



**RIVERSIDE
COUNTY
TRANSPORTATION
COMMISSION**



Coordinated Public Transit - Human Services Transportation Plan for Riverside County

2025 Update

Draft Plan

September 2025



Developed for Riverside County
Transportation Commission by:

AMMATRANSIT
PLANNING INC.

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Public Transit — Human Services Transportation Coordination Plan for Riverside County 2025 Update

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Executive Summary

Why This Plan is Undertaken

The Public Transit–Human Services Transportation Coordination Plan for Riverside County, 2025 Update serves to document mobility needs and gaps of seniors, individuals with disabilities, persons of low income, veterans and tribal members living and traveling within Riverside County (County). Through goals to enhance mobility, strategies and potential projects, the Coordinated Plan provides direction to Riverside County stakeholders that include Riverside County Transportation Commission (RCTC), the County’s public transit providers and human services agencies, as well as sovereign Tribes, municipalities and the County.

Authorization and Responsibilities

The coordinated planning process is required by Federal Transit Administration (FTA) Circular 9070.1H, originating in Public Law 109-059, SAFETEA-LU, as amended in Public Law 112-141, MAP-21. This requires that projects that are selected for funding in certain grant programs, including FTA Section 5310, be:

“...included in a locally developed, coordinated public transit–human services transportation plan,” these plans must be “... developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private and non-profit transportation and human service providers, and other members of the public.”

As the designated Regional Transportation Planning Agency (RTPA) and County Transportation Commission (CTC) for Riverside County, RCTC has assumed responsibility for developing the Coordinated Plan and its recurring updates. RCTC is also responsible for the administration of the Measure A Specialized Transit Program, which provides operating and capital funding to eligible projects in Western Riverside County. As with the FTA Section 5310 program, proposed projects must be identified in the Coordinated Plan.

The Plan update process addresses each of the required elements called out in FTA Circular 9070.1H, detailed in **Chapter 1 – Purposes and Approach**.

About this Plan

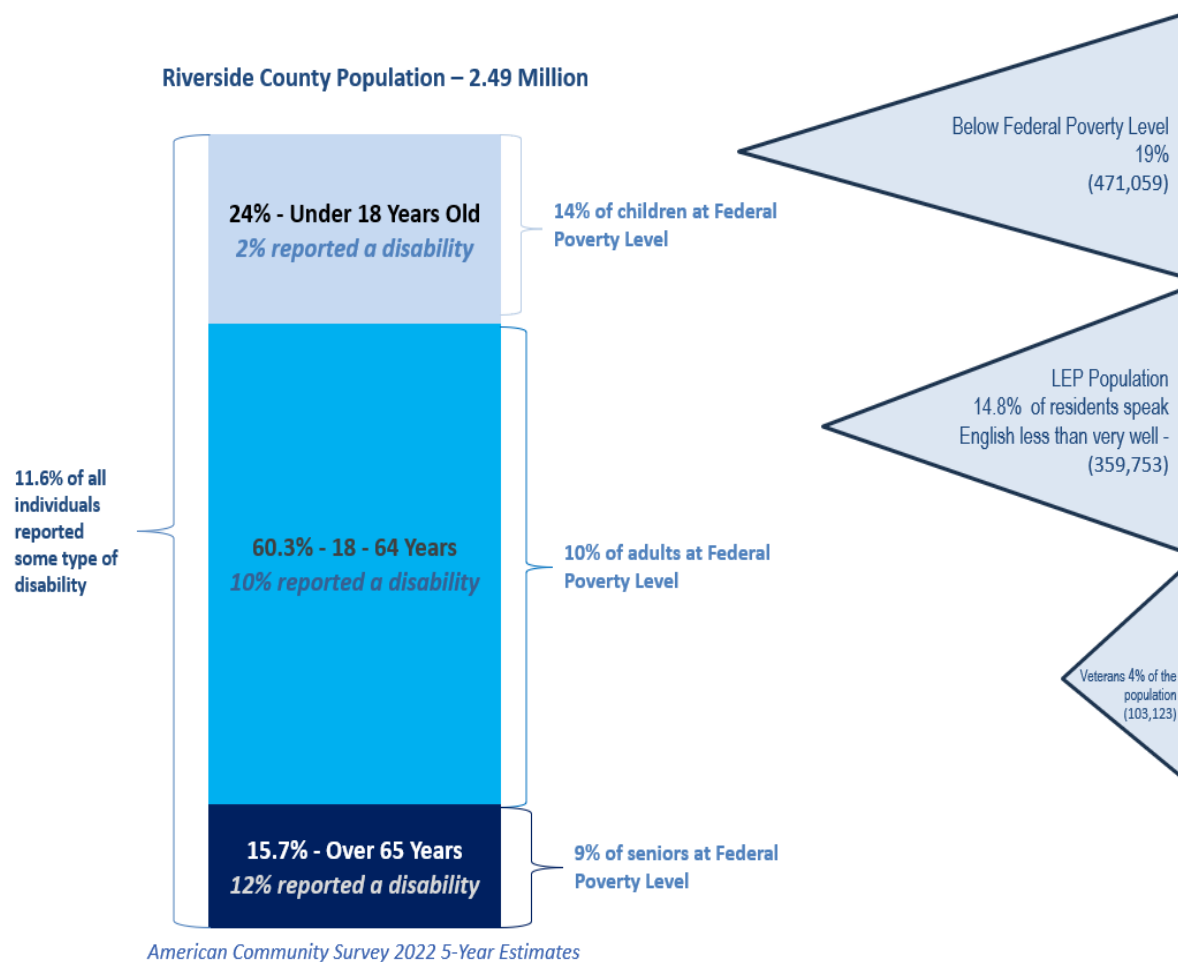
Demographic Changes Among the Target Populations

Chapter 2 – Existing Demographics of this Coordinated Plan 2025 Update describes key demographic and socioeconomic characteristics for the Countywide population as a whole and the target populations of this plan — older adults, people with disabilities, low-income

populations and veterans, using the most currently available American Community Survey sources. An overview of relevant Riverside County population changes includes the following:¹

- ↑ 15.7 % are 65 or older (up 1.3%, 2021)
- ↑ 11.6% have a disability (up 0.4%, 2021)
- ↓ 19% are living 150% below the federal poverty level (down 2.9%, 2021)
- ↓ 4% are veterans (down 2.2%, 2021)
- ↓ 14.8% have limited-English proficiency (down 0.9%, 2021)

Figure ES-1: Target Populations Overview



After many years of steady and significant growth, Riverside County's population of almost 2.49 million persons increased only modestly since the Update of 2021, growing only by 11,300

¹ American Community Survey 2022 Five-Year Estimate Tables

residents.² However, certain age groups within the County population saw notable increases, such as those over the age of 65 (who now make up 15.7% of the population) and those reporting a disability (who make up 11.6% of the population). These are two key groups within the Plan's Target Populations.

Public and Human Services Transportation Network

Chapter 3 – Assessment of Available Transportation summarizes the County's public, private and specialized transportation providers, describing the services they provide. Of the specialized transit providers, there are nineteen (19) recipients of Measure A Specialized Transportation funding and eleven (11) FTA Section 5310 recipients. Compiled service levels report a significant 10.7 million trips provided to the overall population of Riverside County with a fleet of 140 vehicles. This listing represents a considerable network of providers and programs operating across multiple transportation modes.

Table ES-1: Coordinated Plan 2025 Update One-Way Trips and Available Vehicles

Mode of Transportation	Coordinated Plan Annual Trips FY 2023/2024	% of Total Trips	Fleet Inventory
Public Fixed-Route [1]	8,245,061	76.8%	337
Regional (RTA/SunLine)	7,862,246		293
Local (Banning/Beaumont/Corona/PVVTa)	382,815		44
Public Demand Response [2]	620,565	5.8%	182
Regional (RTA/SunLine)	373,662		132
Local (Banning/Beaumont/Corona/RivConnect)	144,540		50
Vanpool (RCTC VanClub/SunLine)	102,363		43
Regional Rail [3]	713,155	14.1%	N/A
Metrolink (91-PVL/IEOC/Riverside)	713,155		
Specialized Transportation [4]	361,389	3.4%	138
Western County Measure A Providers	190,700		56
Section 5310 Providers	170,689		82
Totals	9,940,170	100%	700

[1] As reported by the public transit operators through the TransTrack Data Management System

[2] As reported by the public transit operators through the TransTrack Data Management System

[3] Metrolink reported boardings on all train lines that service Riverside County. Trips for FY 23/24 are based on ticket sales from Riverside County stations

[4] Specialized transportation trips for FY 23/24 include Measure A and FTA Section 5310 funded projects.

The 10.7 million passenger trips on public transit in Riverside County during fiscal year (FY) 23/24 included 361,389 specialized transportation trips supported by FTA Section 5310 funds or by the

² American Community Survey 2022 Five-Year Estimate Tables

local Western Riverside Measure A Specialized Transit Program. These two fund sources are of particular focus to this Coordinated Plan Update.

Identifying Mobility Needs and Gaps

Chapter 4 – Assessment of Mobility Needs and Gaps details a three-phased outreach effort designed to ensure that a spectrum of voices contributed to the development of this Coordinated Plan 2025 Update, in line with the regulatory direction that the Plan be “locally developed” (Federal Transit Administration Circular 9070.1H).

The three outreach phases included:

- **Phase I Agency Interviews** – identifying needs, during September and October 2024
- **Phase II Countywide E-survey** – identifying needs, during January and February 2025
- **Phase III Virtual Prioritization Workshop** – inviting comments upon and assistance in prioritizing strategies responsive to needs in the spring of 2025.

Figure ES-2: Coordinated Plan 2025 Survey Metrics

RCTC Coordinated Plan Survey				
Project				
VIEWS	PARTICIPANTS	RESPONSES	COMMENTS	SUBSCRIBERS
1,913	792 Ⓢ Details	18,185	1,049	29

During the first two public engagement phases, 31 stakeholder agencies were interviewed, 792 participants responded to the survey and 137

social media responses were received. Results of those contacts are reported in this chapter, with Phase III outreach from the virtual Prioritization Workshop reported in Chapter 6. Additionally, Measure A providers’ site visit findings informed the Chapter 4 mobility needs and gaps reported.

Defining Responsive Goals, Strategies and Prioritized Direction

Chapter 5 – Goals and Strategies presents the heart of this Plan Update’s direction, drawing upon the extensive demographic and outreach findings previously presented; responsive goals and strategies were developed. Chapter 5 presents four goals and seventeen (17) supporting strategies by which to address the Coordinated Plan 2025 Update findings and improve mobility of target group members, including vulnerable residents of Riverside County.

Goal 1: Build Capacity of Specialized and Alternative Transportation

Goal 2: Improve Access to Transit Information and Promote Available Resources

Goal 3: Enhance Transit Growth and Sustainability

Goal 4: Improve Access to Transit and Travel Safety for Vulnerable Populations

Chapter 6 – Prioritized Direction presents an approach to addressing the mobility gaps identified on behalf of the multiple target groups of this Update. Given the number of survey respondents and stakeholders that participated in the process and those attending the Prioritization Workshop, there is a growing awareness of this transportation planning effort and its direction.

On July 9, 2025, RCTC hosted a virtual Prioritization Workshop to share with stakeholders and interested parties’ outreach and survey findings and to present the suggested direction for improving mobility of the Plan’s target groups. Posted on the Coordinated Plan website (www.rctc.org/coordinatedplan) were both English and Spanish language handouts presenting the Plan’s goals and strategies. Twenty-eight (28) individuals from throughout the County took part and participants rated Plan strategies during the workshop. Their responses were coupled with those participating only online, if they could not join the meeting, and the ratings of RCTC team members. Compiled prioritization results and this Plan Update’s recommendations follow.

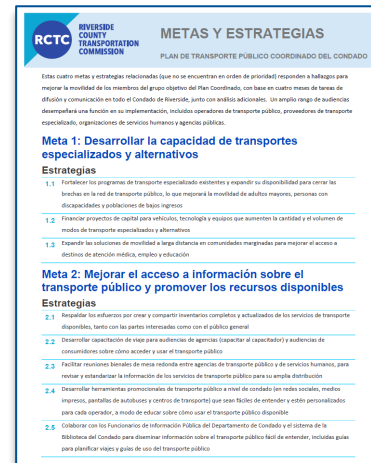


Table ES-2: Prioritized 2025 Goals and Strategies

Goal 1: Build Capacity of Specialized and Alternative Transportation		Ranking
1.1	Strengthen existing specialized transportation programs and expand their availability to address gaps in the transit network, enhancing mobility for older adults, individuals with disabilities and low-income populations.	High
1.2	Fund capital projects for vehicles, technology and equipment that increase the number and volume of specialized and alternative modes of transportation.	High
1.3	Expand long-distance mobility solutions in underserved communities to improve access to medical, employment and education destinations.	Medium
Goal 2: Improve Access to Transit Information and Promote Available Resources		Ranking
2.1	Support efforts to create and share comprehensive, up-to-date inventories of available transportation services with both stakeholders and the general public.	Medium
2.2	Develop travel training for agency audiences (train-the-trainers) and consumer audiences in how to access and use transit.	High
2.3	Facilitate biannual roundtable meetings between public transit and human service agencies to review and standardize transit service information for broad distribution.	Low
2.4	Develop countywide transit promotional tools (social media, print, bus and transit center displays) that are user-friendly, tailored to each operator, to educate on how to use available transit.	High

2.5	Collaborate with County Department Public Information Officers and the County library system to disseminate user-friendly transit info, including how-to-plan trips and how-to-use transit.	Low
2.6	Collaborate with CTSA's in delivering accessible, user-friendly transit information across multiple platforms, including social media, print and phone-based support for all modes of transit.	Medium
Goal 3: Enhance Transit Growth and Sustainability		Ranking
3.1	Improve fixed-route service frequencies and span of services in high-demand corridors, focused on services reduced during COVID-19 that have not been reinstated.	High
3.2	Identify and pursue funding opportunities to support the expansion of transit service coverage and frequency, addressing both immediate needs and long-term growth.	High
3.3	Improve regional trip-making by improving transfers and meaningful connections through examining where long wait times exist for regional trips.	Medium
3.4	Enhance Dial-A-Ride services by improving on-time performance and reducing long travel times.	Medium
3.5	Develop strategies to meet long-distance nonemergency medical transportation needs of older adults and other coordinated plan target groups.	Medium
Goal 4: Improve Physical Access to Transit and Travel Safety for Vulnerable Populations		Ranking
4.1	Support ongoing maintenance of transit infrastructure to enhance safety, security and access to transit services.	High
4.2	Coordinate with local jurisdictions to exchange information on access to transit within 1/3 mile of transit stops, seeking to improve paths of access for pedestrians, individuals with mobility challenges and bicycle users alike.	High
4.3	Improve and enhance bus stops and related infrastructure, including seating, shelter and lighting, by monitoring conditions and pursuing additional funding sources.	High

Chapter 1. Purposes and Approach

Background and Requirement

The Public Transit–Human Services Transportation Coordination Plan for Riverside County, 2025 Update serves to document mobility needs and gaps of seniors, individuals with disabilities, individuals of low income, veterans and tribal members living and traveling within Riverside County (County). Through goals to enhance mobility, strategies and potential projects, the Coordinated Plan provides direction to Riverside County stakeholders that include the Riverside County Transportation Commission, the County’s public transit providers, human service agencies and city and County personnel.

RCTC’s Funding Responsibilities

The Riverside County Transportation Commission (RCTC) was established in 1976 by state legislation to oversee the funding and coordination of all public transportation services within Riverside County. RCTC is the designated Regional Transportation Planning Agency (RTPA) and County Transportation Commission (CTC) for Riverside County. As the designated RTPA and CTC, its responsibilities include setting policies, establishing priorities, providing oversight on transportation funding and coordinating activities among the County’s various transit operators and local jurisdictions.

Federal Transit Administration Section 5310 Program

The goal of the Federal Transit Administration (FTA) Section 5310, Enhanced Mobility of Seniors and Individuals with Disabilities Program is to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding the availability of transportation mobility options. This program supports transportation services planned, designed and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas — large, urbanized area (population of 200,000 or more), small urbanized (population between 50,000-200,000) and rural population (under 50,000), as defined by the U.S. Census Bureau. The FTA Section 5310 Program provides grant funds for capital, mobility management and operating expenses for:

- Public transportation projects planned, designed and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate or unavailable.
- Public transportation projects that exceed the requirements of the Americans with Disabilities Act (ADA).
- Public transportation projects that improve access to fixed-route service and decrease reliance on complementary paratransit.

- Alternatives to public transportation projects that help seniors and individuals with disabilities and with transportation.

For rural and urbanized areas of Riverside County, the California Department of Transportation (Caltrans) is the direct recipient of FTA Section 5310 funds with responsibility for program administration. For each funding cycle, Caltrans administers a statewide competition. As the RTPA, RCTC oversees preliminary scoring the Traditional FTA Section 5310 projects from Riverside County using state-mandated criteria and submits the scores to Caltrans for the statewide competition.

Per FTA Circular 9070.1H, all projects selected for funding ***must be included*** in a locally developed, coordinated public transit–human services transportation plan, and the plan must be developed through a process that includes representatives of public, private and nonprofit transportation, human service providers, and members of the public.

RCTC’s Measure A Specialized Transit Program

RCTC administers Measure A funds, Riverside County’s first voter-approved half-cent sales tax for transportation improvements, which first passed in 1988. In 2002, Measure A was extended by Riverside County voters and will continue to fund transportation improvements through 2039.

A portion of the tax generated in Western Riverside County supports specialized transportation services directed to three target groups: seniors, individuals with disabilities and/or low-income individuals. This specialized transportation funding is available only in the Western part of Riverside County, between the Orange County border to the west, the San Bernardino County border to the north, Cabazon/Banning to the east and the San Diego County border to the south. Measure A fund allocations for specialized transit in the Coachella Valley are provided to SunLine Transit Agency. In the Palo Verde Valley, there is no Measure A funding given to public transit providers.

Measure A specialized transit funding supports directly operated services that expand or extend existing transit or fill mobility gaps that would otherwise exist without these services. RCTC awards and allocates Measure A funding under its Western County Specialized Transit Program. RCTC invites proposals for project funding every two or three years through a competitive process.

The Measure A Specialized Transit Program requires that projects are consistent with the Coordinated Plan 2025 Update.

Coordinated Plan Authorization

The Coordinated Plan concept was first required by federal statute by 2005’s Public Law 109-059 Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). In 2012, the Coordinated Plan requirement was reaffirmed in authorizing legislation Public Law 112-141, Moving Ahead for Progress in the 21st Century (MAP-21). Within the federal context,

its direction narrowed from three funding programs authorized in SAFETEA-LU to just a single program under MAP-21, FTA Section 5310, Enhanced Mobility of Seniors and Individuals with Disabilities.

In January 2016, Congress authorized new transportation legislation with Public Law 114-94 Fixing America's Surface Transportation Act (FAST Act) with five-year provisions through 2020. FAST Act guidance continues requirements for coordination and long-range planning, with public transit providers and planning agencies continuing to implement the guidance provided under MAP-21.

In November 2024, federal funding for transportation is now apportioned by a federal transportation authorization, currently the Bipartisan Infrastructure Law, enacted as the Infrastructure Investment and Jobs Act (IIJA).

Coordinated Plan Requirements

The FTA Circular 9070.1H describes the Coordinated Plan process, identifying four required elements:

1. An assessment of available public, private and nonprofit transportation providers.
2. An assessment of transportation needs of individuals with disabilities and seniors.
3. Strategies, activities and/or projects to address identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery.
4. Priorities for implementation based on resources, time and feasibility for implementation.

The regulation also requires that a Coordinated Plan be developed and approved through a process that includes participation by seniors; individuals with disabilities; representatives of public, private and nonprofit transportation and human services providers; and other members of the public (e.g., veterans, individuals of low income, etc.). FTA maintains flexibility in how projects appear in a Coordinated Plan. Accordingly, projects may be identified as strategies, activities and/or specific projects addressing an identified service gap or a transportation coordination objective articulated and prioritized within the plan. Also required, to the maximum extent feasible, funded services are to be coordinated with transportation services and assisted by other federal departments and agencies.

The Coordinated Plan and RCTC

The Coordinated Plan's Value to RCTC

The Coordinated Plan 2025 Update, while prepared in compliance with federal rules, works to enhance the mobility of individuals with disabilities, seniors and low-income individuals.

The Coordinated Plan also supports the following objectives:

- **Enhancing mobility for individuals** with disabilities, seniors, individuals of low income, those who served in the military, who are tribal members or have limited-English speaking proficiency.
- **Supporting the effective administration** of RCTC's Western County Measure A Specialized Transit Program.
- **Supporting agencies in developing projects and securing grant awards** from the FTA Section 5310 Program.
- **Supporting agencies in developing projects and securing grant awards** from RCTC's Measure A Specialized Transit Program.
- **Expanding vehicle and operating funding** to Western County Specialized Transit Program participants.
- **Developing better coordinated transportation** between public transit and human service organizations, providing more trips for more people.
- **Supporting new and continued partnerships** to better coordinate and leverage resources and funding.
- **Supporting more stakeholder agencies** in seeking funding by which to address mobility needs; and
- **Monitoring the mobility landscape** in relation to services to the Coordinated Plan populations.

Since the 2021 Coordinated Plan Update process, RCTC has worked to implement its four Coordinated Plan Goals. Table 1, on the following page presents a summary of Coordinated Plan-related improvements made by RCTC's rail, transit and vanpool programs since 2021.

Table 1: Overview of RCTC Rail, Transit and Vanpool Programs Coordinated Plan-Related Improvements Since 2021 Coordinated Plan

2021 Coordinated Plan Goals	Transit Program Improvements
Goal 1 – Build a more responsive, sustainable public transportation network	<ul style="list-style-type: none"> - Completed Zero-Emission Bus Rollout Plans in 2023 on behalf of the five smaller transit operators in the County. - Constructed an expanded Metrolink layover facility at the Riverside Downtown Station. - Completed a second platform and added over 3 miles of double tracking at the Moreno Valley-March Field Metrolink Station. - Project development on the Perris South Station and Layover Project, Perris Valley Line Double Track Project (6 miles) and the Mead Valley Station/Mobility Hub. - Consolidated the Western County and Coachella Valley Vanpool programs into the countywide VanClub program. - Upgraded passenger amenities and ADA accessibility at various stations. - Completed the Tier I environmental review for Coachella Valley – San Geronio Pass Rail Corridor Service Project. - Engagement on state and federal legislative efforts, such as the Transit Transformation Task Force and California Transit Association’s Zero-Emission Bus Task Force.
Goal 2 – Strengthen specialized transportation options	<ul style="list-style-type: none"> - Collaborated with Caltrans to review and evaluate FTA Section 5310 awards in 2022 and 2024. - Advocated for process improvements for the FTA Section 5310 Program on behalf of various recipients in Riverside County that experienced delays in contract agreements, vehicle procurements and invoicing. - Awarded approximately \$9 million in Measure A Specialized Transit Funds to 16 operators and launched a new pilot program in Menifee in 2021. - Awarded approximately \$11 million in Measure A Specialized Transit Funds to 17 operators in 2025.
Goal 3 – Equitably distribute transportation resources	<ul style="list-style-type: none"> - Assessed and revised the Commission’s transit policies. Adopted the Traffic Relief Plan update for potential future local measure.

	<ul style="list-style-type: none"> - Distributed approximately \$195 million in COVID-19 relief funds to transit operators. - Increased VanClub subsidy from \$400 to \$600 per month for eligible vanpools. - Annually, approximately \$300 million is distributed for transit operations and capital projects. - Allocated and awarded approximately \$287 million in Senate Bill 125 funds to transportation-related projects that will benefit transit riders.
Goal 4 – Grow public transportation awareness	<ul style="list-style-type: none"> - Conducted Countywide public outreach for the Traffic Relief Plan. - Collaborated and partnered with neighboring County Transportation Commissions to provide SoCal511, a regional 511 traveler information service. - Hired a new Community Engagement Manager to enhance RCTC’s presence at local community events and meetings. - Expanded the IE Commuter rideshare program to eastern Riverside County, providing rideshare and transit information services, as well as incentives, to residents and employers in the area. - Launched the “Experience Metrolink” program for Inland Empire residents. - Sought funding and planned for a regional volunteer-based Transit Trainer program, transitioning experienced riders into transit trainers who can support their coworkers unfamiliar with transit to take their first trip or two until they can ride independently. - Continued to expand and develop the Riverside County Transportation Network.

Coordinated Plan’s Organization and Process

RCTC prepared this Coordinated Plan 2025 Update with assistance provided by AMMA Transit Planning, in compliance with federal requirements and applicable public participation and stakeholder consultation provisions. Various activities, detailed in this section, were conducted Countywide to follow the federal requirement that the Coordinated Plan be developed through local processes.

The Coordinated Plan 2025 Update is organized as follows:

Chapter 2 – Existing Demographics

This chapter describes the demographic and socioeconomic characteristics for the Countywide population as a whole and the target populations of this plan: seniors, people with disabilities, low-income populations and veterans. Chapter 2 also presents equity-focused communities — block groups where significant numbers of non-white and individuals of low income live.

This demographic analysis was conducted using the American Community Survey (ACS) 2022 Five-Year Estimates and the 2020 U.S. Decennial Census, the most current population data available at the time.

Chapter 3 – Assessment of Available Transportation

This chapter describes the transportation network in Riverside County, from rail and regional fixed-route and ADA-complementary paratransit Access Services to municipal transit operators and vanpool programs. Information about human services, transportation, Measure A Specialized Transit and Section 5310 recipients is also presented.

The inventory was developed by updating the 2021 Coordinated Plan Inventory, through conversations with public and municipal transit operators and through information gathered during agency interviews and the Countywide e-survey processes.

Chapter 4 – Assessment of Mobility Needs and Gaps

This chapter presents the Coordinated Plan’s outreach to target populations and the agencies that serve them and the public. It also includes representative community members’ assessment of their mobility needs and gaps. This chapter presents findings from two phases of virtual outreach activities:

- **Phase I Agency Interviews** – Identifying needs through interviews with more than 31 agencies during September and October 2024.
- **Phase II Countywide E-Survey** – Identifying needs through an online survey during January 2025.
 - The e-survey was promoted via email blasts to a stakeholder network of more than 466 contacts; RCTC’s social media, website and blog; and County transit operators’ social media and email lists.
 - Marketing materials in both English and Spanish were distributed to stakeholders to aid in e-survey promotion.

Chapter 5 – Goals and Strategies

Chapter 5 presents the organizing framework for the Coordinated Plan 2025 Update: four goals, 17 strategies and potential projects by which to address these goals. The goals and their

supporting strategies are designed to address the findings developed through the demographics analysis, the transportation inventory and the two-phased public engagement process.

Chapter 6 – Implementation Approach

Chapter 6 reports on the prioritization of the Coordinated Plan Strategies for implementation and provides guidance on implementing this Coordinated Plan 2025 Update for Riverside County.

Consistent with federal regulations, a community process informed the Coordinated Plan strategies and implementation priorities, which were further refined by near- and long-term implementation, funding levels and complexity of implementation.

The community process for prioritizing strategies consisted of:

Phase III Stakeholder Interviews and Meetings – These efforts invited feedback and assistance in prioritizing strategies that address identified needs from the Fall 2024. Target population groups and agency stakeholders were invited to visit the project website to learn about project findings, place transportation needs and gaps through an interactive mapping tool and rate the strategies' priority and provide written comments.

The Interviews and Stakeholder meetings were promoted via email blasts to a stakeholder network of more than 31 contacts; 792 e-survey respondents; RCTC's social media, website and blog; and County transit operators' social media and email lists.

Marketing materials in both English and Spanish were distributed to stakeholders to aid in promotion. Spanish interpretation was provided during the workshop, and all open house and workshop materials were provided in English and Spanish.

Chapter 2. Existing Demographics

This chapter describes key demographic and socioeconomic characteristics for the Countywide population as a whole and the target populations for this plan: seniors, people with disabilities, low-income populations and veterans. Individuals with limited-English proficiency (LEP) and selected commute characteristics are also described.

This chapter is divided into two main sections: Countywide Demographics and Regional-level Demographics. The latter will include information about the target populations for each of the three regions in the County:

- Western Riverside County
- Coachella Valley
- Palo Verde Valley

Countywide Demographics

This section focuses on County-level demographics and the changes that occurred since the previous 2021-2025 Coordinated Plan.

This section includes:

- Overview of the Target Populations
- Historic and Projected Population Change
- Seniors
- Individuals with Disabilities
- Low-Income Populations
- Veterans
- Limited-English Proficiency
- Commute Characteristics

Methodology

During the development of the 2021-2025 Coordinated Plan, data primarily came from American Community Survey (ACS) one-year estimates for years 2014 and 2018, to show demographic and socioeconomic changes at the County level (unless otherwise noted). At the time of this writing, the most recent reliable data available comes from the ACS 2022 Five-Year Estimates and the 2020 Decennial Census.

Where poverty is discussed, living in poverty in Riverside County is defined as having a household income below 150% of the Federal Poverty Thresholds. This is described in federal guidelines constructed for Coordinated Plans. It also recognized that California has a generally higher cost of living than the national average. Federal Poverty Level thresholds are defined by the Census by the number and age of people living in a household.

Disability status is self-reported to the ACS and based on six disability-related questions. Disability status is determined by the ACS for civilian noninstitutionalized population, so individuals in prisons, skilled nursing facilities or long-term hospitals are not included in these counts.

Overview of the Target Populations

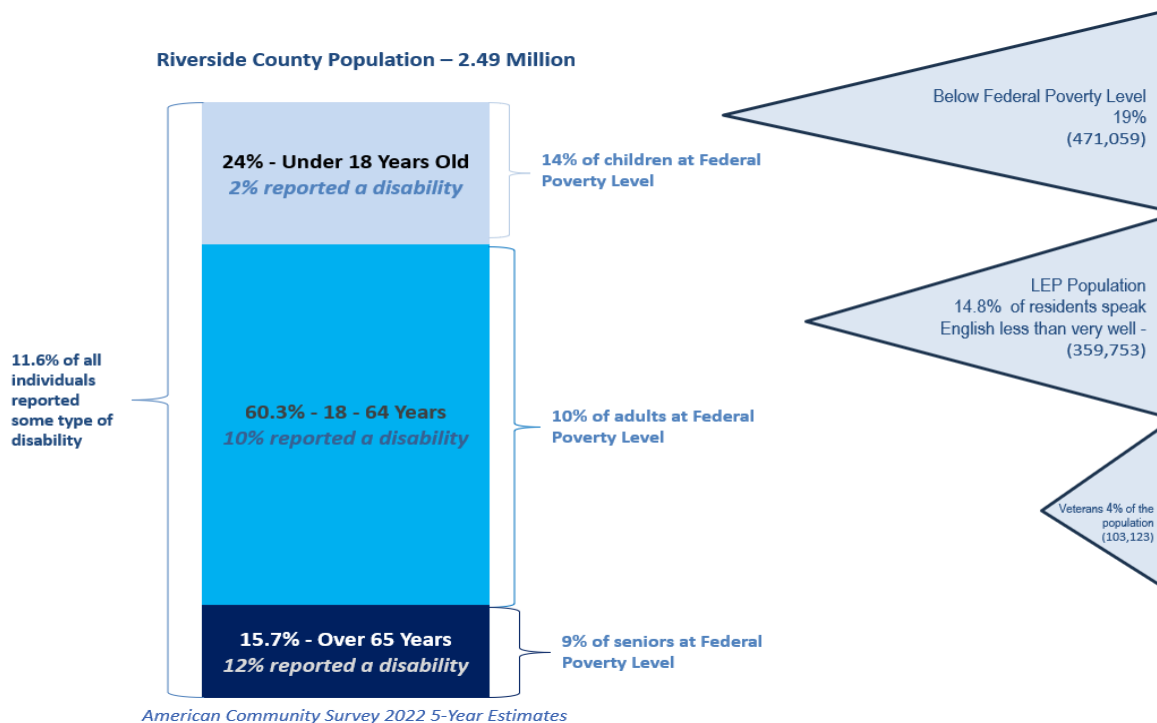
Figure 1 provides a graphical overview of the target populations within Riverside County. The graph shows that youth under the age of 18 are more likely to be living in poverty than adults ages 18 to 64 and adults over 65. It also shows that seniors are much more likely to have a disability than adults and youth.

Among Riverside County's Residents:³

- ↑ 15.7 % are 65 or older (up 1.3%, 2021)
- ↑ 11.6% have a disability (up 0.4%, 2021)
- ↓ 19% are living 150% below the federal poverty level (down 2.9%, 2021)
- ↓ 4% are veterans (down 2.2%, 2021)
- ↓ 14.8% have limited-English proficiency (down 0.9%, 2021)

The population of Riverside County has not drastically increased since the last Update in 2021. However, certain age groups within the County population have seen notable increases, such as those over the age of 65 and those reporting a disability, two key groups within the Plan's Target Populations.

Figure 1: Target Populations Overview

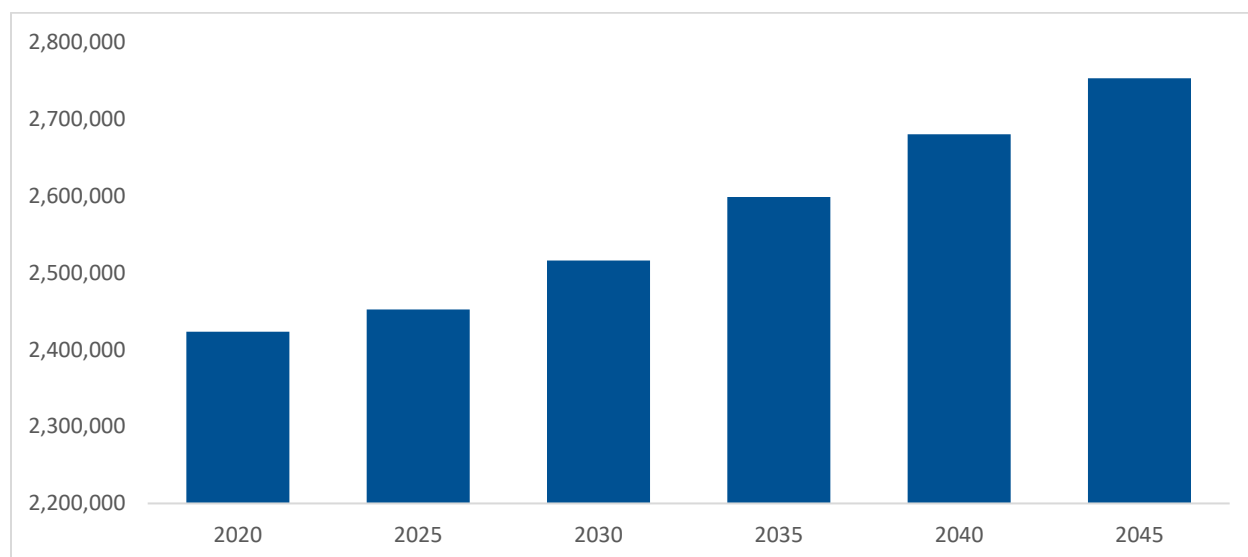


³ American Community Survey 2022 Five-Year Estimate Tables

Population Change

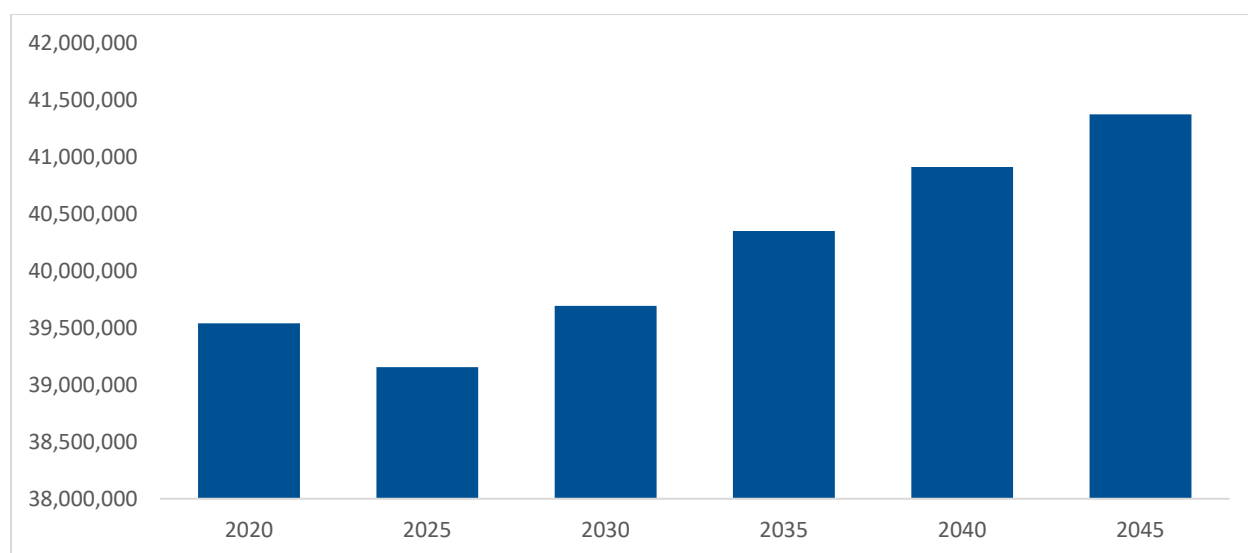
The California Department of Finance predicts Riverside County to grow by 12.7% over the next 20 years, averaging 0.6% per year.⁴ Figure 2 and Figure 3 depict these trends.

Figure 2: Riverside County's Predicted Population Growth Through 2045



By contrast, the State of California will grow by 6.1% over the next 20 years, averaging 0.3% per year⁵ and half the rate of growth predicted for Riverside County. However, it is interesting to note that the State's population saw a dip in growth during the pandemic. With that said, Riverside County will grow roughly twice as fast as the State of California through 2045.

Figure 3: California Population Growth Through 2045



⁴ California's Department of Finance, Forecasting [| Department of Finance](#)

⁵ Ibid.

Demographics

Table 2 shows the projected population growth of Riverside County by Age Group over the next 20 years. The Under 18 Years Old demographic will decrease as a percentage of the population and the Over 65+ Group will increase as a percentage of the population.⁶ By 2045, nearly a quarter of the population will be over the age of 65.

Table 2: Riverside County's Population Growth Projections by Age Group

Age Group	2024	2030	2035	2040	2045	% Change from 2024 - 2025
Under 18 Years Old	26%	23%	21%	20%	19%	-6%
18 - 64 Years Old	58%	59%	59%	59%	59%	0%
65 and Older	16%	19%	20%	21%	22%	6%

Seniors

Currently, 16% of Riverside County's population is over 65 and growing (as seen in Table 2). In addition to a growing demographic, Table 3 shows 25% of those between the ages of 65 to 74 report a disability, and that percentage increases to almost 50% for those over the age of 75.⁷

Table 3: Riverside County's Population by Age Reporting a Disability

	Total Population	Living w/Disability	Percentage Living w/Disability
Total civilian noninstitutionalized population	2,407,200	279,746	11.6%
Under 5 years	146,342	1,194	0.8%
5 to 17 years	450,805	22,378	5.0%
18 to 34 years	565,002	35,259	6.2%
35 to 64 years	889,950	96,003	10.8%
18 to 64 years	1,454,952	131,262	17.0%
65 to 74 years	204,380	50,721	24.8%
75 years and over	150,721	74,191	49.2%

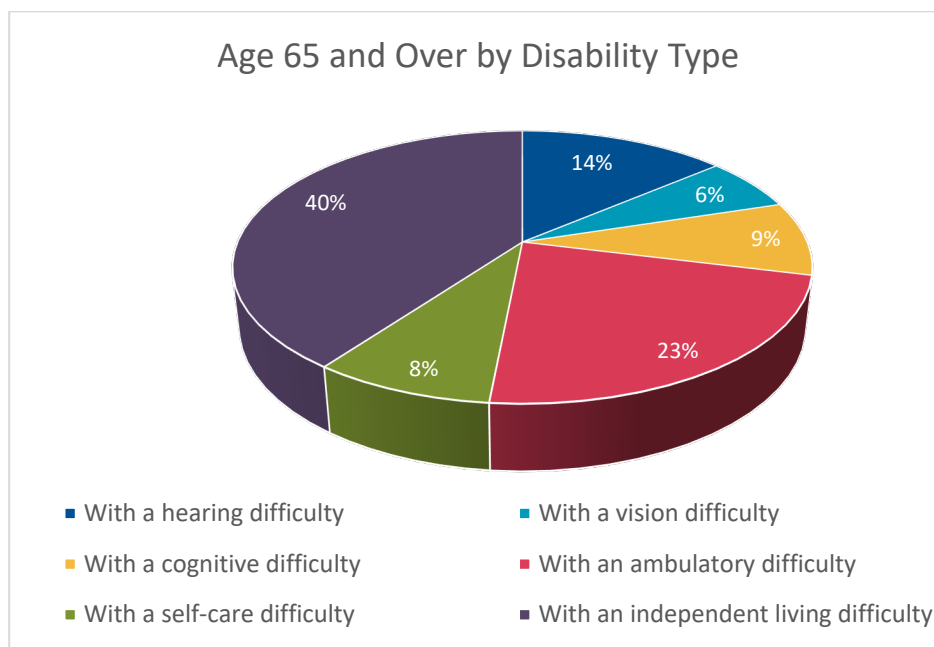
Figure 4 details the type of disability reported of those over the age of 65 who report a disability. Independent Living Disability refers to those who report a disability but still live an independent

⁶ American Community Survey 2022 Five-Year Estimate Tables

⁷ American Community Survey 2022 Five-Year Estimates

life on their own, which accounts for 40%. Of those over 65, 23% reported having an ambulatory difficulty, which refers to the ability to climb up and down stairs.⁸

Figure 4: Age 65 and Over by Disability Type



And lastly, Table 4 displays how those over 60 years of age travel to work. Those over 65 are more likely to take public transit than to drive alone or carpool. This is important for how public transit is marketed and understood by those who are absorbing the information.

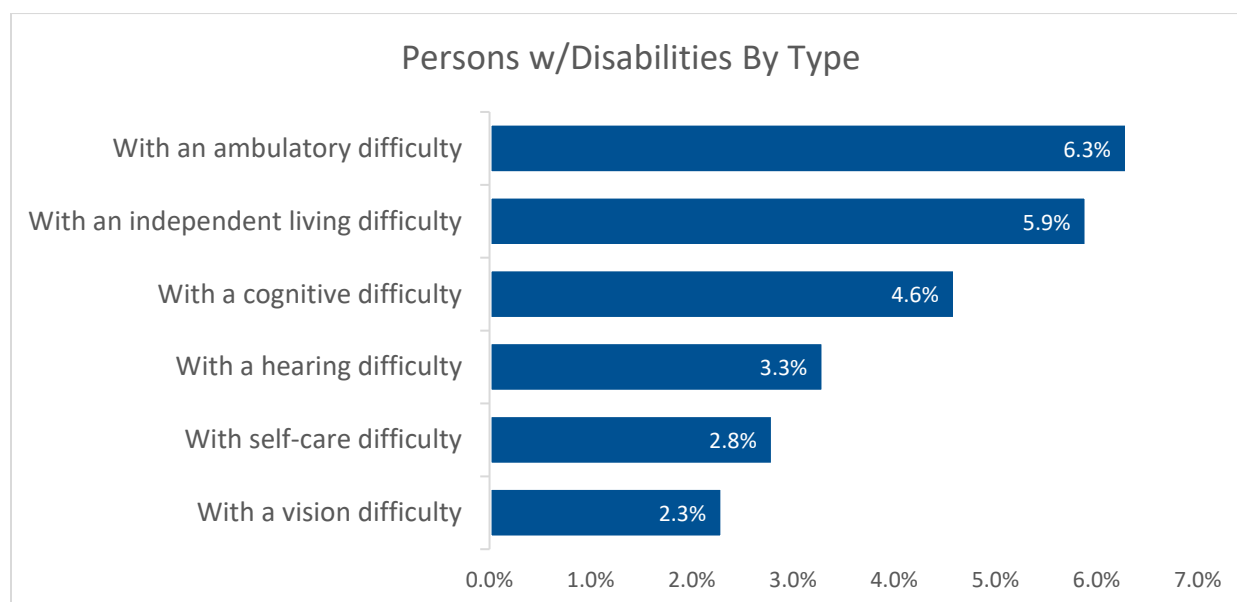
Table 4: Riverside County Age Group by Commute Mode

Age Group	Drive Alone	Carpool	Public Transit
16 to 19	3.0%	5.1%	4.6%
20 to 24	10.0%	13.2%	14.7%
25 to 45	46.7%	45.2%	42.7%
45 to 54	20.9%	20.1%	16.7%
55 to 59	8.9%	8.0%	9.0%
60 + yrs	10.6%	8.4%	12.3%

People with Disabilities

Figure 5 details Individuals with Disabilities by type. Ambulatory Difficulty is among the highest reported types of disability. Ambulatory refers to difficulty walking or climbing stairs, which is important to understand when it comes to service planning and fleet needs for transit operators.

⁸ American Community Survey 2022 Five-Year Estimates

Figure 5: Riverside County Residents Reported Disability by Type

Low-Income Populations

Low-income individuals affect all age groups in Riverside County. However, as mentioned in the Executive Summary, poverty rates across the United States, as well as in Riverside County, have seen a significant decrease since the last Coordinated Plan Update. With that said, Table 5 demonstrates that poverty is experienced by all age groups, with those most affected under the age of 18.⁹

Table 5: Riverside County Residents Living Below the Federal Poverty Level

	Total	Percent below poverty level ACS 2022	Percent below poverty level ACS 2018	% Change
Under 5 years	143,567	14.8%	21.1%	-43%
5 to 17 years	445,091	14.8%	19.6%	-32%
18 to 34 years	556,809	11.3%	15.1%	-34%
35 to 64 years	892,114	9.6%	12.4%	-29%
60 years and over	489,344	10.6%	10.8%	-2%
65 years and over	355,101	10.3%	10.4%	-1%

Veterans

Riverside County veterans are present throughout a variety of age groups but tend to dominate those over 75 years of age, as seen by Figure 6.¹⁰

⁹ American Community Survey 2022 Five-Year Estimates, American Community Survey 2018 Five-Year Estimates

¹⁰ American Community Survey 2022 Five-Year Estimates, Veteran Tables

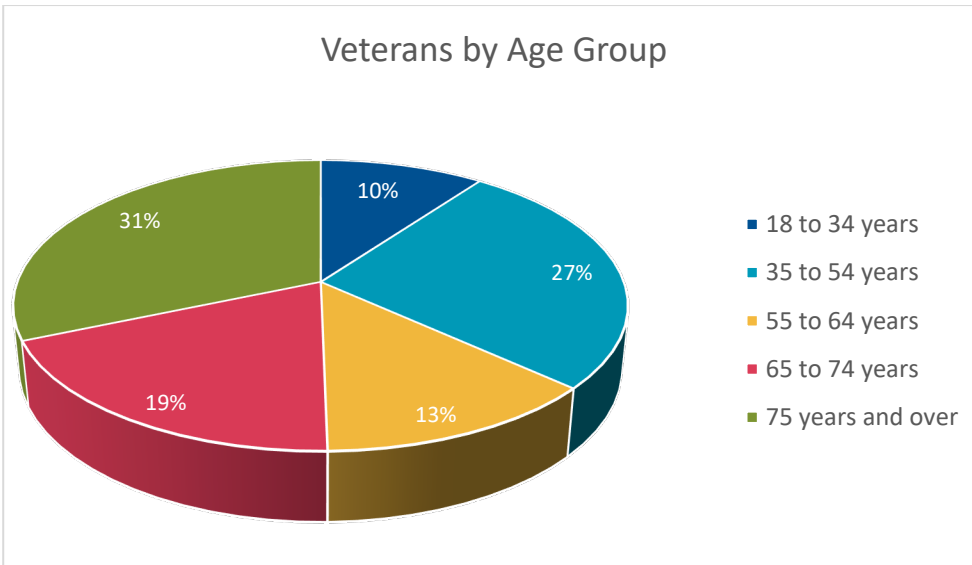
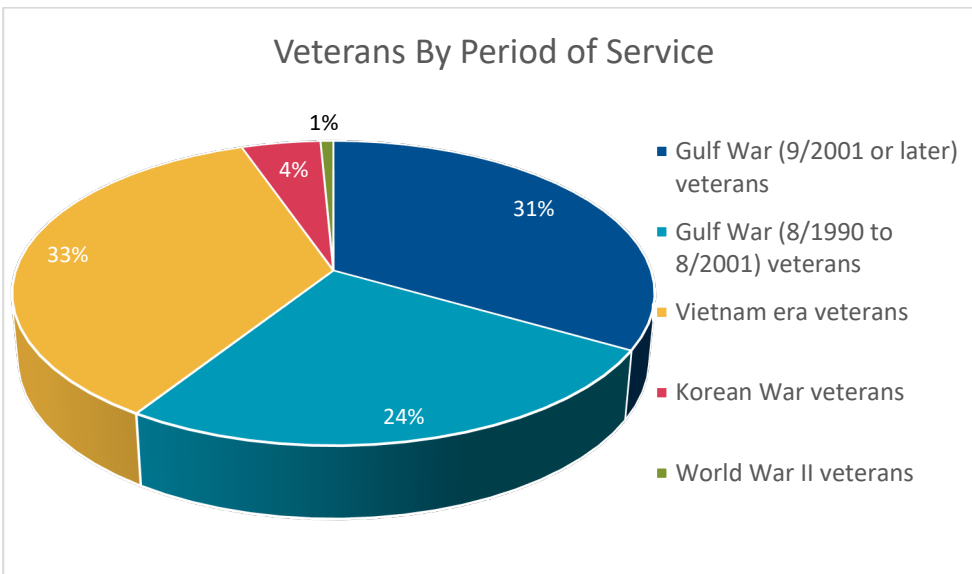
Figure 6: Riverside County Veterans by Age Group

Figure 7 looks at veterans by the period of service in which they served. This information may be important for marketing and the promotion of services, as well as understanding the number of individuals who will need help in the future as they age.¹¹

Figure 7: Veterans by Period of Service

Limited-English Proficiency

Table 6 describes the percentage of Riverside County residents who speak a language other than English. More than 40% of the population speaks a language other than English.

¹¹ Ibid.

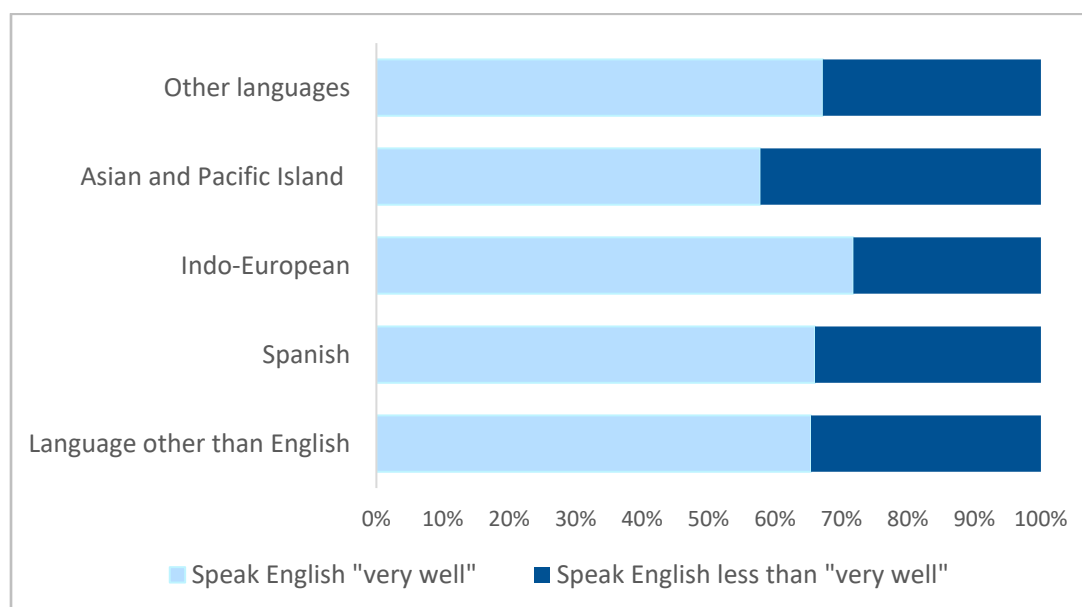
Figure 8 describes those other languages spoken, as well as those who do not speak English very well.

Figure 8 also shows the range of languages spoken in the County, which again is important with regards to outreach and engagement.¹²

Table 6: Riverside County Residents' Spoken Languages

Population 5 years and over	2,283,131	
Speak only English	1,335,069	58%
Speak a language other than English	948,062	42%

Figure 8: Riverside County Residents' Limited-English Proficiency



Commute Characteristics

The aforementioned data focused primarily on targeted demographic populations, identified throughout the Coordinated Plan process. However, the following information will focus more on commuting behavior and transportation modes.

Figure 9 details commuting by transportation and travel behavior. Many workers drive to work alone (74%), with roughly 12% carpooling. Less than 1% take public transit.

¹² American Community Survey 2022 Five-Year Estimates, Limited-English Proficiency Tables

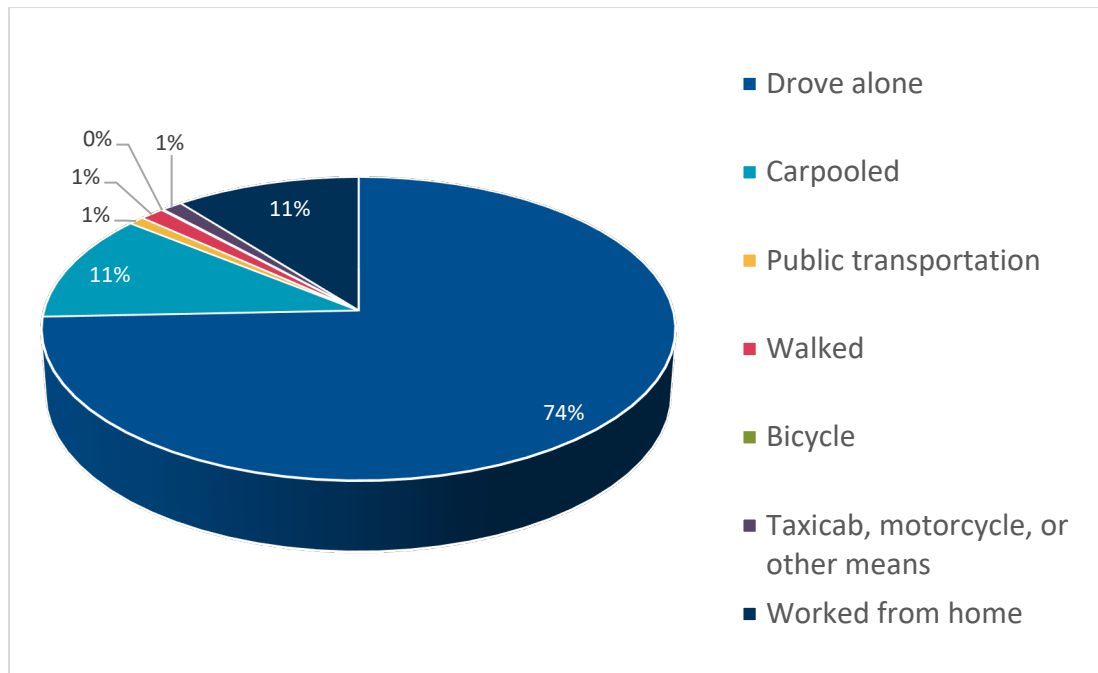
Figure 9: Riverside County Residents' Means of Transportation to Work

Figure 10 describes the direction in which Riverside County residents travel. Seventy-eight percent (78%) of commuters stay within Riverside County, while 21.6% travel outside the County to get to work.

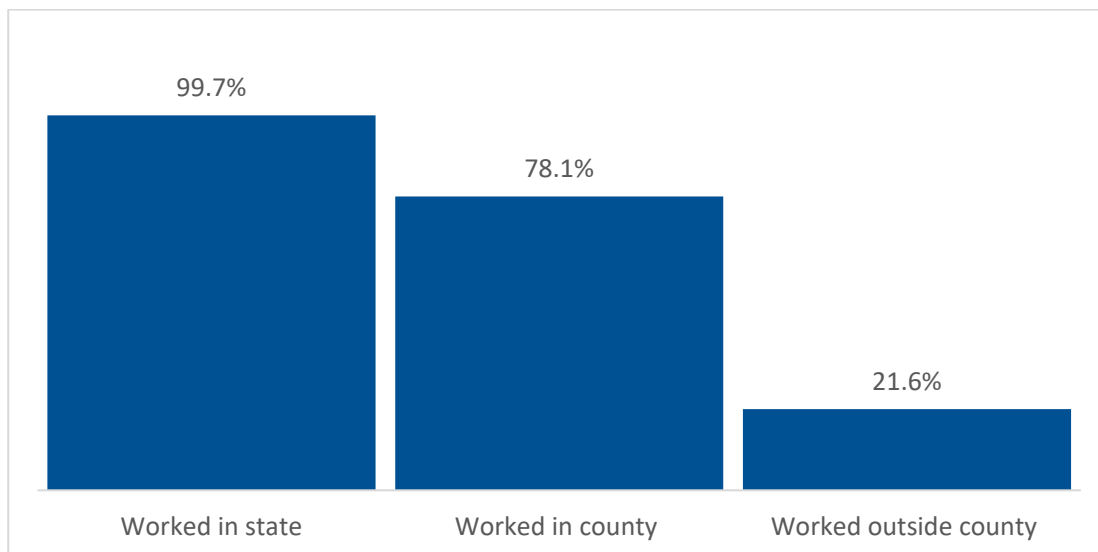
Figure 10: How Riverside County Residents Travel

Table 7 describes the time of day in which Riverside County residents commute to work. Nearly a quarter of residents who work travel between 9 a.m. – 12 p.m., with the second largest group traveling between 7 a.m. – 7:30 a.m. This trip demand information is important for operators for determining scheduling and frequency of service.

Table 7: Riverside County Time of Departure Commute Data

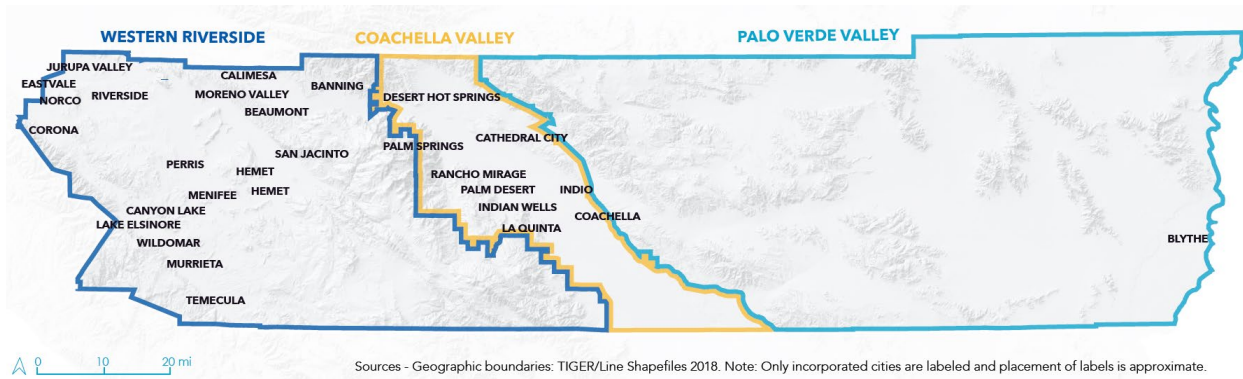
Time of Departure to Go To Work	
12:00 a.m. to 4:59 a.m.	12.0%
5:00 a.m. to 5:29 a.m.	6.7%
5:30 a.m. to 5:59 a.m.	5.8%
6:00 a.m. to 6:29 a.m.	9.8%
6:30 a.m. to 6:59 a.m.	8.1%
7:00 a.m. to 7:29 a.m.	13.0%
7:30 a.m. to 7:59 a.m.	7.6%
8:00 a.m. to 8:29 a.m.	9.5%
8:30 a.m. to 8:59 a.m.	3.6%
9:00 a.m. to 11:59 p.m.	23.8%

Regional-Level Demographics

Methodology

Riverside County consists of three regions: Western Riverside County, Coachella Valley and Palo Verde Valley. These regions are shown in Figure 11. The boundaries are defined through Western Riverside Measure I and the Coachella Valley Association of Governments' (CVAG) jurisdictional boundaries. The actual eastern boundary of the Coachella Valley region runs along the mountain ridgeline directly east of the boundary shown on the map.

The demographic data for each region and the regional-level maps use U.S. Census block groups and tracts to show where populations are concentrated among communities. The block groups and tracts that make up the Palo Verde Valley region extend farther west than the eastern border of the Coachella Valley region. However, this does not affect the analysis since there are no populated areas in the overlapping areas. Therefore, the maps for the Coachella Valley and Palo Verde Valley regions show the boundaries based on the block groups and tracts. Demographic data for the target populations are available through the U.S. 2020 Decennial Census and the ACS 2022 Five-Year Estimates.

Figure 11: Riverside County Regional Map

Regional Analysis of the Target Populations

Western Riverside County

The Western Riverside region is bound by Orange County to the west and the Coachella Valley region to the east and outlined in dark blue in the map in Figure 11. The most populous cities within the western region are:

- Riverside (316,076)
- Moreno Valley (209,578)
- Corona (158,346)
- Temecula (110,114)
- Murrieta (111,899)
- Jurupa Valley (105,672)

Coachella Valley

The Coachella Valley region is bounded by the San Jacinto Mountains to the west and the Little San Bernardino Mountains and Joshua Tree State Park to the east, which is outlined in yellow in the map in Figure 11. The most populous cities within the Coachella Valley region are:

- Indio (89,616)
- Cathedral City (51,964)
- Palm Desert (51,290)
- Palm Springs (44,935)
- Coachella (42,279)
- La Quinta (37,933)

Palo Verde Valley

The Palo Verde Valley region (outlined in light blue in the map in Figure 11) is the largest land mass region and is bordered to the west by the Little San Bernardino Mountains and to the east by the border with Arizona. Much of the region is covered by the Joshua Tree State Park and the Sonoran Desert. There are four communities in the region, all within the Palo Verde Valley:

- Blythe (17,949)
- Mesa Verde (926)
- Ripley (614)
- Desert Center (191)

Maps of these specific regions can be found in Appendix A.

Regional Analysis of the Target Populations

Table 8 shows demographic statistics for the three regions. Key findings about the distribution of the population and the target populations within each region are summarized.

Table 8: Overview of Riverside County Demographics by Region

	Western County	Coachella Valley	Palo Verde Valley	Total
TOTAL POPULATION	1,972,502	435,044	21,941	2,429,487
% of Total County	81%	18%	1%	
Square Miles	2,409	793	3,996	7,199
% of Total County	33%	11%	56%	
Pop/Square Mile	819	549	5	
Pop/Acre	1.28	0.86	0.01	
TARGET POPULATIONS				
Seniors, Age 65+	257,817	94,917	2,367	355,101
% of Region Population	13%	22%	11%	
Disability	126,965	21,669	1,015	149,649
% of Region Population	6%	5%	5%	
150% Poverty Level	360,562	104,135	5,362	470,059
% of Region Population	18%	24%	24%	
Veterans	90,349	20,404	783	111,536
% of Region Population	5%	5%	4%	
Limited-English Proficiency	145,681	24,257	5,626	175,564
% of Region Population	7%	6%	26%	

Source: 2022 ACS Survey 5-Year Estimates

Western Riverside County

- The Western Riverside County region has the highest population density, with 81% of the resident population, but only 33% of the land mass. There are 819 people per square mile and 1.28 per acre.
- 13% (257,817) of the region's population are seniors, 6% (126,965) are people with disabilities and 5% (90,349) are veterans.

- 18% (360,562) of the region's residents are living in poverty and 7% (145,681) have limited-English proficiency.

Coachella Valley

- The Coachella Valley region is the second most populous, with 18% of the Countywide population and 11% of the land mass. The population density is 549 people per square mile and 0.86 per acre.
- 22% (94,917) of the region's population are seniors, which is higher than the Countywide average of 16%.
- 5% (21,669) are people with disabilities and 5% (20,404) are veterans.
- 24% (104,135) of the region's residents are living in poverty and 6% (24,257) have limited-English proficiency.

Palo Verde Valley

- The Palo Verde Valley region has the lowest population density, with most of the region covered by uninhabited areas. The region accounts for 56% of the land mass but only 1% of the Countywide population.
- 11% (2,367) of the region's population are seniors, 5% (1,015) are people with disabilities and 4% (783) are veterans.
- 24% (5,362) of the region's residents are living in poverty and 26% (5,626) have limited-English proficiency.

Equity-Focused Communities

This Coordinated Plan benefits from consideration of the intersection of demographic characteristics in identifying communities or neighborhoods of significant mobility needs. This section explores the characteristics of zero-vehicle households, poverty and minority communities that reflect a greater likelihood of barriers to mobility.

Three equity maps (Figure 12, Figure 13 and Figure 14) show areas within each region where there are high proportions of non-white residents and high proportions of households that are living in poverty, overlaid with the fixed-route transit systems.

Reflecting the two variables of non-white residents and household income, the purple areas show U.S. Census block groups where 40% of the residents are non-white (minority). The yellow areas show block groups where 40% of households are living in poverty at 150% of the Federal Poverty Level thresholds. The pink shaded areas show block groups where both preceding factors are true.

Figure 12: Equity-Focused Communities in Western Riverside County

COORDINATED PUBLIC TRANSIT - HUMAN SERVICES TRANSPORTATION PLAN FOR RIVERSIDE COUNTY, 2025-2029

Riverside County - Western Riverside Region

Equity Focused Communities

By Census Block Group

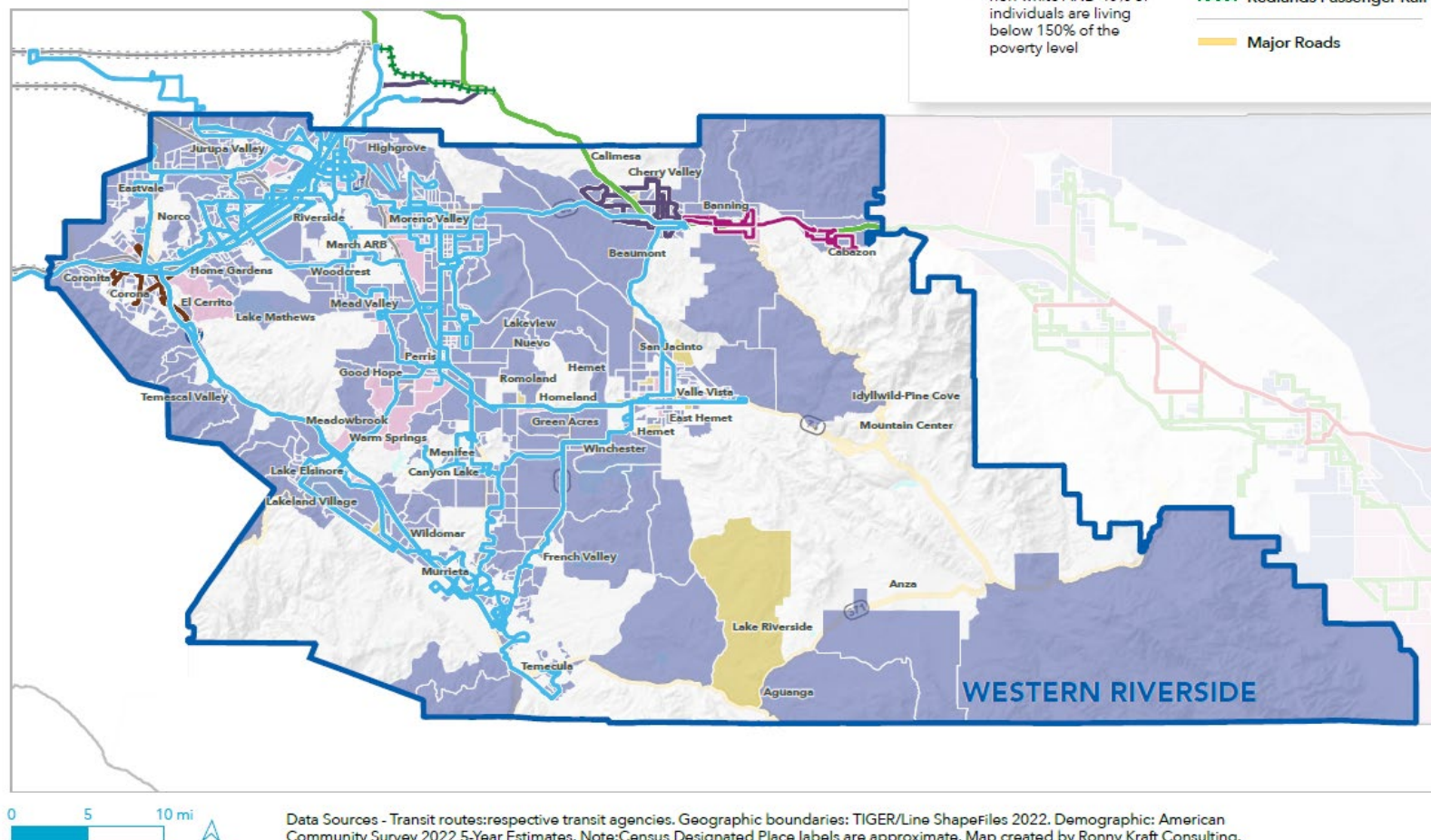


Figure 13: Equity-Focused Communities in the Coachella Valley

COORDINATED PUBLIC TRANSIT - HUMAN SERVICES TRANSPORTATION PLAN FOR RIVERSIDE COUNTY, 2025-2029

Riverside County - Coachella Valley Region

Equity Focused Communities

By Census Block Group

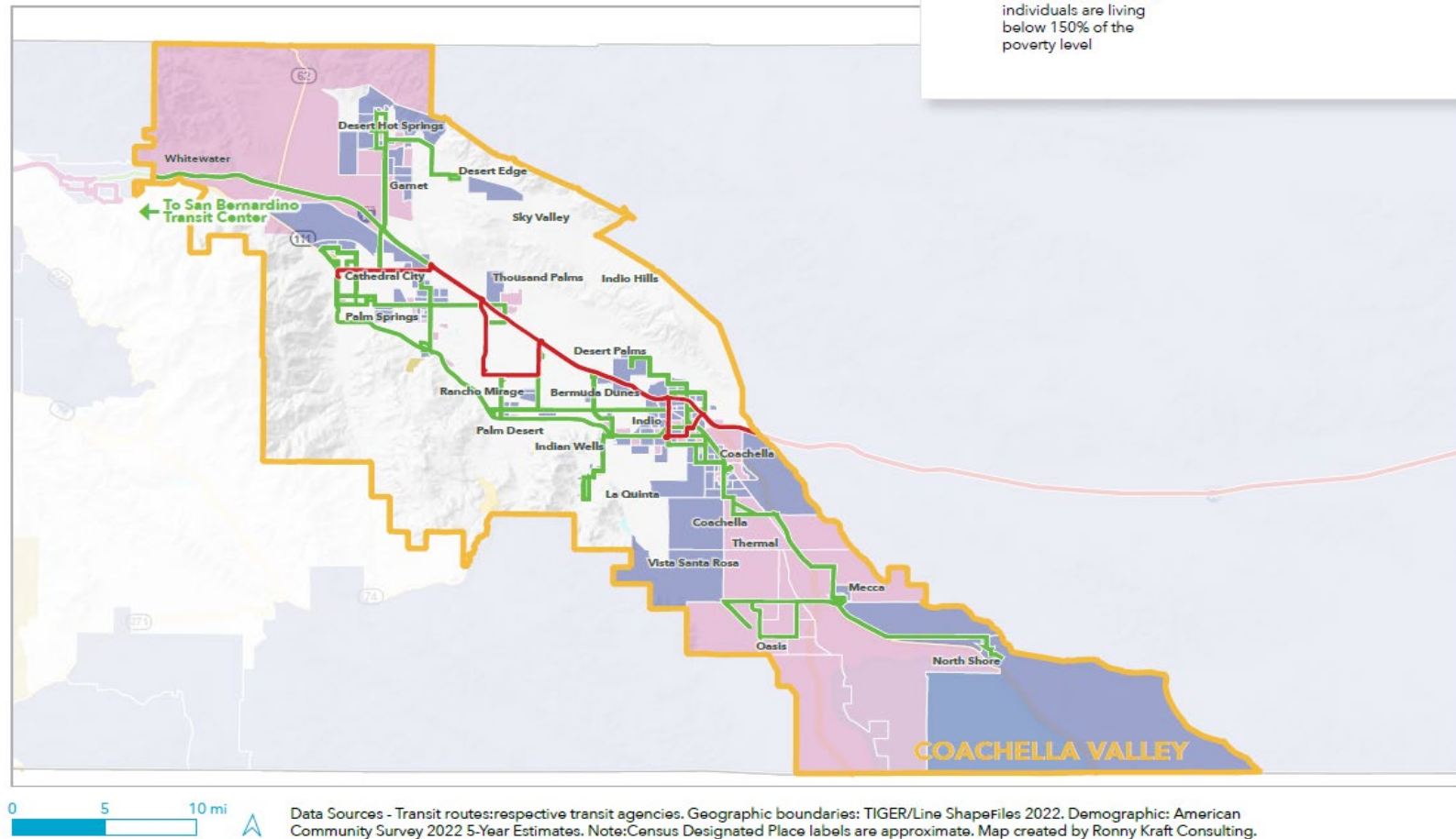


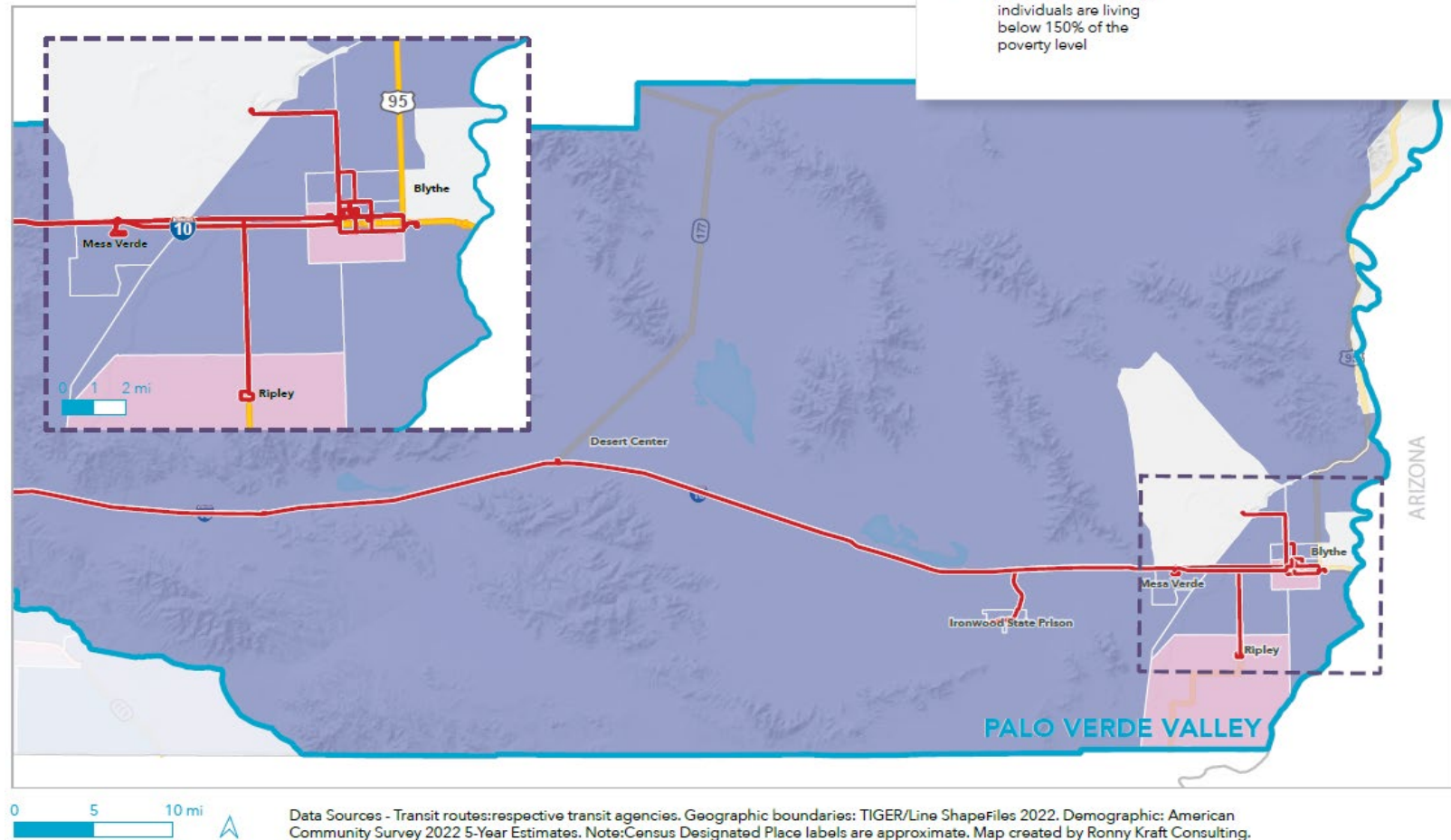
Figure 14: Equity-Focused Communities in the Palo Verde Valley

COORDINATED PUBLIC TRANSIT - HUMAN SERVICES TRANSPORTATION PLAN FOR RIVERSIDE COUNTY, 2025-2029

Riverside County - Palo Verde Valley Region

Equity Focused Communities

By Census Block Group



Chapter 3. Assessment of Available Transportation

What Transit Services Exist in Riverside County?

This chapter provides an assessment, by way of a high-level inventory, of the available transportation services within Riverside County by mode of transportation. This inventory of services summarizes the County's public, private and specialized transportation providers, and the services they provide. A further detailed matrix of services is presented in Appendix B. This assessment of services presents what is available as of December 2024.

Public Transportation

Public transportation in Riverside County includes a mix of fixed-route bus, ADA paratransit, senior and disabled Dial-A-Ride, and regional rail services. This mix of services is used to meet the mobility needs of Riverside County's residents throughout the region, comprised of urban population centers, rural communities and long stretches of unpopulated regions.

Public Fixed-Route Services

Fixed-route transit is described as bus services that operate along a predetermined route with a fixed schedule of operating hours and time points for each stop. Fixed-route transit in Riverside County is provided by six different operators in Western Riverside County, Coachella Valley and the Palo Verde Valley. The transit network is depicted in Appendix B.

Riverside Transit Agency



The Riverside Transit Agency (RTA) is the County's largest transit provider and is the predominant fixed-route bus service in Western Riverside County. The RTA service area encompasses all of Western Riverside County from the County lines in the west, north and south to the San Jacinto Mountains and the San Geronio Pass to the east.

Local Fixed Route

RTA's local fixed-route service currently includes 35 routes that operate seven days per week. These local routes serve all major destinations in Western Riverside County, including all transit centers, Metrolink stations and major shopping malls. Connections also can be made with the smaller fixed-route providers in Banning, Beaumont and Corona, as well as Omnitrans in San Bernardino. The base fixed-route cash fare is \$1.75 for the public and \$0.85 for seniors, individuals with disabilities, Medicare cardholders and veterans. Unlimited rides can be made through a menu of passes that range from 1-day, 7-day and 30-day periods. Fare media also can be purchased through the Token Transit app, allowing passengers to pay their fare using their smartphone on the bus.

CommuterLink Express



RTA operates a premium express service with limited stops that travel longer distances, connecting riders with major employment hubs and transit centers throughout Western Riverside County and in neighboring counties. Currently, four CommuterLink routes operate with a base cash fare of \$3.50 for the general public and a \$2.75 discounted fare for seniors, individuals with disabilities and veterans. Fare passes can be bought in 1-day and 30-day options.

City of Banning, Banning Connect



The City of Banning runs the Banning Connect local fixed-route service throughout the City of Banning, into Cabazon, the commercial areas of the Morongo Indian reservation and neighboring Beaumont. Some routes begin as early as 5:00 a.m. and run as late as 10:00 p.m. on weekdays, with weekend service typically operating between 8:00 a.m. and 6:00 p.m. Passengers pay a public fare of \$1.25, youth fare of \$1.00 and a senior and disabled fare of \$0.75. Day passes for the public are \$3.25 or \$2.00 for discounted populations. Monthly passes are \$39.00 and are discounted to \$24.75 for seniors and individuals with disabilities.



City of Beaumont, Beaumont Transit

The City of Beaumont operates the Beaumont Transit fixed-route bus service throughout Beaumont and portions of Cherry Valley. Express bus service is provided between Beaumont, the Cabazon Outlets, Morongo Casino, the San Bernardino County Transit Center, City of Redlands and the Loma Linda Veterans Administration Hospital. The local fixed-route base fare is \$0.25 for all groups. Deviations within $\frac{3}{4}$ -mile on Routes 3 and 4 are \$0.50. Passes can be bought for a day, month or in increments of 10-ride books and punch cards. Local service begins at 6:30 a.m. and ends at 6:30 p.m. while commuter services start at 5:30 a.m. and end at 7:30 p.m.

City of Corona, Corona Cruiser



The City of Corona operates the Corona Cruiser for scheduled service within the city and to connect to RTA regional bus routes or the North Main Metrolink Station. The Corona Cruiser consists of two routes: the Red Line that travels from the west to east sides of the city and then south to the shops at Dos Lagos, and the Blue Line that travels north and south to destinations, such as the Corona Library and Walmart on McKinley St. The public cash fare is \$1.75 while the discounted fare is \$0.75. Day passes are available for \$4.00 or half price at discount, while 15-Day passes are \$17.50 for the public and 31-day passes are \$35.00. Both routes operate from 6:30 a.m. to 7:00 p.m. on weekdays and between 9:00 a.m. to 5:00 p.m. on Saturday. No service is available on Sunday. However, since October 1, 2023, Corona Cruiser has offered free transit for students, seniors and those with disabilities, and a discounted fare of just \$1.00 for the public.

SunLine Transit Agency



SunLine Transit Agency (SunLine) is the regional public transit provider for the Coachella Valley region of Riverside County, operating the SunBus fixed-route service with nine routes, providing local and tripper services, and a single commuter route that travels between the City of Palm Desert and the City of Riverside. The one-way passenger fare for adults is \$1.00 and \$0.50 for seniors, individuals with disabilities and Medicare cardholders. Youth between the ages of 5 to 17 ride for \$0.85 and transfers between SunLine buses are \$0.25. The Commuter Link fare is based on the number of zones traveled: either \$3.00 to travel within one zone or \$6.00 to travel between two zones.

Palo Verde Valley Transit Agency



The Palo Verde Valley Transit Agency (PVVTA) is the sole public transit provider in the Palo Verde Valley, primarily in the City of Blythe, near the border of California and Arizona. PVVTA operates six deviated fixed routes that circulate the City of Blythe and connect to Ripley, Chuckwalla and Ironwood prisons, the City of Ehrenberg in Arizona and lifeline service into the Coachella Valley on the Blythe Wellness Express (BWE). Local routes 1, 2, 4 and 5 require a cash fare of \$1.75 for adults and \$0.85 for seniors and individuals with disabilities. Route deviations are \$0.85 each way and the Express Route 3 fare is \$3.50 for all riders. The BWE fare is \$10.00 one way or \$15.00 round trip for all passengers and must be prepaid in advance of the day of travel. PVVTA delivered a total of 35,553 one-way trips in FY 19/20.

Senior and Disabled Public Demand Response

To augment the public fixed-route transportation network, Riverside County's public operators operate demand response, origin-to-destination service for individuals with disabilities and seniors. The ADA requires public transit agencies to provide complementary paratransit service to individuals with verified disabilities within $\frac{3}{4}$ -mile of their existing fixed bus routes within the same times and days of operation. The following providers have varying eligibility and fare requirements to access demand response service. Not included in this list is the PVVTA, which satisfies its ADA requirement through route deviations for point-to-point service to passengers with disabilities.

Riverside Transit Agency



RTA's Dial-A-Ride service operates at times equivalent to the local fixed-route bus service and is available for individuals with disabilities and seniors. Priority is given to riders that have been certified as ADA eligible, and Dial-A-Ride Plus Lifeline service is available for passengers traveling up to 2 miles beyond the normal $\frac{3}{4}$ -mile boundary, have no other means of transportation and need to access life-sustaining services. The base fare for Dial-A-Ride service is \$3.50 per one-way trip. ADA-certified passengers may be accompanied by a personal care

attendant at no extra charge, and two eligible Dial-A-Ride customers traveling to the same destination can split the required fare for each zone traveled.

City of Riverside, Riverside Connect



The City of Riverside's Special Transportation is a paratransit bus service that provides curb-to-curb transportation to disabled residents and seniors over the age of 60 for rides to any location anywhere in the city between 8:00 a.m. and 5:00 p.m. on weekdays and between 9:00 a.m. and 3:00 p.m. on weekends. The base fare for general trips is \$3.25 while trips for medical destinations are \$2.25.

City of Banning



The City of Banning's Dial-A-Ride program operates on weekdays between 6:00 a.m. and 6:45 p.m. and between 8:00 a.m. and 5:00 p.m. on weekends to ADA-certified riders in the shadow of the city's fixed-route bus. The weekend service requires that at least three ADA-certified individuals must make the trip to initiate transport. Reservations must be made by at least the day prior to service but can be made up to 21 days in advance. The Dial-A-Ride fare is \$2.00 per person, or a 10-Ride pass can be purchased at a discounted price of \$18.00 from the Dial-A-Ride driver or at the Pass Transit office. The price for an accompanying companion is \$3.00.

City of Beaumont



The City of Beaumont provides door-to-door service for senior and ADA-certified disabled residents of Beaumont and Cherry Valley. ADA eligibility and certification are facilitated by RTA, and passengers already certified to ride RTA's Dial-A-Ride program are already eligible for Beaumont Dial-A-Ride. The fare is \$0.50 per trip or \$1.00 per trip with a companion. Riders that are a no-show at the time-of-service delivery are still charged the \$3.00 fare. A 10-ride punch card can be bought for \$27.00.

City of Corona



The Corona Dial-A-Ride is a curb-to-curb demand response paratransit service for Corona residents to travel within the city limits of Corona, satellite points in the City of Norco and to pockets of neighboring unincorporated county areas. Eligible riders are individuals with disabilities, ADA-certified individuals and seniors over the age of 60 years old. The Corona Dial-A-Ride fare for all riders is \$3.50, and reservations must be made between 1 to 14 days in advance of the trip. However, at the time of this writing, fares are free through June 30, 2026.

SunLine Transit Agency



SunLine operates the SunDial paratransit service for ADA-eligible riders that are unable to ride the SunBus. Service is provided within $\frac{3}{4}$ mile of SunBus routes but excludes

SunLine commuter routes. ADA eligibility is determined through an in-person assessment and temporary eligibility can be provided during the 21-day eligibility determination period. Trip reservations can be made seven days per week between 8:00 a.m. and 5:00 p.m., and the SunDial fare is \$1.50 for travel within one city and \$2.00 for travel across multiple cities.

Regional and Intercity Rail and Bus

Long-distance travel needs are often met by regional, commuter and intercity rail and bus services. Regional rail and bus generally operate between cities and towns with frequent stops and shorter distances than intercity rail and bus that may stretch across multiple counties. In Riverside County, Metrolink provides a commuter rail service, while public transit operators meet similar needs through express and commuter fixed-route bus service. Intercity bus is provided by services such as Greyhound and Amtrak Thruway bus.

Regional Rideshare and Vanpool Services

The Commuter Assistance Program, administered by RCTC, aids workers in accessing employment through subsidy programs that support vanpool and rideshare activities. Vanpool and rideshare programs are an effective tool in reducing traffic congestion and vehicle emissions by decreasing the number of vehicles on the road.

VanClub



The VanClub program offers long-distance commuters up to \$600 per month toward the cost of a vanpool lease in Western Riverside County. VanClub vehicles are leased through a contract with Enterprise to commuter groups traveling more than 30 miles round-trip per day, at least 12 days or more in a calendar month, to work sites or post-secondary educational institutions. The pool of VanClub riders shares the cost of the lease, minus the RCTC subsidy or any employer-related contributions. In 2024, Riverside County absorbed SolVan (originally managed under SunLine Transit Agency). As of January 2025, the VanClub has approved vanpools that provide more than 102,363 annual trips and travel more 1,273,279 passenger miles per year.

CalVans



The California Vanpool Authority, known as CalVans, is a Joint Powers Authority made up of many California agencies primarily located in areas with many agricultural workers and farms. CalVans began in the Central Valley to help create lower-cost commute options for workers traveling long distances within and between large central valley counties. RCTC is a CalVans' member and therefore vans that begin, end or travel through Riverside County are eligible to apply for a CalVans' vanpool. Existing vanpools or those interested in creating a vanpool through CalVans may do so by visiting CalVans.org to begin the application process.

IE Commuter



The IE Commuter program is a joint effort between RCTC and the San Bernardino County Transportation Authority (SBCTA) to reduce traffic and improve air quality throughout the Inland Empire by supporting ridesharing and alternate modes of commuting rather than driving alone. IE Commuter works with more than 300 employers to aid in implementing rideshare programs and providing incentives and rewards for participating commuters. Interested western and eastern Riverside County commuters may sign up for ridesharing through the IEcommuter.org or IE511.org websites to begin receiving up to \$5.00 per day for their first three months if their employers take part in the IE Commuter program.

Regional Rail Service

Metrolink



Metrolink regional rail train service is operated by the Southern California Regional Rail Authority (SCRRA), the five-county Joint Powers Authority governed by the Riverside County Transportation Commission, San Bernardino County Transportation Authority (SBCTA), Los Angeles Metropolitan Transportation Commission (L.A. Metro), Orange County Transportation Authority (OCTA) and the Ventura County Transportation Commission (VCTC). Metrolink trains operate along existing rail lines, sharing rights of way with Amtrak trains and freight trains throughout the five-county region and into North San Diego County in Oceanside. Many of the Metrolink boarding stations serve as multimodal transportation hubs, supporting connections between Metrolink, Amtrak, and local and regional bus services for integrated mobility throughout the Southern California region.

Metrolink service first began in 1992 with the Ventura, Antelope Valley and San Bernardino train lines. Currently, Metrolink operates eight train lines:

- 91/Perris Valley Line provides service to Riverside County between the City of Perris and Downtown Los Angeles via Riverside, Corona and Fullerton.
- Riverside Line provides services between Downtown Riverside and Union Station along the State Route 60 freeway.
- Inland Empire-Orange County Line operates between Oceanside and Downtown San Bernardino.
- Antelope Valley Line originates in the City of Lancaster in Los Angeles County.
- Orange County Line begins at Oceanside and travels through Orange County in route to Los Angeles Union Station.
- San Bernardino Line operates between Downtown San Bernardino and Los Angeles Union Station.
- Ventura County Line provides service between the City of Ventura through the San Fernando Valley to Los Angeles Union Station.

- In October 2022, the Arrow Line opened, which provides service from Downtown San Bernardino to the University of Redlands in Redlands, California.

Riverside County residents can board Metrolink at stations on the 91/Perris Valley, Riverside and Inland Empire-Orange County lines. The fare for Metrolink trips has single-day tickets for one-way travel, round-trip travel and \$10.00 weekend day passes. Single-day and round-trip fares are calculated based on the length of travel between boarding and alighting locations. Metrolink has recently introduced the 5-Day Flex Pass to board Metrolink trains five times within a 30-day period. Passes can be purchased through the Metrolink Mobile App and at ticket machines located at all Metrolink train stations.

Amtrak



Amtrak is a national rail provider that connects America's cities across 46 states, Washington, D.C., and three Canadian provinces. As of 2023, Amtrak operates over 30 long-distance, regional and high-speed rail routes across the County. Ridership in 2023 was roughly 32 million passenger trips. Riverside County residents can board Amtrak trains in Downtown Riverside at the Metrolink Station on Vine Street and at the Palm Springs Amtrak Station.

Regional and Intercity Bus

Amtrak Thruway Bus



To extend Amtrak rail service to more than 400 communities not served directly by Amtrak trains, Amtrak offers approximately 900 Thruway bus routes, serving over 1,000 destinations. Some Thruway buses are dedicated as train feeder service and only carry Amtrak train passengers while other Thruway buses are coordinated with other carriers to provide access to the Amtrak rail network. In 2023, Amtrak's Thruway Bus service served 4 million passengers.

Greyhound



Greyhound provides intercity bus services to more than 2,400 destinations on 1,300 routes across the country. Greyhound operates Express service for regularly scheduled trips between cities' Connect service that links rural communities with the larger Greyhound network. Greyhound has official bus stations in Banning and Blythe but also can be boarded at several stops designated for Greyhound services in Riverside County.

FlixBus



FlixBus is an intercity bus service with a focus on technology to ease trip planning and fare purchase throughout the United States. FlixBus works with regional bus companies to manage the day-to-day operations of buses and currently has stops at three Riverside County locations:

- University of California, Riverside, Lot 30 East Bound Transit Stop
- Banning Department of Social Service Building on Ramsey

- Palm Springs SunLine Transit Stop #26 at North Indian Canyon Drive; Desert Hot Springs Chevron; Indio Greyhound on Indio Boulevard.
- City of Blythe, 400 S. Lovekin Blvd., behind Rocket Gas

The FlixBus provides Riverside County residents direct connections at stops in several neighboring county cities, such as Los Angeles, San Bernardino, Ontario, Anaheim, Victorville, Barstow and San Diego. Flixbus also has a nationwide network for interstate travel across the country.

Specialized Transportation

Consolidated Transportation Services Agencies

Consolidated Transportation Services Agencies (CTSAs) were developed and designated by California counties to better coordinate programs serving the transportation needs of seniors, people with disabilities and others. This requirement originated in Assembly Bill 120 (AB120), the California Social Services Transportation Improvement Act of 1979.

CTSAs are designed to promote the consolidation of coordinated transportation services that either combine purchasing equipment, train drivers, centralize dispatching, provide maintenance and administration, or to identify and combine existing sources of funding for social service transportation. A CTSA may also choose to provide transportation services to elderly individuals, individuals with disabilities, youth and individuals with low income.

In Riverside County, two regional CTSAs have been designated:

- RTA, serving Western Riverside County, was designated by RCTC; and
- SunLine, serving the Coachella Valley, was designated as a CTSA by Southern California Associated Governments (SCAG).

RTA's CTSA Functions and Activities

As a CTSA, RTA assists RCTC in coordinating public transit throughout RTA's service area, supports driver training and technical workshops, and assists with preparing grant applications. RTA also coordinates with other transit operators.

Regional Coordination

RTA coordinates regional services with the Corona Cruiser, Beaumont Transit and Banning Connect transit systems in the cities of Corona, Beaumont and Banning. In the City of Riverside, RTA coordinates with Riverside Connect, which provides complementary ADA-compliant service to RTA's fixed routes.

Training and Technical Assistance

RTA staff periodically meet with social service providers, bus riders and other advocates through forums, such as RCTC's Citizens and Specialized Transit Advisory Committee (CSTAC), RCTC's

Technical Advisory Committee (TAC), RTA's ADA meetings and Transportation NOW (T-NOW) chapters and surrounding regional transit operators.

RTA shares knowledge and lessons learned with other agencies to help other providers in the region. RTA has provided administrative support to Beaumont Transit and Banning Connect in their drafting of their Title VI reports and to SunLine in their development of a college pass program and employee recognition program.

RTA also provides support with sub-recipient monitoring, workers' compensation management and contract management for the cities of Corona and Riverside, which provide direct service through subcontractors.

Grants and Grants Assistance

RTA also advises private and nonprofit agencies applying for Measure A funds, such as Michelle's Place Cancer Resource Center.

RTA applies for federal funds, such as the FTA Section 5310 program, to fund its Travel Training program. Beaumont Transit started their own travel training program, and RTA has assisted with training Beaumont Transit and Banning Connect passengers on how to travel throughout the region.

Interregional Coordination

RTA also undertakes interregional coordination, including collaborating on stops and transfer points and developing transfer agreements with other transit providers. RTA has transfer agreements with Metrolink, Omnitrans, Orange County Transportation Authority (OCTA), Corona Cruiser, SunLine and Beaumont Transit and Banning Connect.

Table 9 provides a summary of activities and improvements that RTA has accomplished in relation to the 2021 Coordinated Plan Goals.

Table 9: Overview of RTA Coordinated Plan-Related Improvements Since 2021 Coordinated Plan Update

2021 RCTC Coordinated Plan	RTA Accomplishments
Goal 1 – Build a More Responsive, Sustainable Public Transit Network	<ul style="list-style-type: none"> - In 2021, completed the 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. - Implemented many of the Service Reduction Plan recommendations by May 2021. - In January of 2023, implemented new GoMicro microtransit services in the Hemet-San Jacinto area. - In 2023, RTA completed the Sustainable Service Plan (SSP). The SSP was a comprehensive operational analysis with a shorter time frame that provided recommendations on how the Agency can build upon market

	<p>opportunities and strengths, grow ridership post-pandemic, enhance the overall passenger experience and improve the system’s financial sustainability across the next three years.</p> <ul style="list-style-type: none"> - Starting in Fiscal Year 2024 (FY 24), RTA began implementing the SSP recommendations. This included improved frequencies, route extensions to more destinations, additional service to meet Metrolink trains and an expanded span of service.
Goal 2 – Strengthen Specialized Transportation Options	<ul style="list-style-type: none"> - In January of 2023, implemented new GoMicro microtransit services in the Hemet-San Jacinto area, providing riders with a new way to travel and more direct service. - Provided mobility management and travel assistance via the Customer Information Center and RTA staff. - Through the Low Carbon Transit Operations Program (LCTOP), travel trainers from Blindness Support Services and Pathways to Success are provided with free transit passes. Travel trainers equip customers, including elderly and disabled riders, with the knowledge and confidence to ride the fixed-route system. - Continued to run Dial-A-Ride (DAR) and DAR Lifeline services, according to pre-COVID-19 service levels. - Completed bus stop improvements throughout the service area, including civil work for ADA access. - Transitioned even more RTA documents to utilize the Atkinson Hyperlegible font, which helps improve legibility and readability for low-vision readers. - Through LCTOP, implemented fare promos, including 25-cent rides for seniors, veterans, disabled and Medicare cardholders and \$5 for a DAR pass booklet.
Goal 3 – Equitably Distribute Transportation Resources	<ul style="list-style-type: none"> - At the onset of the COVID-19 pandemic, RTA maintained essential transportation services and maximized safety of customers and employees. - Continued to improve bus stops throughout the service area, according to the Bus Stop Strategic Policy. - Continued to run DAR and DAR Lifeline services, according to pre-COVID-19 service levels. - On January 14, 2024, the Vine Street Mobility Hub officially opened for service. The hub is in a SB535 disadvantaged community across from the Riverside Downtown Metrolink Station. It features 16 bus bays, a community plaza, shade structures and plenty of green space.

	<ul style="list-style-type: none"> - Installed new fareboxes on fixed-route buses that now accept additional methods of payment, including tap-enabled credit and debit cards and mobile ticketing. - Partnered with the City of Riverside and the City of Hemet on successful Affordable Housing Sustainable Communities (AHSC) grants to provide training and free passes to residents of the affordable housing units and to improve numerous bus stops.
Goal 4 – Grow Public Transportation Awareness to Rebuild Ridership	<ul style="list-style-type: none"> - Completed the 2021 Onboard Rider Survey to gauge how ridership behavior changed due to the pandemic and to identify potential customer-centric solutions to bring riders back. - Completed significant community outreach and training before and after the launch of GoMicro to ensure the public was aware and ready for the service changes. - Continued to grow Transportation NOW (T-NOW), a grassroots group — ranging from elected officials to community activists to everyday transit users — that is committed not only to addressing regional transportation issues but is meeting the needs of our individual communities. - Through LCTOP, implemented numerous fare promotions, including Free Fares for Youth; 25-cent rides in summer; Free Ride Fridays; 25-cent rides for youth, seniors, veterans, disabled and Medicare cardholders; and free fare days. - Attended community events throughout the service area. In 2024 alone, RTA attended 94 community events. - Launched the GoMobile app, the new all-in-one mobile ticketing app. Riders can buy passes, pay for their fares, plan their trips, view estimated bus arrival times and receive service alerts all on their phones.

SunLine’s CTSA Functions and Activities

As the CTSA for the Coachella Valley, SunLine coordinates public transportation services throughout its service area, collaborates with advisory groups and is involved in regional planning efforts. Additionally, SunLine coordinates with other transit operators.

Collaboration with Advisory Groups

SunLine staff participates in meetings with social and human services agencies, consumers and grassroots advocates through forums, such as RCTC’s CSTAC, SunLine’s ACCESS Advisory Committee, San Geronio Pass Area T-NOW and neighboring transit operators.

SunLine facilitates the ACCESS Advisory Committee and applies input from the Committee to improve relationships with the community to address public transportation issues in the Valley.

Regional Transportation Planning

SunLine is actively involved in the regional transportation planning process through participation on RCTC and County committees, including RCTC's CSTAC, the RCTC's TAC, 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 Transit Operators

SunLine offers transit connections to several adjacent transit operators. SunLine and RTA currently collaborate extensively. SunLine also hosts Morongo Basin Transit Authority (MBTA) Routes 12 and 15 through a cooperative service agreement at its stops in Downtown Palm Springs. SunLine also collaborates with Imperial County Transportation Commission (IVTC) to find a future connection with Imperial Valley Transit (IVT). Table 10 provides a summary of activities and improvements SunLine has accomplished in relation to the 2021 Coordinated Plan Goals.

Table 10: Overview of SunLine Coordinated Plan-Related Improvements Since 2021 Coordinated Plan Update

2021 RCTC Coordinated Plan	SunLine Accomplishments
Goal 1 – Build a More Responsive, Sustainable Public Transit Network	<p>In 2021, implemented a redesign of SunLine's network, streamlining its services and simplifying its route numbering system.</p> <p>In 2021, implemented a microtransit service branded SunRide, assisting with first/last mile connections serving parts of Desert Hot Springs, Palm Desert, Coachella and Mecca North Shore.</p> <p>In March of 2021, resumed "school trippers" for students returning to in-class learning.</p> <p>In Fall of 2021, implemented a campus-to-campus connection from California State University San Bernardino (CSUSB) in San Bernardino to CSUSB Desert Campus in Indio, branded as Commuter Link 10.</p> <p>In 2024, Coachella Mobility Hub opened at Fourth Street and Cesar Chavez Street, better serving routes 1, 6 and 8.</p> <p>In 2024, the new hydrogen refueling station opened, assisting the agency in transitioning its fleet toward zero-emission vehicles.</p> <p>In 2025, SunLine was awarded funding from the Transit and Intercity Rail Capital Program (TIRCP) for open-loop systems. These will be installed in the next year on all fixed-route services.</p>

Goal 2 – Strengthen Specialized Transportation Options	<p>Continuation of SunLine’s taxi voucher program, which pays half of a taxi fare for qualifying riders.</p> <p>Continuation of SunLine’s Desert Access and Mobility meetings, bringing specialized transit services to SunLine and discussing their needs and services.</p>
Goal 3 – Equitably Distribute Transportation Resources	<p>In Fall of 2021, implemented the CSUSB college Haul Pass program, using funds from LCTOP funds.</p> <p>In 2021, implemented a high school haul pass program, assisting students getting to school with the use of LCTOP funds.</p> <p>Implemented free fare days in alignment with other transit operators in 2024 and 2025.</p> <p>Adding two new microtransit zones, serving the Cities of Indio and Cathedral City in 2022.</p> <p>In 2023, the SunRide microtransit zones expanded into Desert Hot Springs and Cathedral City. Also, added a new zone in La Quinta.</p>
Goal 4 – Grow Public Transportation Awareness to Rebuild Ridership	<p>In 2022, conducted a before-and-after survey on the effectiveness of the refueled initiative.</p> <p>During the COVID-19 pandemic, fare free initiatives were provided to encourage riders to use the bus.</p> <p>Also, during the pandemic, improved driver safety by installing barriers to protect drivers and protecting the public with enhanced cleaning.</p> <p>Updated bus stops beginning in 2021 with new refueled initiative information.</p>

Measure A Specialized Transit Program



**SPECIALIZED
TRANSIT**

An important program supporting specialized transit is managed by RCTC in Western Riverside. To award and allocate Measure A Funding, RCTC invites proposals for project funding every three years. Eligible applicants include local government authorities, human and social services agencies, tribal governments, private nonprofit organizations and public transit operators. Measure A funds may be used for operating or capital purposes related to the provision of specialized transportation services. The Measure A Specialized Transit Program requires that all projects selected for funding address the mobility needs and potential strategies identified in Riverside County's Coordinated Plan.

The Measure A Specialized Transit Program 2024 Call-for-Projects conducted in March 2024 awarded 21 projects, totaling \$9.9 million in funding. Each Measure A Specialized Transit Program project is unique in the type of service it provides, the areas and clients in which it serves, and the days and hours of operation. Some programs are designed to meet the needs of a specific client group or those enrolled in the agency's core programs while others offer services to a wider range of potential community members. A list of current Measure A providers and their service characteristics is presented in Table 11.

Table 11: Current Measure A Specialized Transit Program Funded Programs, Fiscal Years 2025-2027

Agency	Project	Service Description	Operating Type
Angel View	Mileage Reimbursement	Mileage Reimbursement	Operating
Boys & Girls Club Menifee Operations	Operations	Ride to Success	Operations
Boys & Girls Club Menifee Capital	Equipment Rehab Replacement	Capital Replacement	Capital
Boys & Girls Club of Southwest County	Operations	Before and After School Specialized Transportation	Directly Operated Transportation Service
Blindness Support Services	Travel Training	Travel Training Assistance	Admin/Operations
Care-A-Van	Operations	Care-A-Van Transit	Directly Operated Transportation Service
City of Norco	Operations	Seniors on the Move	Directly Operated Transportation Service

Exceed	Operations	Western Riverside Transportation	Directly Operated Transportation Service
Forest Folk – Operations	Operations	Idyllwild Area Shuttle Services	Directly Operated Transportation Service
Forest Folk – Capital	Equipment Rehabilitation Replacement	Capital Equipment Replacement	Capital
Friends of Moreno Valley	Operations	Senior Transportation	Directly Operated Transportation Service
Independent Living Partnership – Operating	Mileage Reimbursement	TRIP Program	Operating
Independent Living Partnership – Capital	Equipment Rehabilitation Replacement	Capital Equipment Replacement	Capital
Michelle’s Place	Voucher Program	Treatment Travel Assistance Program	Operations
RUHS – Behavioral Health – Operations	Operations	Transportation	Directly Operated Transportation Service
RUHS – Medical Center - Capital	Equipment Rehabilitation Replacement	Capital Equipment Replacement	Capital
RUHS – Medical Center – Operations	Operations	Transportation	Directly Operated Transportation Service
RUHS – Medical Center- Capital	Equipment Rehabilitation Replacement	Capital Equipment Replacement	Capital
Voices for Children	Mileage Reimbursement	Mileage Reimbursement	Operations

Federal Transit Administration Section 5310 — Enhanced Mobility for Seniors and Individuals with Disabilities

The FTA provides funding resources to improve the mobility of seniors and individuals with disabilities through the FTA

Section 5310 Enhanced Mobility of Seniors and People with Disabilities Program. Funding allocations are separated between large urbanized areas (LUZAs); small urbanized areas (SUZAs);



and rural areas based on population. In Riverside County, funding for the large urbanized areas is distributed to program grantees by the direct recipients of federal funds; RTA in Western Riverside County for the Riverside-San Bernardino and Murrieta-Temecula-Meniffee LUZAs, and SunLine in the Coachella Valley for the Indio-Palm Desert-Palm Springs LUZA. Caltrans is the designated recipient of FTA Section 5310 funds for the single small urban area, Hemet-San Jacinto SUZA and rural areas of Riverside County.

The priority for FTA Section 5310 funding is directed toward capital investments in vehicles and vehicle-related equipment, where 55% of all projects must be allocated to this purpose. Projects seeking operating assistance are capped at 45% of the funding allocation for each large urbanized area, and Caltrans' administered small urbanized areas and rural areas combined. The FTA Section 5310 program guidelines require that all projects must be in the Coordinated Plan of the county where service is provided.

An FTA Section 5310 Call-for-Projects was conducted during the summer of 2023, through coordination between Caltrans as the administrator of 5310 funds and RCTC as the RTPA for Riverside County. A total of 10 agencies were awarded 5310 funding for both capital and operating projects. A list of these awards and project types is presented in Table 12. Projects approved in the Riverside-San Bernardino LUZA may provide service anywhere within the Riverside County portion of the LUZA, encompassing the northern urbanized areas of Western Riverside County. Projects funded in the Indio-Palm Desert-Palm Springs LUZA may provide service across the urbanized areas of the Coachella Valley. The Murietta-Temecula-Meniffee LUZA covers the southern portion of western Riverside County.

Table 12: 2023 FTA Section 5310 Awarded Projects

Agency	Geography	Project Type	Project Description
Valley Resource Center (Exceed)	Riverside-San Bernardino	Capital	Full-Size Van EL
Valley Resource Center (Exceed)	Riverside-San Bernardino	Capital	One Large Bus
Valley Resource Center (Exceed)	Riverside-San Bernardino	Capital	One Small Bus
Valley Resource Center (Exceed)	Riverside-San Bernardino	Capital	Full-Size Van
Valley Resource Center (Exceed)	Riverside-San Bernardino	Capital	One Medium Bus
Valley Resource Center (Exceed)	Riverside-San Bernardino	Capital	One Full-Size Van EL
City of Norco	Riverside-San Bernardino	Capital	One Medium Bus

City of Moreno Valley	Riverside-San Bernardino	Operating Assistance	Operating Assistance
City of Moreno Valley	Riverside-San Bernardino	Capital	One Large Bus
Angel View, Inc.	Indio-Palm Desert-Palm Springs	Capital	One Medium Bus
Angel View, Inc.	Indio-Palm Desert-Palm Springs	Operating Assistance	Operating Assistance
Desert Access and Mobility, Inc.	Indio-Palm Desert-Palm Springs	Operating Assistance	Operating Assistance
Independent Living Partnership	Indio-Palm Desert-Palm Springs	Operating Assistance	Operating Assistance
Desert Arc	Indio-Palm Desert-Palm Springs	Capital	Four Large Buses
Care-A-Van Transit Systems, Inc.	Murrieta-Temecula-Menifee	Operating Assistance	Operating Assistance
Care-A-Van Transit Systems, Inc.	Murrieta-Temecula-Menifee	Capital	One Small Bus
Care-A-Van Transit Systems, Inc.	Murrieta-Temecula-Menifee	Capital	One Minivan
Riverside Transit Authority	Murrieta-Temecula-Menifee	Mobility Management	Mobility Management
Riverside Transit Authority	Riverside-San Bernardino	Mobility Management	Mobility Management
U.S. Vets Inland Empire	Riverside-San Bernardino	Operating Assistance	Operating Assistance

Specialized Transportation Funding

Specialized transportation funding totaling almost \$14 million and inclusive of local and federal programs currently available in Riverside County is presented in

Table 13. This includes two programs: the Western Riverside Measure A Specialized Transit Program and FTA Section 5310.

Table 13: Specialized Transportation Funding Awards

Western Riverside Measure A Specialized Transit Program 2024 Call-for-Projects (3-Year Cycle)	Award Amount
Measure A – Operating	\$7,095,217
Measure A – Mileage Reimbursement	\$2,580,770
Measure A – Capital	\$269,262
Measure A Specialized Transit Program Total	\$9,945,249
FTA Section 5310 Program 2023 Call-for-Projects (2-Year Cycle)	Award Amount
Section 5310 Capital – Vehicles and Equipment	\$2,071,496
Section 5310 Capital – Mobility Management	\$1,523,274
Section 5310 Operating Assistance	\$1,248,486
FTA Section 5310 Total	\$4,843,256
Total Specialized Transportation Funding	\$14,788,505

The Measure A Specialized Transit Program awards cover a three-year cycle, beginning July 1, 2024, and ending June 30, 2027. FTA Section 5310 funds were awarded on a two-year cycle through a call-for-projects conducted in Summer 2023. In total, specialized transportation projects were awarded \$14.8 million between the Measure A Specialized Transit Program and FTA Section 5310 funding programs. Measure A Specialized Transit projects were awarded a total of \$9.9 million in the most recent cycle, with almost 75% of program funds allocated to direct vehicle operations. This funding is only available for projects in Western Riverside County. FTA Section 5310 projects account for \$4.8 million in funding, with 74% of awards allocated to capital projects, either for vehicle purchases or mobility management.

Assessment of Service Levels

The utilization of public transit and human services transportation presented in this chapter is shown in Table 14, providing the volume of annual passenger trips and available vehicles by mode of transportation. Almost 11 million trips were provided between the documented fixed-route, demand response, regional rail and specialized transportation providers. Public fixed-route transit accounts for nearly 76.6% of all documented trips, and regional rail represents more than 14.1% of trips provided.

To assess the capacity of transportation providers, the number of available vehicles in maximum service is also presented by mode of transportation. Vehicle size and seating capacity vary across the modes of transportation, where larger fixed-route vehicles carry more passengers than smaller demand-response vehicles. This can be seen in the volume of trips provided on fixed-route buses at 76.6% of all trips provided on only 38% of all vehicles. In total, Riverside County's transportation providers are utilizing 140 vehicles.

Table 14: 2021 Coordinated Plan Update One-Way Trips and Available Vehicles

Mode of Transportation	Coordinated Plan Annual Trips FY 2023/2024	% of Total Trips	Fleet Inventory
Public Fixed-Route [1]	8,245,061	76.8%	337
Regional (RTA/SunLine)	7,862,246		293
Local (Banning/Beaumont/Corona/PVVTA)	382,815		44
Public Demand Response [2]	620,565	5.8%	182
Regional (RTA/SunLine)	373,662		132
Local (Banning/Beaumont/Corona/RivConnect)	144,540		50
Vanpool (RCTC VanClub/SunLine)	102,363		43
Regional Rail [3]	713,155	14.1%	N/A
Metrolink (91-PVL/IEOC/Riverside)	713,155		
Specialized Transportation [4]	361,389	3.4%	138
Western County Measure A Providers	190,700		56
Section 5310 Providers	170,689		82
Totals	9,940,170	100%	700

[1] As reported by the public transit operators through the TransTrack Data Management System

[2] As reported by the public transit operators through the TransTrack Data Management System

[3] Metrolink reported boardings on all train lines that service Riverside County. Trips for FY 23/24 are based on ticket sales from Riverside County stations

[4] Specialized transportation trips for FY 23/24 include Measure A and FTA Section 5310 funded projects.

Trips-per-capita as a performance measurement reflects transit use and presents demand in relation to a given population. As the population grows, the demand for public transit and the service levels needed to meet that demand is expected to increase. Monitoring annual trips-per-capita rates as transit demand and populations increase will allow RCTC the ability to decide if the level of available transit service is adequate and keeping pace with the County's growing population. It is also a tool that can be used to compare the County's volume of services to other, comparably sized areas and regions.

A comparison of trip production across the various modes of transportation at each Coordinated Plan period is presented in Table 15. Demand response and specialized transportation programs report the greatest decrease in trips provided, where less trip-making activities would be expected during the period related to the COVID-19 pandemic out of safety concerns for a client base largely of seniors and individuals with disabilities that may have higher rates of preexisting health conditions. Many of the specialized transportation programs ceased carrying passengers during this period to protect the health of their clients.

Table 15: Trips by Mode and Trips per Capita by Coordinated Planning Periods

Mode of Transport	2007 Coord. Plan FY 05/06	2012 Coord. Plan FY 10/11	2016 Coord. Plan FY 14/15	2021 Coord. Plan FY 19/20	2025 Coord. Plan FY 23/24	% Chng from 2021 to 2025
Public Fixed-Route [1]	10,575,445	13,274,550	14,342,911	10,418,477	8,245,061	-20.9%
Public Demand Response[2]	548,845	767,683	840,811	550,043	620,565	14.9%
Regional Rail [3]	2,700,117	3,023,071	3,101,151	3,284,351	713,155	-53.9%
Specialized Transportation [4]	61,859	335,012	388,222	462,636	361,389	-21.9%
Total One-Way Trips	13,886,266	17,400,316	18,673,095	14,715,507	9,940,170	-32.4%
Riverside County Population [5]	2,005,477	2,217,778	2,279,967	2,468,145	2,429,487	-1.5%
% Change from prior period		+10.6%	+ 2.8%	+8.2%	-1.6%	
Trips per Capita	6.9	7.8	8.2	6	4.4	
[1] As reported by the public transit operators through the TransTrack Data Management System						
[2] As reported by the public transit operators through the TransTrack Data Management System						
[3] Metrolink reported boardings at stations in Riverside County. Trips for FY 23/24 are based on ticket sales. Previous years' ridership included all boardings on the three lines that serve Riverside County.						
[4] Specialized transportation projects funded by FY 23/24 Measure A and FTA 5310 project only.						
[5] As reported by the California Department of Finance for the fiscal year shown						

Chapter 4. Assessment of Mobility Needs and Gaps

Phased Outreach Approach

A three-phased outreach effort was designed to ensure that a breadth of voices contributed to the development of this Coordinated Plan 2025 Update, in line with the regulatory direction that the Plan be “locally developed” (Federal Transit Administration Circular 9070.1H).

The three phases include:

- **Phase I Agency Interviews** – identifying needs, during September and October 2024
- **Phase II Countywide E-survey** – identifying needs during January 2024
- **Phase III Virtual Workshop** – inviting comments upon and assistance in prioritizing strategies responsive to needs in the spring of 2025. These comments will be discussed in Chapter 6.

During the first two phases, 31 agencies were interviewed, 792 participants responded to the survey and 137 social media responses were received. Results of those contacts are reported in this chapter. Phase III outreach responses from the virtual Prioritization Workshop are reported in Chapter 6.

Additionally, findings from the Measure A providers’ site visits conducted in 2022/2023 also informed this chapter. These providers are identified in Chapter 3.

Phase I – Agency Interview Findings

Phase 1 of the Coordinated Plan’s outreach process commenced in the summer of 2024 with human services agency interviews. Its intent was to develop a picture of mobility needs and gaps of target group members that informs both the overall study and the Phase II Countywide e-survey. Target groups include:

- Individuals with disabilities
- Individuals of low income
- Seniors
- Military veterans
- Tribal members
- Individuals of limited-English proficiency

Phase 1 involved contacts with organizations within Riverside County with ties to these communities of interest. In identifying representative contacts, attention was paid to spread across the geographic regions of Riverside County, as well as a *mix of public and nonprofit organizations*. The agency contacts comprised interviews with 30 agencies, through focus group discussions and presentations during this Phase I outreach, with the involved organizations presented in.

Table 16.

Table 16: Agencies Participating in Phase I Interviews

Agency	Area of County Served	Target Market(s)
Angel View	Coachella Valley	Individuals with disabilities
Blindness Support, Riverside	Western Riverside	Blind Support
Blythe Cancer Resource Center	Palo Verde Valley	Low Income, Seniors, Medical Transport
Blythe Senior Center	Palo Verde Valley	Seniors
Braille Institute	Coachella Valley	Individuals with Disabilities
Cabazon Indians, Indio	Coachella Valley	Tribal
City of Corona	Western Riverside	Municipal
City of Menifee, Senior Advisory	Western Riverside	Municipal
City of Moreno Valley, Parks/Rec	Western Riverside	Access to Parks
City of Norco, Community Services	Western Riverside	Human Services
City of Riverside, DAR	Western Riverside	Dial-A-Ride Services
Desert Access & Mobility	Coachella Valley	Individuals with disabilities
Independent Living Partnership – TRIP	Countywide	Individuals with disabilities
Inland Empire Coalition on Aging	Western Riverside	Seniors
Inspire Life Training	Western Riverside	Foster/Youth
Michelle's Place	Western Riverside	Human Services
PACE – Neighborhood Healthcare Program	Western Riverside	Home care/Seniors
Palo Verde Valley Transit Authority	Palo Verde Valley	Transit Provider
TELEACU Residential Management	Western Riverside	Housing
Riverside Commission on Aging	Western Riverside/ Countywide	Seniors
Riverside County Behavioral Health Services	Western Riverside/ Countywide	Behavioral Health
Riverside Life Services	Countywide	Human Services
Riverside Transit Agency	Western Riverside	Transit Agency
Riverside University Health Services	Countywide	Human Services
SunLine Transit Agency	Coachella Valley	Transit Agency
VIP Solutions	Western Riverside	Vocational/Youth
Voices for Children	Western Riverside	Foster/Youth
Wellness/Disability Equity Alliance (WADE)	Coachella Valley	Individuals with Disabilities

WADE – Western Riverside	Western Riverside	Individuals with Disabilities
Wildomar Public Library	Western Riverside	General Public

Interview Findings in Two Frames of Reference

Overview

Agency interview findings are presented in terms of:

1. Consumer-oriented and focused directly on the individual rider or consumer groups, and
2. Agency and organizationally oriented, focused on institutional topics raised.

Table 17 provides an overview of findings from the agency interviews. These topics are detailed in the following sections.

Table 17: Phase I Interview Findings

Consumer-Oriented Topics
Multiple transportation resources – need a main transportation line for 80% of trip, with options for the remaining 20% of the trip
Isolation after COVID-19 – seniors concerned about safety, need for travel training, need to understand how things work
General lack of knowledge – unaware of what transit options exist, unaware of transit stops near them
Many unserved areas of Coachella Valley, and served areas are very infrequent
City of Menifee – lacks access to transit and sidewalks; long walks
City of Norco – there is a need beyond the current 30-mile radius
Moreno Valley – there is a need for recreational trips
Wildomar – lacks access to transit; sidewalks are disconnected, uneven, crumbling
Agency Topics
Human services agencies want a direct contact with transit agencies, don't know who to call or where to start
Human services agencies want assistance with accessible formats, close-caption options
Human services agencies want more training on mobile apps, how to ask for assistance trip planning, want to see more all-in-one documents
Need more consistent interactions with transit agencies for materials, service changes, face-to-face interactions
More frequent/expanded services to the following areas – UCR/Coachella campus, faster service to schools along RTA's Route 1, interest in BRT along Magnolia, Route 125 to service Yucaipa, destinations beyond SunDial's ¾-mile boundary, RTA more stops in Menifee
Agencies need travel training assistance when it comes to cross-jurisdictional travel

General need for more resources to understand and deliver

Agency and Organization Concerns and Opportunities

Agencies interviewed serve a range of consumer groups, including individuals with developmental disabilities, seniors and frail seniors, individuals undergoing cancer treatments, youth in transitional housing from foster care, students enrolled in community college and more. Agency-identified needs are detailed in the section listed below.

1. A General lack of transportation knowledge felt by human services agencies.

- Assisting staff are unaware of transit services and what exists where.
- Human services agency personnel don't know who to call at SunLine or RTA (or other transit agencies) to resolve issues on behalf of their clients/consumers.
- Seniors are unaware of bus stops near them; they do not know how to find local transportation resources.
- Do you know how to help seniors get access to more free bus passes or discounted fares?
- Agencies would like direct contact at RTA.
- Case managers are uncertain as to how to help their consumers with transportation (Behavioral Health).

2. Information barriers and complications

- Websites need improvements in accessible formats; existing formats are difficult for individuals with visual impairments.
- Transit website accessibility for iPad and iPhone are equally important.
- Agencies have difficulties downloading apps to show clients.
- Clients voice how long-distance trips are difficult to plan; crossing between systems feels like it falls on both the client and the human services agency.
- Beaumont could improve its public-facing communications (i.e., flyers, websites, social media).
- City of Menifee could do a better job getting the word out on services.
- Care-A-Van's information can appear confusing, maybe sending different messages to different people.
- For individuals with hearing impairments, closed captioning or live interpretation are needed at public meetings.
- Senior-oriented transit information is needed.
- Seniors need training and travel training to try transit.

- Agencies would like caregivers to receive transit information, but do not know how to start that process.
- RCTC brochure is very helpful because it is “all in one piece.”
- Need differing tools for different audiences.

3. Resources and strategies to get the word out about transit

- Need multiple information strategies to reach multiple audiences.
- Aside from standard meetings, are there monthly workshops, Homeowners Associations, and other places to spread the word?
- For social workers, how do agencies reach out to them?
- Need to include the Office of Emergency Services in the transit discussion.
- When something is as simple as a senior losing their bus pass, how do we [the agency] help with that?
- Agencies are looking for face-to-face contacts for HOA senior housing.

Rider Concerns and Opportunities

1. Specific service enhancement ideas from riders

- For Beaumont travelers, a key Banning destination is the Social Security office.
- There are warehouse districts near Beaumont (i.e., Amazon fulfillment center) that can be served by transit.
- There are new neighborhoods and subdevelopments of Olive Wood and Fairway Canyon.
- In Menifee, there are not enough sidewalks to access bus stops.
- For the City of Norco, there is a trip-need beyond the 30-mile radius (i.e., Irvine).
- General flexibility is difficult to accommodate; there is a need for same-day trip making.
- For Moreno Valley, there is a need for recreational trips other than MoVan trips.
- In Wildomar, there are uneven sidewalks that are not always continuous; it is difficult to get to RTA buses or to walk from local senior housing.
- Coachella Valley Underserved Areas
 - Lack of service near the Thousand Palms and SunLine yard
 - Highway 74 and Palm Desert behind El Paseo, where people must go down the hill to get to SunDial.
 - The gated community of Sun City
 - The former bus stop in front of Fantasy Resort Casino/Cabazon Band of Cahuilla Tribe was removed, but riders would like it back.
- Eastern Coachella Valley Underserved Areas
 - Need for youth trips (ages 16-21), limited SunLine options.

2. Regional trip-making is challenging

- More people are taking long trips that take a lot of time.
- More people are making more regional trips.
 - Traveling between the Coachella Valley and Western Riverside and Los Angeles is difficult for those with disabilities.
- There is a demand to travel between Beaumont to San Bernardino, traveling through Yucaipa/Crafton Hills.
- SunLine Route #220 and Beaumont have poor connections.
- Making Dial-A-Ride connections between Beaumont and Banning falls on the rider.
- It is very difficult to get to Irvine via transit.
- Individuals struggled to understand how to travel from Blythe to Riverside, unaware of BWE.
- Riders would like to see better service to University of California, Riverside (UCR)/Coachella campus and College of the Desert.
- Riders would like to see faster service to schools along RTA's Route 1 to Riverside Community College and UCR.
- Riders would like to see Bus Rapid Transit along Magnolia.
- CommuterLink #125 could make small changes to serve Yucaipa.
- Riders would like to see destinations beyond SunDial's ¾-mile boundary.
- Riders are asking for more service and stops in Menifee; it's too long of a walk between stops.
- Riders are asking for more service to and from Lake Elsinore.

3. A rise in nonemergency medical trip needs

- For frail or ill people, a shared ride takes too long, including the waiting times for the trip.
- If they carry oxygen or take medication, seniors must be able to use the bathroom frequently.
- There are several medical complexes in Irvine, some with ongoing cancer treatments.
- There is no cancer treatment options in Murietta or Temecula, must travel outside the region.
- A key destination is the John F. Kennedy Memorial Hospital.

4. Riders would like to see more flexibility in making trips

- Riders want same-day transportation options.
- Requiring reservations of one to two weeks ahead of time can be difficult.
 - Riders do not always know that they need to travel until the last minute.

5. Underserved trip types

- Door-to-door, escorted trips for individuals who are not in the Independent Living Partnership TRIP programs.
- Door-to-door trips from Desert Access & Mobility are not able to serve eastern Coachella Valley.
- Mileage reimbursement trips are needed for Blythe residents.
- Warehouse jobs and third shifts need creative alternatives to get people to these jobs .
- Need more transportation options for veteran housing.

6. Bus stop improvement suggestions

- Need more bus shelters everywhere, particularly around new housing.
- Heat and the sun are ever more dangerous; shelters are life-saving.
- High temperatures are now routinely over 100 degrees.
- How can human services agencies request a bus shelter?
- Bus stops need regular, recurring maintenance.
- Need stop shelters throughout the County, locations in Western Riverside and Coachella Valley.
- Hwy. 74 and Ellis – need better pedestrian signage and synchronized traffic light for crossing.

Service Provider Comments

- Difficult for small agencies to deal with all the requirements for Section 5310 grant requirements.
 - Waiting for vehicles to arrive is very long.
 - Would like to see training on reimbursement procedure; currently, it is too infrequent.
- Interest in expanding mobility services (Desert Access & Mobility [vehicles]); Cabazon/Cahuilla Tribe.
- Eligible agencies potentially interested in applying are unaware of specialized transportation grants (Measure A Specialized Transit and Section FTA 5310).
- Would like more technology tools, e.g., scheduling software to improve efficiency of medium-sized transportation programs (Exceed, Behavioral Health Dept.).
- Experienced security issues with theft of catalytic converters (Exceed).
- Want more specialized transportation in the community and better promotion of what does exist (Care-a-Van, others).
- Buses/drivers need to activate enunciators to inform visually impaired riders of stops along routes.
- Riders pressing for same-day, on-demand trips; interest in microtransit (Norco, Beaumont).

- Interest in expanded service hours, weekend service (Corona, Norco).

Phase II — Countywide E-Survey Findings

Phase II outreach established more quantitative input via an online survey, which was developed to quantify selected issues raised in stakeholder interviews. The survey was designed to invite responses **from agency staff** and **from members of the public**. For agency staff, the survey asked about transit-related services provided, areas of the County served and clients' mobility needs.

Through “branching” based on respondents' answers, the survey explored the public's use of transit services and concerns, and mobility needs and challenges.

The e-survey link was widely promoted through RCTC's website and social media, stakeholder agencies, and Riverside County transit operators. The survey opened on January 1, 2025, and closed February 28, 2025. E-survey findings are reported in this section and summary data reports are provided in Appendix C and D.

The survey findings are presented here in terms of:

1. Agency responses focused on agency perspectives on clients' needs and challenges; and
2. General public responses of their transportation and experiences, needs and challenges.

Agency Responses

Table 18: Agencies Responding to the E-Survey on Mobility Needs

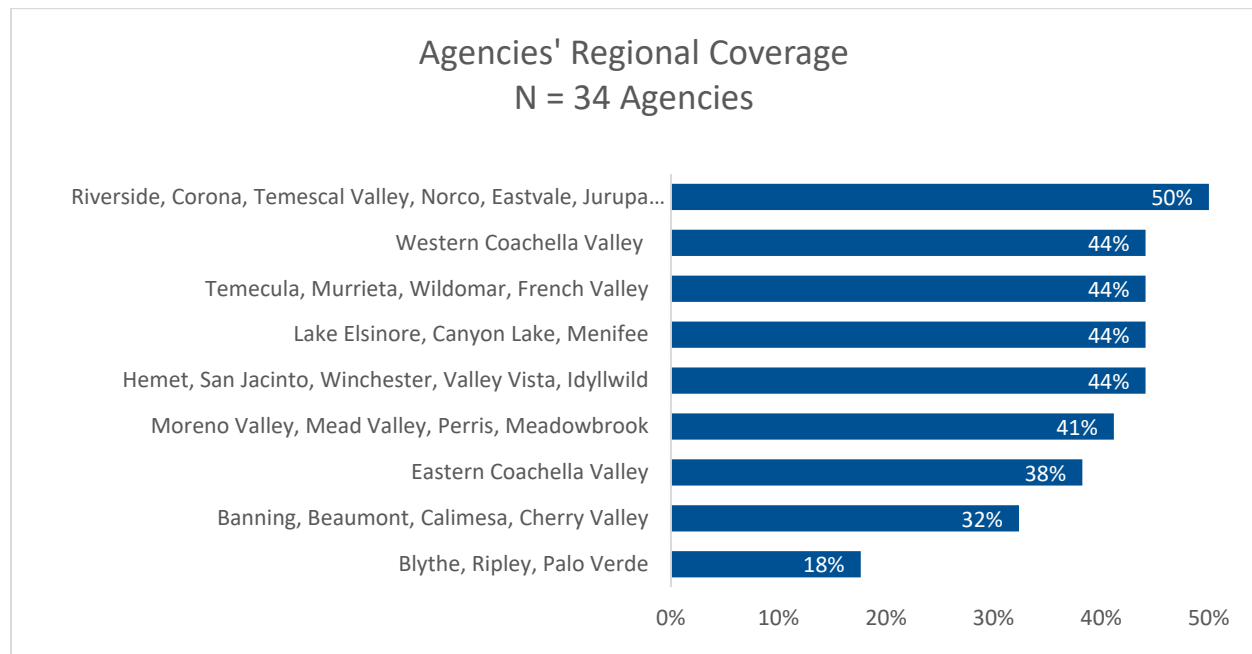
Countywide E-Survey Agency Respondents	
Angel View	Faith in Action
Boys & Girls Club of Menifee Valley	Forest Folk, Inc.
California Family Life Center	GRID Alternatives
Care-A-Van Transit	Independent Living Partnership
City of Banning	Jewish Family Service of the Desert
City of Corona	Michelle's Place Cancer Resource Center
City of Norco	Neuro Vitality Center
Community Access Center	Palo Verde Valley Transit Agency (PVVTA)
County of Riverside	Riverside County Department of Public Social Services
Desert Access & Mobility, Inc. (Formerly Desert Blind & Handicapped)	Riverside County Office on Aging, ADRC
EXCEED (Valley Resource Center)	U.S. Vets, Inland Empire

About the Agency Respondents

Responses were received from 55 agency staff members. Positions within agency respondents range from teachers to executive directors. These respondents represented the 22 agencies detailed in Table 18. Agencies were able to select multiple options, which is why percentages exceed 100% in some areas.

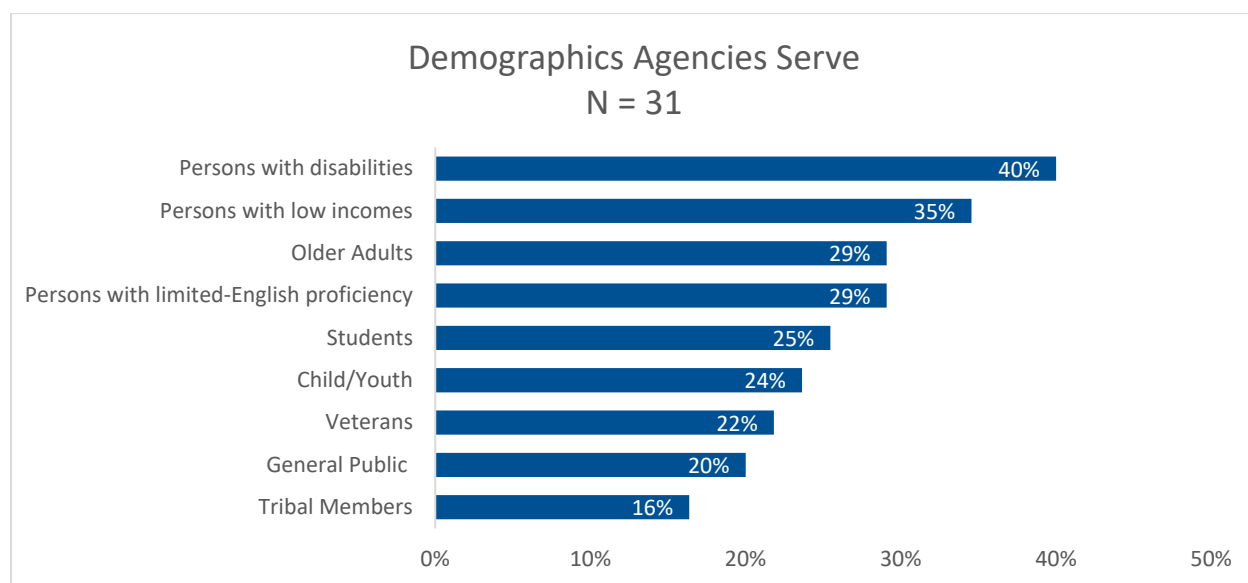
These agencies serve a wide breadth of the County, with all subareas represented by respondents, as demonstrated in Figure 15.

Figure 15: Areas of Riverside County Served by Agency Respondents

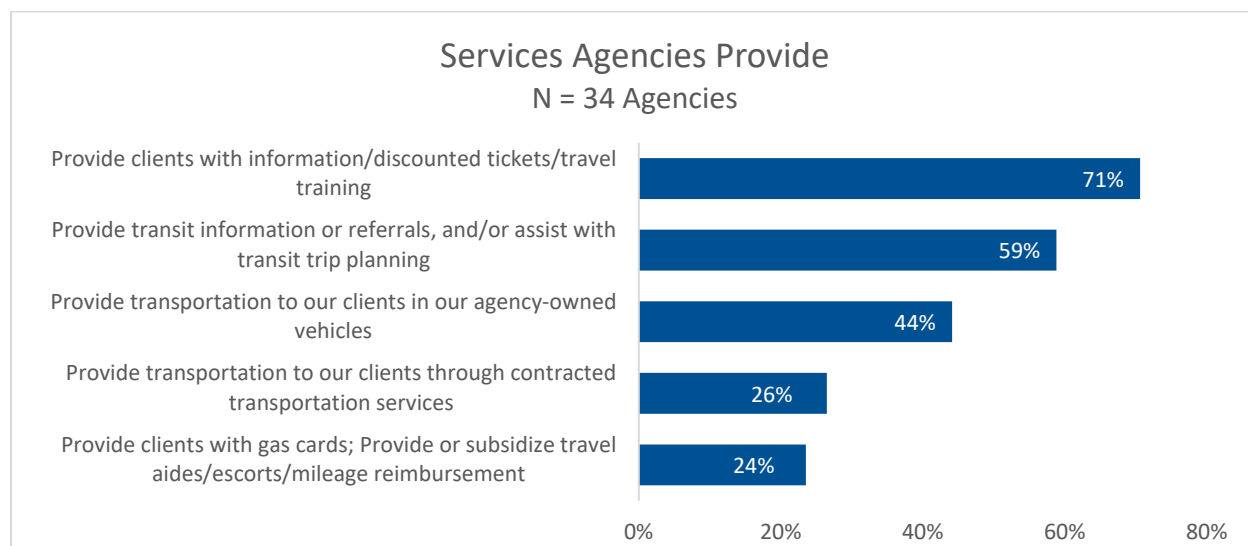


Of the 55 agencies that responded to the survey, the majority serve the Riverside/Corona area of Riverside County. However, there was roughly an even split among Western Coachella Valley, Temecula, Lake Elsinore and the Hemet areas. Also, of those who responded, 18 agencies serve multiple jurisdictions.

Please note that varying numbers of agencies responded to each question, hence the reported “n” for each question varies.

Figure 16: Demographics Served by Agency Respondents

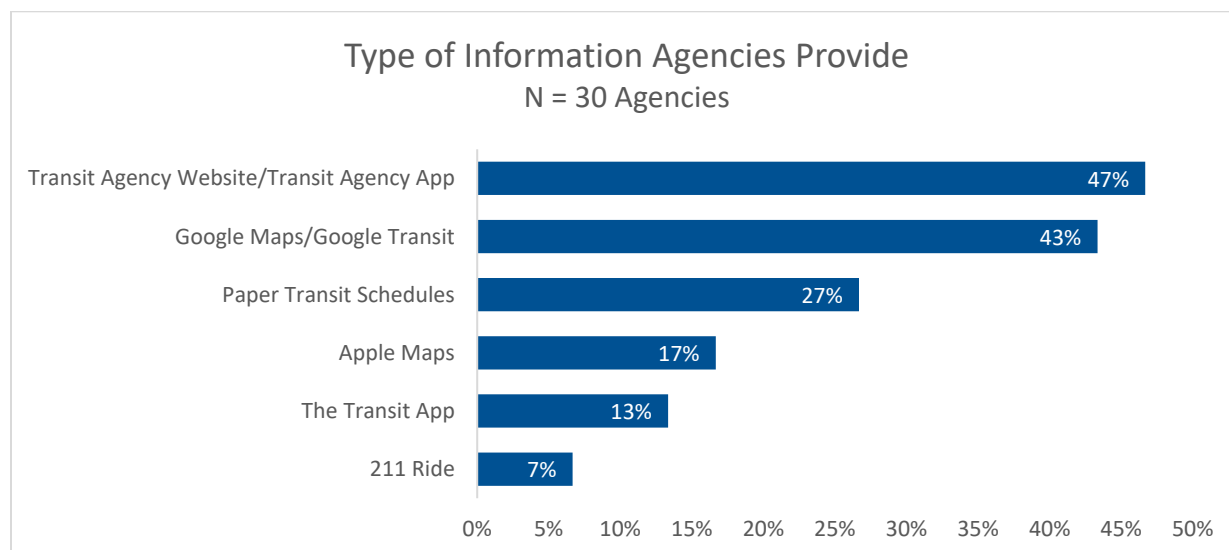
Agency respondents serve the target markets and others, with 71% serving those with disabilities, 61% serving those with low incomes and 52% serving seniors and individuals with limited-English proficiency (Figure 17). Nine agencies, or 29%, mentioned they help serve tribal Members of Riverside County. Some of the predominant Tribes in Riverside County include: The Cahuilla Nation, Morongo Band of Mission Indians, the Pequot Tribe and the Soboba Band of Luiseno Indians.

Figure 17: Services Provided by Agency Respondents

Many agencies who responded to the survey provide transportation information, discounted tickets and travel training for their clients (Figure 18). This is important to note, as these agencies act as a mechanism to spread transit information to the most vulnerable populations.

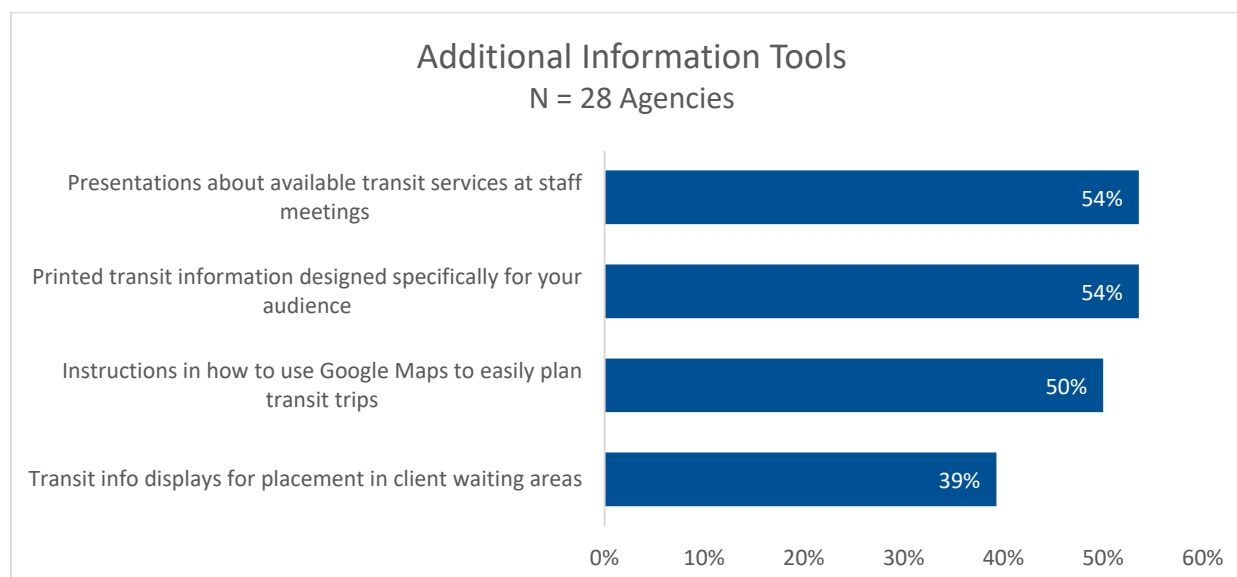
In addition to providing a lot of information, Figure 19 describes the type of information the agencies provide, with the majority directing clients to the transit agency's website or the transit agency's app 2-1-1 Ride, which appeared to be the least used service for transit information.

Figure 18: Transit Information Provided to Clients by Respondent Agencies



When asked ***What additional tools would your agency and staff find useful to provide transit information to your clients***, many agencies either (a) provide information via presentations or (b) print out information specifically for the audience they service (Figure 20).

Figure 19: Additional Information Agencies Provide to Clients



About Agency Challenges

Agency respondents who provide transportation services were asked what are the most frequent challenges they experience. Figure 20 describes those challenges. In total, 42% of respondents

experience consistent issues with fleet, 35% experience issues related to funding, 29% experience a shortage of drivers and 13% have witnessed a drop in clients since the pandemic.

Figure 20: Agencies' Transit Challenges

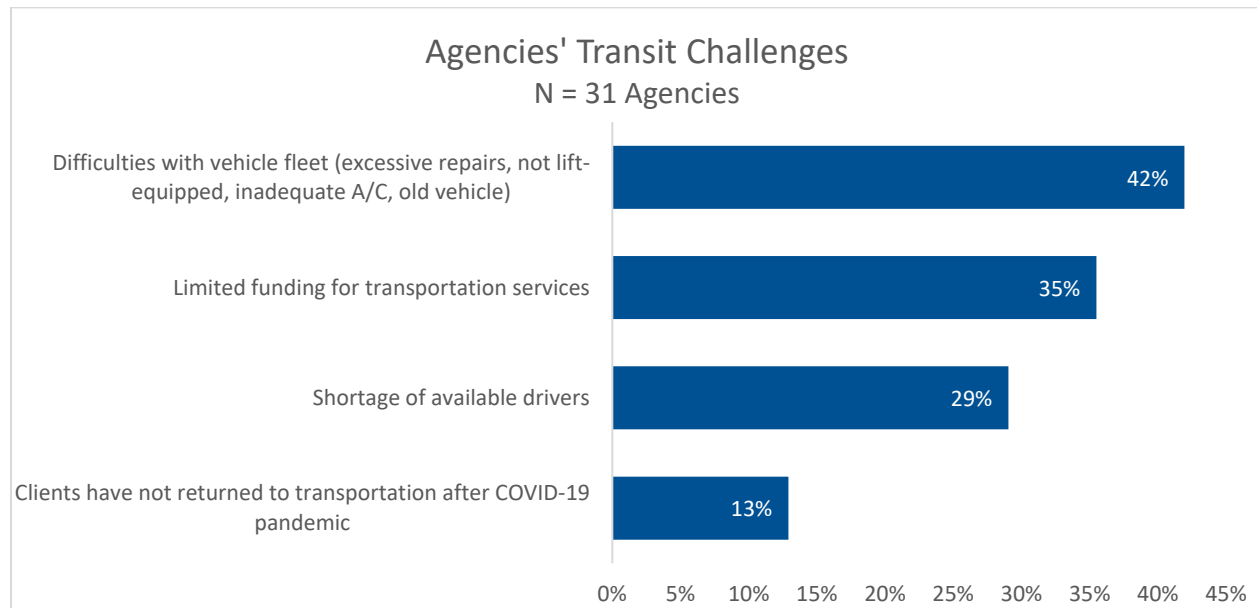


Figure 21 states that the number one challenge agencies hear from their clients are issues related to reserving routine trips, such as medical and shopping. Figure 22 asks agencies what options would be the most helpful to their clients and “reliable and frequent bus service” came in as the most helpful option. The second most helpful option would be travel training programs for their clients.

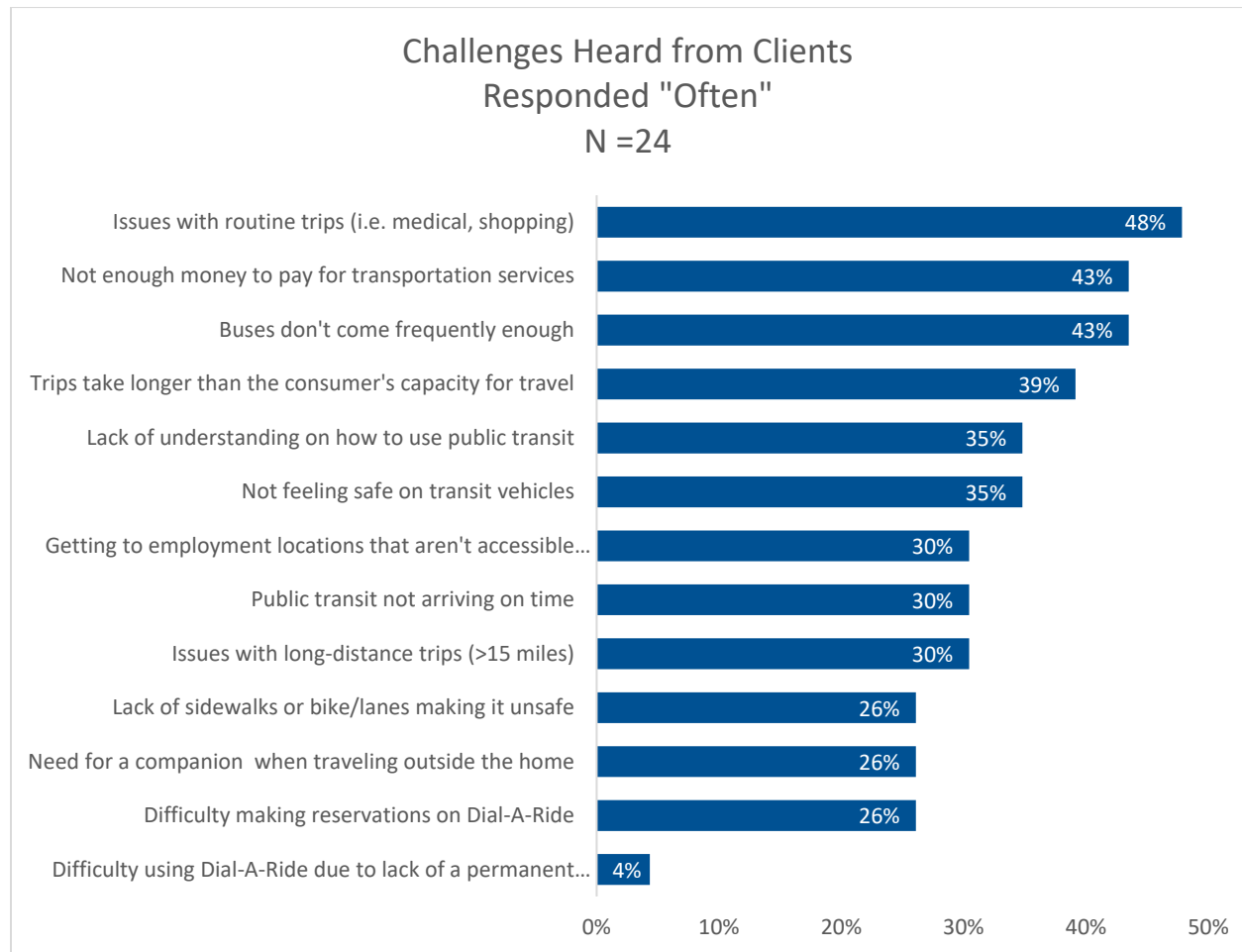
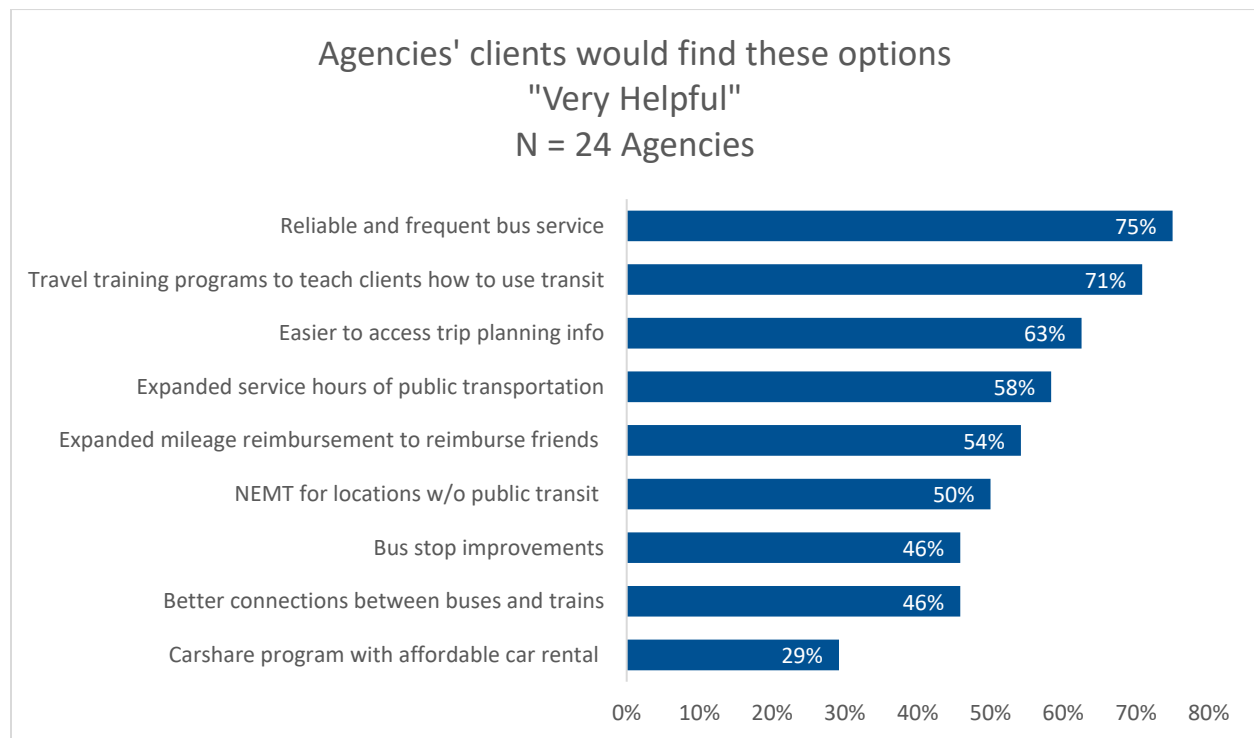
Figure 21: Challenges Heard from Clients

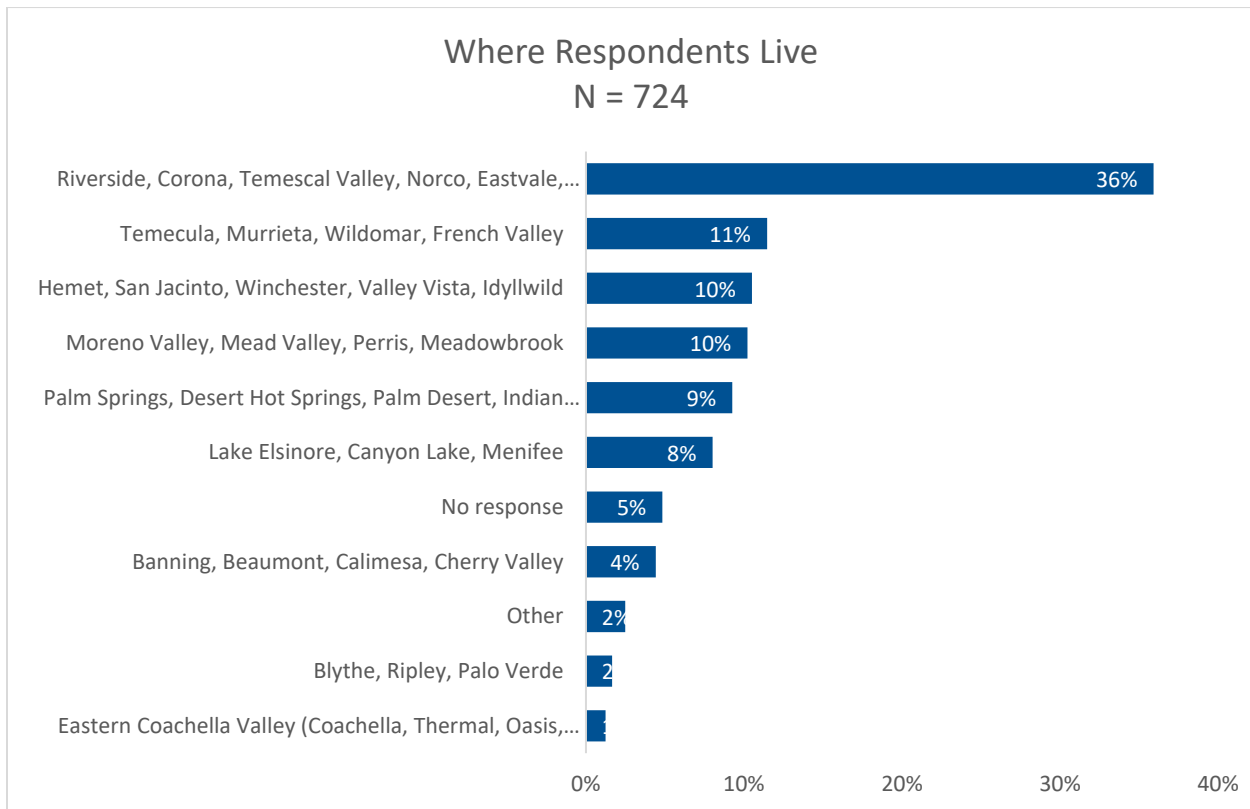
Figure 22: Helpful Transit Improvements

Public Responses

About Public Respondents

Responses were received from 724 members of the general public, some of whom were transit users and some of whom were not. These respondents primarily live in Western and Southwestern areas of Riverside County, as demonstrated in Figure 23. Responses from the Coachella Valley represent 10% of all responses while residents of the Palo Verde Valley account for 2% of responses, and 2% did not answer the question.

As noted previously, not all respondents answered every question and so the reported “n” for each question varies.

Figure 23: Where Respondents Live in Riverside County

Of the respondents, 35% are between the ages of 65-74, 23% were over the age of 75, and roughly 14% were between the cohorts of 18-34, 35-54 and 55-64, as shown in Figure 25. This supports much of the recent Census data collected, which trends toward a growing age group of those over the age of 65, and how important transportation is becoming for this increasing aging population.

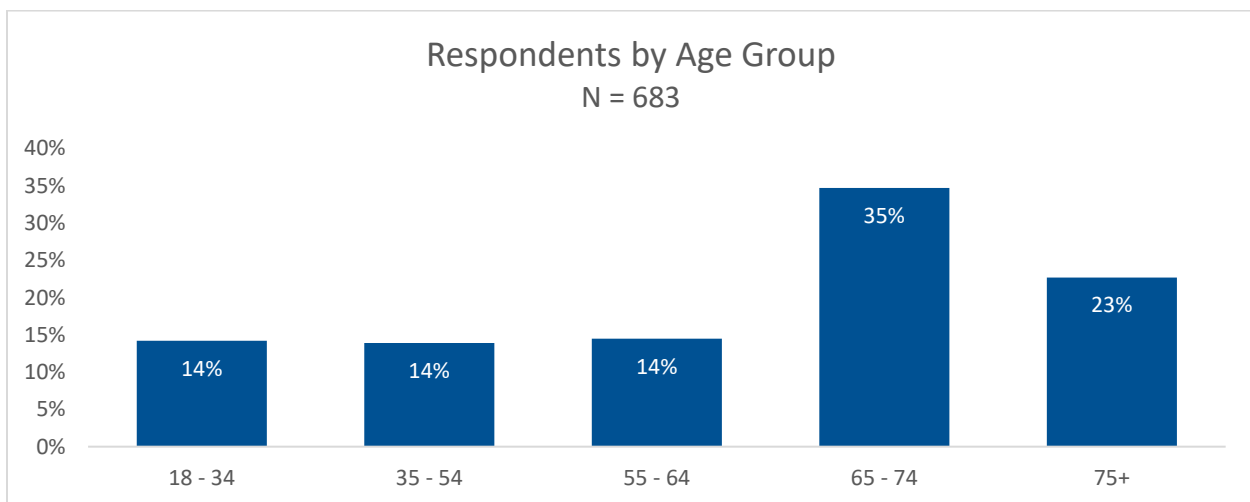
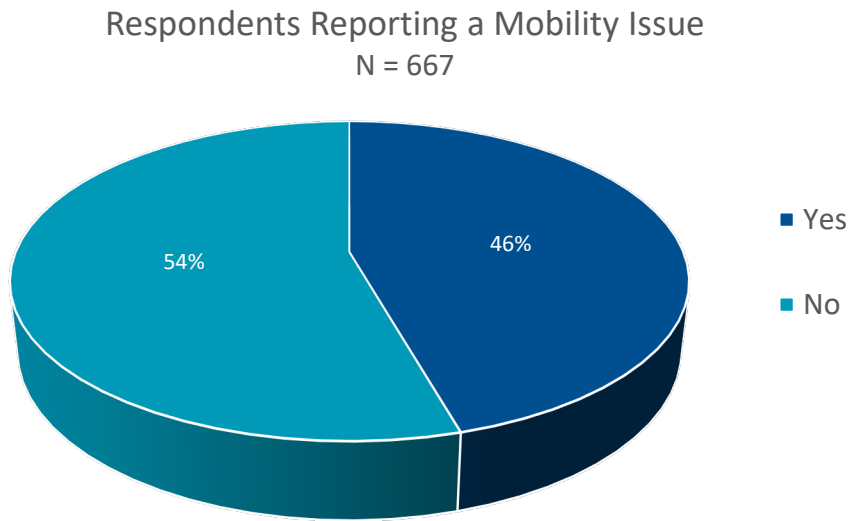
Figure 24: Respondents by Age Group

Figure 25 shows that nearly half of those who responded to the survey have some type of disability that affects their mobility.

Figure 25: Respondents Who Reported Mobility Issue



In Figure 26, although many respondents do drive themselves for local trips, 27% rely on another individual to get around and 17% use public transit. In Figure 27, respondents were asked the frequency in which transportation is available to them, and nearly 68% either “always” or “usually” have transportation available to them, 28% “often don’t have” transportation available to them and 4% do not have transportation available to them.

Figure 26: How Respondents Travel for Local Trips

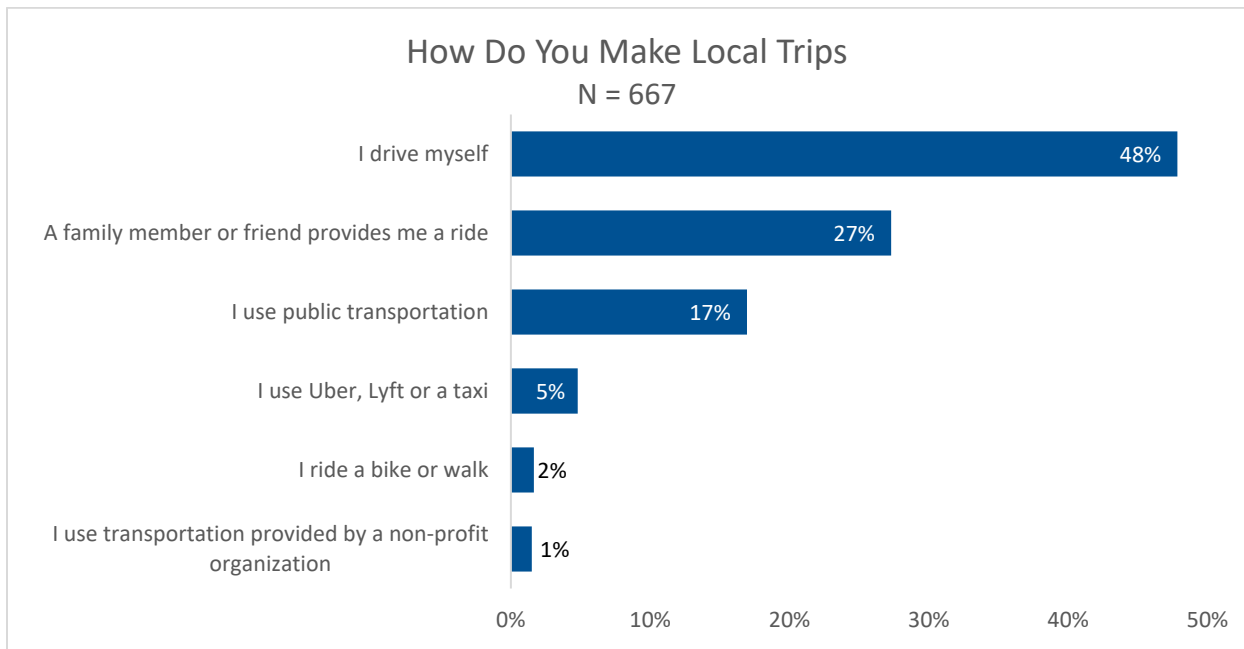
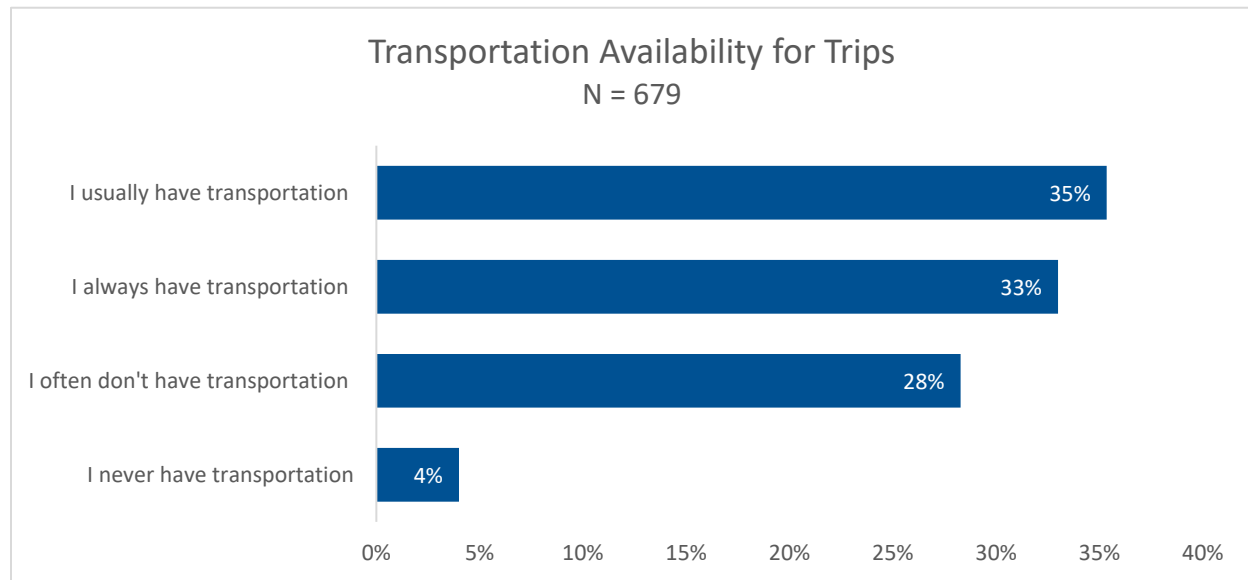
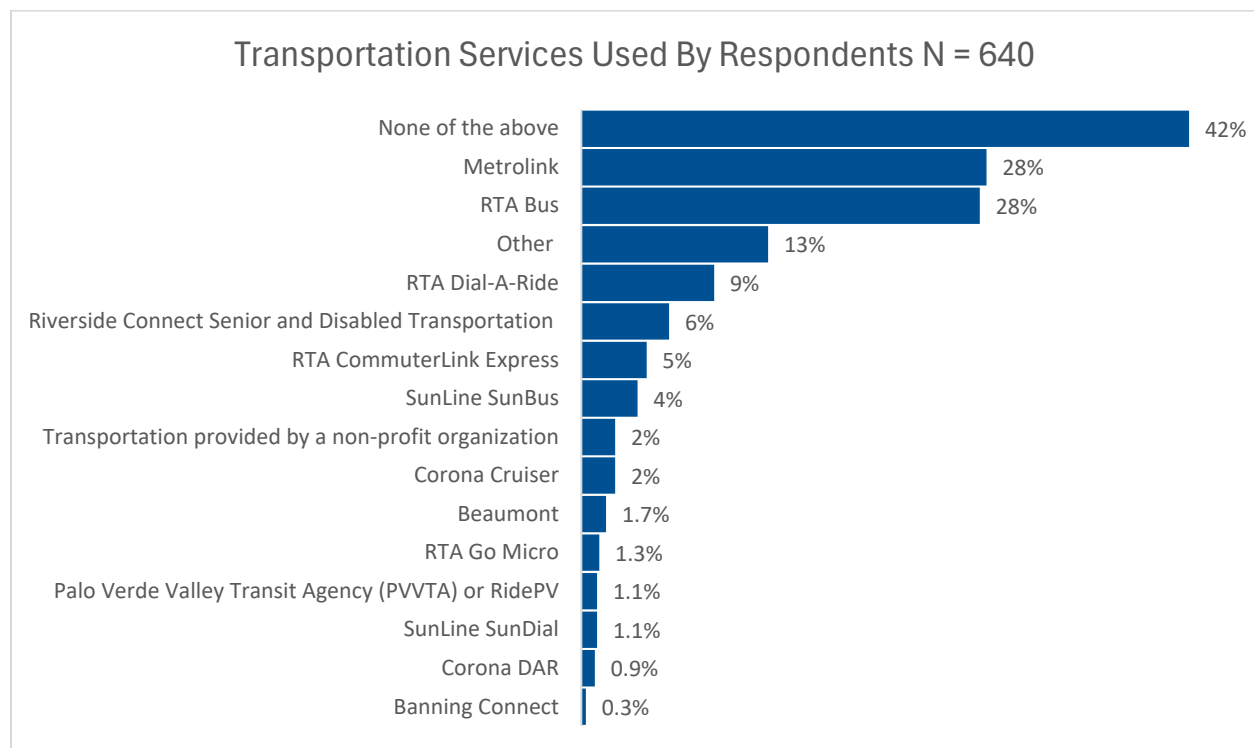


Figure 27: Availability of Transportation for Trips

When asked ***What transit services have you used in the past year?*** Many respondents answered with “None of the Above” – however, outside of that response, Metrolink, RTA Bus and RTA Dial-A-Ride were the most referenced, as shown in Figure 29. Respondents were allowed to choose more than one option.

Figure 28: What Transit Services Have You Used in the Past Year?

The follow-up question was “What Other Services Have You Used?” The following information was received (one respondent each).

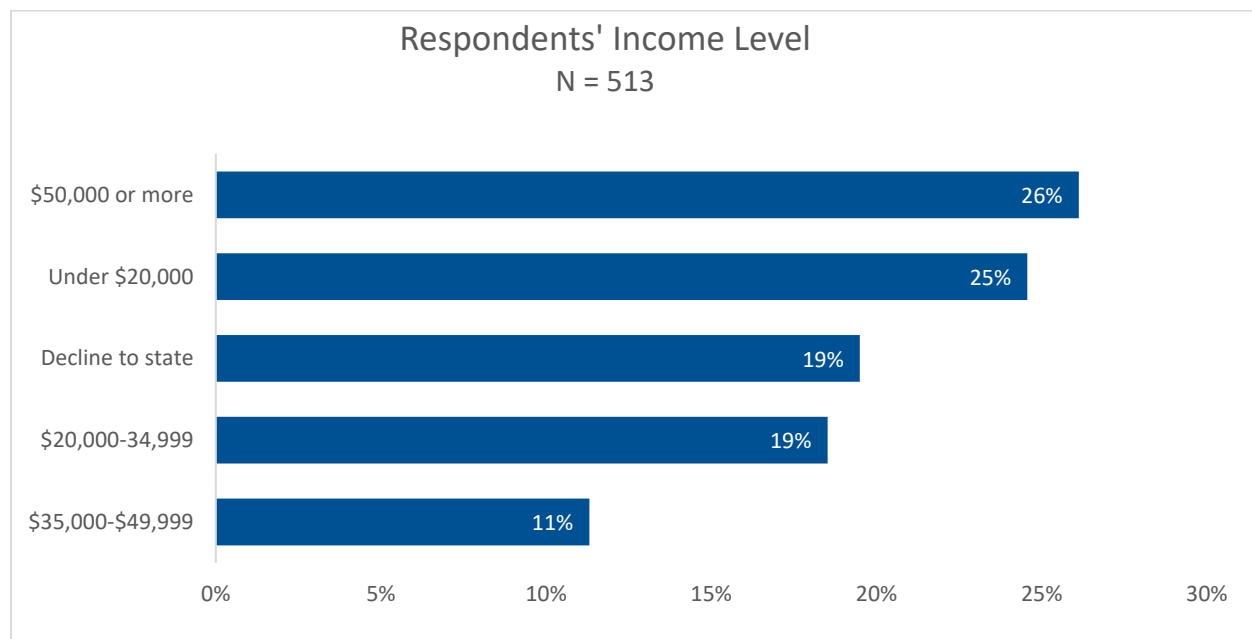
- Riverside University Health System or Inland Empire Health Plan
- Care-A-Van
- Idyllwild Free Shuttle

Another follow-up question asked to provide the “Name of the nonprofit transportation provider” if a respondent selected that he/she uses a nonprofit for transportation needs.

- L.A. Metro
- Amtrak
- Lyft
- IEHP
- Bike
- SCAN Insurance
- SunLine Taxi Voucher
- Forest Folk/Idyllwild Free Shuttle
- Friends/Neighbors

Many respondents chose not to answer the answer of income status, as shown in Figure 30; however, the largest income group of respondents had an income level of \$50,000 or higher.

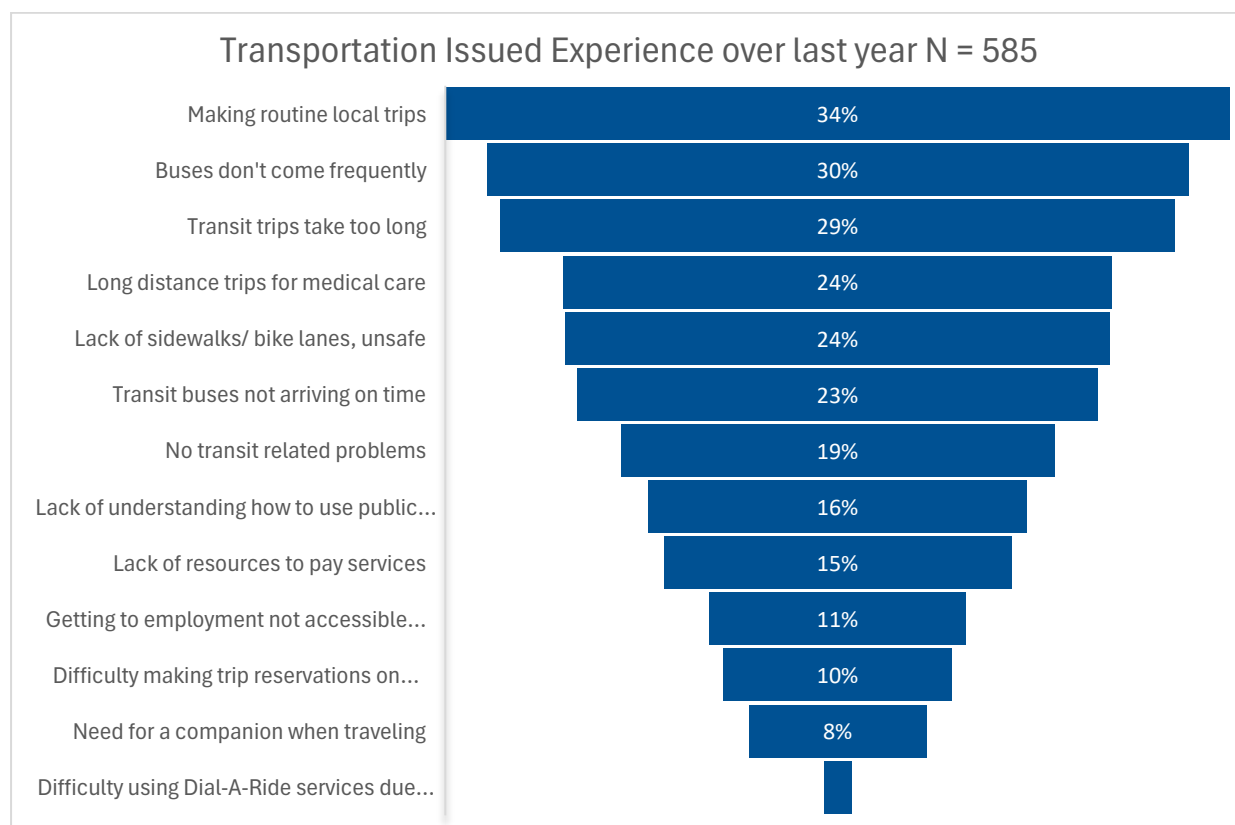
Figure 29: Respondents’ Income Level



About Mobility Barriers and Gaps

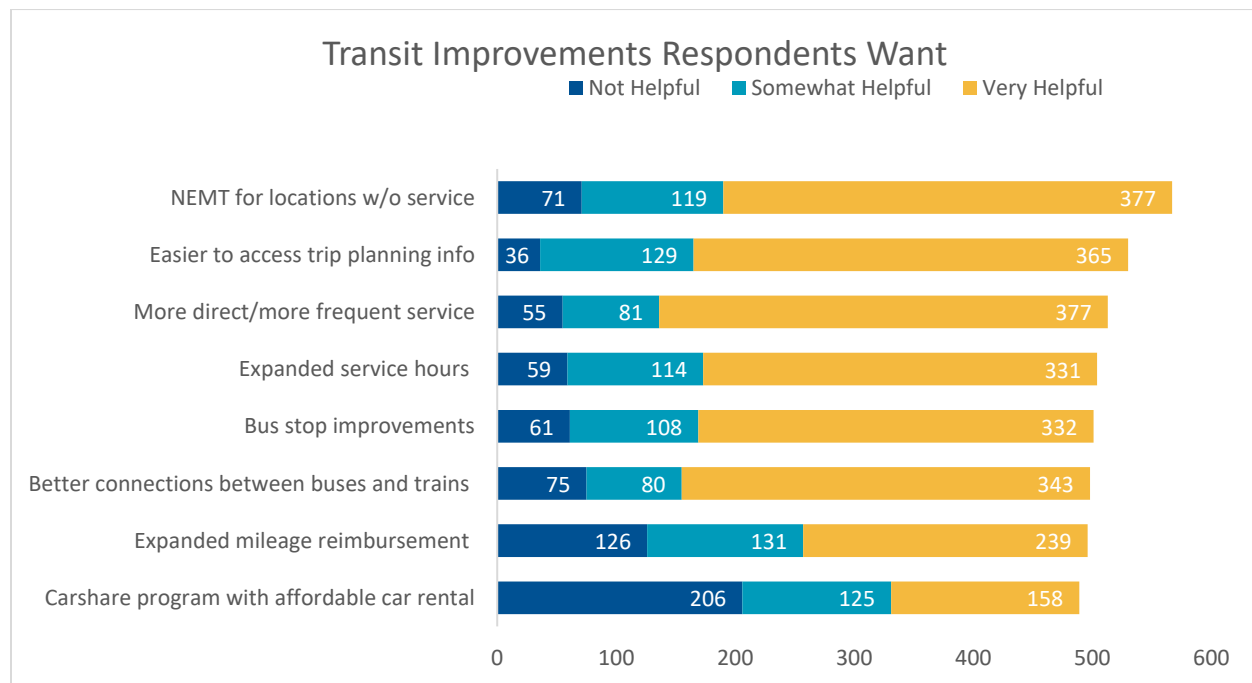
The general public was asked if they experienced any transportation issues within the last year. Of the respondents, 34% said making routine local trips is difficult (Figure 31 describes why trips are difficult), and 30% stated that buses do not come often enough. When asked a follow-up question of *Are there any other transportation issues that you have experienced...*, the following themes were mentioned: (a) public transit service that does not serve certain areas of the County, (b) lack of frequency on Metrolink, (c) no common payment system and (d) lack of housing development near public transit.

Figure 30: Transportation Issues Experienced Over the Last Year



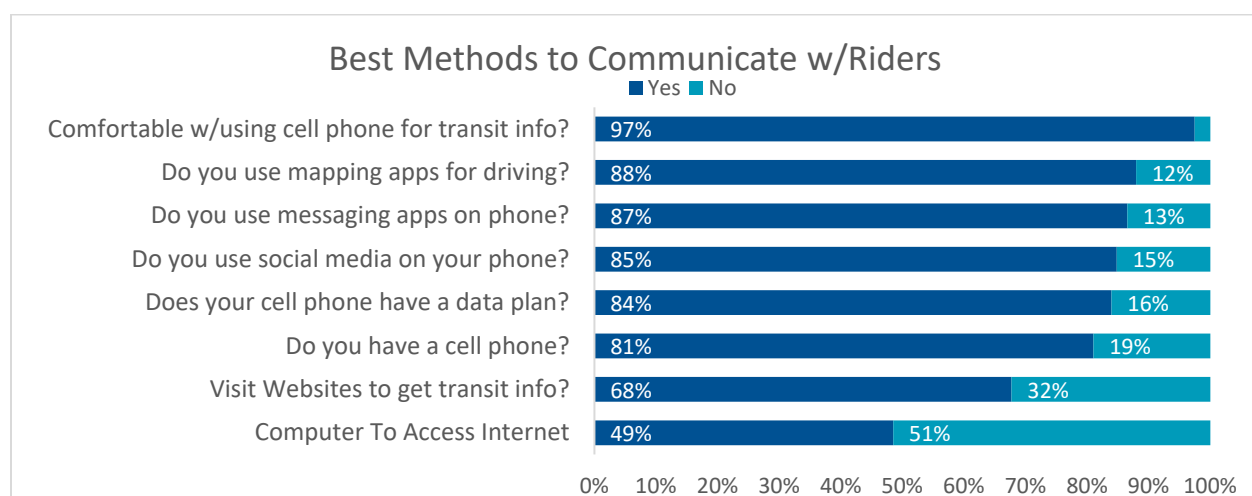
About Mobility Improvements

Respondents were asked what types of improvements would be the most helpful, as shown in Figure 32. The highest rated improvements were for Nonemergency Medical Transport service (where service is not currently available), easier access to trip planning and more direct/frequent service followed.

Figure 31: Transit Improvements That Would be Helpful

Number of respondents per question N=531, N=497, N=490, N=511, N=514, N=505, N=499, N=502, respectively

In addition to asking the public what would be the most helpful in terms of transit improvements, the survey asked what the best methods for communication would be for transit-related information, as shown in Figure 33. Of respondents, notable 97% have a cell phone and 84% have a data plan, which provides ease of communication and operators who want to find quick and easy ways to market transit services. These are significant increases in cell phone and data plan availability over responses in prior periods. However, 51% stated they do not use messaging apps, such as text messaging, on their cell phone.

Figure 32: Best Communication Methods

Number of respondents per question N=531, N=539, N=429, N=504, N=516, N=507, N=513, N=511, respectively

Overview of E-Survey Findings

Agencies

The most interesting takeaway from agencies was how they communicate to their clients about transportation, to which they said that they create their own tailored presentations. Although this can appear as a creative, personal way to reach out to clients, it also may show a gap in agencies receiving the proper information and thus, end up developing their own methods.

Agencies also mentioned (a) difficulty making route trips for their clients, (b) fleet failures and (c) lack of reliable service as challenges their clients and their agencies face.

General Public

Many respondents were older, likely have a disability that affects mobility and struggle with making local routine trips. The e-survey shows the aging of Riverside County and the ever-increasing needs for transportation.

Overview of Social Media Posts

Riverside County received 137 social media responses to the Coordinated Plan effort. Of the total responses, 64 were relevant to the Plan effort and 31 were written in Spanish. Below are themes picked up from the social posts:

- How to help seniors with carts and other items on the bus
- Many asked to bring back the RTA commuter #202
- The need for more bus stops and shelters in the Coachella Valley
- Connections from Corona to Moreno Valley or Anaheim
- Better connections to L.A. Metro area
- A general distaste of large road construction projects
- Better options for seniors in Hemet
- More services to 55 and over communities in Temescal Valley
- Uber/Lyft can get people to their destination faster than a bus
- More frequency in Wildomar
- Door-to-door service in Desert Hot Springs
- Integrated fare system with L.A. Metro
- Service to San Diego/Rancho Bernardo
- “Getting stuck” after 8 p.m.

Summary of Mobility Needs, Gaps and Opportunities

Outreach Phases I and II provided a wealth of detail, returned from qualitative and quantitative data gathering. This concluding section identifies the areas that Coordinated Plan strategies should address, to build upon the existing public transportation network, and to improve and

expand mobility choices for the Coordinated Plan’s target groups of seniors, individuals with disabilities and individuals of low income. These groups also include military veterans, individuals experiencing homelessness and students. This is against a backdrop of demographic changes that include a declining countywide population, albeit decreasing by just over 1%, but after many years of an expanding population. There are significant increases in the older adult population, now at 16% countywide with a quarter of the population 65 and older in the Coachella Valley and the Palo Verde Valley.

Non-operational Issues

Information

Throughout Phase I and II, the lack of information, access to information and easier trip planning were recurring themes, both from agency representatives and the public. While this is not to say that operators are deficient in marketing, as Riverside County populations continue to age, there are new groups of individuals who have never taken public transit, may show interest in what services are available and be newly open to trying transit.

Coverage

In conjunction with the statement above, housing developments that were built 20 to 25 years ago may not be near transit and thus, many respondents and agencies that use transit simply do not have service available in “their area.” Fixed-route services tend to exist around the densest area of residents, and ADA paratransit exists only within a ¾-mile boundary of fixed route, which leaves pockets of housing that is not served by transit.

Security

Several nonprofit and specialized transportation programs reported concerns and needs around the security of their transit vehicles. Protecting catalytic converters from theft and transit facilities from vandalism are reportedly continuing challenges, particularly when transit yards are located in lower-rent areas where that can be more common.

Operational and Infrastructure Concerns

Improving the Rider Experience

Consistently, consumers, agency stakeholders and transit operators themselves spoke about the need to improve the rider experience in a variety of ways that included shorter ride times, reliable on-time performance, greater efficiency in transferring between services and more.

Increasing Frequency

Increasing frequency and bringing back COVID-19-related transit cuts were other repeated themes throughout the outreach process. Given that travel and commuting have nearly returned

to pre-COVID levels, operators are encouraged to reexamine cuts to see if these continue to make sense, potentially bringing back certain services and/or frequencies.

Enhancing Transit Infrastructure Amenities and Access

Common themes heard from agencies, the public, interviews and workshops included the need for bus stop infrastructure. It is understood that as infrastructure is built, it may be inviting for the unhoused community, which, in turn, may deter those from using public transit. However, given the summer temperatures of the area and the aging population of the region, this is a topic that operators and RCTC need to discuss.

In addition to bus stop infrastructure, access to bus stops was also mentioned often. Again, with aging populations and those with mobility issues, sidewalks that are cracked, missing or lacking make it extremely difficult to walk on. Understandably, operators do not have the jurisdictional rights to improve sidewalks, but perhaps this Plan can help city and County officials with receiving funds for sidewalk improvements.

Chapter 5. Goals and Strategies

Addressing Gaps and Needs with Responsive Actions

Drawing upon the extensive demographic and outreach findings previously presented, responsive goals and strategies were developed. This chapter presents four goals, and seventeen (17) supporting strategies by which to address the Coordinated Plan 2025 Update findings for improving mobility of target group members (Table 18). Potential projects are also highlighted in the following pages.

Table 18: Coordinated Plan 2025 Update Goals and Strategies

Goals and Strategies
Goal 1: Build Capacity of Specialized and Alternative Transportation
1.1 Strengthen existing specialized transportation programs and expand their availability to address gaps in the transit network, enhancing mobility for older adults, individuals with disabilities and low-income populations.
1.2 Fund capital projects for vehicles, technology and equipment that increase the number and volume of specialized and alternative modes of transportation.
1.3 Expand long-distance mobility solutions in underserved communities to improve access to medical, employment and education destinations.
Goal 2: Improve Access to Transit Information and Promote Available Resources
2.1 Support efforts to create and share comprehensive, up-to-date inventories of available transportation services with both stakeholders and the general public.
2.2 Develop travel training for agency audiences (train-the-trainers) and consumer audiences in how to access and use transit.
2.3 Facilitate biannual roundtable meetings between public transit and human service agencies to review and standardize transit service information for broad distribution.
2.4 Develop countywide transit promotional tools (social media, print, bus and transit center displays) that are user-friendly, tailored to each operator, to educate on how to use available transit.
2.5 Collaborate with County Department Public Information Officers and the County library system to disseminate user-friendly transit info, including how-to-plan trips and how-to use transit.

Goals and Strategies

2.6 Collaborate with CTSA's in delivering accessible, user-friendly transit information across multiple platforms, including social media, print and phone-based support for all modes of transit.

Goal 3: Enhance Transit Growth and Sustainability

3.1 Improve fixed-route service frequencies and span of services in high-demand corridors, focused on services reduced during the COVID-19 pandemic that have been reinstated.

3.2 Identify and pursue funding opportunities to support the expansion of transit service coverage and frequency, addressing both immediate needs and long-term growth.

3.3 Improve regional trip-making by improving transfers and meaningful connections through examining where long wait times exist for regional trips.

3.4 Enhance Dial-A-Ride services by improving on-time performance and reducing long travel times.

3.5 Develop strategies to meet long-distance nonemergency medical transportation needs of older adults and other Coordinated Plan target groups.

Goal 4: Grow Public Transportation Awareness

4.1 Support ongoing maintenance of transit infrastructure to enhance safety, security and access to transit services.

4.2 Coordinate with local jurisdictions to exchange information on access to transit within 1/3 mile of transit stops, seeking to improve paths of access for pedestrians, individuals with mobility challenges and bicycle users alike.

4.3 Improve and enhance bus stops and related infrastructure, including seating, shelter and lighting, by monitoring conditions and pursuing additional funding sources.

Below is a summary of what was learned through this extensive outreach process that supports the presented goals and strategies, along with project ideas to further the newly created goals.

Goal 1: Build Capacity of Specialized and Alternative Transportation

Strategy 1.1 Strengthen existing specialized transportation programs and expand their availability to address gaps in the transit network, enhancing mobility for older adults, individuals with disabilities and low-income populations.

What We Heard: *Many small, specialized transit operators are eager to expand their services but often face challenges navigating the complexities of the grant funding process. Long waiting times for new vehicles hinder their ability to grow quickly. Additionally, there is a strong demand for more training opportunities to support staff's understanding of grants. Frustration with*

Caltrans is present among small operators who would like to see Caltrans be proactive in helping them expand their service. Specifically, there is interest in expanding mobility services among providers like Desert Access and Mobility Services, as well as within the Cabazon and Cahuilla Tribes. Interest continues in new mobility concepts, including expanded use of on-demand transportation, which has addressed some trip needs difficult to serve on regular fixed-route or localized Dial-A-Ride service.

Consumers identified areas in each region where existing public transportation is not served and would like to see some type of service. Specialized transportation is a way of filling such service area gaps. Trip needs reported — but not necessarily served — included both local, routine trips and long-distance trips to specialty destinations. Needed rider assistance, specifically door-through-door escorts, reinforced the importance of Riverside County's extensive TRIP volunteer mileage reimbursement program.

Project Ideas:

As resources allow, example projects may include:

- Continuing funding to nonprofit and public agency specialized transportation for program operations, supporting labor, benefits and program overhead expenses.
- Encouraging a range of specialized transportation modalities to meet hard-to-serve needs, such as volunteer mileage reimbursement and sustainable microtransit applications.
- Continuing RCTC administration of the Western Riverside Measure A Specialized Transit Program at the best possible funding levels to support responsive, cost-effective and quality services that fill gaps in the public transportation network.
- Undertaking routine, recurring assessments of specialized transportation projects to ensure their safety, cost-effectiveness and responsiveness to the goals of RCTC's Measure A Specialized Transit Program.
- Actively promoting the availability of FTA Section 5310 Elderly Persons with Disabilities Transportation program, with RCTC attention to a quality assurance role to help build strong competitive applications from Riverside County to this statewide funding source.
- Encouraging application to any new discretionary fund source that can support specialized transportation, as with Palo Verde Valley's continuing success with Wellness Express, an FTA Rides-to-Wellness program, now in its sixth year.
- Encouraging specialized transportation providers to participate in statewide training opportunities through the Rural Technical Assistance Program (RTAP) and California Association for Coordinated Transportation (CalACT), making dues and conference participation a legitimate expense in Measure A or Caltrans 5310 operating grant budgets.

Strategy 1.2 Fund capital projects for vehicles, technology and equipment that increase the number and volume of specialized and alternative modes of transportation.

What We Heard: *Riders increasingly seek greater flexibility, including same-day transportation and services that pick them up directly. Requiring reservations one to two weeks in advance is often a barrier, especially for those who may not know their travel needs that far ahead. This is particularly challenging for individuals with developmental disabilities, who may rely on transit not just for work trips through day programs, but also for essential recreational and community-based outings.*

Where consumers find existing transportation to be at capacity and unable to serve their trip, additional capital funding in the form of added vehicles will help to meet added trip needs.

Project Ideas:

As resources allow, example projects may include:

- Funding support to replace aging vehicles and expand fleets to increase capacity and provide more trips.
- Funding support to ensure program safety and facility security to ensure that transportation investments are protected.
- Encouraging adaptation of app-based services, such as Go-Go Grandparent-type models, to expand the user base of such services.

Strategy 1.3 Expand long-distance mobility solutions in underserved communities to improve access to medical, employment and education destinations.

What We Heard: *Several areas within the Coachella Valley remain underserved by public transit, with limited or no access to either fixed-route or Dial-A-Ride services. Notable gaps include communities such as Thousand Palms, the Highway 74 corridor in Palm Desert, Sun City (a gated community) and the area surrounding Fantasy Springs Resort Casino and in Western Riverside County, the Homeland, Romoland areas, among others.*

Consumers report needing help to get to the regional tertiary care medical facilities in Loma Linda and the University Regional Medical facility in Moreno Valley, among others. Some difficult-to-reach treatment facilities are in north San Diego County and south Orange County. Changes in education facilities, for example, the University of California, Riverside campus at the Palm Desert center, requires longer trip-making for students living in rural or distant areas.

Project Ideas:

As resources allow, example projects may include:

- Exploring service applications, such as the Palo Verde Valley Wellness Express, running long-distance deviated fixed-route service from rural communities to health care centers.

- Promoting existing services, such as Riverside County’s TRIP program, providing cost-effective volunteer mileage reimbursement to eligible riders for nonemergency medical trips.
- Exploring other service alternatives, including app-based, microtransit services where the ongoing fare subsidy is sustainable.
- Promoting IE511.org rideshare incentives and subsidies to Coordinated Plan target populations to increase awareness of these long-distance mobility options.

Goal 2: Improve Access to Transit Information and Promote Available Resources

Strategy 2.1 Support efforts to create and share comprehensive, up-to-date inventories of available transportation services with both stakeholders and the general public.

What We Heard: *Riverside County offers a wide range of transportation resources, but both the public and human service agencies often struggle to know where to begin when trying to assist clients. The RCTC brochure is a helpful tool because it consolidates key information in one place; however, more creative and targeted outreach efforts are needed. Different audiences — such as the Riverside County Commission on Aging, senior centers, case managers, Medi-Cal coordinators, IEHP (Inland Empire Health Plan) and Kaiser social workers, and even local Facebook communities — require tailored communication tools. Incorporating transit information into municipal newsletters is another promising way to broaden awareness and accessibility.*

Consumers who may be considering public transit for the first time are often unaware of what exists or where to start to find out how to make a trip, as reported by agency staff working with these individuals. Information resources well-known to transit professionals, such as Google Transit and the Transit app, are often unknown to potential transit users. The role of libraries and other community-based organizations in promoting available public transit can help these potential, new riders where they have ready tools to do so.

Project Ideas:

As resources allow, example projects may include:

- Continuing and enhancing RCTC’s website listings of specialized transportation programs—including public transit programs, ensuring that posted information is accurate and updated.
- Collaborating and coordinating with other entities that compile transportation information, such as Riverside County 211, the Inland Coalition on Aging and the County Department on Aging’s senior information and referral listings.

- Identifying and developing tools that could be used by the County library systems, such as digital banners or by the County Public Information Officers, such as digital toolboxes reporting on transit service availability, special fare promotions and more.
- Conversations with Google Transit as other options to display.

Strategy 2.2 Develop travel training for agency audiences (train-the-trainers) and consumer audiences in how to access and use transit.

What We Heard: *Many human service agencies lack clear guidance on where to find transportation information and are actively seeking support to better understand the mobility options available. Among seniors, there is a common perception that public transit is unsafe, which discourages usage and contributes to declining ridership. Simple challenges, such as replacing a lost bus pass, can become major barriers for older adults or individuals with disabilities if clear support systems are not in place. Turnover among human service agency staff is common and transit information needs to be re-seeded among personnel interacting with consumers who may have transportation needs.*

Members of the public expressed uncertainty and apprehension in trying transit for the first time — some asking for travel training, travel buddies or ambassadors. A wide range of person-to-person contacts can help introduce potential new riders to the array of public and specialized transportation services that exist in Riverside County.

Project Ideas:

As resources allow, example projects may include:

- In conjunction with the County's public transit operators, developing travel training modules that can be shared are short, pithy and can be shared in a variety of settings.
- T-Now meetings and other advisory groups
- Senior centers and other community center gatherings
- Agency personnel training for case workers or frontline staff
- Developing train-the-trainer opportunities about public transportation in general and about specific issues, such as planning a trip, purchasing a bus pass, paying the fare, including how technology can aid the transit user.
- Promoting real-time information tools, incorporated into travel training opportunities, such as real-time bus information via RTA's BusWatch, SunBus Tracker or Metrolink Train Tracker to instill confidence in new transit users.
- Work with city staff responsible for promoting events and city services

Strategy 2.3 Facilitate biannual roundtable meetings between public transit and human service agencies to review and standardize transit service information for broad distribution.

What We Heard: *Oftentimes, office managers at small human service agencies reach out to transit customer service representatives seeking basic information or a better understanding of*

*available transportation options. However, many agencies also want to gain a broader perspective on the overall role transit plays in the community and where it is headed in the future. Social workers frequently ask how they can better stay informed and help spread awareness about transit services to those they serve. The Inland Empire Coalition on Aging’s **Master Plan on Aging** called out the need for a broad range of information tools to aid both seniors and caregivers working with older adults and persons with disabilities.*

Project Ideas:

As resources allow, example projects may include:

- Encouraging transit personnel, including CTSA managers and RCTC staff, to participate in annual collaborative settings, such as those hosted by the Inland Coalition on Aging, the IEHP and others to continue to promote public transit services and specialized transit programs in Riverside County.
- Exploring the role of RCTC’s CSTAC in hosting or collaborating with human service coalitions in hosting an annual public transportation summit.
- Developing and enhancing networks between public transit and human services personnel to communicate periodic service or schedule changes, special fare/free fare promotions and new services.

Strategy 2.4 Develop countywide transit promotional tools (social media, print, bus and transit center displays) that are user-friendly, tailored to each operator, to educate on how to use available transit.

What We Heard: *Information about transportation services needs to be communicated through multiple channels to effectively reach diverse users. This includes older adults uncertain about using transit, non-English speaking riders with limited literacy in any language, persons with limited or no useable vision and those new to using public transit. Long-distance trips that require crossing between different transit systems are especially difficult to plan and often fall on case managers or agency staff to coordinate. Many have expressed the need for more hands-on support, particularly for seniors, who may struggle with navigating these systems independently. Youth riders also experience confusion in areas where two transit systems operate in close proximity, creating uncertainty about routes, fares and service boundaries.*

Project Ideas:

As resources allow, example projects may include:

- Encouraging the development of transit promotion tools aimed at the Coordinated Plan’s target populations, including older adults, persons with disabilities, persons of limited-English proficiency, with an emphasis on countywide messaging — for example, how to plan a trip on Google Transit, when a countywide free fare day is planned.

- Ensuring that information tools are created and disseminated through the full range of modalities — digital, website, newspaper, radio and paper for sharing through agency email lists and social media platforms, disseminating these at bus stops, transfer centers and community centers, and in public service announcements or even paid advertising spots on television, radio and social media.
- Working with existing coalitions of human services contacts and building new network contacts to regularly disseminate transit information countywide.

Strategy 2.5 Collaborate with County Department Public Information Officers and the County library system to disseminate user-friendly transit info, including how-to-plan trips and how-to-use transit.

What We Heard: *Riverside County branch libraries personnel reported their eagerness for information tools that they can share, indicating that some older adults or low-income individuals use the library computers for personal computer purposes, including trip-planning. Librarians may or may not be able to answer questions about trip-planning but could easily run digital banners in their electronic signage directing patrons to Google Transit and other resources. County Public Information Officers were identified as another important information focal point but that they do not know about public transit and do not necessarily coordinate with one another. Creating user-friendly tools targeted for these groups can support widespread dissemination of transit information.*

Project Ideas:

As resources allow, example projects may include:

- Developing contacts within key library and county agencies to establish an information network for the dissemination of transit information and promotional tools, with special attention to social media toolkits by which others can promote public transit.
- Working through Riverside County's public transit agencies to ensure that relevant transit information is routinely provided through this network.

Strategy 2.6 Collaborate with CTSA's in delivering accessible, user-friendly transit information across multiple platforms, including social media, print and phone-based support for all modes of transit.

What We Heard: *Improvements are needed to ensure transit websites are accessible for individuals with visual impairments, as current formats are often difficult to navigate. Similarly, seniors who are new to transit conveyed that they could become overwhelmed by both bus books and websites. It's equally important that these websites function well on iPads and iPhones. Some agency staff and members of the public indicated they do not necessarily know the names of their local public transit providers and are therefore uncertain as to how to find their websites and schedules.*

Regional trip planning is particularly challenging for individuals due to inconsistency and complexity across different transit agency websites. Individuals with disabilities making long regional trips and those seeking specialty medical care reported struggling to link transit trips. Additionally, transit apps are often inadequate — one staff member, for example, encountered significant difficulty trying to download the SunRide app for a client. This underscores the need for more user-friendly digital tools and better support for both riders and the staff assisting them.

Project Ideas:

As resources allow, example projects may include:

- Coordinating with CTSA personnel around countywide projects, such as travel training information dissemination or special fare promotion.
- Exploring developing an annual calendar of promotions — in conjunction with CTSA personnel of RTA and SunLine, with input from the municipal operators, to develop, provide and promote countywide transit messaging.
- Integrating transit promotion information with communications regarding service changes or modifications, with specific efforts to connect with Coordinated Plan target populations.

Goal 3: Enhance Transit Growth and Sustainability

Strategy 3.1 Improve fixed-route service frequencies and span of services in high-demand corridors, focused on services reduced during COVID-19 that have been reinstated.

What We Heard: *A recurring theme among public input is the urgent need for more frequent and reliable transit service across Riverside County. Riders emphasized that buses should run at intervals of 30 minutes or less, noting that the current 90-minute wait times for services render public transportation impractical for daily use. Many called for expanded service to key destinations such as RCC, Downtown Riverside, VA Loma Linda, UCR, Menifee and Temecula, as well as increased feeder routes to Metrolink stations and more weekend and midday Metrolink trains.*

Stakeholders and riders reported difficulty making timely connections with limited alternatives that leave riders feeling stranded, especially in the late afternoon or on weekends. Express routes during commute hours, later evening service and reinstating pre-COVID-19 early morning schedules were also suggested to improve access. Several comments highlighted the need for expanding bus rapid transit (BRT) and expanded regional rail, while also advocating for more convenient stops and bus hubs that link communities to colleges and major employment centers. These included better transit access to the UCR Coachella Valley campuses and distribution center employment in the Jurupa Valley and northwestern Riverside County areas.

Project Ideas:

As resources allow, example projects may include:

- Targeting resources to increase fixed-route service frequencies in high-use corridors or to areas where latent transit demand exists.
- Monitoring routes serving lower-demand, less-densely populated areas to consider when increases in service frequency may be viable, either related to potential ridership or due to newly available resources.

Strategy 3.2 Identify and pursue funding opportunities to support the expansion of transit service coverage and frequency, addressing both immediate needs and long-term growth.

What We Heard: *Community feedback strongly emphasizes the need for expanded transit service, particularly for underserved areas and vulnerable populations such as seniors. Residents in cities like Calimesa and Desert Hot Springs expressed frustration over the lack of local or door-to-door service, especially in retirement communities where mobility options are limited. Many seniors in Calimesa, including those living in areas like Plantation on the Lake, report having no nearby bus service at all. Similarly, in Desert Hot Springs, while the SunDial program is appreciated, it's heavily restricted by SunLine's limited route coverage, leaving many seniors without access to medical care and grocery stores. There's also concern about the absence of any service during holidays, with riders noting that neighboring counties at least offer reduced schedules, while RTA provides none. Other feedback highlighted opportunities for rail expansion, particularly the underutilized rail corridor between Perris and Hemet, which residents believe could be quickly and affordably revitalized using lightweight commuter rail to improve regional connectivity.*

Project Ideas:

As resources allow, example projects may include:

- RCTC continues working with the County's public transit operators to aid them in identifying and securing potentially available funding.
- Pursuing grant funding and discretionary funding, to supplement existing funding, at every opportunity that can support and enhance public transit services.

Strategy 3.3 Improve regional trip-making by improving transfers and meaningful connections through examining where long wait times exist for regional trips.

What We Heard: *Regional trip-making is particularly difficult, especially for seniors who may require oxygen, take medications on a schedule or need frequent restroom access. Long-distance travel within and beyond Riverside County — such as from Coachella to Western Riverside County and onward to Los Angeles County, from Beaumont to San Bernardino, or from Blythe to Riverside — presents significant challenges due to the duration, transfers and lack of supportive infrastructure for vulnerable populations.*

Project Ideas:

As resources allow, example projects may include:

- Assessing and improving connections between routes to facilitate longer trips, and shorten waiting times and overall travel times.
- Continuing exploration and implementation of limited-stop, higher speed transit services to speed longer trips.
- Ensuring reliable connections between routes, to speed longer trips, working with the operators to identify those transfer points that may involve common long-distance trips and connections between routes or even transit systems.
- Protecting bike-to-bus connections by ensuring sufficient, well-maintained bike racks at stops and on buses to enable and support first-mile/last-mile bike trips.

Strategy 3.4 Enhance Dial-A-Ride services by improving on-time performance and reducing long travel times.

What Was Heard: *Throughout the public engagement process, it became clear that there is a disconnect between how Dial-A-Ride operators schedule rides, how the public interprets those schedules and sometimes the actual experience of the ride's on-time performance, which may differ from its scheduled pick-up times or from the rider's expectations. This mismatch often leads to confusion about when passengers can expect to be picked up or dropped off, creating frustration and uncertainty for riders. Getting to improved reliability of service and better communication with riders when their vehicle actually shows up for their trip will improve productivity and efficiency, and, importantly, improve customer experience.*

Additionally, users of paratransit, Dial-A-Ride programs indicated the need for some same-day transportation, as opposed to the advance reservation services that are typical of most Dial-A-Ride programs. These consumers indicated a desire for more immediate, spontaneous transportation. Microtransit, on-demand transportation that is app-based, appeals to those with such spontaneous needs, even if it costs them a little more. At the same time, the affordability concerns of the Coordinated Plan target populations mean they are often unable to order Uber and Lyft trips where the fare is not somewhat subsidized or discounted. Another important attribute of microtransit is that it can travel where existing fixed routes — or beyond their ¼-mile buffer — do not travel. By the same token, to ensure that such services are sustainable and do not “break the bank,” transit providers conveyed the importance that limitations must be established.

Project Ideas:

As resources allow, example projects may include:

- Encouraging Dial-A-Ride, paratransit providers in Riverside County to use trip scheduling software with dynamic trip-scheduling (such as Ecolane or RideCo) and can

make trip assignments to vehicles in real-time, thereby improving system performance and productivity.

- Exploring microtransit service models for members of the Coordinated Plan target population that can provide same-day, on-demand trips and are designed to be sustainable, for example, by limiting the trip type, the service area or the number of trips individuals can make.
- Exploring funding opportunities can ensure that a microtransit, on-demand service can provide subsidized fares to eligible users.

Strategy 3.5 Develop strategies to meet long-distance nonemergency medical transportation needs of older adults and other Coordinated Plan target groups.

What We Heard: *Many specialized medical facilities — especially those providing advanced treatments like cancer care — are located far from where community members live. Some models of service for these long-distance trips exist in Riverside County, such as the Palo Verde Valley Wellness Express or the ILP TRIP program, but these are not necessarily known to human service workers in communication with older adults, individuals with disabilities and other vulnerable populations.*

Project Ideas:

As resources allow, example projects may include:

- Ensuring widespread promotion of information among human services organizations about existing nonemergency medical transportation services, such as the Wellness Express, the TRIP program and RTA and Pass Transit fixed routes to the Loma Linda hospitals, among others.
- Developing tools and techniques to more effectively reach into the health care delivery system, specifically the appointment-making nodes, to promote available transportation options.
- Securing funding for new pilot projects targeted for long-distance, nonemergency medical trips.

Goal 4: Grow Public Transportation Awareness

Strategy 4.1 Support ongoing maintenance of transit infrastructure to enhance safety, security and access to transit services.

What We Heard: *Public feedback underscores a critical demand for investment in transit infrastructure across Riverside County to ensure safety, accessibility and usability. This includes protecting vehicles through routine, regular maintenance and securing the transit facilities that house or support them. Adequate and ready vehicle maintenance and the resources to provide that are critical to a safe, secure fleet, whether that is two vehicles or dozens. There have been*

instances since the last Coordinated Plan update of vehicle vandalism and theft of catalytic converters, among other issues that underscore investment around vehicle security.

Project Ideas:

As resources allow, example projects may include:

- Ensuring that vehicle maintenance is a part of every grant application, at levels appropriate to vehicle type and size, for both routine, preventative maintenance and for appropriate larger-scale maintenance expense to ensure that older vehicles are safe and road-worthy.
- Ensuring that for even the smallest transportation programs vehicle maintenance schedules are developed, implemented and monitored.
- Ensuring the security of facilities where vehicles are garaged, supporting fencing and other security measures to protect these public investments.

Two inter-related strategies are combined, in terms of relevant findings and project ideas.

Strategy 4.2 Coordinate with local jurisdictions to exchange information on access to transit within 1/3 mile of transit stops, seeking to improve paths of access for pedestrians, individuals with mobility challenges and bicycle users alike; and

Strategy 4.3 Improve and enhance bus stops and related infrastructure, including seating, shelter and lighting, by monitoring conditions and pursuing additional funding sources.

What We Heard: *Path-of-access and bus stop improvement concerns. Transit users with disabilities highlighted the need for closer stops. Older adults spoke of the absence of sidewalks that connect to transit. ADA-compliant curb ramps were emphasized as essential, particularly in areas where pedestrian infrastructure is nearly nonexistent or fragmented, including pedestrian unfriendly neighborhoods without sidewalks or with busy thoroughfares where crossing as a pedestrian is difficult. Lower-income transit users who ride bicycles to make bike-to-bus trips were concerned about safe bicycle travel on Riverside County streets and roads.*

Residents consistently called for the expansion of shaded, well-lit and accessible bus stops, especially in areas like Temecula, Murrieta, Hemet, Wildomar and Lake Elsinore, where extreme heat and lack of seating pose serious risks. These and other areas of Riverside County developed quickly and were focused on automobile travel, not necessarily pedestrian travel.

Calls for dedicated bus lanes, improved signage and investments in rail, including rail connections and increasing train frequency, reflect a broader vision of a more connected, multimodal region. Respondents stressed that without walkable neighborhoods and safe access to transit, public transportation remains difficult to access for many. The lack of infrastructure not only limits mobility but leaves vulnerable individuals isolated, homebound or reliant on expensive alternatives. Investments in transit access infrastructure — both large and small — are viewed as vital to public safety.

Project Ideas:

As resources allow, example projects may include:

- Encouraging municipality and transit to dialogue to jointly seek funding for path-of-access improvements in areas with higher propensity transit usage that may include:
 - Installing sidewalks where there are none.
 - Improving sidewalks where existing ones may have fallen into disrepair.
 - Installing bike paths (Class I, II or III) in areas and neighborhoods where existing bicycle usage is high or there is evidence of latent demand for bike trip-making.
 - Other improvements that facilitate safe pedestrian and bicyclist travel.
- Ensuring and expanding lighting at and seating at bus stops, particularly those heavily used by older adults, parents with young children or other Coordinated Plan target group members.
- Exploring route options and bus stop improvements in areas of demand but not now served by transit.

Chapter 6. Implementation Approach to Direction Offered by This Coordinated Plan Update

This concluding chapter presents an approach to addressing the mobility gaps identified on behalf of the multiple target groups of this Coordinated Plan 2025 Update. Given the early engagement of stakeholders, the general public survey respondents and community-based representatives attending the Prioritization Workshop, there is evidence of a growing awareness of this transportation planning effort and a willingness to participate from the community.

Developing Strategy Priorities

Inputs from several sources were used to prioritize the proposed strategies of response, as required by [FTA Circular 9070.1H](#).

Input from the Countywide Prioritization Workshop

From July 3rd through July 11th, RCTC solicited feedback on the prioritization of goals and strategies. On July 9, 2025, RCTC hosted a virtual Prioritization Workshop, to share with stakeholders and interested parties the outreach and survey findings and to present the direction suggested to improve mobility for targeted groups. Posted on the Coordinated Plan website (www.rctc.org/coordinatedplan) were both English and Spanish language handouts describing the goals and strategies of the Plan. Recruitment to the workshop included contacts by telephone and email with individuals involved in Coordinated Plan update activities over the prior eight months.

Twenty-eight (28) individuals from across the County participated in the meeting and represented a mix of public and community-based organizations that themselves provided services to vulnerable populations of focus in this Coordinated Plan. During the virtual Prioritization Workshop, RCTC prompted an online poll, asking viewers to rank the strategies under each of the Goals established in this Plan. Poll results, showing high, medium and low rankings, are presented in the following figures in relation to each of the four goals, summarized to characterize each of the 17 strategies. Specifically, the following guidance to community input members includes:

Figure 33, Prioritization Invitation Flyer



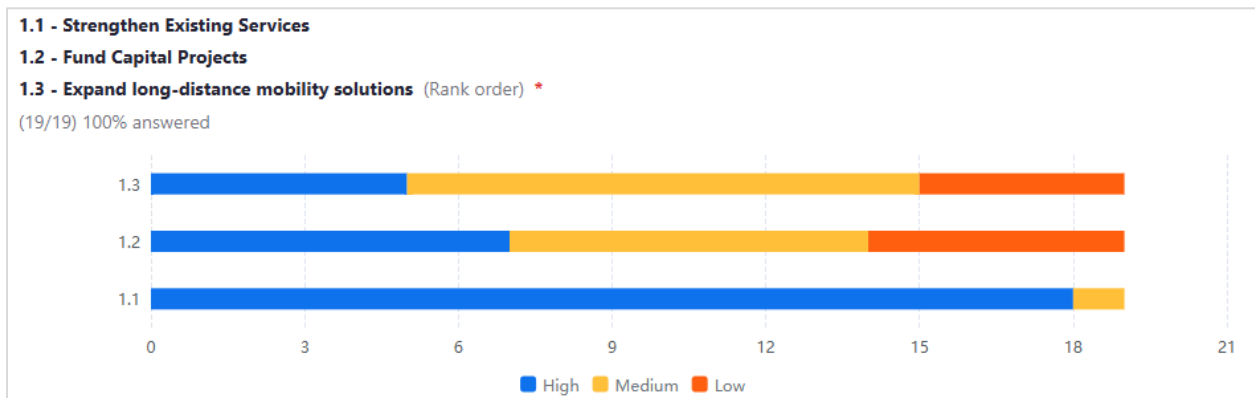
High = This project is urgent and critical to address the County's transportation community needs and safety issues – high priority.

Medium = This project is important, but not immediately urgent. Improves service but can be scheduled for a later phase – medium priority.

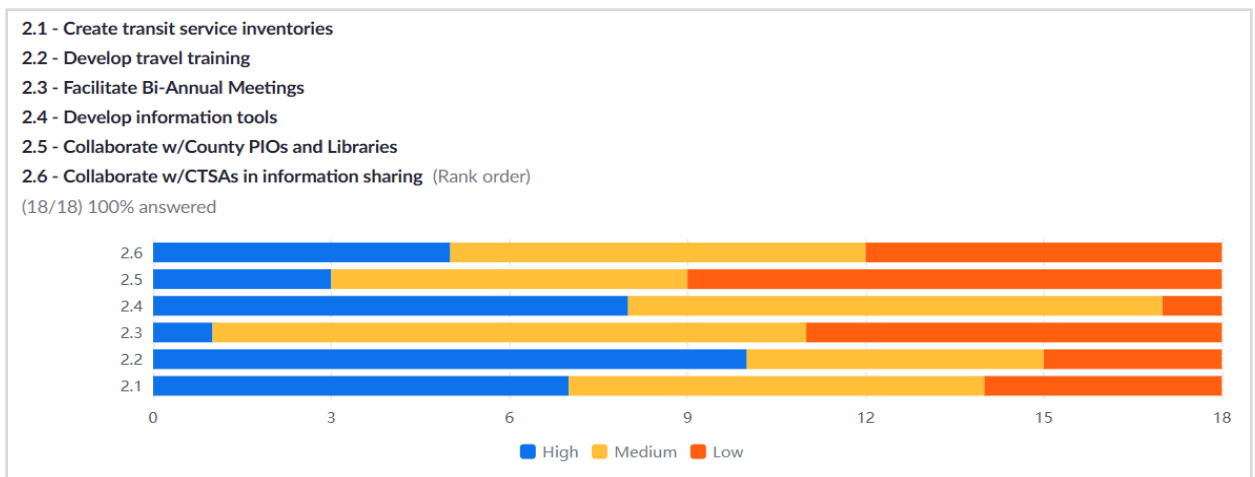
Low = This project is helpful but not essential. Can be deferred without major consequences – low priority.

Figure 34, Virtual July Workshop Strategy Prioritization – Four Goals

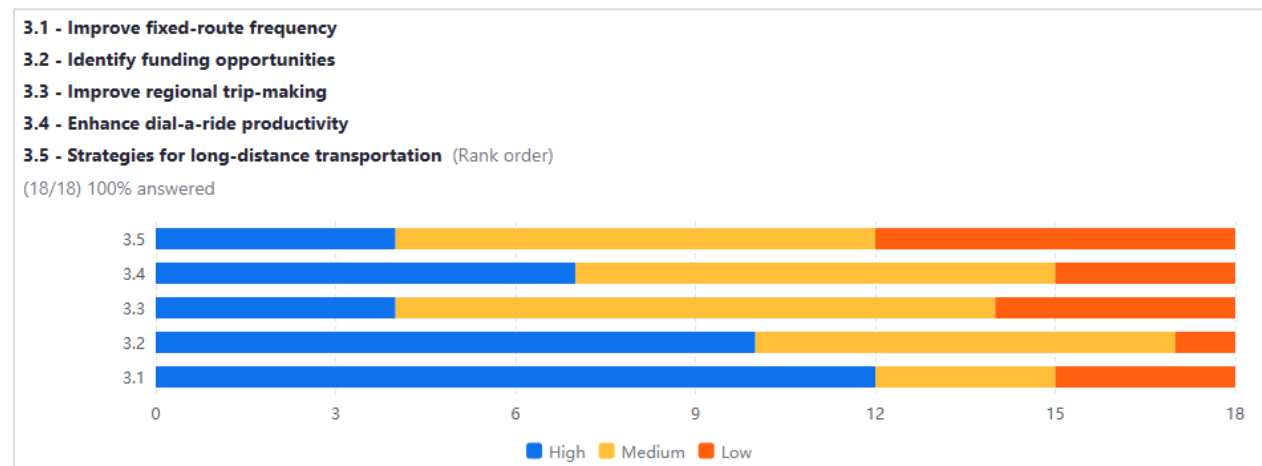
Goal 1 Build Capacity of Specialized and Alternative Transportation



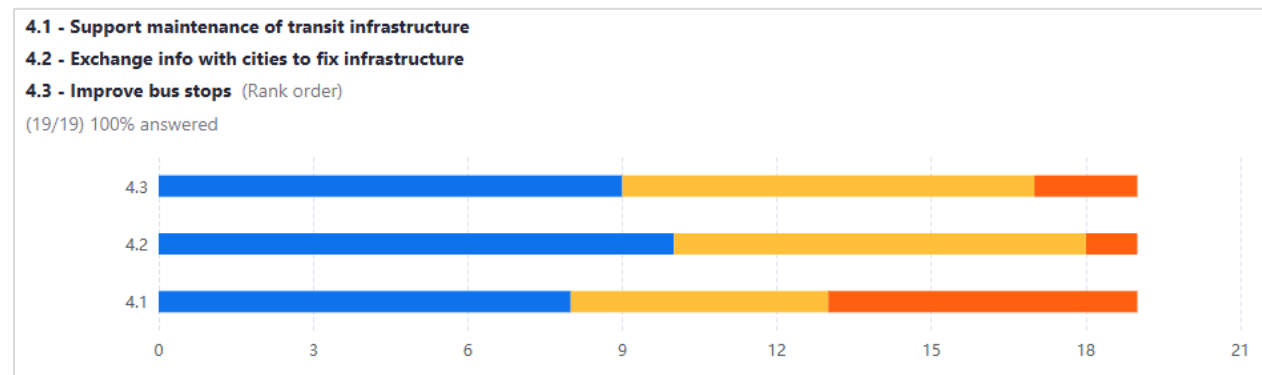
Goal 2 Improve Access to Transit Information and Promote Available Resources



Goal 3 Enhance Transit Growth and Sustainability



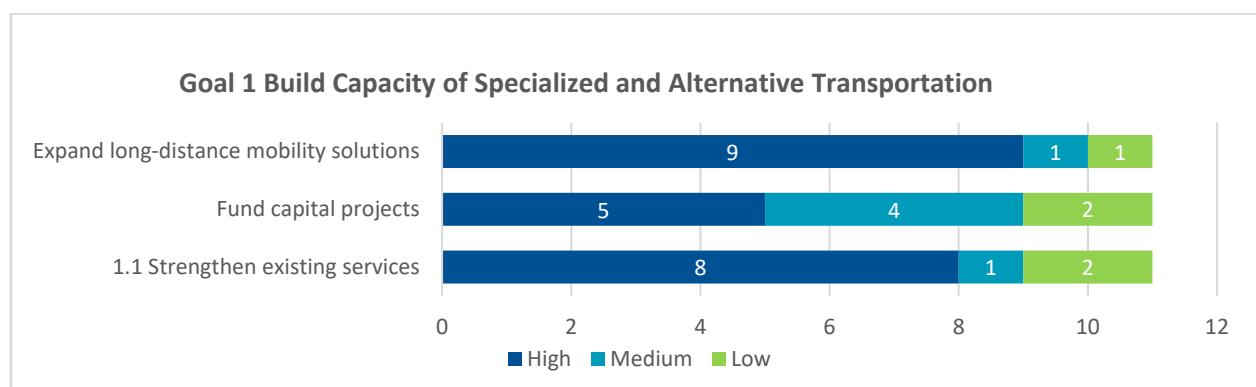
Goal 4 Improve Access to Transit and Travel Safety for Vulnerable Populations

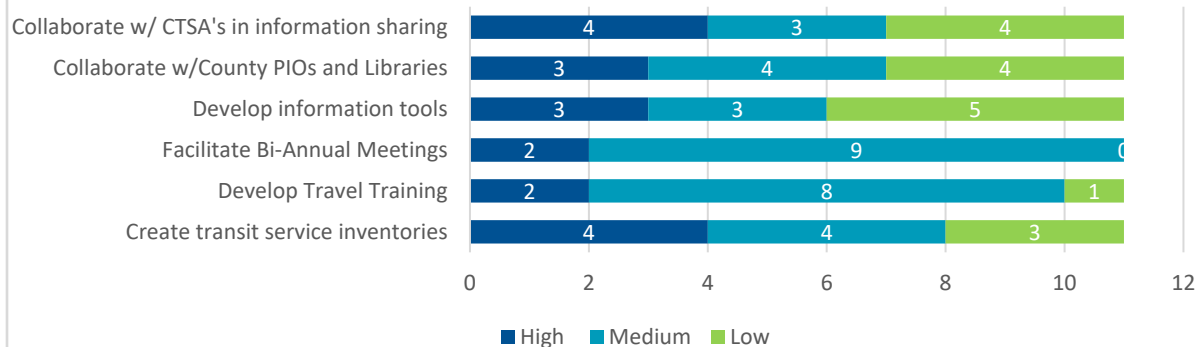
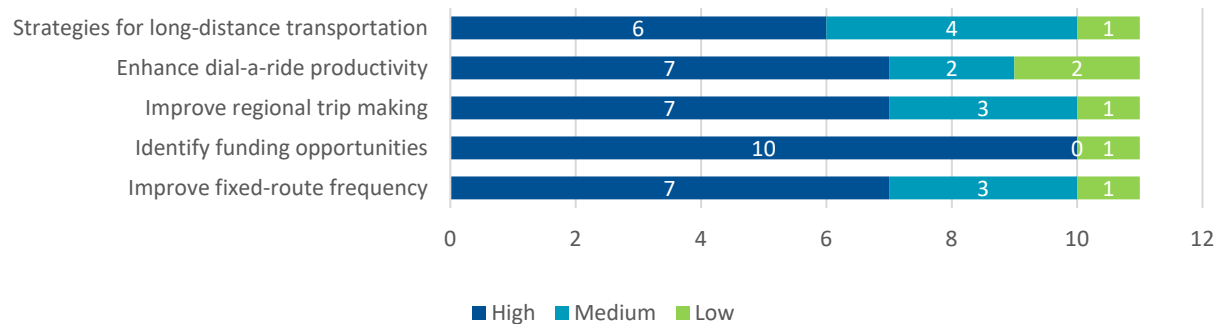
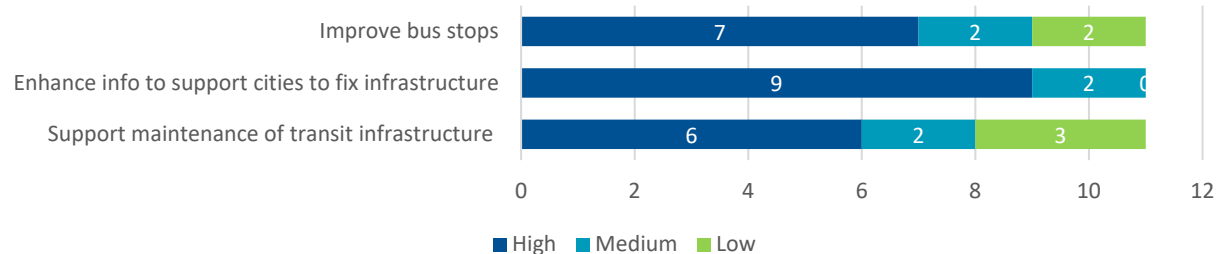


Input from Online Participation

In addition to the virtual poll, those who could not attend the meeting were able to complete the ranking via a survey (Figure 35). This opportunity was identified and promoted via email to stakeholders involved in the Coordinated Plan process. Eleven (11) individuals responded to the online survey ranking.

Figure 35, Online Strategy Prioritization – Four Goals



Goal 2 Improve Access to Transit Information and Promote Available Resources**Goal 3 Enhance Transit Growth and Sustainability****Goal 4 Improve Access to Transit and Travel Safety for Vulnerable Populations****Compiling Prioritization Results with RCTC Staff Input**

A third set of rankings were prepared by RCTC staff and combined with those of the other two sources of input. Figure 36 presents the weighted results of this prioritization process. This prioritization will be used to guide actions of RCTC, the transit providers in Riverside County and other interested parties that, it is hoped, include the human services community.

Figure 346, Prioritized Ranking of Strategies, Compiled from Three Sources

Goal 1: Build Capacity of Specialized and Alternative Transportation		Ranking
1.1	Strengthen existing specialized transportation programs and expand their availability to address gaps in the transit network, enhancing mobility for older adults, individuals with disabilities and low-income populations.	High
1.2	Fund capital projects for vehicles, technology and equipment that increase the number and volume of specialized and alternative modes of transportation.	High
1.3	Expand long-distance mobility solutions in underserved communities to improve access to medical, employment and education destinations.	Medium
Goal 2: Improve Access to Transit Information and Promote Available Resources		Ranking
2.1	Support efforts to create and share comprehensive, up-to-date inventories of available transportation services with both stakeholders and the general public.	Medium
2.2	Develop travel training for agency audiences (train-the-trainers) and consumer audiences in how to access and use transit.	High
2.3	Facilitate biannual roundtable meetings between public transit and human service agencies to review and standardize transit service information for broad distribution.	Low
2.4	Develop countywide transit promotional tools (social media, print, bus and transit center displays) that are user-friendly, tailored to each operator, to educate on how to use available transit.	High
2.5	Collaborate with County Department Public Information Officers and the County library system to disseminate user-friendly transit info, including how-to-plan trips and how-to-use transit.	Low
2.6	Collaborate with CTSA's in delivering accessible, user-friendly transit information across multiple platforms, including social media, print and phone-based support for all modes of transit.	Medium
Goal 3: Enhance Transit Growth and Sustainability		Ranking
3.1	Improve fixed-route service frequencies and span of services in high-demand corridors, focused on services reduced during COVID-19 that have not been reinstated.	High
3.2	Identify and pursue funding opportunities to support the expansion of transit service coverage and frequency, addressing both immediate needs and long-term growth.	High
3.3	Improve regional trip-making by improving transfers and meaningful connections through examining where long wait times exist for regional trips.	Medium

3.4	Enhance Dial-A-Ride services by improving on-time performance and reducing long travel times.	Medium
3.5	Develop strategies to meet long-distance nonemergency medical transportation needs of older adults and other coordinated plan target groups.	Medium
Goal 4: Improve Physical Access to Transit and Travel Safety for Vulnerable Populations		Ranking
4.1	Support ongoing maintenance of transit infrastructure to enhance safety, security and access to transit services.	High
4.2	Coordinate with local jurisdictions to exchange information on access to transit within 1/3 mile of transit stops, seeking to improve paths of access for pedestrians, individuals with mobility challenges and bicycle users alike.	High
4.3	Improve and enhance bus stops and related infrastructure, including seating, shelter and lighting, by monitoring conditions and pursuing additional funding sources.	High

Funding Coordinated Plan Strategies

Various fund sources are available, or potentially available, to support these strategies. A review of these follows. Multiple organizations will be encouraged to pursue implementation of these strategies, including but not limited to RCTC itself, the public and nonprofit transportation providers serving the County and human service organizations, both public and community-based.

The creativity of these agencies in seeking funds, as well as communication among key stakeholders about the potential availability of new funds, will be critical to funding strategies. It should be noted, however, that some strategies do not necessarily require substantial or any funding. For example, Goal 2 focuses on information sharing, which involves transportation providers providing information more frequently to segments of the population that do not know what services exist.

Monitoring and promoting funding opportunities, as they become available, will be the continuing responsibility of RCTC in its oversight role and as the principal sponsor of this Coordinated Plan 2025 Update.

Coordinated Plan funding sources specifically called out:

The two primary fund sources for this Coordinated Plan are the federal FTA Section 5310 program and the local Western Riverside Measure A Specialized Transit Program. These programs both look to the Coordinated Plan for documentation of project needs and for identification of responsive strategies in order to determine project eligibility.

Formula grants to the public transportation providers:

Funding allocated by population, through the FTA, including Sections 5307, 5311 and 5339, may be used to support some Coordinated Plan projects where these align with agency spending plans, as well as California Transportation Development Act and State Transit Assistance funding from collected retail sales taxes.

Human services targeted fund sources:

This Coordinated Plan can support grant applications to municipalities for Community Development Block Grants or Area Board on Aging for Older Americans Act funding, among others.

Federal discretionary transportation fund sources:

This may include application to the FTA Section 5312 Public Transportation Innovation Program, as was successfully secured in a past cycle via the FTA's Rides to Wellness program for the Blythe Wellness Express, the Coordinating Council on Access and Mobility Initiatives (CCAM), and for small grants through the National Aging and Disability Transportation Center.

California discretionary transportation fund sources:

This Coordinated Plan can also support public transit applications for fund sources that are competitive through California Senate Bill 1; Low Carbon Transportation Operations Program (LCTOPP) or the Active Transportation Program (ATP); or for California Congestion Mitigation Air Quality Program (CMAQ) funding, among others.

Appendices

[Appendix A: Regional Demographics Maps](#)

[Appendix B: Transportation Services Inventory](#)

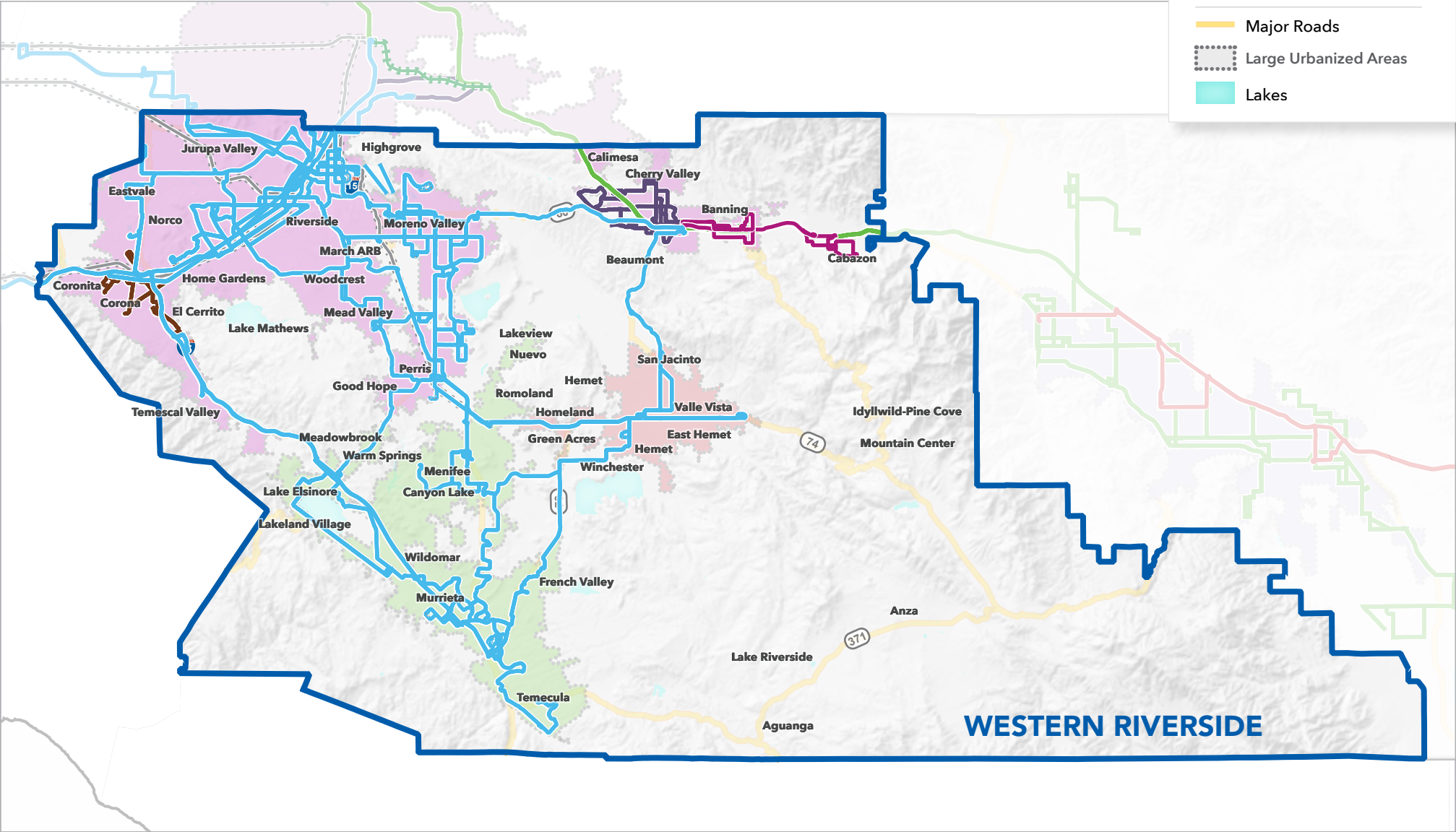
[Appendix C: Countywide Survey Response Data](#)

[Appendix D: Countywide Survey Open Ended Responses](#)

Riverside County - Western Riverside Region

Large Urbanized Areas

Showing Public Fixed-Route Transit

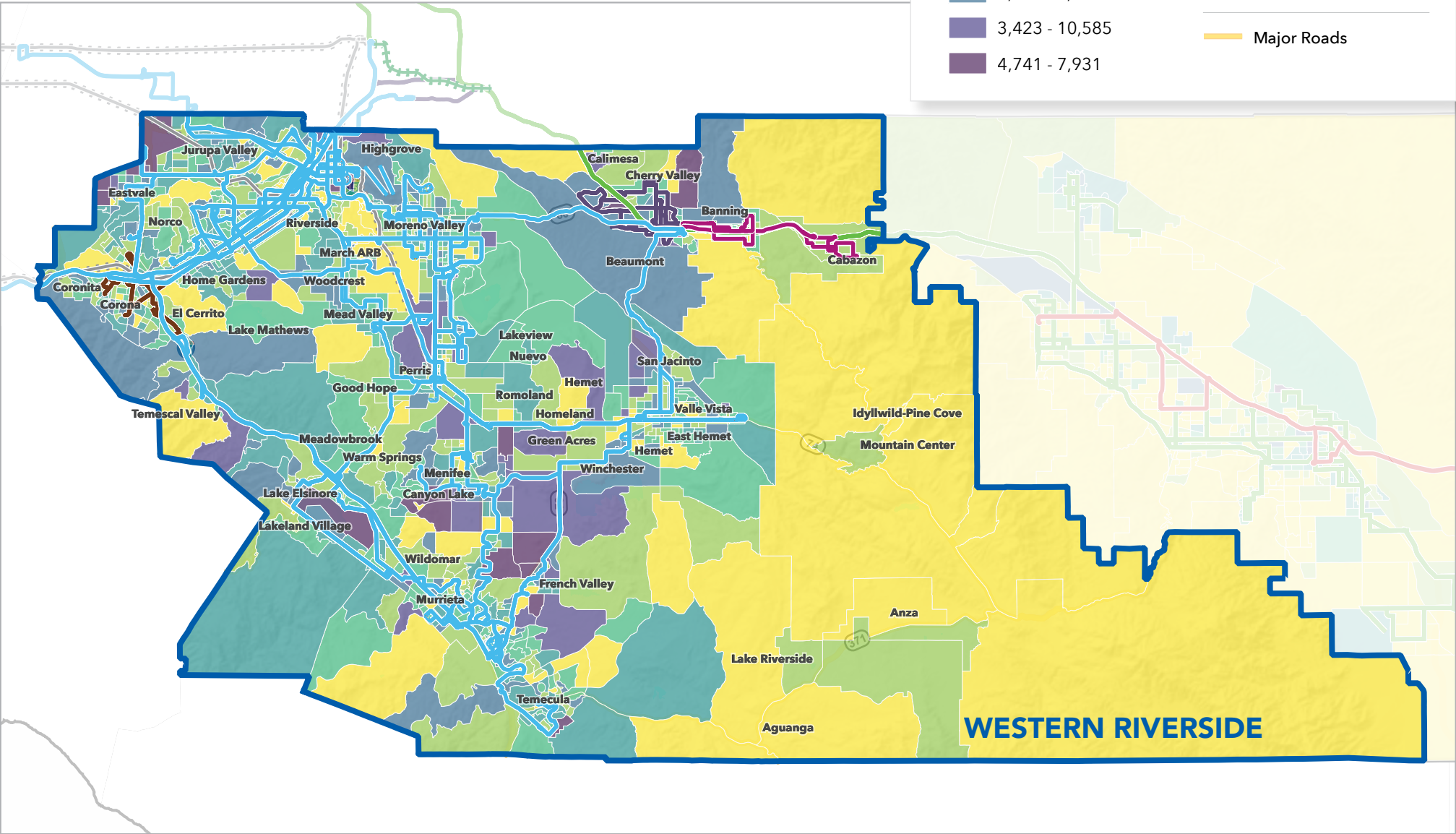


Data Sources - Transit routes:respective transit agencies. Geographic boundaries: TIGER/Line Shapefiles 2022. Demographic: American Community Survey 2018-2022 5-Year Estimates. Note:Census Designated Place labels are approximate. Map created by Ronny Kraft Consulting.

Riverside County - Western Riverside Region

Total Population

By Census Block Group

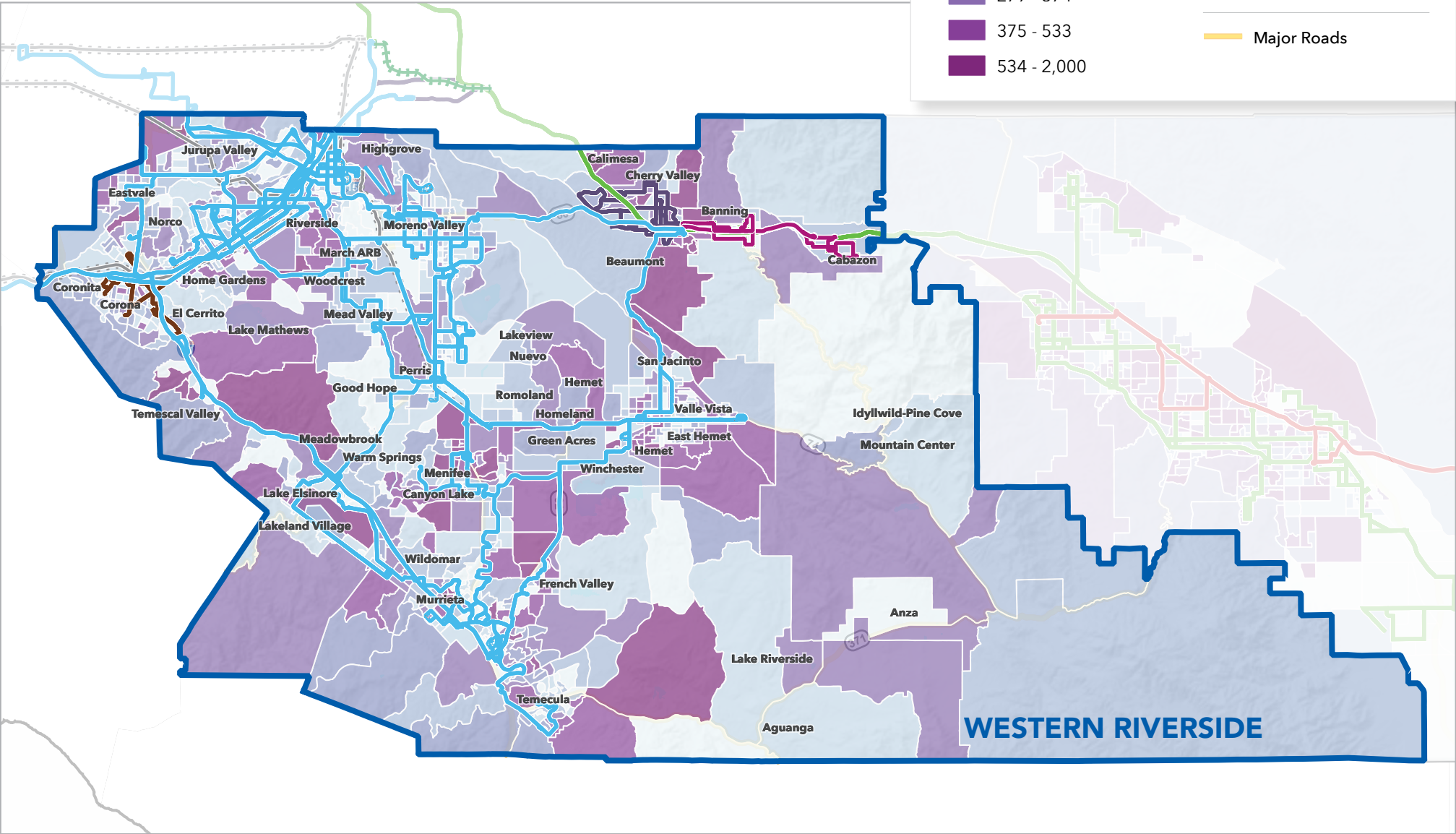


Data Sources - Transit routes:respective transit agencies. Geographic boundaries: TIGER/Line Shapefiles 2022. Demographic: American Community Survey 2018-2022 5-Year Estimates. Note:Census Designated Place labels are approximate. Map created by Ronny Kraft Consulting.

Riverside County - Western Riverside Region

Older Adults

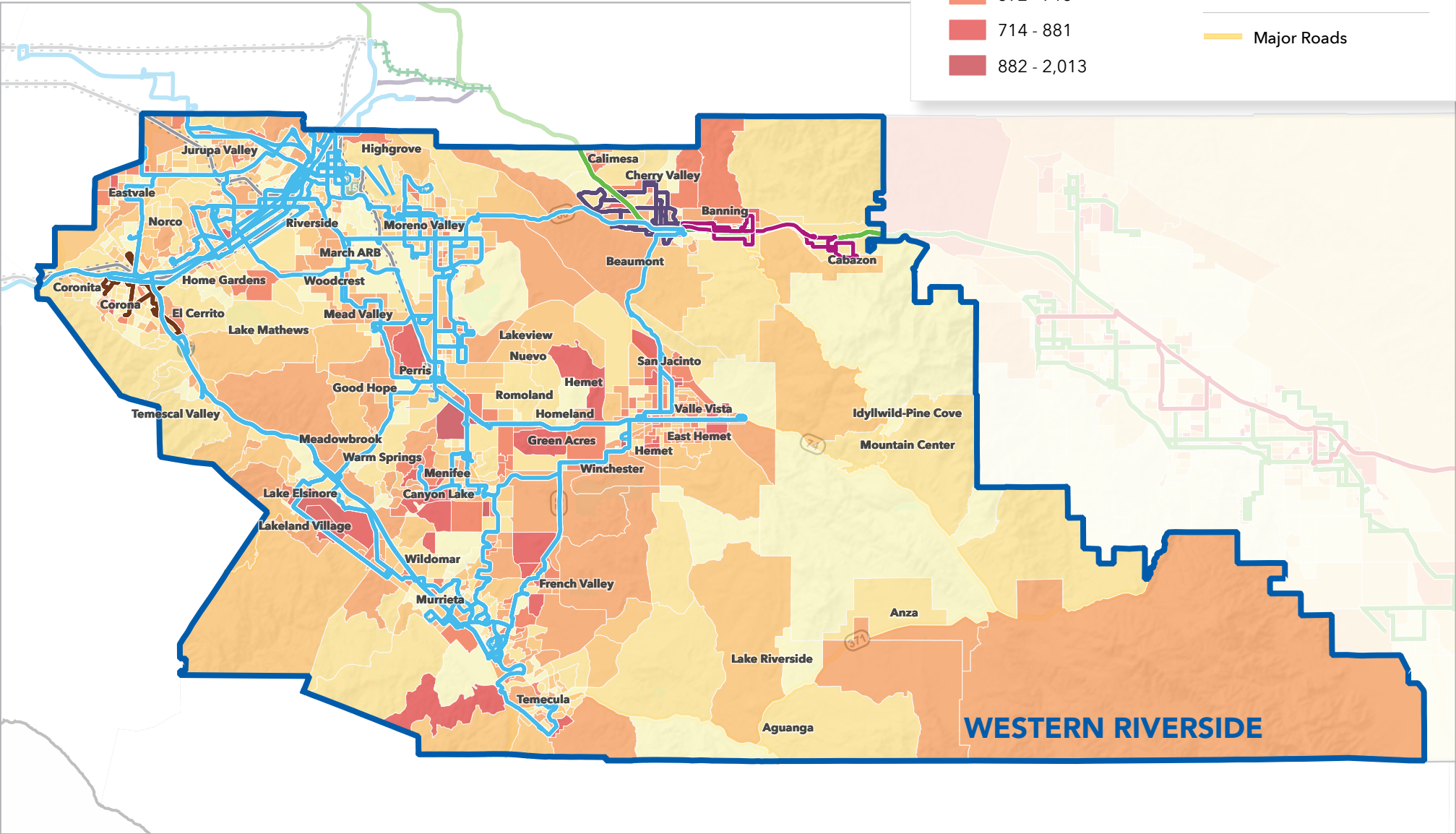
Aged 65 and older by Census Block Group



Riverside County - Western Riverside Region

People with Disabilities

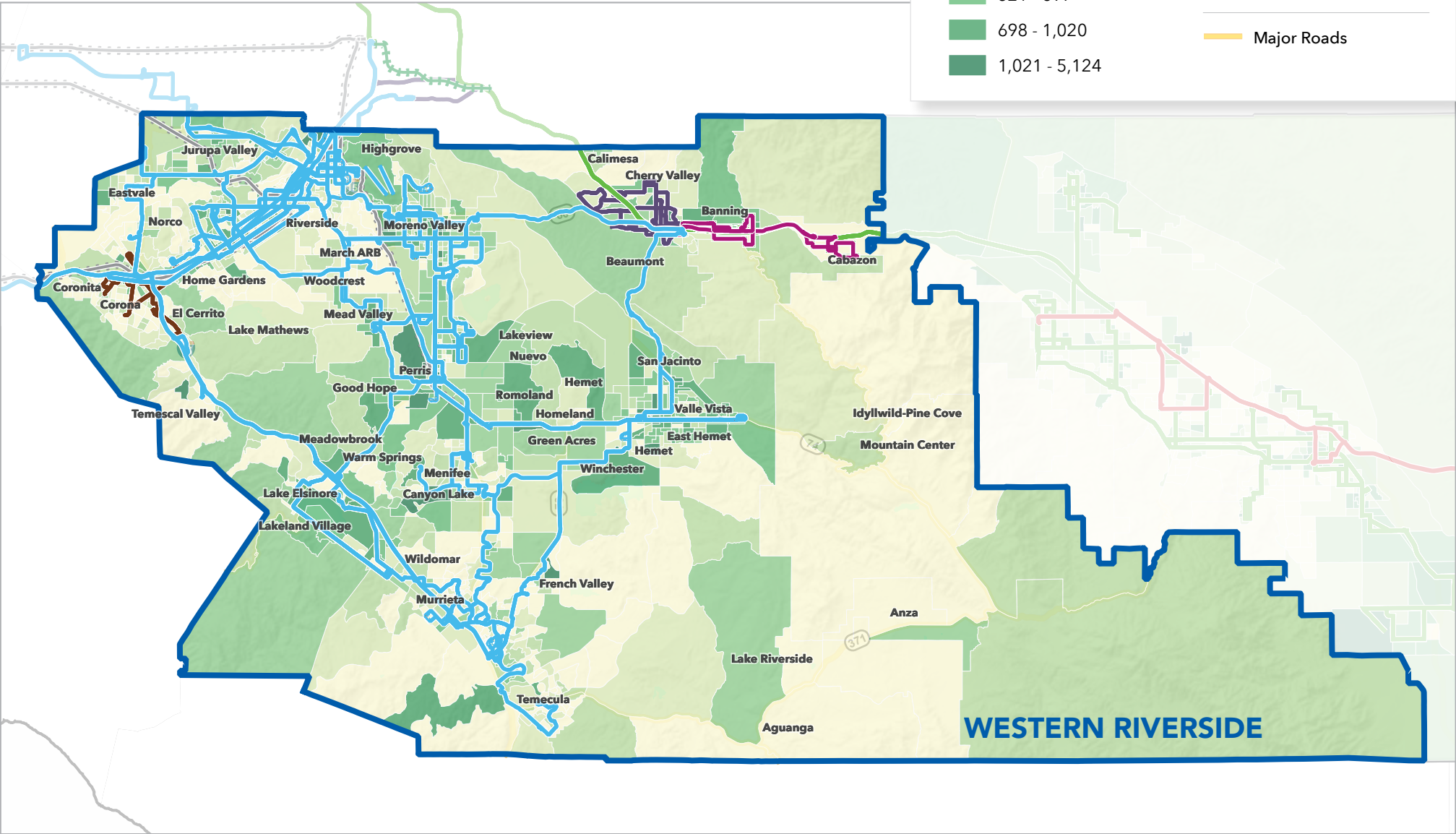
by Census Tract



Riverside County - Western Riverside Region

People Living in Poverty

By Census Block Group

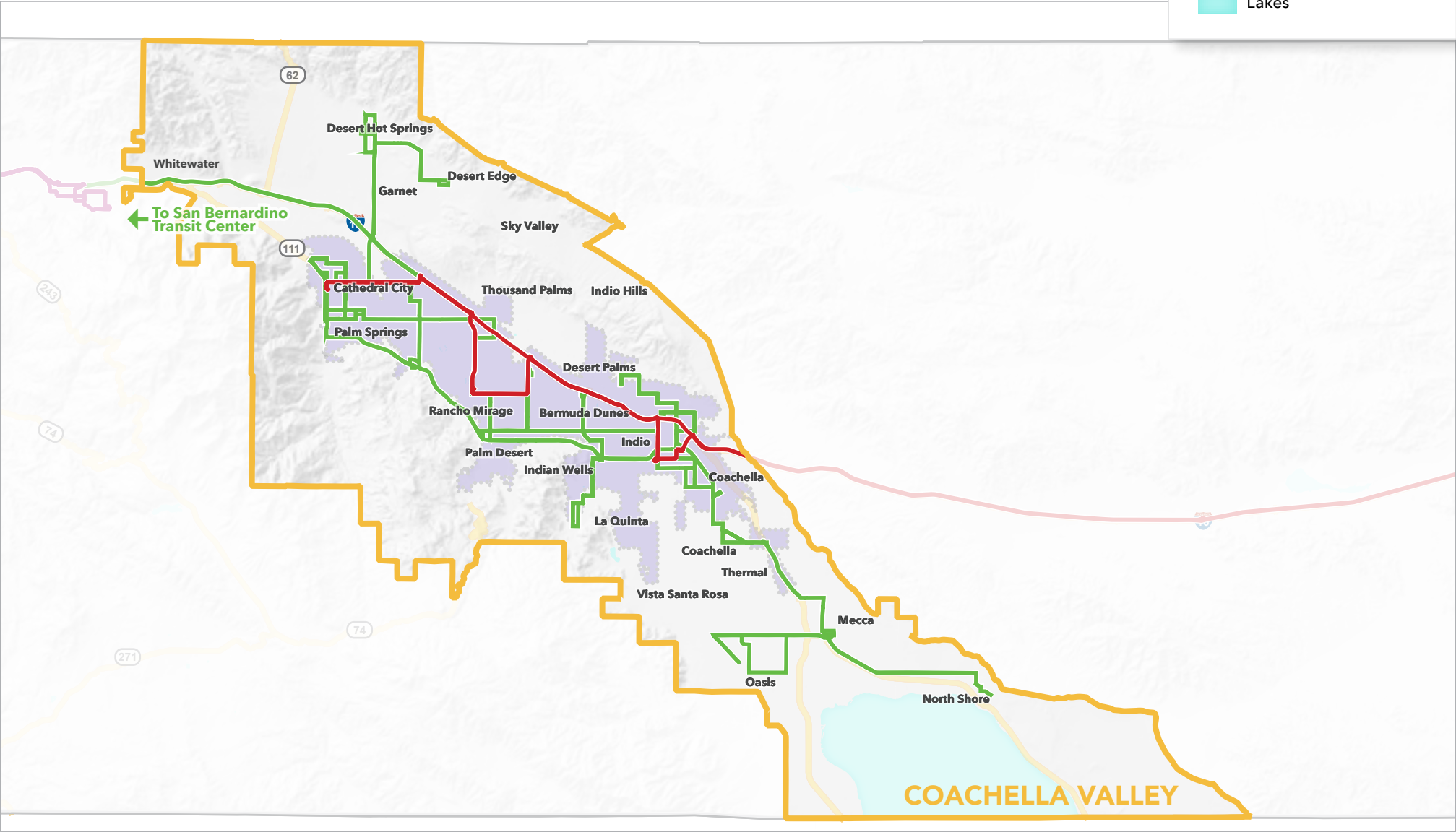


Data Sources - Transit routes: respective transit agencies. Geographic boundaries: TIGER/Line Shapefiles 2018. Demographic: American Community Survey 2018 5-Year Estimates. Note: Census Designated Place labels are approximate. Poverty status is defined as living at or below 150% of Federal Poverty Thresholds. Map created by Ronny Kraft Consulting.

Riverside County - Coachella Valley Region

Large Urbanized Areas

Showing Public Fixed-Route Transit

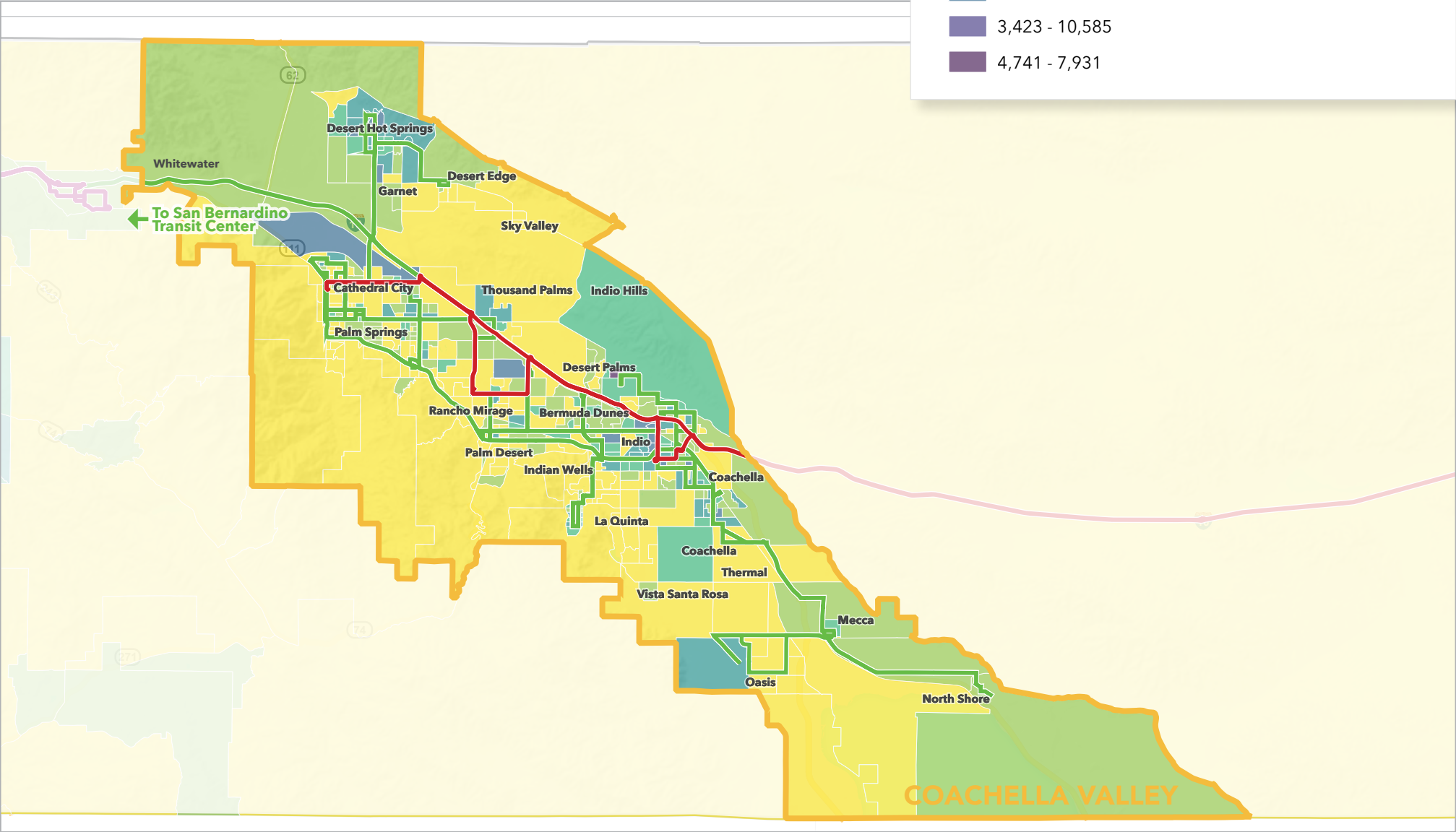


Data Sources - Transit routes: respective transit agencies. Geographic boundaries: TIGER/Line Shapefiles 2022. Demographic: American Community Survey 2018-2022 5-Year Estimates. Note: Census Designated Place labels are approximate. Map created by Ronny Kraft Consulting.

Riverside County - Coachella Valley Region

Total Population

By Census Block Group

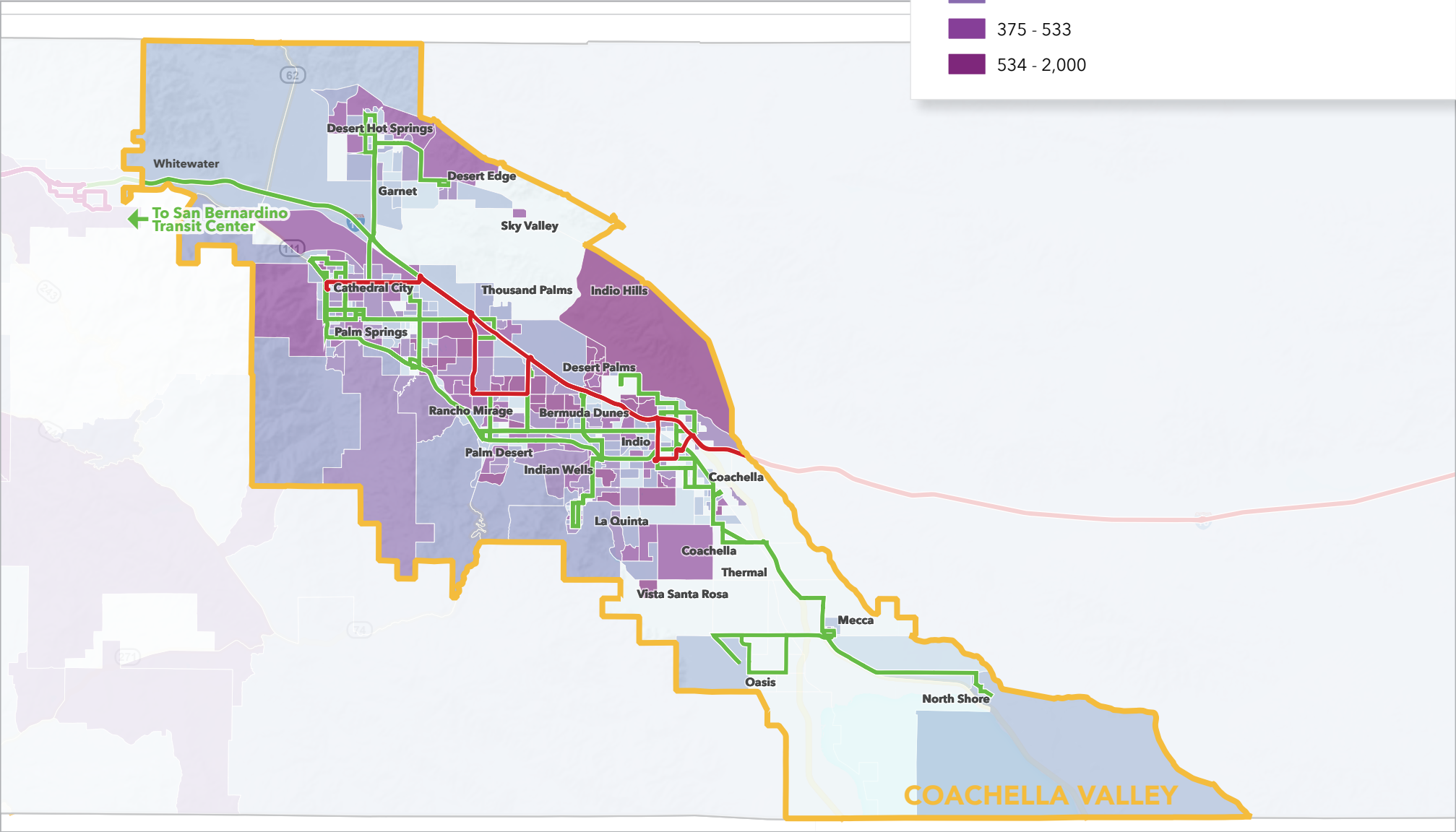


Data Sources - Transit routes:respective transit agencies. Geographic boundaries: TIGER/Line Shapefiles 2022. Demographic: American Community Survey 2018-2022 5-Year Estimates. Note:Census Designated Place labels are approximate. Map created by Ronny Kraft Consulting.

Riverside County - Coachella Valley Region

Older Adults

Aged 65 and older by Census Block Group

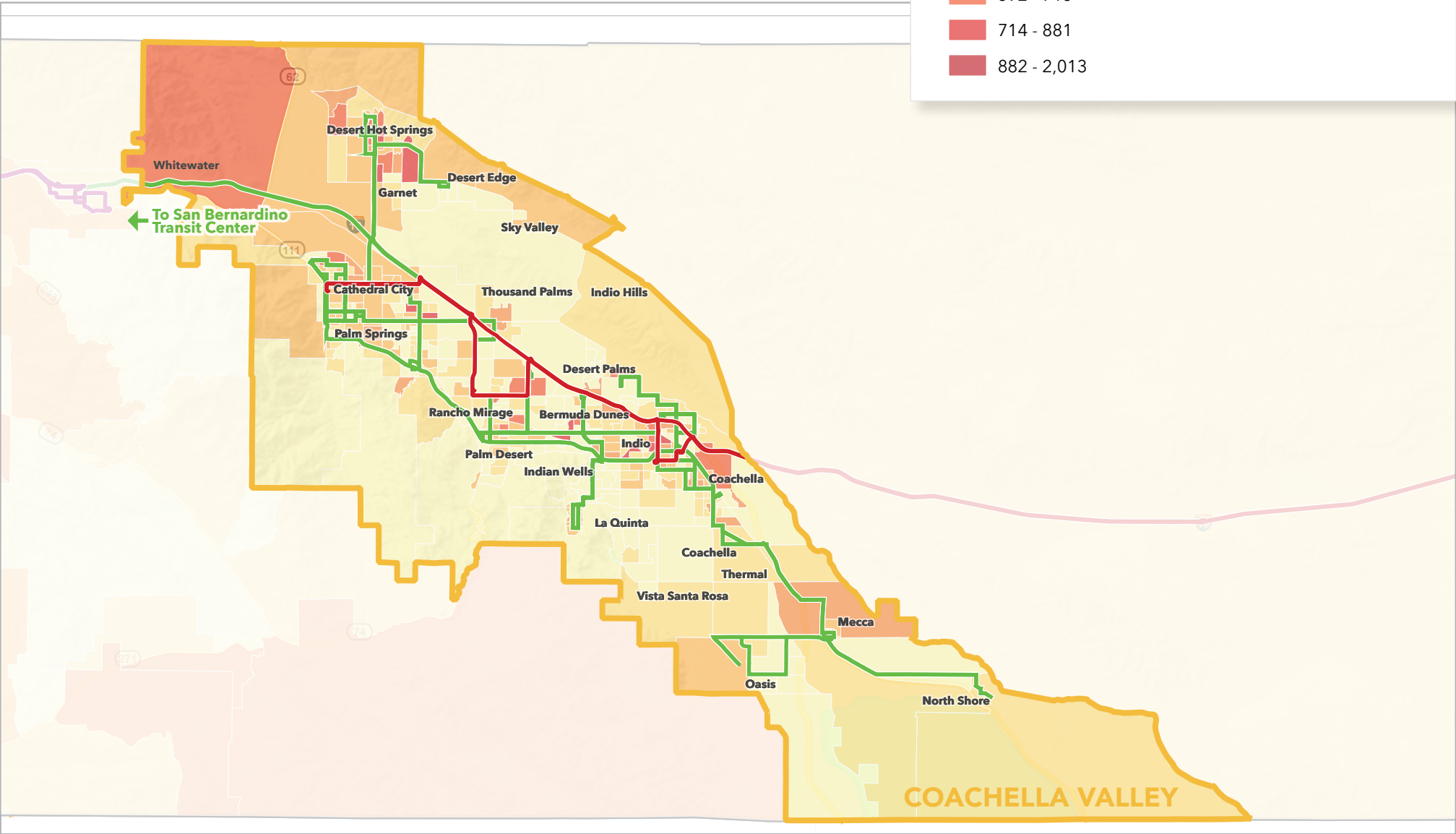


Data Sources - Transit routes:respective transit agencies. Geographic boundaries: TIGER/Line Shapefiles 2022. Demographic: American Community Survey 2018-2022 5-Year Estimates. Note:Census Designated Place labels are approximate. Map created by Ronny Kraft Consulting.

Riverside County - Coachella Valley Region

People with Disabilities

by Census Tract

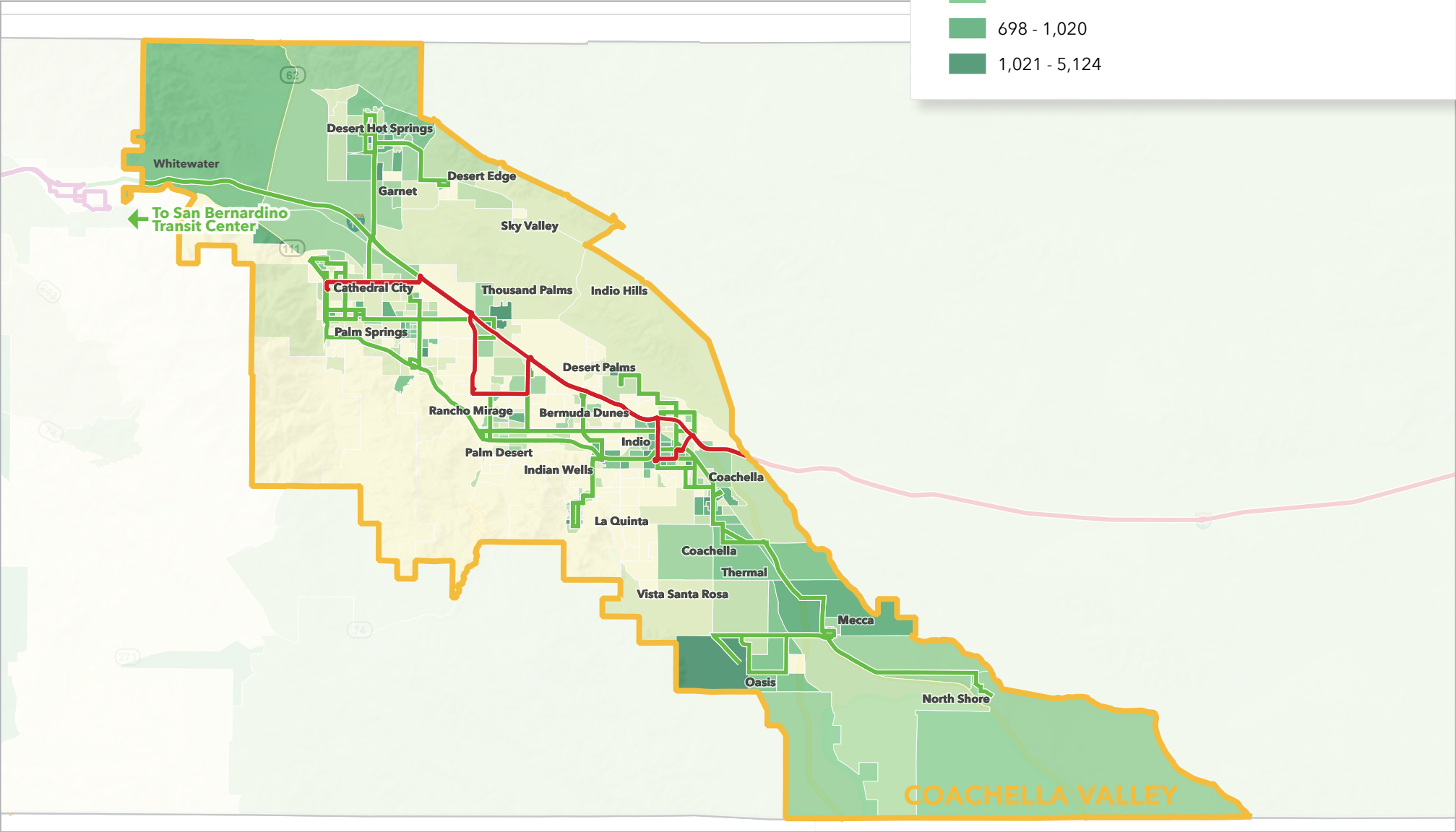


Data Sources - Transit routes:respective transit agencies. Geographic boundaries: TIGER/Line Shapefiles 2022. Demographic: American Community Survey 2018-2022 5-Year Estimates. Note:Census Designated Place labels are approximate. Map created by Ronny Kraft Consulting.

Riverside County - Coachella Valley Region

People Living in Poverty

By Census Block Group



Riverside County - Palo Verde Valley Region

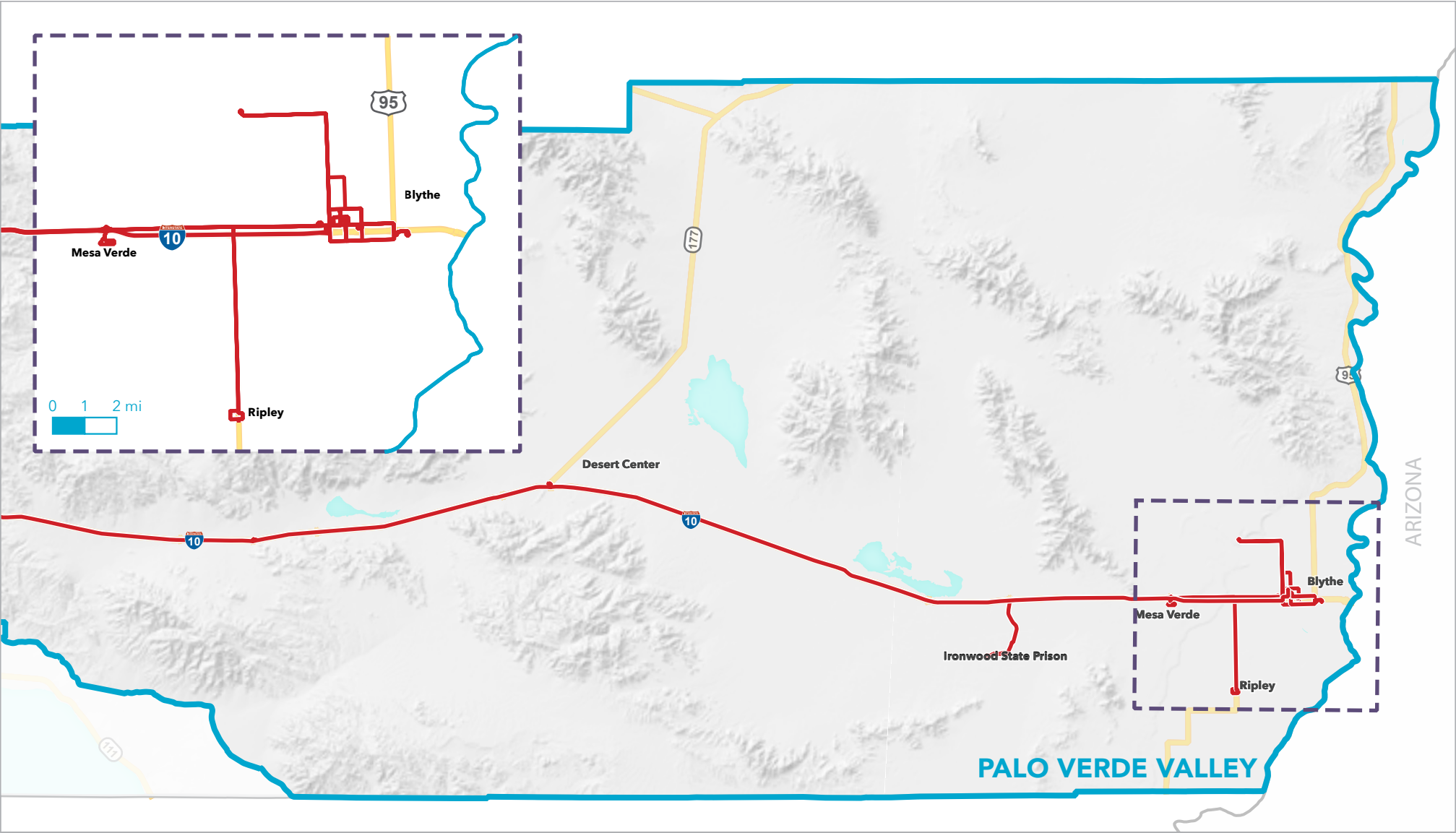
Base Map

Showing Public Fixed-Route Transit

Palo Verde Transit

Major Roads

Lakes

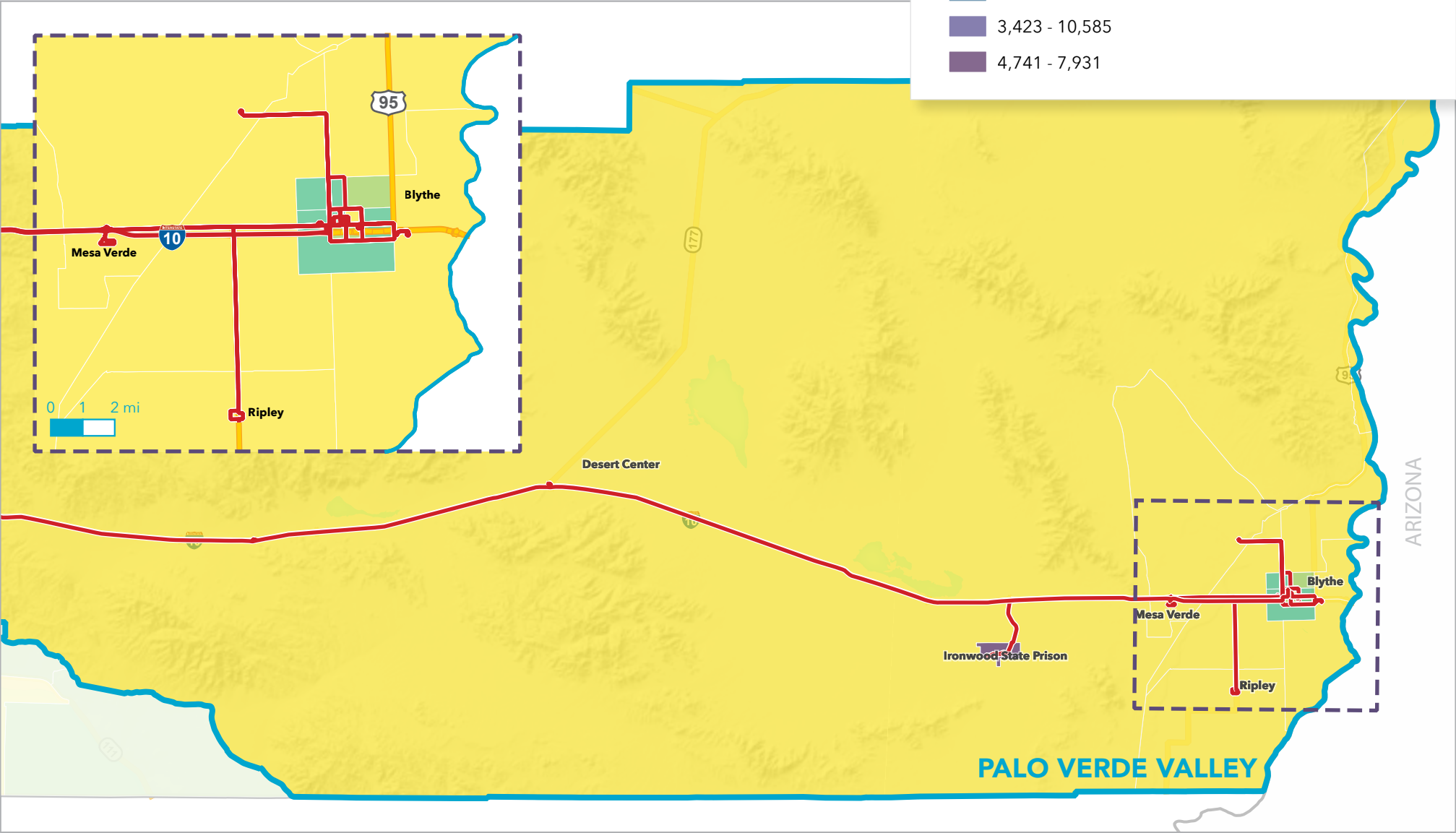


Data Sources - Transit routes:respective transit agencies. Geographic boundaries: TIGER/Line Shapefiles 2022. Demographic: American Community Survey 2018-2022 5-Year Estimates. Note:Census Designated Place labels are approximate. Map created by Ronny Kraft Consulting.

Riverside County - Palo Verde Valley Region

Total Population

By Census Block Group

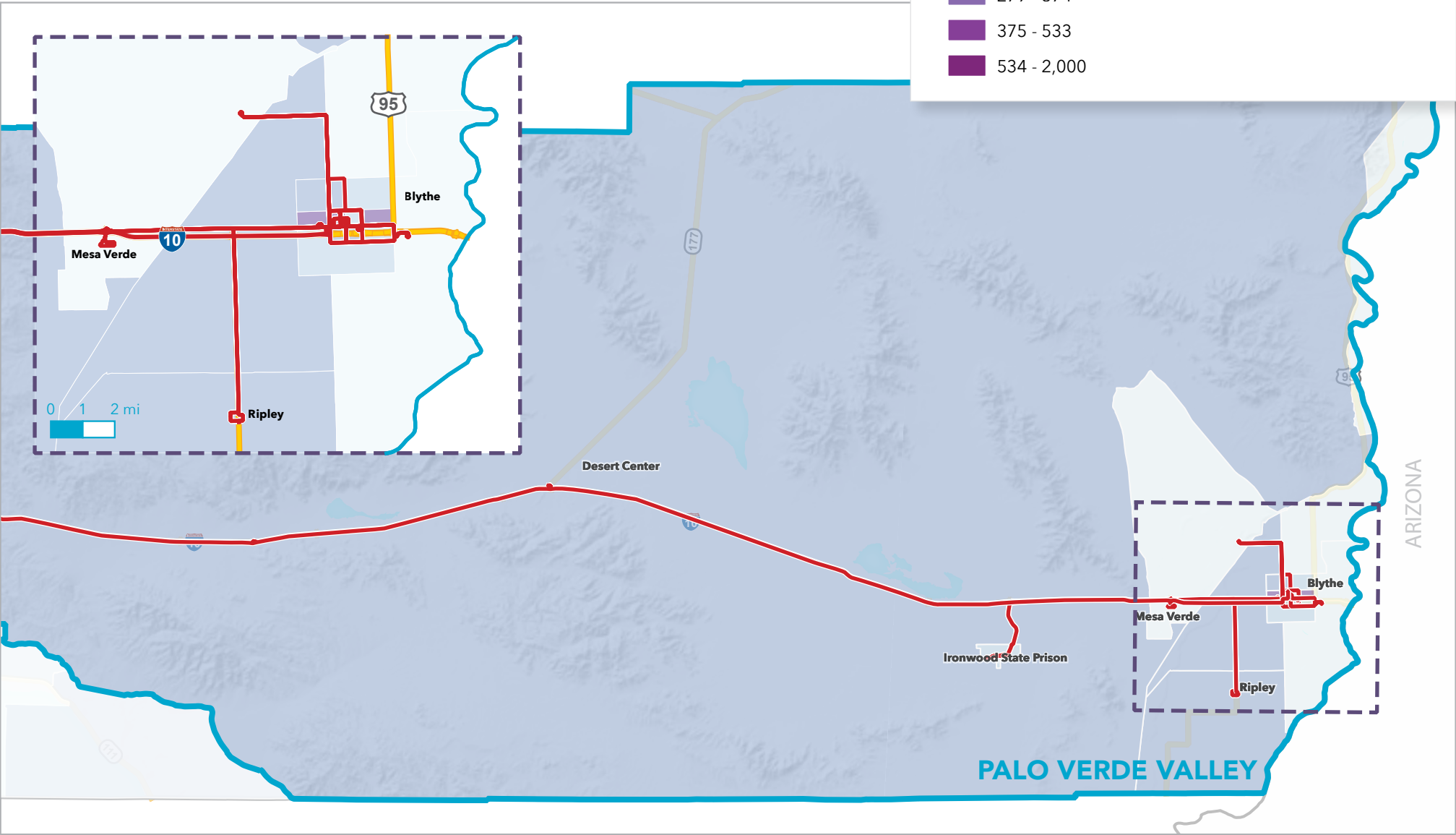


Data Sources - Transit routes: respective transit agencies. Geographic boundaries: TIGER/Line Shapefiles 2022. Demographic: American Community Survey 2018-2022 5-Year Estimates. Note: Census Designated Place labels are approximate. Map created by Ronny Kraft Consulting.

Riverside County - Palo Verde Valley Region

Older Adults

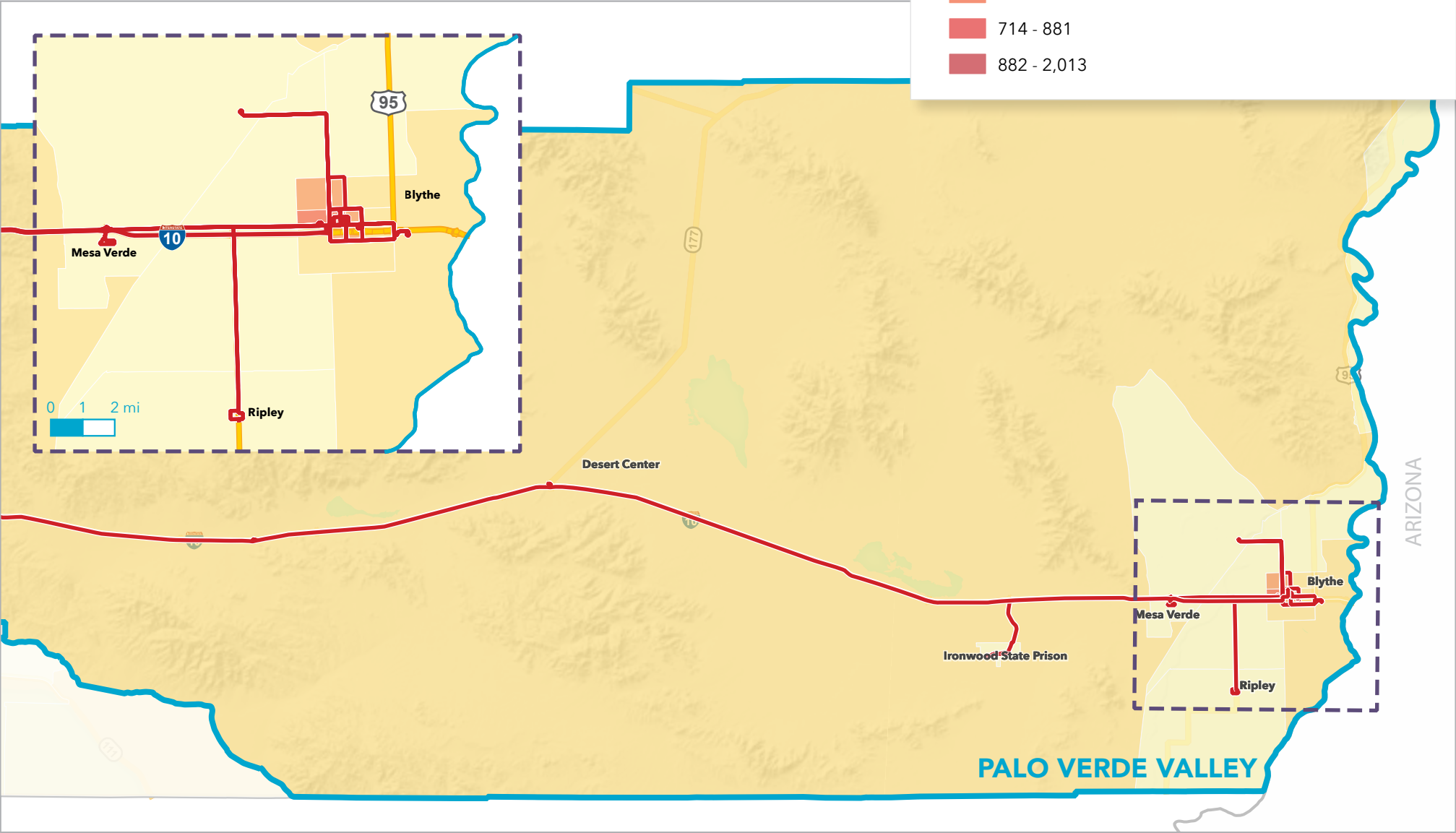
Aged 65 and older by Census Block Group



Riverside County - Palo Verde Valley Region

People with Disabilities

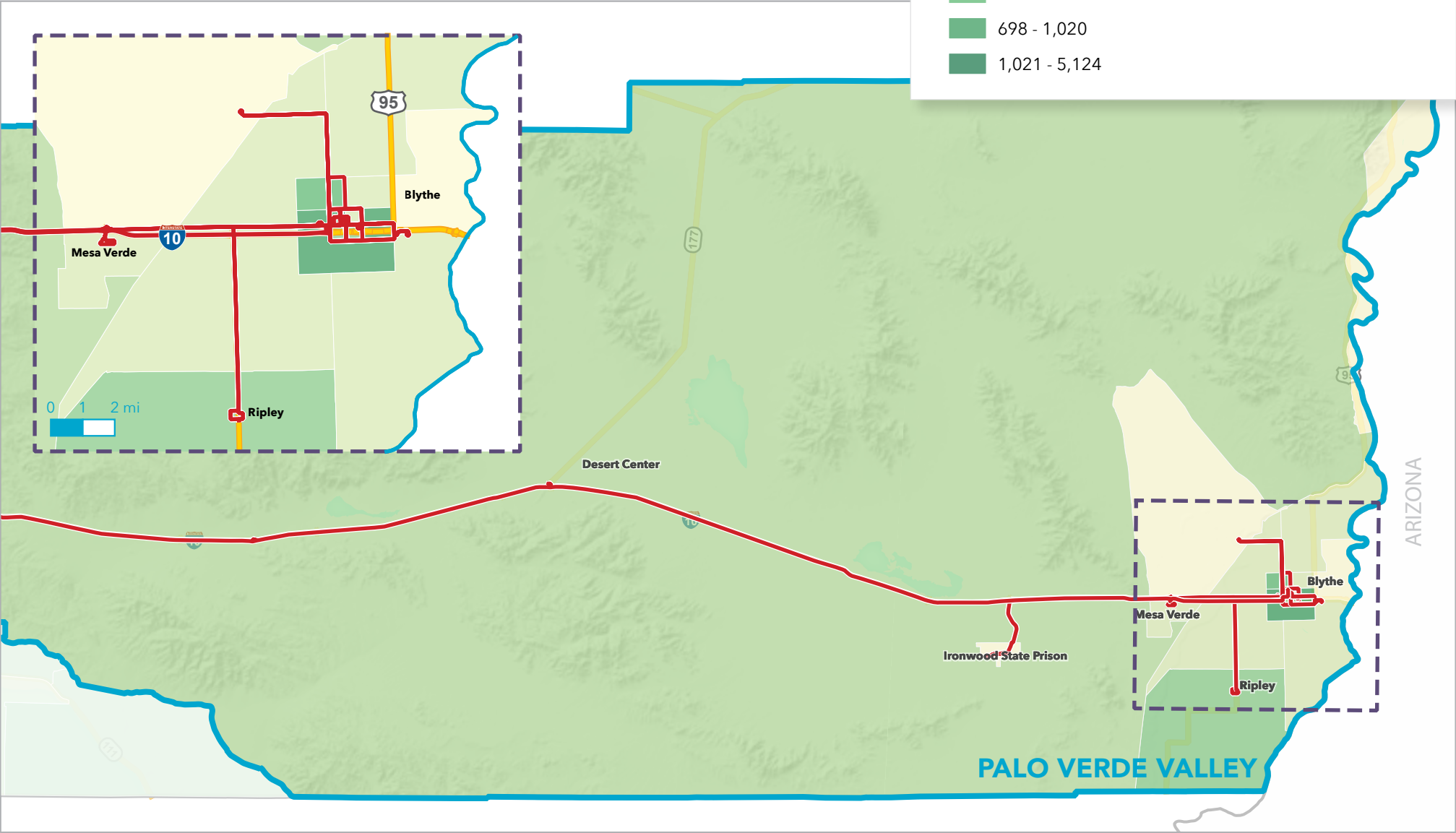
by Census Tract



Riverside County - Palo Verde Valley Region

People Living in Poverty

By Census Block Group

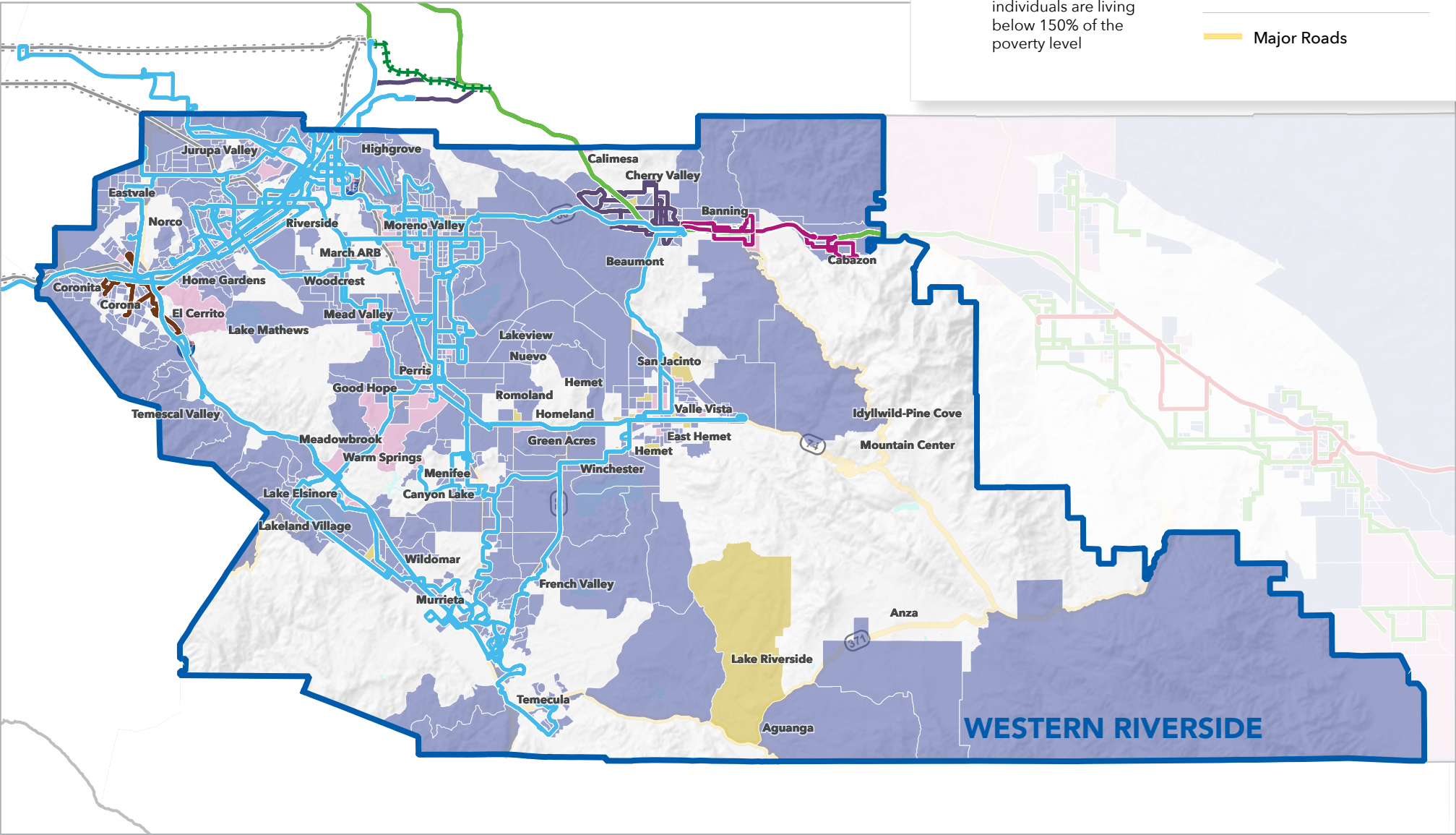


Data Sources - Transit routes: respective transit agencies. Geographic boundaries: TIGER/Line Shapefiles 2018. Demographic: American Community Survey 2018 5-Year Estimates. Note: Census Designated Place labels are approximate. Poverty status is defined as living at or below 150% of Federal Poverty Thresholds. Map created by Ronny Kraft Consulting.

Riverside County - Western Riverside Region

Equity Focused Communities

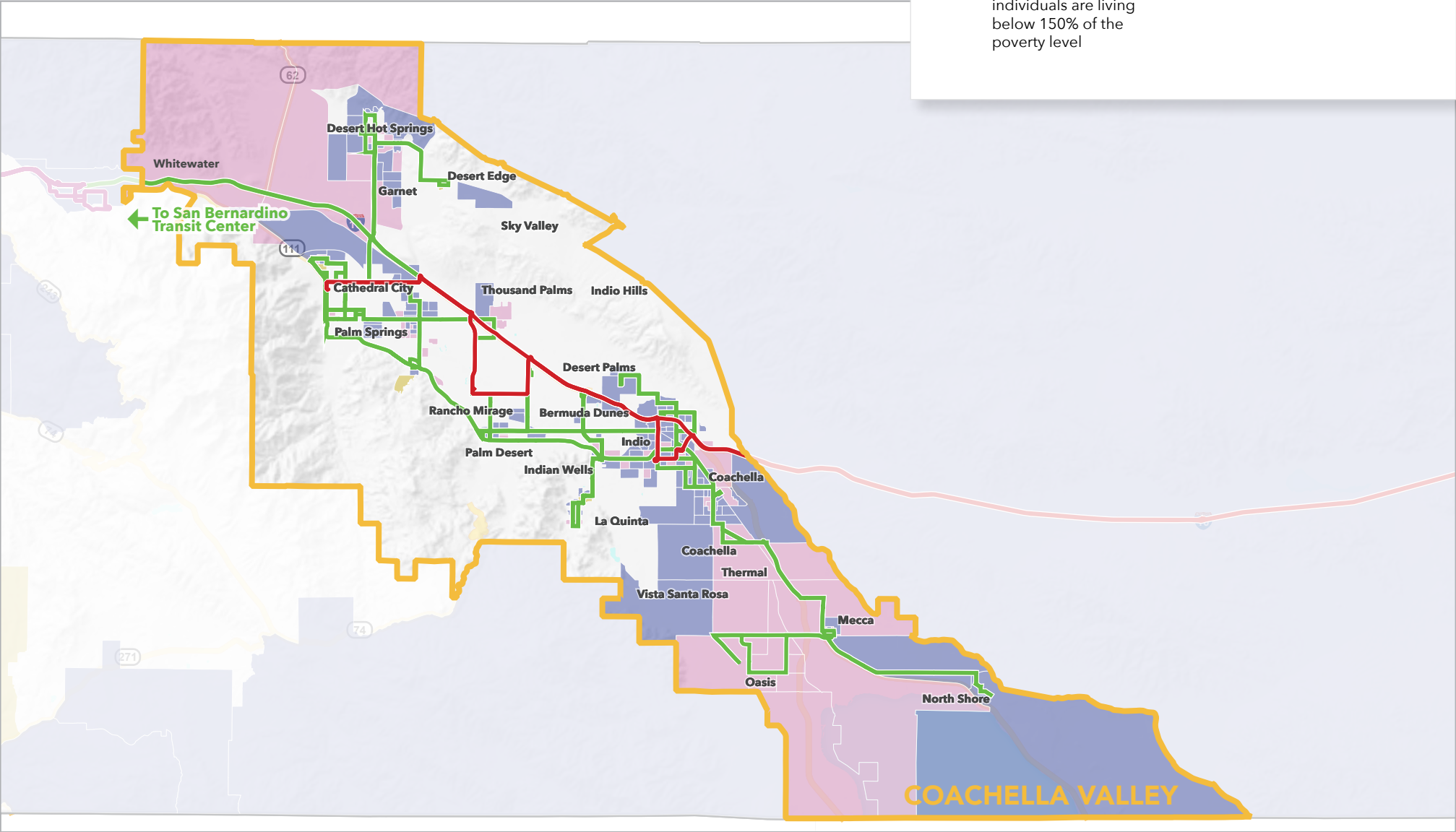
By Census Block Group



Riverside County - Coachella Valley Region

Equity Focused Communities

By Census Block Group

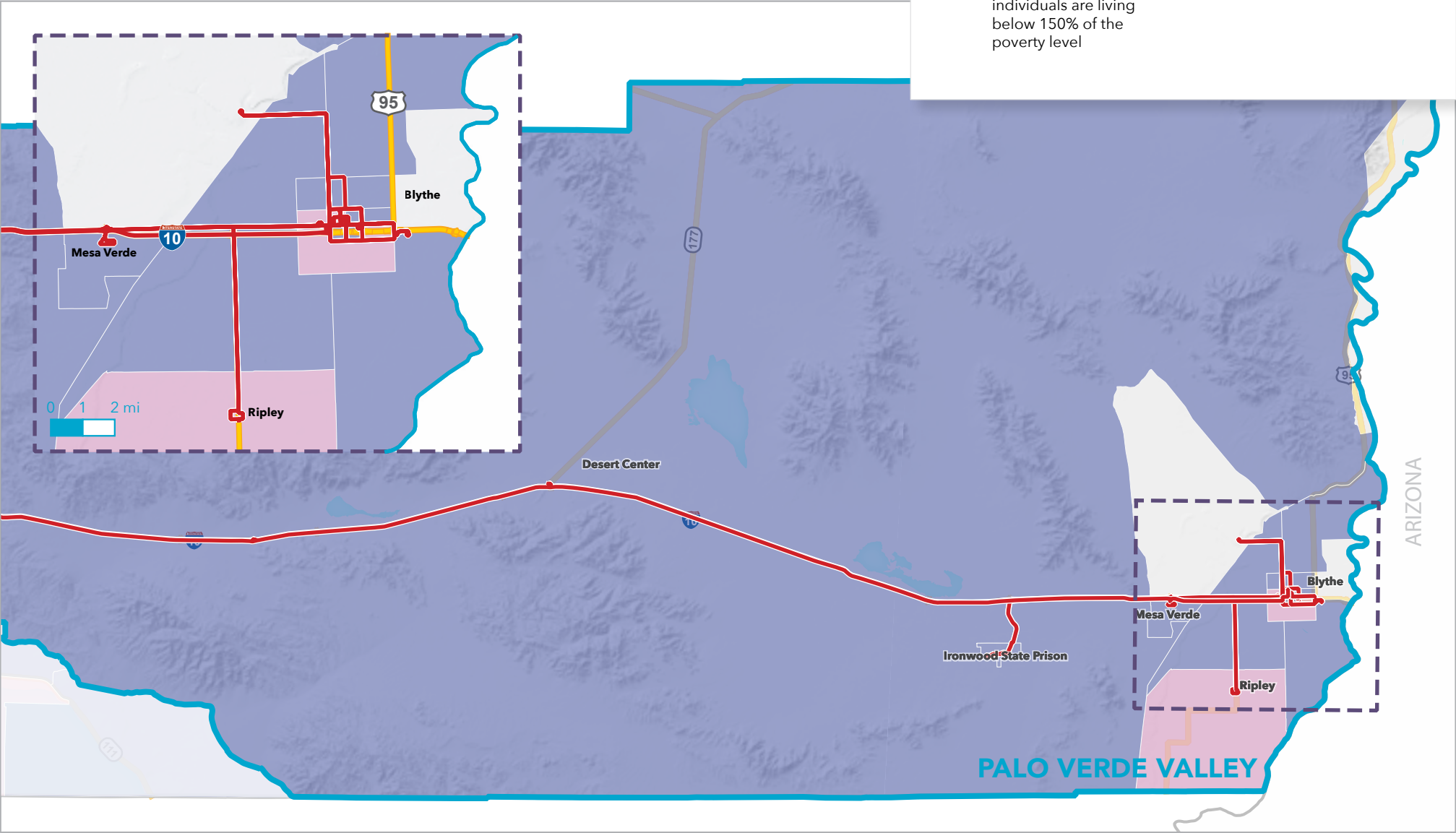


Data Sources - Transit routes:respective transit agencies. Geographic boundaries: TIGER/Line Shapefiles 2022. Demographic: American Community Survey 2022 5-Year Estimates. Note:Census Designated Place labels are approximate. Map created by Ronny Kraft Consulting.

Riverside County - Palo Verde Valley Region

Equity Focused Communities

By Census Block Group



Data Sources - Transit routes: respective transit agencies. Geographic boundaries: TIGER/Line Shapefiles 2022. Demographic: American Community Survey 2022 5-Year Estimates. Note: Census Designated Place labels are approximate. Map created by Ronny Kraft Consulting.

Appendix B: Inventory Matrix

Public Fixed-Route Bus

Agency	Type	Service Area	Eligible Riders					Service Type
			ADA Certified	Seniors	Persons with Disabilities	Low- Income	General Public	
WESTERN RIVERSIDE								
Banning Connect	Public Transit	City of Banning	✓	✓	✓	✓	✓	General Public Fixed- Route
Beaumont Transit	Public Transit	City of Beaumont	✓	✓	✓	✓	✓	General Public Fixed- Route
Corona Cruiser	Public Transit	City of Corona	✓	✓	✓	✓	✓	General Public Fixed- Route
Riverside Transit Agency (RTA)	Public Transit	Western Riverside County	✓	✓	✓	✓	✓	General Public Fixed- Route
EASTERN RIVERSIDE								
Palo Verde Valley Transit Agency	Public Transit	Blythe	✓	✓	✓	✓	✓	General Public Fixed- Route
SunLine Transit Agency - SunBus	Public Transit	Coachella Valley	✓	✓	✓	✓	✓	General Public Fixed- Route

Public Transit Paratransit Services

Agency	Type	Service Area	Eligible Riders					Service Type
			ADA Certified	Seniors	Persons with Disabilities	Low- Income	General Public	
WESTERN RIVERSIDE								
Banning Dial-A-Ride	Public Transit	City of Banning	✓	✓	✓			ADA & Senior Paratransit
Beaumont Dial-A-Ride	Public Transit	City of Beaumont	✓	✓	✓			ADA & Senior Paratransit
Corona Dial-A-Ride	Public Transit	City of Corona	✓	✓	✓			ADA & Senior Paratransit
Riverside Connect	Public Transit	City of Riverside	✓	✓	✓			ADA & Senior Paratransit
RTA Dial-A-Ride	Public Transit	Within 3/4 miles of RTA routes	✓	✓	✓			ADA & Senior Paratransit
RTA Dial-A-Ride Plus	Public Transit	Within 1.5 miles of RTA routes	✓	✓	✓			ADA & Senior Paratransit
EASTERN RIVERSIDE								
SunLine Transit Agency – SunDial	Public Transit	Coachella Valley and North Shore	✓		✓			ADA Paratransit
SunLine Transit Agency – Taxi Voucher	Public Transit	Coachella Valley and North Shore	✓	✓	✓			ADA & Senior Paratransit

Public Transit Agencies Specialized Programs

Agency	Areas Served	Contact	Who Qualifies and Requirements
WESETRN RIVERSIDE			
Riverside Transit Agency	Cities of Banning*, Beaumont*, Calimesa, Canyon Lake, Corona*, Eastvale, Hemet, Jurupa Valley, Lake Elsinore, Moreno Valley, Menifee, Murrieta, Norco, Perris, Riverside*, San Jacinto, Temecula, Wildomar, and the unincorporated areas of Riverside County Supervisorial Districts I, II, III and V <i>*City provides service as well</i>	(800) 795-7887 www.riversidetransit.com	<ul style="list-style-type: none"> Seniors 65+ for trips within the same city ADA certified individuals with disabilities within the RTA service area Must live within ¾ of a mile of existing local fixed route 1 to 3 day advance reservation required Dial-A-Ride Plus Lifeline Service available with expanded service (please call)
Riverside Connect	Within Riverside city limits	(951) 687-8080 www.riversideca.gov	<ul style="list-style-type: none"> ADA certified individual (24-hour advance reservation required) Seniors 60+ and individuals with disabilities (3 to 7 days advance reservation required) Origin and destination within city limits

Agency	Areas Served	Contact	Who Qualifies and Requirements
WESETRN RIVERSIDE			
Corona Dial-A-Ride	Within Corona City limits & unincorporated areas of Home Gardens, Coronita, El Cerrito, and following satellite locations in Norco: Norco College, Dept. of Public & Social Services, Dept. of Motor Vehicles (DMV), Brunswick Classic Lanes and Target	(951) 734-7220 www.coronaca.gov/transit	<ul style="list-style-type: none"> • Seniors 60+ • Persons with disabilities • One day advance reservation required • Door-to-door assistance available for ADA certified passengers • Service provided within the service areas and the ¾ of a mile of existing local fixed route

Agency	Areas Served	Contact	Who Qualifies and Requirements
San Geronio pass			
Banning Connect Transit System	Within Banning City limits and small portions of Cabazon and Beaumont	(951) 922-3252 www.banningca.gov	<ul style="list-style-type: none"> • ADA certified individual (24-hour advance reservation required) • Seniors 60+ (3-day advance reservation required) • Must live within ¾ of a mile of existing local fixed route
Beaumont Transit	Within Beaumont City limits & small portions of Cherry Valley	(951) 769-8530 www.beaumontca.gov	<ul style="list-style-type: none"> • Seniors 65+ with ID • ADA certified individuals with disabilities within Beaumont Transit service area • Must live within ¾ of a mile of existing local fixed route • 24-hour advance reservation required

Agency	Areas Served	Contact	Who Qualifies and Requirements
COACHELLA VALLEY AND EAST COUNTY			
SunLine Transit Agency (SunDial)	<p>Cities of Cathedral City, Coachella, Desert Hot Springs, Indian Wells, Indio, La Quinta, Palm Desert, Palm Springs, Rancho Mirage and the unincorporated areas of the Coachella Valley including the communities of Bermuda Dunes, Desert Edge, Mecca, North Shore, Oasis, Thermal, and Thousand Palms</p>	<p>(760) 343-3456 www.sunline.org </p>	<ul style="list-style-type: none"> • ADA certified individuals with disabilities • Service provided within ¾ of a mile of existing local fixed route • Reservations a day or up to 7 days in advance
Palo Verde Valley Transit Agency	<p>Blythe, Ripley, Mesa Verde, service to and from the Coachella Valley</p>	<p>(760) 922-1140 www.ridepv.org </p>	<ul style="list-style-type: none"> • Three programs: Route Deviations, TRIP Program, and Mobility Management (coordination service) • Seniors 60+ with ID • Individuals with disabilities • Low-income individuals • Must live within ¾ of a mile of existing local fixed route • Reservations required

Non-Profit / Specialized Transit Providers

Specialized Transit Service Provider	Areas Served	Days Operating	Where to Call	Who Qualifies
WESTERN RIVERSIDE				
Angel View, Inc.	Western Riverside County	M-F	(760) 329-6471	Children with disabilities who need reimbursement for miles driven to medical appointments.
Blindess Support Services, Inc.	Western Riverside County	M-F	(951)341-9244	Travel training for individuals who are 55+, disabled, or, have low or no vision or are legally blind. Additionally, individuals must possess basic intellectual capacity for instruction, self-care management and social adjustment skills, basic knowledge of orientation and mobility, and must reside in western Riverside County.
Boys & Girls Club of Menifee Valley	Menifee, Murrieta, Perris	M-F	(951) 246-8845	Before and after school transportation program for school aged youth from low income families.

Specialized Transit Service Provider	Areas Served	Days Operating	Where to Call	Who Qualifies
WESTERN RIVERSIDE				
<u>Boys & Girls Club of Southwest County</u>	Temecula, Murrieta, Lake Elsinore, Canyon Lake, Wildomar, Corona	M-F	(951) 699-1526	Before and after school transportation program for school aged youth from low income families.
<u>Care A Van Transit Inc</u>	Hemet/San Jacinto Valley, Sun City/Menifee area; unincorporated county areas of Winchester and Val Vista	M-F	(951) 791-3572	Seniors, disabled, low income individuals, and veterans.
<u>Care Connexus</u>	City of Riverside and surrounding cities	M-F	(951) 509-2500	Clients of Adult Day Service Center of Riverside County.
<u>City of Norco Parks, Recreation and Community Services Department</u>	City of Norco residents transportation within a 30-mile radius outside the city limit	M-TH	(951) 270-5647	Norco residents: seniors, veterans, and persons with disabilities.

Specialized Transit Service Provider	Areas Served	Days Operating	Where to Call	Who Qualifies
WESTERN RIVERSIDE				
EXCEED	Hemet/San Jacinto Valley; unincorporated county areas of Winchester and Valle Vista	M-F	(951) 766-8659	Curb-to-curb services for adults with disabilities who are clients of EXCEED.
Forest Folk Inc	Communities of Idyllwild, Pine Cove, Fern Valley, and Mountain Center	M-F	(951) 426-9688	Seniors, persons with disabilities, and low-income. If seating is available, no one is turned away regardless of qualification.
Friends of Moreno Valley Senior Center, Inc	Trips originating in Moreno Valley to areas within a 20-mile radius	M-F	(833) 745-8454	Curb-to-curb service for residents of Moreno Valley who are 60+ years of age and/or independent disabled adults or disabled adults with an escort.

Specialized Transit Service Provider	Areas Served	Days Operating	Where to Call	Who Qualifies
WESTERN RIVERSIDE				
<u>Independent Living Partnership</u>	Western Riverside County, Coachella Valley and Palo Verde Valley	As Scheduled	(800) 510-2020	Special self-directed mileage reimbursement transportation service that reimburses volunteer drivers who transport seniors and persons with disabilities where no transit service exists or when individuals are too frail, ill, or for other reasons, unable to use public transit.
<u>Michelle's Place Treatment Travel Assistance Program (TTAP)</u>	Western Riverside County	M-F	(951) 699-5455	Clients of Michelle's Place with a cancer diagnosis who are unable to use conventional transportation services.
<u>Operation Safehouse</u>	Western Riverside County	24 Hours	(951) 369-4921	Homeless, at-risk youth ages 18-21.

Specialized Transit Service Provider	Areas Served	Days Operating	Where to Call	Who Qualifies
WESTERN RIVERSIDE				
Riverside University Health Medical Center (MC)	Western Riverside County	M-F	(951) 955-1647	Low income or elderly individuals with behavioral health issues.
Riverside University Health Systems – Behavioral Health (BH)	Western Riverside County	M-F	(951) 955-1530	Low income, seniors, persons with disabilities, and veterans.
US Vets	Riverside County	M-F	(951) 656-6892	Low-income and/or homeless Veterans residing onsite at March Air Reserve Base as well as offsite areas located in Riverside County.
Voices for Children	Western Riverside County	M-F	(951) 472-9301	Children placed in the juvenile dependency court system (foster children) in western Riverside County.

Specialized Transit Service Provider	Areas Served	Days Operating	Where to Call	Who Qualifies
COACHELLA VALLEY				
Angel View, Inc.	Coachella Valley	M-F	(760) 329-6471	Clients of Angel View's Day program for adults with developmental disabilities.
Desert ARC	Coachella Valley and Morongo Basin	M-F	(760) 346-1611	Individuals with disabilities traveling from home to their program site.
Desert Access and Mobility Inc.	Palm Springs, Cathedral City, Desert Hot Springs, Palm Desert, Rancho Mirage	M-F	(760) 422-5504	Persons with disabilities traveling to doctor, grocery, work, school, and leisure destinations.
Independent Living Partnership	Western Riverside County, Coachella Valley and Palo Verde Valley	As Scheduled	(800) 510-2020	Seniors and persons with disabilities to access medical services and other purposes, where no transit service exists or when individuals are too frail, ill, or for other reasons, unable to use public transit.

Specialized Transit Service Provider	Areas Served	Days Operating	Where to Call	Who Qualifies
Senior Shuttle, Inc.	Riverside, San Bernardino, Imperial, Los Angeles, and San Diego Counties	M-F	(760) 837-2012	Older adults for appointments to doctors, hospitals, clinics, pharmacy, and medical labs.

Vanpool

Agency	Project Type	Service Area	Eligible Riders					
			ADA Certified	Seniors	Persons with Disabilities	Low-Income	General Public	Other
CalVans	Computer Vanpool	Western Riverside	✓	✓	✓	✓	✓	Commuters
IE Commuter	Ridesharing	Inland Empire	✓	✓	✓	✓	✓	Commuters
RCTC VanClub	Vanpool	Countywide	✓	✓	✓	✓	✓	Commuters

Regional Rail and Intercity Bus

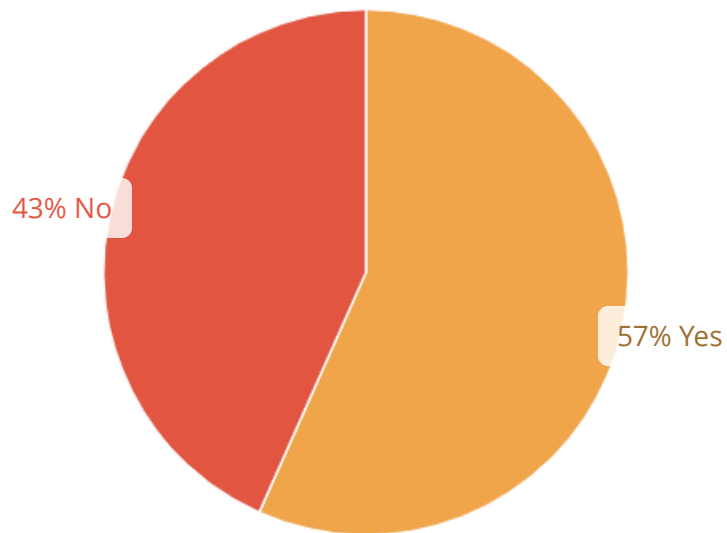
Agency	Type	Service Area	Eligible Riders				
			ADA Certified	Seniors	Persons with Disabilities	Low-Income	General Public
Countywide Rail							
Amtrak	Intercity Rail	North America	✓	✓	✓	✓	✓
Metrolink	Regional Rail	Southern California	✓	✓	✓	✓	✓
Regional and Intercity Bus							
Amtrak Thruway Bus	Intercity Rail Feeder Bus	North America	✓	✓	✓	✓	✓
Greyhound	Intercity Bus	North America	✓	✓	✓	✓	✓
MegaBus	Intercity Bus	North America	✓	✓	✓	✓	✓
FlixBus	Intercity Bus	North America	✓	✓	✓	✓	✓

RCTC Coordinated Plan Survey

Project Engagement

VIEWS	PARTICIPANTS	RESPONSES	COMMENTS	SUBSCRIBERS
1,913	792	18,185	1,049	29

Would you like to be notified of additional input opportunities at a later phase of this study?

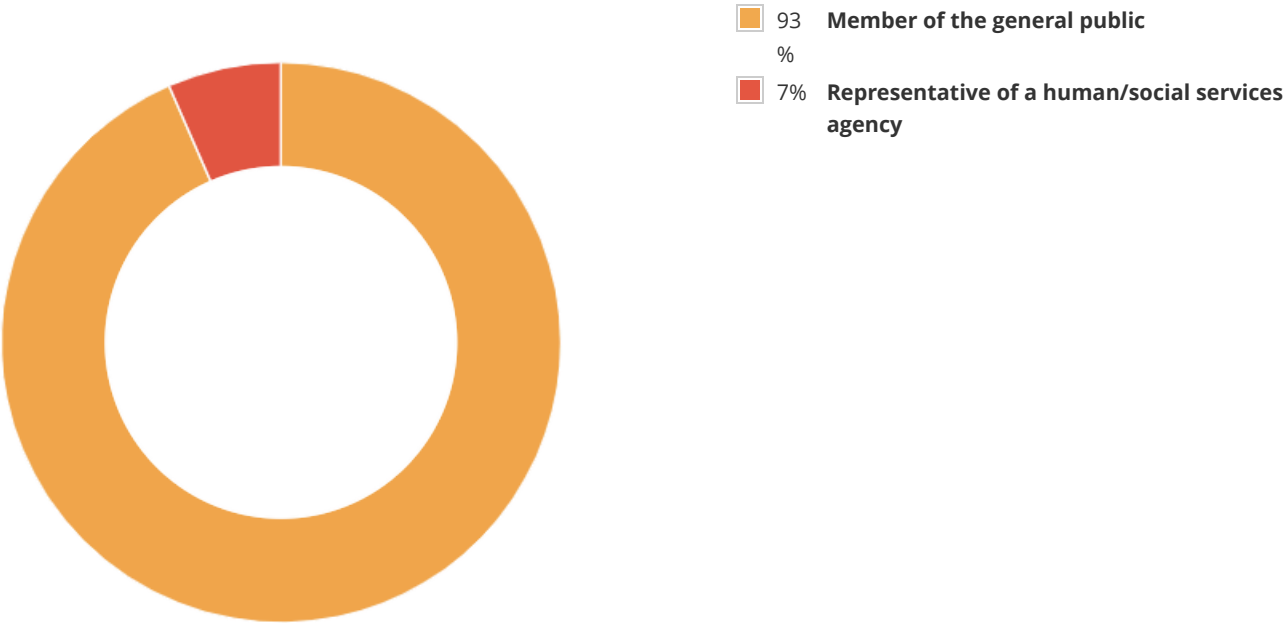


30 respondents

No data to display...

No data to display...

Please complete the following. I am taking this survey as a...



777 respondents

No data to display...

How do you assist your clients with transportation? (Select all that apply)

41%	Provide transit information or referrals, and/or assist with transit trip planning	25 ✓
31%	Provide transportation to our clients in our agency-owned vehicles	19 ✓
25%	Purchase or distribute transit passes, or tickets for clients	15 ✓
21%	Provide transportation to our clients through contracted transportation services	13 ✓
18%	None of the above	11 ✓
16%	Provide travel training	10 ✓
13%	Provide or subsidize travel aides/escorts	8 ✓
11%	Provide clients with gas cards	7 ✓
10%	Purchase taxi or rideshare (e.g. Uber and Lyft) vouchers or codes for clients	6 ✓
10%	Reimburse clients for mileage	6 ✓
7%	Other	4 ✓

61 Respondents

No data to display...

*

No data to display...

If your agency provides or contracts for transportation, what challenges is your agency or contractor currently experiencing in serving clients? (Select all that apply)

34%	Not applicable. My agency does not provide transportation.	12 ✓
31%	Limited funding for transportation services	11 ✓
26%	Shortage of available drivers	9 ✓
23%	Difficulties with vehicle fleet (excessive repairs, not lift-equipped, inadequate A/C, old vehicle)	8 ✓
20%	No problems to speak of	7 ✓
11%	Clients have not returned to transportation after COVID-19 pandemic	4 ✓

35 Respondents

What areas of Riverside County are within your agency's service area? (Select all that apply)

54%	Riverside, Corona, Temescal Valley, Norco, Eastvale, Jurupa Valley, Woodcrest	20 ✓
46%	Temecula, Murrieta, Wildomar, French Valley	17 ✓
41%	Moreno Valley, Mead Valley, Perris, Meadowbrook	15 ✓
41%	Lake Elsinore, Canyon Lake, Menifee	15 ✓
41%	Western Coachella Valley (Palm Springs, Desert Hot Springs, Palm Desert, Indian Wells, Cathedral City, La Quinta, Rancho Mirage, Thousand Palms, Indio)	15 ✓
38%	Hemet, San Jacinto, Winchester, Valley Vista, Idyllwild	14 ✓
38%	Eastern Coachella Valley (Coachella, Thermal, Oasis, Mecca, North Shore)	14 ✓
32%	Banning, Beaumont, Calimesa, Cherry Valley	12 ✓
24%	Blythe, Ripley, Palo Verde	9 ✓
0%	Other	0 ✓

37 Respondents

What populations does your agency serve? (Select all that apply)

69%	Persons with disabilities	24 ✓
57%	Persons with low incomes	20 ✓
49%	Persons with limited English proficiency	17 ✓
46%	Older adults	16 ✓
43%	Students	15 ✓
40%	General public	14 ✓
40%	Persons experiencing homelessness	14 ✓
40%	Children/youth	14 ✓
37%	Veterans	13 ✓
29%	Tribal members	10 ✓
9%	Other	3 ✓

35 Respondents

**If you provide transit information assistance to clients, which of the following do you use?
(Select all that apply)**

44%	Google Maps/Google Transit	15 ✓
38%	I do not provide transit trip planning assistance to clients	13 ✓
24%	Paper transit schedules	8 ✓
24%	Transit Agency websites	8 ✓
21%	Transit Agency mobile app	7 ✓
18%	Apple Maps	6 ✓
15%	The Transit App	5 ✓
12%	Other	4 ✓
6%	211Ride.org or by dialing 2-1-1	2 ✓

34 Respondents

What additional tools would your agency and staff find useful to provide transit information to your clients? (Select all that would be helpful)

55%	Transit info displays for placement in client waiting areas	17 ✓
52%	Presentations about available transit services at staff meetings	16 ✓
52%	Printed transit information designed specifically for your audience	16 ✓
39%	Instructions in how to use Google Maps to easily plan transit trips	12 ✓
39%	Other	12 ✓

31 Respondents

Who should we contact within your agency to pursue these options?

Norma Biegel 951-351-4418 x 113

5 months ago

Amber Cabrera

5 months ago

Ivet Woolridge

5 months ago

Sue Ream, Teacher sream@rcoe.us

5 months ago

Melissa Rapoza

5 months ago

Susan Sheehan SSheehan@rcoe.us

5 months ago

Carolina Brooks

5 months ago

One of the staff members who work at the Riverside Transit Agency.

6 months ago

Faustino Alvarez

6 months ago

Catherine Rips

6 months ago

Juan Penaloza (951) 929-7700 Ext. 4207

6 months ago

no

6 months ago

Dakota Brown, CCL to People with Disabilities (in the Cultural Competence Program)

6 months ago

Lupita Andrade

6 months ago

Katie Gilbertson

6 months ago

Don't know

7 months ago

Barbara Workman

7 months ago

Kara Allen

7 months ago

Julie Hirsh

7 months ago

Maria G. Machuca

7 months ago

Thinking about the transportation challenges that your clients experience, how frequently do they report the following issues?

Making routine local trips – such as medical appointments or grocery shopping	43% Often	32% Sometimes	7% Rarely or Not at All	18% No opinion
Making long distance trips for medical care (more than 15 miles)	33% Often	41% Sometimes	15% Rarely or Not at All	11% No opinion
Transit trips take longer than the consumer's capacity for travel	30% Often	48% Sometimes	7% Rarely or Not at All	15% No opinion
Public transit buses/vehicles not arriving on time	25% Often	36% Sometimes	21% Rarely or Not at All	18% No opinion
Not feeling safe on transit vehicles	29% Often	25% Sometimes	32% Rarely or Not at All	14% No opinion
Not feeling safe at transit stops or transfer locations	29% Often	43% Sometimes	18% Rarely or Not at All	11% No opinion
Buses don't come frequently enough	38% Often	34% Sometimes	10% Rarely or Not at All	17% No opinion
Difficulty making trip reservations on dial-a-ride	20% Often	27% Sometimes	27% Rarely or Not at All	27% No opinion
Difficulty using dial-a-ride services due to lack of a permanent address	4% Often	14% Sometimes	43% Rarely or Not at All	39% No opinion
Need for a companion or caregiver when traveling outside the home	21% Often	45% Sometimes	21% Rarely or Not at All	14% No opinion
Getting to employment locations or shifts that are not accessible by transit	24% Often	31% Sometimes	31% Rarely or Not at All	14% No opinion

Lack of understanding on how to use public transit	27% Often	33% Sometimes	30% Rarely or Not at All	10% No opinion
Not enough money to pay for transportation services	33% Often	33% Sometimes	17% Rarely or Not at All	17% No opinion
Lack of sidewalks or bike/lanes making biking or walking unsafe	27% Often	37% Sometimes	23% Rarely or Not at All	13% No opinion

30 responses

The following are a few possible transportation service improvements. For each one, how helpful would this service be to your clients?

Improved, easier to access trip planning information to help clients find the best way to reach their destination	69% Very Helpful	17% Somewhat Helpful	14% Not Helpful
Travel training programs to teach clients how to use public transit	76% Very Helpful	14% Somewhat Helpful	10% Not Helpful
Expanded mileage reimbursement to allow clients to reimburse friends or caregivers who provide rides	61% Very Helpful	29% Somewhat Helpful	11% Not Helpful
Carshare program with affordable car rental for short periods of time	32% Very Helpful	39% Somewhat Helpful	29% Not Helpful
Non-emergency medical transportation for locations without public transit service	54% Very Helpful	39% Somewhat Helpful	7% Not Helpful
Reliable and frequent bus service	76% Very Helpful	14% Somewhat Helpful	10% Not Helpful
Expanded service hours of public transportation	62% Very Helpful	24% Somewhat Helpful	14% Not Helpful
Better connections between buses and trains	56% Very Helpful	26% Somewhat Helpful	19% Not Helpful
Bus stop improvements (benches, shelters, signage, lighting etc.)	62% Very Helpful	23% Somewhat Helpful	15% Not Helpful
Other improvements that would be helpful to your clients (describe below):	50% Very Helpful	20% Somewhat Helpful	30% Not Helpful

29 responses

Other Improvement Description:

Free transportation to cool or heat related locations in various areas.

5 months ago

It would be great to implement more direct routes to the La Sierra area. Our school is off of Tyler Street and we have some students doing work experience hours over in La Sierra and it takes them way too long to get there so we have to limit the amount of hours they can work so that they can get back to school in time for dismissal.

5 months ago

Individualized travel training opportunities to help accessibility to jobs

5 months ago

Buses to Airports/Ontario from popular riverside or rideshare locations

5 months ago

Shade shelters at public transit stops due to the heat in the region.

5 months ago

We need a newly-proposed Commuter Link route for the Riverside Transit Agency beginning with the Downtown Perris Metrolink Station going all the way to the Escondido Transit Center for much better connections for public transportation.

6 months ago

create a system to provide older adults and people with disabilities, who are on a budget income, transportation at an affordable rate, after they pay rent and bills their income is very low.

6 months ago

providing service to community

6 months ago

School routes in the City of San Jacinto

6 months ago

Staying updated on all programs

7 months ago

Bus stop improvements (benches, shelters, signage, lighting etc. create more too

7 months ago

Expanded Paratransit support (where there are no fixed-line stops within 1/4 mile of the rider's home, our seniors are still in need of paratransit support

7 months ago

No data to display...

Do you have any additional comments you wish to share?

No

5 months ago

Bus fee collection machines ability to give change,

5 months ago

No

5 months ago

We think the Freedom To Go program was AWESOME

5 months ago

Please resume the mobility training for individuals with disabilities

5 months ago

Hoping you bring back Travel Training. This would benefit our students.

5 months ago

Care-A-Van is a vital service and assists in providing transportation to those who lack access to transportation.

5 months ago

Yes. It's for a brand-new daily Commuter Link route courtesy of the Riverside Transit Agency between Downtown Perris Metrolink Station and the Escondido Transit Center (riding along with the I-215 and I-15 Freeways).

6 months ago

Lets All work together to help those get to doc appointments, to live independently in their own communities.

6 months ago

We have two distinct passenger demographics who utilize our programs. Angel View provides escorted transportation in specially equipped paratransit vehicles 24 hours a day to clients with profound disabilities who live in our homes and attend our Day Program. The second group is comprised of low income families throughout Riverside County who are raising children with disabilities. We provide mileage reimbursement for their medical travel. None of our residential or Day Program clients can use public transportation. Clients of our Children's Outreach Program typically use personal vehicles because of the complexities of transporting children with disabilities to appointments in various locations that are outside of public transit routes. it is also unsafe for many of our clients to wait in the heat for transit buses. Mileage reimbursement is a better way to help them.

6 months ago

our community does not have RTA service

6 months ago

I hope to establish a collaboration with RTA and SJUSD!

6 months ago

No

6 months ago

You have a very nice staff working in your office

7 months ago

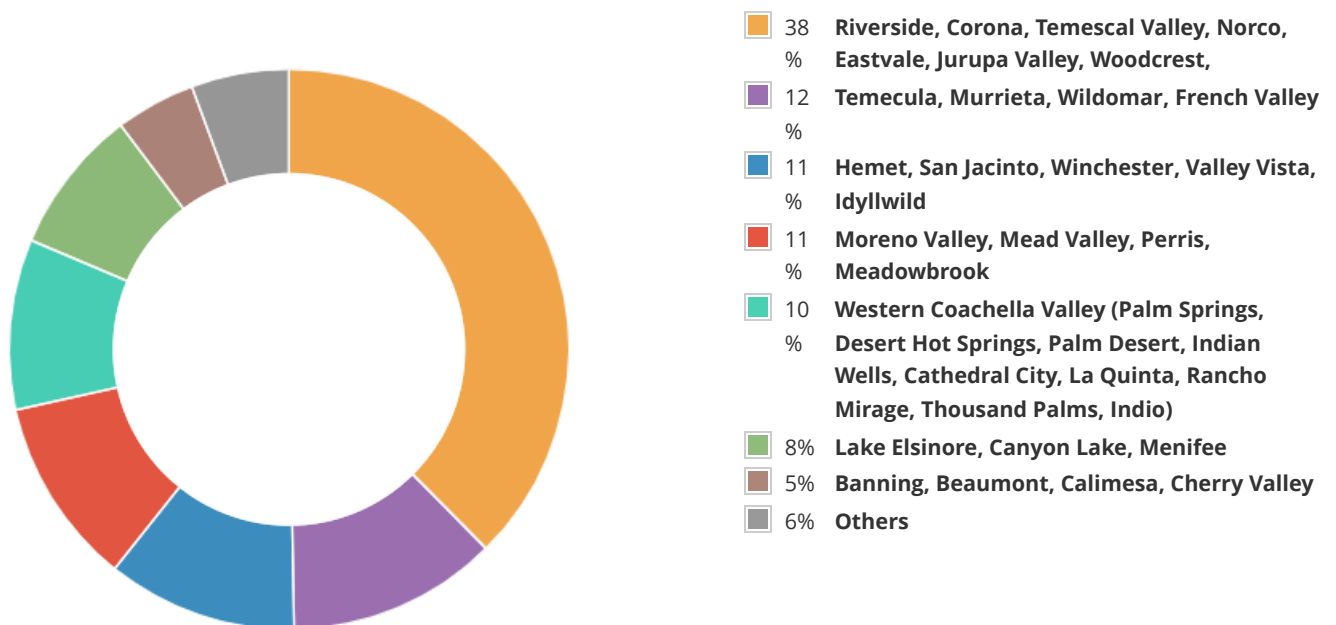
Start a better campaign with schools and public transportation. ALL schools are jammed with cars! Tons of CO2 , driving hazards, miles of lines of parents with single child pick up / drop off. There should be a deeper partnership with schools and public transportation not only in providing buses but education . The public bus has a stigma that it is for poor people now.Kids dont want to take even a school bus due to negative stigma - as a parent it is KRAZY how bad kids do NOT want to ride a bus. That has to change so as they grow into young adults taking the bus will be more accepted and normalized.

7 months ago

JFS of the Desert would be interested in exploring a potential funding partnership for the expansion of the volunteer-driven senior medical appt transportation program that is offered.

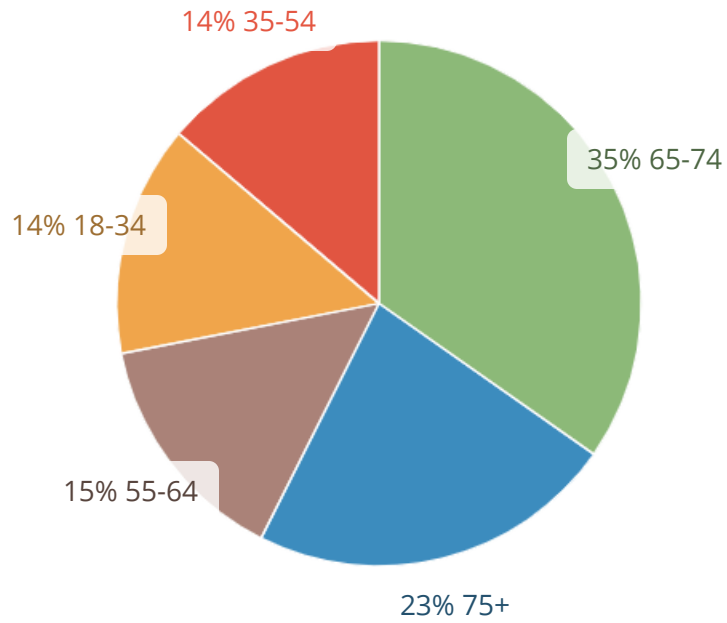
7 months ago

Where in Riverside County do you live?



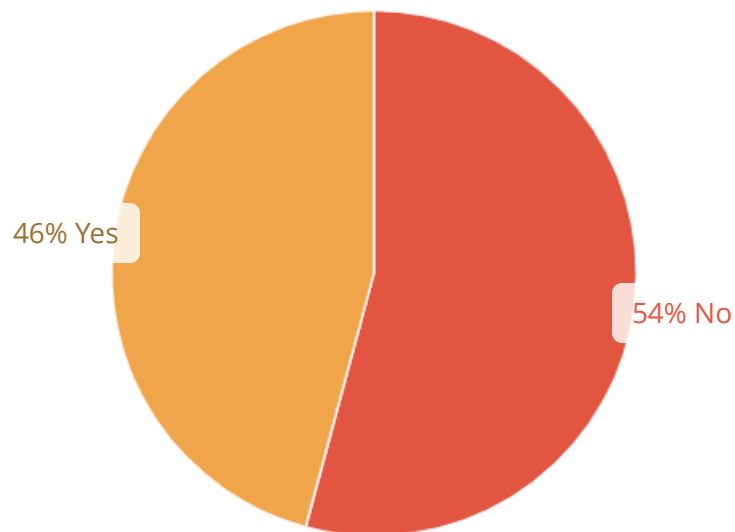
692 respondents

Please select your age group.



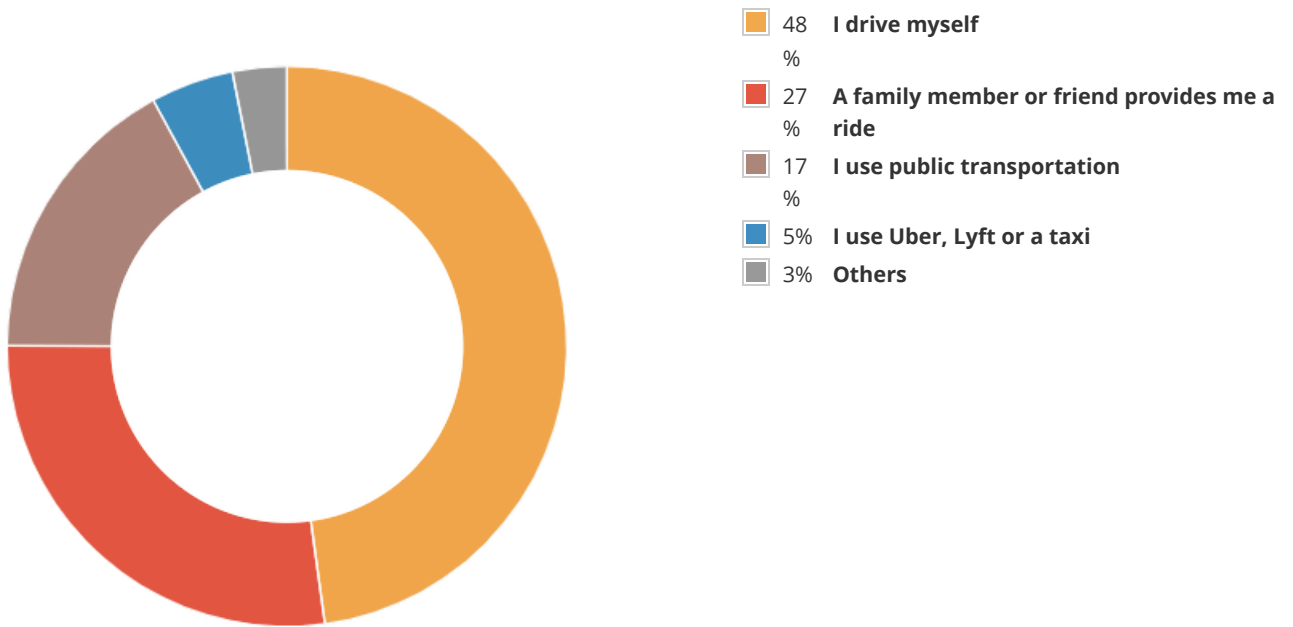
688 respondents

Do you have a disability that impacts your mobility?



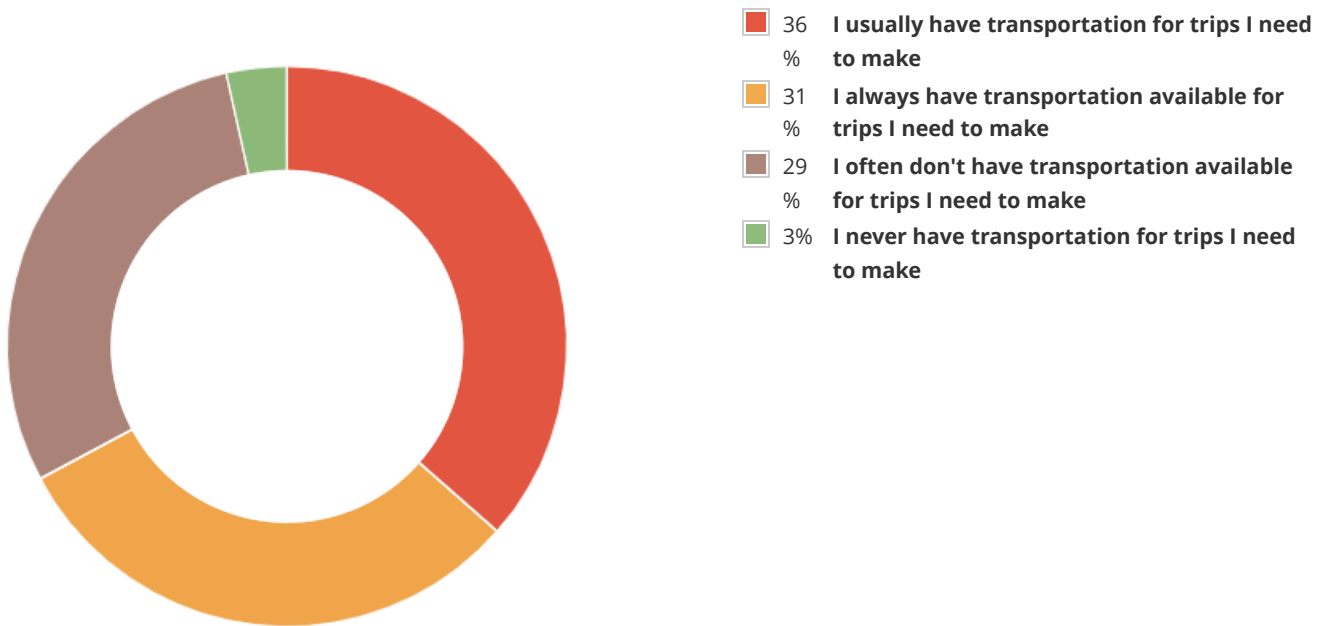
670 respondents

How do you most often travel for local trips?



669 respondents

Which of the following best describes you?



658 respondents

What transit services have you used in the past year? (Select all that apply)

42%	None of the above	271 ✓
28%	Metrolink	178 ✓
28%	RTA Bus	177 ✓
13%	Other	83 ✓
9%	RTA Dial-a-Ride	59 ✓
6%	Riverside Connect Senior and Disabled Transportation (City of Riverside)	39 ✓
5%	RTA CommuterLink Express	29 ✓
4%	SunLine SunBus	25 ✓
2%	Corona Cruiser	15 ✓
2%	Transportation provided by a non-profit organization (describe below)	15 ✓
2%	Beaumont Transit	11 ✓
1%	RTA Go Micro	8 ✓
1%	SunLine SunDial	7 ✓
1%	Palo Verde Valley Transit Agency (PVVTA) or RidePV	7 ✓
1%	SunLine SunRide	6 ✓
1%	Corona DAR	5 ✓
0%	SunLine CommuterLink	2 ✓
0%	Banning Connect	2 ✓

642 Respondents

Name on non-profit transportation provider (if applicable):

Wheelchair accessible transport through Kaiser

5 months ago

Dale's Senior center senior trips

5 months ago

Scan Insurance Transportation

5 months ago

Provided by health insurance..

5 months ago

None everything is too far away.

5 months ago

When planning transit trips in the past, which of these resources did you use? (Select all that apply)

38%	Transit system websites or apps	236 ✓
35%	Mobile Mapping Apps (Google Maps/Google Transit, Apple Maps)	215 ✓
25%	None	154 ✓
23%	Printed schedules	140 ✓
15%	Called Transit Agency by Phone	92 ✓
12%	The Transit App	74 ✓
7%	Bus Driver	41 ✓
5%	Other	34 ✓
2%	211Ride.org or dialed 2-1-1 by phone	11 ✓
1%	Go511.com or dialed 5-1-1 by phone	5 ✓

621 Respondents

**Have you experienced any of these transportation related problems during the past year?
(Select all that apply)**

34%	Making routine local trips – such as medical appointments or grocery shopping	199 ✓
30%	Buses don't come frequently enough	178 ✓
29%	Transit trips take too long to make	171 ✓
24%	Making long distance trips for medical care	139 ✓
24%	Lack of sidewalks or bike/lanes making biking or walking unsafe	138 ✓
23%	Public transit buses/vehicles not arriving on time	132 ✓
21%	Not feeling safe at transit stops or transfer locations	122 ✓
19%	No transit related problems	111 ✓
16%	Lack of understanding regarding how to use public transit	96 ✓
16%	Not feeling safe on transit vehicles	92 ✓
15%	Lack of resources to pay for transportation services	88 ✓
11%	Getting to employment locations or shifts that are not accessible by transit	65 ✓
11%	Other	65 ✓
10%	Difficulty making trip reservations on dial-a-ride services	58 ✓
8%	Need for a companion or caregiver when traveling outside the home	45 ✓
1%	Difficulty using dial-a-ride services due to lack of a permanent address	7 ✓

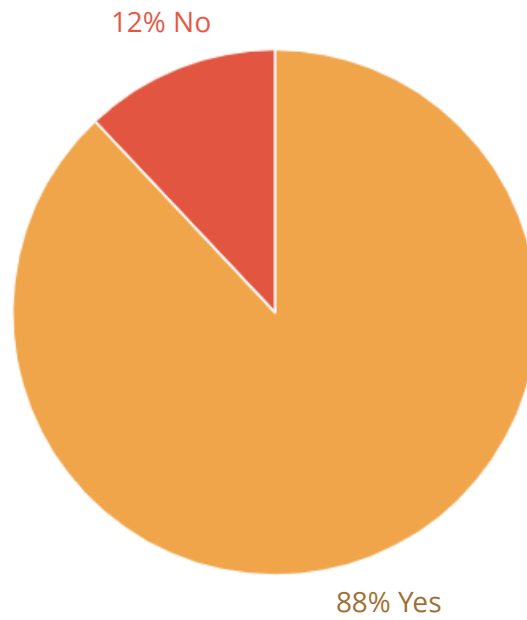
585 Respondents

The following are a few possible transportation service improvements. For each one, how useful/beneficial would this service be to you personally?

Improved, easier to access trip planning information to help me find the best way to reach my destination	69% Very Helpful	24% Somewhat Helpful	7% Not Helpful
Expanded mileage reimbursement to allow me to reimburse friends or caregivers who provide rides	48% Very Helpful	26% Somewhat Helpful	25% Not Helpful
Carshare program with affordable car rental for short periods of time	32% Very Helpful	26% Somewhat Helpful	42% Not Helpful
Non-emergency medical transportation for locations without public transit service	63% Very Helpful	23% Somewhat Helpful	14% Not Helpful
Faster, more direct, or more frequent bus and train service	73% Very Helpful	16% Somewhat Helpful	11% Not Helpful
Expanded service hours of public transportation	66% Very Helpful	23% Somewhat Helpful	12% Not Helpful
Better connections between buses and trains	69% Very Helpful	16% Somewhat Helpful	15% Not Helpful
More bus stop improvements (benches, shelters, signage, lighting etc.)	66% Very Helpful	22% Somewhat Helpful	12% Not Helpful
Other improvement that would be helpful to you (describe below):	66% Very Helpful	17% Somewhat Helpful	17% Not Helpful

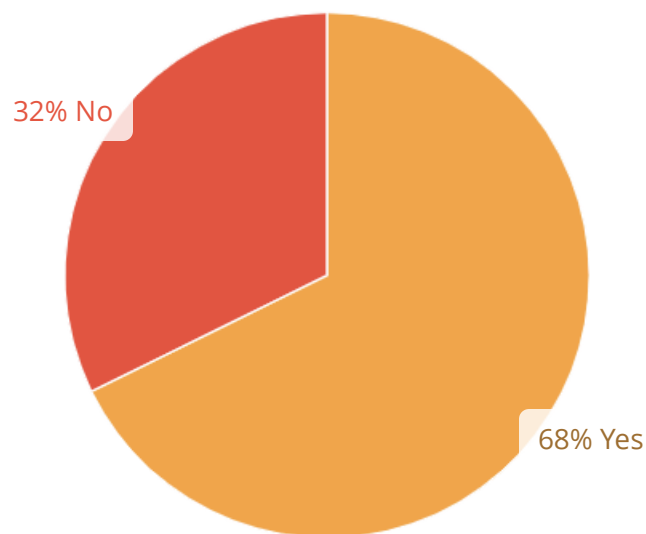
531 responses

Do you have a computer or tablet that you use to access the internet?



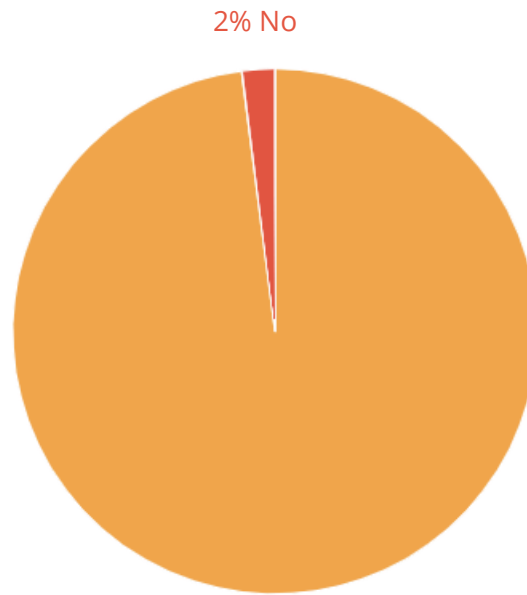
532 respondents

Have you visited any transit agency websites to get public transit information?



539 respondents

Do you have a cell phone?



98% Yes

539 respondents

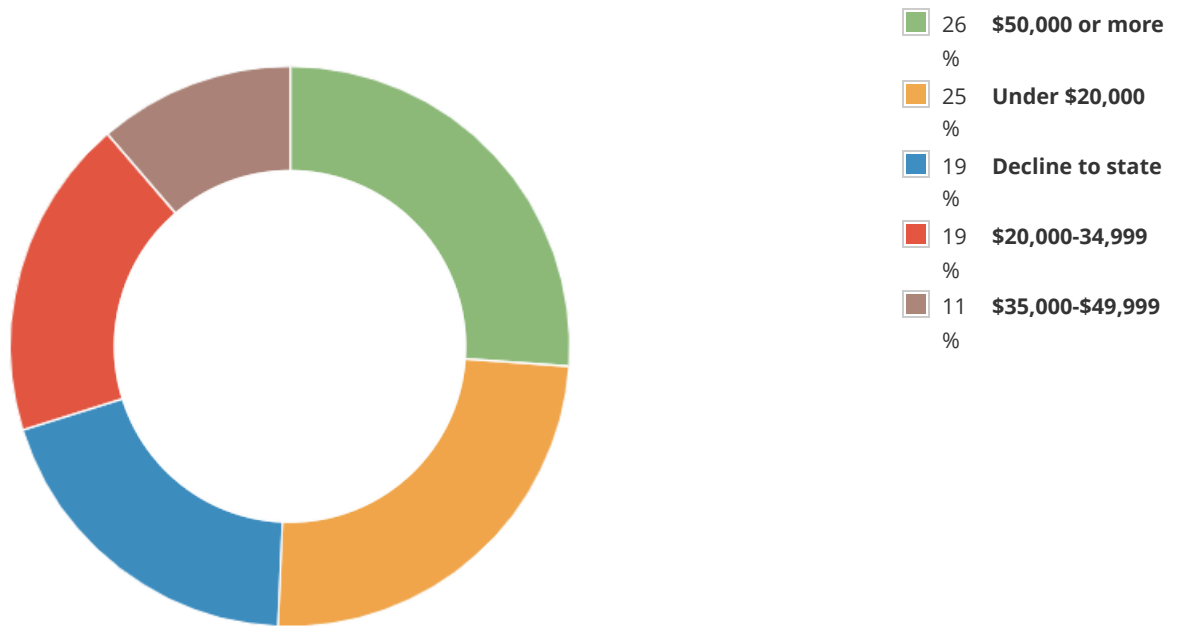
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Cell Phone Usage:

Does your cell phone have a data plan?	87% Yes	13% No
Do you use social media apps such as Facebook on your phone?	81% Yes	19% No
Do you use messaging apps such as WhatsApp on your phone?	49% Yes	51% No
Have you used a mapping program on your smartphone to get driving directions?	85% Yes	15% No
Are you comfortable seeking information on your cell phone about public transportation?	84% Yes	16% No

516 responses

Please provide your household's approximate annual income.



513 respondents

Do you have any additional comments you wish to share?

UCR TAPS is horrible and predatory. The TAPS makes it difficult for commuting students to park reliably based on schedules and safety. They are predatory and seek to give out tickets to commuters who only wish to park in safer lots after dark.

5 months ago

You need more transportation to airports outside desert! Coachella valley..it is super \$\$\$ for Uber now. PsP flights are expensive. Seniors cannot afford \$600 Rt to LAX. Criminal really

5 months ago

Since 2023 I have been using Riverside Connect. It takes me to where I want and need to go, the price is reasonable and as a whole the bus drivers are pleasant and helpful. My only complaint is that there seems to be a lack of bus drivers. I have problems making reservations to take me to Goeske Senior Center in time for a 9:00am exercise class.

5 months ago

I would love to see more Business Shelters at every Stops, not just at some locations.

5 months ago

NA

5 months ago

Name:

Robbielle mathis

5 months ago

marilyn stake

5 months ago

Joy Ifield

5 months ago

Victoria Dove

5 months ago

Sheena Hadley

5 months ago

Email Address:

Rmathis029@gmail.com

5 months ago

marlowspedlog@aol.com

5 months ago

princessastrid54@gmail.com

5 months ago

Ladysocrates_98@yahoo.com

5 months ago

sheenahadley6@gmail.com

5 months ago

Loading more report objects...

Appendix D: Countywide E-Survey Open-Ended Responses

Question to General Public: Are there any additional comments you would like to provide?¹

The need for more frequency service and service to return to pre-pandemic levels – 28 comments

Metrolink

- More Metrolink Riverside lines on the weekends
- Metrolink to Corona from Los Angeles has few options in the afternoon so people feel they would get stranded
- More Beaumont connections on Metrolink
- More trains coming back to Riverside County in the early to midafternoon
- More frequency along 91 Perry Line

RTA

- Bring back pre-COVID service to Moreno Valley locations
- RTA to have regular service to hospitals like Kaiser in Moreno Valley locations
- More frequent and larger buses going to RCC and downtown Riverside (currently overcrowded)
- Build proper BRT and LRT on high-use routes and not “BRT lite”
- RTA to work with schools on increasing frequency during finals
- Bring back RTA service from Murrieta to Oceanside or Escondido
- More service to connect people to RCC or UCR
- More frequent service for Rte. #31
- Increase frequency to/from Woodcrest
- Reinstate #217 RTA transit from Escondido to Murrieta
- Investigate what buses could be “express buses” to speed up travel

Menifee

- More frequent bus service in Menifee
- More bus stops in Menifee, stops are too far apart

General

- More frequent service to Temecula, Palm Desert or Hemet
- More frequent bus service that mimics bigger “city frequency” like Long Beach and Los Angeles
- More frequent service to the VA in Loma Linda
- Bring public transit to the Temescal Valley
- Would like to see buses start earlier (pre-pandemic schedules)

¹ Comments not relevant to the topic were not included in this Appendix. Comments that are repeated are condensed into the above themes

Infrastructure Needs – 42 comments

Access to Bus Stops

- Build bike lanes near transit corridors
- Build accessible sidewalks to bus stops
 - Moreno Valley is mentioned often
- Build benches and shelters at stops to stay safe from the elements (i.e., heat)
- Build more lighting along transit corridors
- Invest in Transit Oriented Development
- Build restrooms at popular stops for aging populations

Build Transit Where It Does Not Exist

- Bring public transit to Temescal Valley, Temescal Canyon

Expansion of Transit – 57 comments

- Extend Metrolink rail service to Coachella Valley
- Extend Metrolink rail service to Hemet
- Extend Metrolink from South Perris into Hemet and from Redlands out to Indio
- Build a light rail service from Riverside County to Los Angeles County with stops in Fullerton
- Build a connection between RTA downtown Perris Metrolink Station and Escondido Transit Center
- More options to travel to Yucca Valley and Twentynine Palms
- Train service from Coachella to San Diego
- Add Commuter Link Bus Service from Beaumont to Coachella Valley
- Add fixed transit service to Idyllwild
- Service from French Valley to Temecula and Sun City
- Bring Dial-A-Ride service to Tuscany Hills
- Build service between Temecula to San Diego
- Services from Hemet to Kaiser medical places
- Bring service to the eastern Calimesa
- Bring service to Coachella Valley, like in Desert Hot Springs, Indio, Palm Desert and La Quinta, where the SunLine doesn't stop

Information Concerns and Constraints – 15 Comments

- Provide ride-sharing information at train stations
- Where do “I” go when I have questions about transit? Where do “I” get information when I get older, and I can no longer drive?
- Transit information can be complicated and not understood
- Paper guides are still useful
- Would like simple information to read
- Would like it to be easy to order tickets
- “Transit is confusing”
- Need to understand quickly when routes are changed or discontinued

Planning and Policy - 62 Comments

- Dial-A-Ride buses can be uncomfortable to ride, hard surfaces, plastic seats, noisy
- Need to remove “cash only” services
- Would like to see Dial-A-Ride go on dirt roads
- Would like the ability to do same-day reservations
- Feasibility analysis for public transit between Riverside County and San Diego County
- Have local officials ride public transit to see how it works
- Develop a committee to see where there is no transportation
- Would like Dial-A-Ride to be for more than just medical rides, seniors and those with disabilities to go out for social reasons
- How to remove the unhoused from blocking transit stations, stops, etc.
- Would like to see development of warehouses in Temecula stopped
- More room on buses for walkers, grocery bags, etc.
- Public Transit is “scary” when buses are filled with intoxicated people
- Examine speed limits along transit stops
- Create senior classes for older adults to understand how to use transit
- Bus drivers need to be more knowledgeable in transit because that is the only person riders interact with

Appendix D: Countywide E-Survey Open-Ended Responses

Question to Agency Representatives: Are there any additional comments you would like to provide?²

8 Comments

Angel View – We have two distinct passenger demographics use utilize Angel View. AV provides escorted transportation in specially equipped paratransit vehicles 24/hr/day to clients with profound disabilities who live in our home and attend our Day Program. The second group is comprised of low-income families through Riverside County who are raising children with disabilities. We provide mileage reimbursement for their medical travel. None of the residential/Day Program clients can use public transportation. Clients of our Children’s Outreach Program typically use personal vehicles because of the complexities of transporting children with disabilities to appointments in various locations that are outside of the public transit routes. It is also unsafe for our clients to wait in the heat for transit buses. Mileage reimbursement is a better way to help them.

San Jacinto Unified School District – I hope to establish a collaboration with RTA and SJUSD!

Grid Alternatives – Start a better campaign with schools and public transportation. All schools are jammed with cars! Tons of CO², driving hazards, miles of lines of parents with single child pick-up/drop-off. There should be a deeper partnership with schools and public transportation not only in providing buses but education. The public bus has a stigma that it is for poor people now. Kids don’t want to take even a school bus due to negative stigma — as a parent it is CRAZY how bad kids do NOT want to ride a bus. That must change so as they grow into young adults taking the bus will be more accepted and normalized.

JFS – JFS of the Desert would be interested in exploring a potential funding partnership for the expansion of the volunteer-driven senior medical appointment transportation program that is offered.

JFS – Provide transportation through the agency volunteer-based senior medical appointment transportation program

RCOE – Hoping you bring back Travel Training. This would benefit our students.

RCOE – Please resume the mobility training for individuals with disabilities.

RCOE - We think the Freedom To Go program was AWESOME.

² Comments not relevant to the topic were not included in this Appendix, Comments that are repeated are condensed into the above themes