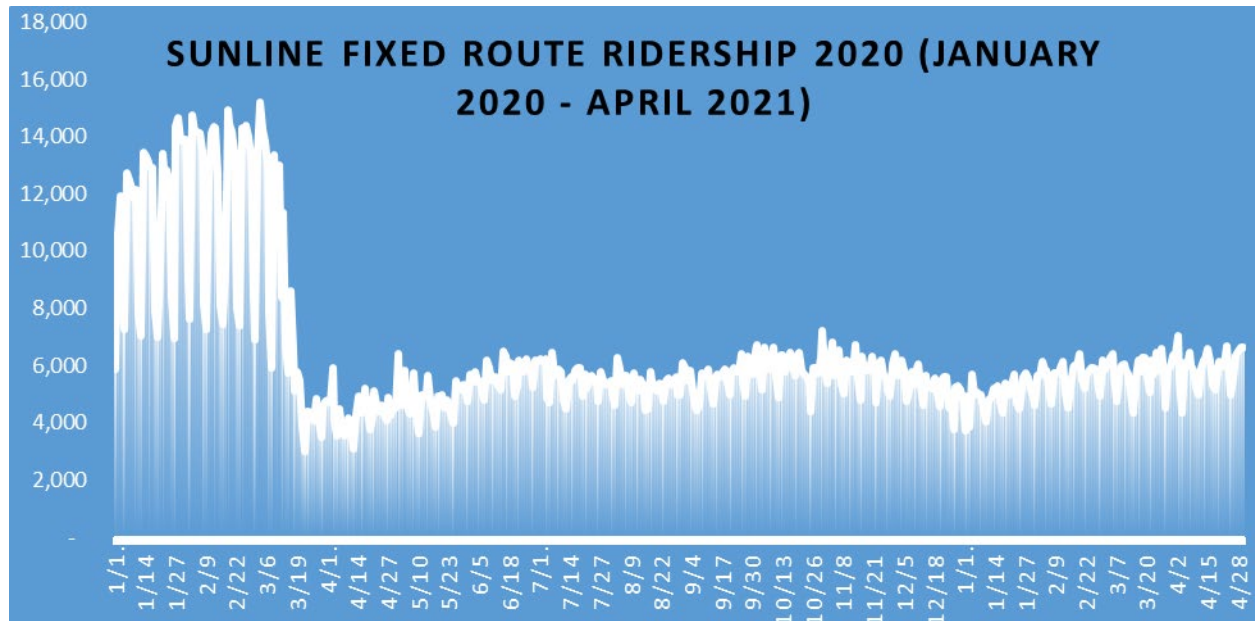
As shown in Figure ES.3 before the pandemic, SunLine had been leading its peers in ridership gains since 2010, bucking the national ridership trend. SunLine’s 2019 Onboard Rider Survey showed an outstanding 93 percent overall customer satisfaction rating. These accomplishments and current initiatives such as the launch of 10 Commuter Link service, the introduction of the Route 1X to test the viability of limited-stop bus service between Indio and Palm Springs, the student Haul Pass program, and the SolVan vanpool program reflect SunLine’s ambitious plans to support the Coachella Valley’s economy. The remarkable outcomes are a direct result of SunLine’s continuous expansion, experimentation, and development of new service strategies and cleaner fuels to meet local and national mobility and energy goals.

Figure ES.3 Percent Change in Fixed Route Ridership Relative to 2010 *(to be updated with 2020 data in the final SRTP, 2020 National Transit Database (NTD) data is not yet available)*



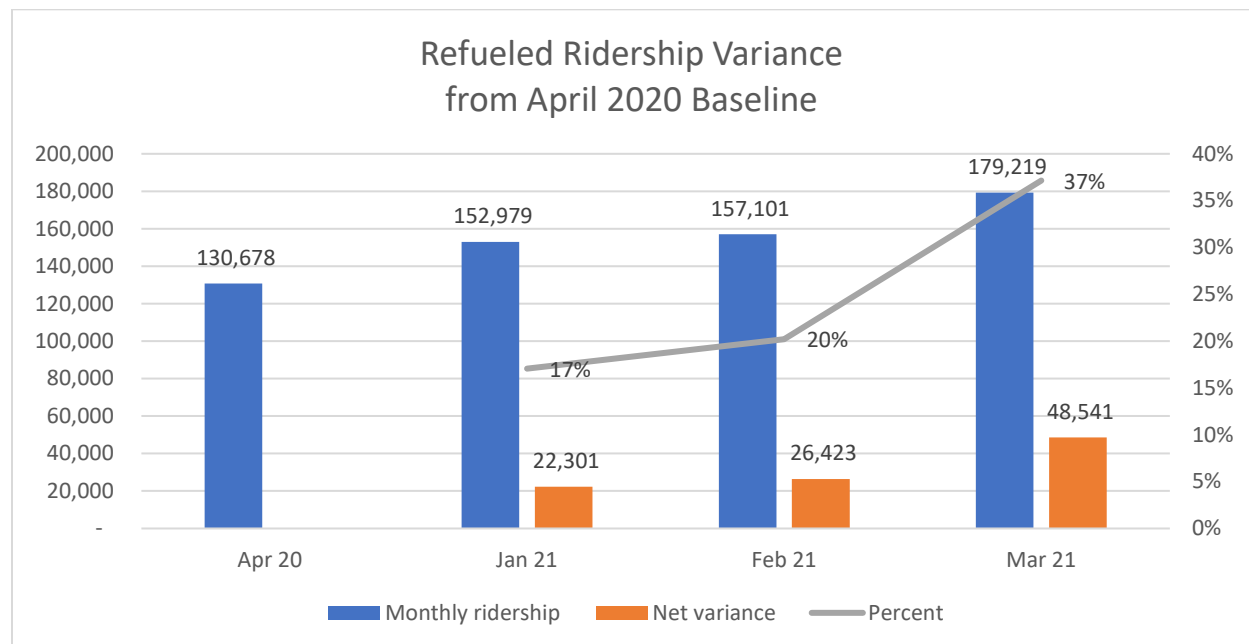
In March 2020, at the beginning of the COVID-19 pandemic, the adverse effects on SunLine’s ridership peaked (Figure ES.4). SunLine’s weekday fixed-route ridership dropped by 70 percent to an all-time low of 4,300 daily boardings. Paratransit ridership decreased by 80 percent to 100 daily boardings during the worst week. The COVID-19 pandemic and the resulting secondary impacts on the Coachella Valley’s economy, employment and day-to-day life warranted SunLine changing course to immediately support the region’s post COVID-19 pandemic recovery efforts. It’s important to note that SunLine kept service operational and remained financially healthy avoiding any staff or service reductions and layoffs. That wouldn’t have been possible without the unwavering support of our Board of Directors, dedicated employees, community leaders and the Federal Transit Administration (FTA).

Figure ES.4 SunLine Fixed Route Ridership Trend January 2020 – April 2021



Preliminary ridership gains as shown in Figure ES.5 suggest that the Refueled fixed-route network restructuring was successfully implemented. Typically, when bus routes are consolidated and transfers are eliminated, there is a drop in the number of boardings because more people will be enjoying one-seat rides to complete their trip – a key objective of the SunLine Refueled Initiative. Based on first quarter data, the increase in the number of riders indicate that SunLine Refueled Initiative is off to a great start, possibly even attracting new riders. Although a date has not yet been identified, as the region recovers from the COVID-19 pandemic, and schools, businesses and entertainment venues reopen, SunLine plans to eventually resume normal service, akin to Level 1 (operating regular weekday schedule).

Figure ES.5 SunLine Refueled Ridership Trend January 2021 to April 2021 Compared to April 2020 Baseline (First Full Month of the Operation Under COVID-19 Restrictions)



The Federal Coronavirus Aid, Relief, and Economic Security (CARES) Act and the Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) provided much-needed financial relief. With the combined federal assistance of the CARES Act, CRRSAA, and the American Rescue Plan Act, SunLine was able to keep lifeline service on the streets to provide essential transportation to customers needing a ride to medical appointments, work, grocery shopping and other destinations.

While the American Rescue Plan is changing the course of the pandemic and delivering relief for working families, SunLine proactively planned and implemented the multimodal transit network to rebuild a new economy and support the American Jobs Plan, an investment in America that will create millions of jobs, rebuild our infrastructure, and position the United States to better compete in the global economy. This means SunLine is taking students and residents to schools, colleges and job training centers while developing the next generation of clean fuels and technologies.

The new law does far more than fund transit's COVID-19 needs. It also offers a wide range of longer-term assistance to workers, employers, schools, restaurants, retail businesses, event organizers, and towns, cities, and states – all of which are essential to reviving Coachella Valley's economy. SunLine is poised to undertake this challenge; we have been proactively preparing to support these economic recovery efforts with an all-new transit network, new services and new service strategies.

Moving Forward from the Pandemic

Despite the challenges of the pandemic, SunLine pushed forward to fully implement the SunLine Refueled Initiative with community involvement and outreach efforts. No doubt, the communities of

Coachella Valley power guide SunLine’s decisions, providing a foundation for every decision we make. In every respect, the SunLine Refueled Initiative is a direct response to improvements requested by the community. The new norm called for a new transit system that is resilient, flexible, adaptable and of service in an environment that is unpredictable and rapidly changing.

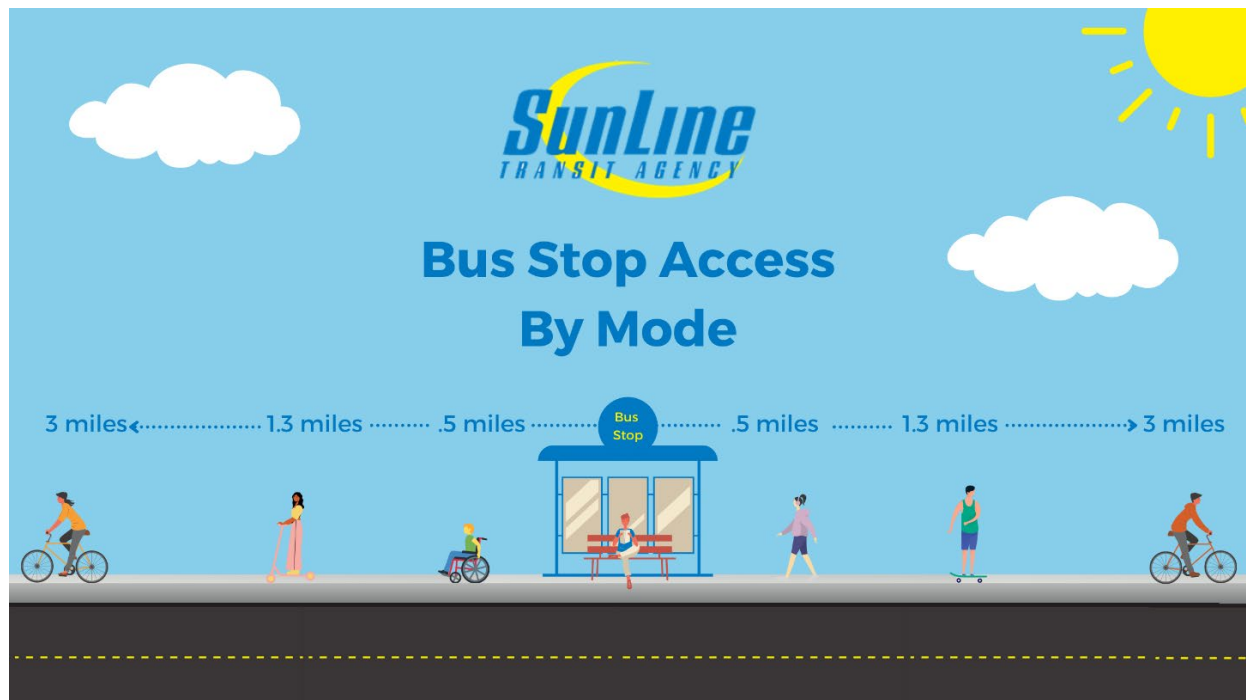


Our work has just begun.

The FY22–24 Short Range Transit Plan lays out a methodical blueprint for recovering from the pandemic and attracting “choice riders” (essentially customers who have other mobility options but choose transit instead) and supporting the broader regional and national initiatives. The plan reflects that the service provided is a key part of supporting the local economy and building thriving communities through greener, more efficient, and sustainable transportation options that connect with other forms of travel such as bicycles, carpools, park-and-rides, trains, and neighboring public transit providers.

Transportation planning requires an understanding of all modes of transportation as they are all linked along the journey. Because every trip begins and ends with a trip to or from a bus stop, accessibility and interconnectivity are essential components of planning and developing transit services to attract and encourage residents to use transit. SunLine is committed to building a multimodal transit network in partnership with the local jurisdictions, regional planning, and funding agencies. As shown in Figure ES.6, the rapidly evolving technologies, electrification of traditional human powered mobility units such as bicycles, scooters, etc., and other slow-moving electric vehicles such as golf carts, Segway’s, etc., have extended the transit catchment area from half a mile to now nearly three miles. This means more residents will have access to transit, a broader range of mobility options appropriate to each trip purpose according to the weather, cost, convenience, and other factors that influence the most the appropriate mode or modes.

Figure ES.6 Transit Catchment Area



A well-designed multimodal, flexible, clean, transit network becomes part of the urban fabric that can be used by everyone for its simplicity and value. A great transit network values the customer's time and convenience. Transit that is easy to understand, easy to use, and simple to operate creates its own ridership and grows with the community. As shown in layers of transit services and modes, from high frequency to innovative modes such as SunRide, first and last mile solutions such as CVLink and other evolving modes are designed to create an effective network that grows with the community with each layer serving a different purpose and broadening the catchment area from the traditional half a mile to nearly three miles.

This means, more than ever before, all jurisdictions must work toward building a well-coordinated and connected transportation network. SunLine will continue to collaboratively develop and implement strategies with its community partners to attract choice riders, expand SunLine's market share and increase ridership.

Looking Ahead

A safe return to shared travel is necessary, — and it will be a difficult task. The challenges in our immediate path are significant, but the first step is implementing the approved SunLine Refueled Initiative, envisioning good outcomes for a sustainable multimodal, connected, and clean, transportation future. Without a commitment to shared mobility, —especially mass transit, rapidly evolving personal mobility units and pooled rides, — we will see a resurgence of single-occupant vehicles and an undermining of progress towards climate and equity objectives.

Hence, fully implementing the approved SunLine Refueled Initiative remains the highest priority. Item 2 below, fare collection and front door boarding which has been approved by the Board of Directors, was implemented as a part of the May 2021 service change.

The remaining items previously approved by Board of Directors are slated for implementation in FY22 as noted below during the first year of the S RTP and the other long-term initiatives that primarily require public-public and public-private partnerships will be implemented on an ongoing basis as new funding sources/grants are realized.

- School trippers resumed on March 29, 2021 for students returning to in-class learning at local schools.
- Fare collection and front-door boarding resumed May 2, 2021.
- 10 Commuter Link service between Indio and San Bernardino is expected to begin July 12, 2021 coinciding with the start of California State University San Bernardino (CSUSB) on-campus classes on August 23, 2021.
- Route 1X is expected to launch September 7, 2021 testing the effectiveness and desirability of limited-stop service between Indio and Palm Springs.
- An attitude and awareness survey/study will be conducted in the fall to measure the effectiveness of the SunLine Refueled Initiative and fine-tune the transit network and strategies – a transit network designed by the residents.
- Bus stop signs and schedule holders will be updated to enhance customer service, optimize the utilization of trip planning technologies, modernize our image on the streets and improve communications.

As an agency of firsts, SunLine Transit Agency has remained committed to building a truly intermodal, clean, and sustainable transportation network in partnership with local jurisdictions, regional and federal governments, and the private sector to develop, finance and implement strategies to attract choice riders, expand SunLine's market share and increase ridership. SunLine has the following strategic action items slated for next year:

- Capitalize on the CVLink multimodal corridor, which has the potential to connect neighborhoods to transit, activity centers, and address some of the first- and last-mile mobility needs of the Coachella Valley.
- Continue with SunLine's ongoing improvement, communications, and education programs to enhance collaborative planning efforts that protect the integrity of the transit network and benefits of transit, i.e., improve the experience of the entire journey.
- Develop strategies and funding to implement frequency improvements and a Commuter Link service to connect western and central Coachella Valley to CSUSB, San Bernardino Transit Center (SBTC)/Metrolink Station and Amtrak Station as summarized below to capture choice riders by developing successful new funding streams and grants, as shown in Figure ES. 7.

Figure ES.7 Service Expansion Strategies and Status

Route #	Description	Annual Hours	Annual Miles	Expansion Buses (Excluding Spares)	Operating Cost	Capital Cost
1*	Coachella - Via Hwy 111 - Palm Springs. Increase weekday peak frequency from 20 minutes to every 15 minutes. Capital costs funded through an AHSC grant. Implementation date is tied to the completions of Coachella Valley Mobility Hub	6,120	91,910	4	\$ 704,840	\$ 2,600,000
1X**	Limited Stop Express Service between Indio - Palm Springs. Weekday peak limited stop service slated to start September 7, 2021	7,130	139,130	3	\$ 821,162	\$ 1,950,000
2	Desert Hot Springs - Palm Springs - Cathedral City. Increase weekday frequency from 20 minutes to every 15 minutes. Project not funded, implementation date to be determined.	13,300	175,570	4	\$ 1,531,761	\$ 2,600,000
3	Desert Edge - Desert Hot Springs. Increase weekday peak frequency from 60 minutes to every 30 minutes. Project not funded, implementation date to be determined.	1,922	34,276	1	\$ 221,357	\$ 650,000
4	Westfield Palm Desert - Palm Springs. Increase weekday peak frequency from 40 minutes to every 30 minutes. Project not funded, implementation date to be determined.	3,050	43,000	2	\$ 351,269	\$ 1,300,000
5	Desert Hot Springs - CSUSB Palm Desert - Westfield Palm Desert. Increase weekday peak frequency from 60 minutes to every 40 minutes. Project not funded, implementation date to be determined.	1,810	36,590	1	\$ 208,458	\$ 650,000
6	Coachella - Via Fred Waring - Westfield Palm Desert. Increase weekday frequency from 45 minutes to every 30 minutes. Project not funded, implementation date to be determined.	2,450	36,200	1	\$ 282,167	\$ 650,000
7	Bermuda Dunes - Indian Wells - La Quinta. Increase weekday frequency from 45 minutes to every 30 minutes. Project not funded, implementation date to be determined.	1,363	24,581	1	\$ 156,977	\$ 650,000
8	North Indio - Coachella - Thermal/Mecca. Increase weekday frequency from 40 minutes to every 30 minutes. Project not funded, implementation date to be determined.	2,050	34,210	1	\$ 236,099	\$ 650,000
9***	North Shore - Mecca - Oasis. Frequency was improved to every 60 min in Jan 21 from every 180 minutes.	1,922	34,276	1	\$ 221,357	\$ 650,000
10	Implement Commuter Link service between West Coachella Valley - CSUSB, San Bernardino Transit Center (SBTC)/Metrolink and Amtrak Station. Add 4 new roundtrips. Project not funded, implementation date to be determined. Staff is researching public/public or public private opportunities to fund and implement this service.	5,916	191,557	2	\$ 681,346	\$ 1,900,000
Total:				21	\$ 5,416,791	\$ 14,250,000

* Capital costs funded. Operating funds needs to be programmed

** Funded and start up slated for Monday, September 6, 2021

*** When demand warrants, increase frequency to every 40 minutes from current 60 minutes

With the aggressive implementation of the SRTP's recommendations, SunLine is poised to meet the mobility needs of the residents of Coachella Valley and support regional and national economic recovery efforts. The budget is being simultaneously reviewed by the Board budget committee and the final SRTP and budget are slated for Board approval in June.



Chapter 1. System Overview and Service Profile

In 2019, SunLine Transit Agency completed a bold plan to recast its transit system. This plan to minimize transfers, reduce travel times, and realign routes to serve growing, and more productive areas — SunLine Refueled Initiative — was prepared with guidance provided by the Board of Directors, input from transit riders, and a robust data analysis. Due to the COVID-19 pandemic, SunLine only rolled out the first two pillars of the SunLine Refueled Initiative, the Consolidated Fixed Route Network and SunRide. The start of the other two pillars, the implementation of 10 Commuter Link and Route 1X, was postponed. Additionally, SunLine had to reduce service, operating on a Sunday schedule seven days a week and implementing an ambitious plan to maximize safety for both customers and employees by enforcing face coverings, social distancing requirements, and rear-door boarding; operating ghost buses to minimize overcrowding; suspending fare collection to minimize contact; and enhancing the cleaning and sanitizing of buses and office spaces.

This first chapter of the FY2022–2024 Short Range Transit Plan (S RTP) provides an introduction to SunLine. It outlines the baseline service conditions and includes a rider profile, a description of the service area, and a summary of current public transit service.

1.1 Description of Service Area

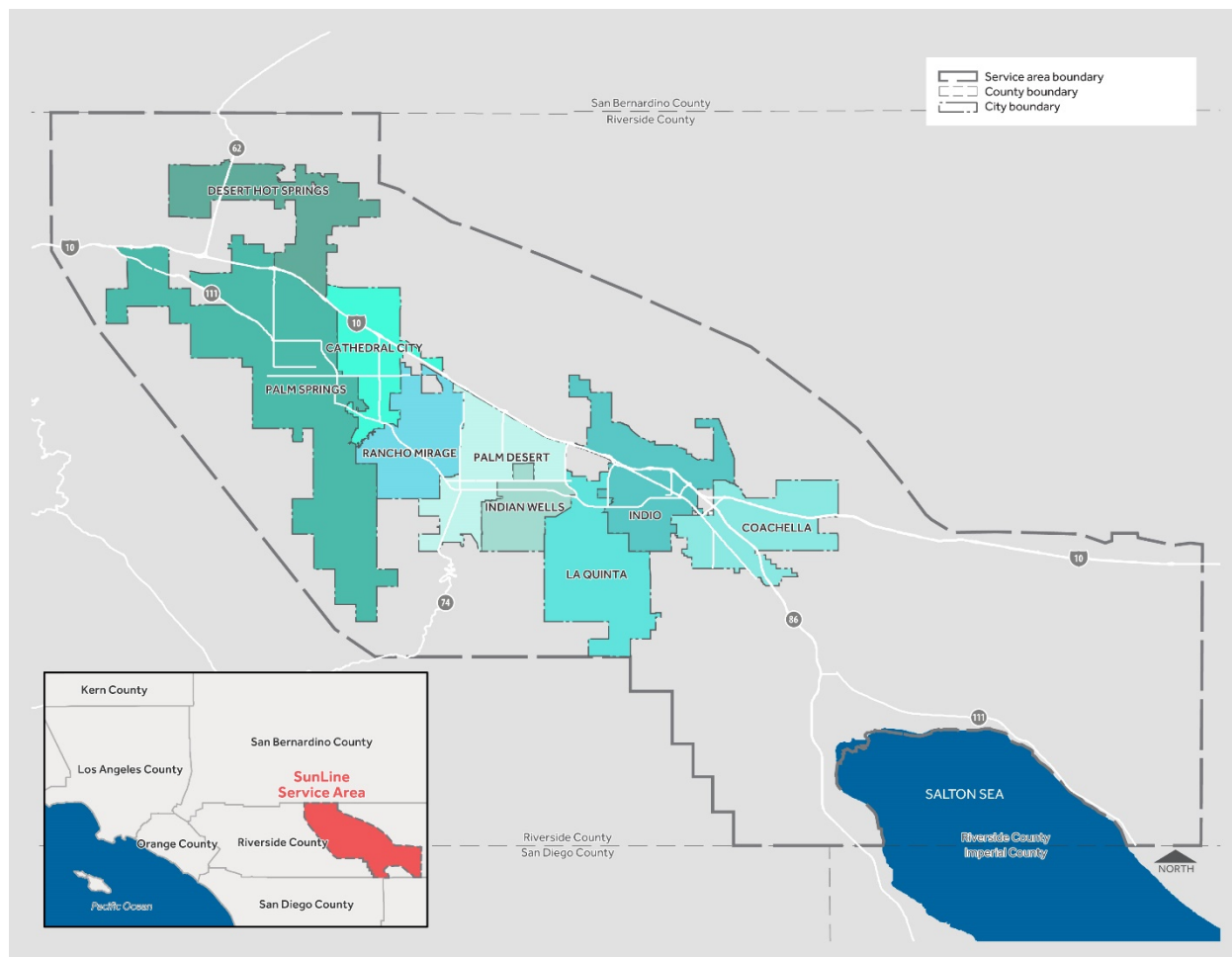
The SunLine service area covers 1,120 square miles of the Coachella Valley (Figure 1.1). It extends from San Geronio Pass in the west to the Salton Sea in the southeast. Located 120 miles east of downtown Los Angeles and 60 miles east of Riverside and San Bernardino, most of SunLine’s service area is located in the Riverside County Supervisorial District 4.

SunLine provides service to the following cities:

- Cathedral City
- Coachella
- Desert Hot Springs
- Indian Wells
- Indio
- La Quinta
- Palm Desert
- Palm Springs
- Rancho Mirage

Service is also provided to the Riverside County unincorporated communities of Bermuda Dunes, Desert Edge, Mecca, North Shore, One Hundred Palms, Oasis, Thermal and Thousand Palms. Within the Coachella Valley region, SunLine provides 150 square miles of fixed-route service coverage and 200 square miles of paratransit service coverage.

Figure 1.1 SunLine Service Area



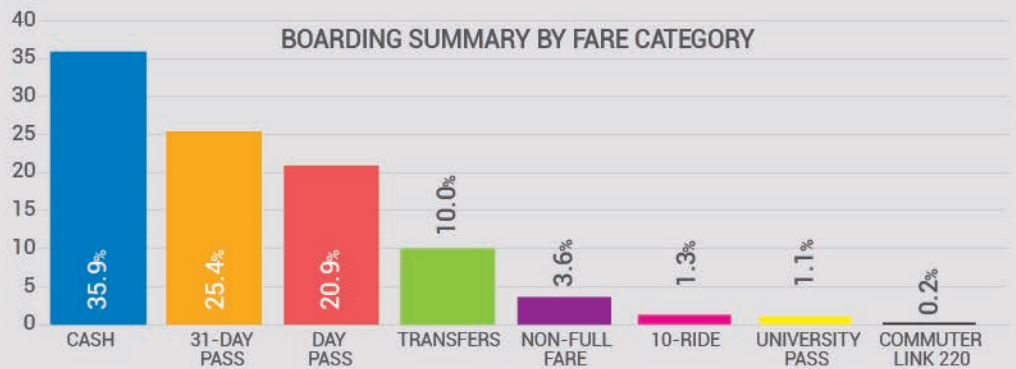
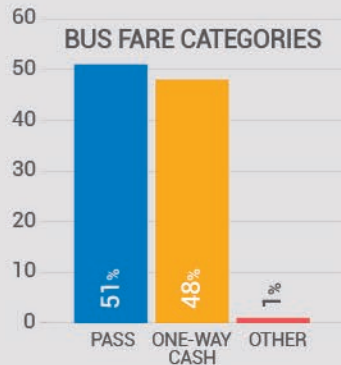
1.2 Population Profile and Demographics

The 2019 SunLine Transit Rider Survey was an important source of information for the plan. It gave SunLine staff a current ridership profile and described how riders use the transit system. The infographic on the next page shows the demographic characteristics of SunLine’s riders.

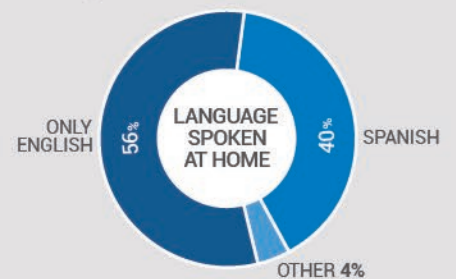
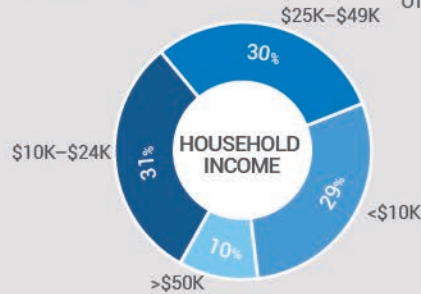
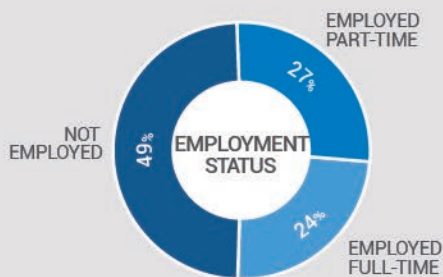
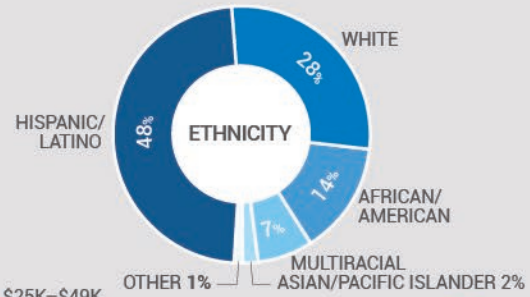
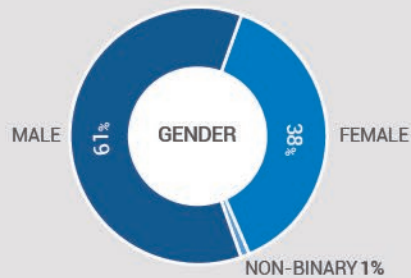
POPULATION PROFILE and RIDER CHARACTERISTICS

The SunLine Transit Rider Survey provided a snapshot of passenger characteristics, as summarized here.

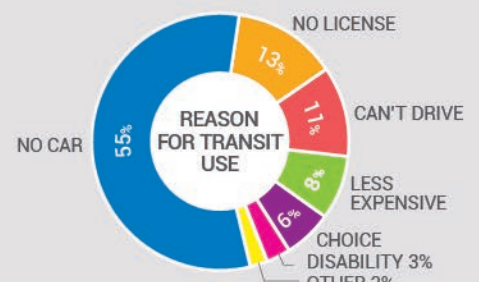
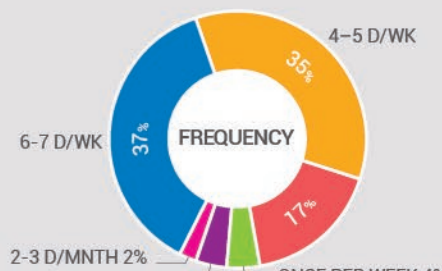
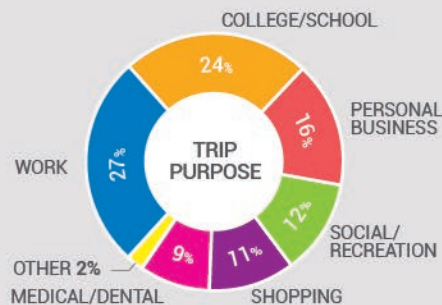
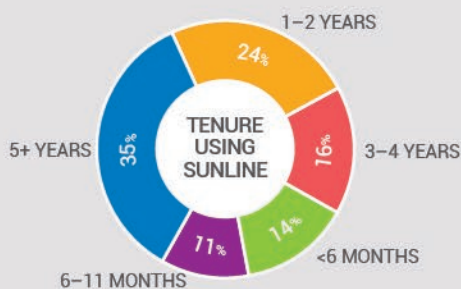
BOARDING FARE



DEMOGRAPHICS



TRANSIT USE



Despite the recent ridership downturn related to the COVID-19 pandemic, population growth in Riverside County and the Coachella Valley will continue to drive demand for public transit services. The SunLine Refueled Initiative is aimed at connecting its residents with health care, jobs, schools and a spectrum of other destinations. With straighter, more direct routes, the redesigned system will provide more permanent transit corridors to transit-supportive land uses charting an ambitious and strategic path to push the agency in a new direction to attract choice riders, boost ridership and create a brighter future.

Like other transit agencies nationwide, SunLine is faced with the challenge of maintaining core service, extending service to new developments, and addressing the financial challenges resulting from the COVID-19 pandemic. Additionally, a key objective of this restructuring is to streamline bus routes to address the request of the residents to provide more streamlined, direct, and frequent bus service. With the massive amount of growth, and limited funding, SunLine would be unable to provide direct service from every trip origin to every destination. However, with careful planning, more direct and streamlined bus routes, SunLine can establish a system that incorporates easier transfers, connectivity and reasonable walks to and from nearby bus stops to meet these sometimes-competing objectives.

That kind of growth has prompted SunLine to work with the community to develop a new system that gives customers fewer transfers, better connectivity, and enhanced efficiency for years to come. Failure to restructure and make the transit system more efficient would mean so many residents not having any transit service.

Projections prepared by the Southern California Association of Governments show that the Riverside County population is expected to grow at 1.1 percent rate from 2020 to 2040. This means an increase from 2.5 million people in 2020 to 3.17 million people in 2040. In contrast, Coachella Valley is projected to have a 2 percent higher annual growth rate than Riverside County over the same 20-year period. Population in Coachella Valley cities is projected to grow from 390,000 in 2020 to 600,000 in 2040. Figure 1.2 to Figure 1.4 show the Riverside County and Coachella Valley's population growth projections.

Figure 1.2 *Riverside County Population Growth Projections*

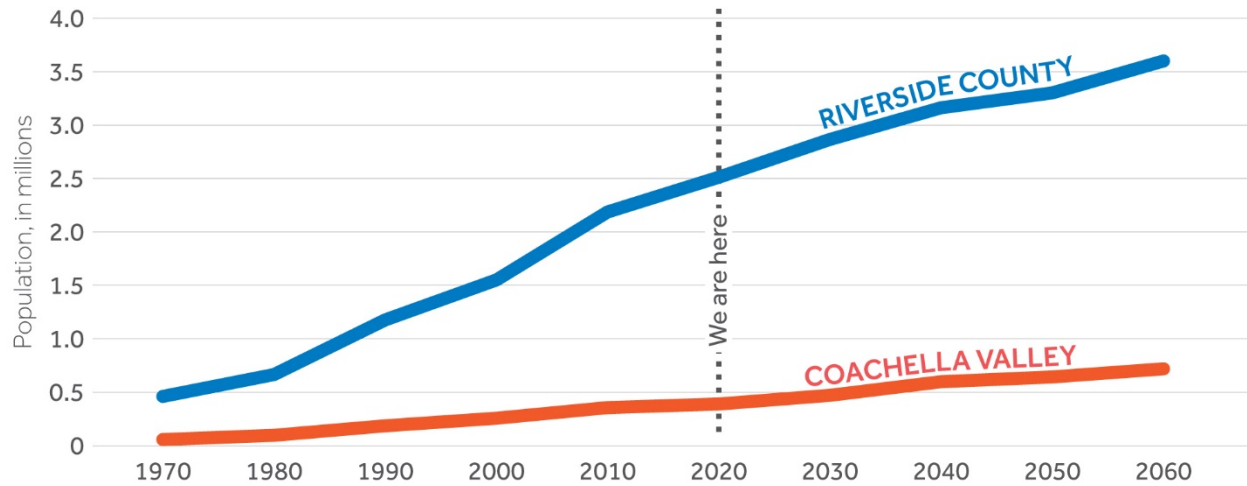


Figure 1.3 *Coachella Valley Population Growth Projections*

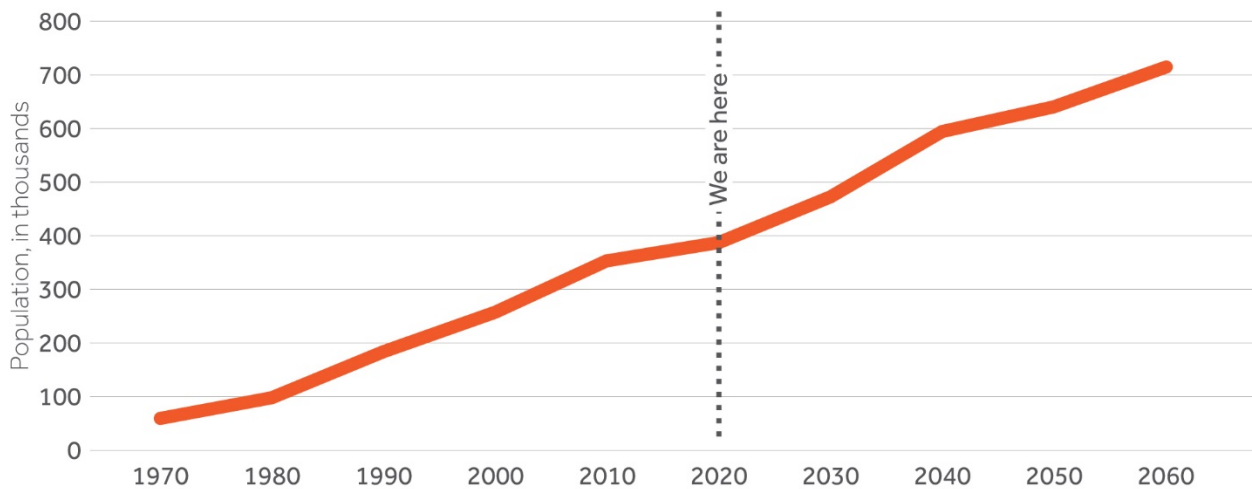


Figure 1.4 Population Growth Projections for Jurisdictions in the SunLine Service Area

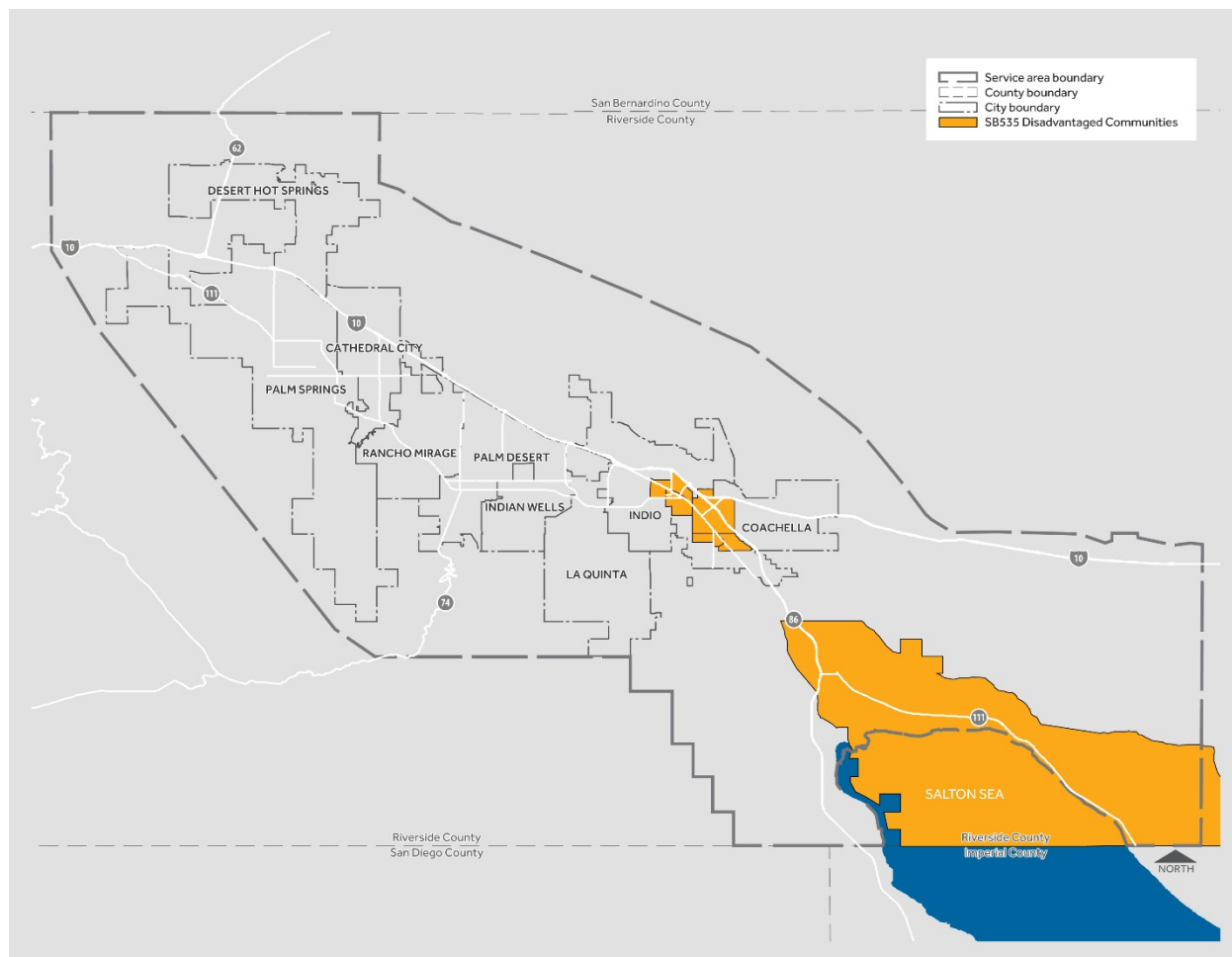
City	2012 Population	2040 Population	Difference	Percent Difference (%)
Cathedral City	51,476	68,100	16,624	32
Coachella City	42,400	146,300	103,900	245
Desert Hot Springs City	27,800	58,900	31,100	112
IndianWells City	5,100	7,200	2,100	41
Indio City	78,800	123,300	44,500	56
La Quinta City	38,300	47,700	9,400	25
Palm Desert City	49,800	61,700	11,900	24
Palm Springs City	45,600	56,900	11,300	25
Rancho Mirage City	17,600	25,000	7,400	42
Unincorporated Riverside County	359,500	487,500	128,000	36
Total	716,376	1,082,600	366,224	51%

Source : Southern California Association of Governments, 2016.
http://scagrtpscsc.net/Documents/2016/draft/d2016RTPSCS_DemographicsGrowthForecast.pdf

Disadvantaged communities in California are specifically targeted for investment of proceeds from the state’s cap-and-trade program. Senate Bill 535 mandates that 25 percent of the proceeds from the Greenhouse Gas Reduction Fund go to projects that benefit disadvantaged communities. These investments are primarily aimed at improving public health, quality of life, and economic opportunity in the State’s most burdened communities while also reducing pollution.

Disadvantaged communities are defined as the top 25 percent scoring census tracts from the California Environmental Health Screening Tool (CalEnviroScreen). The Senate Bill 535 disadvantaged communities within the SunLine service area are illustrated in Figure 1.5.

Figure 1.5 SB535 Disadvantaged Communities



1.3 Description of Services

SunLine’s existing transit service includes SunBus – local bus, Commuter Link – regional commuter service, SunRide – microtransit and SunDial – paratransit service. Additionally, SunLine’s taxi voucher, SolVan – vanpool, and rideshare programs provide additional transportation options to residents throughout the Coachella Valley. Each of these service types is described briefly in the following sections.

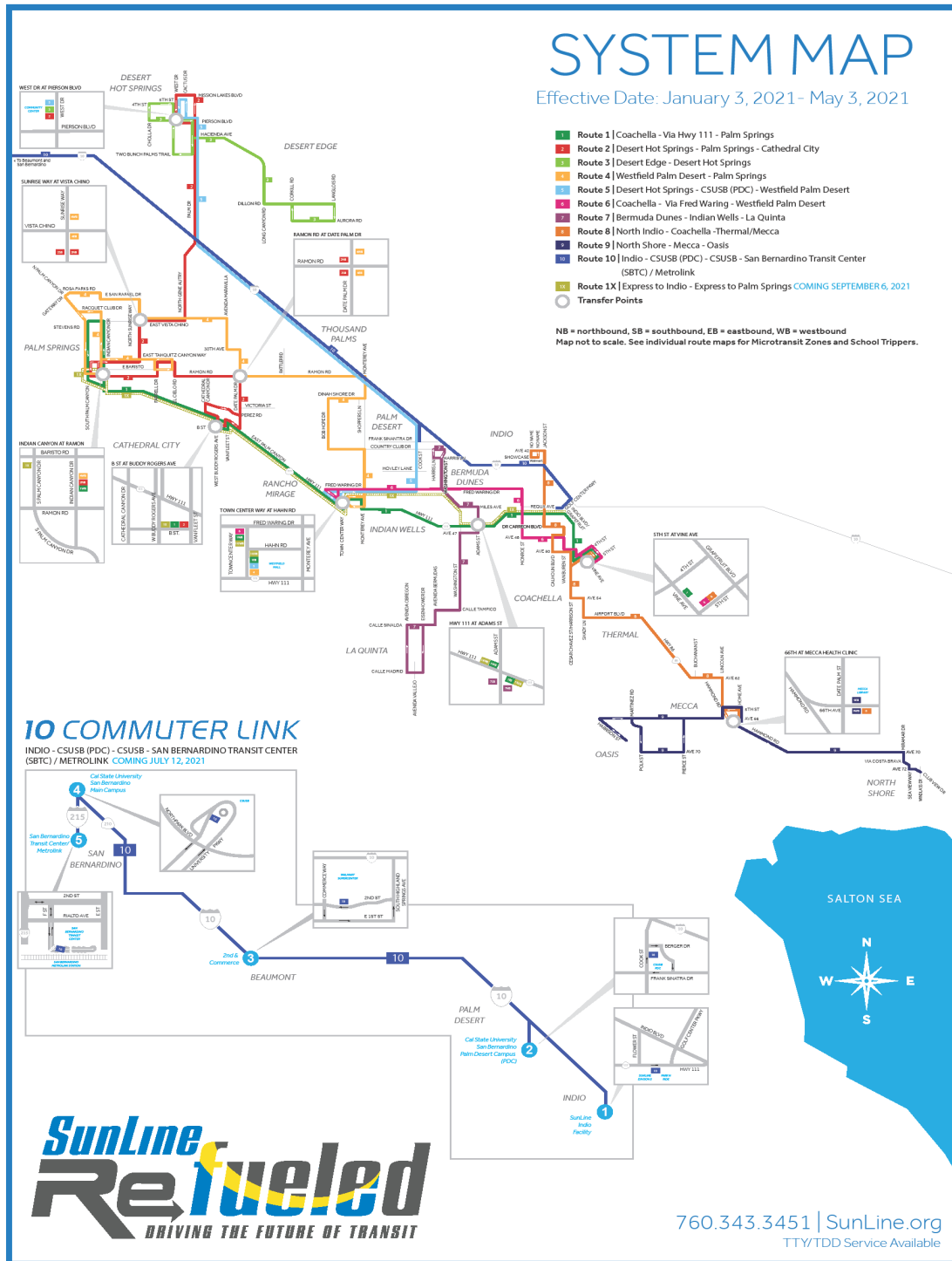
SunBus – Local Bus

SunLine currently operates nine local routes in its service area. The local bus network is broken down into trunk routes and connector or feeder routes. Trunk routes serve highly traveled corridors with more



frequent headways and include routes 1 and 2. Connector/feeder routes operate in less dense areas and connect to trunk routes. These routes generally operate at less frequent headways and include routes 3 through 9. SRTP Table 1.0 (see Tables Section of the SRTP) shows a list of the routes and the areas they serve. Figure 1.6 shows the SunLine system map. Appendix A shows SunLine route profiles.

Figure 1.6 Fixed Route System Map



SunRide – Microtransit Service

Microtransit is an emerging transit mode that offers flexible and dynamic demand-driven transportation solutions to areas with limited transit access or where traditional fixed route service is simply not feasible. Microtransit services typically operate with a fleet of smaller vehicles (for example, cutaway vans or vans) in defined zones, with dynamic routing based on real-time demand. Similar to Transportation Network Companies (TNC) such as Uber and Lyft, users in designated areas simply specify the details of their trips on a mobile application, and a vehicle is summoned to deliver them to their destination. Operating specifics such as service hours and coverage area can be tailored to meet the needs and/or resources of the agency (fleet availability, operating budget, etc.).



In January 2020 SunLine launched Phase 1 of a pilot project to evaluate on-demand service provided by local taxi companies. This phase of the microtransit pilot program service was offered, at no cost, to students that qualified for Extended Opportunity Programs and Services (EOPS) and resided within nine miles of the Indio campus. The service was to operate for a four-month period, January to May. COD staff provided SunLine with student residential data based on the nine-mile parameter, student schedules, email addresses, and student engagement support. An additional 30 students that participate

in EOPS and reside within six miles of the Palm Desert campus were identified and invited to participate in the program on March 2, 2020. None of the Palm Desert students participated in the program.

Regrettably, in the midst of Phase I of the pilot program, the COVID-19 pandemic of 2020 caused a major national and global disruption with the closures of businesses, schools, entertainment venues and the enforcement of national and statewide public health policies. COD closed its campus on March 16, 2020. As a result, the four-month pilot program was abruptly terminated after only 27 days of operation.

Phase I Findings

1. With only 27 days of operations there was a 10 percent participation level.
2. The ability to conduct direct marketing by having the student information was a significant contributing factor to the result of the study.
3. Participants much preferred on-demand requesting of the service rather than scheduling the trip in advance.
4. Driver responsiveness to the request for service was prompt but the pickup time was in excess of the goal by five minutes. It was identified that unready passengers, tablet malfunctions and driver errors contributed to extending reported wait times in 10 percent of the transactions.
5. The driver ratings were high.

The geo-fenced area needed to be adjusted as it was too large to service passengers within the goal of 10 minutes with the number of vehicles recommended by TransLoc. It was identified that drivers could not safely reach the location of pickup from where the vehicle was staged within a 10 minute period on nine percent of the ride requests. Overall lack of demand did not warrant the expense of placing additional taxicabs in service.

Since the pilot program was fare free no price elasticity could be established. Using an hourly rate of for service rather than reimbursing on a per trip basis generated a high cost per trip when carrying low ridership.

SunRide Microtransit Pilot – Phase II

SunLine launched Phase II of its microtransit pilot program in four Coachella Valley zones on January 4, 2021. SunLine identified communities that would benefit most from this on-demand door-to-bus stop service. The new microtransit service, known as SunRide, is available in the Cook Street Corridor (Palm Desert), the communities of Desert Edge, Coachella, and Mecca-North Shore (Figures 1.7 – 1.10). Riders use TransLoc, a smartphone app, which dispatches a SunRide vehicle to pick them up at a location within the designated geo-fenced zones and/or bus stops. The service is available during SunLine’s peak hours of Monday – Friday, 5:30 a.m. to 6:30 p.m.

The cost is \$2 per person until July 2, 2021 (which excludes a transfer to the Agency’s fixed route system). Beginning July 5, 2021, the fare will be \$3 per person which will include a free transfer to the fixed route service. SunRide’s on-demand service allows a rider to book a trip within 15 minutes or to schedule a trip up to seven days in advance. Riders may opt for contactless payment by choosing to pay using their credit/debit card. The app will also allow the rider to store their credit/debit card information within the app for convenience when booking future rides. Riders that do not have access to a smartphone may also book a trip through TransLoc’s web portal or by calling the SunRide dispatch center. Riders that book their trips without a smartphone pay cash upon boarding the vehicle.

Figure 1.7 SunRide Pilot Service Areas — Cook Street Corridor — Palm Desert



Figure 1.8 SunRide Pilot Service Areas — Desert Edge

Desert Edge

Connect to:

- Route 3 at Dillon loop to Hacienda Ave. and Mountain View
- Routes 2 and 5 at Palm & Dillon

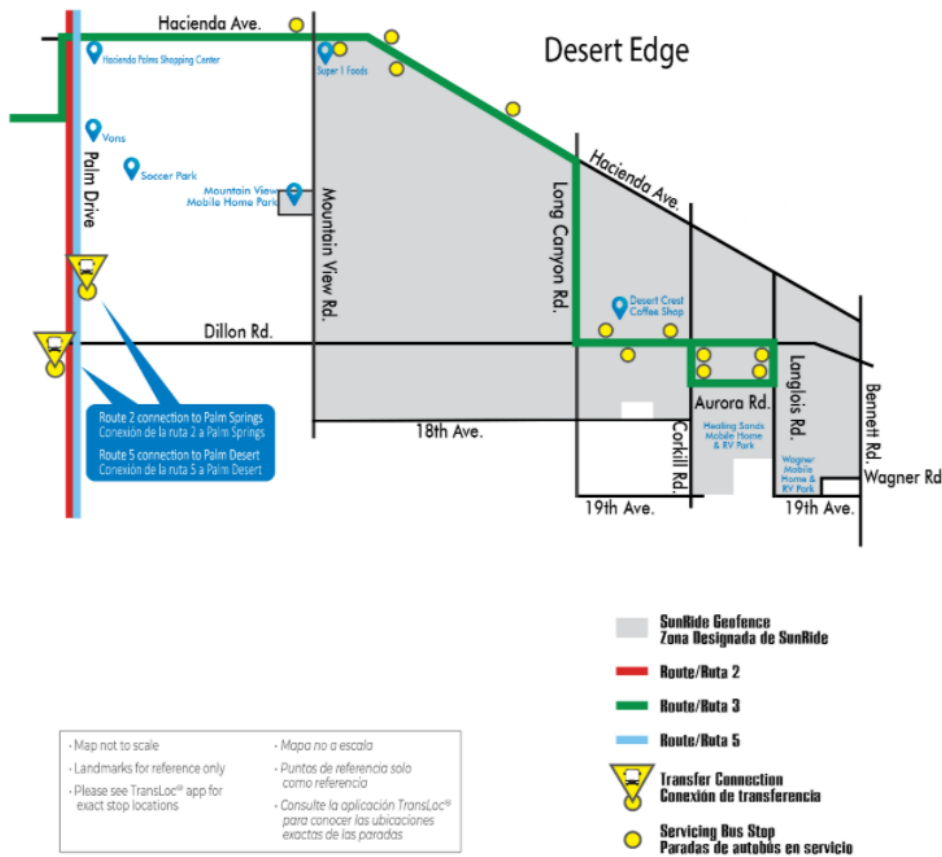


Figure 1.9 SunRide Pilot Service Areas — Coachella

Coachella

Connect to:

- Route 8 within the geofence
- Route 1, Route 6, and Route 8 at 5th & Vine

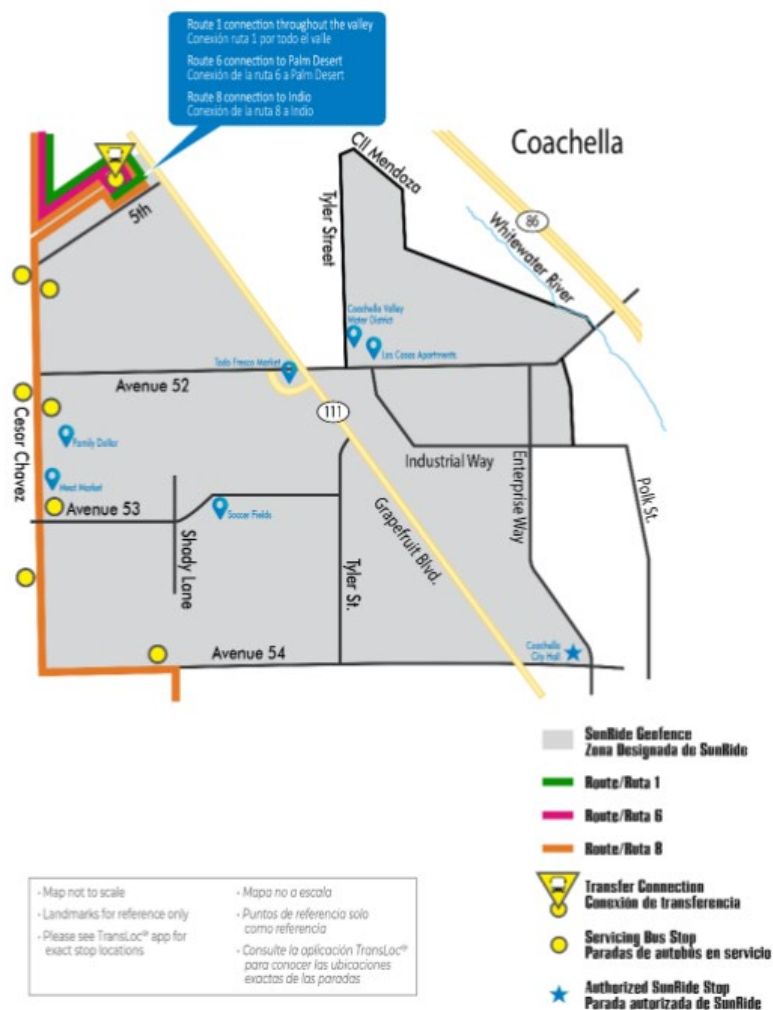
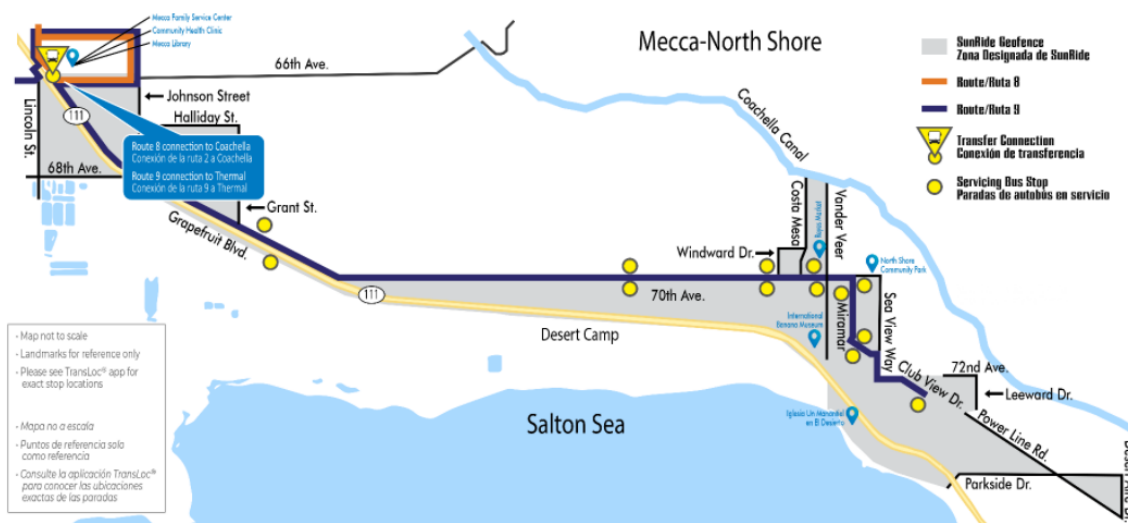


Figure 1.10 SunRide Pilot Service Areas — Mecca North Shore

Mecca North Shore

Connect to:

- Route 9 at stops from Mecca Library to Club View Dr. & Windlass Dr.
- Route 8 Mecca Library



SunDial Paratransit

SunLine operates SunDial ADA paratransit to provide service to those certified under ADA, who cannot ride fixed route bus service. SunDial patronage decreased during the past year due to the COVID-19 impact. In FY 2019/2020, SunLine served 122,010 passengers, a 0.21 percent decrease from FY 2018/2019. SunDial operated 833,477 miles and 58,753 hours of revenue service in FY2019/2020.

SunDial operates within three-quarters of a mile on either side of the SunBus route network and is available by advanced reservation only. Reservations may be made based on the service hours of the fixed routes serving passengers' origins and destinations, and may only be used at the same times, days and frequency as local fixed-route service. SunDial service is an origin to destination service, shared ride transit service for persons who are functionally unable to use the fixed route service either permanently or under certain conditions. Eligibility is not solely based on having a disability.

SunDial service is provided with a fleet of 39 vans seven days a week during the same hours and days as the fixed route network. Service is not provided on Thanksgiving and Christmas days. As an operator of bus service, SunLine is required under the ADA to ensure that paratransit service is provided to eligible

individuals with disabilities. The level of service provided must be comparable, in terms of hours and days of service and area served to the service provided by the fixed route bus system.

To be eligible, all persons must complete an application, describing in detail the nature of their mental or physical disability that may prevent the individual from using regular fixed route service. Applicants must obtain an approved health care professional's statement and signature verifying the disability. Each applicant is notified in writing of their application status within twenty-one days, from receipt of a completed application. Riders who have the required ADA Certification Identification Card are eligible to use SunDial for their transportation needs, including medical appointments, shopping, and other social activities.

SolVan – Vanpool

A vanpool is a group of people who are commuting to the same workplace or post-secondary education facility (college, trade school, etc.) regularly from the same community, riding together in a van or SUV provided by a vendor to share expenses. Vanpools typically carry five to 15 passengers, and operate long distances, traveling between pick-up locations and a place of work/school.

Vanpools provide small-scale commuter ridership in scenarios where operator costs would otherwise be prohibitively high. Operating costs are very low, because the passengers drive themselves. Ridership per platform hour is healthy. Vanpools are very demand-responsive; they can be quickly organized based on demand, on a monthly basis. Once ridership falls below a threshold, a vanpool can end but new routes can be easily added based on need with a minimum of overhead. They can access office parking areas and other locations where scheduled SunLine service cannot reach, making for more convenient passenger drop-offs.

Vanpool programs can be administered in a variety of ways, allowing the employer to be fully involved or simply promote it. Employers can help employees form vanpools through rideshare matching. Rideshare matching helps potential vanpoolers locate others nearby with similar commutes. With technology advancements, on-demand vanpooling may help reduce coordination costs and increase ridership.

As the region develops unevenly, vanpools will be an increasingly effective means to serve trips from low-density places to employment and education centers. With vanpool programs, SunLine may be able to pull back bus service from low-volume, coverage routes, and focus on more frequent, trunk routes and core services. Vanpools travel long distances, much further than most bus routes, which helps broaden service area.

SunLine's Vanpool Program, SolVan, provides a subsidy for qualified vans that agree to report daily riders, miles, and hours, and expenses. A SolVan reporting system has been created to track each rider on each vanpool. The volunteer driver of the vanpool must be a participant in the vanpool

program. Vanpool passengers are responsible for paying the monthly lease cost minus the SolVan subsidy. Lease includes insurance and maintenance. They will also share the cost of gas, toll fees, and parking fees (if applicable). Vehicles for this type of service are leased by one of the pre-qualified vendors to one of the commuters in the group, a company, or by a third-party representative.

Status during pandemic: The pandemic situation has created many challenges and disruptions for transit and ride sharing mobility options. Employers can be very effective to help create vanpools, as riders have the commonality of work destination and employers can modify work shifts to accommodate transportation arrangements. There is also a regional air quality regulation affecting employers who employ 250 or more employees, to improve air quality by promoting telework and sharing the ride to reduce solo commuting, among other air quality strategies. However, another challenge of the pandemic has affected employment numbers where many of the regulated sites are no longer regulated, which may impact their partnership to voluntarily promote alternative modes of transportation. Furthermore, many employers allowed employees to telework from home, laid off or furloughed employees, reduced work shifts, and some employers have gone out of business.

These situations impacted those regularly commuting, including those vanpooling. Fortunately, all SolVan vanpools have continued during pandemic, both at farm sites and traditional work sites. However, there was some ridership reductions due to reduced work shifts. SolVan subsidy guidelines were relaxed to still support vanpools with less ridership. During the most recent few months, however, ridership is gradually returning to pre-pandemic levels. The main reason SolVan ridership was not drastically impacted is because most of the vanpoolers work in essential-type businesses and their type of work requires them to commute regularly to these long-distance worksites. Vanpoolers also felt comfortable riding with the same known commuters, and following many pandemic safety protocols, including mask wearing, leaving seats vacant by lowering or staggering by day the number of riders, allowing for more empty seats for social distancing, regular cleaning regimen, plastic barriers, proper ventilation, not sharing items (such as newspapers), among other best practices.

Target Audiences:

1. Agriculture workers (primarily Spanish-speaking) in the eastern Riverside County for the winter farming/harvest season.
2. Farmers, growers, and contractors that employ or provide agricultural workers to agricultural work sites.
3. Stakeholders, such as elected officials both regionally and locally, agency champions, board members, nonprofit agencies, HR networks, and regional influencers.
4. Adult students travelling to educational institutions in the region.

5. Professional employment centers, such as government, hospitality, education, manufacturing and medical.
6. Employees that commute though or work within eastern Riverside County (Coachella Valley and Blythe). Examples include professional employment centers, government agencies, healthcare facilities, hospitality venues, higher education institutions and industry/manufacturing sectors.

Marketing initiatives to date:

- Communication in the preferred language based on the demographics of eastern Riverside County.
- Hotline phone number (877-4SOLVAN) and website SolVan.org
- Program materials, printed and electronic, including a brochure, employer packets, fact sheets, guidelines, steps, etc.
- Creation and placement of SolVan vehicle decals to identify and promote the program.
- Expanded van vendor selection to provide more competitive van lease pricing, vehicle options, and services.
- Novelty items, such as pens, note pads, bags, commuter mugs, sunscreen, lunch bags, etc.
- Logo wear to be worn by SunLine/SolVan staff when attending employer and community events to further promote and build the brand.
- Vanpool launch event and press release.

Taxi Administration

The SunLine Regulatory Administration (SRA) is charged with licensing and regulating taxicab businesses and drivers in the Coachella Valley.

1.4 Current Fare Structure

In 2002, SunLine raised its base cash fare from 75 cents to \$1. In 2011, a SunLine fare study recommended both eliminating the 25-cent transfer fare and incrementally raising the base cash fare to \$1.50. These recommendations were not implemented. The SunLine Board of Directors has given direction to staff to explore fare-free operations.

This fare structure differentiates fares for specific transit customers and trip types. The multiplier column shows the ratio of the base cash fare to the pass price and is the point where the pass fare per trip matches the per-trip cash payment. The multipliers show how SunLine is targeting specific market

segments with discounts to increase the system's ridership and revenue. For example, SunLine provides a discounted 31-day youth pass for students using transit.

Cash Fares

In addition to the \$1 fare for adult riders, SunLine enforces a 25-cent fee for transfers. The transfer pass is good for unlimited rides within two hours of purchasing, and is valid only on the day issued. Transfers are issued only upon boarding.

The base cash fare for seniors, which SunLine defines as individuals 60 years of age or older, is 50 cents on all fixed-route services. Individuals that qualify for the ADA also pay a 50-cent base cash fare on all fixed-route services. The fare complies with the Federal Transit Administration's (FTA's) Half Fare rule, which requires agencies receiving federal funds to offer fares to persons 65 or over and disabled travelers at a level no more than half the base cash fare. Medicare cards, Department of Motor Vehicles driver's license or senior ID cards, ADA certification cards, or SunLine Half Fare ID cards are accepted as proof of age or disability.

A discounted youth fare of 85 cents is also available for children between the ages of five and 17. Children four years of age and younger ride free with a paid adult cash fare (maximum of two children). SunLine's fixed route fare structure is summarized in Figure 1.11.

Figure 1.11 Fare Structure

Fare Type	Price (\$)	Multiplier	Fare Type	Price (\$)
Adult			Other	
Cash	1.00	—	Transfers	0.25
Day pass	3.00	3.0	CV employer pass	24.00
10-ride	10.00	10.0	University pass	24.00
31-day pass	34.00	34.0		
Youth			Commuter Link 10 Cash	
Cash	0.85	—	General cash	6.00
Day pass	2.00	2.4	Senior cash	4.00
10-ride	8.50	10.0		
31-day pass	24.00	28.2		
Seniors/Disabled			Commuter Link 10 Cash	
Cash	0.50	—	General day pass	14.00
Day pass	1.50	3.0	General 30-day pass	150.00
10-ride	5.00	10.0	Senior day pass	10.00
31-day pass	17.00	34.0	Senior 30-day pass	100.00

Fare Passes

SunLine currently issues two types of fare passes: the Day Pass and the 31-day Pass. Daily and monthly passes are available for the 10 Commuter Link service as well, but are priced and sold separately from the general fixed-route passes.

Day Pass

The SunLine Day Pass is available for \$3 and allows for unlimited rides on all fixed routes for the duration of one calendar day. In adherence to the FTA's Half Fare rule, the Day Pass for seniors and disabled

riders is available for \$1.50. The Day Pass for youth riders is \$2. The Day Pass for the 10 Commuter Link is \$14 for adults and \$10 for seniors.

31-day Pass

SunLine sells a pass valid for a rolling 31-day period from the date of first use. The 31-day Pass is available for \$34 for general adult riders, \$17 for seniors and disabled riders, and \$24 for youths. The monthly pass for the 10 Commuter Link is a 30-day pass available for \$150 (10 Commuter Link operates Monday through Friday only).

Multiple Ride (10-ride)

A 10-ride pass is available for \$10 for general adult riders, \$5 for seniors and disabled riders, and \$8.50 for youths (ages five to 17). There is no discount from the base cash fare for this pass.

Employer Passes

SunLine offers a 31-day Pass to businesses in the Coachella Valley that have five or more employees interested in using transit. The pass can be used for unlimited rides on any of SunLine's fixed route services and is priced at \$24 a month. The pass is \$10 less than the 31-day adult pass and is designed to encourage greater use of alternative modes of transportation.

Haul Pass

In August 2018, SunLine launched its Haul Pass Program to improve student access to Coachella Valley's colleges and university. Both the College of the Desert and the California State University, San Bernardino – Palm Desert Campus are partners. To ride SunLine, students of these schools can simply swipe their active student ID card through the SunBus card reader when they board. The program is currently funded through a three-year grant from the Low Carbon Transit Operations Program (LCTOP).

Token Transit

SunLine riders download the Token Transit application to their smartphone and use it to pay SunLine fares. It requires a credit or debit card to set up an account and purchase bus passes.

1.5 Revenue Fleet

SunLine's fleet includes fixed-route buses, paratransit vehicles, and support vehicles. SRTP Table 1.1 (see SRTP tables) shows the characteristics of SunLine's fixed route and paratransit fleet. Figure 1.12 shows a summary of SunLine's fleet of support vehicles.

Figure 1.12 SunLine Support Vehicle Summary

Number of Vehicles	Manufacturer	Fuel Type
15	Electric Light Vehicles	Electric
12	CNG Light Vehicles	CNG
15	CNG Light Duty Trucks	CNG
2	Hybrid/Gasoline Light Duty Vehicles	Hybrid
Total 44		

1.6 Existing Transit Facilities and Bus Stop Amenities

SunLine operates administrative and bus operations facilities at two locations. Administrative headquarters and main bus operations are located at 32-505 Harry Oliver Trail in Thousand Palms. SunLine also operates a maintenance and fueling facility at 83-255 Highway 111 in Indio. Park-and-ride facilities are located at 78-420 Varner Road in Thousand Palms and at 83-255 Highway 111 in Indio.

SunLine’s bus system has 659 stops with 424 shelters. In addition, there are 60 stand-alone benches and waste containers at 14 major transfer locations. Figure 1.13 and Figure 1.14 shows the top 10 stops served for weekday service and weekend service accordingly.

Figure 1.13 Top 10 Stops Level 3

Stop Name	City	Average Riders Per Day
Indian Canyon/Ramon	Palm Springs	358
B St/Buddy Rogers	Cathedral City	351
5th/Vine	Coachella	284
Palm Canyon/Stevens	Palm Springs	238
Town Center/Han East Side	Palm Springs	179
West/Pierson	Desert Hot Springs	141
Hwy 111/Golf Center Indio Facility	Indio	138
Town Center/Han West Side	Palm Desert	101
Ramon/San Luis Rey North Side	Palm Springs	90
Baristo/Farrell South Side	Palm Springs	75

Source: APC Data March 21, 2020 - March 20, 2021

Figure 1.14 Top 10 Weekend Stops

Stop Name	City	Average Riders Per Day
B St/Buddy Rogers	Cathedral City	348
5th/Vine	Coachella	291
Indian Canyon/Ramon	Palm Springs	221
Palm Canyon/Stevens	Palm Springs	175
Town Center/Han East Side	Palm Desert	165
66th/Mecca Family HC	Desert Hot Springs	133
Town Center/Han West Side	Palm Desert	117
West/Pierson	Desert Hot Springs	112
Ramon/Date Palm	Cathedral City	76
Showcase/Monroe	Indio	68

SOURCE: APC Data Refueled Q1.

1.7 Existing Coordination between Transit Agencies and Private Providers

As the designated Consolidated Transportation Services Agency, SunLine coordinates public transportation services throughout its service area. Staff participates in meetings with social and human service agencies, consumers, and grassroots advocates through forums such as the Riverside County Transportation Commission (RCTC) Citizens and Specialized Transit Advisory Committee (CSTAC), SunLine’s ACCESS Advisory Committee, San Geronio Pass Area - Transportation Now Coalition, and neighboring transit operators.

SunLine facilitates the ACCESS Advisory Committee. Staff hosts regular meetings at the Thousand Palms Administrative Office. SunLine applies input from the committee to improve relationships with the community to address public transportation issues in the valley.

Additionally, staff members are actively involved in the regional transportation planning process through participation on RCTC and county committees. These committees include the CSTAC, the Technical Advisory Committee, Aging & Disability Resource Connection (ADRC) of Riverside Long-Term Services and Supports Coalition, Desert Valley Builders Association, and related committees to enhance coordination efforts with SunLine.

Coordination with Other Public Transportation Providers

In addition to providing transit service throughout the Coachella Valley, SunLine offers transit connections to a number of adjacent transit operators. SunLine maintains interagency agreements

between Riverside Transit Agency, Omnitrans, Metrolink and California State University to coordinate the operation of 10 Commuter Link service, which connects Indio/Palm Desert to the California State University, San Bernardino campus and the San Bernardino Transit Center (SBTC)/Metrolink Station with a bus stop in Beaumont.

SunLine also hosts Morongo Basin Transit Authority (MBTA) routes 12 and 15 through a cooperative service agreement at its stops in downtown Palm Springs. The collaboration offers connections to Yucca Valley, Landers, Joshua Tree and Twentynine Palms.

SunLine is collaborating with Palo Verde Valley Transit Agency on its Rides to Wellness demonstration project known as the Blythe Wellness Express service. This service, launched in July 2017, operates three days per week and travels to the Coachella Valley's three hospitals (Desert Regional Medical Center, Eisenhower Medical Center and John F. Kennedy Memorial Hospital) within SunLine's service area.

Amtrak Throughway (operated by Amtrak bus contractors) transports rail passengers traveling between rail hubs at certain Amtrak stations and SunLine's bus stops in Palm Springs, Palm Desert, and La Quinta, under an additional cooperative service agreement. Amtrak's Sunset Limited inter-city train serves the Palm Springs Station on North Indian Canyon Drive. However, with rail service only serving Palm Springs three times a week in each direction, it is impractical for SunLine to offer transit service to the station at this time.

SunLine collaborates with the Imperial Valley Transportation Commission (IVTC) in an effort to find a future connection with Imperial Valley Transit (IVT). IVTC oversees the regional transportation services and programs provided by IVT in the Southern California areas of Brawley, Calexico, Imperial, West Shores and El Centro.

In 2019, FlixBus initiated regional bus service at Palm Springs, Palm Desert, and Indio that connects to Los Angeles in the west and Phoenix, Arizona, in the east. SunLine maintains an interagency operating agreement with FlixBus.

1.8 Review of Previous Studies and Plans

In 2019, SunLine completed its Transit Redesign and Network Analysis Study. Prepared by HDR, this study took a comprehensive look at fixed route transit operations to make recommendations to optimize SunLine's service. SunLine also completed an on-board transit rider survey in 2019. This survey provided insight into rider preferences and needs to help guide the transit redesign.

Other reports reviewed for the preparation of this S RTP include:

- Bus Rider Survey Study (February 2015)
- SunLine Transit Feasibility Study Hydrogen Station Expansion (January 2016)

- SunLine Transit Facilities Master Plan (November 2016)
- SunLine Transit Agency Transit Asset Management (September 2018)
- Network Study Report SunLine Transit Redesign & Network Analysis (February 2019)
- Innovative Clean Transit (ICT) Plan to SunLine Board of Directors (May 2020)

Chapter 2. Existing Service and Route Performance

SunLine developed its Refueled plan through a holistic process that reflected guidance from the Board of Directors, input received from riders, and a data-driven process that used existing transit market information such as stop- and route-level boarding data and origin-destination survey data. Due to the COVID-19 pandemic, SunLine rolled out only the first two pillars of the SunLine Refueled Initiative, the Consolidated Fixed Route Network and SunRide, and postponed the start of the other two pillars: the implementation of 10 Commuter Link and Route 1X. The Refueled FY21-23 SRTP included updated key performance indicators (KPIs) that further support these quantitative, community-based planning methods.

2.1 Description of Key Performance Indicators

As part of its Refueled commitment, SunLine regularly reviews route service performance to adjust service supply to meet demand within its capacities. A quartile-based performance threshold is used to compare and measure the relative performance of individual routes. This tool allows SunLine to identify the top 25 percent and bottom 25 percent performing routes.

Passengers per revenue hour is the recommended KPI for evaluating SunLine's route-level service. It measures service effectiveness or productivity based on ridership (passenger boardings) generated for each revenue hour of service operated. SRTP Table 2 (see SRTP Tables) shows SunLine's system performance.

Service Quality Standards

Service quality standards contribute to the reliability and consistency of service delivery. Riders may first be attracted to transit service based on headway and span. Choice riders may continue to use services because they can reliably get to their destinations on time. Unreliable service often results in decreased ridership. Service quality standards are proposed to be measured using the following operational and passenger experience metrics:

- on-time performance (service reliability)
- percent service delivered (service reliability)
- miles between service interruption (service reliability)
- load standards (service comfort)
- average fleet age (service comfort)
- bus deployment policy

Each suggested metric is discussed in more detail below.

On-time Performance. This KPI measures service reliability as defined by adherence to the published service schedule. “On-time” is when a trip departs a time point within a range of zero minutes early to three minutes late. To achieve targeted on-time performance, service running times must be calibrated regularly based on existing conditions. SunLine has a relatively uncongested operating environment, which helps support a high KPI for on-time performance. The on-time performance target is 85 percent for all services. This target helps show riders that nine out of every 10 trips will arrive at the scheduled time.

Runtime variants also affect service speed and reliability. Runtime is the time allotted in a transit schedule for a route to travel from one time point to another time point, or from beginning to end. Calibrating the runtime for the day of the week and hour of the day (for example, peak vs. non-peak) helps routes and the overall system adhere to or surpass the adopted on-time performance. It is important to review runtime variants regularly because roadway traffic conditions are ever-changing.

Miles between Service Interruptions. This KPI measures service reliability as defined by revenue miles between service interruptions, regardless of cause. SunLine’s standard is 5,000 miles.

Load Standards. This service quality KPI establishes load standards for various vehicle types and is measured for each trip operated. While it may be acceptable for some riders to stand on the bus for short distances or time periods (for example, under two miles and/or 10 minutes) during peak periods, it is generally accepted that seating should be available for all riders during normal off-peak conditions. Figure 2.1 show load standards.

Figure 2.1 Load Standards

Service Period	Maximum Consistent Load Factor
Peak	Average over 133% of seated load = 50 passengers
Off-peak	Average 100% of seated load = 38 passengers

Average Fleet Age. The age of the vehicle fleet affects performance and reliability of transit services as well as system attractiveness to customers. SunLine’s standard for average fleet age is no greater than 10 years. Adhering to the average fleet age standard will help ensure a reliable and comfortable passenger experience.

Bus Deployment Policy. Bus deployment specifies the type of vehicle that should be used to operate individual routes. The type of vehicle deployed on a route depends primarily on ridership demand and trip loads. Using incorrectly sized vehicles on routes can unnecessarily add operating cost to a route or result in overcrowding. Figure 2.2 shows the bus deployment policy.

Routes 1, 2, 3, and 4 should use 40-foot buses given the higher passenger volumes.

Other routes should use either 40- or 32-foot buses based on ridership demand.

SunLine will review the bus deployment policy every two years beginning in 2020, and will make necessary adjustments as the fleet is updated to ensure compliance with Title VI of the Civil Rights Act of 1964 requirements.

SunLine is in full compliance with Title VI, which protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance. SunLine ensures equitable distribution of its assets in delivery of transit services to the people of Coachella Valley.

Buses are assigned according to successful completion of maintenance functions without regard to route assignment, or vehicle age, except in size considerations as outlined above. Additionally, fuel cell buses are assigned to routes with shorter distances and/or durations that are within the acceptable range capacity of those vehicles.

Adequate numbers of buses are assigned to routes with high demand to avoid instances of overcrowding or standing passenger. All SunLine buses are fully air conditioned and are 100 percent accessible to persons with disabilities.

Figure 2.2 Bus Deployment

Service Type	Vehicle Type
Trunk routes	40-foot buses
Local routes	32- or 40-foot buses depending on ridership demand
On-demand service	15-passenger van or sedan

Warrants Standards

Warrants standards provide a way to determine which areas within the large service area will have both the passenger demand and performance potential to produce cost-effective fixed route transit service. To ensure the agency's financial sustainability, SunLine will introduce only those new services that operate above the lower-performing route quartile or with productivity that is within 15 percent of the system average.

Planning new services around these guidelines will help ensure successful performance of new routes. Providing a set of guidelines for which areas warrant all-day fixed route service will help SunLine respond to future community requests for new service.

Network Role

New services should be evaluated for their place in the overall transit network. Each new route in the network will have a unique role, whether it is facilitating transfers with existing services, introducing service coverage to a recent development, or providing connections between current routes and major destinations. While successful new routes connect with existing services, they should not duplicate existing service or compete for passengers.

Market Opportunities

There is a strong correlation between service performance, surrounding population, and employment densities—the more people with access to a route, the higher the route’s potential ridership.

Population-dense areas tend to coincide with mixed-use neighborhoods, walkable environments, and higher populations of transit-friendly constituencies such as students, seniors, zero-vehicle households, and low-income populations. The minimum population and employment density for the introduction of new all-day fixed route transit service is an average of 10 people/jobs per acre within a half mile of the proposed route.

A minimum threshold is considered supportive of fixed route service and should not be subjected to further analysis. Areas in this category that have unmet needs may be served by alternative options to fixed route service.

Unmet Mobility Needs

SunLine will strongly consider the mobility needs of transit-dependent populations when evaluating where to operate service. In assessing the area’s demand for transit service, it is important to examine the presence of these demographic groups and identify any present unmet needs.

Key Destinations

Key destinations likely to generate higher demand for transit service include major area schools, colleges, universities, hospitals, retail/commercial/entertainment centers with more than 10 people/jobs per acre, open residential communities (not gated), and those with relatively lower income and vehicle ownership levels.

Evaluating New Services

New routes should be monitored to determine whether they are reaching the desired performance standards. The route should first be evaluated after six months to determine whether it meets more than two-thirds of its performance standards. New services not meeting the minimum standards at the end of an 18- to 24-month trial period are subject to corrective action or discontinuation.

In some cases, trial periods for new services may vary based on the requirements of grant funding. For example, if a grant provided three years of funding for a route that did not meet standards, this route may still be operated for the full three-year period.

Productivity vs. Coverage Target

The SunLine Board of Directors' goal is to capture choice riders, new riders and expand transit market share. The Board is committed to first investing in new operating plans that improve productivity, and second in operating plans that improve coverage. This is consistent with the Transportation Development Act of 1971 that established fiscal performance requirements of 20 percent of farebox recovery in urbanized areas and 10 percent in rural areas. To comply with this state mandate, and to improve effectiveness and efficiency, SunLine recommends the following policy for service deployment:

- Seventy percent of fixed-route service should be deployed in areas with higher population and employment densities where transit is able to meet productivity standards
- Thirty percent of fixed-route service should be deployed to maintain coverage in areas where lower population and employment densities limit transit service productivity.

SunLine will not dismantle its existing service to pay for productivity. Rather, funds for new service will be split 70/30 to establish productivity-oriented routes to expand the transit market share and capture new riders. This focus on productivity will also help SunLine meet mandatory farebox recovery requirements. By state mandate, new or significantly modified service is exempt from meeting the required criteria for up to two years plus the year of commencement. The objective is to give these routes time to perform up to the standards.

2.2 Service Performance

Beginning in August 2018, SunLine's Haul Pass program attracted new student riders to the system. Expanding the student travel market helped stabilize declines in transit ridership. At the same time, SunLine was able to reduce expenses and complete FY2020–2021 under budget. These savings put SunLine in a better financial position to weather the operational challenges and budget shortfalls resulting from the COVID-19 pandemic. For example, in the last quarter of the fiscal year, SunLine will see a significant decrease in passenger fare revenue as local fixed route and paratransit bus service are being provided free of charge.

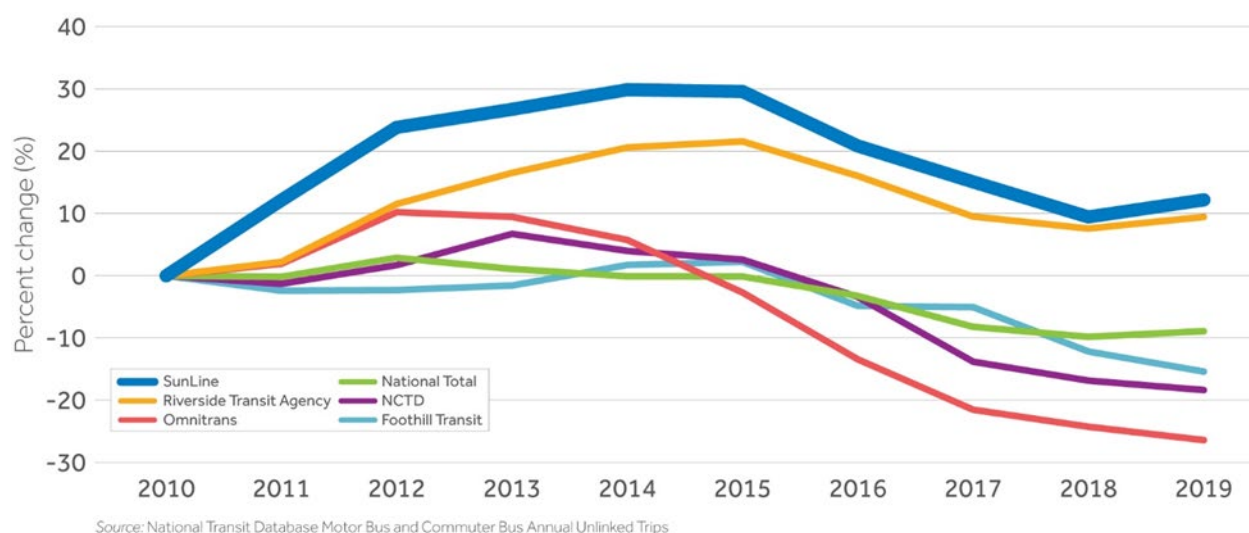
SRTP Table 2.1 (see SRTP Tables) shows the Fiscal Year (FY) 2020–2021 SRTP performance report. It shows FY2018–2019 and FY2019–2020 system performance indicators with FY2020–2021 anticipated performance. It projects a decrease in passengers and an increase in operating costs for FY2020–2021.

SRTP Table 2.2 (see SRTP Tables) shows the SRTP system service summary broken out by fixed route and dial-a-ride service types. *SRTP Table 2.3 (see SRTP Tables)* shows route-level performance indicators.

Before the COVID-19 pandemic, SunLine had been enjoying an increase in transit use. Figure 2.3 shows total SunLine fixed route ridership relative to 2010 and its peers. Figure 2.4 shows that ridership decreased in FY2019–2020 over the previous fiscal year. SunLine attributes this decrease to the COVID-19 pandemic. Figure 2.5 shows SunLine’s fixed route ridership trend.

Figure 2.3 Percent Change in Fixed Route Ridership Relative to 2010 and Peers

(to be updated with 2020 data in the final SRTP, 2020 National Transit Database (NTD) data is not yet

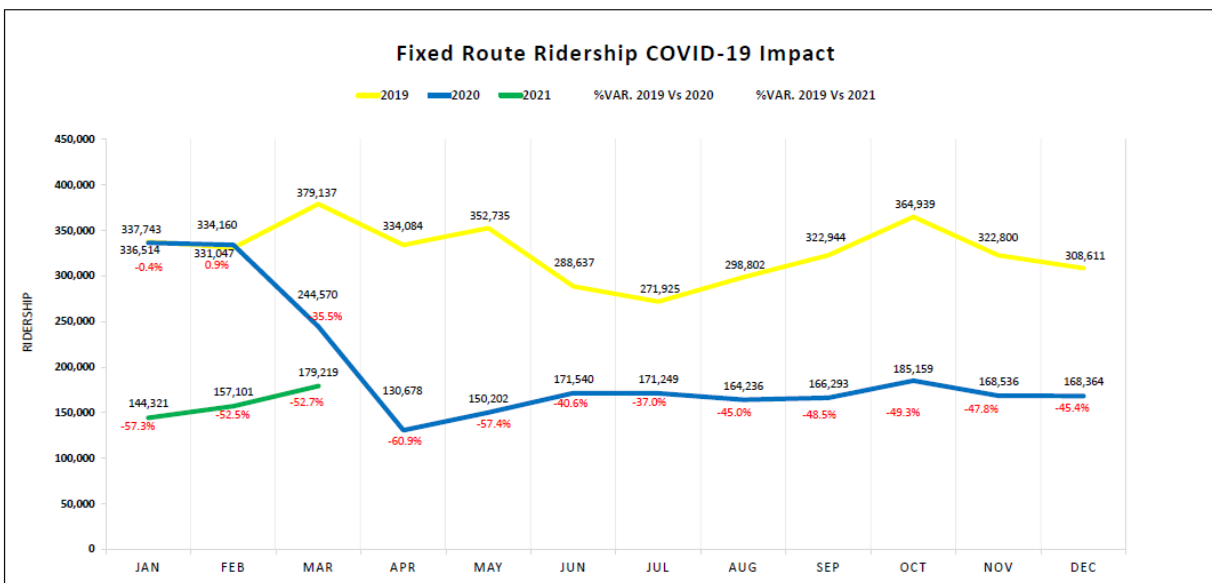


available)

Figure 2.4 SunBus Ridership Change

Service Type	FY 2018/2019	FY 2019/2020	Percent Change
SunBus (Fixed Route)	4,039,450	3,379,520	-16.3%

Figure 2.5 SunBus - Fixed Route Ridership Comparison

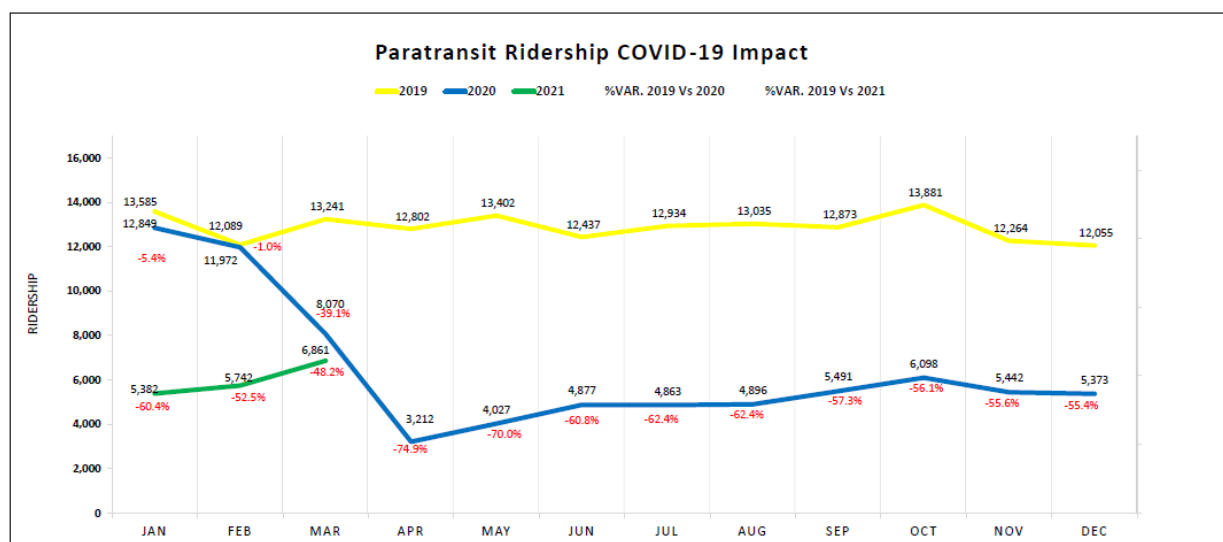


Since March 21, 2020, SunLine has been operating at a reduced level of service (Level-3) in response to the potential spread of the disease.
 January 2021 fixed route ridership was calculated from January 3, 2021, to maintain data integrity of the new Refueled system.
 April 2020 was the first complete month of operation of the (Level-3) Service.
 Routes 20, 21, 54, BUZZ Trolley and the Commuter Link 220 are not part of the calculations starting April 2019 to produce a more accurate comparison.
 Variances are in red close to their corresponding ridership number. 2020 and 2021 are referring to the baseline of 2019.

Ridership:
 FY 2019 Actual = 4,039,450
 FY 2020 Actual = 3,379,520
 FY 2021 SRTP Predicted = 3,761,953

Figure 2.6 shows a decrease in annual paratransit ridership between fiscal years due to the COVID-19 pandemic.

Figure 2.6 SunDial Paratransit Ridership Comparison



The COVID-19 pandemic caused a major national and global disruption with closures of businesses, schools and entertainment venues due to the implementation of national and statewide public health policies. Since March 25, 2020, SunDial has been operating one on one off service in response to the potential spread of the disease. Variances are in red close to their corresponding ridership number. 2020 and 2021 are referring to the baseline of 2019.

Taxi Voucher Program

In addition to SunDial, SunLine offers a Taxi Voucher Program providing half-price taxi trips for seniors (60+ years) and the disabled through the use of an electronic payment card. This card is easily obtained by eligible patrons by submitting an application to SunLine. Once the application is reviewed and accepted, the patron is then mailed an activated payment card. When the patron receives their card they are able to call in and add a balance of up to \$50 per month. SunLine provides matching funds in equal amount up to the \$50. The total balance added for each month can be a maximum of \$100. Remaining funds from previous months are carried over until utilized. To use the balance, the patrons simply order a cab and pay their fare with the Taxi Voucher payment card.

This program is serviced by two taxi businesses permitted to operate in the Coachella Valley and provides some relief to the demands on the paratransit services. Both the riders and the taxi providers appreciate how this service keeps them competitive with other rideshare services in the area.

Taxi Administration

The SRA is charged with licensing and regulating taxicab businesses and drivers in the Coachella Valley. Figure 2.7 presents the current operating taxi businesses in the Coachella Valley along with the number of vehicles operated by each company.

Figure 2.7 Taxi Businesses

Businesses	Vehicles
Coachella Valley Taxi	19
Desert City Cab	18
Yellow Cab of the Desert	27

SolVan – Vanpool

A vanpool is a group of people who are commuting to the same workplace or post-secondary education facility (college, trade school, etc.) regularly from the same community, riding together in a van or SUV provided by a vendor to share expenses. Vanpools typically carry from five to 15 passengers and operate long distances, traveling between pick-up locations and a place of work/school.

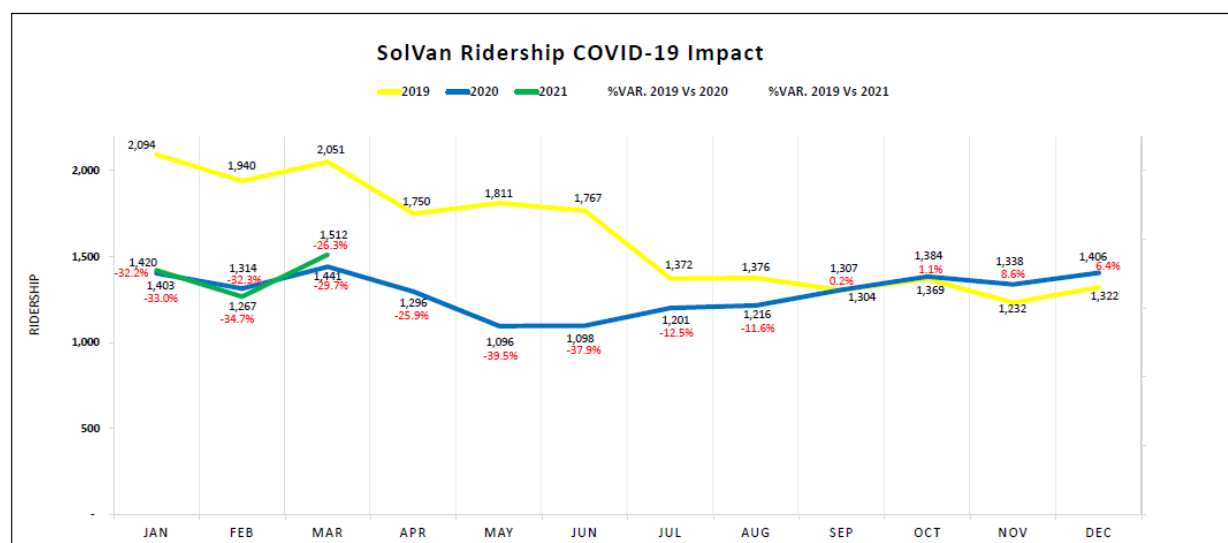
Vanpools provide small-scale commuter ridership in scenarios where operator costs would otherwise be prohibitively high. Operating costs are very low, because the passengers drive themselves. Ridership per platform hour is healthy. Vanpools are very demand-responsive; once ridership falls below a threshold, the service goes away and new routes can be added with a minimum of overhead. They can access office parking areas and other locations that scheduled SunLine service cannot reach, making for more convenient passenger drop-offs.

Vanpool programs can be administered in a variety of ways, allowing the employer to be fully involved or simply promote the service. Employers can help employees form vanpools through rideshare matching. Rideshare matching helps potential vanpoolers locate others nearby with similar schedules. With technology advancements, on-demand vanpooling may help reduce coordination costs and increase ridership. Traditional vanpool programs often have average ridership per trip at above the minimum membership required for the vanpool.

As the region develops unevenly, vanpools will be an increasingly effective means to serve trips from low-density places to employment and education centers. With vanpool programs, SunLine may be able to pull back bus service from low-volume coverage routes, and focus on more frequent trunk routes and core services.

SunLine’s Vanpool Program, SolVan, provides a subsidy for qualified vans that agree to report about daily riders, miles, hours, and expenses. A SolVan reporting system has been created to track each rider on each vanpool. The driver of the vanpool must be a participant in the vanpool program. Vanpool passengers will be responsible for paying the van monthly lease cost minus the subsidy. Lease includes insurance and maintenance. They will also share the cost of gas, toll fees, and parking fees (if applicable). Vehicles for this type of service will be leased by one of the pre-qualified vendors to one of the commuters in the group, a company, or a third-party representative. Figure 2.8 shows the ridership trend of SolVan.

Figure 2.8 SolVan Ridership Trend



Ridership (or boardings) is the number of rides taken by passengers.
 SolVan ridership is down 0.68% year to date.
 Ridership:
 FY 2019 Actual = 23,025
 FY 2020 Actual = 15,623
 FY 2021 SRTP Predicted = 13,176

2.3 Productivity Improvement Efforts Underway

SunLine is constantly evaluating its routes to improve productivity. This includes key performance indicators such as farebox recovery and passengers per hour or trip. SunLine also continually evaluates its bus schedules and blocking to reduce deadhead miles and optimize layovers between trips.

For example, the new 10 Commuter Link is aimed at improving regional service between the Coachella Valley and the Inland Empire. For students, 10 Commuter Link will provide a direct connection between the California State University, San Bernardino – Palm Desert Campus and the main campus in San Bernardino. It will also provide a connection to the San Bernardino Downtown Metrolink Station.

The Route 1X weekday express service is intended to improve productivity on SunLine's highest ridership route. Stopping at five locations in the Highway 111 corridor, Route 1X will provide a 60-minute trip between Indio and Palm Springs.

SunLine is conducting a microtransit pilot project to connect riders to main route service by bridging the first mile, last mile gap. This flexible, on-demand rideshare service is designed to connect riders to the fixed route system by providing point-to-point rides along identified fixed route corridors. The pilot project, which started in January 2020, is evaluating the feasibility of using local taxis to expand SunLine's service area and reach non-traditional markets.

Haul Pass

The College of the Desert and the California State University, San Bernardino – Palm Desert Campus are important transit markets. Started in August 2018 with a grant from the LCTOP, the SunLine Haul Pass program gives students at these schools access to SunLine buses with their student ID. The LCTOP grant is funding an expansion of the program to students that are enrolled in a Coachella Valley high school. The program will begin at the commencement of the 2021 school year and will be available for one year, with the goal of the program being self-sustaining. All students that apply will be eligible to ride for free, to and from school, to attend after school activities, work or leisure.

Mobile Ticketing

The 2019 Transit Rider Survey showed that more than 80 percent of SunLine riders have access to a smartphone or tablet with an Internet connection. Access to a connected device is an important factor in the implementation of the Token Transit mobile ticketing pilot. The pilot program will allow riders to use a new method of acquiring passes, and will give SunLine valuable information that will be used for a permanent mobile ticketing solution.

2.4 Major Trip Generators

The 2019 SunLine Transit Agency Rider Survey identified the main transit trip generators in the Coachella Valley. The top destinations for home-based work trips are Palm Springs, Palm Desert, and La Quinta. The College of the Desert and Palm Springs High School are top destinations for home-based other trips that include shopping, recreation, and education. Figure 2.9 and Figure 2.10 show the traffic analysis zones with the top home-based work and home-based other trip attractions.

Figure 2.9 Home-based Work Trip Attractions

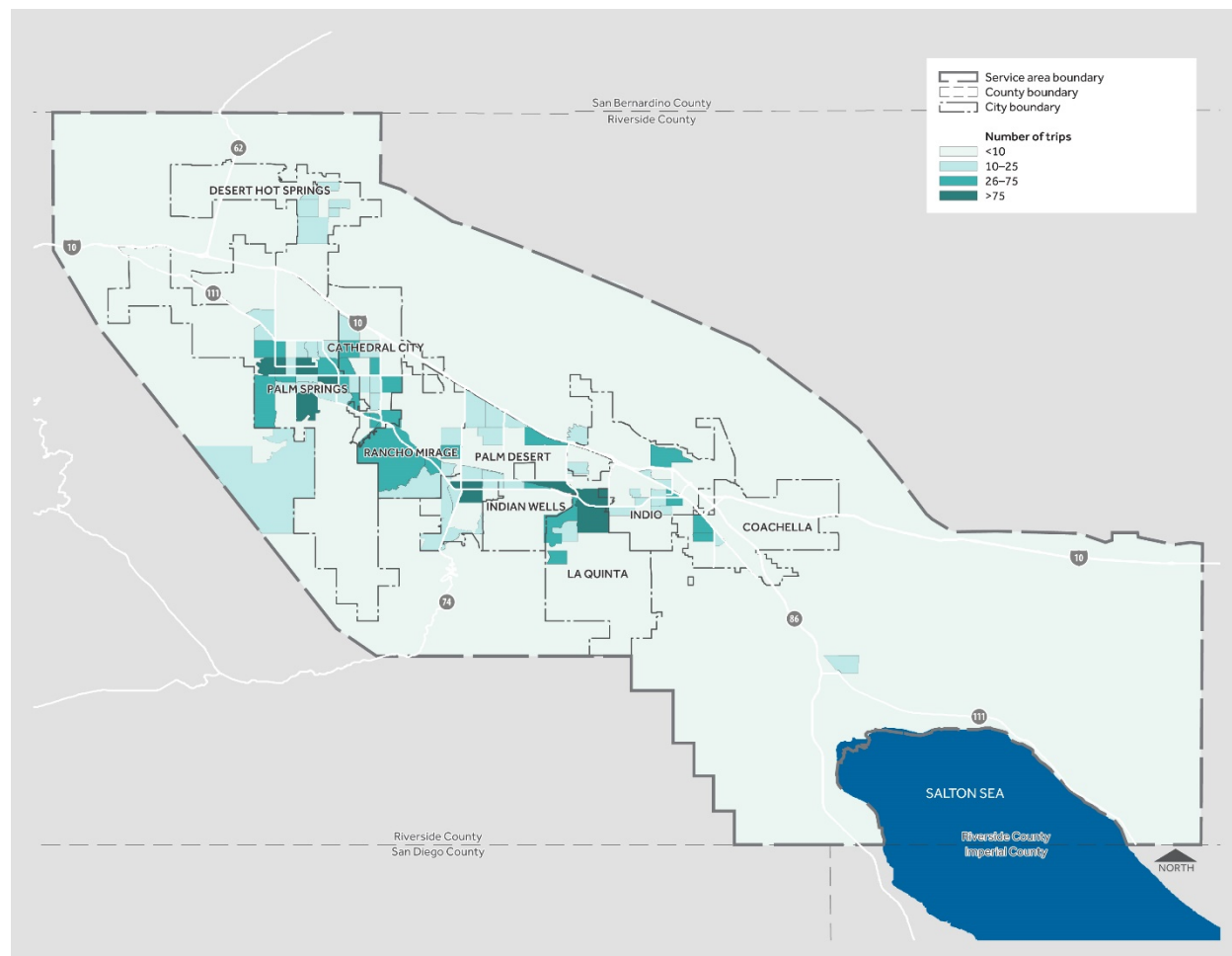
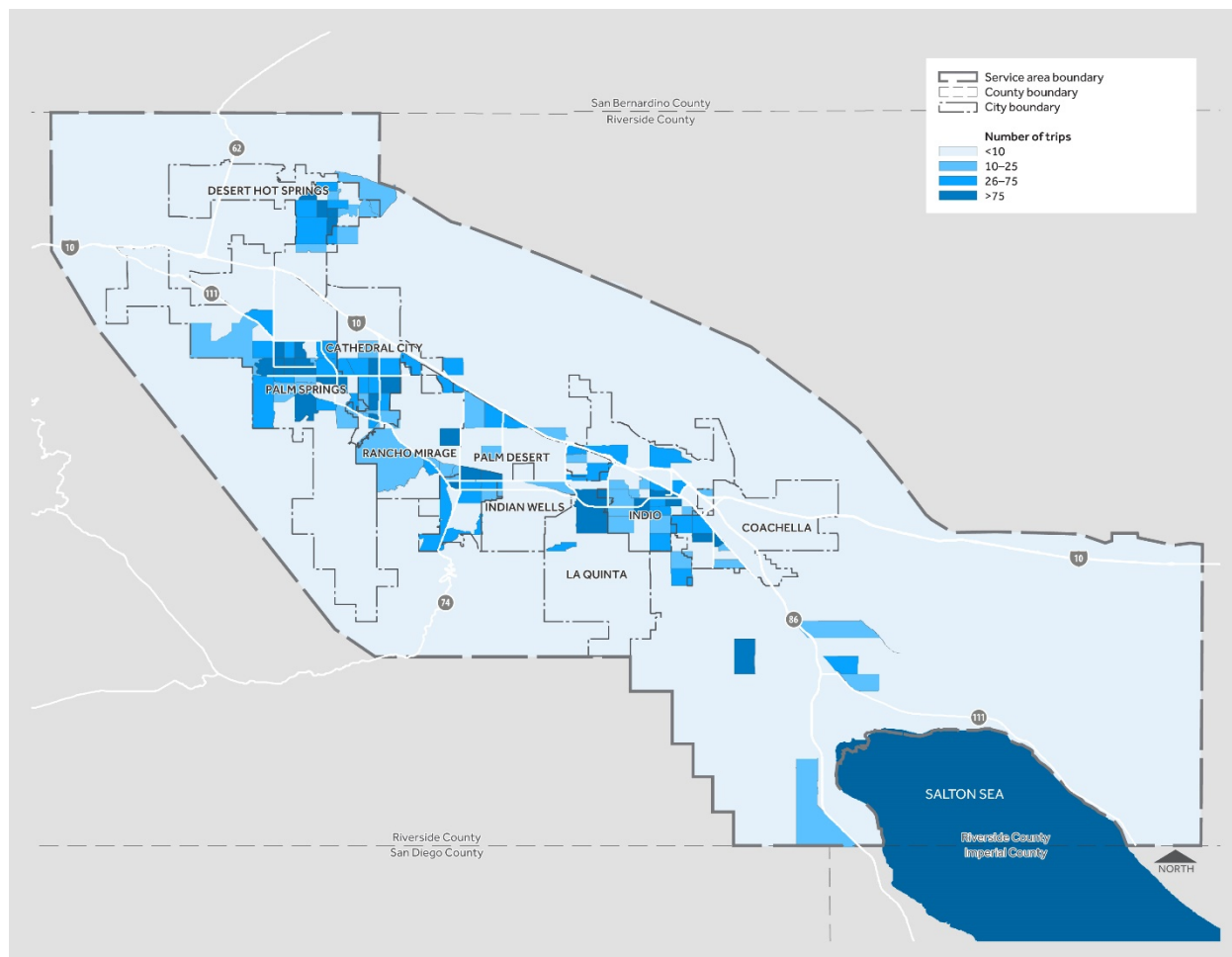


Figure 2.10 Home-based Other Trip Attractions



Chapter 3. Refueled Implementation and Marketing

With the aggressive implementation of the SRTP's recommendations, SunLine is poised to meet the mobility needs of the residents of Coachella Valley and support regional and national economic recovery efforts. L on

23-term population projections show growth in Desert Hot Springs, Coachella, and Indio that will increase demand for transit. In the near term, however, SunLine's focus is on rebuilding ridership lost during the COVID-19 pandemic. Below are service changes planned in FY2022–2024:

- School trippers began on March 29, 2021 for students returning to in-class learning at local schools.
- Fare collection and front-door boarding resume May 2, 2021
- 10 Commuter Link service between Indio and San Bernardino is expected to begin July 12, 2021 coinciding with the start of California State University San Bernardino (CSUSB) on-campus classes on August 23, 2021
- Route 1X is expected to launch September 7, 2021 testing the effectiveness and desirability of limited-stop service between Indio and Palm Springs.
- An attitude and awareness survey/study will be conducted in the fall to measure the effectiveness of the SunLine Refueled Initiative and fine-tune the transit network and strategies – a transit network designed by the residents.
- Bus stop signs and schedule holders will be updated to enhance customer service, optimize the utilization trip planning technologies, modernize our image on the streets and improve communications.

As an agency of firsts, SunLine Transit Agency has remained committed to building a truly intermodal, clean, and sustainable transportation network in partnership with local jurisdictions, regional and federal governments, and the private sector to develop, finance and implement strategies to attract choice riders, expand SunLine's market share and increase ridership. SunLine has the following strategic action items as long-term initiatives:

- Capitalize on the CVLink multimodal corridor, which has the potential to connect neighborhoods to transit, activity centers, and address some of the first- and last-mile mobility needs of the Coachella Valley.

- Continue with SunLine’s ongoing improvement, communications, and education programs to enhance collaborative planning efforts that protect the integrity of the transit network and benefits of transit, i.e., improve the experience of the entire journey.
- Develop strategies and funding to implement frequency improvements and a Commuter Link service to connect western and central Coachella Valley to CSUSB, San Bernardino Transit Center (SBTC)/Metrolink Station and Amtrak Station as summarized below to capture choice riders by developing successful new funding streams and grants. Figure 3.1 summarizes these service expansion strategies and the status these initiatives.

Figure 3.1 Service Expansion Strategies and Status

Route #	Description	Annual Hours	Annual Miles	Expansion Buses (Excluding Spares)	Operating Cost	Capital Cost
1*	Coachella - Via Hwy 111 - Palm Springs. Increase weekday peak frequency from 20 minutes to every 15 minutes. Capital costs funded through an AHSC grant. Implementation date is tied to the completions of Coachella Valley Mobility Hub	6,120	91,910	4	\$ 704,840	\$ 2,600,000
1X**	Limited Stop Express Service between Indio - Palm Springs. Weekday peak limited stop service slated to start September 7, 2021	7,130	139,130	3	\$ 821,162	\$ 1,950,000
2	Desert Hot Springs - Palm Springs - Cathedral City. Increase weekday frequency from 20 minutes to every 15 minutes. Project not funded, implementation date to be determined.	13,300	175,570	4	\$ 1,531,761	\$ 2,600,000
3	Desert Edge - Desert Hot Springs. Increase weekday peak frequency from 60 minutes to every 30 minutes. Project not funded, implementation date to be determined.	1,922	34,276	1	\$ 221,357	\$ 650,000
4	Westfield Palm Desert - Palm Springs. Increase weekday peak frequency from 40 minutes to every 30 minutes. Project not funded, implementation date to be determined.	3,050	43,000	2	\$ 351,269	\$ 1,300,000
5	Desert Hot Springs - CSUSB Palm Desert - Westfield Palm Desert. Increase weekday peak frequency from 60 minutes to every 40 minutes. Project not funded, implementation date to be determined.	1,810	36,590	1	\$ 208,458	\$ 650,000
6	Coachella - Via Fred Waring - Westfield Palm Desert. Increase weekday frequency from 45 minutes to every 30 minutes. Project not funded, implementation date to be determined.	2,450	36,200	1	\$ 282,167	\$ 650,000
7	Bermuda Dunes - Indian Wells - La Quinta. Increase weekday frequency from 45 minutes to every 30 minutes. Project not funded, implementation date to be determined.	1,363	24,581	1	\$ 156,977	\$ 650,000
8	North Indio - Coachella - Thermal/Mecca. Increase weekday frequency from 40 minutes to every 30 minutes. Project not funded, implementation date to be determined.	2,050	34,210	1	\$ 236,099	\$ 650,000
9***	North Shore - Mecca - Oasis. Frequency was improved to every 60 min in Jan 21 from every 180 minutes.	1,922	34,276	1	\$ 221,357	\$ 650,000
10	Implement Commuter Link service between West Coachella Valley - CSUSB, San Bernardino Transit Center (SBTC)/Metrolink and Amtrak Station. Add 4 new roundtrips. Project not funded, implementation date to be determined. Staff is researching public/public or public private opportunities to fund and implement this service.	5,916	191,557	2	\$ 681,346	\$ 1,900,000
Total:				21	\$ 5,416,791	\$ 14,250,000

* Capital costs funded. Operating funds needs to be programmed

** Funded and start up slated for Monday, September 6, 2021

*** When demand warrants, increase frequency to every 40 minutes from current 60 minutes

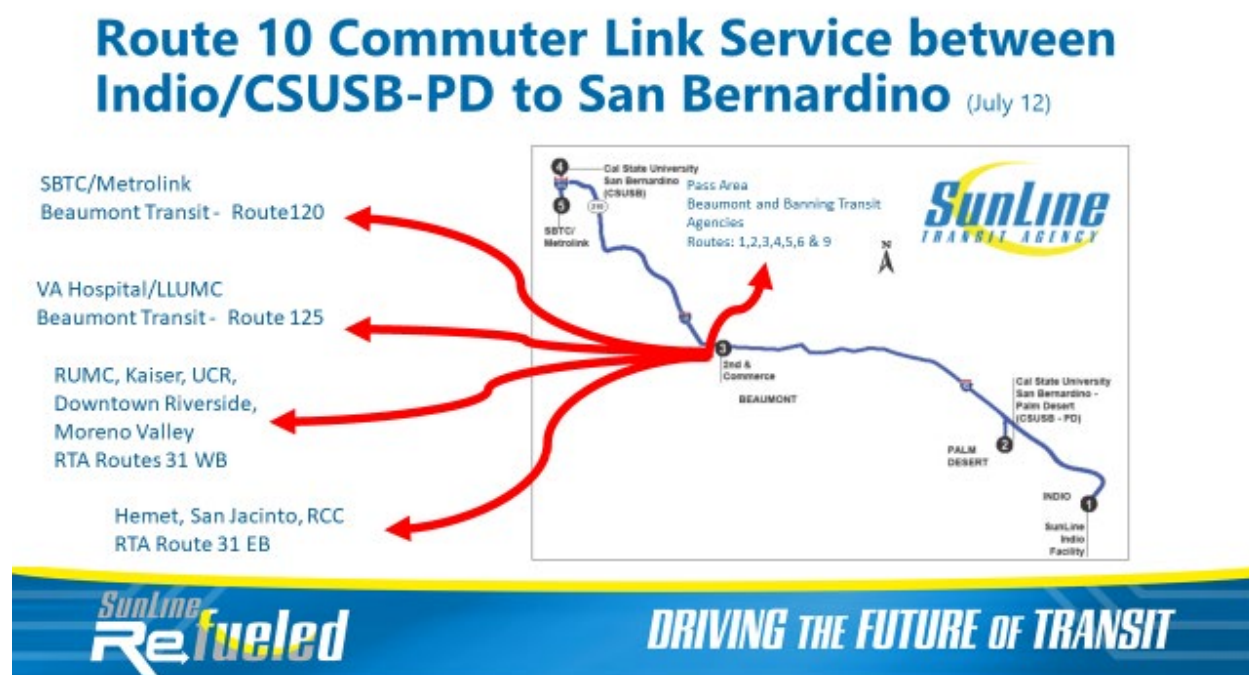
3.1 Planned Service Changes FY2021–2023

Route 10 Commuter Link

The route previously approved and proposed to launch in May 2020 was moved to July 2021 due to the COVID-19 pandemic. As shown in Figure 3.2, Route 10 Commuter Link service is designed to connect residents of Coachella Valley to San Bernardino Transit Center (SBTC)/Metrolink Station, a destination that provides access to more than twice the number of trains that serve the Riverside-Downtown Metrolink Station. The Route 10 also connects California State University San Bernardino's Palm Desert Campus (CSUSB-PDC) with its main campus in San Bernardino through a financial partnership with California State University. Through SunLine's Haul Pass Program, students, staff, and faculty at CSUSB-PDC and students at College of the Desert are able to ride all SunLine fixed route services at no cost with a valid ID. The service is expected to operate two round trips in the morning and two in the evening with total daily ridership hovering around 170 passengers. That equates to more than three million vehicle miles travelled (VMT) if these passengers drove alone, congesting our roads and polluting our air.

Similarly, there is a need to connect residents of Coachella Valley to the San Geronio Pass area where they can connect with Riverside Transit Agency (RTA), Beaumont Transit and Banning Transit as shown in the figure below. At the Route 10's Beaumont Walmart stop, passengers will be able to transfer to buses serving Cabazon, University of California at Riverside, Riverside University Health Center, Kaiser Hospital, VA Hospital, Loma Linda Medical Center, as well as a spectrum of other destinations served by RTA, Beaumont Transit and Banning Transit.

Figure 3.2 10 Commuter Link Service Map



The Walmart stop in Beaumont is not a timed transfer point because of unpredictable freeway travel time. However, with the use of real-time passenger information technology, passengers traveling to any of those previously mentioned destinations can connect with SunLine, RTA, Beaumont Transit and Banning Transit buses. Passengers can also use transportation network companies (TNC), a taxi service, bicycle, or some other mode of transportation to access those destinations.

The need for convenient and affordable transit in the Coachella Valley cannot be underestimated. The communities on the eastern portion of Coachella Valley are disadvantaged communities. Oasis has a population of approximately 5,758 people, according to CensusReporter.org. In 2013 over 98 percent were Latino and the area's median household income was \$23,291, significantly lower than the state's average of \$61,498 (Census Bureau, 2014). Roughly 51 percent of children below the age of 18 live below the poverty level. The CalEnviroScreen 2.0 score for Oasis is in the range of 81-85 percent. Particularly onerous are factors like poverty (96th percentile), linguistic isolation (97th percentile), unemployment (95th percentile), low-education achievement (96th percentile), and exposure to pesticides (95 percent) and impaired water (92 percent).

Thermal's population is approximately 3,650 people, according to CensusReporter.org. In 2013 over 98 percent were Latino and the area's median household income was \$27,524 and 40 percent of children

under 18 live below the poverty level. The CalEnviro Screen 2.0 score for Thermal is in the range of 76 to 80 percent. Thermal's poverty (96th percentile), linguistic isolation (92nd percentile), unemployment (98th percentile), low-education achievement (96th percentile) and exposure to pesticides (96 percent) remain areas of significant concern.

We anticipate most of the residents making this 90-plus mile trip each way, a two-hour journey aboard Route 10 will come from remote locations in Coachella Valley. It is also likely that they will have already made one or more transfers to get to the Route 10's Indio stop to access important medical services and educational and employment opportunities served by the route. These are the mobility needs of the residents of Coachella Valley that are currently not addressed or met by Redlands Rail, RTA, Beaumont Transit, Banning Transit or Metrolink.

Route 10 originated when RTA eliminated their financial contribution to operate Route 220 service between Riverside and Coachella Valley. The decision to eliminate funding was linked to a Comprehensive Operational Analysis (COA) that RTA conducted with extensive public outreach and coordination efforts with the public and RCTC. SunLine is not second-guessing RTA and RCTC's basis for eliminating funding for this regional connector. At the time, SunLine notified RTA and RCTC that we will be discontinuing Route 220 in the absence of operating subsidies. The recommendations of SunLine's COA and the financial partnership with CSUSB enabled us to roll out Route 10 as noted in SunLine's SRTP, which was reviewed and approved by RCTC.

Subsequently, SunLine held public hearings in November 2019 and met with the staff of RCTC to provide an update. Staff also notified Omnitrans, RTA, Beaumont, Banning and Metrolink and extended the same opportunity to meet the City of Beaumont staff.

Route 1X

Faster and more frequent service are top priorities for SunLine customers. Partially funded by a Congestion Mitigation and Air Quality (CMAQ) grant, Route 1X would reduce travel time between Indio and Palm Springs by 24 minutes. Travel time would be reduced by skipping stops and using a more direct route on Fred Waring Drive. Route 1X will use the existing SunLine fleet branded for the express service. The route will have specially branded bus stops that may also include enhanced shelters and upgraded amenities.

Modifications to Paratransit Service

The provision of ADA services remains a challenge because it is costly. Efforts to mitigate the increasing expenses in demand-responsive service include revisions to the paratransit eligibility/certification process and continuing to monitor late cancellations and no-shows, which improves the availability of appointment time slots and makes SunDial service more efficient for customers. SunDial staff periodically measure (monthly) the system-wide average rate for that month to determine whether a

particular customer has excessive late cancellations or no-shows. The Agency then considers the customer's overall frequency of use and evaluates whether there is "a pattern of abuse" relative to how often that customer travels with SunDial.

SunDial will continue to move forward with the paratransit eligibility/certification process and implement in-person interviews to ensure paratransit riders qualify for the service. SunLine also plans to implement new technology in the near future to facilitate on-line scheduling and cancelation of paratransit reservations. The new technology will provide a reminder call the day before to encourage cancelling when plans change and will also provide customers with notification five minutes prior to passenger pickup.

Goals of SolVan

1. Gain new vanpool riders whose route travels through or ends in eastern Riverside County.
2. Continue educating employers and employees in Eastern Riverside County about benefits of promoting alternative modes of transportation and of the SolVan program and how the program works.
3. Continue to support SunLine as a leader in alternative transportation options recognizing the agency for bringing a new commute option to eastern Riverside County.
4. Continue to support current vanpool participants to ensure their satisfaction with the program to promote long-term program participation.
5. Work alongside the regional rideshare program, Inland Empire (IE) Commuter, to mine employee data of carpoolers and interested carpoolers and drivers commuting long distances with regular work shifts for potential vanpool groups, add incentives and outreach efforts, and to leverage large and small employers to create a green thinking workspace as an employee benefit.

SolVan Marketing Plan

- **Employer partnerships and network meetings:** Employee Transportation Coordinator (ETC) network meetings hosted at SunLine quarterly.
- **Press releases:** Identify stories of commuters and topical activities.
- **Testimonials/stories:** Personal interest stories could be useful pieces to include in press releases or newsletters.
- **Websites:** Keeping both SunLine and SolVan websites updated with van vendor changes, vehicle options, pricing, guideline changes, list of active vanpools, etc.

- **Events:** Staff attends employer and community events when requested to promote TDM (Transportation Demand Management) and vanpool services.
- **Social media:** All SunLine/SolVan posts are re-posted/shared by IE Commuter on social media platforms as they occur (Facebook, Instagram, Twitter). Special “boost” messages for social media outreach through SunLine sites.
- **Customer service scripts & quick facts:** Updates provided to SunLine Customer Service staff with vanpool details.
- **SunLine staff outreach:** Reestablishing a rideshare program internally for SunLine employees in coordination with IE Commuter.
- **Specialized marketing outreach:** Marketing team to identify and determine new campaign opportunities for combined SunLine, SunCommute, SolVan efforts.
- **Agricultural outreach:** Continue coordination with CalVans and local community groups in eastern Coachella Valley and attend and support local events as requested.
- **CalVans Marketing/Outreach:** CalVans conducts ongoing outreach with local farms, independent of SolVan and provides employer vouchers as many farms fully pay full vanpool cost to attract farm workers (No SolVan subsidy provided in this scenario).
- **Graphic campaigns:** Printed graphics were created in English and Spanish and posted on area bus shelters, as well as signage onboard buses.
- **Media campaigns:** Radio commercials were created in English and Spanish and ran on local radio stations the first year. For following years, television commercials were created in English and Spanish focused on both agricultural and traditional worksites and aired on local television stations. Television has visual advantage of better explaining what a vanpool is by showing how it operates.
- **Printing updated marketing materials.**
- **Creating new SolVan novelty items,** supplemented by IE Commuter novelty items.
- **Utilizing IE Commuter employee survey commute data** for larger employers in territory to identify and target employees in specific communities.

3.2 SunLine’s Overall Marketing Plans, Studies, and Promotions

In order to support the initiatives outlined in the SRTP, the Marketing Department has plans to implement strategies that will help increase ridership by educating target audiences about the many new services and programs launched as part of SunLine Refueled Initiative as well as other Agency news and announcements.

Success depends on strategic, integrated marketing and communications campaigns that are coordinated with other departments within the Agency. An example of this is unifying “clean and green” messaging with communications’ efforts to promote the SunLine Refueled pillars – with each department delivering on their role to ensure the “brand promise.”

While SunLine’s ridership is dependent on the recovery of public transit following the challenges of COVID-19, proactive marketing plans will continue to propel the communications and marketing efforts that have been ramped up since the pre- and post-launch of the SunLine Refueled Initiative.

Marketing plans will:

1. Help regain and build ridership among current, recent and lapsed riders
2. Identify and drive ridership among new riders along new consolidated routes
3. Build trust among stakeholders and the community to drive advocacy
4. Communicate progress made in SunLine’s clean fuels fleet initiatives
5. Engage employees to achieve organizational objectives throughout SunLine Refueled, recovery and beyond

Target Audiences

In order for marketing efforts to resonate, analysis of target markets must be done, studying both who they are and what motivates them. Then, marketing materials must be customized to reach those target audiences. See Figure 3.3 for target audience analysis.

Figure 3.3 Target Audience Analysis

	Key Messages What motivates them?
Current riders	<ul style="list-style-type: none"> • Cleanliness • Social distancing • Safety • On-time performance • Price <p>For some: environment</p>
Lapsed riders due to COVID-19	<ul style="list-style-type: none"> • Cleanliness • Social distancing • Safety • Better use of time • On-time performance • Price • Haul Pass <p>For some: environment</p>
Potential new riders	<ul style="list-style-type: none"> • Better use of time • Cleanliness • Social distancing • Safety • On-time performance • Price • Travel to the region <p>For some: environment</p>
Community at large	<ul style="list-style-type: none"> • Economic prosperity • Reduction of congestion • Reduction of emissions • Transparency • Good stewards
Employees	<ul style="list-style-type: none"> • Feeling valued and listened to • Having the opportunity to contribute to the success of the Agency • Compensation and benefits

	Key Messages What motivates them?
	<ul style="list-style-type: none"> • Cleanliness in office/ bus • Transparency

Marketing Strategies

There are a number of strategies for communicating with SunLine’s various target audiences, and messaging will be tailored to connect with each of them based on their motivations as identified in the target audience analysis.

Social Media and Website

After building a robust social media program in recent years, SunLine has increased regular communication directly to its target audiences (fans/followers of the Agency’s social media platforms). Posts have been entertaining and informative – both key components of keeping followers engaged.

Transit Tuesdays offer a weekly online event that discusses pre-selected topics each week so followers can tune in at the same time/day each week knowing there will be informative content for them. Other posts tie in history, comedy, safety and recognition. This variety in messaging keeps the platform interesting and worth following.

Advertising

Strategically utilizing SunLine’s budget, an advertising plan that maximizes available advertising funds and incorporates innovative advertising strategies will be developed and implemented. It will utilize platforms such as digital, print, radio and TV media. The goal is also to promote all key messaging on internal advertising mediums, such as bus shelters and interior bus advertising.

Rider/Community Input

A strong marketing program incorporates a strategy for listening to constituents. SunLine will create and facilitate a new survey to gather input regarding SunLine Refueled Initiatives and how they are being received in the community. This provides the opportunity to learn about any issues that may need to be addressed. Data gathered can be used to make any necessary adjustments to the SunLine Refueled pillars.

Public Relations

SunLine's PR representatives will draft press releases to promote Agency initiatives. They will also pitch stories to the media to publicize key newsworthy items, coordinate media interviews and follow-up on media requests in a timely fashion.

Customer Service Center/Website

SunLine's Customer Service Center expanded this past year to include LiveChat on the web for those who need immediate assistance navigating the new Consolidated Fixed Route network. The website has also been instrumental as a central resource for all communications and announcements disseminated by SunLine. In addition, the customer service center offers phonenumber support by customer service representatives Monday through Friday. Agents are able to use resources such as Google Transit Trip Planner and MyStop Bus Tracker to quickly and accurately answer customer inquiries. Bilingual (English/Spanish) customer service agents are available to assist with questions in both English and Spanish.

Video Production

The creation of videos as marketing tools will increase this year, according to shifts in social media audience preferences. By developing an expanded library of video assets, SunLine will be able to initiate increased engagement with its target markets, and those individuals will better retain the information being shared through unique videos.

Rider's Guide

A revamped Rider's Guide has become an essential communications tool for SunLine. A more updated format, which features relevant information for riders, includes directions, maps, time point bus stop locations, schedules, fares, transfer instructions and how to receive assistance with SunLine's programs and services. Transit system information, which aligns with the updated Rider's Guide, can also be found at transit centers, on buses and at bus stops. SunLine's transit information is provided in both English and Spanish. A mini guide about SunLine Refueled programs and services will be also printed and distributed.

Clean Fuels Fleet Communications

The Agency's reputation as a pioneer in clear air and alternative fuel technology must continue to remain top-of-mind by promoting news regarding SunLine's advancement in its Zero-Emissions Bus Rollout Plan. With the construction of the hydrogen electrolyzer, SunLine has been able to plan early to allow for other agencies to have a model for small- to mid-size systems to follow.

Internal Communications

Keeping employees up-to-date on company initiatives and marketing efforts inspires higher morale and invites them to be involved in the bigger picture. To this end, SunLine has an internal newsletter featuring key stories and facts about the Agency's latest initiatives, such as SunLine Refueled. Virtual activities that are inclusive to all SunLine employees have also gone live. These efforts aid in improving communication with the employee target audience segment, providing a platform for disseminating COVID-19 updates and making SunLine Transit Agency an even better place to work.

Building an Effective Marketing Plan

All the tools mentioned above will be implemented to market SunLine as a leader in transportation, innovations and alternative fuel technology. As stated, targeted messaging and the utilization of effective platforms and strategies will be pivotal to increasing ridership, rebuilding trust, communicating progress and engaging employees. Despite the hardships and heartaches, COVID-19 challenged the Agency to reach new limits and taught us resilience and the importance of embracing new technology. While the road ahead of transportation looks different now, SunLine is driving the future of transit.

Community Outreach

SunLine works with local organizations, businesses, government agencies, and nonprofit organizations to promote SunLine programs and services. Community outreach involves grassroots organizations to identify unmet transit needs and build community-based marketing partnerships. Historically, SunLine invests in these relationships by participating in community events such as mobility workshops, food drives, fundraisers, parades, and special event activities. During this COVID-19 pandemic, SunLine has developed a new plan to connect with members of the community via virtual outreach efforts to capture different audiences. Such efforts provide SunLine the opportunity to promote transportation services and programs to existing riders and attract potential future riders. Outreach for SunLine Refueled Initiative will be especially important to educate community stakeholders on the enhancements to their transit experience.

Public Presentations

Target audiences include seniors, students, social services, businesses, and community leaders. The main goal is public education related to the economic and environmental benefits of using public transportation. During presentations, SunLine highlights the key role that we hold as a public transit provider and leader in alternative fuel technology. SunLine's use of hydrogen electric fuel cell and battery electric fuel cell buses have made impacts to the environment on a global scale. Presentations emphasize why this is important and how it affects residents of the Coachella Valley. These

presentations typically occur at senior centers, colleges, and school orientation programs. In response to COVID-19, many presentations will be virtual, in partnership with host organizations.

Travel Training

Transportation provides us with a sense of independence and opportunities to engage within our community. Sunline's Travel Training Program offers opportunities for riders to learn how to independently traverse a public transit system. To this end, SunLine offers group and one-on-one training aboard a fixed route bus to build confidence and allow people to travel with ease.

Transit Ambassador Program

The SunLine Transit Ambassador Program, known as TAP, empowers employees to expand SunLine's culture of customer service. TAP consists of a series of training sessions that address crucial topics and everyday scenarios in public transportation service. A Transit Ambassador has completed this program and can assist passengers with their trip planning. Transit Ambassadors will assist the rider until the rider feels confident in navigating the SunLine system independently.

Access Advisory Committee

The Access Advisory Committee, which meets bi-monthly, was formed in 1995 as an advocacy group consisting of various agencies in the Coachella Valley. Committee members range from community activists to everyday transit users who are committed to promoting successful implementation of the transportation provisions of the ADA and other related federal legislation or regulations.

3.3 Projected Ridership Growth FY2022–2024

Following a significant downturn in ridership in March 2020 related to the COVID-19 pandemic, SunLine expects it may take several years for ridership to rebound. SunLine and its planning partners are using the regional travel demand model to prepare long-term ridership forecasts for the unconstrained transit redesign.

3.4 Proposed Fare Structure Changes

While the Board of Directors has directed SunLine staff to explore a fare-free system, the aim of this fare policy is to increase SunLine's revenues with a simplified structure that continues to provide support for low-income individuals. The key fare structure recommendations are summarized below.

Increase base cash fare 75 percent in three increments. SunLine has the lowest base cash fare among its peers. While SunLine operates its service efficiently, SunLine has the lowest average fare, lowest fare revenue per passenger mile, and lowest farebox recovery rate of its peers. Improving its farebox

recovery rate would give SunLine a dedicated funding source as it builds for the future, reducing the need for state and federal grants to grow its system.

Charge adults and youth the same fare. Combining adult and youth fares would simplify SunLine’s fare structure by reducing the number of fare types. Children six years and younger may ride free.

Eliminate the transfer fee. Research indicates that most transit agencies are eliminating transfer fees. With SunLine’s redesigned network, many passengers would continue to require a transfer between routes to reach their destination. Rather than require a transfer fee, paper transfer tickets would be issued to allow riders the ability to use a second bus. The transfer ticket would be good for two hours.

Develop a post-secondary school universal pass (U-Pass). Through an agreement negotiated with the schools, SunLine would prorate the price of the U-Pass over the entire student body based on an estimate of the total fare revenue that would be generated by individual users purchasing a monthly pass. This would allow SunLine to maintain expected revenues while allowing students to pay a lower fare price, thereby helping to attract students who might not choose transit otherwise. This negotiated U-Pass would eventually replace SunLine’s current Haul Pass program, which is funded by a grant.

Review fares annually. Fares should be reviewed annually to assess the ridership impact. This should include an examination of revenue by fare category and fare media. The fare review should provide a peer comparison to help ensure fare policy decisions are well-informed.

Make fare adjustments as frequently as possible. Fares should be adjusted annually to address inflation and to deliver a more gradual change to riders. Fares that are frozen for several years and then adjusted through a large disproportionate increase result in a “shock” to riders that may negatively affect the agency image and ridership.

Calculate the SunLine internal rate of inflation to establish required fare adjustments. Fare increases should be based on SunLine’s internal rate of inflation (goods, labor, and fuel), rather than the inflation of a general Consumer Price Index. The Consumer Price Index measures the inflation on a basket of goods and services unrelated to transit service and competing transportation modes.

To help low-income passengers access transit services and offset fare increases, SunLine may target fares for Coachella Valley residents who meet low-income guidelines. The U.S. Department of Labor’s Lower Living Standard Income Level is often used by transit agencies to determine eligibility for reduced fares. It identifies income levels by family size that are adjusted annually based on changes in the Consumer Price Index.

3.5 Capital Improvement Planning

Refueled implementation is closely tied to CARB’s ICT regulation. The ICT regulation requires SunLine to gradually transition to a 100 percent ZEB fleet. As SunLine grows its fleet to provide additional service, it

will need to evaluate daily mileage needs and the incremental capital or electricity costs of depot-charging electric buses that cannot be offset by available incentive and funding programs. SunLine is also planning for the new infrastructure needed to support hydrogen production and refueling for its fuel cell buses. It is also evaluating expansion of its satellite facility in Indio to support hydrogen and ZEB fueling and maintenance.

SunLine is working with CVAG to plan and fund street improvements needed to preserve bus travel times and improve service reliability. These street improvements include transit signal priority (TSP) measures, queue jumpers, and dedicated bus lanes. Super stops are another capital improvement aimed at enhancing the passenger experience. These stops include enlarged and near-level boarding areas, enhanced shelters, and upgraded amenities.

SunLine is also working with its member cities to improve multimodal connections to its fixed route bus service. This includes connections to the Coachella Valley Link. This bicycling and walking pathway will link Coachella Valley cities and the lands of three federally recognized tribes with a path that generally parallels Highway 111. Figure 3.4 below shows the status of SunLine's capital projects.

Figure 3.4 Status of SunLine's Capital Projects

S RTP#	Project Name	Status
Performance Department		
SL19-12	Division I Administration Asphalt Slurry Seal	Complete
SL19-13	Indio Facility Improvements	Complete
SL15-05, SL14-06, SL20-12	CNG Fueling Station and Construction	Active
SL12-06	Solar Carports (Admin Bldg. Phase II)	Active
SL17-06, SL18-01, SL19-14, SL20-11	Operations Facility	Active
SL17-08	5 Hydrogen Electric Hybrid FCB and Hydrogen Station (AQIP)	Active
SL18-08, SL20-07, SL21-06	Center of Excellence Facility (Zero Emission Maintenance Facility)	Active
SL16-09	5 Hydrogen Fuel Cell Buses (LowNo Grant)	Active
FTIP-RIV140502	Battery Dominant Hydrogen Fuel Cell Bus	Active
FTIP-RIV140821	TDM (Vanpool)	Active
SL19-11	Hydrogen station program improvements	
SL15-14	CNG Project Trailer Demolition	Active
SL17-05, SL18-06	Retention Beautification Phase II	Active
SL21-07	SoCal Gas/Hydrogen Demonstration Project	Active
AHSC	Coachella Hub	Active
SL20-06	SunLine Property Expansion/ Solar Farm Phase I	Pending Start
SL20-09	H2 Ride	Pending Start
SL20-10	New Flyer AQIP	Pending Start
SL21-01	Microgrid to Hydrogen	Pending Start
SL21-07	Public Hydrogen Station (Unobligated)	Pending Start
Maintenance Department		
SL17-07	Purchase of Two (2) Expansion Support Vehicles	Completed
SL14-01	Transmission	Completed
SL19-01, SL18-02, SL16-06, SL17-10	Replacement of (6) Fixed Route Buses	Completed
SL16-05, SL13-02, SL14-07, SL17-07	Replacement and Expansion of Support Vehicles	Completed
SL18-06	Maintenance Shop Wall Removal	Completed
SL13-05, SL18-06	Fall Arrest System Installation for Maintenance Bays	Completed
SL18-02	Replacement of (2) Commuter Buses	Active
SL19-04	Parts Department and Warehouse Relocation	Active
SL19-06, SL20-05, SL17-01, SL17-02, SL10-02	2020 Replacement and Expansion of Paratransit Buses	Active
SL12-05, SL19-12	Floor Re-Surfacing Maintenance Building Div. 1	Active
SL20-01, SL16-09	Purchase of (5) New Flyer Fuel Cell Buses	Active
SL15-12	Fleet Management Information System (FMIS)	Active
SL21-03	Four (4) Micro Transit Vehicles	Active
AHSC	Purchase of Four(4) Fixed Route CNG Buses	Active
SL15-06, SL17-07	Purchase of Five (5) Replacement Zero Emission Relief Cars	Active
SL21-10	Four-Post Lift	Active
SL17-07	Replacement (4) Non-Revenue Service Vehicles (unobligated funds) - to be used for SUVs	Pending Start
SL18-05	Fixed Route Bus Rehabilitation	Pending Start
SL18-07	Replacement of Non-Revenue Support Vehicles	Pending Start
SL19-12	Thousand Palms facilities improvements (unobligated funds)	Pending Start
SL20-02	Information Technology Projects	Pending Start
SL20-08	Facility Maintenance and Improvements	Pending Start
SL20-09	H2 Ride	Pending Start
SL20-10	New Flyer AQIP	Pending Start
SL21-02	Replacement Bus	Pending Start
SL21-03	SunRide Vehicle Purchase (unobligated)	Pending Start
SL21-04	Vans for Service Expansion	Pending Start
SL21-09	Upgrade Division I Fence	Pending Start
SL21-10	Maintenance Tools and Equipment (unobligated)	Pending Start
SL21-11	Replacement Support Vehicles	Pending Start
SL21-14	Perimeter Lighting Division I	Pending Start
SL21-15	Facility Improvements	Pending Start
Transportation Department		
SL20-04	3G to 4G Upgrade	Completed
Operating Funds	Support for Redesign Public Outreach Campaign (HDR)	Completed
SL19-02	West Valley Refueled Bus Stops Project	Active
SL19-02	East Valley - Refueled Bus Stops Project	Active
Executive Office		
SL15-10, SL19-15	Mobile Outreach Vehicle	Active
SL20-03	Boardroom Equipment Upgrade	Pending Start

Chapter 4. Financial Planning

The FY2022 financial planning process focused on prioritizing resources and alignment with the core strategic goals of the SunLine Refueled Initiative and regain ridership lost due to the COVID-19 pandemic. As aforementioned, in the midst of planning the FY2022-2024 SRTP, the COVID-19 pandemic of 2020 caused a major national and global disruption. The executive team at SunLine brought their diverse insights to most effectively allocate resources to maintain essential services. The enclosed financial plan of the Agency is based on the best available financial projections and anticipated grants.

4.1 Operating and Capital Budget

In FY2022, SunLine will have an operating budget of \$42,882,158 and a capital budget of \$15,074,900 (Table 4 and 4A). The operating budget encompasses such costs as driver salaries, administrative salaries, fuel, insurance premiums, and other overhead costs required to run day to day operations. The available funding will be used effectively and efficiently in the accomplishment of organizational objectives. The operating budget will ensure that the Agency continues to offer safe and reliable transportation to Coachella Valley residents.

The capital budget incorporates key projects to help further advance the Agency's Capital Improvement Program. The Capital Improvement Program for FY 2022 focuses on continuing SunLine's investment in increasing its alternative fuel technology and energy efficient infrastructures similar to a first-of-its-kind solar microgrid. SunLine's Capital Program represents a unique opportunity to make long term investments in SunLine's operational capabilities, energy strategies, and regulatory compliance by conforming with the California Air Resources Board's Innovative Clean Transit mandate.

Key components of the capital plan, beyond ongoing maintenance needs, include:

- Public Hydrogen Station
- Solar Microgrid
- Liquid Hydrogen Fueling Station
- Indio CNG Station Upgrades

The capital program is dependent on internal and external funding from federal, state, regional, and local sources.

4.2 Funding Plans to Support Proposed Operating and Capital Program

For FY2022, funding plans for the proposed operating and capital programs are as follows:

Funding sources for the proposed operating budget includes FTA Section 5307 (Urban), FTA Section 5307 (CARES Act, ARPA, CRRSAA), FTA Section 5339 (Bus and Bus Facilities), FTA Section 5310 (Elderly

and Disabled), FTA Section 5311 (Rural), FTA Section 5311 (f) (Intercity), FTA Section 5312 (Public Transportation Innovation), Congestion Mitigation and Air Quality (CMAQ), California Energy Commission, and Low Carbon Operating Program (LCTOP) funds apportioned by the California Department of Transportation (Caltrans), State Local Transportation Funds (LTF), Local Measure A funding, farebox revenue and other revenue for operating assistance.

Funding sources for capital projects include funds from FTA Section 5307, FTA Section 5310, FTA Section 5339, CMAQ, LCTOP, LTF, State Transit Assistance (STA), and State of Good Repair Funds (SGR).

The estimated FY2022 operating and capital budget of \$57,957,058 outlined in Table 4, is funded by:

Fund	Operating		Capital	
	Amount (\$)	Percent (%)	Amount (\$)	Percent (%)
AHSC	-	-	1,313,500	0.1
ARPA Act 5307	10,000,000	0.2	-	-
California Energy Commission	-	-	4,986,250	0.3
CARES Act 5307	846,920	0.02	-	-
CARES Act 5311 (f)	241,264	0.01	-	-
CMAQ	836,257	0.02	-	-
CRRSAA Act 5307	5,011,454	0.1	-	-
Farebox	1,210,965	0.03	-	-
LCTOP	-	-	675,000	0.04
Local Transportation Fund (LTF)	10,538,382	0.2	-	-
Measure A	7,000,000	0.2	-	-
Other	2,377,185	0.1	-	-
Section 5307	4,782,411	0.1	1,500,000	0.1
Section 5312	37,320	0.001	-	-
Section 5339	-	-	1,833,600	0.1
State of Good Repair	-	-	918,150	0.1
State Transit Assistance Fund (STA)	-	-	3,848,400	0.3
Total	\$ 42,882,158	100%	\$ 15,074,900	100%

For FY23-24, figures presented in tables 4.2 and 4.3 to fund operating and capital expenditures are based on best available funding projections.

Fund	Operating		Capital	
	Amount (\$)	Percent (%)	Amount (\$)	Percent (%)
ARPA Act 5307	6,000,000	0.1	-	-
CARES Act 5311 (f)	215,555	0.00	-	-
CMAQ	958,000	0.02	-	-
Farebox	3,000,000	0.07	-	-
LCTOP	-	-	800,000	0.25
Local Transportation Fund (LTF)	18,464,303	0.4	-	-
Measure A	7,000,000	0.2	-	-
Other	2,882,861	0.1	-	-
Section 5307	4,962,864	0.1	400,000	0.1
Section 5311	303,219	0.007	-	-
State Transit Assistance Fund (STA)	-	-	1,947,000	0.6
Total	\$ 43,786,802	100%	\$ 3,147,000	100%

Fund	Operating		Capital	
	Amount (\$)	Percent (%)	Amount (\$)	Percent (%)
CMAQ	792,009	0.02	-	-
Farebox	3,000,000	0.07	-	-
Local Transportation Fund (LTF)	21,686,043	0.5	-	-
Measure A	8,000,000	0.2	-	-
Other	4,962,861	0.1	-	-
Section 5307	4,962,864	0.1	1,600,000	0.3
Section 5310	250,000	0.01	-	-
Section 5311	303,219	0.007	-	-
Section 5311 (f)	250,000	0.01	-	-
Section 5339	-	-	500,000	0.1
State of Good Repair	-	-	250,000	0.0
State Transit Assistance Fund (STA)	-	-	3,550,000	0.6
Total	\$ 44,206,996	100%	\$ 5,900,000	100%

4.3 Regulatory and Compliance Requirements

Americans with Disabilities Act

SunLine complies with ADA guidelines by providing a 100 percent accessible revenue service fleet for fixed route transit services and ADA paratransit vehicles. As funding becomes available, SunLine

continues to provide bus stop improvements to ensure accessibility. Staff also coordinates with developers and contractors regarding construction projects to include bus stop improvements when the opportunity arises.

Disadvantaged Business Enterprise

SunLine's most recent Disadvantaged Business Enterprise (DBE) program and goal were submitted to FTA in July 2018 and had an expiration date of October 2021. The next DBE report will be submitted by August 2021.

Equal Employment Opportunity

SunLine complies with federal regulations pertaining to employment and submits its Equal Employment Opportunity (EEO)-1 report annually to the U.S. Equal Employment Opportunity Commission (EEOC) and its EEO/Affirmative Action Program to FTA every 4 years, or as major changes occur in the workforce or employment conditions. The most recent EEO-1 report was submitted to the EEOC and certified in April 2021. The most recent EEO/Affirmative Action Program was revised and submitted to FTA in July 2020. The next update to the EEO/Affirmative Action Program is due to the FTA in July 2024.

Title VI

Title VI protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance. SunLine's Title VI report was submitted to FTA in November 2019 and has an expiration date of November 2022.

Transportation Development Act

The Transportation Development Act provides two major sources of funding for public transportation: the LTF and STA. RCTC commissioned Pacific Management Consulting to conduct the Triennial Performance Audit as required by the Transportation Development Act; SunLine's findings are referenced in Table 6 of that document.

Federal Transit Administration Triennial Audit

In accordance with regulations, SunLine completed an FTA Triennial Audit site visit in 2019. The Triennial Audit focused on SunLine's compliance in 21 areas. SunLine had no deficiencies with the FTA requirements.

National Transit Database

To keep track of the industry and provide public information and statistics as growth occurs, FTA's National Transit Database records the financial, operating, and asset conditions of transit systems. Staff are currently finalizing FY2016–2017 National Transit Database Section sampling. SunLine continues to

perform parallel sampling using manual samples and Automatic Passenger Counter data to verify and gain approval to use Automatic Passenger Counter data in future reporting.

Alternative Fuel Vehicles

In alignment with SunLine’s Board-approved Alternative Fuel Policy, all vehicles in the fleet use CNG, electric, or hydrogen fuel. The current active fleet consists of 54 CNG buses, 15 hydrogen electric fuel cell buses, four battery electric buses, one diesel coach, 39 CNG paratransit vehicles, and 46 non-revenue CNG and electric vehicles, including general support cars, trucks, and facility-specific golf carts and forklifts.

S RTP TABLES

Table 1.0 Individual Route Descriptions

Routes	Route Classification	Major Destinations	Cities/Communities Served	Connections
1	Trunk	Hospital, Medical, Shopping, College, Mall, Center of Employment Training and Schools	Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta, Indio and Coachella	2, 4, 5, 6, 7, 8, 1-X and 10 Commuter
2	Trunk	Shopping, Schools, Employment Center, Library, Senior Center, Medical, Social Security, Theaters, Airport, Court House and Public Social Services	Desert Hot Springs, Palm Springs and Cathedral City	1, 3, 4, 5 & 1-X
3	Local	Shopping Centers, Senior Center, Library, Community Center, City Hall, Medical, and Schools	Desert Hot Springs and Desert Edge	2 & 5
4	Local	Shopping, Medical, Library, Social Services, Theaters, School, College, Mall, Hospital and Airport	Palm Springs, Cathedral City, Rancho Mirage, Palm Desert and Thousand Palms	1, 2, 5, 6 & 1-X
5	Local	Shopping, Senior Center, Library, Community Center, Schools, Medical, City Hall, College and Mall	Desert Hot Springs and Palm Desert	1, 2, 3, 4, 6, 1-X and 10 Commuter
6	Local	Shopping, School, Tennis Gardens, Work Force Development, Social Services, Medical and College	Palm Desert, Indian Wells, La Quinta, Indio, Bermuda Dunes and Coachella	1, 4, 5, 7, 8 & 1-X
7	Local	Shopping, Schools, Theaters, Tennis Gardens and Medical	La Quinta, Palm Desert, Indian Wells and Bermuda Dunes	1, 6 & 1-X
8	Local	Shopping, School, Senior Center, DMV, Community Center, College, City Hall and Center of Employment Training and Medical	Indio, Coachella, Thermal and Mecca	1, 6 & 9
9	Local	Shopping, Community Center, Medical and Schools	Mecca, North Shore and Oasis	8
10	Regional - Commuter	Shopping, Business, Entertainment and University	Indio, Palm Desert, Beaumont, San Bernardino	1, 5, 1-X, OmniTrans, MARTA, VVTA, Beaumont Transit, RTA and SB Metrolink
1-X	Express	Hospital, Medical, Shopping, College, Mall, Center of Employment Training and Schools	Palm Springs, Cathedral City, Palm Desert, La Quinta and Indio	1, 2, 4, 5, 6, 7 and 10 Commuter

Table 1.1 Fleet Inventory – Motor Bus



Table 1.1 - Fleet Inventory
FY 2021/22 Short Range Transit Plan
SunLine Transit Agency

Bus (Motorbus) / Directly Operated											
Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2020/21	# of Contingency Vehicles FY 2020/21	Life to Date Vehicle Miles Prior Year End FY 2019/20	Life to Date Vehicle Miles through March FY 2020/21	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2020/21
2014		TR30FP	24	5	32		5	0	72,500	72,731	14,546
2018	BYD	K9	35	4	40		4	0	119,222	150,669	37,667
2012	EDN	AXCESS	37	1	40	OR	1	0	186,795	185,487	185,487
2014	EDN	AXCESS	37	3	40	OR	3	0	410,616	433,044	144,348
2015	EDN	AXCESS	37	1	40	OR	1	0		12,384	12,384
2017	EDN	AXCESS	37	1	40		1	0	39,316	38,559	38,559
2018	EDN	AXCESS	37	5	40	OR	5	0	238,195	302,408	60,481
2009	EDN	EZRider32'	29	10	32	CN	10	0	3,984,706	4,097,133	409,713
2020	MCI	D4500	40	2	40	CN	2	0		4,858	2,429
2008	NFA	LF 40'	39	20	40	CN	15	5	13,038,372	13,320,179	888,011
2008	NFA	LF 40'	39	21	40	CN	21	0	13,808,970	14,462,365	688,684
2016	NFA	LF 40'	39	6	40	CN	6	0	1,286,314	1,450,420	241,736
2018	NFA	XCELSIOR	39	5	40		5	0	157,894	253,764	50,752
2020	NFA	XCELSIOR	39	10	40	CN	10	0		314,469	31,446
2005	OBI	ORION V40'	44	4	40	CN	0	0	2,059,989	2,070,617	
Totals:			552	98			89	5	35,402,889	37,169,087	417,630

Table 1.1 Fleet Inventory – Demand Response



Table 1.1 - Fleet Inventory
FY 2021/22 Short Range Transit Plan
SunLine Transit Agency

Demand Response / Directly Operated											
Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2020/ 21	# of Contingency Vehicles FY 2020/21	Life to Date Vehicle Miles Prior Year End FY 2019/20	Life to Date Vehicle Miles through March FY 2020/21	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2020/21
2013	EDN	AEROTECH	12	2	22	CN	2		504,909	0	0
2015	EDN	AEROTECH	12	8	22	CN	8	0	1,413,317	1,464,799	183,099
2016	EDN	AEROTECH	12	15	22	CN	15	0	2,128,585	2,395,411	159,694
2018	SPC	Senator	12	14	23		14	0	615,777	886,561	63,325
Totals:			48	39			39	0	4,662,588	4,746,771	121,712

Table 2.0 Service Provider Performance Target Report



Table 2.0 -- Service Provider Performance Targets Report

FY 2020/21 Short Range Transit Plan Review
SunLine Transit Agency

Data Elements	FY 2020/21 Plan	FY 2020/21 Target	FY 2020/21 Year to Date Through 3rd Quarter	Year to Date Performance Scorecard
Unlinked Passenger Trips	3,908,299			
Passenger Miles	30,751,958			
Total Actual Vehicle Revenue Hours	304,858.0			
Total Actual Vehicle Revenue Miles	4,540,208.0			
Total Actual Vehicle Miles	5,277,383.0			
Total Operating Expenses	\$40,660,244			
Total Passenger Fare Revenue	\$7,777,170			
Net Operating Expenses	\$32,883,074			
Performance Indicators				
Mandatory:				
1. Farebox Recovery Ratio	19.12%	>= 19.74%	7.69%	Fails to Meet Target
Discretionary:				
1. Operating Cost Per Revenue Hour	\$133.37	<= \$125.04	\$136.11	Fails to Meet Target
2. Subsidy Per Passenger	\$8.41	>= \$6.01 and <= \$8.13	\$15.07	Better Than Target
3. Subsidy Per Passenger Mile	\$1.07	>= \$0.75 and <= \$1.01	\$33.98	Better Than Target
4. Subsidy Per Hour	\$107.86	>= \$81.78 and <= \$110.64	\$125.65	Better Than Target
5. Subsidy Per Mile	\$7.24	>= \$5.40 and <= \$7.30	\$8.24	Better Than Target
6. Passengers Per Revenue Hour	12.82	>= 11.57 and <= 15.65	8.34	Fails to Meet Target
7. Passengers Per Revenue Mile	0.86	>= 0.77 and <= 1.04	0.55	Fails to Meet Target
Note: Must meet at least 4 out of 7 Discretionary Performance Indicators				
Productivity Performance Summary:				
Service Provider Comments:				

Table 2.1 FY 2021/22 SRTP Performance Report



FY 2021/22 - Table 2.1 -- SRTP Performance Report

Service Provider: SunLine Transit Agency

All Routes

Performance Indicators	FY 2019/20 End of Year Actual	FY 2020/21 3rd Quarter Year-to-Date	FY 2021/22 Plan	FY 2021/22 Target	Plan Performance Scorecard (a)
Passengers	3,517,269	1,567,473	1,816,345	None	
Passenger Miles	28,199,989	694,863	11,105,606	None	
Revenue Hours	288,253.2	188,243.6	293,597.0	None	
Total Hours	314,932.6	210,942.2	327,664.0	None	
Revenue Miles	4,346,984.7	2,868,976.0	4,445,490.0	None	
Total Miles	4,987,906.5	3,392,149.3	5,263,752.0	None	
Operating Costs	\$35,920,528	\$28,768,440	\$42,882,162	None	
Passenger Revenue	\$8,529,264	\$2,202,019	\$8,052,655	None	
Measure-A Revenue				None	
LCTOP Revenue				None	
Operating Subsidy	\$27,391,263	\$26,566,421	\$34,829,507	None	
Operating Costs Per Revenue Hour	\$124.61	\$152.83	\$146.06	<= \$156.58	Meets Target
Operating Cost Per Revenue Mile	\$8.26	\$10.03	\$9.65	None	
Operating Costs Per Passenger	\$10.21	\$18.35	\$23.61	None	
Farebox Recovery Ratio	23.74%	7.65%	18.77%	>= 0.2	Fails to Meet Target
Subsidy Per Passenger	\$7.79	\$16.95	\$19.18	>= \$14.41 and <= \$19.49	Meets Target
Subsidy Per Passenger Mile	\$0.97	\$38.23	\$3.14	>= \$32.50 and <= \$43.96	Better Than Target
Subsidy Per Revenue Hour	\$95.03	\$141.13	\$118.63	>= \$119.96 and <= \$162.30	Better Than Target
Subsidy Per Revenue Mile	\$6.30	\$9.26	\$7.83	>= \$7.87 and <= \$10.65	Better Than Target
Passengers Per Revenue Hour	12.20	8.33	6.19	>= 7.08 and <= 9.58	Fails to Meet Target
Passengers Per Revenue Mile	0.81	0.55	0.41	>= 0.47 and <= 0.63	Fails to Meet Target

a) The Plan Performance Scorecard column is the result of comparing the FY 2021/22 Plan to the FY 2021/22 Primary Target.

Table 2.2 SRTP Service Summary – Systemwide Totals



Table 2.2 -- SunLine Transit Agency -- SRTP Service Summary
FY 2021/22 Short Range Transit Plan
All Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	26	24	95	28	101
Financial Data					
Total Operating Expenses	\$33,375,694	\$35,920,528	\$40,660,244	\$28,768,440	\$42,882,162
Total Passenger Fare Revenue	\$5,276,226	\$8,529,264	\$7,777,170	\$2,202,019	\$8,052,655
Net Operating Expenses (Subsidies)	\$28,099,467	\$27,391,263	\$32,883,074	\$26,566,421	\$34,829,507
Operating Characteristics					
Unlinked Passenger Trips	4,217,807	3,517,269	3,908,259	1,567,473	1,816,345
Passenger Miles	36,122,234	28,199,989	30,751,958	694,863	11,105,606
Total Actual Vehicle Revenue Hours (a)	299,653.2	288,253.2	304,858.0	188,243.6	293,597.0
Total Actual Vehicle Revenue Miles (b)	4,647,046.6	4,346,984.7	4,540,208.0	2,868,976.0	4,445,490.0
Total Actual Vehicle Miles	5,271,012.0	4,987,906.5	5,277,383.0	3,392,149.3	5,263,752.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$111.38	\$124.61	\$133.37	\$152.83	\$146.06
Farebox Recovery Ratio	15.81%	23.74%	19.12%	7.65%	18.77%
Subsidy per Passenger	\$6.66	\$7.79	\$8.41	\$16.95	\$19.18
Subsidy per Passenger Mile	\$0.78	\$0.97	\$1.07	\$38.23	\$3.14
Subsidy per Revenue Hour (a)	\$93.77	\$95.03	\$107.86	\$141.13	\$118.63
Subsidy per Revenue Mile (b)	\$6.05	\$6.30	\$7.24	\$9.26	\$7.83
Passenger per Revenue Hour (a)	14.1	12.2	12.8	8.3	6.2
Passenger per Revenue Mile (b)	0.91	0.81	0.86	0.55	0.41

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

Table 2.2 SRTP Service Summary – All Fixed Routes



Table 2.2 -- SunLine-BUS -- SRTP Service Summary
FY 2021/22 Short Range Transit Plan
All Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	17	17	65	20	71
Financial Data					
Total Operating Expenses	\$27,505,466	\$29,790,808	\$34,123,115	\$24,170,286	\$36,267,663
Total Passenger Fare Revenue	\$4,729,613	\$7,813,234	\$6,541,914	\$1,990,921	\$6,793,651
Net Operating Expenses (Subsidies)	\$22,775,853	\$21,977,574	\$27,581,201	\$22,179,365	\$29,474,012
Operating Characteristics					
Unlinked Passenger Trips	4,039,450	3,379,520	3,761,953	1,505,008	1,755,235
Passenger Miles	32,850,476	25,998,612	29,230,376	9,106,610	10,619,170
Total Actual Vehicle Revenue Hours (a)	228,131.2	225,937.1	238,372.0	145,770.6	241,523.0
Total Actual Vehicle Revenue Miles (b)	3,364,996.5	3,329,357.2	3,543,495.0	2,201,665.8	3,783,187.0
Total Actual Vehicle Miles	3,778,101.0	3,760,624.0	4,017,717.0	2,554,122.1	4,338,106.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$120.57	\$131.85	\$143.15	\$165.81	\$150.16
Farebox Recovery Ratio	17.20%	26.23%	19.17%	8.24%	18.73%
Subsidy per Passenger	\$5.64	\$6.50	\$7.33	\$14.74	\$16.79
Subsidy per Passenger Mile	\$0.69	\$0.85	\$0.94	\$2.44	\$2.78
Subsidy per Revenue Hour (a)	\$99.84	\$97.27	\$115.71	\$152.15	\$122.03
Subsidy per Revenue Mile (b)	\$6.77	\$6.60	\$7.78	\$10.07	\$7.79
Passenger per Revenue Hour (a)	17.7	15.0	15.8	10.3	7.3
Passenger per Revenue Mile (b)	1.20	1.02	1.06	0.68	0.46

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

Table 2.2 SRTP Service Summary – SunDial



Table 2.2 -- SunLine-DAR -- SRTP Service Summary
FY 2021/22 Short Range Transit Plan
All Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	1	1	30	1	30
Financial Data					
Total Operating Expenses	\$5,870,228	\$6,129,719	\$6,537,129	\$4,598,154	\$6,614,499
Total Passenger Fare Revenue	\$546,613	\$716,030	\$1,235,256	\$211,098	\$1,259,004
Net Operating Expenses (Subsidies)	\$5,323,614	\$5,413,689	\$5,301,873	\$4,387,056	\$5,355,495
Operating Characteristics					
Unlinked Passenger Trips	155,332	122,126	146,306	50,147	61,110
Passenger Miles	1,691,066	1,294,392	1,521,582	399,398	486,436
Total Actual Vehicle Revenue Hours (a)	65,911.0	58,883.3	66,486.0	39,486.8	52,074.0
Total Actual Vehicle Revenue Miles (b)	971,701.1	833,825.0	996,713.0	521,987.7	662,303.0
Total Actual Vehicle Miles	1,182,562.0	1,043,480.0	1,259,666.0	680,677.8	925,646.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$89.06	\$104.10	\$98.32	\$116.45	\$127.02
Farebox Recovery Ratio	9.31%	11.68%	18.89%	4.59%	19.03%
Subsidy per Passenger	\$34.27	\$44.33	\$36.24	\$87.48	\$87.64
Subsidy per Passenger Mile	\$3.15	\$4.18	\$3.48	\$10.98	\$11.01
Subsidy per Revenue Hour (a)	\$80.77	\$91.94	\$79.74	\$111.10	\$102.84
Subsidy per Revenue Mile (b)	\$5.48	\$6.49	\$5.32	\$8.40	\$8.09
Passenger per Revenue Hour (a)	2.4	2.1	2.2	1.3	1.2
Passenger per Revenue Mile (b)	0.16	0.15	0.15	0.10	0.09

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

Table 2.2 SRTP Service Summary – Vanpool



Table 2.2 -- SunLine-Vanpool -- SRTP Service Summary
FY 2021/22 Short Range Transit Plan
All Routes

	FY 2018/19 Audited	FY 2019/20 Audited	FY 2020/21 Plan	FY 2020/21 3rd Qtr Actual	FY 2021/22 Plan
Fleet Characteristics					
Peak-Hour Fleet	9	6		6	9
Financial Data					
Total Operating Expenses					
Total Passenger Fare Revenue					
Net Operating Expenses (Subsidies)					
Operating Characteristics					
Unlinked Passenger Trips	23,025	15,623		12,051	20,779
Passenger Miles	1,580,691	906,984		694,863	1,206,291
Total Actual Vehicle Revenue Hours (a)	5,611.0	3,432.8		2,676.3	4,566.0
Total Actual Vehicle Revenue Miles (b)	310,349.0	183,802.5		142,731.5	244,461.0
Total Actual Vehicle Miles	310,349.0	183,802.5		142,731.5	244,461.0
Performance Characteristics					
Operating Cost per Revenue Hour					
Farebox Recovery Ratio					
Subsidy per Passenger					
Subsidy per Passenger Mile					
Subsidy per Revenue Hour (a)					
Subsidy per Revenue Mile (b)					
Passenger per Revenue Hour (a)	4.1	4.6		4.5	4.6
Passenger per Revenue Mile (b)	0.07	0.09		0.08	0.08

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

Table 2.2A Summary of Routes to be Excluded

Route #	Description	Fare Box Calculation Exempt Routes
1	Coachella - Via Hwy 111 - Palm Springs	No
2	Desert Hot Springs - Palm Springs - Cathedral City	No
3	Desert Edge - Desert Hot Springs	No
4	Westfield Palm Desert - Palm Springs	No
5	Desert Hot Springs - CSUSB Palm Desert - Westfield Palm Desert	No
6	Coachella - Via Fred Waring - Westfield Palm Desert	No
7	Bermuda Dunes - Indian Wells - La Quinta	No
8	North Indio - Coachella - Thermal/Mecca	No
9	North Shore - Mecca - Oasis	No
10	Indio - CSUSB-PDC - CSUSB - San Bernardino Transit Center (SBTC)/Metrolink	No
1X	Express to Indio - Express to Palm Springs	Yes

Table 2.3 SRTP Route Statistics



Table 2.3 - SRTP Route Statistics

SunLine Transit Agency -- 8

FY 2021/22

All Routes

Data Elements												
Route #	Day Type	Peak Vehicles	Passengers	Passenger Miles	Revenue Hours	Total Hours	Revenue Miles	Total Miles	Operating Cost	Passenger Revenue	Measure-A Revenue	LCTOP Revenue
SUN-1	All Days	14	706,033	4,271,500	74,171	79,535	1,088,822	1,241,202	\$10,376,763	\$2,075,353		
SUN-10 CL	All Days	2	60,059	363,357	5,720	5,787	189,834	190,040	\$1,588,784	\$272,317		
SUN-1X	All Days	3	59,490	359,915	7,082	8,372	126,306	163,541	\$1,367,244	\$273,449		
SUN-2	All Days	12	468,767	2,836,040	53,507	56,432	737,499	821,140	\$6,864,936	\$1,296,416		
SUN-200	All Days	1	1,896	11,471	181	382	3,867	9,776	\$81,727	\$13,510		
SUN-3	All Days	1	38,126	230,662	5,530	5,857	89,236	99,908	\$835,256	\$156,571		
SUN-4	All Days	8	155,904	943,219	32,019	33,608	464,469	503,102	\$4,206,060	\$830,710		
SUN-400	All Days	1	1,680	10,164	160	353	2,446	7,554	\$63,155	\$12,631		
SUN-402	All Days	1	1,003	6,068	95	304	1,370	6,969	\$58,259	\$11,652		
SUN-403	All Days	1	813	4,919	77	227	2,208	6,491	\$54,269	\$10,854		
SUN-5	All Days	4	30,612	185,203	2,915	3,754	75,579	101,998	\$852,727	\$142,249		
SUN-500	All Days	1	1,138	6,885	108	214	1,690	4,399	\$36,776	\$7,243		
SUN-501	All Days	1	1,788	10,817	170	284	2,423	5,157	\$43,117	\$8,532		
SUN-6	All Days	3	31,709	191,839	15,331	16,252	217,919	244,230	\$2,041,827	\$408,365		
SUN-7	All Days	2	43,418	262,679	9,527	9,868	125,770	136,300	\$1,139,500	\$227,900		
SUN-700	All Days	1	3,386	20,485	323	446	5,036	8,493	\$71,007	\$14,201		
SUN-701	All Days	1	2,736	16,553	261	431	3,942	8,509	\$71,136	\$14,227		
SUN-8	All Days	6	118,258	715,461	21,978	23,219	367,910	406,412	\$3,397,709	\$582,182		
SUN-800	All Days	1	2,709	16,389	258	560	5,227	16,115	\$134,723	\$26,945		
SUN-801	All Days	1	2,709	16,389	258	645	4,373	12,010	\$100,406	\$20,081		
SUN-802	All Days	1	2,709	16,389	258	472	5,013	12,495	\$104,461	\$20,892		
SUN-803	All Days	1	2,248	13,600	214	472	4,358	9,930	\$83,021	\$16,604		
SUN-9	All Days	4	18,044	109,166	11,380	13,041	257,890	322,335	\$2,694,800	\$350,767		
SUN-DAR	All Days	30	61,110	486,436	52,074	67,149	662,303	925,646	\$6,614,499	\$1,259,004		
		101	1,816,345	11,105,606	293,597	327,664	4,445,490	5,263,752	\$42,882,162	\$8,052,655		

Table 3.0 Highlights of the FY2021/22 SRTP

Description	Start Date
10 Commuter Link service between Indio and San Bernardino	July 12, 2021
Route 1X express service between Indio and Palm Springs	September 7, 2021
An attitude and awareness survey/study will be conducted in the fall to measure the effectiveness of the SunLine Refueled Initiative and fine-tune the transit network and strategies – a transit network designed by the residents.	Fall 2021
Bus stop signs and schedule holders will be updated to enhance customer service, optimize the utilization trip planning technologies, modernize our image on the streets and improve communications.	In FY 2022
Expansion Motor Coach Bus (1)	TBD*
Upgrades to Gate and Guard Shack	TBD*
Facility Improvements	TBD*
Public Hydrogen Station Division I	TBD*
Replacement Paratransit Vehicles (10)	TBD*
Microgrid to Hydrogen Phase III	TBD*
Maintenance Tools & Equipment	TBD*
Bus Refurbishment	TBD*
Indio CNG Station Upgrade	TBD*
Liquid Hydrogen Refueling Infrastructure	TBD*
Coachella Transit Hub	TBD*

* Upon receipt of capital funds

Table 4.0 Summary of Funding Requests (1 of 3)



Table 4.0 - Summary of Funding Requests - FY 2021/22
SunLine Transit Agency
Original

Operating																
Project	Total Amount of Funds	5307 IC	5307 IC ARPA	5307 IC CARES OB	5307 IC CRRSAA	5307 RS ARPA	5311 (f) CARES - OB	5339 IC	AH9C	CEC Funds	CMAQ OB	FARE	LCTOP PUC99313	LCTOP PUC99314	LTF	MA SPT
Anti-Human Trafficking Campaign	\$46,650														\$9,330	
OD Haul Pass	\$100,000															
Commuter 10	\$391,918						\$241,254									
CSUSB Haul Pass	\$12,207															
Operating Assistance	\$41,223,151		\$16,011,182	\$846,920	\$5,011,454	\$568,161						\$1,208,948			\$8,539,936	\$6,961,113
Route 1X	\$230,457										\$184,366				\$46,091	
SunRide Ride Share	\$500,000										\$380,000	\$2,016			\$117,984	
Taxi Voucher	\$77,775															\$38,888
Vanpool Program	\$300,000										\$271,891				\$28,109	
Sub-total Operating	\$42,882,158	\$0	\$16,011,182	\$846,920	\$5,011,454	\$568,161	\$241,254	\$0	\$0	\$0	\$836,257	\$1,210,964	\$0	\$0	\$8,741,450	\$7,000,001
Capital																
Project	Total Amount of Funds	5307 IC	5307 IC ARPA	5307 IC CARES OB	5307 IC CRRSAA	5307 RS ARPA	5311 (f) CARES - OB	5339 IC	AH9C	CEC Funds	CMAQ OB	FARE	LCTOP PUC99313	LCTOP PUC99314	LTF	MA SPT
Bus Refurbishment - SL-22-09	\$1,000,000															
Bus Stop Improvements - SL-22-08	\$390,000	\$28,680														
Coachella Transit Hub - SL-22-12	\$1,313,500								\$1,313,500							
Expansion Motor Coach Bus (1) - SL-22-01	\$950,000							\$760,000								
Facility Improvements																
Facility Improvements - SL-22-03	\$1,124,000	\$835,200														
Heavy Duty Tow Truck																
Indio CNG Station Upgrade - SL-22-10	\$1,500,000															
Information Technology Projects																
Liquid Hydrogen Refueling Infrastructure - SL-22-1	\$4,986,250									\$4,986,250						
Maintenance Tools and Equipment - SL-22-07	\$74,000															
Microgrid to Hydrogen																
Microgrid to Hydrogen Phase III - SL-22-06	\$775,000												\$484,398	\$190,602		
Microgrid to Hydrogen Phase IV																
Public Hydrogen Station	\$825,000															
Public Hydrogen Station at Division I - SL-22-04																
Replacement Bus																
Replacement Buses (2)	\$0															
Replacement Paratransit Vehicles (10) - SL-22-05	\$1,860,000	\$414,400						\$1,073,600								
SunLine Center of Excellence in Zero Emissions Technology																
Upgrade Division I Fence																
Upgrades to Gate and Guard Shack - SL-22-02	\$277,150	\$221,720														
Sub-total Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Sub-total Capital	\$15,074,900	\$1,500,000	\$0	\$0	\$0	\$0	\$0	\$1,833,600	\$1,313,500	\$4,986,250	\$0	\$0	\$484,398	\$190,602	\$0	\$0
Total Operating & Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Operating & Capital	\$57,957,058	\$1,500,000	\$16,011,182	\$846,920	\$5,011,454	\$568,161	\$241,254	\$1,833,600	\$1,313,500	\$4,986,250	\$836,257	\$1,210,964	\$484,398	\$190,602	\$8,741,450	\$7,000,001

Table 4.0 Summary of Funding Requests (2 of 3)



Table 4.0 - Summary of Funding Requests - FY 2021/22
SunLine Transit Agency
Original

Operating													
Project	Total Amount of Funds	OTHR FED	OTHR LCL	SGR PUC99313	SGR PUC99314	STA PUC99313	STA PUC99314						
Anti-Human Trafficking Campaign	\$46,650	\$37,320											
COO Haul Pass	\$100,000		\$100,000										
Commuter 10	\$391,918		\$150,654										
CSUSB Haul Pass	\$12,207		\$12,207										
Operating Assistance	\$41,223,151		\$2,075,437										
Route 1X	\$230,457												
SunRide Ride Share	\$500,000												
Taxi Voucher	\$77,775		\$38,887										
Vanpool Program	\$300,000												
Sub-total Operating	\$42,882,158	\$37,320	\$2,377,185	\$0	\$0	\$0	\$0						
Capital													
Project	Total Amount of Funds	OTHR FED	OTHR LCL	SGR PUC99313	SGR PUC99314	STA PUC99313	STA PUC99314						
Bus Refurbishment - SL-22-09	\$1,000,000			\$699,305	\$118,845	\$181,850							
Bus Stop Improvements - SL-22-08	\$390,000					\$361,320							
Coachella Transit Hub - SL-22-12	\$1,313,500												
Expansion Motor Coach Bus (1) - SL-22-01	\$950,000					\$190,000							
Facility Improvements													
Facility Improvements - SL-22-03	\$1,124,000						\$288,800						
Heavy Duty Tow Truck													
Indio CNG Station Upgrade - SL-22-10	\$1,500,000					\$1,500,000							
Information Technology Projects													
Liquid Hydrogen Refueling Infrastructure - SL-22-11	\$4,986,250												
Maintenance Tools and Equipment - SL-22-07	\$74,000						\$74,000						
Microgrid to Hydrogen													
Microgrid to Hydrogen Phase III - SL-22-06	\$775,000			\$100,000									
Microgrid to Hydrogen Phase IV													
Public Hydrogen Station	\$825,000					\$633,012	\$191,988						
Public Hydrogen Station at Division I - SL-22-04													
Replacement Bus													
Replacement Buses (2)	\$0					\$0							
Replacement Paratransit Vehicles (10) - SL-22-05	\$1,860,000					\$372,000							
SunLine Center of Excellence In Zero Emissions Technology													
Upgrade Division I Fence													
Upgrades to Gate and Guard Shack - SL-22-02	\$277,150					\$55,430							
Sub-total Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0						
Sub-total Capital	\$15,074,900	\$0	\$0	\$799,305	\$118,845	\$3,293,612	\$554,788						
Total Operating & Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0						
Total Operating & Capital	\$57,957,058	\$37,320	\$2,377,185	\$799,305	\$118,845	\$3,293,612	\$554,788						

Table 4.0 Summary of Funding Requests (3 of 3)



Table 4.0 - Summary of Funding Requests - FY 2021/22
SunLine Transit Agency
Original

FY 2021/22 Projected Funding Details	
5307 IC ARPA	\$16,011,182
5307 IC CARES OB	\$846,920
5307 IC CRRSAA	\$5,011,454
5307 RS ARPA	\$568,161
5311 (I) CARES - OB	\$241,254
CMAQ OB	\$836,257
FARE	\$1,210,964
LTF	\$8,741,450
MA SPT	\$7,000,001
OTHR FED	\$37,320
OTHR LCL	\$2,377,185
Total Estimated Operating Funding Request	\$42,882,158
5307 IC	\$1,500,000
5339 IC	\$1,833,600
AHSC	\$1,313,500
CEC Funds	\$4,986,250
LCTOP PUC99313	\$484,398
LCTOP PUC99314	\$190,602
SGR PUC99313	\$799,305
SGR PUC99314	\$118,845
STA PUC99313	\$3,293,612
STA PUC99314	\$554,788
Total Estimated Capital Funding Request	\$15,074,900
Total Funding Request	\$57,957,058

Table 4.0A Capital Project Justification (1 of 12)



FY 2021/22 SRTP
SunLine Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: SL-22-01

FTIP No: Not Assigned - New Project

Project Name: Expansion Motor Coach Bus (1)

Category: Bus

Sub-Category: Expansion

Fuel Type: CNG

Project Description: Expansion motor coach bus for commuter route.

Project Justification: Additional commuter bus required to fulfil service requirements and accommodate service with similar vehicle to during interruptions.

Project Schedule:

Start Date	Completion Date
August 2021	June 2022

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
5339 IC	FY 2021/22	\$760,000
STA PUC99313	FY 2021/22	\$190,000
Total		\$950,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

Table 4.0A Capital Project Justification 2 of 12



FY 2021/22 SRTP
SunLine Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: SL-22-02

FTIP No: Not Assigned - New Project

Project Name: Upgrades to Gate and Guard Shack

Category: Security

Sub-Category: Modification

Fuel Type: N/A

Project Description: Modifications to existing gate, driveway and guard shack. North gate will be part of a larger project to be funded in a future year.

Project Justification: Modifications necessary to improve security and functionality of entrances at Thousand Palms facility
.

Project Schedule:

Start Date	Completion Date
July 2021	October 2022

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
5307 IC	FY 2021/22	\$221,720
STA PUC99313	FY 2021/22	\$55,430
Total		\$277,150

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

Table 4.0A Capital Project Justification 3 of 12



FY 2021/22 SRTP
SunLine Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: SL-22-03

FTIP No: Not Assigned - New Project

Project Name: Facility Improvements

Category: Facilities

Sub-Category: Rehabilitation/Improvement

Fuel Type: N/A

Project Description: Projects to improve facilities at main facility

Project Justification: Needs in maintenance department.

Project Schedule:

Start Date	Completion Date
July 2021	June 2022

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
5307 IC	FY 2021/22	\$835,200
STA PUC99314	FY 2021/22	\$288,800
Total		\$1,124,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

Table 4.0A Capital Project Justification 4 of 12



FY 2021/22 SRTP
SunLine Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: SL-22-04

FTIP No: Not Assigned - New Project

Project Name: Public Hydrogen Station

Category: Facilities

Sub-Category: Upgrade

Fuel Type: Hydrogen

Project Description: Upgrade of hydrogen station to provide higher PSI to allow fueling of consumer vehicles.

Project Justification: Revenue generator via direct sales to public plus emission credits related to hydrogen station.

Project Schedule:

Start Date	Completion Date
July 2021	December 2022

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2021/22	\$633,012
STA PUC99314	FY 2021/22	\$191,988
Total		\$825,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

Table 4.0A Capital Project Justification 5 of 12



FY 2021/22 SRTP
SunLine Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: SL-22-05

FTIP No: Not Assigned - New Project

Project Name: Replacement Paratransit Vehicles (10)

Category: Paratransit

Sub-Category: Replacement

Fuel Type: CNG

Project Description: Ten (10) replacement CNG vehicles for paratransit service.

Project Justification: Existing vehicles will be meeting useful life.

Project Schedule:

Start Date	Completion Date
July 2021	January 2023

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
5307 IC	FY 2021/22	\$414,400
5339 IC	FY 2021/22	\$1,073,600
STA PUC99313	FY 2021/22	\$372,000
Total		\$1,860,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

Table 4.0A Capital Project Justification 6 of 12



FY 2021/22 SRTP
SunLine Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: SL-22-06

FTIP No: Not Assigned - New Project

Project Name: Microgrid to Hydrogen Phase III

Category: Facilities

Sub-Category: Expansion

Fuel Type: Electric

Project Description: Additional LCTOP funding relating to microgrid project which includes solar panels and battery storage

Project Justification: Reduces electricity expenses and cost of hydrogen production.

Project Schedule:

Start Date	Completion Date
June 2022	July 2023

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
LCTOP PUC99313	FY 2021/22	\$484,398
LCTOP PUC99314	FY 2021/22	\$190,602
SGR PUC99313	FY 2021/22	\$100,000
Total		\$775,000

**PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS
APPROVED BUT NOT YET ORDERED**

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

Table 4.0A Capital Project Justification 7 of 12



FY 2021/22 SRTP
SunLine Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: SL-22-07

FTIP No: Not Assigned - New Project

Project Name: Maintenance Tools and Equipment

Category: Equipment

Fuel Type: N/A

Project Description: Funds requested in this fiscal year will enable SunLine to improve maintenance tools and equipment in Thousand Palms, Indio, and Coachella.

Project Justification: This project is necessary for upgrading aging equipment at the various SunLine locations, including equipment for oil storage, and a shop floor sweeper, and golf carts.

Project Schedule:

Start Date	Completion Date
July 2021	December 2021

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
STA PUC99314	FY 2021/22	\$74,000
Total		\$74,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

Table 4.0A Capital Project Justification 8 of 12



FY 2021/22 SRTP
SunLine Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: SL-22-08

FTIP No: Not Assigned - New Project

Project Name: Bus Stop Improvements

Category: Bus Stop

Sub-Category: Rehabilitation/Improvement

Fuel Type: N/A

Project Description: Bus stop improvements to existing locations including amenities and shelters.

Project Justification: New and upgraded bus stop shelters necessary for passenger safety and convenience.

Project Schedule:

Start Date	Completion Date
July 2021	June 2022

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
5307 IC	FY 2021/22	\$28,680
STA PUC99313	FY 2021/22	\$361,320
Total		\$390,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

Table 4.0A Capital Project Justification 9 of 12



FY 2021/22 SRTP
SunLine Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: SL-22-09

FTIP No: Not Assigned - New Project

Project Name: Bus Refurbishment

Category: Bus

Sub-Category: Rehabilitation/Improvement

Fuel Type: CNG

Project Description: Refurbishment of 6 CNG buses to extend useful life.

Project Justification: Refurbishment will extend life of existing CNG buses that have met useful life and will assist Agency in compliance with ICT rule.

Project Schedule:

Start Date	Completion Date
July 2021	December 2022

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
SGR PUC99313	FY 2021/22	\$699,305
SGR PUC99314	FY 2021/22	\$118,845
STA PUC99313	FY 2021/22	\$181,850
Total		\$1,000,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

Table 4.0A Capital Project Justification 10 of 12



FY 2021/22 SRTP
SunLine Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: SL-22-10

FTIP No: Not Assigned - New Project

Project Name: Indio CNG Station Upgrade

Category: Facilities

Sub-Category: Upgrade

Fuel Type: CNG

Project Description: Improve CNG station efficiency at Indio location

Project Justification: CNG station at Indio location requires upgrades to improve efficiency and life cycle .

Project Schedule:

Start Date	Completion Date
December 2021	December 2022

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2021/22	\$1,500,000
Total		\$1,500,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

Table 4.0A Capital Project Justification 11 of 12



FY 2021/22 SRTP
SunLine Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: SL-22-11

FTIP No: Not Assigned - New Project

Project Name: Liquid Hydrogen Refueling Infrastructure

Category: Facilities

Sub-Category: Expansion

Fuel Type: Hydrogen

Project Description: Project provides liquid storage, compression equipment, gaseous storage and dispenser.

Project Justification: Provides additional hydrogen and redundancy to existing hydrogen production.

Project Schedule:

Start Date	Completion Date
December 2021	December 2023

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
CEC Funds	FY 2021/22	\$4,986,250
Total		\$4,986,250

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

Table 4.0A Capital Project Justification 12 of 12



FY 2021/22 SRTP
SunLine Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: SL-22-12

FTIP No: Not Assigned - New Project

Project Name: Coachella Transit Hub

Category: Facilities

Sub-Category: Expansion

Fuel Type: N/A

Project Description: Construction of transit hub in Coachella.

Project Justification: Competitive grant award from AHSC program.

Project Schedule:

Start Date	Completion Date
July 2021	

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
AHSC	FY 2021/22	\$1,313,500
Total		\$1,313,500

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

Table 4.0B Farebox Calculation

	Revenue Sources included in Farebox Calculation	Actual Amount from FY19/20 Audit	FY20/21 (Estimate)	FY21/22 (Plan)
1	Farebox Revenue	2,032,866.00	92,610.33	1,210,964.00
2	Measure A	2,000,000.00	5,000,000.00	5,858,374.00
3	Interest	13,851.00	6,512.04	7,239.75
4	Other Revenues	4,676,312.00	2,671,933.92	2,107,084.72
	Total Revenue for Farebox Calculation (1-13)	8,723,029.00	7,771,056.29	9,183,662.47
	Total Operating Expenses for Farebox Calculation	36,749,538.00	37,507,587.00	42,882,158.00
	Farebox Recovery Ratio	23.74%	20.72%	21.42%

Table 4.1 Summary of Funds Requested FY2022/23 (1 OF 2)



Table 4.1 - Summary of Funding Requests - FY 2022/23
SunLine Transit Agency
Original

Operating															
Project	Total Amount of Funds	5307 IC	5307 IC ARPA	5311	5311(f)	CMAQ OB	FARE	LCTOP PUC99313	LTF	MA SPT	OTHR LCL	STA PUC99313	STA PUC99314		
COO Haul Pass	\$220,000										\$220,000				
Commuter 10	\$391,918				\$215,555				\$25,709		\$150,654				
CSUSB Haul Pass	\$12,207										\$12,207				
Operating Assistance	\$42,005,936	\$4,962,864	\$6,000,000	\$303,219			\$3,000,000		\$18,239,853	\$7,000,000	\$2,600,000				
Route 1X	\$600,000					\$480,000			\$120,000						
Sunride Rideshare	\$250,000					\$200,000			\$50,000						
Vanpool Program	\$306,741					\$278,000			\$28,741						
Sub-total Operating	\$43,786,802	\$4,962,864	\$6,000,000	\$303,219	\$215,555	\$958,000	\$3,000,000	\$0	\$18,464,303	\$7,000,000	\$2,882,861	\$0	\$0		
Capital															
Project	Total Amount of Funds	5307 IC	5307 IC ARPA	5311	5311(f)	CMAQ OB	FARE	LCTOP PUC99313	LTF	MA SPT	OTHR LCL	STA PUC99313	STA PUC99314		
Bus Refurbishment												\$350,000			
Bus Shelters - SL-23-05	\$350,000														
Coachella Transit Hub															
Facility Improvements															
Guard Shack Upgrade - SL-23-03	\$1,000,000											\$1,000,000			
Indio CNG Station Upgrade															
IT Projects - SL-23-06	\$250,000											\$250,000			
Liquid Hydrogen Refueling Infrastructure															
Microgrid to Hydrogen Phase III															
Microgrid to Hydrogen Phase IV - SL-23-04	\$800,000							\$800,000							
Mobile Command Center - SL-23-01	\$500,000	\$400,000										\$100,000			
Public Hydrogen Station at Division I															
Replacement Buses (2)															
Replacement Paratransit Vehicles (10)															
Shop Equipment - SL-23-02	\$247,000												\$247,000		
Upgrades to Gate and Guard Shack															
Sub-total Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0		
Sub-total Capital	\$3,147,000	\$400,000	\$0	\$0	\$0	\$0	\$0	\$800,000	\$0	\$0	\$0	\$1,700,000	\$247,000		
Total Operating & Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0		
Total Operating & Capital	\$46,933,802	\$5,362,864	\$6,000,000	\$303,219	\$215,555	\$958,000	\$3,000,000	\$800,000	\$18,464,303	\$7,000,000	\$2,882,861	\$1,700,000	\$247,000		

Table 4.1 Summary of Funds Requested FY2022/23 (2 OF 2)



Table 4.1 - Summary of Funding Requests - FY 2022/23
SunLine Transit Agency
Original

FY 2022/23 Projected Funding Details		
S307 IC	\$4,962,864	
S307 IC ARPA	\$6,000,000	
S311	\$303,219	
S311(f)	\$215,555	
CMAQ OB	\$958,000	
FARE	\$3,000,000	
LTF	\$18,464,303	
MA SPT	\$7,000,000	
OTHR LCL	\$2,882,861	
Total Estimated Operating Funding Request	\$43,786,802	
S307 IC	\$400,000	
LCTOP PUC99313	\$800,000	
STA PUC99313	\$1,700,000	
STA PUC99314	\$247,000	
Total Estimated Capital Funding Request	\$3,147,000	
Total Funding Request	\$46,933,802	

Table 4.2 Summary of Funds Requested FY 2023/24 (1 of 2)



Table 4.2 - Summary of Funding Requests - FY 2023/24
SunLine Transit Agency
Original

Operating															
Project	Total Amount of Funds	\$307 IC	\$310	\$311	\$311(f)	\$339 IC	CMAQ OB	FARE	LTF	MA SPT	OTHR LCL	SGR PUC99313	STA PUC99313	STA PUC99314	
OOD Haul Pass	\$300,000										\$300,000				
Commuter 10	\$431,156				\$250,000				\$30,502		\$150,654				
CSUSB Haul Pass	\$12,207										\$12,207				
Operating Assistance	\$42,516,083	\$4,962,864	\$250,000	\$303,219				\$3,000,000	\$21,500,000	\$8,000,000	\$4,500,000				
Route 1X	\$600,000						\$480,000		\$120,000						
SunRide Rideshare															
Vanpool Program															
Sub-total Operating	\$43,859,446	\$4,962,864	\$250,000	\$303,219	\$250,000	\$0	\$480,000	\$3,000,000	\$21,650,502	\$8,000,000	\$4,962,861	\$0	\$0	\$0	
Sub-total Operating	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Capital															
Project	Total Amount of Funds	\$307 IC	\$310	\$311	\$311(f)	\$339 IC	CMAQ OB	FARE	LTF	MA SPT	OTHR LCL	SGR PUC99313	STA PUC99313	STA PUC99314	
Bus Shelters	\$250,000											\$250,000			
Coachella Transit Hub															
Facility Maintenance - SL-24-03	\$200,000													\$200,000	
Guard Shack Upgrade															
IT Projects															
IT Projects - SL-24-01	\$250,000													\$250,000	
Liquid Hydrogen Refueling Infrastructure															
Microgrid to Hydrogen Phase III															
Microgrid to Hydrogen Phase IV															
Replacement Bus (3) - SL-24-02	\$5,200,000	\$1,600,000				\$500,000							\$3,100,000		
Sub-total Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Sub-total Capital	\$5,900,000	\$1,600,000	\$0	\$0	\$0	\$500,000	\$0	\$0	\$0	\$0	\$0	\$250,000	\$3,100,000	\$450,000	
Total Operating & Capital	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Total Operating & Capital	\$49,759,446	\$6,562,864	\$250,000	\$303,219	\$250,000	\$500,000	\$480,000	\$3,000,000	\$21,650,502	\$8,000,000	\$4,962,861	\$250,000	\$3,100,000	\$450,000	

Table 4.2 Summary of Funding Requested FY 2023/24 (2 of 2)



Table 4.2 - Summary of Funding Requests - FY 2023/24
SunLine Transit Agency
Original

FY 2023/24 Projected Funding Details	
5307 IC	\$4,962,864
5310	\$250,000
5311	\$303,219
5311(f)	\$250,000
CMAQ OB	\$450,000
FARE	\$3,000,000
LTF	\$21,650,502
MA SPT	\$8,000,000
OTHR LCL	\$4,962,861
Total Estimated Operating Funding Request	\$43,859,446
5307 IC	\$1,600,000
5339 IC	\$500,000
SGR PUC99313	\$250,000
STA PUC99313	\$3,100,000
STA PUC99314	\$450,000
Total Estimated Capital Funding Request	\$5,900,000
Total Funding Request	\$49,759,446

Appendix A: SunLine Route Profiles

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Route Numbers, Description, General Direction and Frequency

Route #	Headsigns	Direction
1	Coachella - Palm Springs	E/W
2	Desert Hot Springs - Cathedral City	N/S
3	Desert Edge - Desert Hot Springs	E/W
4	Westfield Palm Desert - Palm Springs	E/W
5	Desert Hot Springs - Westfield Palm Desert	N/S
6	Coachella - Westfield Palm Desert	E/W
7	Bermuda Dunes/Indian Wells - La Quinta	N/S
8	North Indio - Thermal/Mecca	N/S
9	North Shore - Oasis	E/W
10	Indio - San Bernardino/Metrolink	E/W
1X	Express to Indio - Express to Palm Springs	E/W

Span of Service

Route #	Description	Direction	Start*	End**	Start*	End**	Start*	End**
1	Coachella - Via Hwy 111 - Palm Springs	E/W	5:00:00 AM	11:12:00 PM	5:00:00 AM	11:12:00 PM	5:00:00 AM	11:12:00 PM
2	Desert Hot Springs - Palm Springs - Cathedral City	N/S	5:15:00 AM	11:23:00 PM	5:15:00 AM	10:54:00 PM	5:15:00 AM	10:54:00 PM
3	Desert Edge - Desert Hot Springs	E/W	5:00:00 AM	8:46:00 PM	6:45:00 AM	8:40:00 PM	6:45:00 AM	8:40:00 PM
4	Westfield Palm Desert - Palm Springs	E/W	5:00:00 AM	11:13:00 PM	6:10:00 AM	9:50:00 PM	6:10:00 AM	9:50:00 PM
5	Desert Hot Springs - CSUSB Palm Desert - Westfield Palm Desert (AM)	N/S	6:10:00 AM	9:00:00 AM	N/A		N/A	
5	Desert Hot Springs - CSUSB Palm Desert - Westfield Palm Desert (PM)	N/S	3:00:00 PM	6:51:00 PM	N/A		N/A	
6	Coachella - Via Fred Waring - Westfield Palm Desert	E/W	5:50:00 AM	8:45:00 PM	6:15:00 AM	9:18:00 PM	6:15:00 AM	9:18:00 PM
7	Bermuda Dunes - Indian Wells - La Quinta	N/S	5:15:00 AM	8:51:00 PM	5:10:00 AM	9:20:00 PM	5:10:00 AM	9:20:00 PM
8	North Indio - Coachella - Thermal/Mecca	N/S	5:30:00 AM	10:42:00 PM	5:35:00 AM	10:59:00 PM	5:35:00 AM	10:59:00 PM
9	North Shore - Mecca - Oasis	E/W	5:45:00 AM	10:34:00 PM	5:40:00 AM	10:29:00 PM	5:40:00 AM	10:29:00 PM
10	Indio - CSUSB-PDC - CSUSB - San Bernardino Transit Center (SBTC)/Metrolink (AM)	E/W	5:20:00 AM	2:00:00 PM	N/A		N/A	
10	Indio - CSUSB-PDC - CSUSB - San Bernardino Transit Center (SBTC)/Metrolink (PM)	E/W	12:50:00 PM	8:00:00 PM	N/A		N/A	
1X	Express to Indio - Express to Palm Springs (AM)	E/W	5:30:00 AM	11:07:00 AM	N/A		N/A	
1X	Express to Indio - Express to Palm Springs (PM)	E/W	1:30:00 PM	7:07:00 PM	N/A		N/A	
* First trip starts								
** Last trip ends								

FY22 Fixed Route Fleet

Route #	Weekday		Saturday		Sunday	
	VOMS	Buses needed to operate service*	VOMS	Buses needed to operate service*	VOMS	Buses needed to operate service*
1	14	14	12	16	12	16
2	12	12	5	5	5	5
3	1	1	1	1	1	1
4	7	8	5	5	5	5
5	2	2	0	0	0	0
6	3	3	3	3	3	3
7	2	2	1	1	1	1
8	4	6	4	5	4	5
9	3	4	4	6	4	6
10	2	2	0	0	0	0
1X	3	3	0	0	0	0
	53	57	35	42	35	42

School Trips	Weekday		Saturday		Sunday	
	AM	PM	AM	PM	AM	PM
200	1		0		0	
400	1		0		0	
401		1		0		0
402		1		0		0
500		1		0		0
700	1		0		0	
701		1		0		0
800	3		0		0	
801		1		0		0
802		1		0		0
	6	6	0	0	0	0
Total	59	63	35	42	35	42

Route 1

Coachella – Via Hwy 111 – Palm Springs

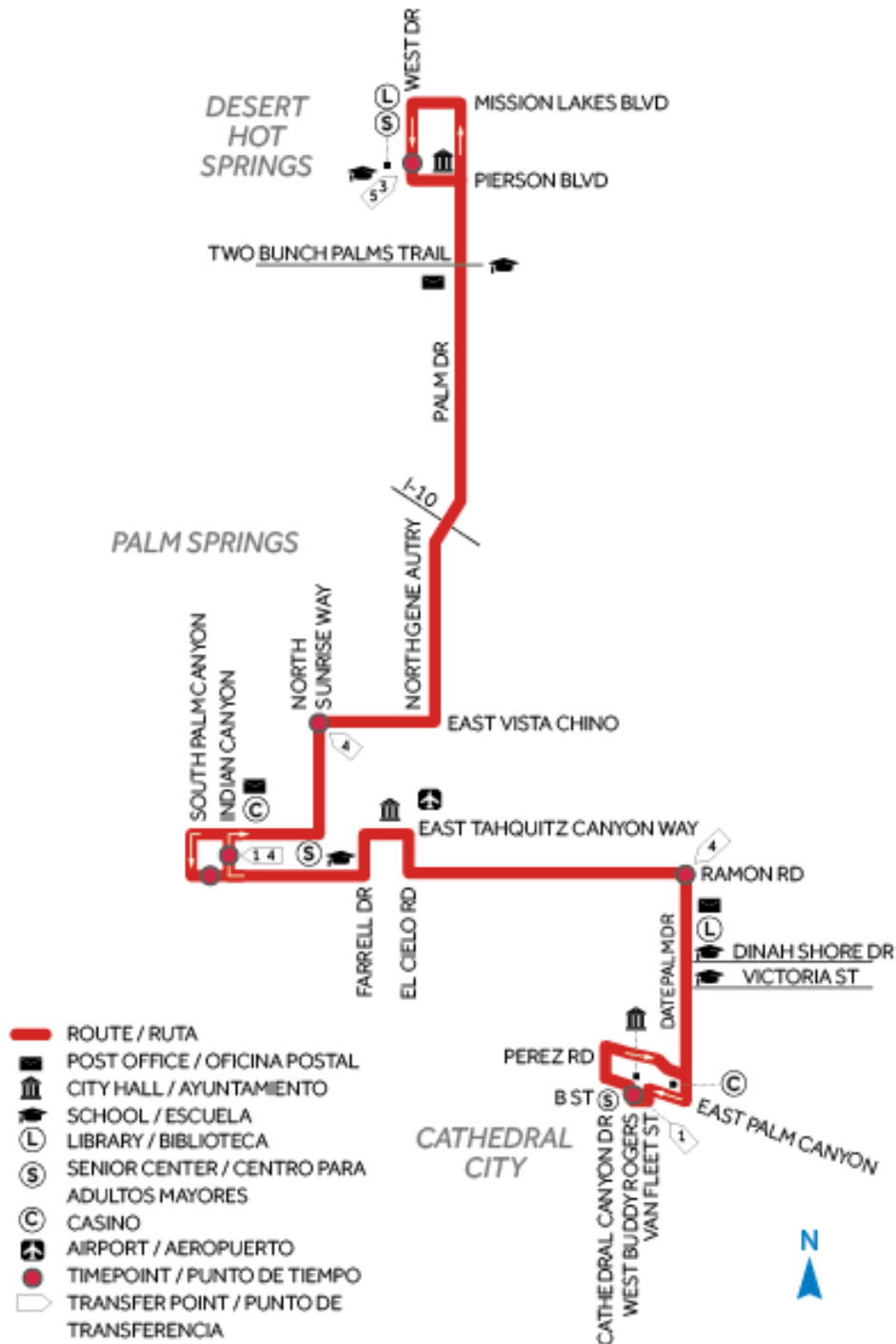
Route 1 is SunLine’s most popular route, which operates seven days a week with 20-minute frequency and connects Palm Springs with Coachella using portions of East Palm Canyon Drive and Highway 111. It also serves the cities of Indio, La Quinta, Indian Wells, Palm Desert, Rancho Mirage and Cathedral City. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions, schools and medical centers. The route also provides convenient connections for customers needing to transfer to SunLine routes 2, 4, 5, 6, 7 and 8. Those transfer points are located at 5th Street at Vine Avenue in Coachella (connections with routes 6 and 8), Highway 111 at Adams Street in La Quinta (connections with Route 7), Town Center Way at Hahn Road in Palm Desert (connections with routes 4, 5 and 6), B Street at Buddy Rogers Avenue in Cathedral City (connections with Route 2), and Indian Canyon at Ramon Road in Palm Springs (connections with routes 2 and 4). Looking ahead, studies are underway to possibly boost service frequency to every 15 minutes, which is a proposal from the most recent Comprehensive Operational Analysis. That move would be contingent on available funding and Board approval. Previously called Route 111, the route was renamed in January of 2021.



Route 2

Desert Hot Springs – Palm Springs – Cathedral City

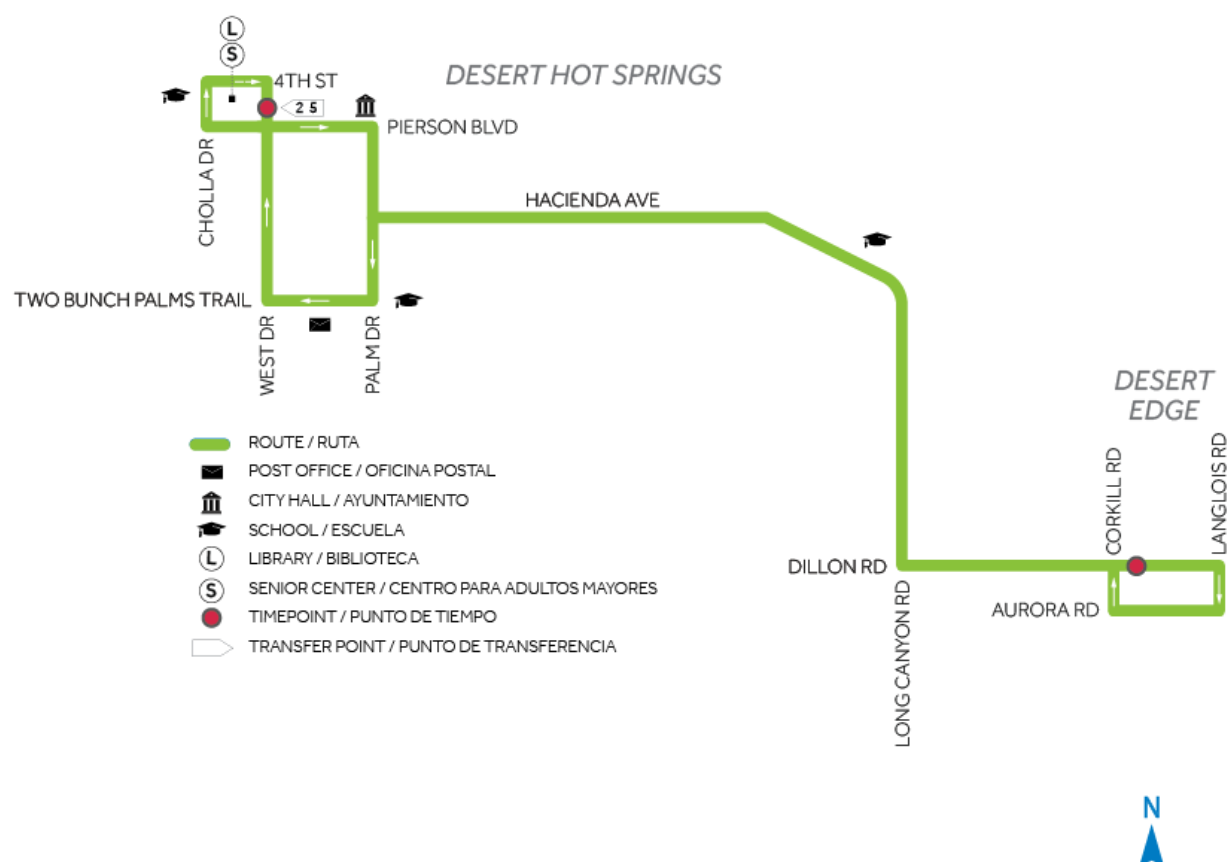
Route 2 is one of SunLine's higher performing routes which operates seven days a week with 20-minute frequency and connects Desert Hot Springs with Palm Springs and Cathedral City. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions, schools, medical centers as well as Palm Springs International Airport. A significant portion of Route 2 ridership is driven by customers living in Desert Hot Springs who work in downtown Palm Springs. The route also provides convenient connections for customers needing to transfer to SunLine routes 1, 3, 4 and 5. Those transfer points are located at B Street at Buddy Rogers Avenue in Cathedral City (connection with Route 1), Ramon Road at Date Palm Drive in Cathedral City (connection with Route 4), Indian Canyon Drive at Ramon Road in Palm Springs (connections with routes 1 and 4), Sunrise Way at Vista Chino in Palm Springs (connection with Route 4), and West Drive at Pierson Boulevard in Desert Hot Springs (connections with Routes 3 and 5). Looking ahead, studies are underway to possibly boost service frequency to every 15 minutes, which is a proposal from the most recent Comprehensive Operational Analysis. That move would be contingent on available funding and Board approval. Route 2 was combined from previous routes 14 and 30, and renamed in January of 2021.



Route 3

Desert Edge – Desert Hot Springs

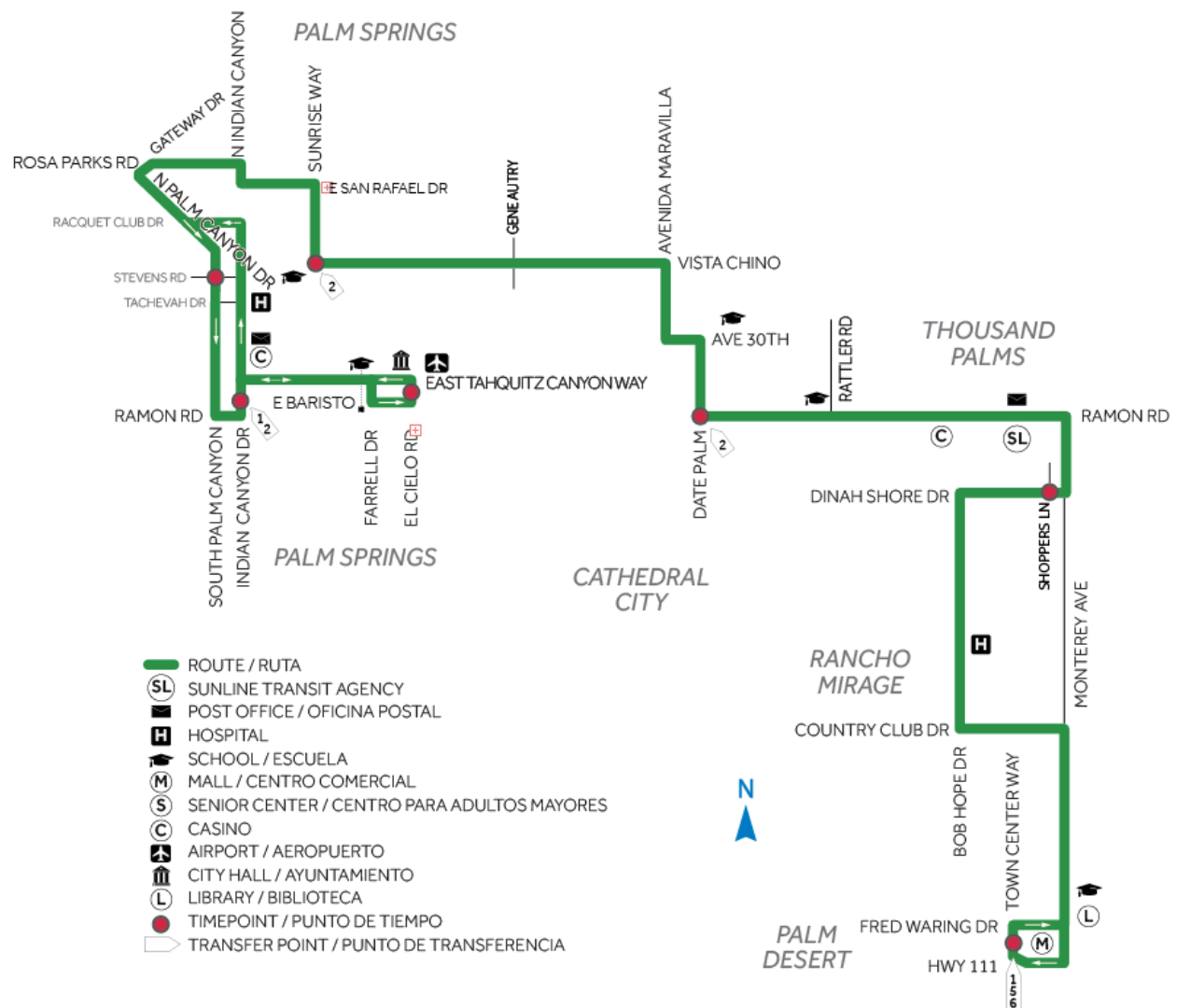
Route 3 operates seven days a week with 60-minute frequency, connecting Desert Edge with Desert Hot Springs. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions and schools. The route also provides convenient connections for customers needing to transfer to SunLine routes 2 and 5. The transfer point is located at West Drive at Pierson Boulevard in Desert Hot Springs. Looking ahead, studies are underway to possibly boost service peak weekday frequency to every 30 minutes, which is a proposal from the most recent Comprehensive Operational Analysis. That move would be contingent on available funding and Board approval. Previously called route 15, the route was renamed in January of 2021.



Route 4

Westfield Palm Desert – Palm Springs

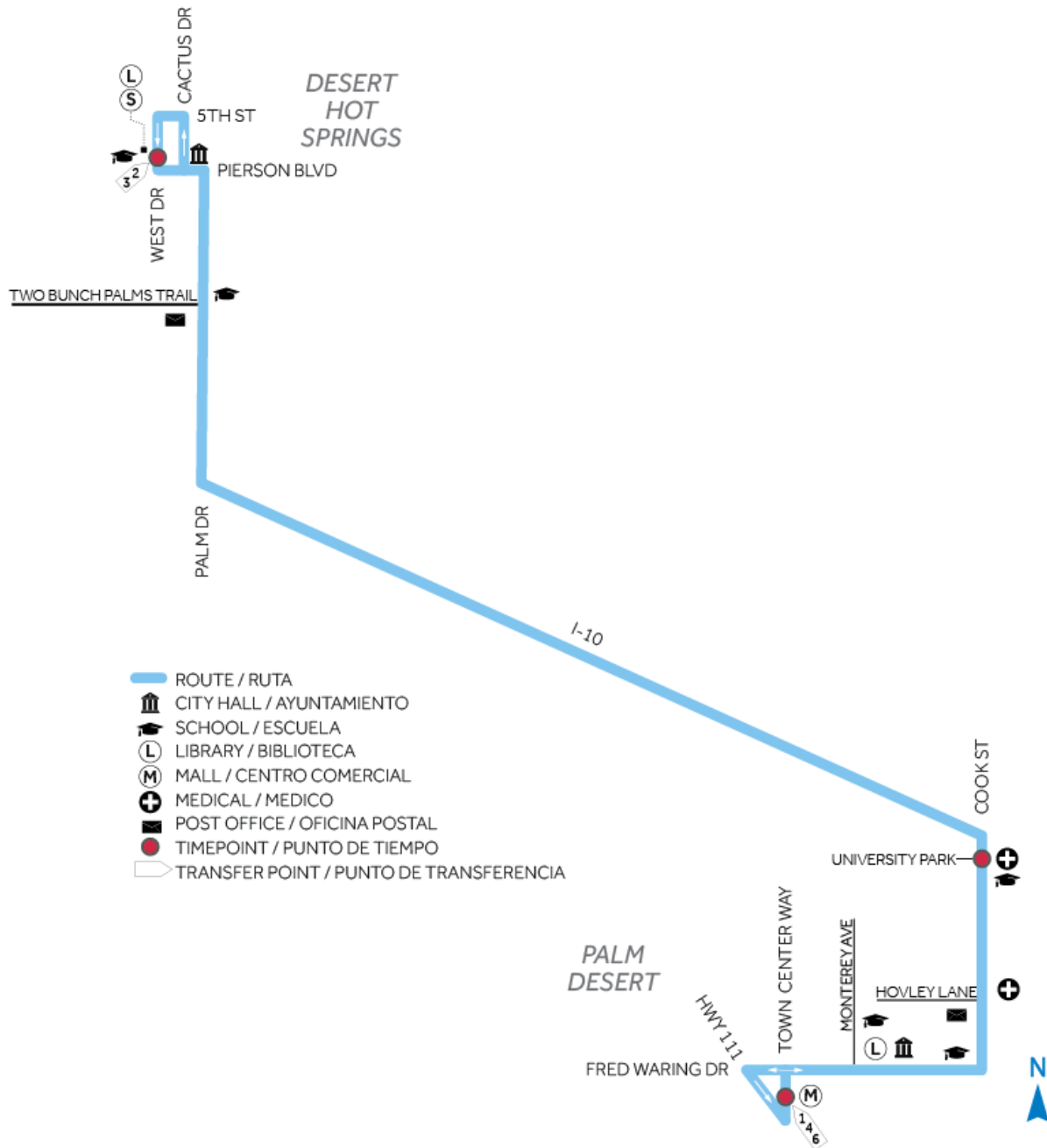
Route 4 is one of SunLine's higher performing routes which operates seven days a week with 40-minute frequency, connecting Palm Springs with Palm Desert. It also serves the cities of Thousand Palms, Rancho Mirage and Cathedral City. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions, schools, medical centers and Palm Springs International Airport. The route also provides convenient connections for customers needing to transfer to SunLine routes 1, 2, 5 and 6. Those transfer points are located at Ramon Road at Date Palm Drive in Cathedral City (connection with Route 2), Indian Canyon Drive at Ramon Road in Palm Springs (connections with routes 1 and 2), Sunrise Way at Vista Chino in Palm Springs (connection with Route 2), and Town Center Way at Hahn Road (connections with routes 1, 5 and 6). Looking ahead, studies are underway to possibly boost service peak weekday frequency to every 30 minutes, which is a proposal from the most recent Comprehensive Operational Analysis. That move would be contingent on available funding and Board approval. Route 4 was combined from previous routes 24 and 32, the route was renamed in January of 2021.



Route 5

Desert Hot Springs – CSUSB Palm Desert – Westfield Palm Desert

Route 5 operates five days a week with 60-minute frequency, connecting Desert Hot Springs with Palm Desert using a portion of the I-10 freeway. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions and schools. The route also provides convenient connections for customers needing to transfer to SunLine routes 1, 2, 3, 4 and 6. The transfer points are located at West Drive at Pierson Blvd in Desert Hot Springs (connections with routes 2 and 3) and Town Center Way at Hahn Road in Palm Desert (connections with routes 1, 4 and 6). Looking ahead, studies are underway to possibly boost service frequency to every 40 minutes, which is a proposal from the most recent Comprehensive Operational Analysis. That move would be contingent on available funding and Board approval. Route 5 was combined from previous routes 20 and 21, and renamed in January of 2021.



Route 6

Coachella – Via Fred Waring – Westfield Palm Desert

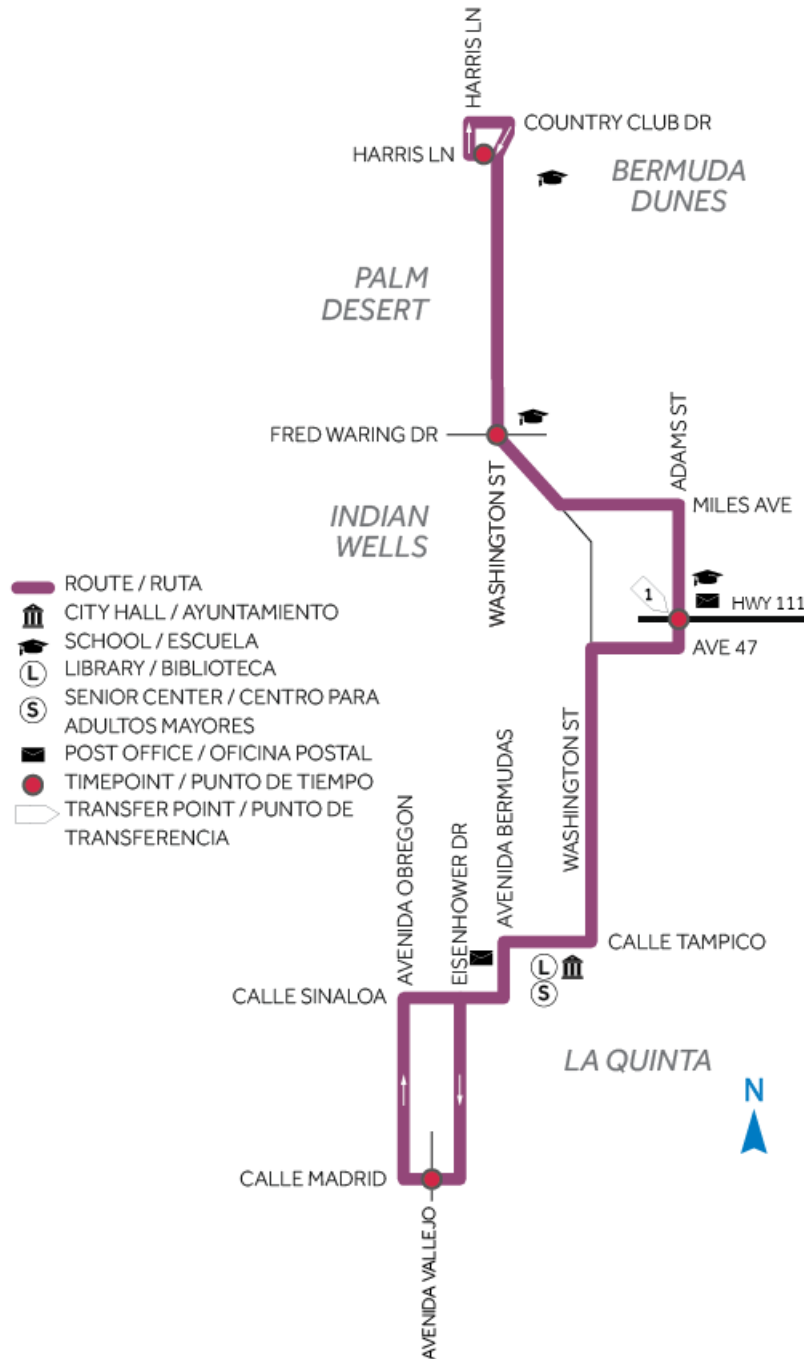
Route 6 operates seven days a week with 45-minute frequency on weekdays and 60-minute frequency on weekends, connecting Palm Desert with Coachella using a portion of Fred Waring Drive. It also serves the cities of Indio, La Quinta and Indian Wells. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions and schools. The route also provides convenient connections for customers needing to transfer to SunLine routes 1, 4, 5 and 8. The transfer points are located at 5th St at Vine Ave in Coachella (connections with routes 1 and 8) and Town Center Way at Hahn Road in Palm Desert (connections with routes 1, 4 and 5). Looking ahead, studies are underway to possibly boost service peak weekday frequency to every 30 minutes, which is a proposal from the most recent Comprehensive Operational Analysis. That move would be contingent on available funding and Board approval. Launched in January or 2021, the Route 6 previously served portions of routes 54, 80, 81 and 91.



Route 7

Bermuda Dunes – Indian Wells – La Quinta

Route 7 operates seven days a week with 45-minute frequency on weekdays and 1-hour 45-minute frequency on weekends, connecting Bermuda Dunes with La Quinta. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions and schools. The route also provides a convenient connection for customers needing to transfer to SunLine's Route 1. The transfer point is located at Hwy. 111 at Adams Street in La Quinta. Looking ahead, studies are underway to possibly boost service peak weekday frequency to every 30 minutes, which is a proposal from the most recent Comprehensive Operational Analysis. That move would be contingent on available funding and Board approval. Previously called Route 70, the route was renamed in January of 2021.



Route 8

North Indio – Coachella – Thermal/Mecca

Route 8 is one of SunLine’s critical routes linking the unincorporated part of the eastern Coachella Valley to the rest of SunLine’s network. The route, which operates seven days a week with 40-minute frequency on weekdays and 60-minute frequency on weekends, connects Indio with Thermal/Mecca, and also serving the city of Coachella. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions, schools and medical centers. The route also provides convenient connections for customers needing to transfer to SunLine routes 1, 6 and 9. Those transfer points are located at Avenue 66 at Mecca Health Clinic in Mecca (connection to Route 9) and 5th Street at Vine Avenue in Coachella (connection to routes 1 and 6). Route 8 was combined from previous routes 80, 81, 90 and 91, and renamed in January of 2021.



Route 9

North Shore – Mecca – Oasis

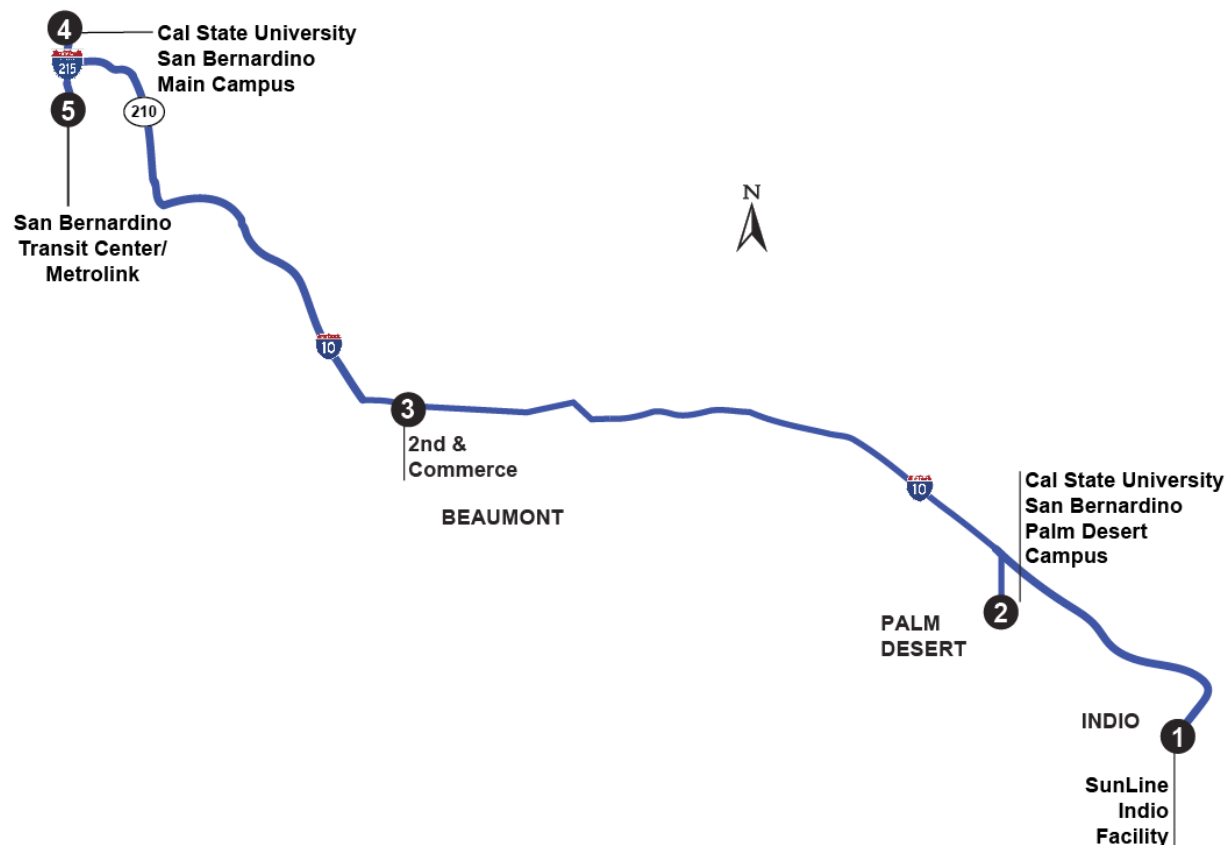
Route 9 operates seven days a week with 60-minute frequency, connects North Shore with Oasis. A variety of destinations are served, including libraries, recreational attractions, medical centers and schools. The route also provides a convenient connection for customers needing to transfer to SunLine’s Route 8. The transfer point is located at Avenue 66 at Mecca Health Clinic. Route 9 was combined from previous routes 90, 91 and 95, and renamed in January of 2021.



Route 10 Commuter Link

Indio – CSUSB (PDC) – CSUSB – San Bernardino Transit Center (SBTC) / Metrolink

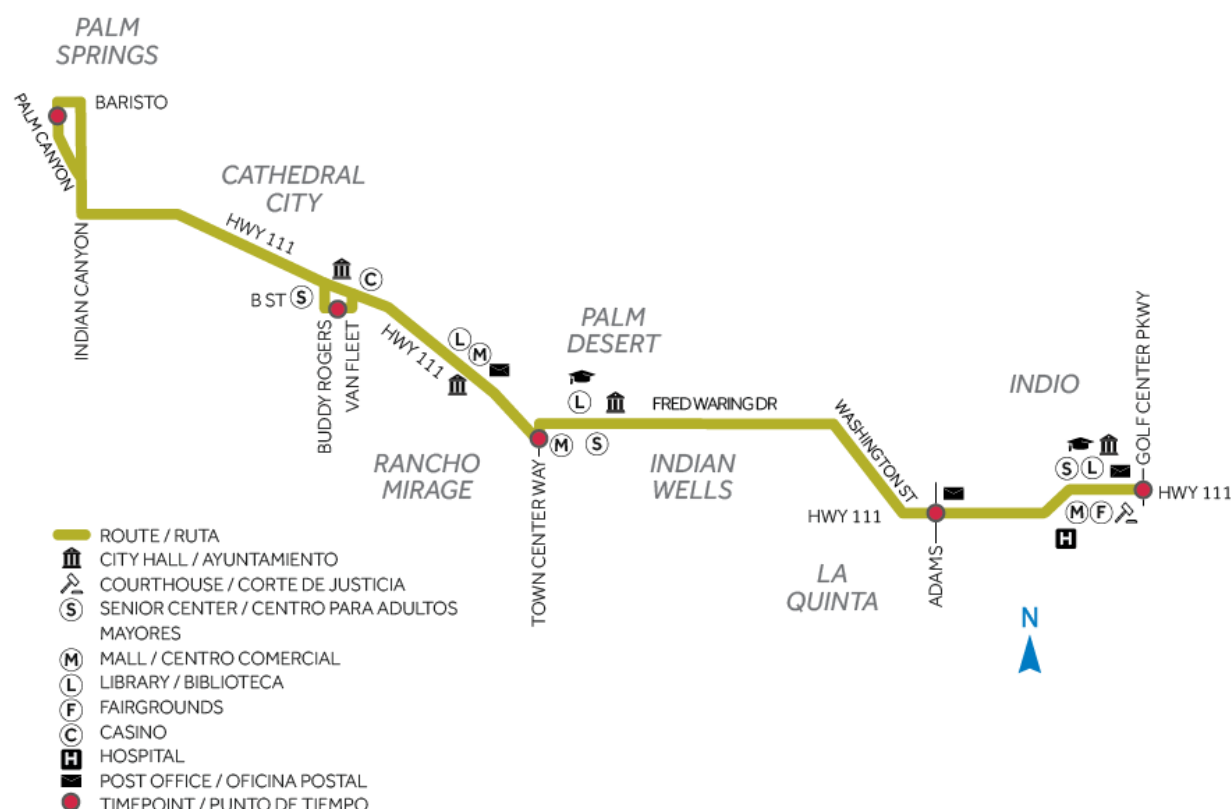
The Route 10 Commuter Link is designed to improve regional service between the Coachella Valley and the Inland Empire. For students, the 10 Commuter Link will provide a direct connection between California State University San Bernardino’s campuses in Palm Desert and San Bernardino. It will also provide service to the San Bernardino Transit Center for connections with Metrolink trains as well as routes served by Riverside Transit Agency, Omnitrans, Victor Valley Transit Authority and Mountain Transit. The 10 Commuter Link was temporarily on hold due to ridership declines and school closures from the COVID-19 pandemic and is now slated to begin service July 12, 2021.



Route 1X

Express to Indio – Express to Palm Springs

Route 1X is a new limited-stop express route that will connect Palm Springs and Indio. The majority of the route will travel along Highway 111 with a stop at B Street at Buddy Rogers Avenue and another on Town Center Way at Hahn Road to provide service to an already established bus stop and a high-density area. The purpose of Route 1X is to provide faster travel times between key stops and one additional weekday trip per hour on the Highway 111 corridor. The route will serve five stops in all, at South Palm Canyon at Baristo Road in Palm Springs, B Street at Buddy Rogers Avenue in Cathedral City, Town Center Way at Hahn Road in Palm Desert, Highway 111 at Adams Street in La Quinta and Highway 111 at Golf Center Parkway in Indio. Route 1X is slated to begin service September 7, 2021.



School Trippers

School tripper buses are traditionally added to regular routes when service reaches capacity or special alignments/deviations are created to address a specific demand for service. These buses are open to both students and members of the public. Rider information related to these routes must be shared with the general public. SunLine is currently serving Desert Sands Unified School District campuses and will begin serving Palm Springs Unified School District campuses when in-person learning resumes. School tripper service is a limited-stop service that operates on the following schedules shown on the following maps. Tripper routes were renamed in January of 2021 as a part of the SunLine Refueled Initiative.

Route 400 SB

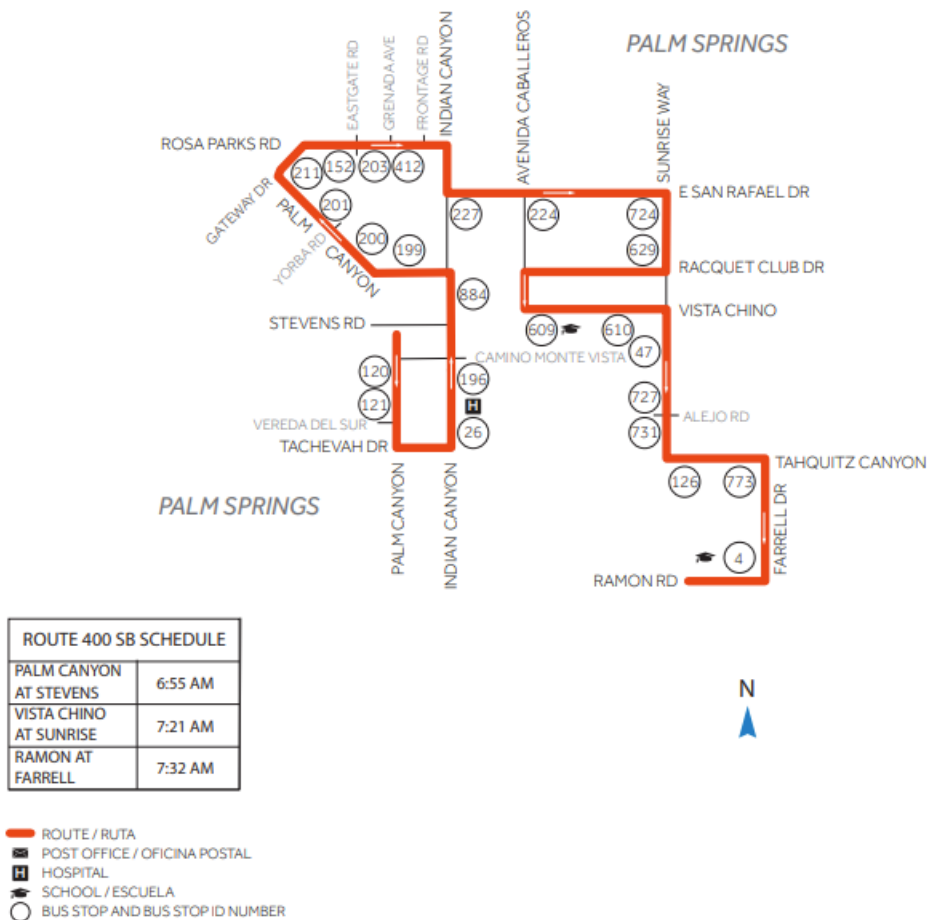
Raymond Cree/Palm Springs High School

AM Tripper

ROUTE 400 SB

RAYMOND CREE / PALM SPRINGS HS

AM TRIPPER



Route 402 NB

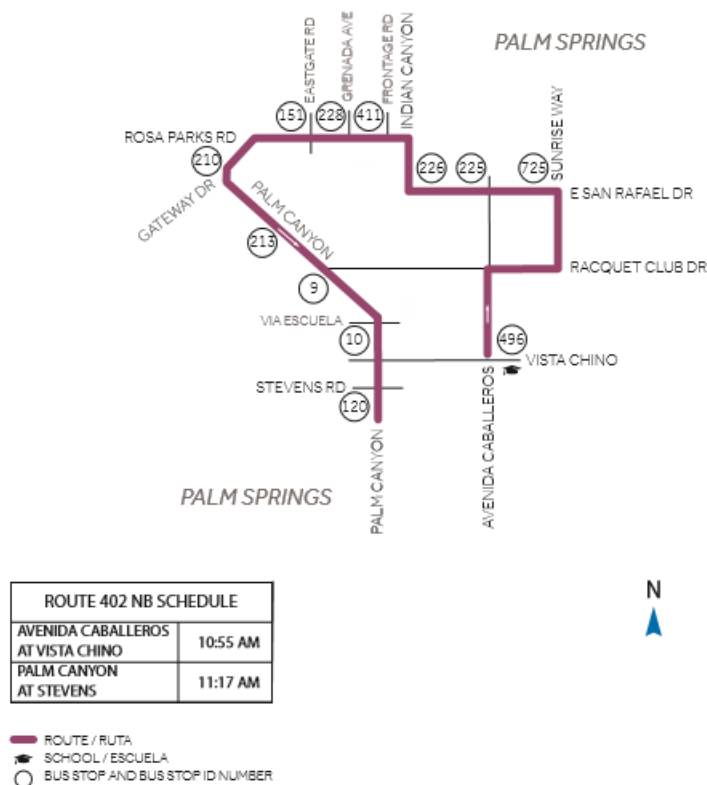
Palm Canyon/Stevens

AM Tripper

ROUTE 402 NB

PALM CANYON / STEVENS

AM TRIPPER



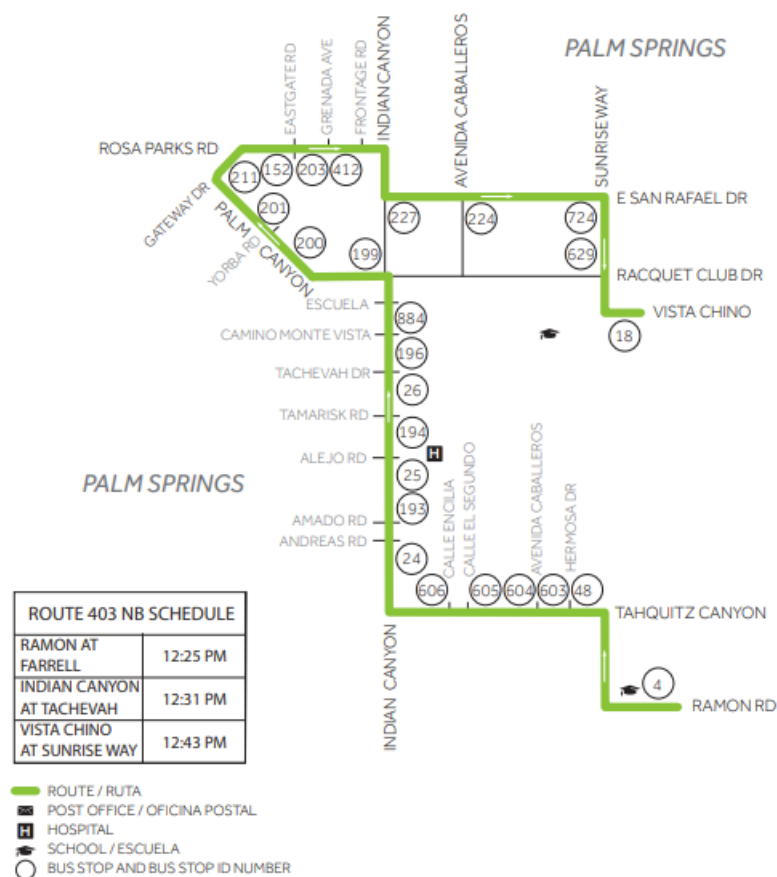
Route 403 NB

Vista Chino/Sunrise
PM Tripper

ROUTE 403 NB

VISTA CHINO / SUNRISE

PM TRIPPER

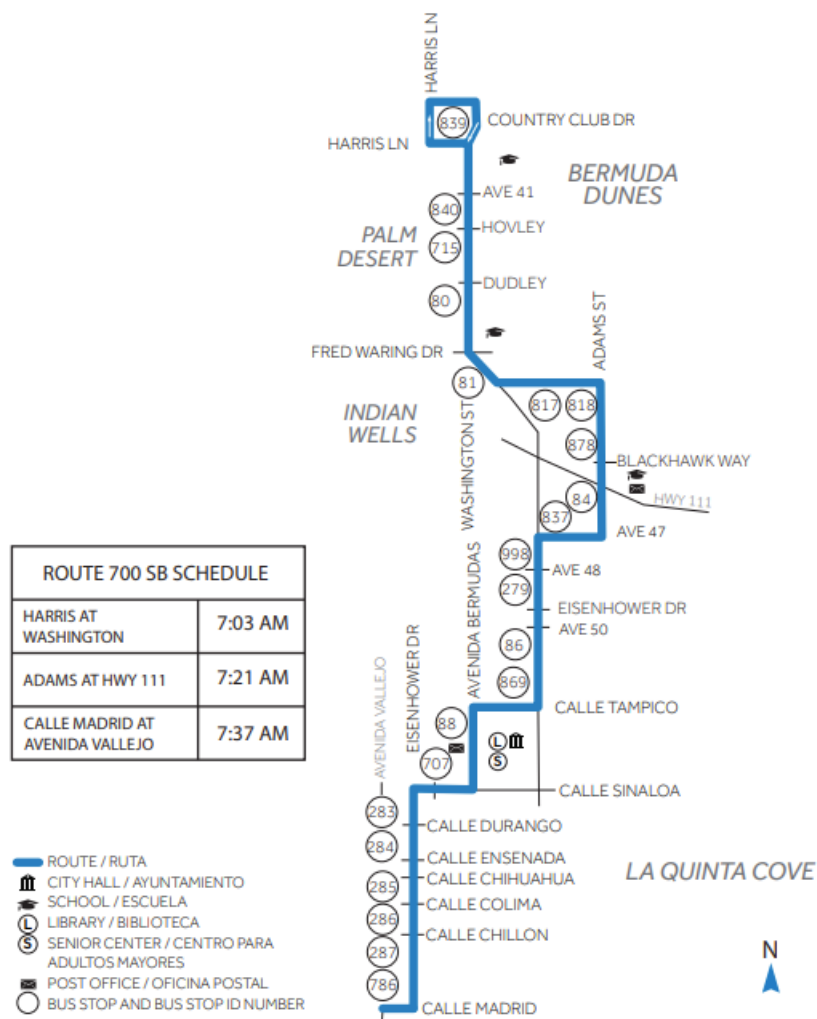


Route 700 SB

Harris/Washington – Calle Madrid/AVN Vallejo
AM Tripper

ROUTE 700 SB

HARRIS / WASHINGTON - CALLE MADRID / AVN VALLEJO AM TRIPPER

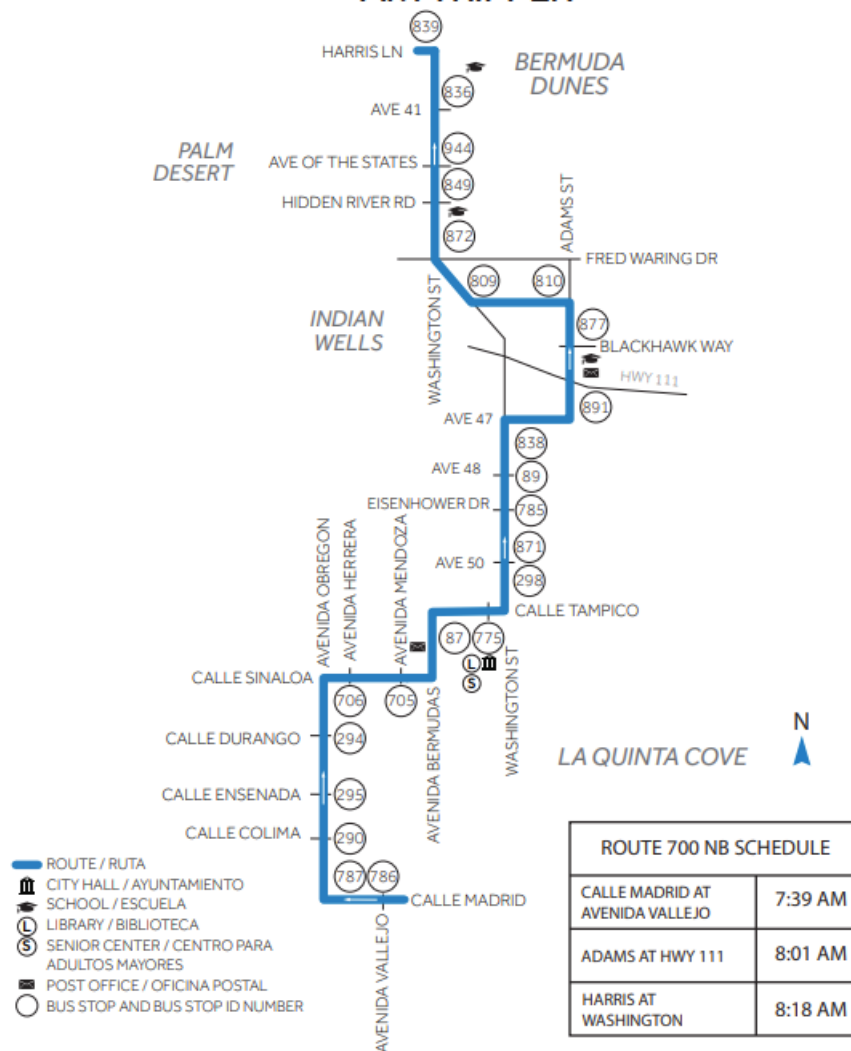


Route 700 NB

Calle Madrid/Avn Vallejo – Harris/Washington
AM Tripper

ROUTE 700 NB

CALLE MADRID / AVN VALLEJO
HARRIS / WASHINGTON
AM TRIPPER

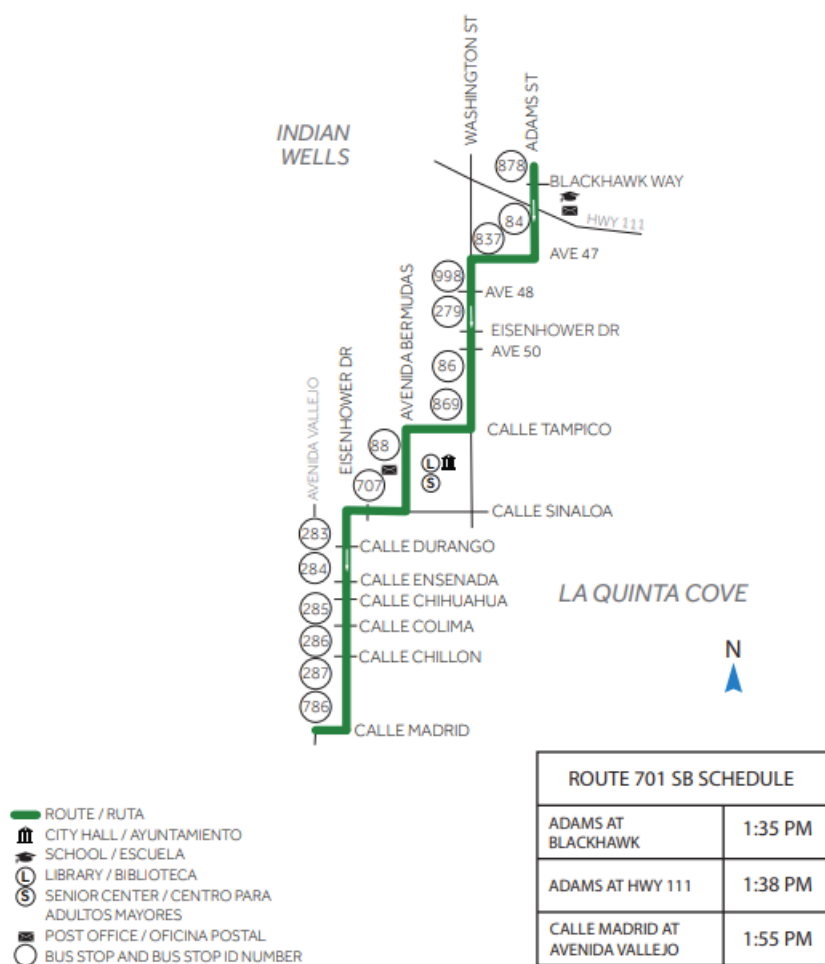


Route 701 SB

Calle Madrid/Avn Vallejo
PM Tripper

ROUTE 701 SB

CALLE MADRID / AVN VALLEJO PM TRIPPER

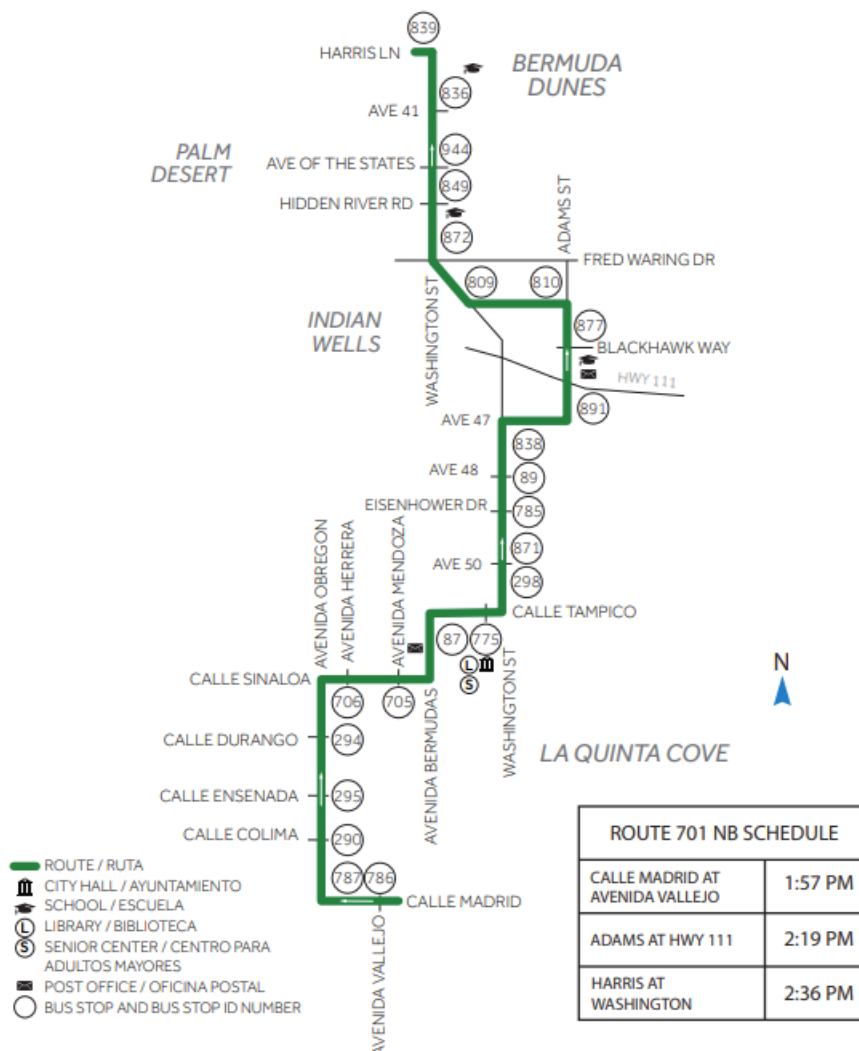


Route 701 NB

Harris/Washington
PM Tripper

ROUTE 701 NB

HARRIS / WASHINGTON
PM TRIPPER

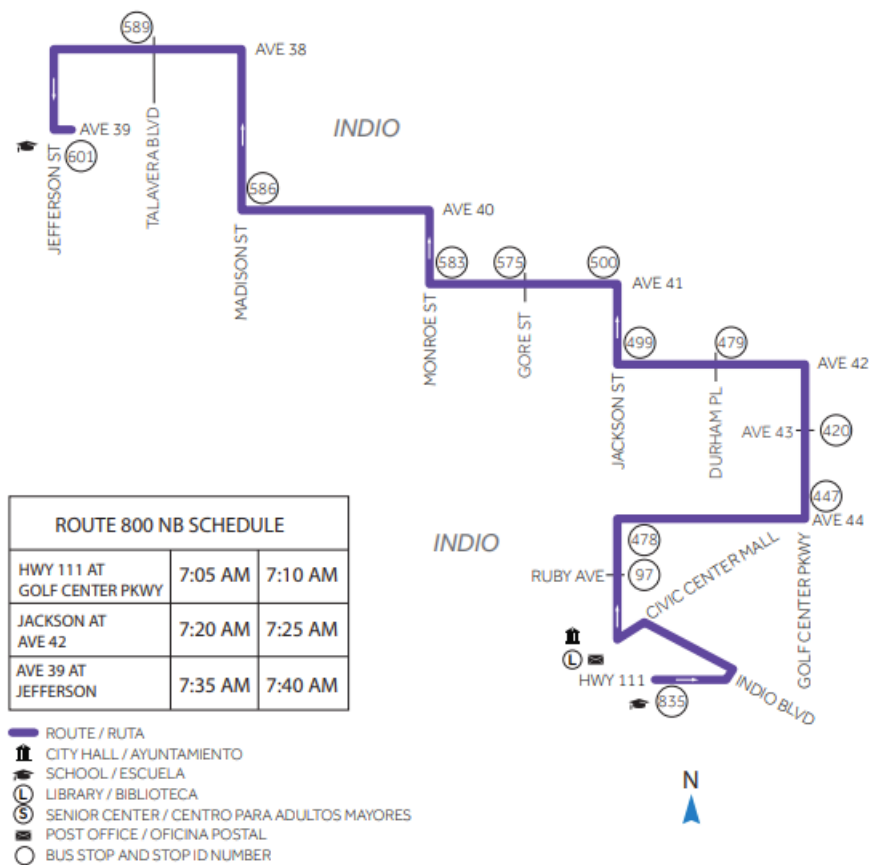


Route 900 NB

Shadow Hills High School
AM Tripper

ROUTE 800 NB

SHADOW HILLS HIGH SCHOOL
AM TRIPPER

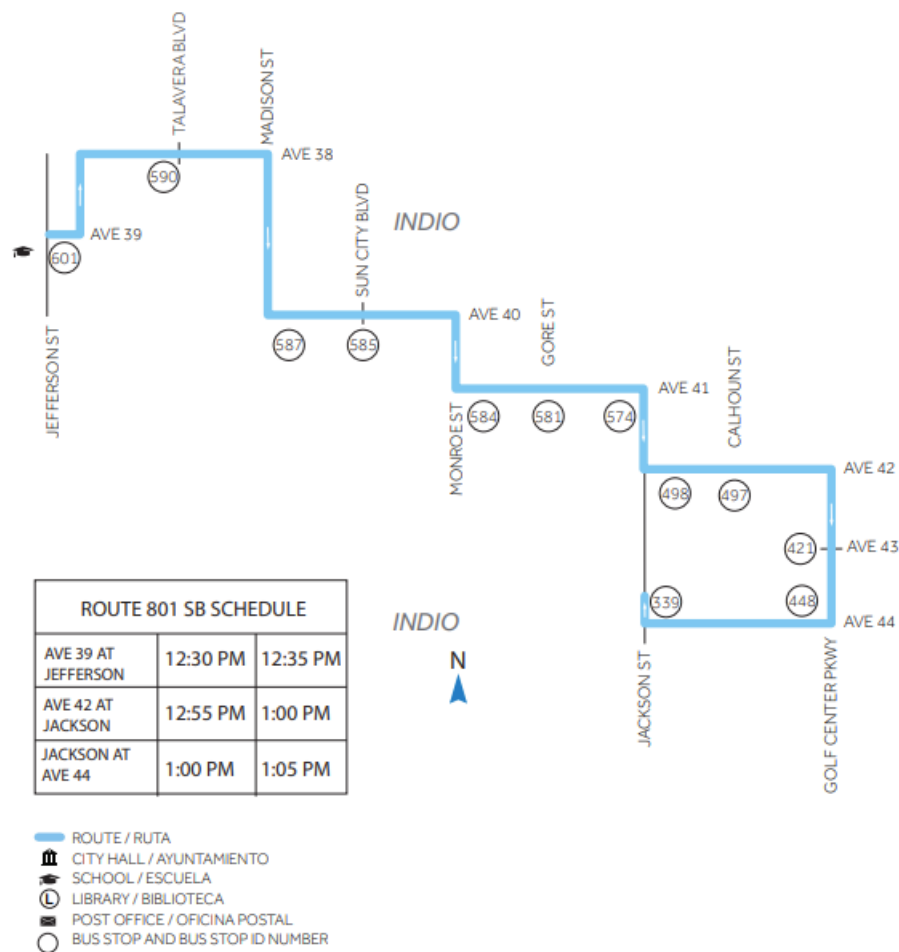


Route 801 SB

Jackson/44th
PM Tripper

ROUTE 801 SB

JACKSON / 44TH
PM TRIPPER

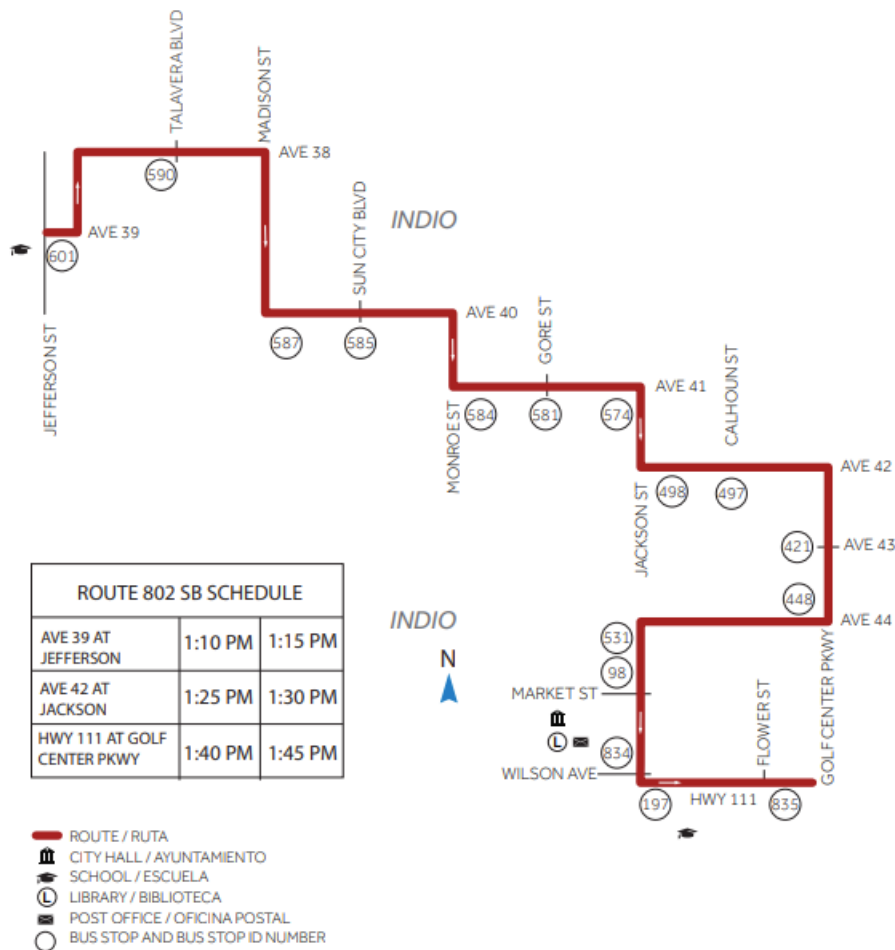


Route 802 SB

Hwy 111/Golf Center Pkwy
PM Tripper

ROUTE 802 SB

HWY 111 / GOLF CENTER PKWY
PM TRIPPER

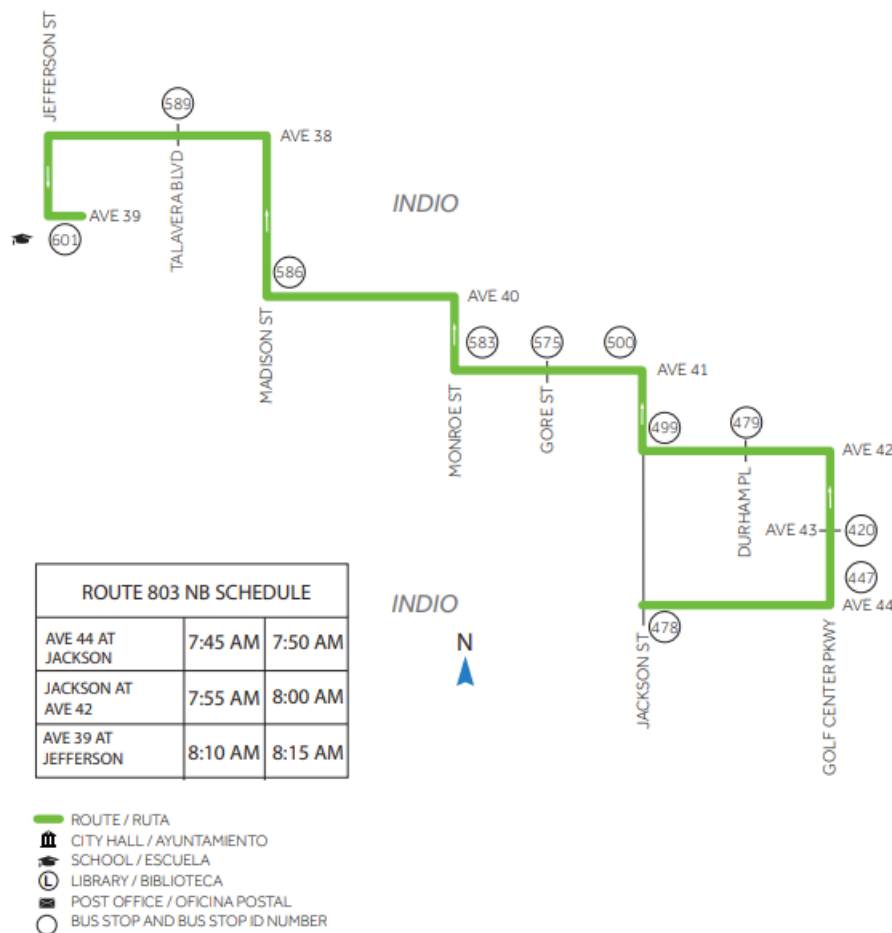


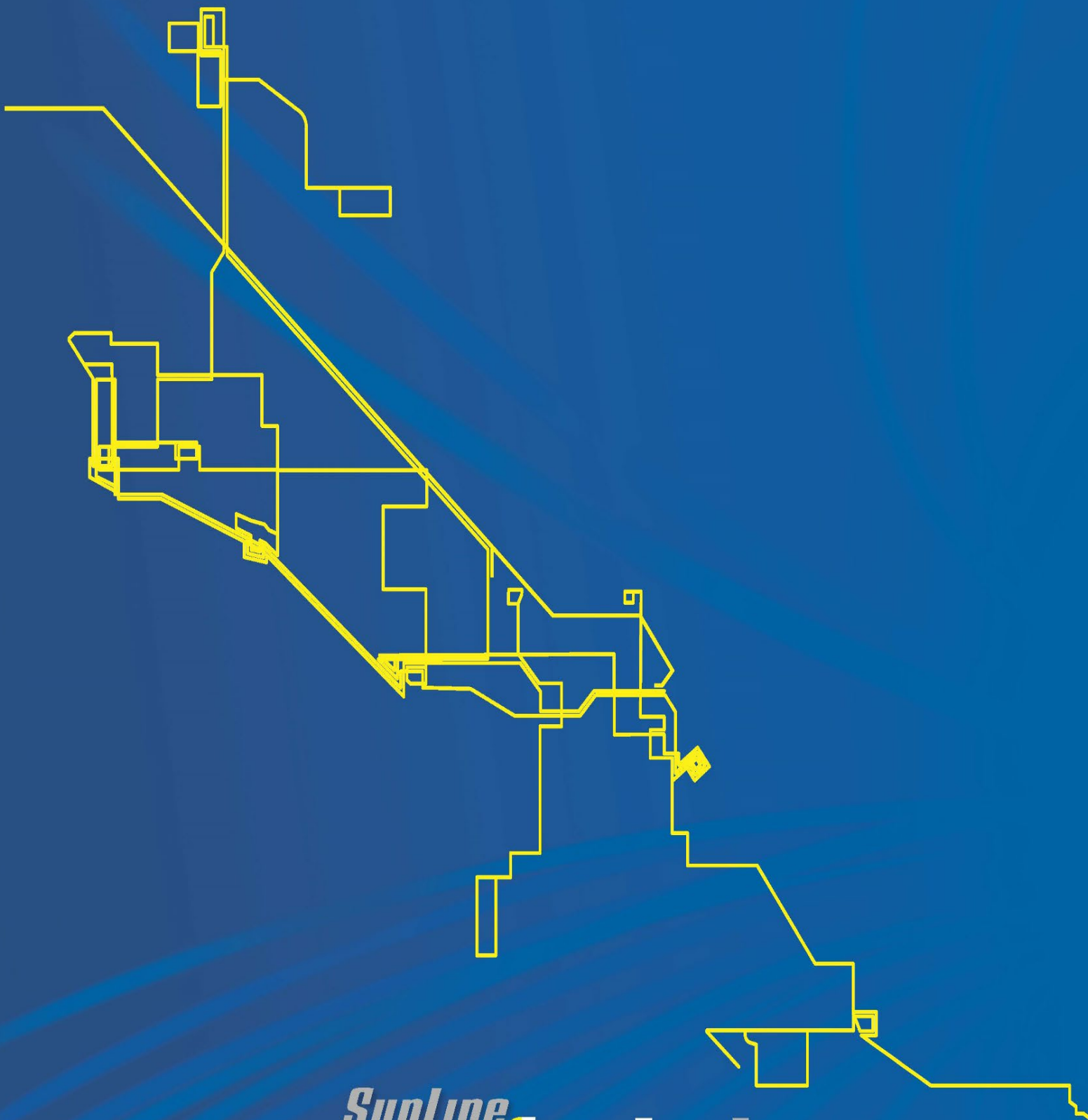
Route 803 NB

Shadow Hills High School AM Tripper

ROUTE 803 NB

SHADOW HILLS HIGH SCHOOL AM TRIPPER





SunLine
Refueled
DRIVING THE FUTURE OF TRANSIT

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