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- San Bernardino County Transportation Commission
  - San Bernardino County Transportation Authority
  - San Bernardino County Congestion Management Agency
  - Service Authority for Freeway Emergencies
- 

## Additional Support Material Agenda Item No. 7

### Commuter Rail and Transit Committee Meeting

March 12, 2015

9:00 a.m.

Location:

SANBAG

First Floor Lobby

1170 W. 3<sup>rd</sup> Street, San Bernardino, California 92410

## Discussion Calendar

### Transit/Rail

#### **SANBAG Short Range Transit Plan**

That the Commuter Rail and Transit Committee receive and consider the first four chapters of the SANBAG's Short Range Transit Plan (SRTP), including the public comments received and the draft goals and objectives, and to also provide input to staff.

*The Existing Conditions Report and Public Participation Plan are attached.*

# SANBAG Short-Range Transit Plan FY 2015 – FY 2019

Task 1.6—Existing Conditions Report

February 26, 2015

Prepared for:



Prepared by:





SANBAG Short-Range Transit Plan  
FY 2015 – FY 2019  
Task 1.6—Existing Conditions Report  
February 26, 2015

*Prepared for:*  
SANBAG

*Prepared by:*  
Parsons Brinckerhoff



## Table of Contents

<b>1.0</b>	<b>INTRODUCTION, PURPOSE, AND NEED .....</b>	<b>1-1</b>
<b>2.0</b>	<b>GOALS, OBJECTIVES, AND STANDARDS .....</b>	<b>2-1</b>
2.1	Transit Agency Goals and Objectives .....	2-1
2.2	Proposed Draft SANBAG Transit Goals and Objectives.....	2-6
2.3	Transit Agency Service Standards .....	2-12
2.4	Proposed Draft SANBAG Service Standards .....	2-23
<b>3.0</b>	<b>PUBLIC OUTREACH PROGRAM .....</b>	<b>3-1</b>
3.1	Review of Transit Agency Public Outreach Programs .....	3-1
3.2	SRTP Public Outreach Program .....	3-5
3.3	SRTP Public Comments Received.....	3-7
<b>4.0</b>	<b>EXISTING CONDITIONS .....</b>	<b>4-1</b>
4.1	Regional Demographic Characteristics .....	4-1
4.1.1	Countywide Demographic Characteristics .....	4-1
4.1.2	Population and Employment by Transit Operator Service Area .....	4-5
4.1.3	County Travel Demand.....	4-8
4.1.4	County Trip Distribution .....	4-9
4.2	Existing Transit Operator Demographic and Service Characteristics.....	4-25
4.2.1	Barstow Area Transit.....	4-26
4.2.2	Morongo Basin Transit Authority .....	4-33
4.2.3	Mountain Area Regional Transit Authority .....	4-40
4.2.4	Needles Area Transit.....	4-48
4.2.5	Omnitrans.....	4-54
4.2.6	Victor Valley Transit Authority.....	4-69
4.3	Other Transportation Agencies .....	4-81
4.3.1	SANBAG .....	4-81
4.3.2	Valley Transportation Services (VTrans) .....	4-84
4.3.3	Southern California Regional Rail Authority.....	4-86

## List of Figures

Figure 1-1.	San Bernardino County by Subarea.....	1-3
Figure 4-1.	Existing Countywide Population Density .....	4-3
Figure 4-2.	Existing Countywide Employment Density .....	4-4
Figure 4-3.	Transit Operator Service Areas within San Bernardino County .....	4-6
Figure 4-4.	Omnitrans Service Sub-Area Boundaries.....	4-12
Figure 4-5.	Distribution of Trips from the BAT Service Area .....	4-15
Figure 4-6.	Distribution of Trips from the MBTA Service Area .....	4-16
Figure 4-7.	Distribution of Trips from the MARTA Service Area.....	4-17
Figure 4-8.	Distribution of Trips from the NAT Service Area.....	4-18
Figure 4-9.	Distribution of Trips from the Omnitrans Service Area.....	4-19
Figure 4-10.	Distribution of Trips from the VVTA Service Area.....	4-20
Figure 4-11.	Distribution of Internal Omnitrans Service Area Trips from the East Sub-area.....	4-21
Figure 4-12.	Distribution of Internal Omnitrans Service Area Trips from the City of San Bernardino Sub-area .....	4-22
Figure 4-13.	Distribution of Internal Omnitrans Service Area Trips from the Central Sub-area.....	4-23
Figure 4-14.	Distribution of Internal Omnitrans Service Area Trips from the West Sub-area.....	4-24
Figure 4-15.	Population Density and Transit Services within the BAT Service Area .....	4-27
Figure 4-16.	Employment Density and Transit Services within the BAT Service Area .....	4-28
Figure 4-17.	BAT Transit Vehicle .....	4-31
Figure 4-18.	Population Density and Existing Transit Service within the MBTA Service Area .....	4-34
Figure 4-19.	Employment Density and Existing Transit Service within the MBTA Service Area .....	4-35
Figure 4-20.	MBTA Transit Vehicle .....	4-38
Figure 4-21.	Population Density and Existing Transit Service within the MARTA Service Area.....	4-41
Figure 4-22.	Employment Density and Existing Transit Service within the MARTA Service Area.....	4-42
Figure 4-23.	MARTA Transit Vehicle.....	4-45
Figure 4-24.	Population Density and Existing Transit Service within the NAT Service Area .....	4-49
Figure 4-25.	Employment Density and Existing Transit Service within the NAT Service Area .....	4-50
Figure 4-26.	Population Density and Existing Transit Service within the Omnitrans Service Area .....	4-55
Figure 4-27.	Employment Density and Existing Transit Service within the Omnitrans Service Area .....	4-56

Figure 4-28.	Omnitrans sbX BRT Bus and Station .....	4-61
Figure 4-29.	Omnitrans Transit Vehicles .....	4-66
Figure 4-30.	Population Density and Existing Transit Service within the VVTA Service Area .....	4-70
Figure 4-31.	Employment Density and Existing Transit Service within the VVTA Service Area .....	4-71
Figure 4-32.	VVTA Transit Vehicle.....	4-77
Figure 4-33.	SANBAG Management .....	4-83
Figure 4-34.	Metrolink System Map.....	4-87
Figure 4-35.	Metrolink Commuter Train Consist.....	4-90

## List of Tables

Table 1-1.	Measure I Funding Allocation by Subarea.....	1-3
Table 2-1.	BAT, MARTA, MBTA, NAT, and VVTA—Goals and Objectives .....	2-2
Table 2-2.	Omnitrans—Mission Statement, Goals, and Strategies.....	2-4
Table 2-3.	Southern California Regional Rail Authority (Metrolink)—Mission Statement ...	2-5
Table 2-4.	SCAG and SANBAG Regional Transportation Goals .....	2-7
Table 2-5.	SANBAG Proposed Draft Transit Goals and Objectives.....	2-10
Table 2-6.	BAT—Standards.....	2-13
Table 2-7.	MBTA—Standards.....	2-15
Table 2-8.	MARTA—Standards .....	2-17
Table 2-9.	NAT—Standards.....	2-18
Table 2-10.	Omnitrans—Standards.....	2-19
Table 2-11.	VVTA—Standards.....	2-20
Table 2-12.	Omnitrans—Service Key Performance Indicators (KPIs).....	2-21
Table 2-13.	SANBAG—Proposed Draft Standards for Redlands Passenger Rail Project .....	2-24
Table 3-1.	Overview of Local Transit Agency Outreach Efforts for SRTPs/Planning Documents.....	3-3
Table 3-2.	Network Connectivity – Public Input.....	3-8
Table 3-3.	Inter-Regional Transit – Public Input .....	3-10
Table 3-4.	Access for All – Public Input.....	3-12
Table 3-5.	Commuter Rail Projects – Public Input.....	3-13
Table 3-6.	Key Projects – Public Input .....	3-14
Table 3-7.	Other – Public Input .....	3-15
Table 4-1.	Existing Population and Employment.....	4-2
Table 4-2.	Existing (2008) Population and Employment by Operator Service Area .....	4-7
Table 4-3.	Daily Person Trip Generation (all Modes – Transit, Car, Walking, etc.) .....	4-8
Table 4-4.	Existing (2008) Daily Person Trip Interaction between San Bernardino County Transit Operator Service Areas .....	4-9
Table 4-5.	Omnitrans Population, Employment, and Trip Generation.....	4-13
Table 4-6.	Omnitrans Service Area Person Trip Distribution .....	4-13
Table 4-7.	BAT Transit Service Levels.....	4-30
Table 4-8.	BAT Fares.....	4-32
Table 4-9.	MBTA Transit Service Levels.....	4-37
Table 4-10.	MBTA Fares.....	4-39
Table 4-11.	MARTA Transit Service Levels .....	4-44
Table 4-12.	MARTA Fares .....	4-46
Table 4-13.	NAT Transit Service Levels.....	4-51
Table 4-14.	NAT/Dial-a-Ride Fares.....	4-52

Table 4-15.	Demographic Characteristics within the Omnitrans Service Area.....	4-59
Table 4-16.	Omnitrans Transit Service Levels .....	4-62
Table 4-17.	Omnitrans Fares .....	4-68
Table 4-18.	VVTA Transit Service Levels.....	4-74
Table 4-19.	VVTA Fares .....	4-79
Table 4-20.	Metrolink Transit Service Levels .....	4-89
Table 4-21.	Metrolink Boardings on Lines Serving San Bernardino County .....	4-90
Table 4-22.	Metrolink Fares .....	4-91

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## 1.0 INTRODUCTION, PURPOSE, AND NEED

The San Bernardino Associated Governments (SANBAG) is at a significant point in defining local and regional public transportation improvements and services in San Bernardino County. SANBAG has a number of significant transit capital projects in planning and/or development over the next several years. Also, as part of its regional mobility program, SANBAG oversees and coordinates the services of six different transit service operators, as well as a consolidated transportation service agency which coordinates social service agency paratransit services. SANBAG also is a member agency of the Southern California Regional Rail Authority (SCRRA) and provides annual funding and support for SCRRA's Metrolink capital program and operations.

SANBAG recently supported Omnitrans' effort to construct and implement a new bus rapid transit project, which commenced service on April 28, 2014, and has undertaken a project which will significantly improve system connectivity by extending current Metrolink service one mile east from the existing Santa Fe Depot to a new Downtown San Bernardino Transit Center. The new Downtown San Bernardino Transit Center is an Omnitrans capital project that will provide a modern and convenient connection point between rail and bus services in the area; SANBAG is leading construction on this project. Additionally, SANBAG is currently conducting preliminary engineering and environmental clearance for a new rail service, the Redlands Passenger Rail Project, which will provide a rail connection between the Downtown San Bernardino Transit Center and the University of Redlands (approximately nine miles), with several stations along the corridor.

With all of these transit improvement initiatives underway, it has become critically important that SANBAG establish a regional plan for the identification, prioritization, development, funding, and implementation of transit improvements in San Bernardino County. Thus, the purpose of this SANBAG Short-Range Transit Plan (SRTP) is to provide a plan to guide transit improvements in San Bernardino County over the next five years.

A SRTP is a guiding document for a transit system. It establishes system goals, objectives, and service standards, describes the existing system and regional setting/demographics, evaluates the system's performance against the service standards, identifies service needs and deficiencies, and recommends service changes over the following five-year period.

Within the SANBAG region, this SRTP identifies the existing transit services, goals and objectives, plans, and funding requirements of the six local transit operators, as well as region-wide transit needs, goals and future services, including the future SANBAG Redlands Passenger Rail Project. Additionally, this SRTP includes the programming of operating and capital projects to support the service plan and a financial plan covering total system costs (operating and capital, and funding sources) over the five-year period.

SANBAG has identified the following specific goals for the development of this SRTP:

- Identify and document all of the transit services and projects in the county, and the demographic and travel context in which those services are provided.
- Incorporate key elements of the SRTPs prepared by transit operators in the County, describing their on-going service evaluation processes, identified service deficiencies, needs and gaps, and proposed service improvements to address those issues.
- Identify regional transit needs and regional transit improvement programs.
- Develop service standards and a service evaluation process for future SANBAG directly- or contract-operated transit services.
- Develop a project prioritization process for all transit capital projects in the County.
- Develop a 5-year capital improvement program for all transit projects in the County.
- Conduct a financial review to evaluate projected regional expenditures for transit operating and capital projects compared with anticipated revenue streams, to determine whether regional transit costs are sustainable over the next five years.
- Aid in establishing cooperative agreements between SANBAG and the transit operators, spelling out roles and responsibilities and identifying processes for short- and long-range transit planning, coordination and review of public transit services, and funding allocation in SANBAG's role as the county transportation commission.

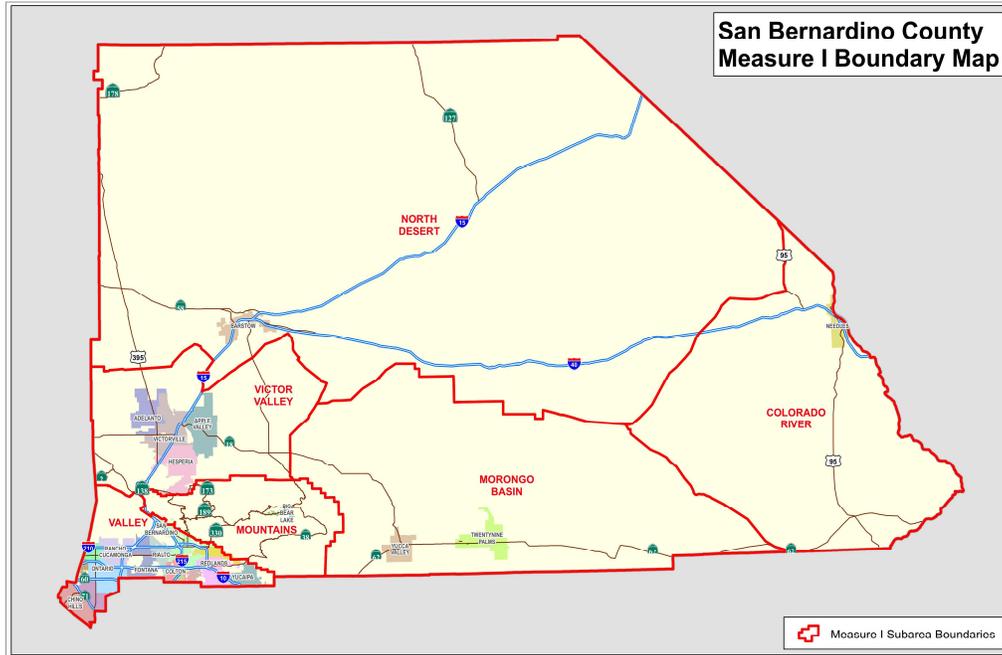
#### Background on San Bernardino County and Local Transit Operators

San Bernardino County is the largest county in geographic area in the contiguous United States and encompasses over 20,000 square miles. A geographic region of this size includes a great amount of diversity from urbanized cities to mountain resort areas and scattered rural communities. The east and west San Bernardino Valleys along with the Victor Valley in the high desert are home to 91.1 percent of the County's population within a more urbanized setting. The remaining 8.9 percent of the County's population is spread across mountain and desert communities. Additionally, San Bernardino County's desert open spaces are home to unique uses such as Joshua Tree National Park, the Mojave National Preserve and national military training centers at Twentynine Palms and Ft. Irwin. (SANBAG, 2013)

Of the County's 2.06 million people, 85.7 percent live in one of 24 incorporated cities/towns and 14.3 percent live in unincorporated areas of the County of San Bernardino. Six of the 24 cities have a population of over 100,000 people (SANBAG, 2013).

Measure I, the countywide voter-approved half-cent transportation transactions and use tax, is estimated to generate almost \$4.5 billion through 2040 for funding of major freeway construction, transit and commuter rail services, local street and road improvements, special transit service for the elderly and disabled population, and related traffic management and environmental enhancement efforts. Measure I divided San Bernardino County into seven subareas for purposes of tax revenue administration and funding allocation, reflecting the relative population of the subareas, as shown in Table 1-1 and Figure 1-1.

**Figure 1-1. San Bernardino County by Subarea**



Source: SANBAG, 2012a

**Table 1-1. Measure I Funding Allocation by Subarea**

Subarea	Percentage*
Cajon Pass <sup>1</sup>	2.8%
Colorado River	0.2%
Morongo Basin	2.2%
Mountains	1.6%
North Desert	2.8%
San Bernardino Valley	77.2%
Victor Valley	13.2%

Source: SANBAG, 2012a

Notes: \*Percentages are adjusted annually based on actual revenue.

<sup>1</sup> Per the Measure I Expenditure Plan, Cajon Pass receives a separate funding allocation though not specifically identified on the Subareas Boundary Map.

The transit agencies reviewed in this SRTP each operate within one of these subareas, though some also provide connecting services into other subareas or into Riverside or Los Angeles Counties. Like the county they are located in, the seven transit agencies in San Bernardino County vary widely in size and nature of the transit services provided. For example, Omnitrans, a large urban area system in the San Bernardino Valley subarea that carries over 16 million passengers per year, differs greatly from Needles Area Transit, a small rural area system in the Colorado River subarea that carries 34,000 passengers per year. However, all are in the business of providing mobility to the residents of their areas, efficiently and economically.

#### Short-Range Transit Plan Organization

This SRTP is organized into the following chapters:

- Introduction, Purpose, and Need
- Goals, Objectives, and Standards
- Public Outreach Program
- Existing Conditions
- Service Evaluation Process, Standards, and Findings
- Service Improvement Plans
- Capital Project Prioritization Process
- Capital Improvement Plan
- Constrained and Unconstrained Financial Plans
- Recommendations

## 2.0 GOALS, OBJECTIVES, AND STANDARDS

This chapter presents the goals, objectives, and standards for each transit operator, as stated in their short-range transit plan (SRTP) or comprehensive operations analysis (COA). The existing San Bernardino County transit operators include Barstow Area Transit (BAT)<sup>2</sup>, Morongo Basin Transit Authority (MBTA), Mountain Area Regional Transit Authority (MARTA), Needles Area Transit (NAT), Omnitrans, Victor Valley Transit Authority (VVTA), and, on a regional level, Southern California Regional Rail Authority (SCRRA). Proposed goals, objectives, and standards for future transit services either directly- or contract-operated by the San Bernardino Associated Governments (SANBAG) also are provided, as well as regional transit service goals on issues such as transfer coordination and fare policy coordination.

### 2.1 Transit Agency Goals and Objectives

All of the San Bernardino County transit agencies have adopted high-level goals to guide the overall development of their transit systems and provision of transit services. The agencies have also developed objectives to achieve in working toward the goals. These goals and objectives, as stated in their respective SRTP or COA, are summarized in Table 2-1.

As a larger transit agency, Omnitrans has taken the establishment of goals and objectives a step further, with an overall mission statement, a set of key goals, and supporting strategies in four key areas to accomplish the goals. Omnitrans' mission statement, goals, and strategies are listed in Table 2-2.

SCRRA does not currently have a set of formally-adopted goals, objectives, or service standards, but SCRRA does have a detailed mission statement, and conducts monthly service evaluations. An update to the *SCRRA Strategic Assessment* (SCRRA, 2007) is currently underway, which may propose a set of agency goals and objectives. The SCRRA mission statement is listed in Table 2-3.

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<sup>2</sup> At the time this work began on this Short-Range Transit Plan, Barstow Area Transit (BAT) was a separate agency. BAT was in the process of merging with Victor Valley Transit Authority (VVTA). For the purposes of this SRTP, BAT's goals, objectives, and service standards are separately identified, though it is likely they may be merged with VVTA's in the future.

**Table 2-1. BAT, MARTA, MBTA, NAT, and VVTA—Goals and Objectives**

Goal	Objective
<b>BAT</b>	
Implement a new route network to reduce costs and increase revenues system-wide and improve route farebox recovery ratios	<ul style="list-style-type: none"> <li>• Minimize service duplication</li> <li>• Address excess capacity</li> <li>• Clarify service eligibility and encourage use of fixed routes rather than demand response services</li> <li>• Provide bi-directional (versus loop-based) service</li> <li>• Provide direct routes rather than circuitous routes</li> <li>• Eliminate delays due to fueling operations</li> <li>• Use public input to determine and address currently unmet needs</li> </ul>
<b>MARTA</b>	
Goals and objectives inferred from <i>MARTA 2012-2016 SRTP</i> . Implement identified operational improvements to increase ridership, improve productivity, and meet demonstrated service needs, dependent on financial capacity	<ul style="list-style-type: none"> <li>• Modify service frequencies, where appropriate</li> <li>• Modify span of service</li> <li>• Modify route alignments, where appropriate</li> <li>• Link services to areas outside MARTA</li> <li>• Establish a sufficient operating reserve to absorb normal funding fluctuations</li> </ul>
<b>MBTA</b>	
Goal I: Sustainably operate an efficient and effective transit system through maximizing service and minimizing cost impacts	<ul style="list-style-type: none"> <li>• Minimize operating cost</li> <li>• Increase transit passengers</li> <li>• Increase revenues</li> </ul>
Goal II: Provide safe, reliable, and high quality transportation	<ul style="list-style-type: none"> <li>• Provide safe transportation</li> <li>• Provide quality transportation</li> <li>• Provide reliable transit service</li> </ul>
Goal III: Undertake effective marketing, outreach, and public participation	<ul style="list-style-type: none"> <li>• Develop and implement a marketing plan</li> <li>• Encourage citizen participation</li> </ul>
Goal IV: Provide transit service that is accessible to all persons while maintaining system productivity	<ul style="list-style-type: none"> <li>• Handicap accessibility</li> <li>• Bicycle accessibility</li> </ul>
<b>NAT*</b>	
1. Sustain and promote the City of Needles transportation program as safe, convenient and reliable, to grow ridership while ensuring that service is provided in a cost-effective manner	<ul style="list-style-type: none"> <li>• Accessible: Provide access to public transportation to City of Needles residents weekdays between 7:00 a.m. and 7:00 p.m. and on Saturdays from 10:00 a.m. to 2:00 p.m.</li> <li>• Total Accidents:</li> <li>• Training and safety plan: 100% compliance with employee selection, drug testing, Title VI training and training requirements included in the operator contract</li> <li>• Reliability: NAT running not more than 1 minute earlier or 5 minutes later than the scheduled time. DAR services pick up within 15 minutes of promised time.</li> </ul>

**Table 2-1. BAT, MARTA, MBTA, NAT, and VVTA—Goals and Objectives (Continued)**

Goal	Objective
2. Provide an effective level of service in response to demonstrated community market needs at or above minimum productivity standards	<ul style="list-style-type: none"> <li>• Passengers per Vehicle Service Hour:</li> <li>• NAT – 10.0</li> <li>• DAR – 4.0</li> <li>• DAR Medical – 1.0</li> </ul>
3. Provide public transportation services that are financially sustainable within existing local, state, and federal funding program availability	<ul style="list-style-type: none"> <li>• Farebox recovery: The minimum standard system-wide is: 12%</li> <li>• Cost per Vehicle Revenue Hour: The minimum standard should be no more than 110% of rural peer systems</li> </ul>
4. Develop the infrastructure to support transportation services and enhance awareness and grow ridership of NAT services	<ul style="list-style-type: none"> <li>• Benches: Will be placed at all bus stops that experience a minimum of 5 boardings per weekday</li> <li>• Shelters: Will be placed at all bus stops that experience a minimum of 10 boardings per weekday</li> <li>• Transit Information Displays: Will be placed at all bus stops that are financially feasible or at a minimum, those that experience a minimum of 20 boardings per week</li> </ul>
5. Develop sustainable out-of-area transportation projects, through coordinated partnerships, to extend the mobility choices of residents	
<b>VVTA</b>	
Implement a new route network	<ul style="list-style-type: none"> <li>• Improve on-time performance</li> <li>• Address excess capacity</li> <li>• Modify service frequencies where appropriate</li> <li>• Modify span of service</li> <li>• Modify route alignments where appropriate</li> <li>• Link services to areas outside VVTA</li> <li>• Provide bus stop amenities</li> </ul>

Sources: *MARTA 2012-2016 SRTP* (MARTA, 2012); *MBTA 2012 COA* (MBTA, 2012); *Operational Analysis of BAT* (SANBAG, 2009a); *COA and SRTP of VVTA* (VVTA, 2013)

Notes: BAT = Barstow Area Transit; DAR = dial-a-ride; MARTA = Mountain Area Regional Transit Authority; MBTA = Morongo Basin Transit Authority; NAT = Needles Area Transit; SRTP = short-range transit plan; VVTA = Victor Valley Transit Authority

\*NAT proposed goals and objectives/standards are preliminary based on the Draft NAT 2014-2019 SRTP, which is currently in development.

**Table 2-2. Omnitrans—Mission Statement, Goals, and Strategies**

<i>Omnitrans</i>	
<p><b>Mission Statement:</b> To provide the San Bernardino Valley with comprehensive mass transportation services, which maximize customer use, comfort, safety, and satisfaction while efficiently using financial and other resources in an environmentally sensitive manner.</p> <p><b>Goals:</b></p> <ul style="list-style-type: none"> <li>• Deliver safe, reliable, clean, frequent, convenient, comfortable and equitable service</li> <li>• Enhance Omnitrans' network design to increase ridership and minimize costs by reducing redundancy</li> <li>• Minimize the impact to existing riders while seeking opportunities to expand ridership</li> <li>• Support the local economy by providing connections to where people want to go</li> <li>• Maximize cost recovery while charging a fair fare</li> <li>• Support initiatives that are financially and environmentally sustainable in the short and long term</li> <li>• Expand, maintain, and improve existing vehicles, facilities, and passenger amenities</li> </ul>	<p><b>Strategies:</b></p> <p><b>Core Mission:</b></p> <ul style="list-style-type: none"> <li>• Focus on the core mission of providing bus service that connects the communities of the San Bernardino Valley</li> <li>• Provide a range of bus services including express routes and community circulators, using the type of service that most efficiently meets ridership demand for each community</li> <li>• Evaluate every proposed project by the value it provides for customers, the community, and the agency</li> <li>• Consider new services as market development routes with a defined trial period and ridership target</li> </ul> <p><b>Cost Efficiency:</b></p> <ul style="list-style-type: none"> <li>• Leverage existing resources with potential new funding sources (such as available grants) in order to provide improvements for passengers and to make service more efficient</li> <li>• Make adjustments to routes, as needed, that move Omnitrans service to be more productivity-oriented, and reevaluate unproductive routes each time the Omnitrans Short-Range Transit Plan (SRTP) is updated (every 2-3 years)</li> <li>• Report level statistics, such as ridership, productivity, farebox recovery, subsidy per passenger, and on-time performance, to the Omnitrans Board of Directors quarterly, so that the board is informed of the mix of services Omnitrans offers and how they perform</li> <li>• Explore available technology for improved efficiency, such as the following:             <ul style="list-style-type: none"> <li>-- Intelligent transportation systems (ITS) like transit signal priority (TSP) along high-traffic corridors</li> <li>-- Fare collection technologies to reduce boarding time</li> </ul> </li> </ul> <p><b>Connections:</b></p> <ul style="list-style-type: none"> <li>• Take advantage of efficiencies from the sbX Green Line bus rapid transit route, such as adjusting other local bus routes to feed into the sbX Green Line</li> <li>• Provide connections with other transit systems (bus and rail), including the future Redlands Passenger Rail Service</li> <li>• Use transit centers to provide efficient transfer connections for passengers</li> <li>• Enhance transfer ease to neighboring transit agencies by improving cooperative service agreements to more seamlessly facilitate transfer timing and payments</li> </ul> <p><b>Partnerships:</b></p> <ul style="list-style-type: none"> <li>• Explore ways to reduce costs, such as sharing resources with other agencies or participating in joint procurements</li> <li>• Expand partnerships with the community, including schools, medical facilities, and job centers</li> <li>• Support partner agencies' initiatives that have the potential to generate additional Omnitrans ridership (e.g., improvements to Metrolink commuter rail service or transit-oriented development)</li> <li>• Align Omnitrans' goals, strategies, and plans with those of partner agencies including member cities, the County of San Bernardino, San Bernardino Associated Governments (SANBAG), Southern California Association of Governments (SCAG), and neighboring transit providers</li> </ul>

Source: *OmniConnects: Connecting People, Business, and Community, FY2015 – 2020 SRTP* (Omnitrans, 2014b)

**Table 2-3. Southern California Regional Rail Authority (Metrolink)—Mission Statement**

<i>Metrolink</i>	
<p><b>Mission Statement:</b>                      Metrolink is a premier regional rail system, including commuter and other passenger services, linking communities to employment and activity centers. Metrolink provides reliable transportation and mobility for the region, leading toward more livable communities. Metrolink accomplishes its mission by providing technically superior and safe operations, customer focus and accessibility, dependable, high quality service, cost effective and high-value service, a strategically located network of lines and stations, integration with other transit modes, environmental sensitivity and community involvement and partnerships with both public and private sectors. Our mission is to provide an outstanding passenger experience on every ride with safe, clean, dependable and on-time operations.</p>	<p><b>Goals and Objectives:</b></p> <ul style="list-style-type: none"> <li>• None formally adopted at this time, however development of a strategic plan and SRTP are currently underway.</li> </ul>

Source: *SCRRA Fiscal Year 2014-15 Adopted Budget* (SCRRA, 2014)

## 2.2 Proposed Draft SANBAG Transit Goals and Objectives

The overall San Bernardino Associated Governments (SANBAG) mission statement is as follows:

*To enhance the quality of life for all residents, SANBAG will:*

- *Improve cooperative regional planning*
- *Develop an accessible, efficient, multi-modal transportation system*
- *Strengthen economic development efforts*
- *Exert leadership in creative problem solving*

To successfully accomplish this mission, SANBAG will foster enhanced relationships among all of its stakeholders while adding to the value of local governments (SANBAG, 2013).

SANBAG is a member agency of the Southern California Association of Governments (SCAG). SCAG, as the designated metropolitan planning organization for its six-county area, adopted regional goals as part of its regional transportation plan, to guide the development of transit projects and services throughout the region, including San Bernardino County. Those goals were most recently updated in the *2012-2035 Regional Transportation Plan/Sustainable Communities Strategy* (SCAG, 2012) and provide an overall framework for the development of SANBAG's transit-specific goals.

In addition, SANBAG currently is developing a countywide transportation plan (CTP) and has developed a set of draft goals that build off the SANBAG mission statement and focus on the development of a multi-modal plan that sufficiently addresses existing and future infrastructure needs and deficiencies in a cost-effective manner. The CTP goals are supported by underlying objectives which are smaller and measureable means that ultimately can assist in achieving the goals. Objectives include reducing travel times, maximizing efficiency of the transportation system, reducing vehicle hours traveled, reducing vehicle emissions, increasing the share of people carpooling, bicycling, walking and taking transit, reducing transit vehicle wait times, reducing accidents, and improving freeway, arterial, and transit vehicle speeds.

Table 2-4 lists the goals from the *2012-2035 Regional Transportation Plan/Sustainable Communities Strategies*, followed by the draft SANBAG CTP goals.

**Table 2-4. SCAG and SANBAG Regional Transportation Goals**

<b><i>SCAG 2012-2035 Regional Transportation Plan/Sustainable Communities Strategy Goals</i></b>
<ul style="list-style-type: none"> <li>• Align the plan investments and policies with improving regional economic development and competitiveness</li> <li>• Maximize mobility and accessibility for all people and goods in the region</li> <li>• Ensure travel safety and reliability for all people and goods in the region</li> <li>• Preserve and ensure a sustainable regional transportation system</li> <li>• Maximize the productivity of our transportation system</li> <li>• Protect the environment and health of our residents by improving air quality and encouraging active transportation (non-motorized transportation, such as bicycling and walking)</li> <li>• Actively encourage and create incentives for energy efficiency, where possible</li> <li>• Encourage land use and growth patterns that facilitate transit and non-motorized transportation</li> <li>• Maximize the security of the regional transportation system through improved system monitoring, rapid recovery planning, and coordination with other security agencies</li> </ul>
<b><i>Draft SANBAG Countywide Transportation Plan (CTP) Goals</i></b>
<ul style="list-style-type: none"> <li>• Consolidation and integration of countywide transportation planning efforts for input into the Regional Transportation Plan/Sustainable Communities Strategy</li> <li>• Improvement of safety and mobility for all modes of travel in San Bernardino County by residents, businesses, employees, students, and visitors</li> <li>• Delivery of transportation projects and services in a manner that promotes the county's economic competitiveness, affordable housing, environmental quality, overall sustainability, and access by the full spectrum of system users</li> <li>• Promotion of the stewardship of the public resources entrusted to SANBAG and other transportation agencies in the county through analysis and application of the most cost-effective approaches to delivering transportation projects and programs and through prudent use of taxpayer dollars</li> <li>• Promotion of the funding of transportation needs through a collaborative process with local, state, federal, and private stakeholders</li> </ul>

Sources: SCAG, 2012; SANBAG Planning Staff.

### Significant SANBAG Transit Projects

SANBAG does not operate (either directly or through contract) any transit services at this time. However, SANBAG funds the SCRRA and sits on the SCRRA Board of Directors, providing input and direct support to the provision of Metrolink commuter rail services in San Bernardino County. SANBAG also conducts long-range transportation planning, including planning of the regional rail network. Additionally, SANBAG is currently planning for the implementation of a new passenger rail service, the Redlands Passenger Rail Project. Accordingly, it is a key objective of this SRTP that SANBAG establish a set of goals and objectives to guide the provision and coordination of transit services throughout San Bernardino County.

SANBAG has three significant transit projects in final design or construction. SANBAG is constructing an extension of the Metrolink service from the current terminus at the historic Santa Fe Depot to a new Downtown San Bernardino Transit Center, approximately one mile to the east. The project, known as the Downtown San Bernardino Passenger Rail Project, will provide direct rail service to Downtown San Bernardino for Metrolink riders without the need to transfer to local bus services at the Santa Fe Depot. This project's capital budget is \$103.9 million and it is expected to be open for use in 2016 (SANBAG, 2014b).

Second, SANBAG, working with Omnitrans, is constructing the new Downtown San Bernardino Transit Center at Rialto and E Streets, which will serve as the new terminus for Metrolink service and provide a new downtown bus transfer facility with 22 bus bays. The project will provide convenient intermodal transfers. This project is budgeted at \$23.5 million.

Third, as mentioned previously, SANBAG is currently conducting preliminary engineering and environmental clearance for the Redlands Passenger Rail Project. This project will implement passenger rail service between the new Downtown San Bernardino Transit Center and the University of Redlands, approximately nine miles to the east along the Interstate 10 corridor. The project budget is estimated at \$242.3 million and is expected to open for service in 2020. SANBAG has not yet determined the precise vehicle type or operator for the service (SANBAG, 2014b). The use of conventional commuter rail rolling stock or diesel-multiple-unit trains are among the options being considered. The environmental documentation calls for the service to provide 30-minute headways during peak periods and hourly headways at other times (SANBAG, 2012b).

In addition to these major capital projects, SANBAG has two other transit capital priorities identified in its Measure I Ten-Year Delivery Plan (2014 Update): double-tracking of the Metrolink San Bernardino Line and extension of the Los Angeles County Metropolitan Transportation Authority (Metro) Gold Line to Montclair in San Bernardino County. Additional double-tracking on the San Bernardino line will make it possible to increase Metrolink train frequencies and run additional peak hour express service (SANBAG, 2014b). The Gold Line extension would extend Metro's Gold Line from Azusa to the Montclair Metrolink station. The project is in the preliminary design and NEPA environmental clearance phase; SANBAG's participation in this phase is

contingent upon Los Angeles County passing a new tax measure or extension of Measure R in 2016 that includes the Gold Line Extension (SANBAG, 2014b).

Based on these regionally significant projects, as well as SANBAG's regional role in overseeing the development and provision of transit services throughout the county, Table 2-5 lists a set of draft SANBAG transit goals and objectives. These goals and objectives are consistent with the higher-level SCAG and SANBAG transportation goals but are more focused on transit services and transit capital improvements within San Bernardino County.

Table 2-5 has two parts; the first part identifies key goals and objectives for transit projects and services. It includes goals for increased capacity on commuter rail services (i.e., double track of Metrolink San Bernardino Line), the introduction of light rail services (i.e., Los Angeles County Metropolitan Transit Authority [Metro] Gold Line extension to Montclair), implementation of the Redlands Passenger Rail Project, and support for continued development of high quality, high capacity bus rapid transit (BRT) and express bus services in San Bernardino County where market demand warrants and as funding resources allow. The second part of Table 2-5 lists broader regional mobility goals, such as network connectivity, facilitating inter-regional travel, accessibility programs for seniors and persons with disabilities, multi-modal alternatives to improve first-mile/last-mile access to transit services, and efforts to enhance integration of transit and land use. It should be noted that these draft proposed goals and objectives reflect changes based on public comments received during the SRTP public outreach program conducted in January, 2015. Chapter 3.0 discusses the public outreach program in depth.

**Table 2-5. SANBAG Proposed Draft Transit Goals and Objectives**

<i>SANBAG Proposed Transit Goals and Objectives - Projects and Services</i>		
<b>No.</b>	<b>Goal</b>	<b>Objective</b>
1.	Support continued development and enhancement of commuter and future light rail service in San Bernardino County	<ul style="list-style-type: none"> <li>a. Work with Metrolink to prioritize right-of-way capital improvements to provide increased service capacity on the San Bernardino Line</li> <li>b. Work with Metrolink to improve existing operations (e.g., positive train control) and customer service (e.g., new ticket vending machines and messaging systems)</li> <li>c. Work with Metrolink to ensure that commuter rail service is productive and cost-efficient</li> <li>d. Work with Metrolink to ensure that high-quality and reliable commuter rail service is provided</li> <li>e. Work with Metrolink to provide fast and reliable commuter rail service that competes favorably with congested freeway travel</li> <li>f. Work with Metrolink to implement additional weekday commuter rail service frequencies on the San Bernardino Line, as demand warrants and line capacity allows</li> <li>g. Work with Metrolink to study the demand for increased Saturday and Sunday commuter rail service frequencies on the San Bernardino Line, and implement as demand warrants</li> <li>h. Implement the Metrolink service extension to the new Downtown San Bernardino Transit Center, to provide improved accessibility to downtown for commuters, shoppers, and visitors</li> <li>i. Work with Metrolink and Omnitrans to enhance multi-modal rail and transit service connections along the entire Metrolink San Bernardino Line, through policy, schedule, and signage coordination</li> <li>j. Work with local and regional stakeholders to extend the Metro Gold Line light rail service into San Bernardino County</li> <li>k. Work with Metrolink and Omnitrans to improve connections between the Metrolink San Bernardino Line and Ontario International Airport as demand warrants</li> </ul>
2.	Implement the Redlands Passenger Rail Project	<ul style="list-style-type: none"> <li>a. Implement Phase 1 service by 2020, with 30-minute peak period service and 1-hour non-peak period service</li> <li>b. Monitor ridership growth and increase frequencies, as demand warrants</li> <li>c. Provide productive, cost-efficient, high-quality, fast and reliable transit service that competes favorably with congested freeway travel</li> <li>d. Ensure a high level of customer comfort and convenience on the new service to attract and retain customers</li> </ul>
3.	Support continued development and enhancement of high quality, high capacity bus rapid transit (BRT) and express bus services in San Bernardino County where market demand warrants and as funding resources allow.	<ul style="list-style-type: none"> <li>a. Work with the transit operators to ensure that BRT and/or express bus improvements are supported by corridor and market demand studies</li> <li>b. Work with Omnitrans on a phased approach for implementation of BRT and/or express bus services, starting with "rapid bus" or express services with later implementation of full BRT or express bus station capital improvements</li> <li>c. Ensure that service levels on existing services are adjusted to reflect the implementation of new, high-capacity services</li> </ul>

**Table 2-5. SANBAG Proposed Draft Transit Goals and Objectives (Continued)**

<i>SANBAG Proposed Goals and Objectives - Regional Mobility Goals</i>		
<b>No.</b>	<b>Goal</b>	<b>Objective</b>
4.	Network Connectivity— Coordinate and integrate the transit services of the various transit operators throughout the county	<ul style="list-style-type: none"> <li>a. Work with the transit operators to establish common transfer point locations between their systems.</li> <li>b. Work with the transit operators to establish transfer and service coordination agreements to facilitate regional mobility</li> <li>c. Work with transit operators to coordinate schedules of connecting routes between transit systems, where appropriate</li> <li>d. Work with the transit operators to ensure good connections between new regional transit services and local transit services</li> </ul>
5.	Facilitate inter-regional transit travel	<ul style="list-style-type: none"> <li>a. Work with the transit operators to study the establishment a system of regional fares accepted by all transit systems to simplify inter-system transfers for the customer, including the potential for smart-cards and/or mobile/online ticketing. Consider inclusion of Metrolink fares in this proposed regional system.</li> <li>b. Consider the establishment of a regional centralized transit information system covering all transit operators for on-line and/or telephone customer information requests</li> <li>c. Expand the vanpool services program currently only available in Victor Valley to cover all of San Bernardino County</li> <li>d. Partner with Riverside County Transportation Commission to bring the benefits of regional vanpool and carpool programs to more areas of the region</li> <li>e. Work with VVTA, Omnitrans, and MARTA to study the potential demand for increased commuter bus services to the new Downtown San Bernardino Transit Center</li> <li>f. Consider a feasibility study to revisit the potential for commuter rail service from Victor Valley to San Bernardino</li> </ul>
6.	Support multi-modal alternatives to improve first-mile/last-mile access to transit services	<ul style="list-style-type: none"> <li>a. Work with Metrolink, the cities, and the transit operators to provide ample bike racks/storage at rail stations and transit centers</li> <li>b. Support implementation of privately-sponsored bike-sharing and car-sharing programs at rail stations and major transit centers</li> <li>c. Work with Metrolink, transit operators, and local jurisdictions to ensure good bike and pedestrian connectivity to rail stations, transit centers, and bus stops</li> <li>d. Consider a study of Best Management Practices on bike sharing, car sharing, and other alternative modes for access to transit services</li> <li>e. Work with Metrolink and the transit agencies to support new technologies for transit access and use such as mobile applications</li> </ul>
7.	Support efforts to enhance integration of transit and land use	<ul style="list-style-type: none"> <li>a. Work with local jurisdictions and transit operators to encourage transit-oriented-development projects near rail stations and transit centers</li> <li>b. Work with local jurisdictions to encourage the siting of future public facilities and major private development near major rail stations and transit centers</li> <li>c. Work with local jurisdictions to include access to transit services as one of the criteria for evaluating new significant private development proposals.</li> </ul>

**Table 2-5. SANBAG Proposed Draft Transit Goals and Objectives (Continued)**

No.	Goal	Objective
8.	Accessibility—Seek cost-effective programs to improve mobility for seniors and persons with disabilities	<ul style="list-style-type: none"> <li>a. Provide for an on-going Consolidated Transportation Services Agency to seek improved transit service alternatives and efficiencies for seniors and persons with disabilities.</li> <li>b. Continue the availability of travel training, Transportation Escort Reimbursement Programs (TREP), and social service agency transportation coordination to areas beyond the San Bernardino and Victor Valleys</li> <li>c. Encourage VTrans and transit operators to implement uniform methods for Americans with Disabilities Act paratransit certifications, which include in-person assessments, where appropriate</li> <li>d. Work with Vtrans and the transit agencies to identify alternative special-needs transportation services for long-distance medical trips</li> </ul>

### 2.3 Transit Agency Service Standards

In addition to adopting service goals and objectives, each agency also has more specific service standards, used to measure service quality. For some of the agencies, these standards are quite extensive. Table 2-6 through Table 2-11 identify the service standards adopted by each transit agency based on their most recent SRTP or COA.

Table 2-6. BAT—Standards

Theme	Measure	Standard
<b><i>Fixed Route Services</i></b>		
Service Coverage	Availability	Residential areas: <ul style="list-style-type: none"> <li>• 90% of population within 1/4-mile of a bus route</li> <li>• Route spacing: either 1/4-, 3/8-, 1/2-, or 1-mile dependent on population density and the percentage of households without automobiles</li> </ul> Major activity centers: <ul style="list-style-type: none"> <li>• Employers or employment concentrations of 200 or more employees</li> <li>• Health centers</li> <li>• Middle and high schools</li> <li>• Colleges/universities</li> <li>• Shopping centers of over 25 stores or 100,000 square feet of leased retail space</li> <li>• Social service/government centers</li> </ul>
	Frequency	Arterial routes: <ul style="list-style-type: none"> <li>• 30 minute peak</li> <li>• 60 minute off-peak</li> </ul> Crosstown/neighborhood/shuttle services: <ul style="list-style-type: none"> <li>• 60 minute service all day</li> </ul>
	Span	5:00 a.m. to 10:00 p.m. on weekdays 6:00 a.m. to 7:00 p.m. on Saturdays
	Directness	Maximum of 25% transfer rate
Patron Convenience	Speed	15 MPH maximum on regular routes 10 MPH maximum for downtown shuttle services 12 to 18 MPH for outlying services, depending on layout
	Loading	25% standees for short periods acceptable
	Bus Stop Spacing	5 to 7 stops per mile in the core (every other block) 4 to 5 stops per mile in fringe areas, as needed based on land uses

**Table 2-6. BAT—Standards (Continued)**

Theme	Measure	Standard
	Dependability	No missed trips 95% on-time service (0 to 5 minutes late) No trips leaving early
	Road Call Ratio	4,000 to 6,000 miles per road call
Fiscal Condition	Fare Structure	Qualitative criteria
	Farebox Recovery	Significantly alter routes less than 60% of the average Review and modify routes between 60% and 80% of the average
	Productivity (Passengers/Mile)	Significantly alter routes less than 60% of the average Review and modify routes between 60% and 80% of the average
Passenger Comfort	Waiting Shelters	At all stops with 25 or more boardings per day
	Bus Stop Signs	At all stops, denoting BAT, contact information, and route(s) serving that stop
	Revenue Equipment	Clean and in good condition
	Public Information	Timetable, maps, and advertising
<b><i>Demand Response Services</i></b>		
Service Coverage	Availability	Policy based
	Span	5:00 a.m. to 10:00 p.m. on weekdays 6:00 a.m. to 7:00 p.m. on Saturdays
Patron Convenience	Loading	Every passenger should have a seat
	Road Call Ratio	4,000 to 6,000 miles per road call
Fiscal Condition	Fare Structure	Qualitative criteria
	Farebox Recovery Ratio	Significantly alter routes less than 60% of the average Review and modify routes between 60% and 80% of the average
	Productivity (Passengers/Hour)	Significantly alter routes less than 60% of the average Review and modify routes between 60% and 80% of the average
Passenger Comfort	Revenue Equipment	Clean and in good condition
	Public Information	Timetables and advertising

Source: *Operational Analysis of Barstow Area Transit (SANBAG, 2009a)*

Notes: MPH = miles per hour

Table 2-7. MBTA—Standards

Theme	Measure	Generalized Standard	FY 2013 Targets
Minimize operating cost	Farebox Recovery	10% minimum	
	Fixed Route (Local/Intercity)	15-20%	>23.1%
	Ready Ride	5-7%	>7.1%
	Operating Cost/Vehicle Service Hour	<\$70.00 for 5-year period	F/R: <\$62.73; D/R:<\$65.88
	Operating Cost/Vehicle Service Mile	<\$5.00	
	Operating Cost/Passenger	<\$10.00	
	Fixed Route (Local/Intercity)	<\$6.50	<\$4.54
	Ready Ride	<\$18.00	<\$16.87
Increase transit passengers	Passengers/ Vehicle Service Hour	At least 8	
	Fixed Route (Local/Intercity)	At least 11	>13.8
	Ready Ride	At least 3.5	>3.9
	Passengers/Vehicle Service Mile	At least 1	
	Fixed-Route (Local/Intercity)	At least 0.4	
	Ready Ride	At least 0.5	
	Annual growth in passengers (FY2009/10 to FY2010/11)	At least 2 percent annual growth	
Increase revenues	Fare/Passenger	\$2.00	
Provide safe transportation	Passenger Load Standard	Intercity services: Loads not to exceed 1.0 passengers/seat Local services: Loads not to exceed 1.25 passengers/seat	
	Passenger Injuries	Less than one passenger injury per 100,000 boardings (fixed-route); 10,000 (Dial-A-Ride)	
	Preventable accidents	Minimum of 200,000 miles between preventable accidents	
Provide quality transportation	Customer Complaints	Number of complaints for all services shall not exceed 0.10% of total boardings Benchmark = 1 complaint/1,000 boardings.	

**Table 2-7. MBTA—Standards (Continued)**

Theme	Measure	Standard
	Bus Stop Standard	Visibly identifiable with signage; minimum of route name and route information
	Passenger Amenity Standard	Shelter should be considered at bus stops with an average per trip boarding of 10 or more passengers. Seating/benches should be considered at bus stops with an average per trip boarding of 5 or more passengers.  Priority for benches and shelters should be given to bus stop serving senior housing or activity centers, or facilities which serve clients with mobility impairments
Provide reliable transit service	Fixed Route (Local/Intercity)	No early departures, defined as bus departing a time-point before the time shown in the schedule/brochure  90% of all trips should be operated "on-time," defined as departing a published time-point no more than five minutes later than the published schedule
	Ready Ride	90% of all monthly trips operate on-time (defined as within 15 minutes of the scheduled pick-up time)
	Ready Ride Cancellations/No-Shows	No more than 8% of scheduled trips cancelled by the passenger within one hour of the scheduled pick-up; no more than 2% no-shows within 5 minutes of the scheduled pick-up time window
	Ready Ride Trip Coverage/Details	100% of all trips requested by ADA-qualified patrons within MBTA service area shall be accommodated  90% of all trips requested by other Ready Ride patrons should be accommodated
Develop and implement marketing plan	Actual expenditures	Not less than 3% of annual operating budget
Encourage citizen participation	Provide various opportunities for customer feedback	Conduct annual outreach prior to meetings to encourage public input on "unmet transit needs" (TDA Article 8)
Handicap accessibility	ADA goal 100% accessible fleet	Fully meet the requirements of the ADA  Maintain a fully accessible fleet
Bicycle accessibility	Bicycle amenities available	Provide bicycle racks on entire fleet to accommodate minimum two bikes/vehicle

Source: MBTA 2012 Comprehensive Operational Analysis (MBTA, 2012)

**Table 2-8. MARTA—Standards**

Theme	Measure	Standard
Efficiency	Operating Cost per Revenue Hour	Year over year increases limited to Consumer price index increase plus fuel factor
	Passengers per Vehicle Revenue Hour	<ul style="list-style-type: none"> <li>• Big Bear OTM: Min 3.0, Target: 4.5</li> <li>• RIM: Min 3.0, Target: 4.5</li> <li>• Routes 1 and 1A: Min 8, Target: 12</li> <li>• Routes 2 and 4: Min 4.5, Target: 7</li> <li>• Big Bear Valley DAR: Min 2.5, Target: 3.5</li> <li>• RIM DAR: Min 2.5, Target: 3.5</li> </ul>
	Farebox Recovery Ratio	<ul style="list-style-type: none"> <li>• Big Bear OTM: Min 20%, Target: 30%</li> <li>• RIM: Min 15%, Target: 25%</li> <li>• Routes 1 and 1A: Min 10%, Target: 15%</li> <li>• Routes 2 and 4: Min 10%, Target: 15%</li> <li>• Big Bear Valley DAR: Min 5%, Target: 10%</li> <li>• RIM DAR: Min 5%, Target: 10%</li> </ul>
	Subsidy per Passenger Trip	<ul style="list-style-type: none"> <li>• Big Bear OTM: Min \$20.00, Target: \$15.00</li> <li>• RIM: Min \$20.00, Target: \$15.00</li> <li>• Routes 1 and 1A: Min \$9.00, Target: \$6.00</li> <li>• Routes 2 and 4: Min \$18.00, Target: \$12.00</li> <li>• Big Bear Valley DAR: Min \$32.00, Target: \$20.00</li> <li>• RIM DAR: Min \$32.00, Target: \$20.00</li> </ul>
Service Quality and Reliability	Miles between Road Calls	Min: 12,500, Target: 25,000
	Complaints per 100,000 Passengers	Min: 40, Target: 25
	Miles between NTD Reportable Incidents	Min: 500,000, Target: N/A
	Miles between Preventable Accidents with over \$500 in Damages	Min: 100,000, Target: 250,000
	On-Time Performance	Min: early: 0.5%, 95% less than 5 minutes late Target: 0% early, 99% less than 5 minutes late
	Percentage of DAR Cancelled Trips	Min: 5%, Target: 2%

Source: MARTA 2012-2016 SRTP (MARTA, 2012)

Notes: DAR = dial-a-ride; NTD = National Transit Database; OTM = Off-the-Mountain

**Table 2-9. NAT—Standards**

Theme	Measure	Standard
Service Effectiveness	Passengers per Revenue Hour	<ul style="list-style-type: none"> <li>• NAT – 10.0</li> <li>• Dial-a-Ride – 4.0</li> <li>• Dial-a-Ride Medical – 1.0</li> </ul>
Financial Sustainability	Farebox Recovery Ratio	12% System-wide
	Operating Cost per Vehicle Revenue Hour	The minimum standard should be no more than 110% of rural peer systems.

Source: NAT proposed service standards are preliminary based on the Draft NAT 2014-2019 SRTP, which is currently in development.

**Table 2-10. Omnitrans—Standards**

Description	Measure	Target
Route Coverage	Bus stop distance from all consumer destinations (residencies, employment, schools, shopping centers, etc.)	85% within ½ mile of a bus stop
Route Structure	The route coverage should use the appropriate family and tier of service to achieve satisfactory service KPI results	Routes should operate in a direct straight line manner, the more frequent the service and the higher quality the service the more direct the routing should be
Bus Stop Spacing	Distance between stops	Local & OmniGo: stops should be placed approximately 0.25 miles apart (0.2-0.3 miles) Express: Stops should be a major transfer centers or destinations; typically spaced several miles apart BRT: Stops should be placed no closer than 0.5 miles apart with average spacing near 1 mile apart
Days of Service	Days of operations	Local & OmniGo: Routes should operate 7-days per week, unless performance does not warrant Express: Should operate at least on weekdays, with evaluation of weekend service needs BRT: Should operate at least on weekdays, with evaluation of weekend service needs
Span of Service	Minimum hours of service	Weekdays: 6:00 a.m. to 9:00 p.m., Saturdays: 7:00 a.m. to 9:00 p.m., Sundays: 7:00 a.m. to 7:00 p.m.
Service Frequency	Minimum desired service frequency	Local: 30 minute weekday; 60 minute weekend OmniGo: 60 minute weekday; 60 minute weekend Express: 30 minute weekday; 60 minute weekend BRT: 10 minute peak weekday 15 minute off-peak weekday; 15 minute weekend
Vehicle Loads	Peak load factor (ratio of number of people on-board to number of seats)	Local & OmniGo: 1.2; Freeway Express: 1.0; BRT: 1.5
Route Selection	Roads and streets that route will operate along	Buses will only operate along street engineered to facilitate safe and effective bus operations. Turning radii, street widths, bus size, overhead clearances and nature of intersection are considered in these standards.

Source: *Omniconnects: Connecting People, Business, and Community, FY2015-2020 SRTP* (Omnitrans, 2014b)

**Table 2-11. VVTA—Standards**

Theme	Measure	Standard
Service Coverage	Route Spacing	Either 1/4-, 3/8-, 1/2-, or 1-mile, dependent on population density and the percentage of households without automobiles
	Bus Stop Spacing	<ul style="list-style-type: none"> <li>• Urbanized areas: 0.15-0.25 miles</li> <li>• Non-urbanized areas: 0.25-0.50 miles</li> </ul>
Cost Effectiveness	Farebox Recovery	<ul style="list-style-type: none"> <li>• Urbanized routes: 15%</li> <li>• Rural and complementary services: 10%</li> </ul>
Operating Effectiveness	On-time Performance	<ul style="list-style-type: none"> <li>• Early: 0%</li> <li>• On-time: 95%</li> <li>• Late: 5%</li> </ul>
	Service Reliability	100% of scheduled pullouts
	Passenger Safety	No more than 6 preventable collisions per million revenue miles operated
Vehicle and Maintenance Efficiency	Vehicle Failure Rate	No more than 1 vehicle failure per 5,000 revenue miles operated
	Road Call Rate	No more than 1 road call for every 7,000 revenue miles operated
Labor Efficiency	Transportation Operator	One FTE operator per 1,570 operating hours
	Fixed Route Transportation Supervisor	One FTE controlling operations per 25,000 revenue hours operated
Customer Service	Passenger Amenities	<ul style="list-style-type: none"> <li>• Bus stop signs: all stops</li> <li>• Bus stop seating: stops with at least 25 boardings/day</li> <li>• Bus stop shelters: stops with at least 50 boardings/day</li> </ul>
	Customer Complaints	Maximum of 5 complaints per 1,000 passenger trips

Source: COA and SRTP of VVTA (VVTA, 2013)

Notes: FTE = full-time employee

In addition to the standards listed above, Omnitrans also identifies key performance indicators (KPIs) to measure how the transit system is operating, both from a service and business standpoint. Service KPIs are used to evaluate service effectiveness, efficiency, and reliability. Service KPIs for the Omnitrans service area are summarized in Table 2-12.

Table 2-12. Omnitrans—Service Key Performance Indicators (KPIs)

<i>Service Effectiveness (Passengers per Hour)<sup>1</sup></i>				
Service	Day	Green	Yellow	Red
<b>sbX</b>	Weekday	40	35	30
	Saturday	n/a	n/a	n/a
	Sunday	n/a	n/a	n/a
<b>Local Tier 1</b>	Weekday	35	30	25
	Saturday	30	25	20
	Sunday	25	20	18
<b>Local Tier 2</b>	Weekday	30	25	20
	Saturday	25	20	18
	Sunday	25	20	18
<b>Local Tier 3</b>	Weekday	30	25	20
	Saturday	25	20	18
	Sunday	22	18	16
<b>Local Tier 4</b>	Weekday	28	22	18
	Saturday	25	20	15
	Sunday	20	18	14
<b>Omnigo</b>	Weekday	10	7	5
	Saturday	8	6	4
	Sunday	7	5	4
<b>General Public Total</b>	Weekday	25	22	20
	Saturday	22	20	18
	Sunday	20	18	15
<b>Access</b>	Weekday	3.1	2.8	2.6
	Saturday	2	1.5	1.2
	Sunday	2	1.5	1.2
<i>Service Efficiency (Farebox Recovery Ratio)<sup>2</sup></i>				
<b>sbX</b>	Weekday	30%	25%	20%
	Saturday	n/a	n/a	n/a
	Sunday	n/a	n/a	n/a
<b>Local Tier 1</b>	Weekday	30%	25%	20%
	Saturday	25%	20%	18%
	Sunday	25%	20%	18%

**Table 2-12. Omnitrans—Service K (Continued)**

Service	Day	Green	Yellow	Red
<b>Local Tier 2</b>	Weekday	28%	25%	20%
	Saturday	25%	20%	18%
	Sunday	20%	18%	15%
<b>Local Tier 3</b>	Weekday	25%	22%	20%
	Saturday	22%	18%	15%
	Sunday	20%	18%	15%
<b>Local Tier 4</b>	Weekday	28%	22%	18%
	Saturday	25%	20%	15%
	Sunday	20%	18%	14%
<b>OmniGo</b>	Weekday	15%	9%	7%
	Saturday	10%	8%	6%
	Sunday	10%	8%	6%
<b>General Public Total</b>	Weekday	25%	22%	20%
	Saturday	22%	20%	18%
	Sunday	22%	20%	15%
<b>Access</b>	Weekday	13%	11%	10%
	Saturday	12%	11%	10%
	Sunday	12%	11%	10%
<b>Service Reliability (On-time Performance and Headway Adherence)<sup>3</sup></b>				
<b>sbX</b>	Headway Adherence (percentage of trips spaced within ±3 minutes of scheduled headway)	90%	85%	82%
<b>All Fixed Routes</b>	Percentage of departures at all time points within 0 to +5 minutes of the scheduled departure time.	90%	85%	82%
<b>Access</b>	Share of trips delivered within the 30-minute scheduling window.	90%	88%	85%

Notes: 1 = Total number of passengers by route and day type divided by the total number of revenue hours by route and day type; 2 = Total fares collected by route and day type divided by total operating costs by route and day type; 3 = Headway adherence: Share of trips within ±3 minutes of the expected 10 minute peak or 15 minute off-peak headway (bus spacing). Tracked using automatic vehicle location (AVL) data. On-Time performance: Share of trips that depart time points between 0 minutes and 5 minutes after the scheduled departure time. Before 0 minutes counts as early; After 5 minutes late. All are measured using AVL data.

## 2.4 Proposed Draft SANBAG Service Standards

With implementation of the Redlands Passenger Rail Project, SANBAG will also need to measure service performance against a set of established service performance standards. Table 2-13 presents a set of proposed draft service standards for this new passenger rail service. This set of standards assumes a diesel-multiple-unit type of vehicle is selected for this service and proposes standards typical of similar services, such as the North County Transit District SPRINTER, the New Jersey Transit “River Line,” and the Denton County Transportation Authority “A-train.” The proposed standards also take the Redlands Passenger Rail Project’s service area and service frequency into account. Since the service will be new and will experience growth during its first few years of operation as the public becomes familiar with it, proposed standards are identified at 1-, 3-, and 5-year marks.

**Table 2-13. SANBAG—Proposed Draft Standards for Redlands Passenger Rail Project<sup>3</sup>**

Theme	Measure	Proposed Standard – First Year	Proposed Standard – 3 Years	Proposed Standard – 5 Years
<b>Service Effectiveness</b>	Passengers/Service Hour (trainset)	>40	>50	>60
	Passengers/Service Mile (trainset)	>2.0	>2.5	>3.0
	Total Passenger Growth (year over year)	-	>3% per year	>2% per year
<b>Service Efficiency</b>	Operating Cost per Passenger	<\$12.00	<\$10.00	<\$8.00
	Operating Cost per Revenue Hour (trainset)	<\$700	<\$765	<\$811
	Farebox Recovery Ratio	>10.0%	>12.0%	>15.0%
<b>Service Quality and Reliability</b>	On-time Performance	>95%	>95%	>95%
	Complaints per 100,000 Passengers	<15.0	<10.0	<5.0
	Miles between In-Service Equipment Failures	>20,000	>20,000	>20,000
<b>Comfort and Convenience</b>	Passenger Amenities	All in-service stations to have passenger shelters, seating, ticket vending, posted schedules and fare information, and maintained in clean and good condition	All in-service stations to have passenger shelters, seating, ticket vending, posted schedules and fare information, and maintained in clean and good condition	All in-service stations to have passenger shelters, seating, ticket vending, posted schedules and fare information, and maintained in clean and good condition
<b>Safety</b>	Chargeable Accidents per 100,000 Miles	<0.25	<0.25	<0.25

<sup>3</sup> Operating Cost Estimates in FY2015 dollars. Operating cost estimates include an estimate of ROW maintenance cost. Costs are estimates based on review of 2012 National Transit Database data from North County Transit District’s SPRINTER (Oceanside, California), Denton County’s A-Train (Denton County, Texas), and New Jersey Transit’s River Line.

## 3.0 PUBLIC OUTREACH PROGRAM

A key element in developing this Short-Range Transit Plan (SRTP) is to ensure that each transit operator has conducted sufficient public outreach in the development of their respective service goals, objectives, and plans. A review of the transit operator's public outreach efforts was used, in part, to determine the scope and extent of the public outreach program for this SRTP.

### 3.1 Review of Transit Agency Public Outreach Programs

One of the key components of an SRTP is the integration of a focused public participation strategy to ensure stakeholder involvement and input. As such, the public participation processes used by transit agencies in San Bernardino County to develop their SRTPs or other related programs were reviewed, with the objective of identifying an array of public participation opportunities for this SRTP.

#### Local Transit Agencies Reviewed

The transit agencies that were reviewed include the following:

- *San Bernardino Associated Governments (SANBAG)* – As the county transportation commission, SANBAG distributes many of the funds for public transit service and is responsible for oversight of all transit service in San Bernardino County. SANBAG does not currently operate transit services but has plans to do so in the future with implementation of the Redlands Passenger Rail Project with proposed rail service between the new Downtown San Bernardino Transit Center and the University of Redlands. As part of the development of the Redlands Passenger Rail Project Environmental Impact Statement and Environmental Impact Report (EIS/EIR), SANBAG conducted agency consultation and public participation through a variety of formal and information outreach methods, including project development team meetings, interagency coordination meetings, public meetings (scoping, hearings, and other meeting formats), briefings, and SANBAG website notification.
- *Barstow Area Transit (BAT)* – The City of Barstow's transportation service offers services on three fixed routes for the City and the surrounding areas of San Bernardino County, including the communities of Hinkley, Lenwood, Grandview, Yermo, Harvard, Daggett, and Newberry Springs. Community dial-a-ride (DAR) services also are offered.
- *Morongo Basin Transit Authority (MBTA)* – Operates 24 vehicles in 10 communities, including Joshua Tree, Twentynine Palms, Yucca Valley, Morongo Valley, and Landers.
- *Mountain Area Regional Transit Authority (MARTA)* – Operates 20 vehicles providing local fixed-route and DAR bus service to the Big Bear Valley, Running Springs, Lake Arrowhead, and Crestline areas, and two "Off-the-Mountain" services to the City of San Bernardino.
- *Needles Area Transit (NAT)* – Provides transit services on a single deviated fixed route within the City of Needles, meeting both local circulation and DAR program

needs for seniors and persons with disabilities. In addition, the City of Needles operates a demand-response service for seniors and persons with disabilities, contracted with the Senior Citizens Club. The service operates weekdays, 9:00 a.m. to 1:30 p.m. The City also operates a Medical Transport DAR on Tuesdays and Thursdays, as needed and scheduled (SANBAG 2014a).

- *Omnitrans* – Operates 167 fixed route vehicles and 110 direct access (ADA paratransit) vehicles in 15 cities and portions of unincorporated San Bernardino County.
- *Valley Transportation Services, Inc. (VTrans)* – Serves as a consolidated transportation services agency for special needs populations, including persons with disabilities, seniors, and low income individuals, in the Cities of Chino, Chino Hills, Colton, Fontana, Grand Terrace, Highland, Montclair, Loma Linda, Ontario, Rancho Cucamonga, Redlands, Rialto, San Bernardino, Upland, and Yucaipa.
- *Victor Valley Transit Authority (VVTa)* – Operates 96 vehicles in the communities of Adelanto, Apple Valley, Hesperia, Victorville and San Bernardino County, including fixed-route services, commuter bus service, and ADA paratransit service.
- *Southern California Regional Rail Authority (Metrolink)* - Provides commuter rail services in the five member-agency counties on seven different routes, including the San Bernardino Line and the Inland Empire/Orange County Line in San Bernardino County.

#### Overview of Outreach Conducted for Local SRTPs/Planning Documents

Table 3-1 documents past transit agency outreach efforts, categorized into the two forms of outreach that were conducted: direct input (interviews and meetings) and surveys.

**Table 3-1. Overview of Local Transit Agency Outreach Efforts for SRTPs/Planning Documents**

Agencies	Direct Input Interviews / Meetings	Surveys
<b>SANBAG (SRTP)</b>	<ul style="list-style-type: none"> <li>○ Public Meetings</li> </ul>	<ul style="list-style-type: none"> <li>○ None identified</li> </ul>
<b>SANBAG (LRTP)</b>	<ul style="list-style-type: none"> <li>○ Public workshops</li> <li>○ City and agency outreach</li> <li>○ Final public meetings</li> </ul>	<ul style="list-style-type: none"> <li>○ None identified</li> </ul>
<b>SANBAG (Redlands Passenger Rail Project)</b>	<ul style="list-style-type: none"> <li>○ Project development team meetings</li> <li>○ Interagency coordination meetings</li> <li>○ Public meetings (scoping, hearings, and other meeting formats)</li> <li>○ Briefings</li> </ul>	<ul style="list-style-type: none"> <li>○ None identified</li> </ul>
<b>BAT</b>	<ul style="list-style-type: none"> <li>○ Stakeholder interviews</li> <li>○ Transit user interviews</li> <li>○ Bus operator interviews</li> </ul>	<ul style="list-style-type: none"> <li>○ Ride-check survey</li> </ul>
<b>MBTA</b>	<ul style="list-style-type: none"> <li>○ Small group / roundtable discussions</li> <li>○ Teleconferences</li> <li>○ Findings from SANBAG's Annual Unmet Needs Hearing</li> </ul>	<ul style="list-style-type: none"> <li>○ Intercept survey</li> <li>○ Onboard survey</li> <li>○ Dial-a-ride survey</li> <li>○ Driver survey</li> </ul>
<b>MARTA</b>	<ul style="list-style-type: none"> <li>○ Stakeholder interviews</li> <li>○ Public meetings / workshops</li> <li>○ Discussions with transit riders and drivers</li> </ul>	<ul style="list-style-type: none"> <li>○ Passenger survey</li> <li>○ On-bus observations</li> </ul>
<b>NAT</b>	<ul style="list-style-type: none"> <li>○ Telephone interviews with Tribal transit system providers</li> </ul>	<ul style="list-style-type: none"> <li>○ Transit survey</li> </ul>
<b>Omnitrans</b>	<ul style="list-style-type: none"> <li>○ Public hearings/ meetings</li> <li>○ Stakeholder interviews</li> </ul>	<ul style="list-style-type: none"> <li>○ User Intercept Survey</li> <li>○ On-Board User Intercept Survey</li> <li>○ Annual Customer Satisfaction Survey</li> </ul>
<b>VVTA</b>	<ul style="list-style-type: none"> <li>○ Public open house meetings</li> <li>○ Bus stop workshops</li> <li>○ Meetings with bus drivers</li> <li>○ Stakeholder interviews</li> </ul>	<ul style="list-style-type: none"> <li>○ User Surveys</li> </ul>
<b>VTrans</b>	<ul style="list-style-type: none"> <li>○ N/A</li> </ul>	<ul style="list-style-type: none"> <li>○ N/A</li> </ul>
<b>SCRRA (Metrolink)</b>	<ul style="list-style-type: none"> <li>○ Rider Panel</li> <li>○ Focus Groups</li> <li>○ Customer Comments</li> <li>○ Stakeholder Communications</li> </ul>	<ul style="list-style-type: none"> <li>○ Biennial Onboard Survey</li> </ul>

Source: *Passenger Rail SRTP FY 2008-2012* (SANBAG, 2007b); *San Bernardino County Long Range Transit Plan, Interim Draft Report* (SANBAG, 2009b); *Redlands Passenger Rail Project Draft EIS/EIR* (SANBAG, 2014c); *Operational Analysis of Barstow Area Transit* (SANBAG, 2009a); *MBTA 2012 COA* (MBTA, 2012); *OmniConnects: Connecting People, Business, and Community, FY2015-2020 SRTP* (Omnitrans, 2014); *COA and SRTP of VVTA* (VVTA, 2013); *SCRRA Strategic Assessment* (SCRRA, 2007).

In reviewing outreach efforts conducted by transit agencies, it is evident that all of the transit agencies have and continue to offer opportunities for the public to weigh in on service needs. In fact, six of the agencies included in this review performed both direct input and survey outreach methods. The additional information provided below further quantifies how the agencies have employed the various types of outreach strategies as part of their SRTPs and/or related documents:

- **Direct input (interviews and meetings)** – seven of the agencies conducted interviews and/or meetings, with three of these agencies performing both outreach methods.
  - *Interviews* – seven of the agencies performed stakeholder interviews with one or several of the following groups:
    - Transit users
    - Bus drivers
    - Small group / roundtable discussions
    - Other pertinent stakeholders (e.g. stakeholder agencies, Tribal groups, etc.)
  - *Public meetings* – five of the transit agencies, including SANBAG, performed the following types of public meetings:
    - Public open house meetings
    - Public workshops / bus stop workshops
    - Public scoping meetings
    - Public hearings
    - Briefings
    - Meetings with bus drivers (transit operators)
- **Surveys** – six of the agencies conducted surveys as part of their outreach process, with three of these agencies employing surveys to more than one of the user groups outlined below:
  - Ride-check survey
  - Dial-a-ride survey
  - Driver survey
  - Passenger survey
  - On-bus observations
  - User intercept survey

Additionally, the MBTA and VVTA SRTPs indicate that their outreach process also integrated the findings from SANBAG’s Annual Unmet Needs Hearing.

#### Need for Outreach

As discussed above, all of the transit agencies offered public input opportunities as part of the development of their SRTPs or planning documents. Therefore, as SANBAG moved forward in the development of a regional SRTP, it was important to have a well-crafted Public Participation Plan (PPP) focused on the public outreach necessary to garner input on SANBAG’s goals and objectives for a regional SRTP, and to assist with identification of regional-level service needs and gaps.

Based upon the above, a regional PPP was developed to serve as the blueprint for public outreach management for SANBAG’s SRTP, and is provided in Appendix B. The PPP provides the outreach purpose, goals, implementation strategies and schedule for conducting successful community outreach. The education and involvement of the public in the development of a regional SRTP is critical to successful transit service planning. As such, the PPP outlined strategies for convenient stakeholder and public involvement.

The regional PPP also built on the successful targeted public outreach that local transit agencies already completed in the development of their individual SRTPs, including: stakeholder interviews, surveys to transit drivers and users, and public meetings. Prior pertinent public input relevant to a regional SRTP should also be assessed and incorporated as part of the outreach process, including the findings from SANBAG’s Annual Unmet Needs Hearing and recent outreach efforts from the local transit agencies.

### 3.2 SRTP Public Outreach Program

The SANBAG SRTP Public Outreach Program meetings were conducted in four different communities from January 26 – 29, 2015. In addition, several ways to offer input to the Plan were provided, via electronic and other means. The key components of the outreach effort included the following “conventional” and “technological” elements:

#### Conventional Outreach

- *Stakeholder Database.* A well-constructed project database is the lifeblood of an effective outreach program. SANBAG's existing database, which incorporates and builds on existing source data from SANBAG, transit operators, partner agencies and other sources, was utilized to make both electronic and telephonic contacts to key stakeholders to encourage participation in the process.
- *Elected Official Briefings.* On an as-needed basis, SANBAG staff were available to provide useful project information to local city, county, state, and federal officials to ensure they were well informed and prepared to answer constituents’ questions. All SANBAG Board members received an advance copy of the SRTP “Fact Sheet” to provide them background on the SRTP.
- *Open Houses/Workshops.* Four open house/workshop meetings were conducted at various locations in San Bernardino County, including East San Bernardino Valley, West San Bernardino Valley, Morongo Valley, and Victor Valley. These meetings featured a short project presentation, followed by an open question-and-answer and public comment period. Attendees were specifically encouraged to provide input on the draft SANBAG SRTP goals and objectives and on unmet regional transit needs. The meetings also included a series of display boards focused on specific project elements, providing a focus for post-meeting one-on-one discussions in an “open house” format.
- *SANBAG Committee and Board Public Meetings* – A set of public meetings have been scheduled for presenting the draft SRTP goals and objectives, reviewing public comment received, and generating public input. The draft SRTP will be reviewed at

meetings of the SANBAG Commuter Rail and Transit Committee and by the full SANBAG Board of Directors.

- *Collateral Materials.* A set of easy to understand, multi-lingual, collateral materials are important communication tools. Tailored materials were prepared for the SANBAG SRTP. Materials ranged from Fact Sheet hand-outs (in English and Spanish) to presentation boards and also included PowerPoint presentations and public comment cards, etc. In addition, the Fact Sheet content was reformatted to fit on an inside-bus advertising card for posting inside buses, and distributed to the transit agencies.
- **Community Meeting Advertisements** – To notify the public about the draft SRTP and the community meetings, advertisements were placed in nine publications that covered most of the regions in San Bernardino County, including English and Spanish newspapers, which provided a combined reach of over 500,000 readers including readers accessing the contents online. The print advertisements ran starting January 17 and the website notices ran up to the last day of the round of community meetings. Advertisements also ran on Facebook to reach the growing online communities; the advertisements targeted Facebook users registered as San Bernardino County residents.

#### Technological Solutions

In addition to the traditional outreach methods outlined above, the use of “new” media and/or social media was featured as part of the outreach efforts. Electronic media tools are increasingly becoming cost effective tools for communicating project information while reaching a greater audience. The following “new” media strategies were conducted as cost-effective methods for enhancing regional stakeholder engagement.

- **Website and Electronic Notification Program** - The general public increasingly receives news and searches for project information via the Internet. This is a very cost effective communications tool that serves as a public portal to all project information, including but not limited to: background documents, collateral materials, meeting schedules and presentations, social media connections and links, etc. SANBAG’s agency website was used to host information on the outreach meeting dates, English and Spanish versions of the Fact Sheet, a copy of the first four chapters of the draft SRTP, and a copy of the powerpoint presentation used at the outreach meetings. A “Breaking News” headline was used on the SANBAG website’s home page to attract attention and interest, starting January 13, 2015. A dedicated web page was also developed featuring an overview of the SRTP, links to the Fact Sheet, public meeting materials, and contact information. As of the date of this chapter, the website page was accessible at:  
<http://www.sanbag.ca.gov/planning2/srtp.html>
- **Social Media.** Social networks are one of today’s natural communication tools for an increasingly online/mobile community. Social networking can be an integral piece for any stakeholder outreach. SANBAG’s Twitter account was utilized to inform users of project development, issues, and meetings, and provide a forum for project dialogue. 

- *Post-Meeting email blast* – After all of the public outreach meetings were conducted, a follow-up email-blast was sent out to all stakeholders, thanking everyone for participation and encouraging those who may still have comments to submit them by a specified deadline. Links to the Fact Sheet, powerpoint slides, and draft SRTP chapters were included.

### 3.3 SRTP Public Comments Received

A total of 81 public comments were documented as a result of the public outreach process. These have been grouped according to the overall SRTP goal area which they most closely related to, or placed in an “Other” category. Table 3-2 through Table 3-7 provide these comment listings and SANBAG’s response/disposition.

The public input offered key refinements to the originally-proposed SRTP goals and objectives, and helped identify additional proposed regional transit goals. The additional goals added as a result of public comment included:

- Support continued development and enhancement of high quality, high capacity bus rapid transit (BRT) and express bus services in San Bernardino County where market demand warrants and as funding resources allow
- Support multi-modal alternatives to improve first-mile/last-mile access to transit services, particularly improved walkability to transit and accommodation of bicycles on transit vehicles and at transit stations
- Support efforts to enhance integration of transit and land use

Other major themes of a regional nature included:

- Need for improved transportation services for lifeline and long-distance medical trips from rural parts of the County to central medical facilities, including Arrowhead Regional Medical Center (Colton) and Desert Regional Medical Center (Palm Springs)
- A request that SANBAG reconsider the possibility of future commuter rail service from Victor Valley to San Bernardino
- A desire for more commuter-oriented services generally, particularly from Victor Valley
- Concerns with how the Redlands Passenger Rail Project will integrate with other transit services
- Concerns about recent reductions in Metrolink service on the San Bernardino Line, including mid-day and late evening trips
- A concern that SANBAG should consider additional funding support for rural areas’ unmet transit service needs.

**Table 3-2. Network Connectivity – Public Input**

Comment	Disposition
How will other corridors connect to sbX, Redlands Passenger Rail, SBTC? Better integration of new BRT needed with other projects.	Addressed by Goal 4d.
West Valley Connector - goal is to connect Fontana to Pomona (Omnitrans Staff comment)	Information item
Bikes on buses - racks on buses are often full, buses pass up passenger as a result. Need bike storage racks at key bus stops so bikes can be locked up - major transit centers, Metrolink stations.	Addressed by Goal 6a.
Need a study on making use of bikes more convenient. Make it easier to take bikes on board or lock them up at bus stop/stations. sbX service is great in allowing bikes on board.	Addressed by Goal 6d.
Bike racks at major hubs should have room for expansion	Addressed by Goal 6.
Bike racks, lockers and other related accommodations are needed to encourage cyclists to make connections to transit services, especially at the San Bernardino Transit Center.	Addressed by Goal 6.
Right-of-way should continue to be set aside for future bike facilities at transit service areas	SANBAG Policy decision
Car Sharing - First Mile/Last Mile options, especially at Metrolink stations, is needed.	Addressed by Goal 6b.
SANBAG should develop a Best Management Practices (BMP) study on bikesharing and ridesharing.	Addressed by Goal 6d.
Reduce local transit on feeder/parallel routes to BRT routes and improve bike infrastructure. Use neighborhood electric vehicles for those who cannot ride bikes	Transit agency policy decision.
Walkability improvements are needed for all transit service areas to encourage more pedestrian connectivity to these services. This area is not walkable. Need more Transit-Oriented Development.	Addressed by Goal 6c and 7.
Work with the cities to encourage more TOD near key transit infrastructure	Addressed by Goal 7.
Wants integration of Riverside Streetcar with other regional services	Refer to RTA and City of Riverside
Realignment of bus routes and funding is needed to make connections to locations that have unmet needs.	Transit Agency decisions
Bus routes should target connections to corridors with significant improvements to ensure integration with new development and other areas that are increasing new travel patterns.	Addressed by Goal 7.

**Table 3-2. Network Connectivity – Public Input (Continued)**

Comment	Disposition
Connect all of the main bus routes that generate the most ridership.	Transit Agency planning issue
Increased access for cyclists (more racks and bike lanes) to encourage more people to use their bicycles as a transportation method	Addressed by Goal 6c.
Enhance connectivity of bicycles to transit sites and integration into service	Addressed by Goal 6c.
Pass Transit Route 120 serves the San Bernardino train station, and Loma Linda Veterans Affairs with Monday to Friday service from Beaumont and Calimesa. Are you aware of the San Bernardino Transit Center, and if so, will it serve it? I have seen no mention of PassTransit in any literature or article about San Bernardino Transit Center.	Information item
Will bus service in Redlands be extended to connect with the Redlands Passenger Rail Project, if not sooner?	Transit Agency planning issue
VVTA service extension to Juvenile Detention Center is being planned.	Information item
There should be more stops because there are few and far between.	Transit Agency planning issue; also addressed by Goal 6c.

**Table 3-3. Inter-Regional Transit – Public Input**

<b>Comment</b>	<b>Disposition</b>
Wants to know about Omnitrans service plans for BRT	Information item
Wants a Phase 2 to the sbX Green Line - extensions, more service	Transit Agency planning issue; also addressed by Goal 3.
Fare integration - Need for Metrolink fare transfer among all transit modes to make seamless transit connections.	Addressed by Goal 5a.
Wants high desert to San Bernardino train service	Addressed by Goal 5f.
Wants Park and Ride Express Service	Addressed by Goal 3.
Metrolink service to Ontario Airport is an unmet need.	Addressed by Goal 1k.
Social service agency is trying to get person from MBTA area to Arrowhead Medical Center in Omnitrans area (Colton), no transit services available for this trip.	Addressed by Goal 8d.
"Reach Out" specialized transportation - a private non-profit SSA which may be able to help with trips crossing transit jurisdictions	Information item related to Goal 8d.
Sunline Transit Agency has a limited service to Omnitrans service area, attendees stated.	Information item related to Goal 8d.
What happens to inter-regional transit services at the County line?	Addressed by Goal 4.
How do the agencies coordinate their inter-regional transit services?	Addressed by Goal 4.
Besides RCTC, are you also looking into the other transit agencies for improving inter-regional transit?	Addressed by Goal 5e.
B-V Link Service - desire for more commuter-oriented services.	Addressed by Goal 5e.
Commuter Rail service is needed from Victor Valley area to San Bernardino. (Issues of running commuter rail service to Victor Valley were discussed)	Addressed by Goal 5f.
Express bus service was previously in place (until 2004-05); however, the buses were only running half-full and the VVTA Board at the time voted to remove this program because it was not a self-sustaining program; this program may be implemented again in the coming years based on the input from the unmet needs	Addressed by Goal 5e.
Challenge is that B-V Link goes to San Bernardino but commuters have multiple, spread out destinations when they get there, making the success of commuter bus service more difficult.	Addressed by Goal 5e and Goal 6.
Commuter interest is now being demonstrated again.	Addressed by Goal 5e.
Desire for B-V Link service on the weekend was expressed.	Addressed by Goal 5e.
If Express Lanes are implemented through SR 395, VVTA could provide very comfortable buses that can ride on those lanes.	Addressed by Goal 5e.

**Table 3-3. Inter-Regional Transit – Public Input (Continued)**

Comment	Disposition
Until a commuter program is established, the vanpool program is a very comfortable and cost effective alternative (\$35/wk) and will be a viable option for future Express Lanes	Addressed by Goal 5c.
VVTA should have more 30 minute routes than currently available, even if only during the week. Some of the routes are standing room only due to the school and college kids. If left over money in the budget, some of the streets should be repaved.	Transit Agency planning issue

**Table 3-4. Access for All – Public Input**

Comment	Disposition
Many bus stops in San Bernardino County are inaccessible; boarding areas and/or connecting sidewalks are needed.	Addressed by Goal 6c.
SANBAG should consider helping rural areas' unmet service needs with special funding (MBTA staff comment)	SANBAG Policy decision
Significant need for improvements to transportation services to hospitals, including the Arrowhead and Desert Regional medical centers.	Addressed by Goal 8d.
SRTP should include structure for funding unmet needs, including the lifeline program and other transit support services for rural areas to provide a more robust response than currently provided to these communities.	SANBAG Policy decision and Transit Agency planning issue
A study for lifeline services is needed to assess service options to address the transit service needs that transit providers are not able to meet.	SANBAG Policy decision and Transit Agency planning issue
Non-profits, churches, disabled Veteran Americans, and other groups provide short/long trip services with MBTA funding.	Information item related to Goal 8d.
There seems to be limited resources for social services, medical, VA, Arrowhead. The services are currently heavily used; and standing-room only tends to be for trips in the middle of the day. Higher capacity buses are being looked into to handle greater capacities.	Information item related to Goal 8d.
VVTA is currently going out to bid for new paratransit dispatching software that will include brokerage capability to schedule trips on coordinated SSA transportation providers.	Information item related to Goal 8d.
VVTA has a reduced fare for Veterans	Information item.
Hopefully the Orenda Veterans Project will reduce unmet needs for the Veterans and the elderly.	Information item.
More benches are needed at bus stops.	Transit Agency and local jurisdiction planning issue

**Table 3-5. Commuter Rail Projects – Public Input**

Comment	Disposition
Concerned about the reduction in Metrolink service during the past service change, from 21 to 19 round trips on the San Bernardino Line. Lost midday round trip. Also lost the last evening round trip. Could have caused ridership reduction. Restore the lost trips.	Addressed by Goal 1f.
Secure Metrolink service for the High Desert	Addressed by Goal 5f.
Has any study been made on extending Metrolink to Victor Valley or Coachella Valley?	Addressed by Goal 5f.
Work with Metrolink to restore the mid-day and late-evening services that were cut.	Addressed by Goal 1f.
Commuter rail availability is an unmet need for the Victor Valley area. When the 2011 survey for commuter rail was conducted, the length of travel time seemed to be the deciding factor by those who conducted the survey to decline rail accessibility. Those who conduct the surveys need to assess why people use Metrolink and if it's not length of time, but other reasons. Finances should not be used as an excuse to not implement Metrolink access for the High Desert.	Addressed by Goal 5f.
What is the top priority for people using commuter rails? Time? Convenience? Other? Wouldn't the opportunity to do work on the train, although the trip would be longer, offer an appealing option for certain people? The average speed on Metrolink trains is 42 mph. Speed is not a contributing factor; convenience is the driving factor. (Cost is a significant factor that also has to be considered).	Addressed by Goal 5f.

**Table 3-6. Key Projects – Public Input**

Comment	Disposition
Encourage Transit Oriented Development, near Metrolink stations, Redlands Rail and SBX	Addressed by Goal 7.
Consider increased Omnitrans service to Crafton Hills College in Yucaipa. This is one of 15 community colleges in the state that began offering 4-year degrees which is going to significantly increase enrollment.	Transit Agency planning issue
Redlands area will need realignment of bus routes with implementation of the Redlands Passenger Rail Project	Addressed by Goal 4d.
Strong support for improvements that increase ridership.	General comment
Does Measure I pay for freeway express bus lanes?	General question
Projects for optional high speed rail station locations - SANBAG decision is needed - Ontario Airport and a second location is needed - perhaps a connection to Redlands and downtown San Bernardino	SANBAG Policy decision
Would SANBAG consider Key Projects Goal #1 to be: Support continued development and enhancement of High Quality, High Frequency, High Capacity Transit such as Commuter Rail, Light Rail, BRT, etc. in San Bernardino County?	Addressed by added Goal 3.
Transit operators should provide incentives to people that use alternate form of transit	Transit agency policy decision.
Maintaining the funding stream to sustain the vanpool program; an opportunity to access other funds is a necessity. It is important to understand that need at this level.	Addressed by Goal 5c.

**Table 3-7. Other – Public Input**

<b>Comment</b>	<b>Disposition</b>
More promotion of transit services is needed to educate citizens of the value of transit and help increase ridership. Grassroots is essential, particularly in working with community groups, schools, and non-profits in the area.	Addressed by Goal 5b.
Land Use should be part of the goal statements, e.g., TOD, BRT, reduced greenhouse gases through better land-use/transit interface	Addressed by added Goals 6 and 7.
Tie Measure I funding to growing tax base	Legislative issue.
Funding for reduction of greenhouse gases (GHG) and affordable housing can help provide support for all of the SRTP goals, particularly those for targeting the disadvantaged communities.	General comment
Use existing SBX Green Line as a driving force for continued push of land use incentives, including reduction in parking requirements for all transportation oriented development (TOD), bike parking, and bike sharing.	Addressed by Goal 7.
Provide change (\$) for people paying for the bus	Transit agency policy decision.
<ul style="list-style-type: none"> <li>• Freeways may need to be redesigned to accommodate “Rapid” transit services, including those that may be provided through the Express Lanes concept proposed for the I-10 and I-15 freeways.</li> <li>• Consider the use of variable speed limits instead of tolling the Express Lanes to allow faster travel speeds for transit riders and vanpools.</li> </ul>	SANBAG Policy decision
SANBAG committed in the past to supporting the rural agencies with CMAQ funds for vehicles. MBTA staff hopes that will continue.	SANBAG Policy decision
Wish for purchase of tickets electronically	Addressed by Goal 6e.
Eight percent of Measure I funding in the Victor Valley area goes to transit. The percent can be adjusted by the SANBAG Board.	Information item
VVTA's package limit on the bus: Agency will conduct a three-month trial of allowing up to six grocery bags per passenger.	Information item
A request for review of placement of a bus stop/bus service for a proposed project of 264 attached multifamily units. The site is located on Ridgecrest Road approximately 1 ½ miles north of Bear Valley Road, and roughly at the southwest corner of the intersection of the proposed Green Tree Blvd extension and Ridgecrest Road.	Referred to VVTA for review

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## 4.0 EXISTING CONDITIONS

### Chapter Overview

The “Existing Conditions” chapter in this Short-Range Transit Plan provides the “big picture” of transit in San Bernardino County. It begins with a regional demographic overview, including the distribution of population and employment at a countywide level and by transit operator service area. Next, regional travel demand patterns are analyzed by transit operator service area to develop an understanding of where people are currently traveling. Finally, the demographic and service characteristics of each transit operator are reviewed in detail, including a description of how each agency’s transit services are organized in relation to the travel demand needs identified through the analysis.

The transit and transportation agencies under review, and their abbreviations used in the text, are as follows:

- Barstow Area Transit (BAT)
- Morongo Basin Transit Authority (MBTA)
- Mountain Area Regional Transit Authority (MARTA)
- Needles Area Transit (NAT)
- Omnitrans
- Victor Valley Transit Authority (VVTA)
- Other agencies: San Bernardino Associated Governments (SANBAG), Valley Transportation Services (VTrans), and Southern California Regional Rail Authority (SCRRA or Metrolink)

### 4.1 Regional Demographic Characteristics

San Bernardino County is bounded by Inyo County to the north, Orange County and Riverside County to the south, Kern County and Los Angeles County to the west, and the states of Arizona and Nevada to the east. The county encompasses approximately 20,100 square miles and is the largest county in the United States. San Bernardino County includes areas of sprawling, developed inland valleys, as well as vast areas of desert and rugged, mountainous terrain.

#### 4.1.1 Countywide Demographic Characteristics

Demographic data for San Bernardino County as a whole was derived from the San Bernardino Associated Governments (SANBAG) San Bernardino Transportation

Analysis Model (SBTAM) and was used to examine countywide demographic trends, as well as regional travel demand patterns (Section 4.2)<sup>4</sup>.

Population and Employment

Table 4-1 contains a summary of existing (2008) population and employment for San Bernardino County. Figure 4-1 and Figure 4-2 show the existing distribution of population and employment across San Bernardino County. As is graphically displayed in the maps, population and employment are both highly-concentrated in a few key areas of the County, including the San Bernardino Valley, Victorville, the City of Barstow, and areas near Twentynine Palms and Yucca Valley, with the remainder of the County having vast expanses of terrain with no appreciable densities.

**Table 4-1. Existing Population and Employment**

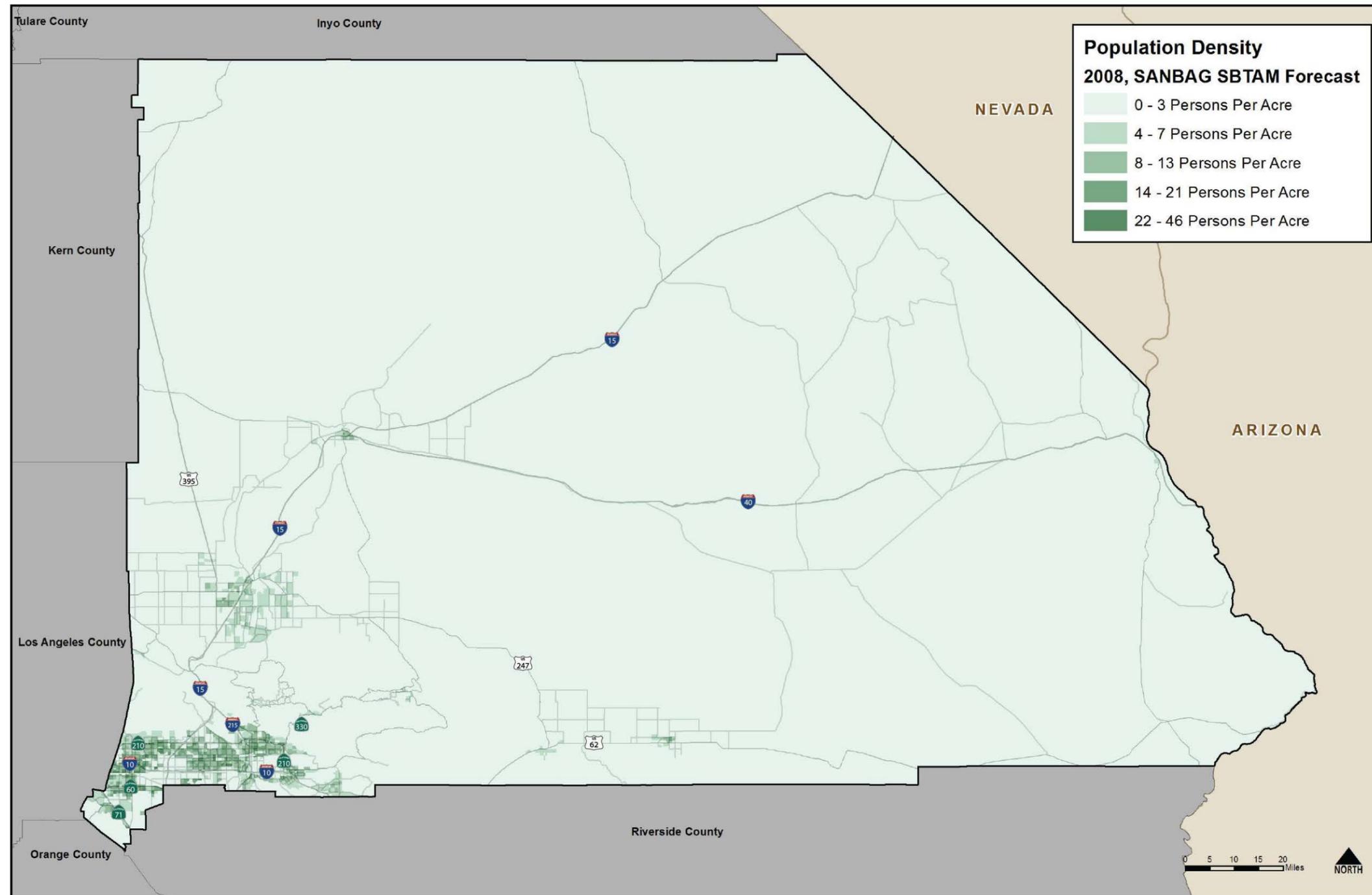
Demographic Unit	Existing (2008)
Population	1,990,316
Employment	700.633

Source: SANBAG, 2008

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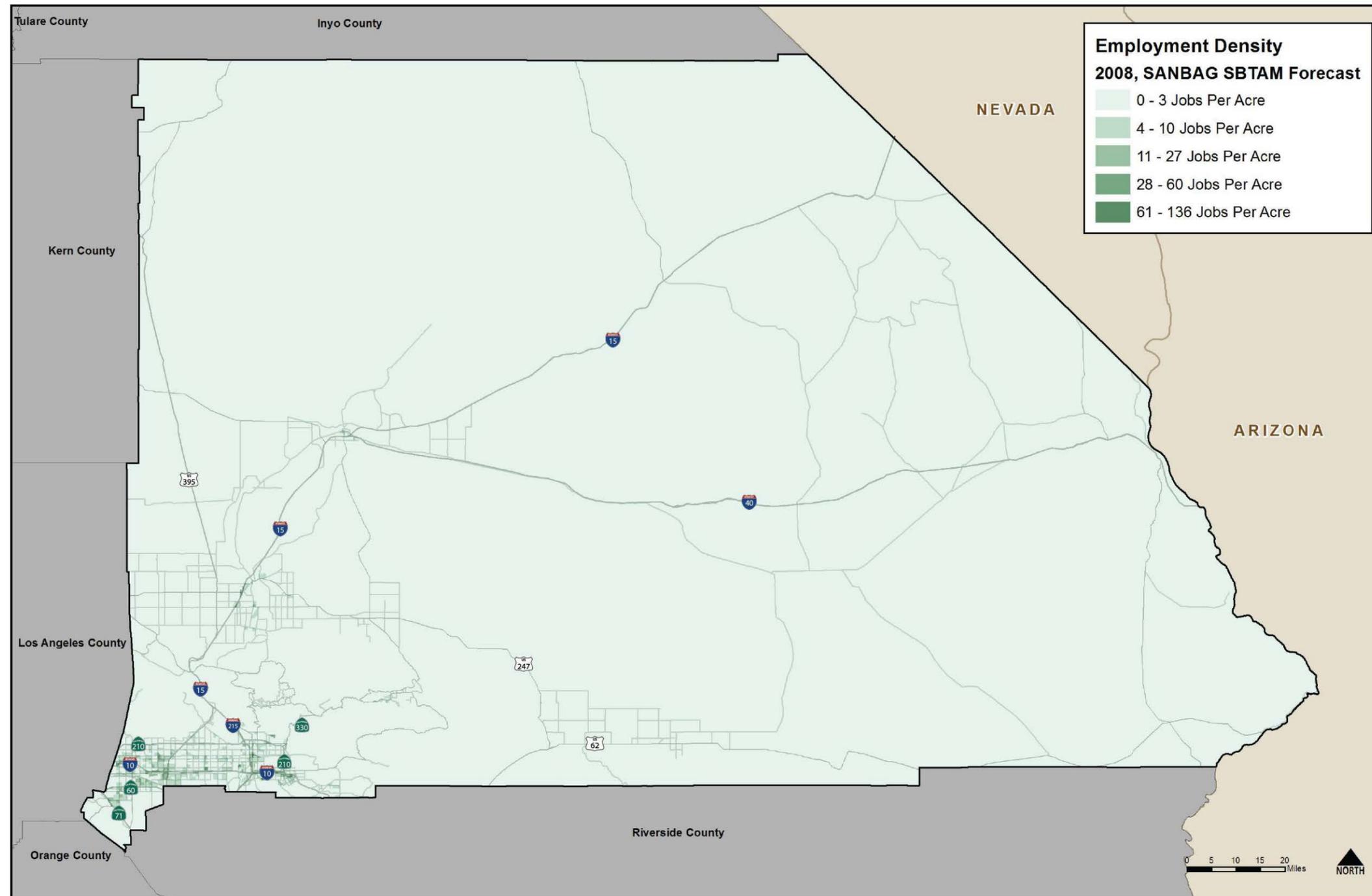
<sup>4</sup> Year 2008 data for population and employment were used for consistency with the SANBAG travel demand data supplied for this project which were based on 2008 data, being the most recent available at the transit operator jurisdictional area level.

Figure 4-1. Existing Countywide Population Density



Source: SANBAG, 2008

Figure 4-2. Existing Countywide Employment Density



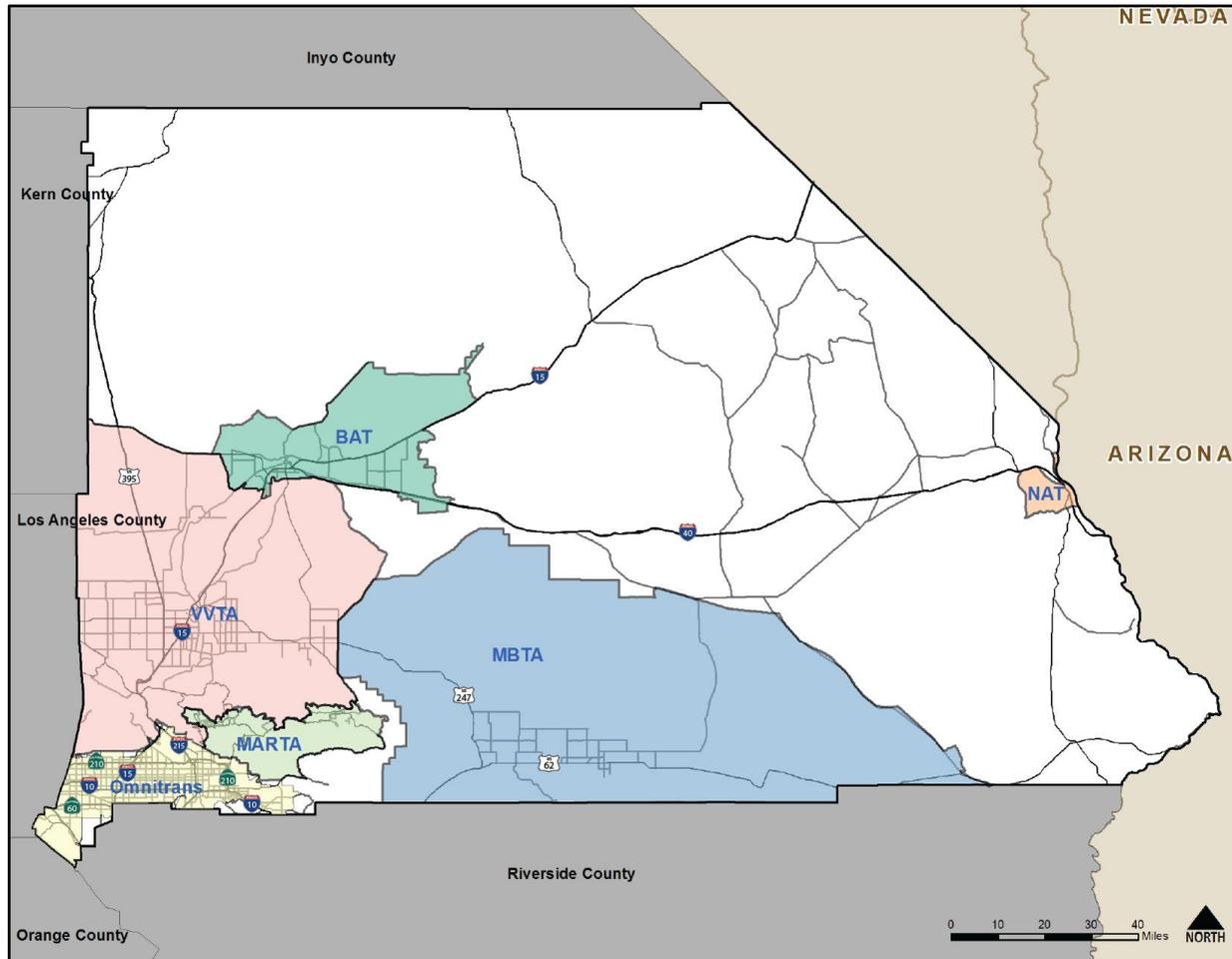
Source: SANBAG, 2008

#### 4.1.2 Population and Employment by Transit Operator Service Area

In order to examine the County's population and employment in relation to current transit services, the SANBAG region was broken down into sub-regional areas generally following the boundaries of each of the transit operator service areas. The locations of all the transit operator service areas are shown in Figure 4-3.

A summary of population and employment by transit service area is displayed in Table 4-2.

Figure 4-3. Transit Operator Service Areas within San Bernardino County



Source: SANBAG, 2008

**Table 4-2. Existing (2008) Population and Employment by Operator Service Area**

Location	Population	Percent of Countywide Population	Employment	Percent of Countywide Employment
<b>San Bernardino County</b>	<b>1,990,316</b>		<b>700,633</b>	
BAT Service Area	40,348	2.0%	14,450	2.1%
MBTA Service Area	82,754	4.2%	10,430	1.5%
MARTA Service Area	40,345	2.0%	12,406	1.8%
NAT Service Area	5,101	0.3%	3,451	0.5%
Omnitrans Service Area	1,401,078	70.4%	566,291	80.8%
VVTA Service Area	350,471	17.6%	82,716	11.8%
Metrolink Service Area <sup>1</sup>	18,351,929	-	16,654,605	-
<i>Areas Outside Operator Service Areas</i>	<i>70,219</i>	<i>3.5%</i>	<i>10,889</i>	<i>1.6%</i>

Source: SANBAG, 2008; Metrolink, 2013.

<sup>1</sup> Metrolink population and employment data are not included in the countywide demographic calculations, as the Metrolink service area includes areas outside of San Bernardino County.

As shown, over 96 percent of San Bernardino County's population resides within one or another of the transit operator service areas, with over 98 percent of existing employment located within a transit service area, though some residents and jobs may still be beyond reach of existing transit routes. Metrolink considers the entire five counties served by Metrolink routes to be their service area.

The magnitude of population and employment within each of the transit operator service areas varies greatly. The majority of San Bernardino's countywide population (70 percent) and employment (81 percent) is located in the San Bernardino Valley within the Omnitrans service area. Smaller yet still regionally significant amounts of population (18 percent) and employment (12 percent) are located within the VVTA service area, north of the San Bernardino Valley. Population and employment density by transit operator service area are described in more detail in Section 4.2.

San Bernardino County Travel Demand Characteristics

It is important to understand total travel demand patterns (all modes, not just transit) within the County in order to assess travel opportunities and connectivity both within and between each of the transit service areas. Travel demand characteristics and patterns within the County are described in more detail below.

4.1.3 County Travel Demand

In 2008, more than 7.1 million daily person trips (all modes) were generated within the County. A person trip is a one-way trip and not specific to a particular mode of transportation. A summary of trip generation by operator service area is included in Table 4-3.

**Table 4-3. Daily Person Trip Generation (all Modes – Transit, Car, Walking, etc.)<sup>5</sup>**

Transit Service Operator Area	Total Daily Trips	Percent of Total Daily Trips
BAT	142,020	2.0%
VVTA	1,047,780	14.8%
NAT	16,670	0.2%
MBTA	213,650	3.0%
MARTA	128,995	1.8%
Omnitrans	4,546,835	64.0%
External	1,005,295	14.2%
<b>Total</b>	<b>7,101,245</b>	

Source: SANBAG, 2008

As shown, the majority of daily person trips within the region are generated in the Omnitrans service area. Approximately 4.5 million (or 64 percent) of countywide person trips originate within the Omnitrans service area each day. Population and employment figures are by far the highest in this area, and the travel demand reflects these conditions.

The second highest number of daily person trips are generated within the VVTA service area, with over 1.0 million daily person trips which represents about 15 percent of countywide daily trip making. Approximately 142,000 daily person trips (2 percent of all countywide trips) originate within the BAT service area, while more than 214,000 daily person trips (3 percent of countywide) originate within the MBTA service area.

Travel demand within the MARTA service area is also relatively low, with approximately 129,000 daily person trips (or 1.8 percent of countywide) beginning within the service area boundary. Travel demand within the NAT service area is the lowest within the

<sup>5</sup> The San Bernardino County regional travel demand model used to generate this data did not provide trip generation data for the entire five-county Metrolink service area, as that area is beyond the scope of the San Bernardino model and this study.

county, with the 17,000 daily person trips that originate within that service area boundary representing less than 1 percent of the total number of trips within the county.

#### 4.1.4 County Trip Distribution

In addition to trip generation, information on the distribution of the existing person trips within and between each of the operator service areas was reviewed. A summary of trip interaction within and between the various operator service areas is shown in Table 4-4.

**Table 4-4. Existing (2008) Daily Person Trip Interaction between San Bernardino County Transit Operator Service Areas**

Origin	Destination							Total
	BAT	VVTA	NAT	MBTA	MARTA	Omnitrans	External <sup>1</sup>	
BAT	119,475	11,525	590	190	120	1,920	8,200	142,020
VVTA	15,470	880,375	445	1,210	3,935	70,980	75,365	1,047,780
NAT	10	25	16,170	15	5	20	425	16,670
MBTA	2,195	6,480	1,825	157,730	545	5,630	39,245	213,650
MARTA	1,260	9,385	150	340	72,885	24,235	20,740	128,995
Omnitrans	4,485	54,775	365	2,465	11,865	3,339,285	1,133,595	4,546,835
External	19,360	65,870	6,310	10,335	8,610	894,810		1,005,295
<b>Total</b>	<b>162,255</b>	<b>1,028,435</b>	<b>25,855</b>	<b>172,285</b>	<b>97,965</b>	<b>4,336,880</b>	<b>1,277,570</b>	<b>7,101,245</b>

Source: SANBAG, 2008

Notes: <sup>1</sup> Involves trips that are external to transit operator service areas both within and outside of San Bernardino County.

BAT = Barstow Area Transit; MARTA = Mountain Area Regional Transit Authority; MBTA = Morongo Basin Transit Authority; NAT = Needles Area Transit

As shown in the table and maps (Figure 4-5 through Figure 4-14), the majority of daily person trips are internal to each respective service area, e.g., the generated trips generally travel to destinations within the same service area. For example, 74 percent of the internal trips that originate within the Omnitrans service area travel to destinations within the same service area. Also notable, however, is the very large number of trips generated in the Omnitrans service area which leave San Bernardino County (over 1.1 million trips daily) bound for other counties. This points up the importance of inter-regional travel options and is seen in the high demand Metrolink service has enjoyed on the San Bernardino line.

Approximately 84 percent of internal trips that originate in the VVTA service area travel to points internal to the VVTA area. The 6.8 percent of VVTA trips destined to the Omnitrans service area represent an estimated 70,980 trips on a daily basis, and potentially constitute an important regional travel market. Approximately 7.2 percent of the trips that originate in the VVTA service area travel to destinations outside of the six operator service areas. These include destinations both internal and external to the County.

Approximately 84 percent of internal person trips produced within the BAT service area remain in the area, with 8 percent traveling to points within the VVTA service area. A small percentage of trips (1 percent) are made to the Omnitrans service area. Approximately 6 percent of the trips that originate in the BAT service area travel to destinations outside of the six operator service areas. These include destinations both internal and external to the County.

In a similar manner, approximately 74 percent of the internal trips that originate in the MBTA service area remain in the area. A relatively small percentage of trips are made to the BAT (1 percent), VVTA (3 percent), NAT (1 percent), and Omnitrans (3 percent) service areas. A significant number of non-internal trips left San Bernardino County from the MBTA service area, likely including Riverside County. Approximately 18 percent of the trips that originate in the MBTA service area travel to destinations outside of the six operator service areas. These include destinations both internal and external to the County.

The proportion of trips (57 percent) that remain internal to the MARTA service area is the lowest of all the operator service areas examined. An estimated 19 percent (or 24,000 daily person trips) travel to points within the Omnitrans service area, 7 percent travel to the VVTA service area, and 1 percent travel to points within the BAT service area. This indicates the potential importance of the Omnitrans service area as a key market for MARTA. Approximately 16 percent of the trips that originate in the MARTA service area travel to destinations outside of the six operator service areas. These include destinations both internal and external to the County.

Given the remoteness of the NAT service area, approximately 97 percent of the generated trips remain internal to the service area. Less than 3 percent of the trips that originate in the NAT service area travel to destinations outside of the six operator service areas. These include destinations both internal and external to the County.

#### 4.1.4.1 Omnitrans Service Area Trip Distribution

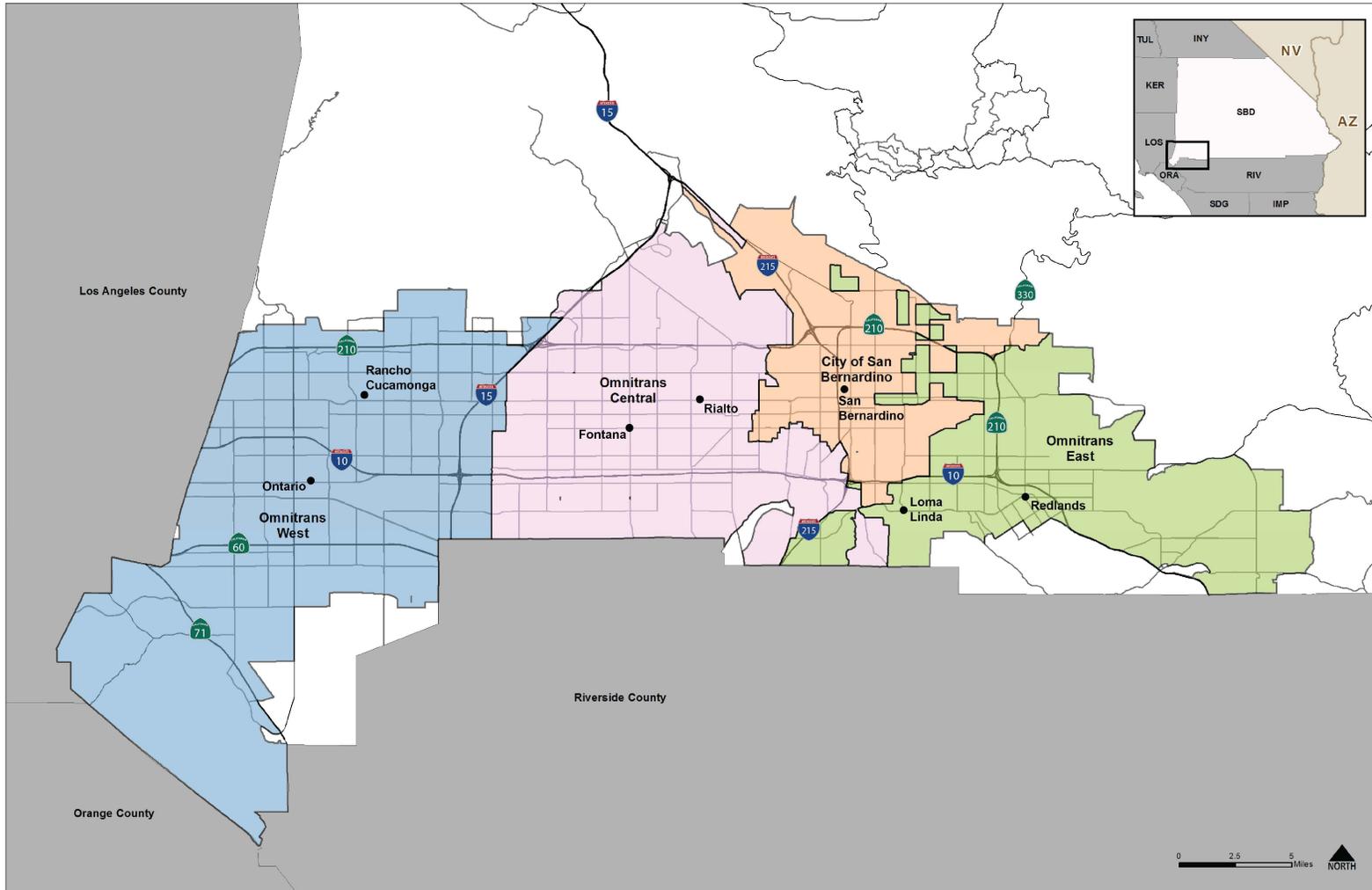
The Omnitrans service area includes a number of regionally significant transit services, including sbX and Metrolink. In order to analyze total travel demand (all modes) to, from, and within the Omnitrans service area in greater detail, the Omnitrans service area was divided into four separate sub-areas as detailed below and displayed in Figure 4-4:

- City limits of San Bernardino: jurisdictional boundaries
- Omnitrans West: all cities and unincorporated areas with a majority of land area west of I-15, including Chino Hills, Chino, Montclair, Ontario, Upland, and Rancho Cucamonga.
- Omnitrans Central: all cities and unincorporated areas with a majority of land area between I-15 and I-215, including Fontana, Rialto, and Colton.
- Omnitrans East: all cities and unincorporated areas with a majority of land area east of I-215, including Grand Terrace, Loma Linda, Highland, Redlands, and Yucaipa.

Table 4-5 displays population, employment and associated trip generation within each of the Omnitrans sub-areas.

The daily trip interactions within and between each of the Omnitrans sub-areas is shown in Table 4-6.

Figure 4-4. Omnitrans Service Sub-Area Boundaries



Source: SANBAG, 2008

**Table 4-5. Omnitrans Population, Employment, and Trip Generation**

Location	Population	Percent of Omnitrans Population	Employment	Percent of Omnitrans Employment	Trip Generation (Internal)
<b>Omnitrans Service Area</b>	<b>1,401,078</b>		<b>566,291</b>		<b>4,472,880</b>
City of San Bernardino	201,509	14.4%	100,432	17.7%	637,870
Omnitrans West	590,753	42.2%	276,577	48.8%	1,990,630
Omnitrans Central	399,335	28.5%	106,898	18.9%	1,154,035
Omnitrans East	209,481	15.0%	82,384	14.5%	690,345

Source: SANBAG, 2008

**Table 4-6. Omnitrans Service Area Person Trip Distribution**

Daily Trip Interaction		Destination					Total
		Omnitrans East	San Bernardino	Omnitrans Central	Omnitrans West	External <sup>1</sup>	
Origin	<b>Omnitrans East</b>	344,885	124,590	53,715	29,850	137,305	<b>690,345</b>
	<b>San Bernardino</b>	82,775	339,285	82,595	34,400	98,815	<b>637,870</b>
	<b>Omnitrans Central</b>	62,030	134,120	552,150	167,905	237,830	<b>1,154,035</b>
	<b>Omnitrans West</b>	21,120	32,375	96,405	1,181,085	659,645	<b>1,990,630</b>
	External <sup>1</sup>	131,770	100,230	156,485	506,325		<b>894,810</b>
	<b>Total</b>	<b>510,810</b>	<b>630,370</b>	<b>784,865</b>	<b>1,413,240</b>	<b>1,133,595</b>	<b>5,367,690</b>

Source: SANBAG, 2008

<sup>1</sup> Involves trips that are external to transit operator service areas both within and outside of San Bernardino County.

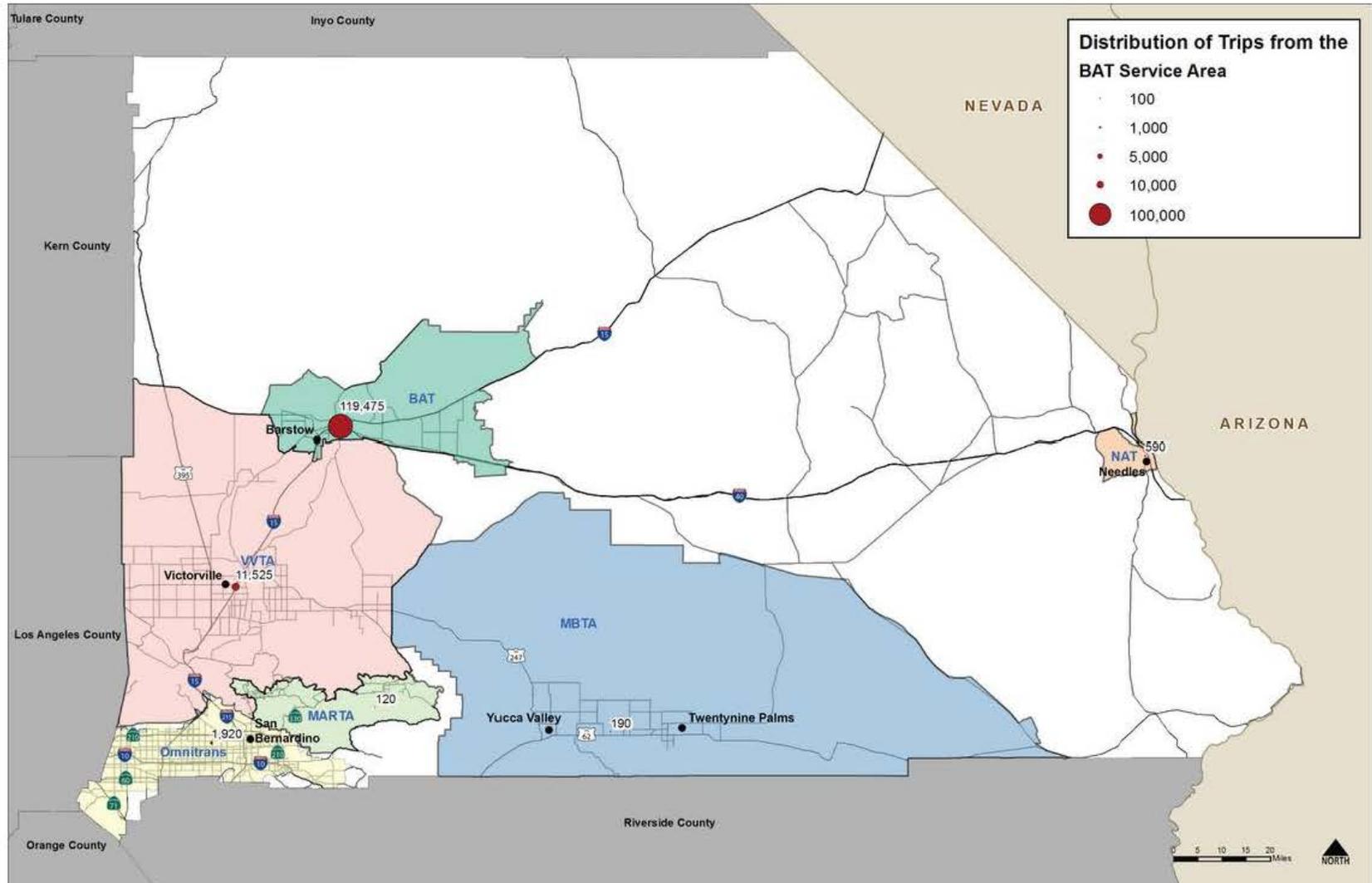
As shown above, currently nearly 5.4 million daily person trips begin or end within the Omnitrans service area. The greatest number of trips (1.9 million or 37 percent) originate within the Omnitrans West sub-area. The second-highest number of trips (1.15 million or 22 percent) are generated in the Omnitrans Central sub-area. Trips generated within the East sub-area and the City of San Bernardino are lower at 690,345 and 637,870 trips, respectively.

Similar to the other service areas, over half of daily trips are internal to each of the Omnitrans sub-areas, with the exception of the Central sub-area. Over 50 percent of the trips that begin within the East, West, and City of San Bernardino sub-areas end within the same sub-area. A higher percentage of trips remain within the West sub-area (59 percent). Approximately 48 percent of the trips that originate in the Central sub-area end within the same sub-area.

The overall Omnitrans service area generates the greatest number of external trips of any of the transit service areas. Of the total 5.4 million trips generated within the service area, 1.1 million trips travel to destinations outside of the Omnitrans service area. These include destinations internal to the county but outside of other operator service areas, as well as destinations external to the county. The highest quantity of travel to external locations is generated from the Omnitrans West sub-area. Of the nearly 2.0 million trips that are generated within the West sub-area, 660,000 (33 percent) travel to external destinations. For the other Omnitrans sub-areas, the extent of external trip making ranges from a high of 21 percent for the Central sub-area to a low of 16 percent for the City of San Bernardino sub-area.

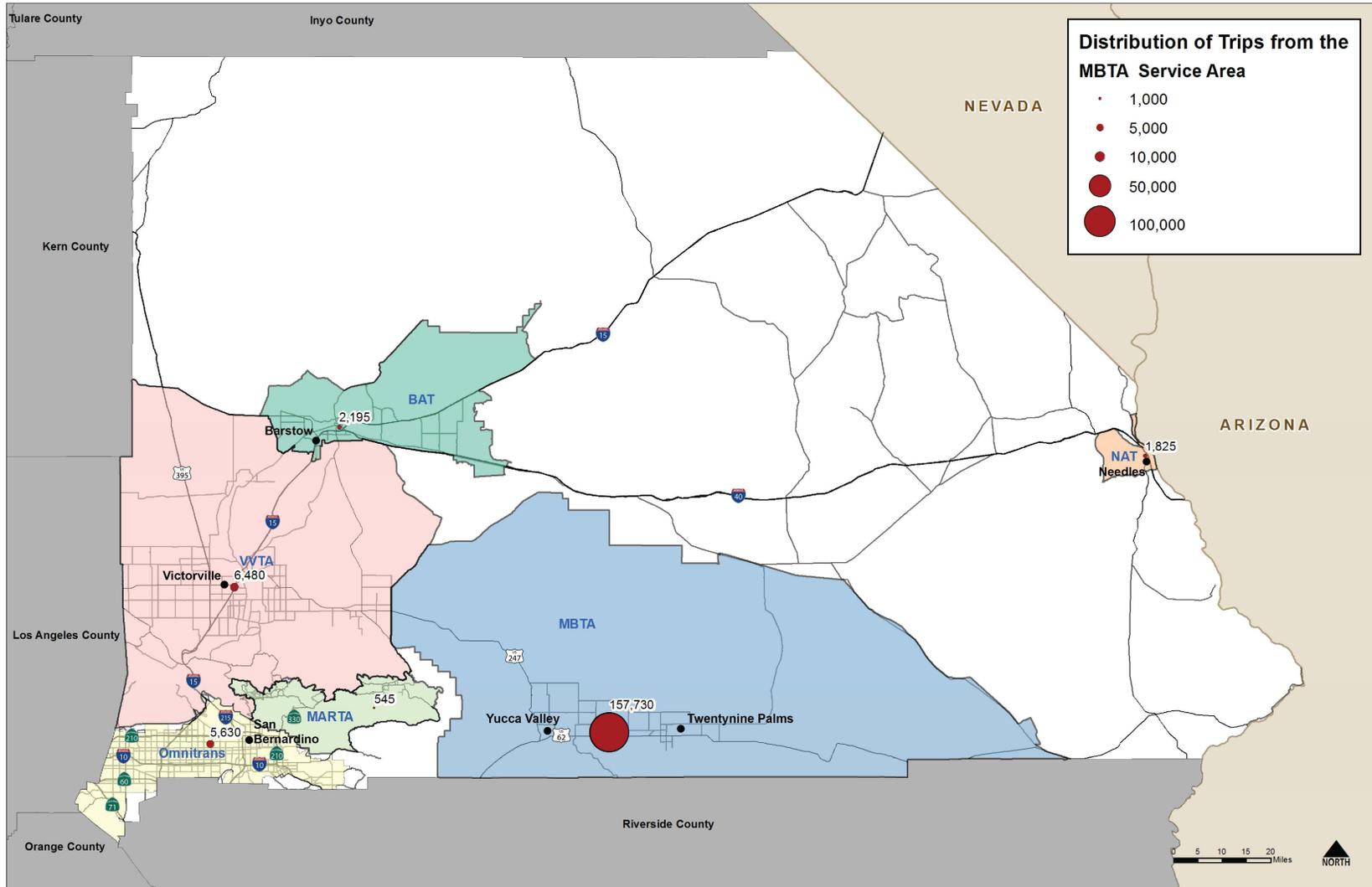
All of this analysis again points up the importance of regional transit services such as the Metrolink commuter rail service on the San Bernardino line in providing mobility options for inter-regional travelers. The Omnitrans sub-area specific analysis also illustrates a strong market for travel between the Omnitrans East and City of San Bernardino sub-areas, the areas that would benefit from implementation of the Redlands Passenger Rail Project.

Figure 4-5. Distribution of Trips from the BAT Service Area



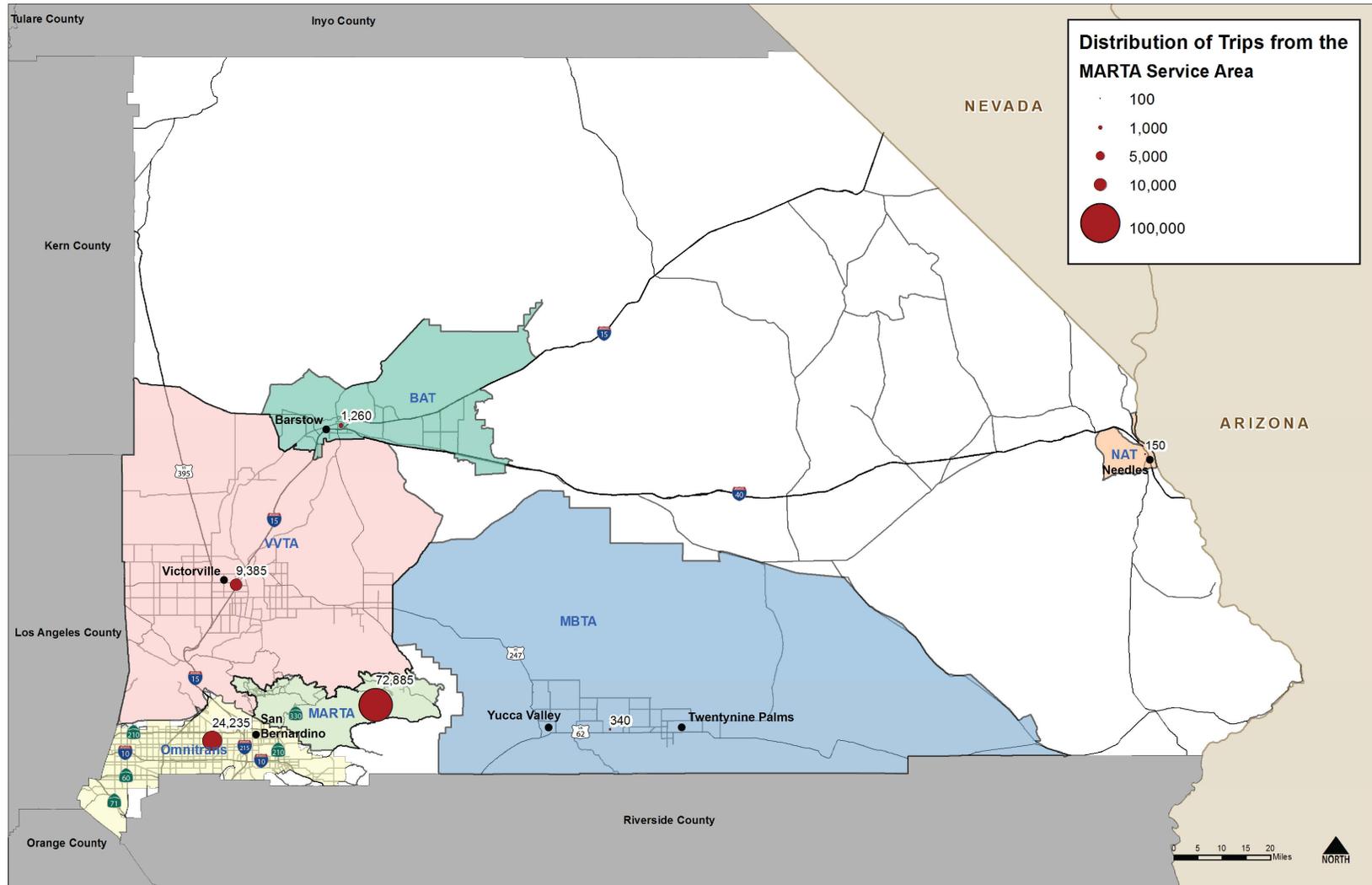
Source: SANBAG, 2008

Figure 4-6. Distribution of Trips from the MBTA Service Area



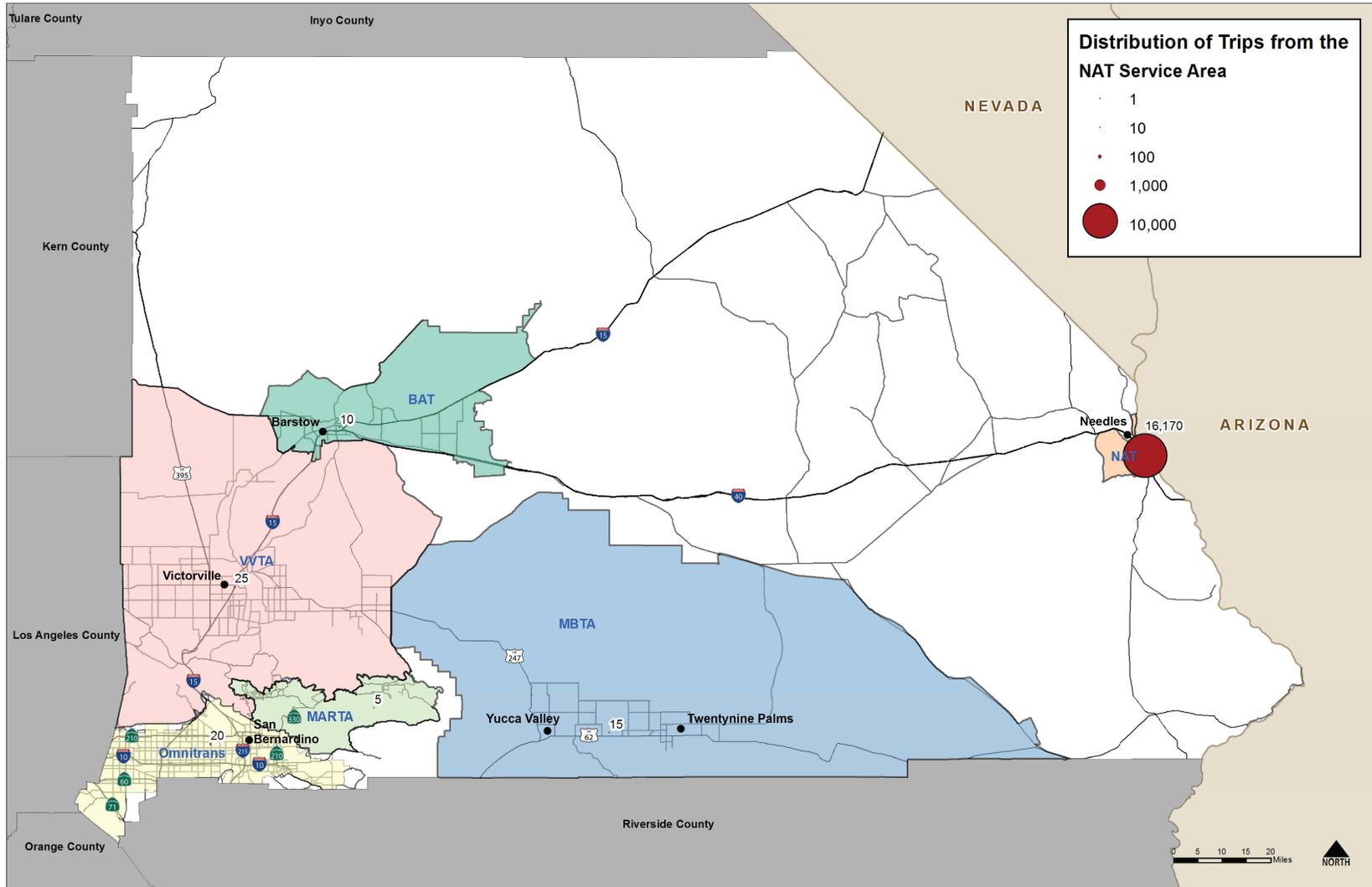
Source: SANBAG, 2008

Figure 4-7. Distribution of Trips from the MARTA Service Area



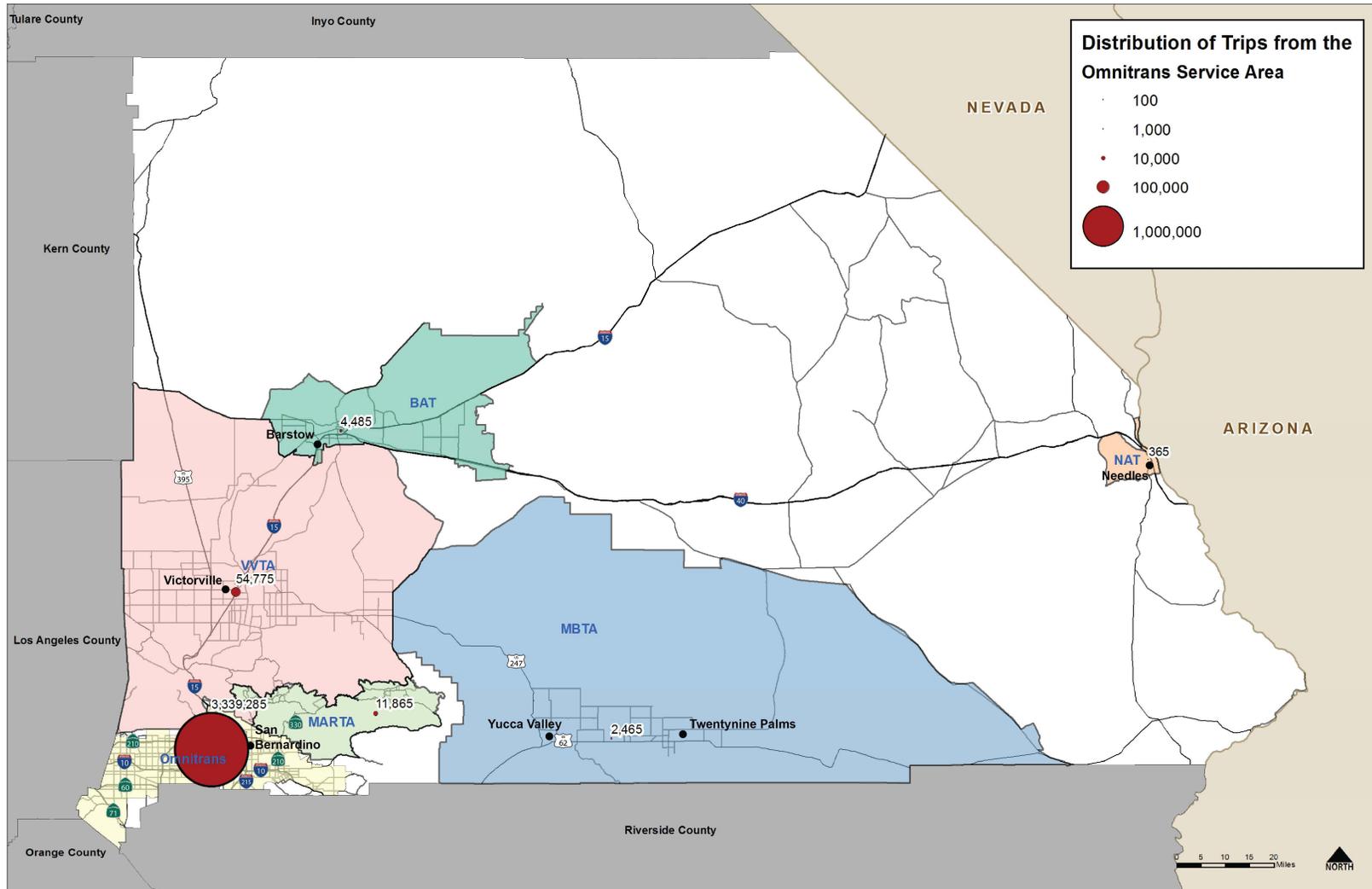
Source: SANBAG, 2008

Figure 4-8. Distribution of Trips from the NAT Service Area



Source: SANBAG, 2008

Figure 4-9. Distribution of Trips from the Omnitrans Service Area



Source: SANBAG, 2008

Figure 4-10. Distribution of Trips from the VVTA Service Area

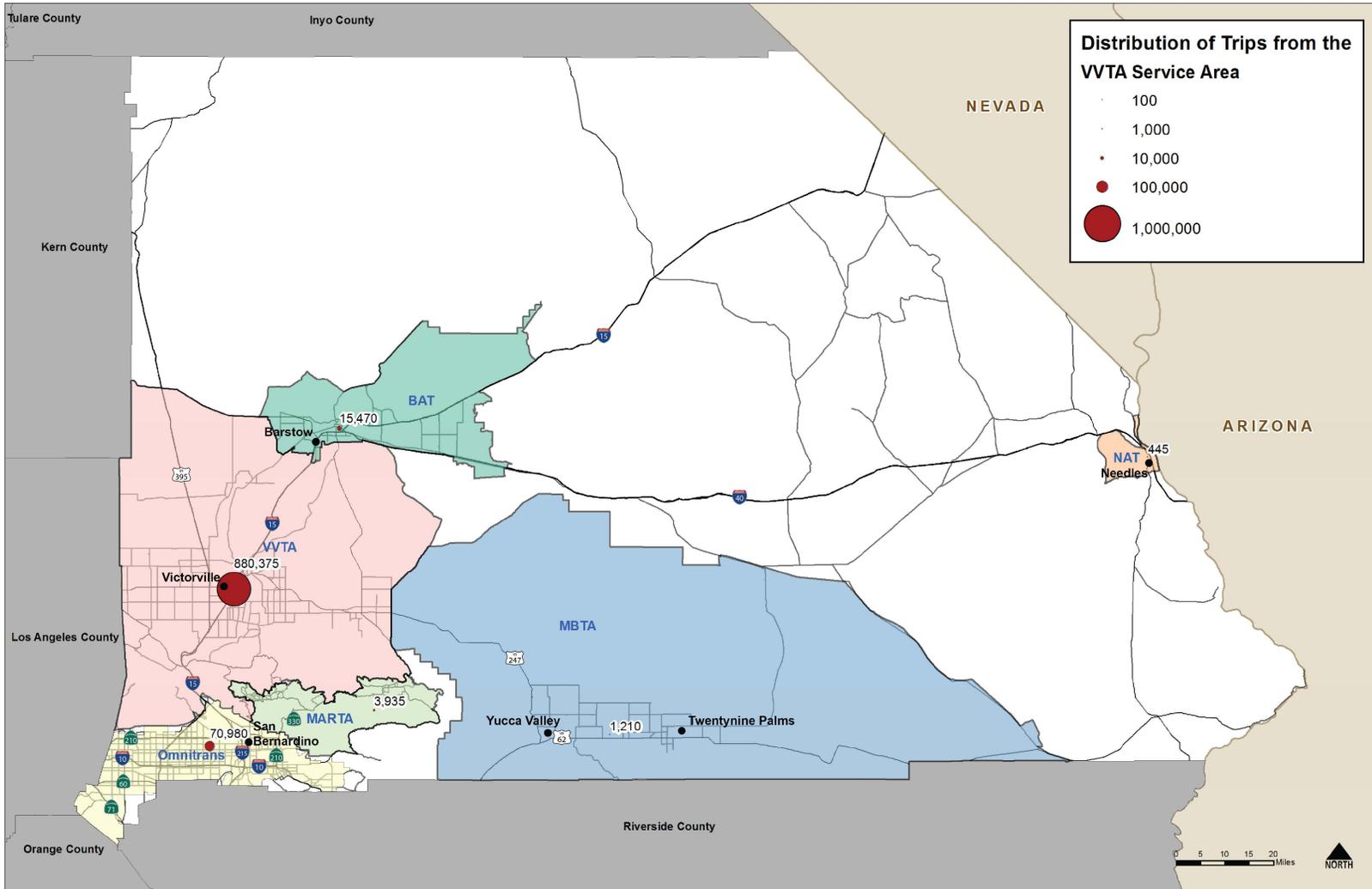
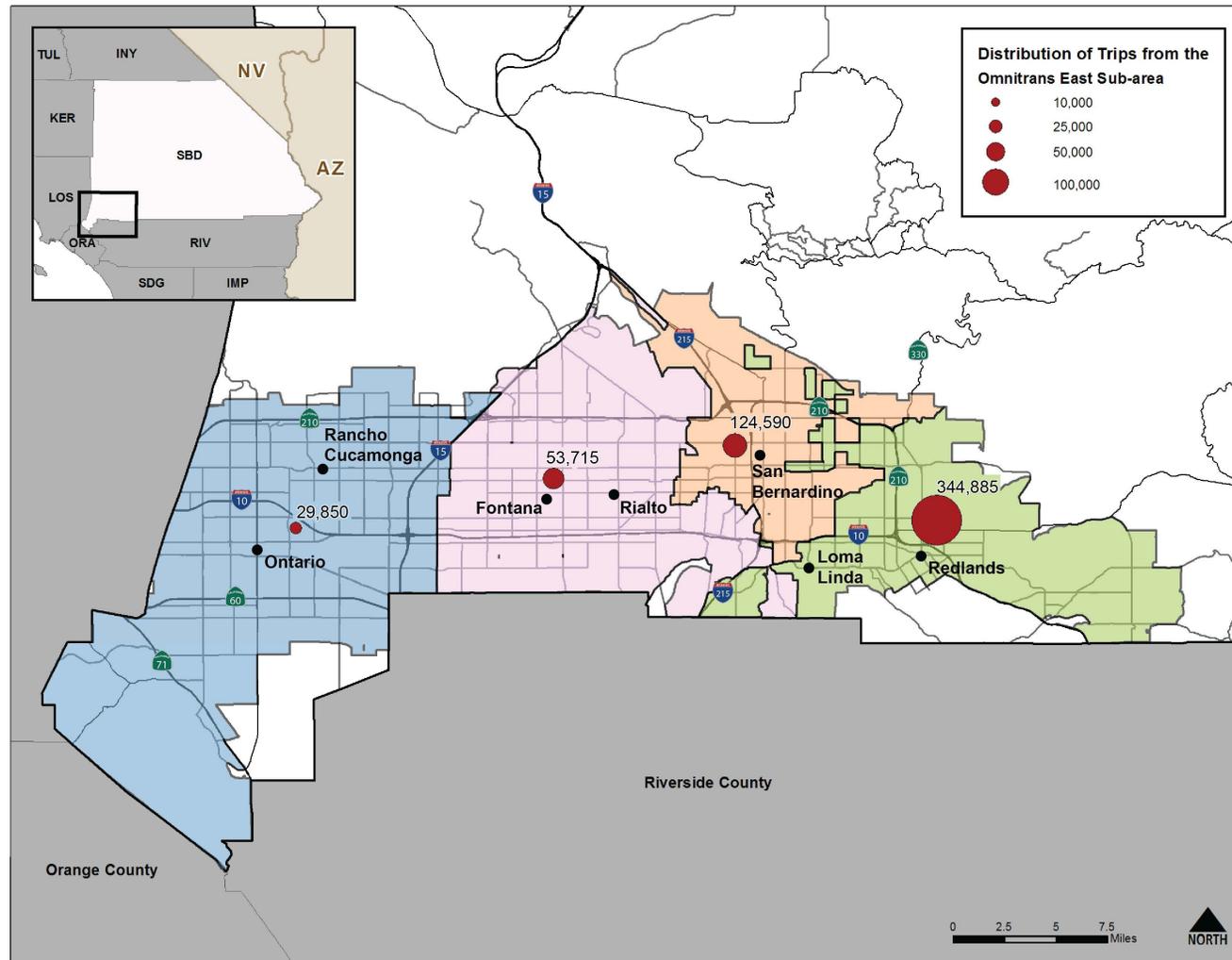
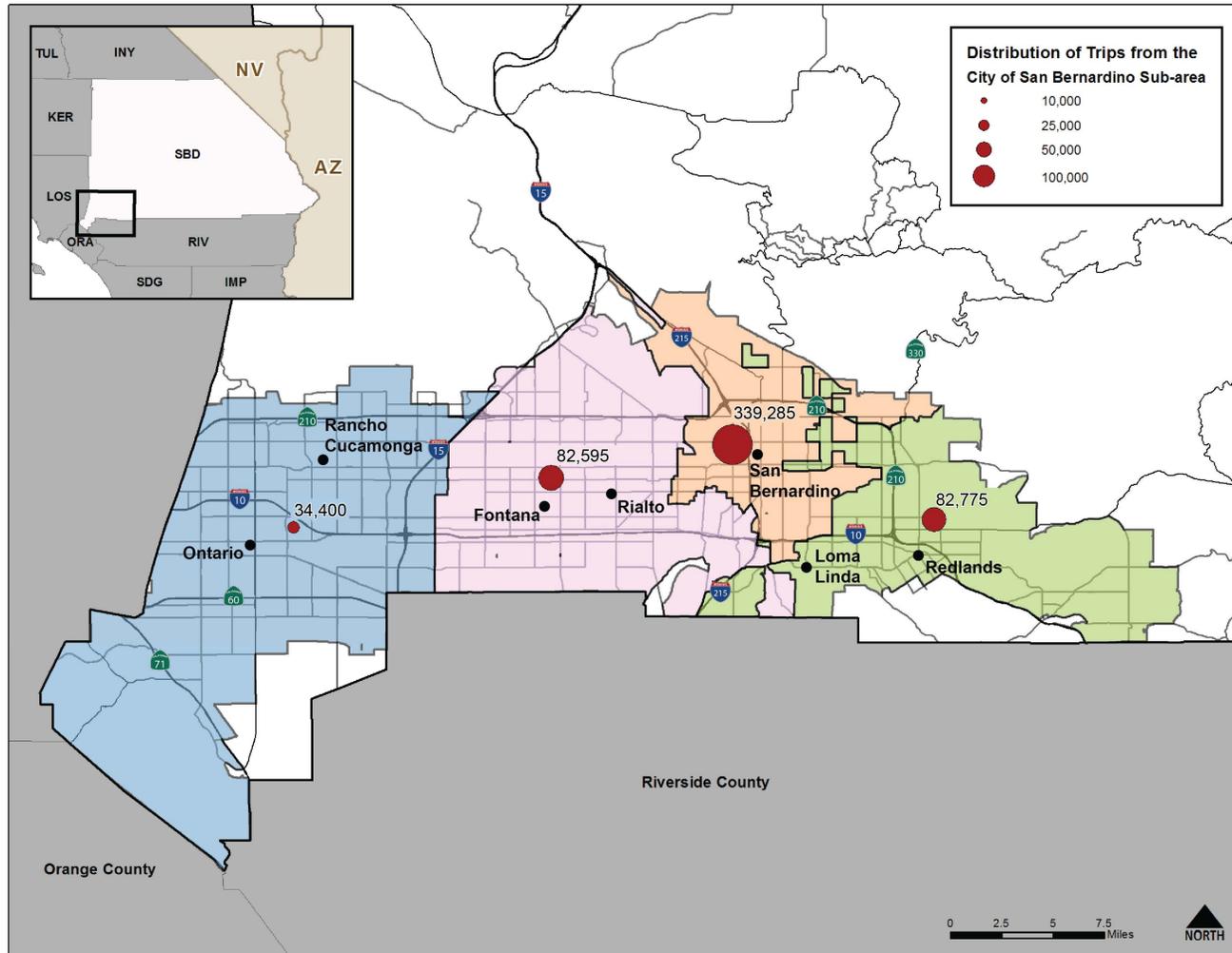


Figure 4-11. Distribution of Internal Omnitrans Service Area Trips from the East Sub-area



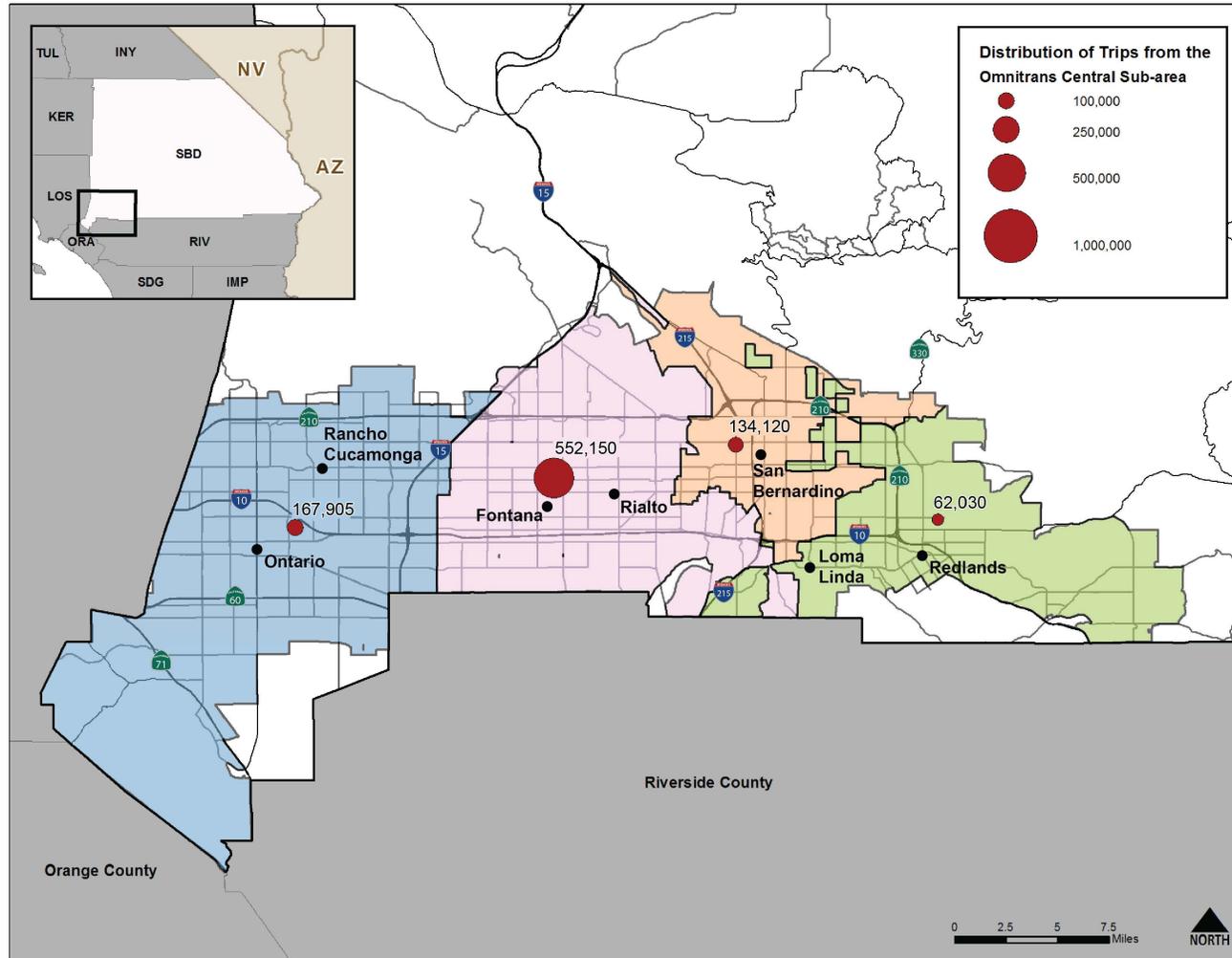
Source: SANBAG, 2008

Figure 4-12. Distribution of Internal Omnitrans Service Area Trips from the City of San Bernardino Sub-area



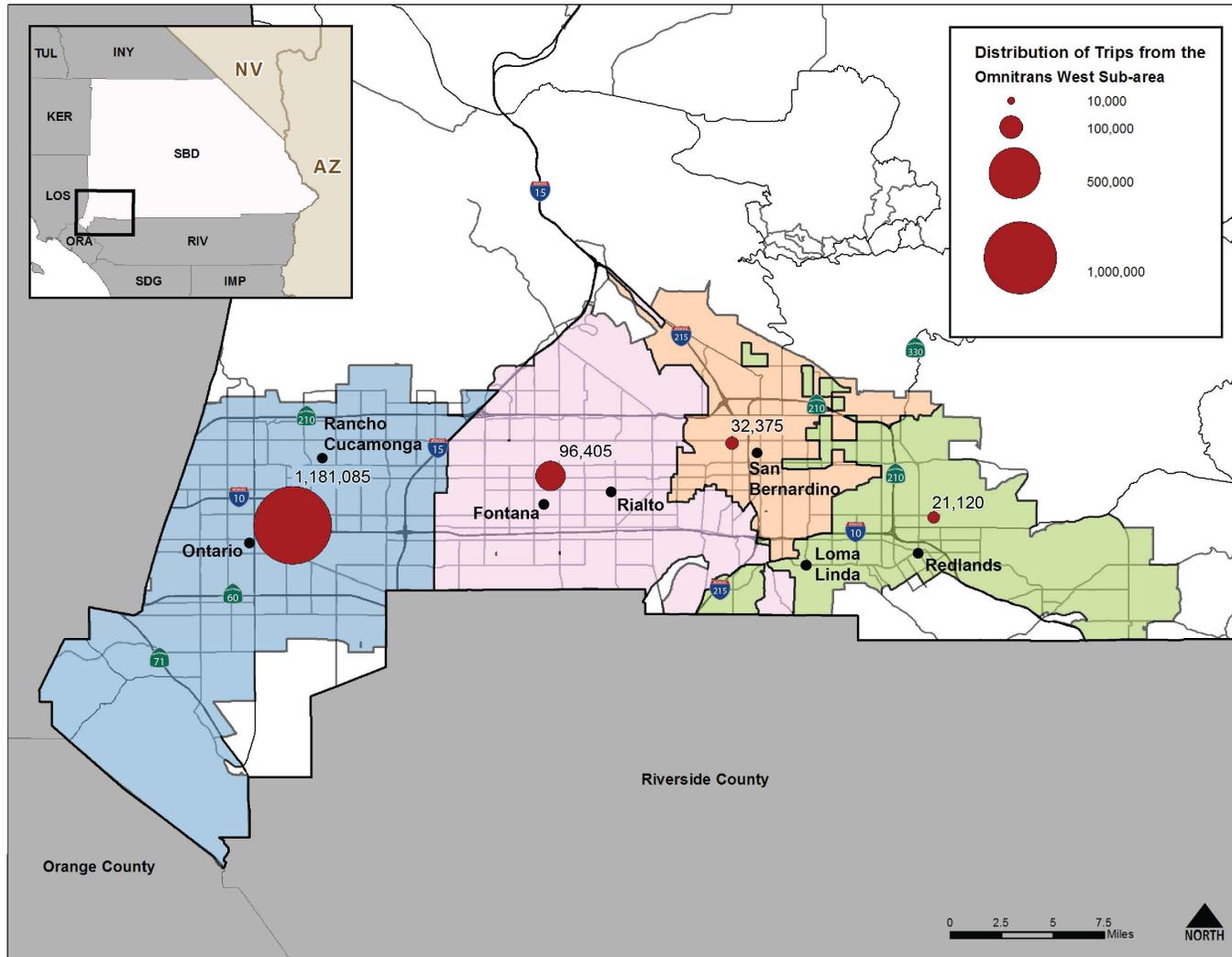
Source: SANBAG, 2008

Figure 4-13. Distribution of Internal Omnitrans Service Area Trips from the Central Sub-area



Source: SANBAG, 2008

Figure 4-14. Distribution of Internal Omnitrans Service Area Trips from the West Sub-area



Source: SANBAG, 2008

## 4.2 Existing Transit Operator Demographic and Service Characteristics

This section provides a detailed overview of existing demographic and service characteristics within each of the six transit operator service areas within San Bernardino County, which include:

- Barstow Area Transit (BAT)
- Morongo Basin Transit Authority (MBTA)
- Mountain Area Regional Transit Authority (MARTA)
- Needles Area Transit (NAT)
- Omnitrans
- Victor Valley Transit Authority (VVTA)

Each overview includes information on operator characteristics, demographic characteristics, and details on the services provided within each service area. Transit route overlay maps are also included, providing a general indication of existing service coverage in relation to existing population and employment clusters within each service area. Please see Section 4.3.3 for a separate discussion of the Southern California Regional Rail Authority's (Metrolink) demographics and services.

When available, demographic data was taken from SRTP and COA reports for individual operators. If existing demographic data was not available, SBTAM 2008 forecast data is provided.

#### 4.2.1 Barstow Area Transit

BAT is administered by the City of Barstow, which has a council-manager form of government consisting of five city council representatives, including the mayor. The Barstow City Council approves budgets, fare adjustments, service changes, and federal and state grant applications. BAT services were initiated in 1994.

BAT serves west San Bernardino County, within the North Desert Subarea (as defined by San Bernardino County Measure I). Service is provided to the City of Barstow and nearby areas of San Bernardino County, including Hinkley, Lenwood, Grandview, Yermo, Harvard, Daggett, and Newberry Springs.

BAT service operations merged with the Victor Valley Transit Authority (VVTA) in September, 2014. Under the merger, Transdev (formerly Veolia Transportation, Inc.), VVTA's operating contractor, has taken over operation of the BAT service from former operator MV. An inter-governmental agreement has been executed between VVTA and City of Barstow for a 1-year period. During this year, VVTA will amend its Joint Powers Agreement to include Barstow and also give San Bernardino County a second seat on the VVTA Board. Over time, VVTA will rebrand their market area.

##### 4.2.1.1 Demographic Overview

Demographic data within the BAT service area was collected from the 2000 and 2010 U.S. Census as summarized in the Operational Analysis of Barstow Area Transit: Final Report (SANBAG, 2009a). Demographic data summarized below for the BAT service area includes data from the City of Barstow and from SANBAG for the service area as a whole.

##### Population, Housing and Employment

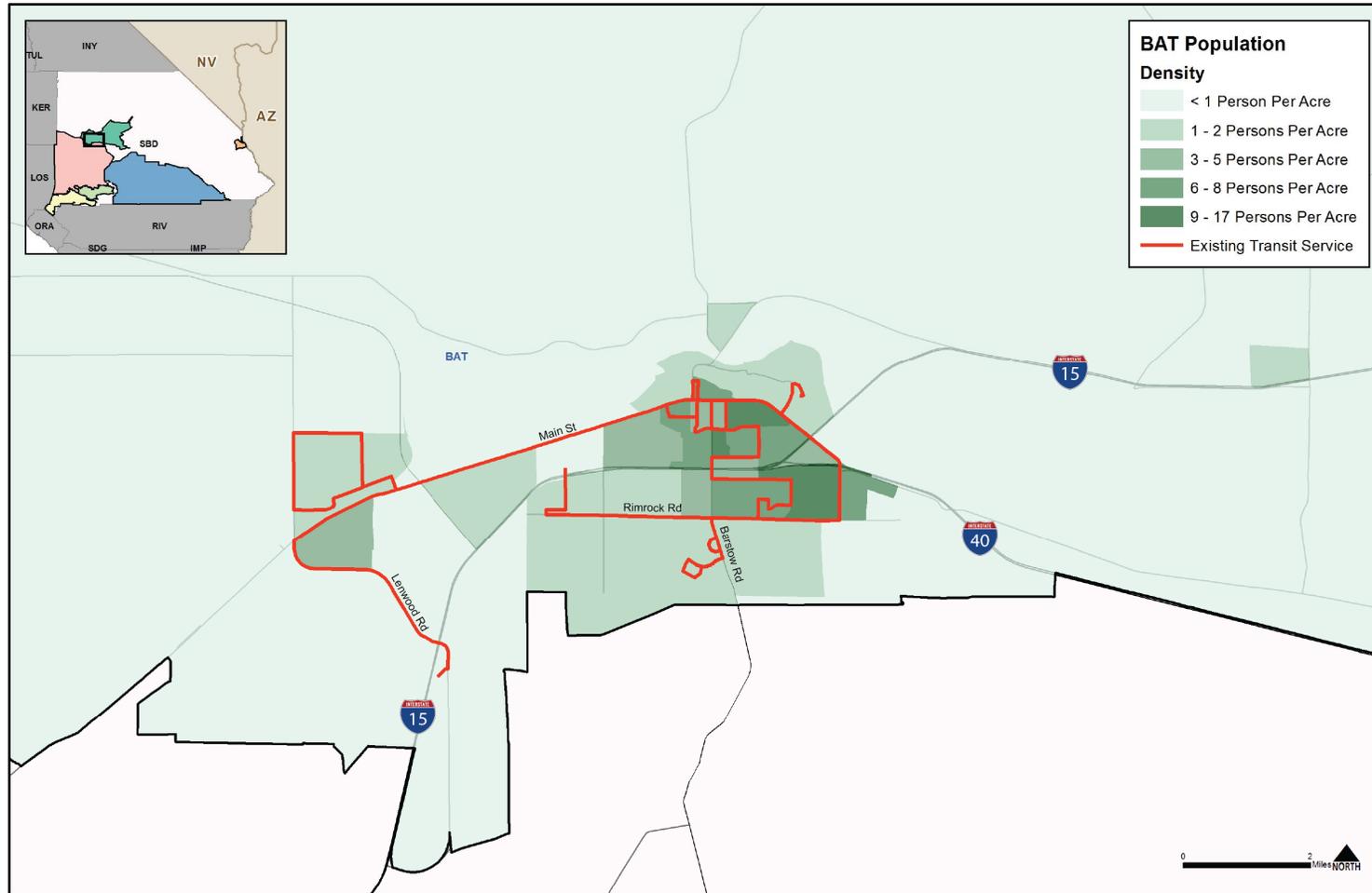
The BAT service area includes a population of 40,000 people and covers 653 square miles. The majority of the population resides within the City of Barstow limits, with 23,628 people living in the 41.38 square mile area (SANBAG, 2009a).

In 2000, there were approximately 7,700 housing units within the City of Barstow, or 186 units per square mile (U.S. Census, 2000). Housing density within the BAT service area as a whole is much lower at 22 units per square mile.

In 2000, there were 16,621 employed individuals within the City of Barstow (U.S. Census, 2000).

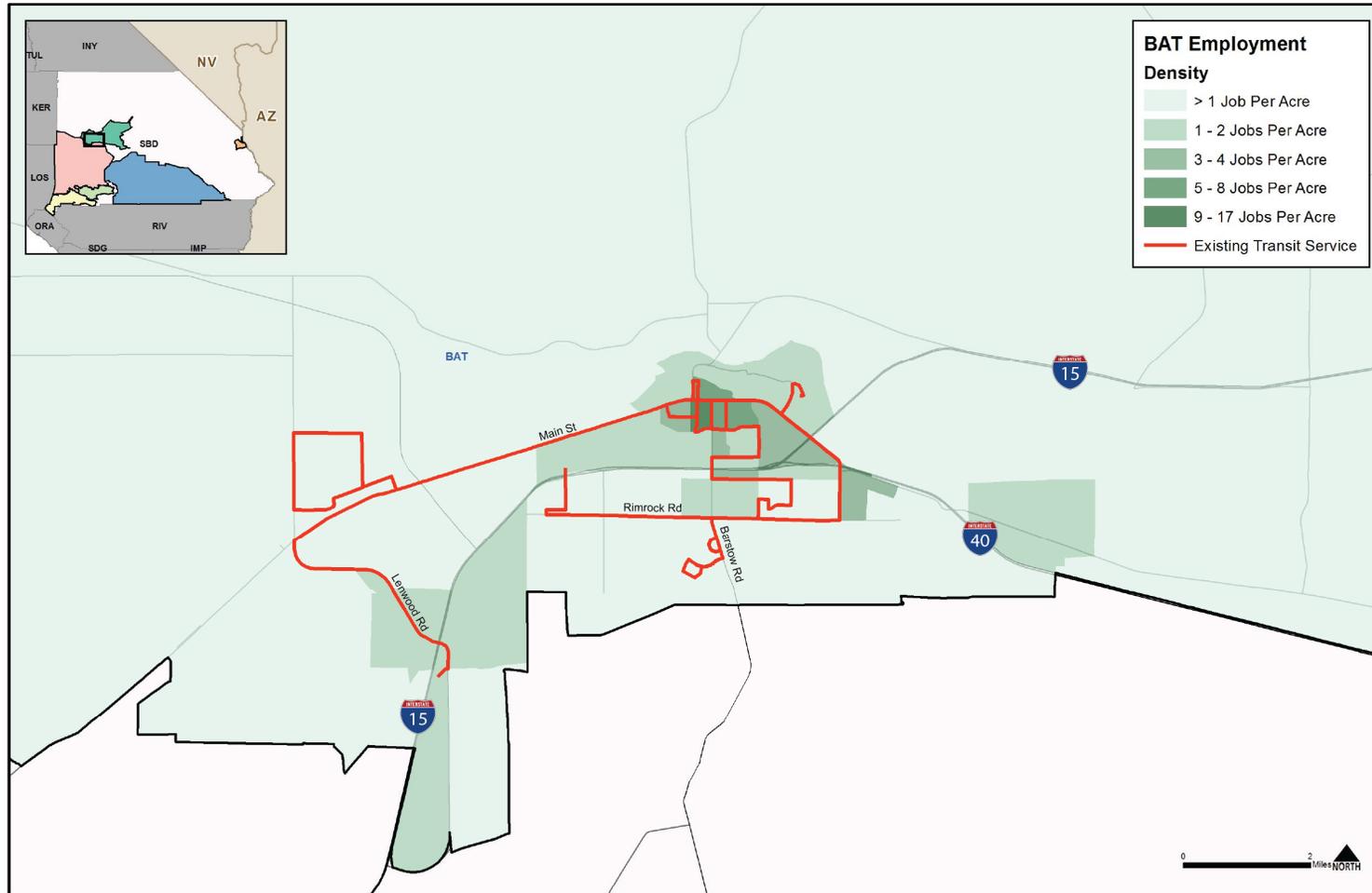
The service area maps for BAT displaying population density, employment density, and the existing transit route network, are shown in Figure 4-15 and Figure 4-16.

Figure 4-15. Population Density and Transit Services within the BAT Service Area



Source: SANBAG, 2008

Figure 4-16. Employment Density and Transit Services within the BAT Service Area



Source: SANBAG, 2008

#### Other Indicators of Transit Propensity

In addition to population, employment and housing, transit propensity within a given service area tends to be higher among residents living below the poverty level, households without an automobile, and residents 65 years of age and older, or under 18 years of age. In 2000, 4,158 people (approximately 20 percent of the population) within the City of Barstow were living below the poverty level, with the highest concentration of low income individuals living within the downtown area (U.S. Census, 2000).

In 2000, 939 households (12.2 percent) within the City of Barstow had no vehicle available. Similar to the population living below the poverty level, the majority of houses without access to a vehicle were located downtown, between Main Street and the Mojave River, and along I-15 east of Barstow Road (SANBAG, 2009a).

In 2000, the number of people within the City of Barstow age 65 years or older was 2,549, representing 12.1 percent of the total population within the city (U.S. Census, 2000). A total of 6,504 people within the City of Barstow were below the age of 18, which is 31 percent of the population.

#### 4.2.1.2 Existing Transit Services Provided

##### Number of Routes and Services by Type

BAT utilizes a hub-and-spoke transit model, providing fixed route service from the downtown area to nearby neighborhoods and communities in the periphery. Demand response service (i.e., dial-a-ride [DAR] and Americans with Disabilities Act [ADA] paratransit) is also provided both in the city and nearby areas of the county.

General public service is provided on “City Fixed Route” and “County DAR” services, and ADA paratransit service is provided on “City DAR” services, as described below.

“City Fixed Route” service is provided every hour on three fixed routes (Routes 1, 2, and 3), within the city and nearby areas of the county. Complementary “City DAR” service is provided to seniors and persons with disabilities within the ADA service area (i.e., 3/4-mile on either side of an existing fixed route).

“County DAR” service is provided in two zones (in nearby areas of the county where fixed-route service is not provided). In each zone, service is operated in three to four time blocks each day.

VVTA operates the “B-V Link” service between Barstow, Victor Valley, and San Bernardino Valley, and the “National Training Center (NTC) Commuter” service between Barstow and Fort Irwin. These services are discussed in more detail in Section 4.2.6.

In addition to BAT service, BAT contracts with the Trona Community Senior Center and the Bonnie Baker Senior Citizens Club to provide local DAR service to seniors and persons with disabilities within the Trona and Big River areas, respectively.

Service Levels

Transit service levels indicators include: span of service throughout the day, days per week that services are offered, and how frequently services run within the span of service. A detailed summary of the service levels for BAT is included in Table 4-7.

**Table 4-7. BAT Transit Service Levels**

Route Name	Route Coverage	Span of Service	Days of Service	Headways
Fixed Route 1	City Hall to Barstow College via city periphery and E. Rimrock Rd.	7:00 AM – 6:25 PM (Weekday) 9:00 AM – 4:25 PM (Saturday) 8:00 AM – 3:25 PM (Sunday)	Daily	60 minutes
Fixed Route 2	City Hall to Avenue L Park & Ride via city interior and E. Rimrock Rd.	7:00 AM – 6:25 PM (Weekday) 9:00 AM – 4:25 PM (Saturday) 8:00 AM – 3:25 PM (Sunday)		
Fixed Route 3	City Hall to Outlet Mall via W. Main Street and Lenwood Rd.	7:00 AM – 6:00 PM (Weekday) 9:00 AM – 4:00 PM (Saturday) 8:00 AM – 3:00 PM (Sunday)		
County West Dial-a-Ride	Daggett, Yermo, and Newberry Springs	7:00 AM, 10:00 AM, 1:00 PM, 4:00 PM (Weekday) 9:00 AM, 12:00 PM, 3:00 PM (Saturday) 8:00 AM, 11:00 AM, 2:00 PM (Sunday)	Daily	Trips scheduled at least three hours in advance
County West Dial-a-Ride	Hinkley	7:00 AM, 10:00 AM, 1:00 PM, 4:00 PM (Weekday) 9:00 AM, 12:00 PM, 3:00 PM (Saturday) 8:00 AM, 11:00 AM, 2:00 PM (Sunday)		Trips scheduled at least three hours in advance
DAR – Trona and Big River	Trona and Big River areas			

Source: BAT, 2014b

Annual System Ridership

In 2013, BAT served 188,600 trips on the fixed routes and 20,400 demand response trips (SANBAG, 2014a).

### Service Fleet

The BAT revenue fleet is comprised of 20 Goshen and El Dorado cutaway vehicles, ranging in length from 22-33 feet. A typical vehicle is shown in Figure 4-17.

**Figure 4-17. BAT Transit Vehicle**



### Fares

The BAT fare structure is shown in Table 4-8. Generally, fares are dependent upon the service type, with reduced fares offered to seniors (60 years and over), persons with disabilities, youth (6-17 years), and Barstow Community College students. Additionally, children 5 years and under are free (i.e., up to three children per paying adult).

BAT also works with VVTA, allowing transfers between BAT's "City Fixed Route" service and VVTA's "B-V Link" service.

BAT is categorized as a "Non-Urbanized Area Operator" under section 99268.4 of the TDA statutes and codes (Caltrans, 2013). Under that regulation, BAT must maintain a 10.0 percent farebox recovery ratio in order to be eligible to receive TDA funds (LTF or STA funds). According to the operator's TransTrack report, BAT achieved a farebox recovery ratio of only 8.48 percent in FY2013, down from 8.91 percent in FY2012. BAT will need to address this either through its merger with VVTA and/or through a fare increase or other means to maintain TDA eligibility.

**Table 4-8. BAT Fares**

Service Type	Rider Type	Fare Type	Price
City Fixed Route	Full Fare	Cash Fare	\$1.25
		1-Day Pass	\$4.00
		Monthly Pass	\$43.00
	Seniors/Disability	Cash Fare	\$0.65
		1-Day Pass	\$2.00
		Monthly Pass	\$21.00
	Youth/Students	Cash Fare	\$1.00
		1-Day Pass	\$3.00
		Monthly Pass	\$38.00
County DAR	Full Fare Youth/Students	Cash Fare	\$2.75
		1-Day Pass	\$9.00
		Monthly Pass	\$78.00
	Seniors/Disability	Cash Fare	\$1.25
		1-Day Pass	\$4.50
		Monthly Pass	\$30.25
City DAR	ADA Certification	Cash Fare	\$1.85
		1-Day Pass	\$8.50
		Monthly Pass	\$30.00
DAR – Trona and Big River	Seniors/Disability	No cash fare but passengers are asked to cover fuel cost	-

Source: BAT, 2014a

Notes: ADA = Americans with Disability Act; DAR = Dial-a-Ride

Connections to Other Operators

In addition to the fixed-route and demand response services, the City of Barstow sells subsidized round-trip tickets to Victorville and San Bernardino via Greyhound Lines.

As mentioned above, VVTA’s “B-V Link” provides service between Barstow, Victor Valley, and San Bernardino Valley. The “National Training Center (NTC) Commuter” service operates from Victorville to Barstow and on to the NTC, Fort Irwin.

## 4.2.2 Morongo Basin Transit Authority

MBTA is a Joint Powers Authority (JPA), formed in 1991, governed by a seven-member board consisting of two council representatives from Twentynine Palms, two council representatives from Yucca Valley, one county supervisor, one county-appointed resident of Joshua Tree, and one member-at-large. The MBTA Board sets and adjusts fares, approves the budget, approves service changes, and submits federal and state grant applications. MBTA services were initiated in 1994.

MBTA serves south San Bernardino County, within the Morongo Basin Subarea (as defined by San Bernardino County Measure I). MBTA provides service to the City of Twentynine Palms, the Town of Yucca Valley, the unincorporated community of Joshua Tree, and nearby areas of San Bernardino County, including the Marine Corps Air Ground Combat Center at Twentynine Palms (MCAGCC), Landers, and Morongo Valley.

### 4.2.2.1 Demographic Overview

Demographic data within the MBTA service area was collected from the 2000 and 2010 U.S. Census, as summarized in the *MBTA 2012 Comprehensive Operational Analysis* (MBTA, 2012). When necessary, existing (2008) demographic data for the service area as a whole was derived from SANBAG.

#### Population, Housing and Employment

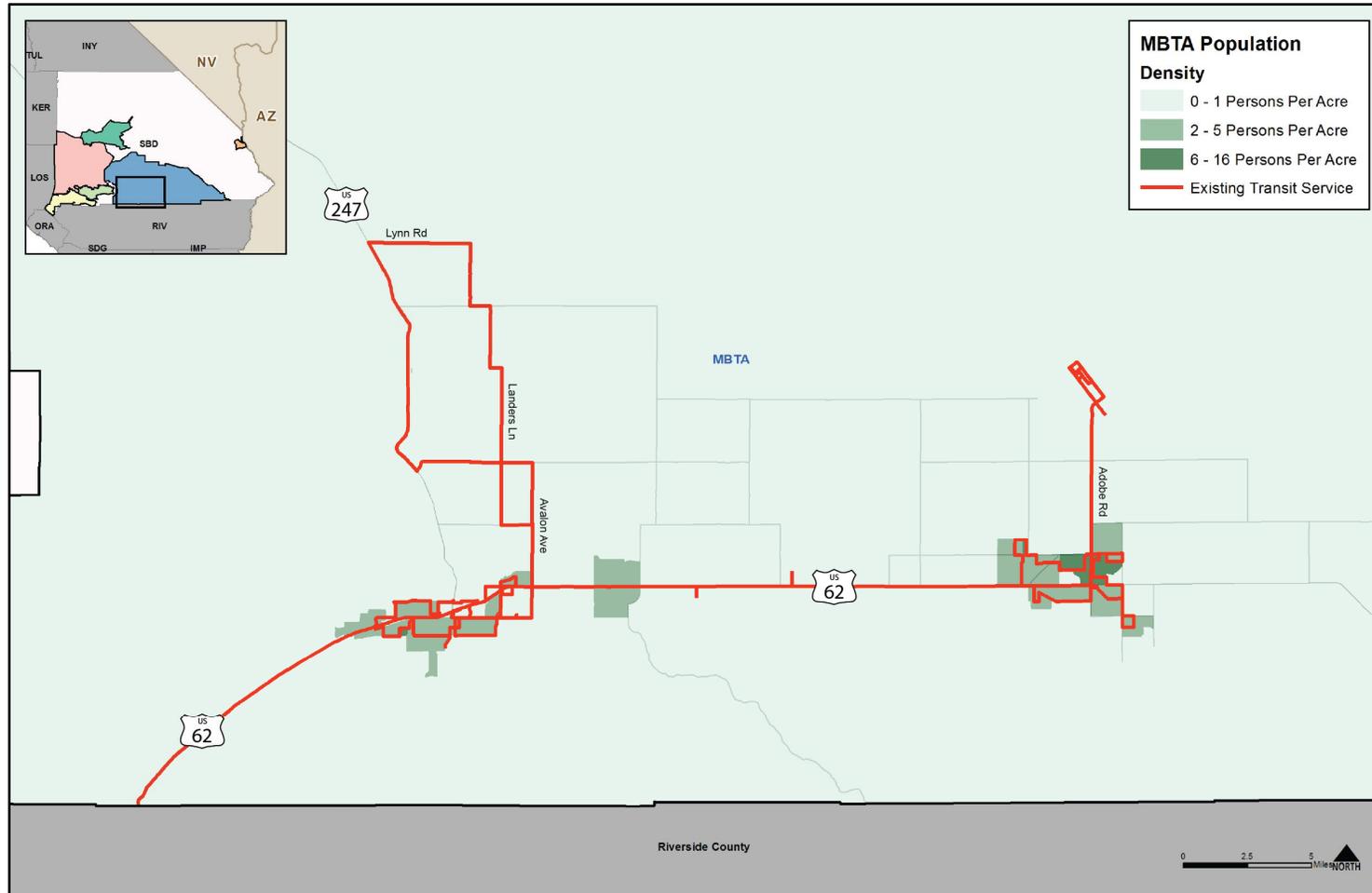
In 2010, Twentynine Palms and Yucca Valley had a combined population of 45,700 people and a combined area of 99 square miles (MBTA, 2012), representing a density of 462 residents per square mile. Joshua Tree, which is an unincorporated community situated in between Yucca Valley and Twentynine Palms, had a 2009 estimated population of 7,414 (MBTA, 2012). Population density within the MBTA service area as a whole is much lower than the Twentynine Palms/Yucca Valley area, at 24 residents per square mile (SANBAG, 2008). This is mainly due to the fact that the land within the Marine Corps Air Ground Combat Center (MCAGCC) at Twentynine Palms is mostly uninhabited.

Approximately 13,800 households are located within MBTA service area, representing a density of 22 units per square mile (SANBAG, 2008).

There were 13,700 employed individuals within the MBTA service area in 2010 (MBTA, 2012).

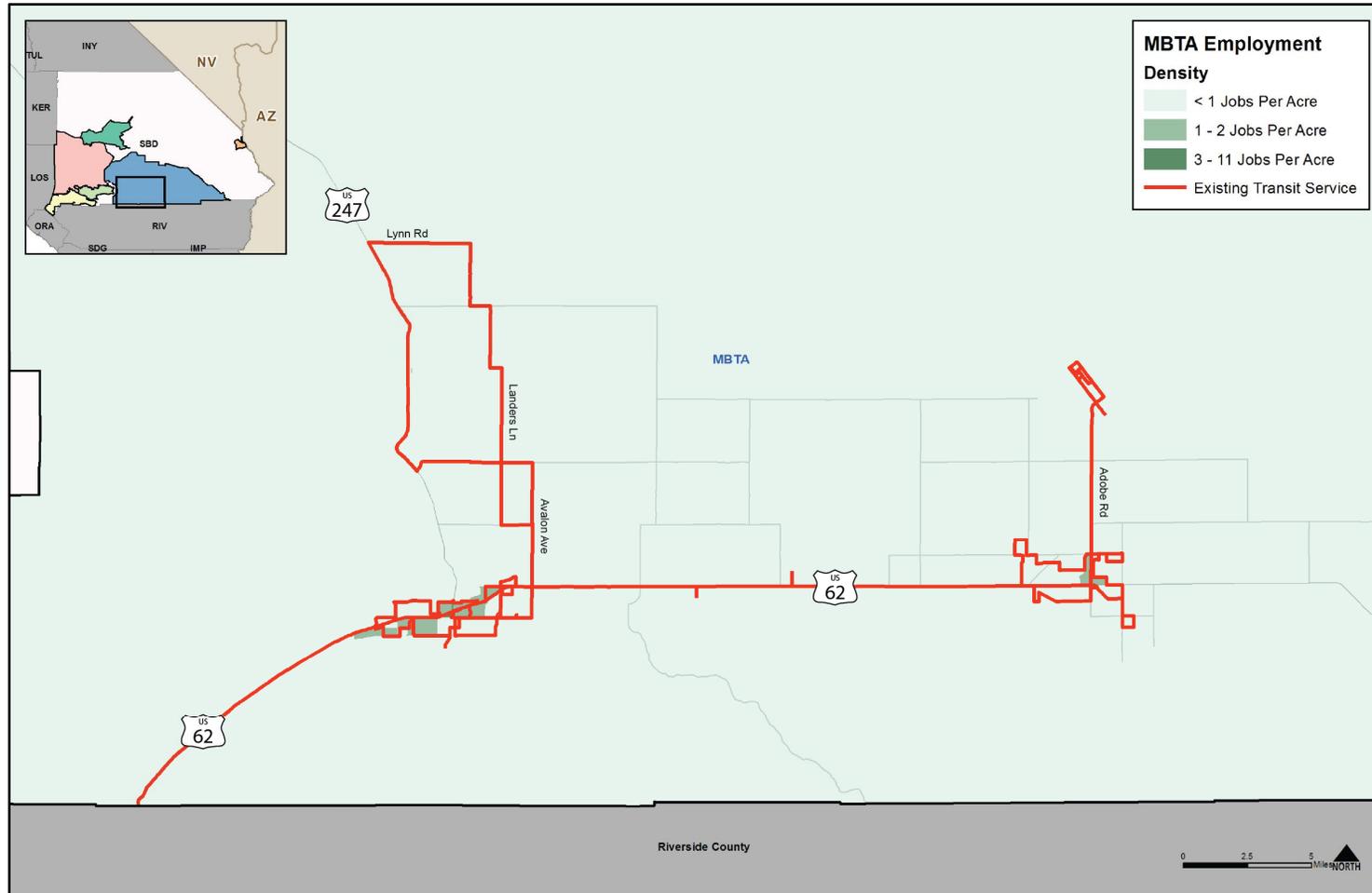
The service area maps for MBTA displaying population density, employment density, and the existing transit route network, are shown in Figure 4-18 and Figure 4-19.

Figure 4-18. Population Density and Existing Transit Service within the MBTA Service Area



Source: SANBAG, 2008

Figure 4-19. Employment Density and Existing Transit Service within the MBTA Service Area



Source: SANBAG, 2008

#### Other Indicators of Transit Propensity

In 2010, nearly 15 percent of the population within the MBTA service area was living below the poverty level (MBTA, 2012).

In 2010, six percent of the households within the MBTA service area did not have access to a vehicle (MBTA, 2012).

In 2010, between 14-17 percent of the population within the MBTA service area were under the age of 18, and nearly 14 percent of the people were age 65 years or older (MBTA, 2012).

Also of note, a significant number of persons with a disability have been estimated to reside in the MBTA service area, with 31 percent of Joshua Tree residents, 16 percent of Twentynine Palms residents, and 26 percent of Yucca Valley residents estimated to have a disability (MBTA, 2012).

#### 4.2.2.2 Existing Transit Services Provided

MBTA utilizes a hub-and-spoke transit model in both Twentynine Palms and Yucca Valley, linked together by a linear intercity service on California Highway 62. ADA compliance is met by deviating neighborhood routes as far as 3/4 mile, creating “neighborhood deviated” fixed-route service. Supplementary demand response (“Ready Ride” service) also is provided.

#### Number of Routes and Services by Type

MBTA routes are grouped as follows, based on service type.

- “Intercity Highway” fixed-route service is provided on two routes (Yucca Valley to/from Twentynine Palms): Route 1A and Route 1B.
- “Neighborhood Deviated” fixed-route service is provided on five routes: Route 3A (MCAGCC to/from Twentynine Palms), Route 3B (Twentynine Palms), Route 7A (North Yucca Valley), Route 7B (South Yucca Valley), and Route 21 (Landers to/from Yucca Valley).
- “Commuter” service to Palm Springs is provided on two routes: Route 12 (Weekdays - Palm Springs to/from Yucca Valley) and Route 15 (Friday-Saturday-Sunday - Palm Springs to/from MCAGCC).
- “Ready Ride” provides origin to destination service to seniors and persons with disabilities, as well as the general public on five routes (Routes 30, 31, 34, 36, and 50). Ready Ride service is available in Yucca Valley, Twentynine Palms, and rural areas.

MBTA includes a route deviation policy, whereby neighborhood routes are deviated for those, including the general public, unable to get to the fixed route bus stops. Route 21 has a deviation as far as 1.5 miles off route. Deviations are made with advance reservations and are subject to approval due to distance and road conditions.

While most MBTA routes allow passenger boarding and alighting at designated bus stops only, in certain areas where there are no bus stops, flag stops are permitted. Flag stops allow passengers to wave down bus drivers, prompting the driver to stop, if safe.

#### Service Levels

Service levels within the MBTA service area vary depending on the type of service, as well as demographic and socioeconomic conditions along each route's corridor. Fixed-route services generally run during the same hours and on the same days of the week. Commuter routes run less frequently and on fewer days of the week due to lower travel demand along their respective alignments. A detailed summary of the service levels for MBTA is included in Table 4-9.

**Table 4-9. MBTA Transit Service Levels**

Route Name	Route Coverage	Span of Service	Days of Service	Headways
Deviated Fixed Route 3A	Twentynine Palms to Twentynine Palms Marine Corps Base	7:00 AM – 6:00 PM (Weekday)	Monday-Friday	60 minutes
Deviated Fixed Route 3B	Twentynine Palms loop	7:00 AM – 6:00 PM (Weekday)	Monday-Friday	60 minutes
Deviated Fixed Route 7A	Yucca Valley North loop	7:00 AM – 6:00 PM (Weekday)	Monday-Friday	60 minutes
Deviated Fixed Route 7B	Yucca Valley South loop	7:00 AM – 6:00 PM (Weekday)	Monday-Friday	60 minutes
Deviated Fixed Route 21	Yucca Valley to Landers	6:45 AM – 6:00 PM (Weekday)	Monday-Friday	120 minutes
Highway Inter-city Route 1	Yucca Valley to Twentynine Palms Marine Corps Base	6:00 AM – 10:00 PM (Weekday) 7:15 AM – 9:45 PM (Saturday) 9:00 AM – 4:45 PM (Sunday)	Daily	60-75 minutes (Weekday) 60-180 minutes (Weekday) 4 hours, 50 minutes (Sunday)
Commuter Route 12	Yucca Valley to Palm Springs Airport	7:00 AM – 6:45 PM (Weekday)	Monday-Friday	Three daily trips (two AM, one PM)
Commuter Route 15	Twentynine Palms Marine Corps Base to Palm Springs Airport via Twentynine Palms, Joshua Tree and Yucca Valley	5:00 PM – 8:30 PM (Friday) 10:00 AM – 7:35 PM (Saturday/Sunday)	Friday-Sunday	One trip (Friday) Two trips (Saturday/Sunday)
Demand Response (Ready Ride)	Yucca Valley	7:30 AM – 4:30 PM	Monday-Friday	Trips scheduled 24 hours in advance

Source: MBTA, 2014b

#### Annual System Ridership

In 2013, MBTA served a total of 345,600 fixed route trips, 11,900 commuter trips, and 23,300 demand response trips (SANBAG, 2014a).

#### Service Fleet

The MBTA revenue fleet totals 24 CNG vehicles, consisting of four 35' El Dorado transit buses and 20 cutaways ranging in length from 21-28'. A typical vehicle is shown below in Figure 4-20.

**Figure 4-20. MBTA Transit Vehicle**



#### Fares

The MBTA fare structure is shown in Table 4-10. Generally, fares are dependent upon the service type, with reduced fares offered to seniors (60 years and over) and persons with disabilities (MBTA I.D. cards are required for persons with disabilities). Reduced fares also are offered to students on “Neighborhood Deviated” services. Additionally, children 5 years and under are free (i.e., up to three children per paying adult).

“Ready Ride” service is provided to seniors and persons with disabilities at a discounted fare and to the general public at a higher fare.

Additionally, MBTA also has an agreement with Copper Mountain College, providing students with a subsidized fare of \$0.50 per ride (with a college I.D. card), throughout the Morongo Basin.

**Table 4-10. MBTA Fares**

Service Type	Rider Type	Fare Type	One-way Price	Roundtrip Price
Intercity Highway (Route 1A and 1B)	Full Fare/Students	Cash Fare	\$2.50	--
	Senior/Disabled	Cash Fare	\$1.25	--
Neighborhood Deviated (Routes 3A, 3B, 7A, 7B, & 21)	Full Fare	Cash Fare	\$1.25	--
		1-Day Pass	\$3.75	--
		31-Day Pass	\$40.00	--
	Students	Cash Fare	\$1.25	--
		1-Day Pass	\$3.00	--
		31-Day Pass	\$25.00	--
	Senior/Disabled	Cash Fare	\$1.00	--
		1-Day Pass	\$3.00	--
		31-Day Pass	\$25.00	--
Route 12 <sup>1</sup>	Full Fare/Students (Morongo Valley to Palm Springs)	Cash Fare	\$5.00	\$9.00
		7-Day Pass	\$42.00	--
	Full Fare/Students (Twentynine Palms to Palm Springs)	Cash Fare	\$10.00	\$15.00
		7-Day Pass	\$42.00	--
	Full Fare/Students (Joshua Tree/Yucca Valley to Palm Springs)	Cash Fare	\$7.00	\$11.00
		7-Day Pass	\$42.00	--
	Seniors/Disability (All Locations to Palm Springs)	Cash Fare	\$4.50	\$9.00
		7-Day Pass	\$42.00	--
Ready Ride	Full Fare/Students	Cash Fare	\$5.00	--
	Senior/Disabled	Cash Fare	\$2.00	--
		10-Punch Pass	\$15.00	--
		20-Punch Pass	\$25.00	--
Copper Mountain College	Students	Cash Fare	\$0.50	--

Source: MBTA, 2014a

Notes: <sup>1</sup> Route 15: add \$10.00 to Route 12 fares.

MBTA is categorized as a “Non-Urbanized Area Operator” under section 99268.4 of the TDA statutes and codes (Caltrans, 2013). Under that regulation, MBTA must maintain a 10.0 percent farebox recovery ratio in order to be eligible to receive TDA funds (LTF or STA funds). According to the operator’s TransTrack report, MBTA achieved a farebox recovery ratio of 16.45 percent in FY2013, down from 18.27 percent in FY2012. MBTA received approval for a fare adjustment from its Board which was effective as of July 1,

2014. The fares listed in the table above reflect the increase. Thus, MBTA is in compliance with the TDA eligibility requirements regarding farebox recovery percentage.

#### Connections to Other Operators

No connections to other operators within San Bernardino County are offered by MBTA; however the agency does provide daily service to Palm Springs in neighboring Riverside County via Route 12 and Route 15.

### 4.2.3 Mountain Area Regional Transit Authority

MARTA is a JPA governed by a five-member board consisting of two council representatives from Big Bear Lake, two county supervisors or their appointees (2nd and 3rd Districts), and one member-at-large. The MARTA Board sets and adjusts fares, approves the budget, and approves service changes and applications for federal funding for both operation and capital improvements. MARTA services were initiated in 1993.

MARTA serves southwest San Bernardino County, within the Mountains Subarea (as defined by San Bernardino County Measure I). MARTA provides service to the City of Big Bear Lake and nearby areas of San Bernardino County (e.g., Big Bear City, Blue Jay, Crestline, Fawnskin, Lake Arrowhead, Rimforest, Running Springs, Skyforest, Sugarloaf, and Twin Peaks).

#### 4.2.3.1 Demographic Overview

Demographic data within the MARTA service area was collected from the United States Census Bureau *American Community Survey* as summarized in the *2012-2016 Short Range Transit Plan for Mountain Area Regional Transit Authority: Volume I Final* (MARTA, 2012). Additional existing (2008) demographic data was provided by SANBAG. Transit-related data was also obtained from onboard surveys, which were taken along MARTA transit service routes in 2011 (MARTA, 2011).

#### Population, Housing and Employment

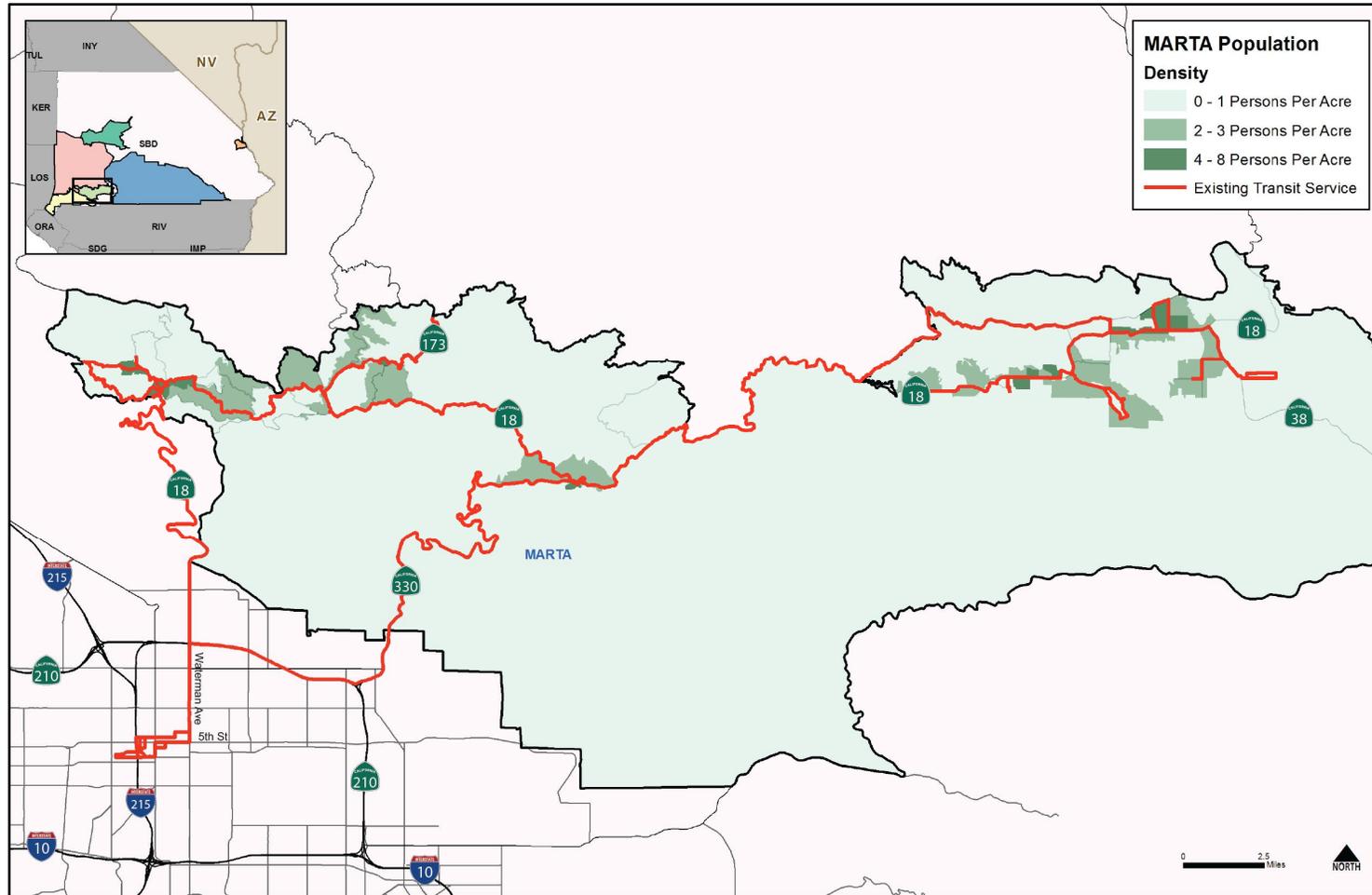
In 2010, Big Bear Lake, Big Bear City, Crestline, and Lake Arrowhead had a combined population of 40,500 and a combined area of 70 square miles (MARTA, 2012), representing a density of 579 residents per square mile. Population density within the MARTA service area as a whole is much lower at 150 residents per square mile (SANBAG, 2008).

There were approximately 15,300 housing units within the MARTA service area in 2008, which equates to 57 units per square mile (SANBAG, 2008).

There were approximately 12,400 employed individuals within the MARTA service area in 2008 (SANBAG, 2008).

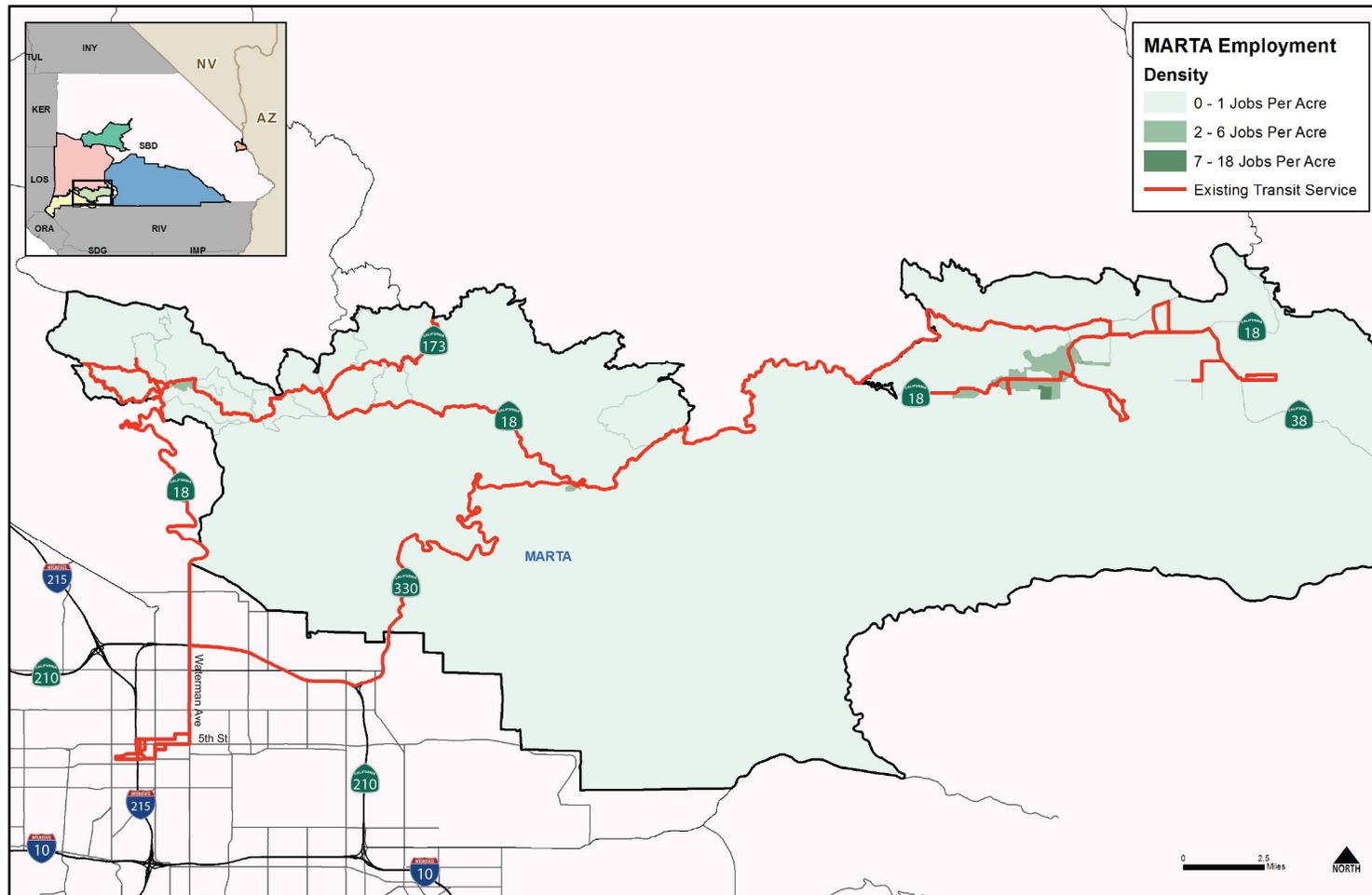
The service area maps for MARTA displaying population density, employment density, and the existing transit route network, are shown in Figure 4-21 and Figure 4-22.

**Figure 4-21. Population Density and Existing Transit Service within the MARTA Service Area**



Source: SANBAG, 2008

Figure 4-22. Employment Density and Existing Transit Service within the MARTA Service Area



Source: SANBAG, 2008

#### Other Indicators of Transit Propensity

The percentage of households living below the poverty level ranges from 19 percent to 31 percent in both the City of Big Bear Lake and Big Bear City (MARTA, 2012). Additionally, 42 percent of transit riders had household incomes below \$10,000 (MARTA, 2011).

The percentage of existing transit riders who do not have access to a vehicle ranges between 81-85 percent in the Big Bear Valley area. This percentage is also high in the RIM area, with between 67-91 percent of riders reporting no access to a vehicle (MARTA, 2011). It should be noted that these numbers do not reflect percentages for the MARTA service area population as a whole, as data was derived from existing transit riders via the onboard surveys.

The percentage of existing riders within the Big Bear Valley and RIM areas below the age of 18 ranges between 3-7 percent, with 13-15 percent reported to be over the age of 65 (MARTA, 2011). It should be noted that these percentages are likely different than those of the general population within the service area, as the data was derived from existing passenger surveys instead of a source that covers the entire service area.

#### 4.2.3.2 Existing Transit Services Provided

MARTA utilizes a time-transfer system with multiple transfer points. Demand response services (i.e., DAR and ADA paratransit) are also provided.

##### Number of Routes and Services by Type

Generally, service is provided in two areas: the Big Bear area (Big Bear Lake and Big Bear City) and the Rim area (areas outside of the Big Bear area). MARTA routes are grouped as follows, based on service type and area:

- Fixed route service is provided on two routes in the Big Bear area (Routes 1 and 1A) and two routes in the Rim area (Routes 2 and 4).
- DAR service is provided to seniors and persons with disabilities, as well as the general public living more than 0.25 mile of existing fixed routes.
- Off-the-Mountain (commuter) service is provided to the City of San Bernardino (with stops at the Metrolink and Greyhound stations).
- Weekend Trolley service (rubber-tired vehicles) is provided Saturday and Sunday in the Big Bear area year-round.

##### Service Levels

Transit service levels within the MARTA service area vary depending on the type of service, as well as demographic and socioeconomic conditions along each route's corridor. Fixed-route services in the Big Bear Valley area generally have longer spans of service and more frequent headways when compared to DAR and Off-the-Mountain

routes in the service area. A detailed summary of the service levels for MARTA is included in Table 4-11.

**Table 4-11. MARTA Transit Service Levels**

Route Name	Route Coverage	Span of Service	Days of Service	Headways
Fixed Route 1	Boulder Bay to Erwin Lake	5:30 AM – 7:30 PM (Monday-Saturday) 6:30 AM – 6:30 PM (Saturdays)	Monday-Saturday	60 minutes
Fixed Route 1A	Mountain Meadows to Golden Mountain	10:00 AM – 4:00 PM	Monday-Friday	60 minutes
Rim Fixed Route 2	Valley of Enchantment to Lake Arrowhead Village	6:15 AM – 7:05 PM (Weekday)	Monday-Friday	60-90 minutes
Rim Fixed Route 4	Lake Arrowhead Village to Running Springs	6:50 AM – 7:10 PM (Weekdays)	Monday-Friday	90 minutes
Big Bear Valley Dial-a-Ride	Big Bear Valley area	6:00 AM – 7:30 PM	Monday-Sunday	Trips scheduled two hours in advance
Rim Area Dial-a-Ride	Crestline area	7:00 AM – 6:00 PM (Weekdays) 9:00 AM – 5:00 PM (Saturdays)	Monday-Saturday	
	Lake Arrowhead area	7:00 AM – 6:00 PM (Weekday) 10:00 AM – 4:00 PM (Saturdays)	Monday-Saturday	
	Running Springs area	6:00 AM – 7:30 PM	Monday-Friday	
	Green Valley Lake to Running Springs	9:45 AM – 4:30 PM	Tuesday and Thursday	Trips scheduled 24 hours in advance
Big Bear Valley Off-the-Mountain	Big Bear Valley to San Bernardino	6:30 AM – 7:00 PM	Monday-Sunday	Three trips daily (Monday-Friday) Two trips daily (Saturday and Sunday)
Rim Off-the-Mountain	Lake Arrowhead to San Bernardino	5:30 AM – 8:10 PM (Weekdays) 8:45 AM – 5:15 PM (Saturdays)	Monday-Saturday	Four trips daily (Monday-Friday) Two trips daily (Saturday)

Source: MARTA, 2014b

Annual System Ridership

In 2013, MARTA served 111,200 fixed route trips, 26,600 commuter trips, and 15,600 demand response trips (SANBAG, 2014a).

Service Fleet

The revenue fleet is comprised of 10 cutaway vehicles and 1 trolley at Big Bear and 10 cutaway vehicles at Crestline. Eleven vehicles use gasoline and 9 vehicles use diesel fuel. A typical vehicle is shown in Figure 4-23.

**Figure 4-23. MARTA Transit Vehicle**



Fares

The MARTA fare structure is shown in Table 4-12. Generally, fares are dependent upon the service type, with reduced fares offered to seniors (60 years and over) and persons with disabilities. Additionally, children 5 years of age and under are free.

In the Rim area, services are dispersed across a large area. As such, Rim Fixed Route, Rim DAR, and Rim Off-the-Mountain service fares are dependent upon travel between designated zones. Likewise, Big Bear Off-the-Mountain service fares vary based on location (travel by zone).

Weekend Trolley service is provided in Big Bear Lake for a flat fare and is good all weekend.

Additionally, MARTA works with Omnitrans and Metrolink, honoring \$1.00 off the cash fare for transfers to MARTA's "Off-the-Mountain" service.

**Table 4-12. MARTA Fares**

Service Type	Rider Type	Fare Type	Price
Fixed Route (Big Bear)	Full Fare/Student	Cash Fare	\$1.50
		10-Ride Pass	\$13.50
		Day Pass	\$4.00
		Weekly Pass	\$20.00
	Seniors/Disability	Cash Fare	\$0.75
		10-Ride Pass	\$6.75
		Day Pass	\$2.00
		Weekly Pass	\$10.00
Fixed Route (Rim) <sup>1</sup>	Full Fare/Student	Cash Fare	\$1.00/zone
		10-Zone Pass	\$9.00
		Day Pass	\$5.00
		Weekly Pass	\$20.00
	Seniors/Disability	Cash Fare	\$0.50/zone
		10-Zone Pass	\$4.50
		Day Pass	\$2.50
		Weekly Pass	\$10.00
DAR (Big Bear)	Full Fare/Student	Cash Fare	\$5.00
		10-Ride Pass	\$45.00
	Seniors/Disability	Cash Fare	\$2.50
		10-Ride Pass	\$22.50
DAR (Rim) <sup>1, 2</sup>	Full Fare/Student	Cash Fare	\$4.00 first zone, then \$2.00/zone
		10-Zone Pass	\$36.00
	Seniors/Disability	Cash Fare	\$2.00 first zone, then \$1.00/zone
		10-Zone Pass	\$18.00
Off-the-Mountain (Big Bear) <sup>3</sup>	Full Fare/Student	Cash Fare	\$2.50/Zone
		24-Zone Pass	\$54.00
	Seniors/Disability	Cash Fare	\$1.25/Zone
		24-Zone Pass	\$27.00

**Table 4-12. MARTA Fares (Continued)**

Service Type	Rider Type	Fare Type	Price
Off-the-Mountain (Rim) <sup>4</sup>	Full Fare/Student	Cash Fare	\$1.50 per zone (Rim Zones 1-3)  \$3.00 (San Bernardino Zone)
		30-Zone Pass	\$40.50
	Seniors/Disability	Cash Fare	\$0.75 per zone (Rim Zones 1-3)  \$1.50 (San Bernardino Zone)
		30-Zone Pass	\$20.25
Weekend Trolley	Full Fare/Student	Cash Fare	\$5.00
	Seniors/Disability	Cash Fare	\$2.50

Source: MARTA, 2014a

Notes: <sup>1</sup> Fares based on zones: 1 = Cedar Pines—Lake Gregory; 2 = Lake Gregory—5 Points; 3 = 5 Points—Sky Forest/Kuffle Canyon; 4 = Sky Forest/Kuffle Canyon—Running Springs

<sup>2</sup> For 10-Zone Pass, first zone = 2 punches

<sup>3</sup> Big Bear Zones: 1 = Big Bear—Fawnskin; 2 = Fawnskin—Snow Valley; 3 = Snow Valley—Running Springs; 4 = Running Springs—San Bernardino

<sup>4</sup> Rim Zones: 1 = Top Town/Crestline Zone; 2 = Twin Peaks/Rim Forest Zone; 3 = Lake Arrowhead Zone; San Bernardino Zone

MARTA is categorized as a “Non-Urbanized Area Operator” under section 99268.4 of the TDA statutes and codes (Caltrans, 2013). Under that regulation, MARTA must maintain a 10.0 percent farebox recovery ratio in order to be eligible to receive TDA funds (LTF or STA funds). According to the operator’s TransTrack report, MARTA achieved a farebox recovery ratio of 13.83 percent in FY2013, down from 13.97 percent in FY2012. MARTA received approval for a fare adjustment from its Board, which was effective as of July 1, 2014. The fares listed in the table above reflect the increase. Thus, MARTA is in compliance with the TDA eligibility requirements regarding farebox recovery percentage.

#### Connections to Other Operators

As mentioned previously, MARTA provides off-the-mountain commuter service to the San Bernardino Amtrak/Metrolink station. Service is provided daily from the Big Bear Valley area, and Monday through Saturday from the RIM/Crestline area.

#### 4.2.4 Needles Area Transit

NAT is administered by the City of Needles, which has a council-manager form of government consisting of seven city council representatives, including the mayor. The Needles City Council approves budgets, fare adjustments, service changes, and federal and state grant applications. NAT services were initiated in 1995.

NAT serves east San Bernardino County, within the Colorado River Subarea (as defined by San Bernardino County Measure I), providing service to the City of Needles. In addition to the NAT service, the City of Needles contracts with the Needles Senior Citizens Club to provide a local DAR service within Needles, and a DAR Medical Transport (non-emergency) which provides medical transport services into Arizona for the general public (SANBAG, 2014a).

##### 4.2.4.1 Demographic Overview

Demographic data within the NAT service area was collected from the 2010 U.S. Census (U.S. Census, 2014), with additional existing (2008) demographic data provided by SANBAG (SANBAG, 2008).

##### Population, Housing and Employment

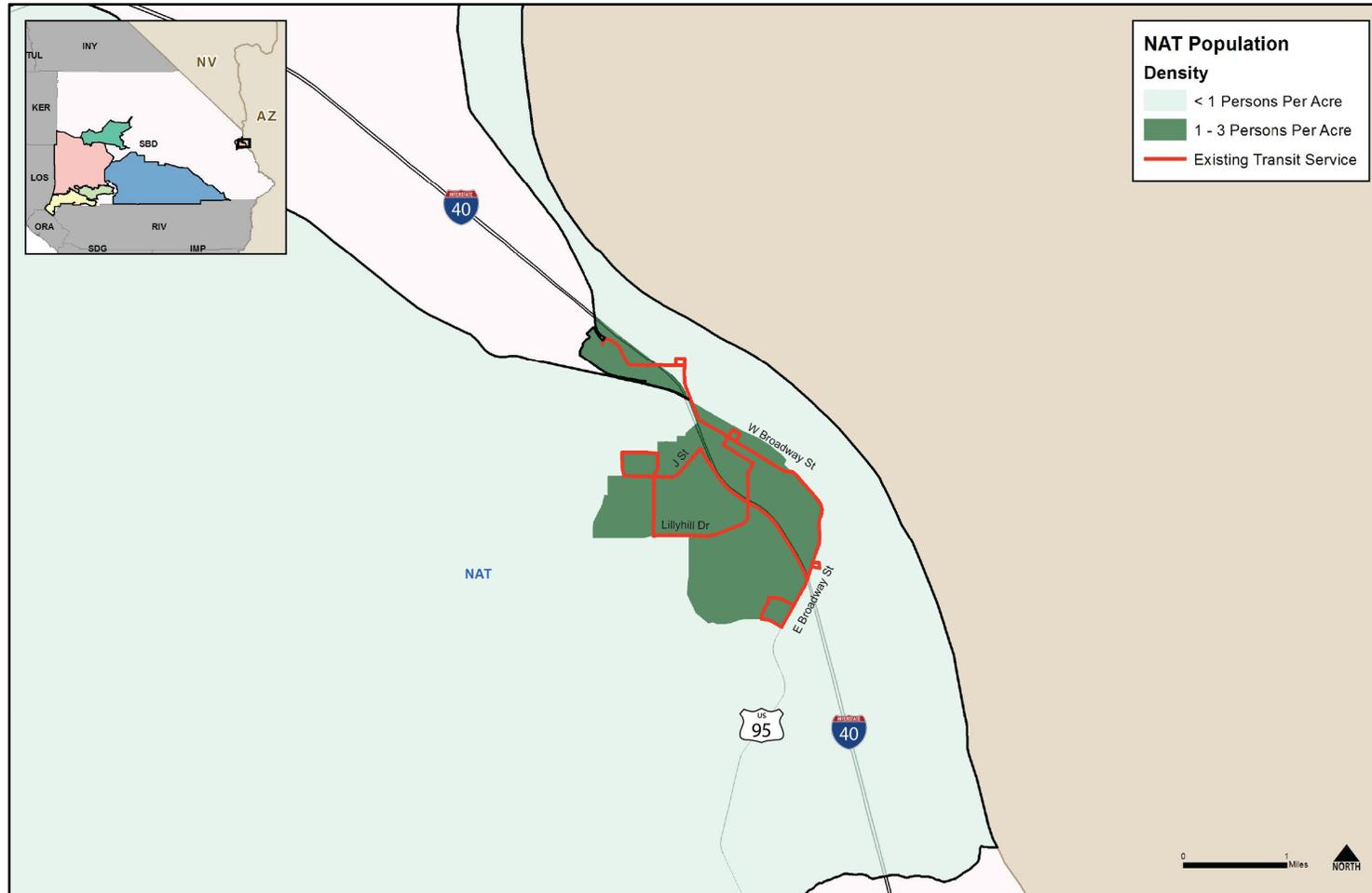
In 2010, the City of Needles had a population of 4,800 people and covered 31.28 square miles (U.S. Census, 2014), representing a density of 153 residents per square mile. Population density within the NAT service area as a whole is similar, at 150 residents per square mile (SANBAG, 2008).

There were approximately 2,100 housing units within the NAT service area in 2008, at an average density of 36 units per square mile (SANBAG, 2008).

There were approximately 3,500 employed individuals within the NAT service area in 2008 (SANBAG, 2008).

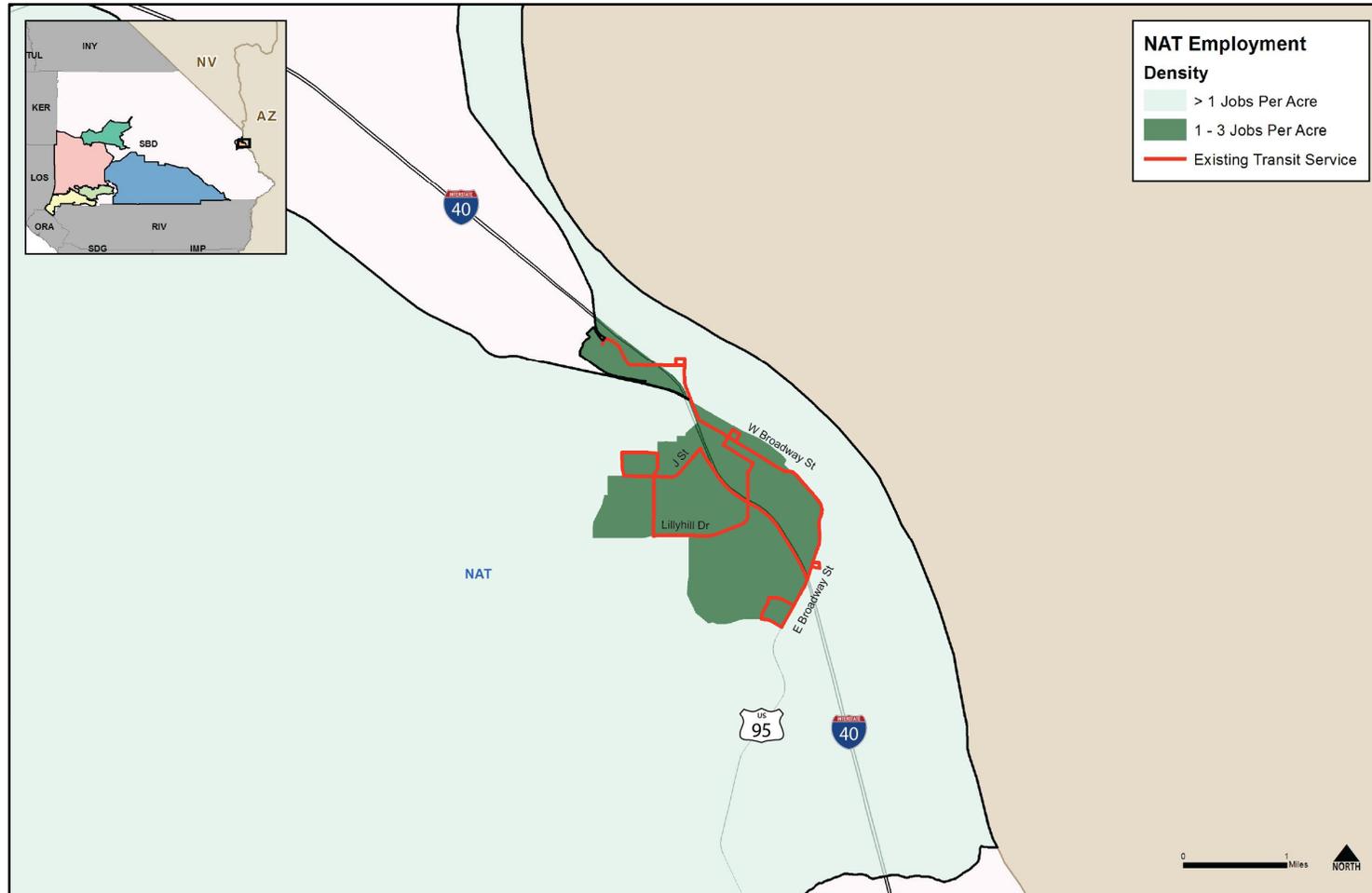
The service area maps for NAT displaying population density, employment density, and the existing transit route network, are shown in Figure 4-24 and Figure 4-25.

Figure 4-24. Population Density and Existing Transit Service within the NAT Service Area



Source: SANBAG, 2008

Figure 4-25. Employment Density and Existing Transit Service within the NAT Service Area



Source: SANBAG, 2008

Other Indicators of Transit Propensity

NAT was preparing an updated Short-Range Transit Plan at the time this report was being developed. Additional information from that document regarding indicators of transit propensity will be included when the updated NAT SRTP becomes available.

**4.2.4.2 Existing Transit Services Provided**

NAT provides community circulator service along one fixed route within the City of Needles. Demand response (DAR and ADA paratransit) services are met by deviating the fixed route. In addition, the City of Needles has an agreement with the Needles Senior Citizens Club to provide limited DAR service for seniors and persons with disabilities, and to provide non-emergency medical transport services into Arizona for the general public.

Number of Routes and Services by Type

Fixed route service is provided on one route, comprised of two loops, with the bus arriving at the downtown bus stop approximately every 30 minutes. On this route, vehicles can deviate off route, with prior reservations, thus providing DAR and ADA paratransit services. Each bus stop is serviced every 60 minutes, although vehicles may run late due to deviation service requests. Service hours are Monday to Friday (7:00 a.m. to 7:00 p.m.) and Saturday (10:00 a.m. to 2:00 p.m.). One bus is used to provide the daily service schedule, with one additional bus available as backup.

The separate DAR service for seniors and persons with disabilities contracted with the Senior Citizens Club operates weekdays, 9:00 a.m. to 1:30 p.m. The Medical Transport DAR operates on Tuesdays and Thursdays, as needed and scheduled (SANBAG 2014a).

Service Levels

A summary of the service levels for NAT and the two DARs is included in Table 4-13.

**Table 4-13. NAT Transit Service Levels**

Route Name	Route Coverage	Span of Service	Days of Service	Headways
Fixed Route	Greater Needles	7:00 AM – 7:00 PM (Monday-Friday) 10:00 AM – 2:00 PM (Saturday)	Monday-Saturday	60 minutes
Dial-a-Ride	Greater Needles	9:00 AM – 1:30 PM	Monday-Friday	-
Medical Transport Dial-a-Ride	Needles/Western Arizona	As Needed and Scheduled	Tuesday and Thursday only	-

Source: SANBAG, 2014a

Annual System Ridership

In FY2013, the NAT system served 34,153 trips on the deviated fixed route. In addition, the Needles Senior Citizen Club-run DAR transported 4,353 passengers and the Medical Transport DAR carried 199 passengers (SANBAG, 2014a).

Service Fleet

The NAT deviated fixed-route service fleet consists of two city-owned 2012 Elkhart 18 passenger cutaway buses with gasoline engines, and one city-owned 2007 Starcraft 18 passenger cutaway bus used as a backup unit. Three city-owned 9-passenger vans are utilized by the Needles Senior Citizen Club services for DAR and medical transport trips.

Fares

The NAT and DAR fares are shown in Table 4-14. The fixed-route fare is \$1.10, with a discount offered to seniors (60 years and over) and persons with disabilities. Deviation service costs an extra \$0.50.

**Table 4-14. NAT/Dial-a-Ride Fares**

Service Type	Rider Type	Fare Type	Price
Deviated Fixed Route	Full Fare	Cash Fare	\$1.10
	Seniors/Disability	Cash Fare	\$1.00
	Full Fare	30 Punch-Card Pass	\$31.50
	Full Fare	Route Deviation Service	\$1.60
	Seniors/Disability	Route Deviation Service	\$1.50
Dial-a-Ride	Seniors/Disability	Cash Fare	\$1.00
Medical Transport Dial-a-Ride	All Riders – to Valley View Medical Center	Cash	\$5.00 Round Trip
Medical Transport Dial-a-Ride	All Riders – Beyond Valley View Medical Center	Cash	\$10.00 Round Trip

Source: SANBAG, 2014a

Notes: Fixed-Route Deviation service costs an extra \$0.50.

NAT is categorized as a “Non-Urbanized Area Operator” under section 99268.4 of the TDA statutes and codes (Caltrans, 2013). Under that regulation, NAT must maintain a 10.0 percent farebox recovery ratio in order to be eligible to receive TDA funds (LTF or STA funds). According to the operator’s TransTrack report, NAT achieved a farebox recovery ratio of 14.23 percent in FY2012; FY2013 data was not posted at the time TransTrack was checked (July 3, 2014). NAT appears to be in compliance with TDA eligibility at this time, assuming the farebox recovery ratio in FY2013 has not slipped below 10.0 percent. It is also noted that NAT had a fare increase effective August, 2013.

#### Connections to Other Operators

NAT does not currently provide any service connections to other transit operators outside of the service area. However, a recent study of possible transit services for the Fort Mojave Indian Reservation (which covers areas in Needles, western Arizona, and southern Nevada) proposes a potential new service which would connect with NAT and provide service on Highway 95, including service to Valley View Medical Center, local grocery shopping, and Fort Mojave, which would be of value to Needles residents (ADOT, 2014).

#### 4.2.5 Omnitrans

Omnitrans was created by a JPA in 1976. Omnitrans is governed by a 20-member board consisting of all five county supervisors and an elected official from each of the 15 member cities. The Omnitrans Board adopts the budget, establishes policy (fares, marketing, and service changes), adopts rules and regulations, and submits federal and state grant applications.

Omnitrans serves southwest San Bernardino County, within the Valley Subarea (as defined by San Bernardino County Measure I). The Omnitrans service area covers 463 square miles and includes 1,470,000 people (NTD, 2012a). Omnitrans provides service to 15 cities (the Cities of Chino, Chino Hills, Colton, Fontana, Grand Terrace, Highland, Loma Linda, Montclair, Ontario, Rancho Cucamonga, Redlands, Rialto, San Bernardino, Upland, and Yucaipa) and nearby areas of San Bernardino County. Omnitrans is the largest local transit provider in San Bernardino County.

##### 4.2.5.1 Demographic Overview

Demographic data within the Omnitrans service area was derived from OmniConnects: Connecting People, Business, and Community. FY2015-2020 Short-Range Transit Plan (Omnitrans, 2014b). Additional existing (2008) demographic data was provided by SANBAG.

##### Population, Housing and Employment

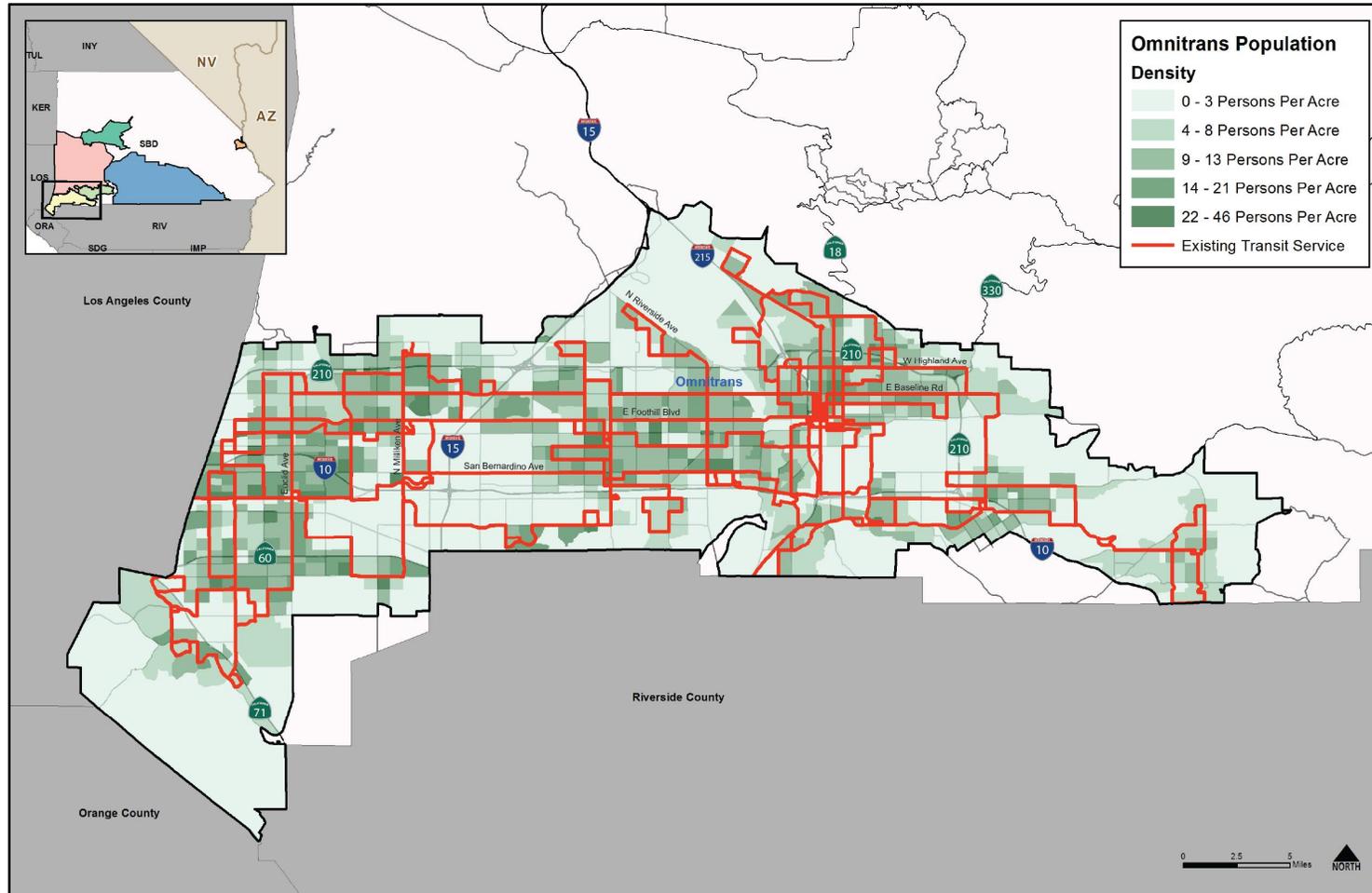
The total combined existing population for the cities within the Omnitrans service area is 1,358,000 people (Omnitrans, 2014b). With a land area of approximately 450 square miles, the population density is approximately 3,018 residents per square mile, making it the most densely populated service area among the transit operators in San Bernardino County. Areas with the highest population density within the service area include the cities of Montclair, Fontana, and southeast Upland.

There are approximately 418,000 housing units within the Omnitrans service area, representing 929 units per square mile (Omnitrans, 2014b).

There are currently approximately 504,000 jobs within the cities in the Omnitrans service area (Omnitrans, 2014b).

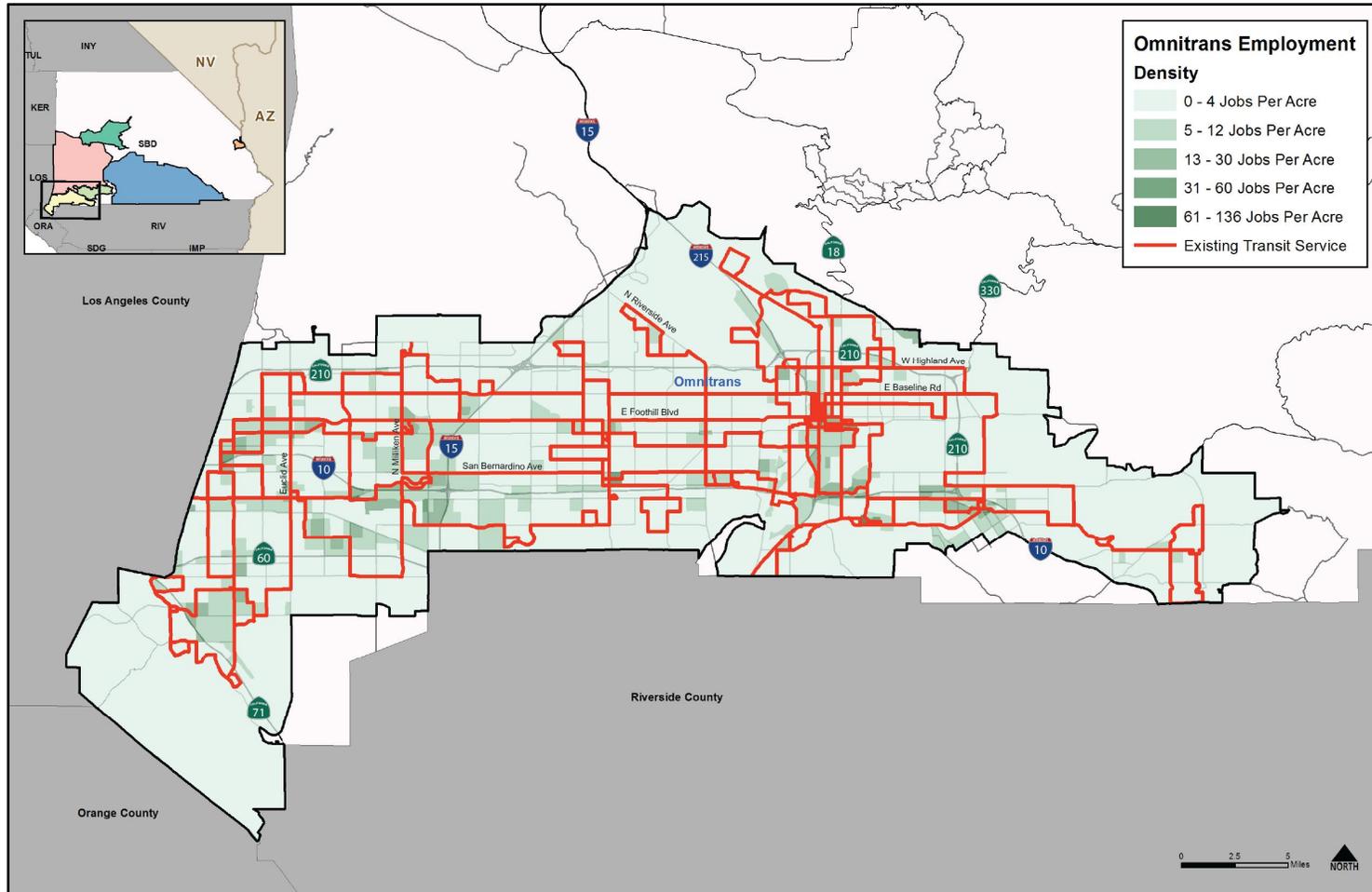
The service area maps for Omnitrans displaying population density, employment density, and the existing transit route network, are shown in Figure 4-26 and Figure 4-27.

Figure 4-26. Population Density and Existing Transit Service within the Omnitrans Service Area



Source: SANBAG, 2008

Figure 4-27. Employment Density and Existing Transit Service within the Omnitrans Service Area



Source: SANBAG, 2008

#### Other Indicators of Transit Propensity

The Marketing Element of Omnitrans' FY2014 Management Plan states that over 60 percent of rider households earn less than \$20,000 annually, and only 18 percent of riders have a car readily available to them for their trip; thus, the vast majority of Omnitrans riders are transit-dependent (Omnitrans, 2014b).

Approximately 17 percent of the population within the Omnitrans service area is younger than age 20, and about 8 percent of the population is 65 years of age or older (Omnitrans 2014b).

A summary of demographic data for cities within the Omnitrans service area is included in Table 4-15. Cities in the Omnitrans service area that were 80 percent or more minority included Montclair, Ontario, Fontana, Rialto, Colton, and San Bernardino. The City of San Bernardino was also listed as having 27 percent of its population below the poverty level (Omnitrans, 2014b).

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Table 4-15. Demographic Characteristics within the Omnitrans Service Area

	Chino Hills	Chino	Montclair	Ontario	Upland	Rancho Cucamonga	Fontana	Rialto	Colton	San Bernardino	Grand Terrace	Loma Linda	Redlands	Highland	Yucaipa	Total for All Cities
<b>Population</b>	74,799	77,983	36,664	163,924	73,732	165,269	196,069	99,171	52,154	209,924	12,040	23,261	68,747	53,104	51,367	<b>1,358,208</b>
<b>Land Area (sq. miles)</b>	44	21	5	49	15	37	36	21	15	58	4	8	35	13	27	<b>388</b>
<b>Population Density</b>	1,700	3,713	7,333	3,345	4,915	4,467	5,446	4,722	3,477	3,619	3,344	3,101	1,964	4,085	1,902	<b>3501</b>
<b>Median Age</b>	36.6	33.2	30.7	29.9	36.1	34.5	28.7	28.3	28.4	28.5	36.1	33.2	36.2	30.6	37.8	<b>33.2</b>
<b>Percent over age 65</b>	7%	7%	8%	7%	7%	8%	6%	7%	7%	8%	13%	14%	13%	8%	13%	<b>8%</b>
<b>Households</b>	22,941	20,772	9,523	44,931	44,931	54,383	49,116	25,202	14,971	59,283	4,403	8,764	24,764	15,471	18,231	<b>417,686</b>
<b>Avg. Household Size</b>	3.5	3.6	3.9	3.8	2.9	3.2	4	3.9	3.4	3.3	2.8	2.5	2.7	3.4	2.8	<b>3.3</b>
<b>Percent of Residents that use Public Transit</b>	2%	2%	3%	3%	3%	2%	2%	2%	2%	3%	1%	2%	1%	2%	1%	<b>2%</b>
<b>Percent Minority</b>	67%	72%	86%	82%	56%	57%	85%	87%	87%	81%	54%	63%	46%	69%	34%	<b>72%</b>
<b>Percent Below Poverty Level</b>	4%	6%	15%	13%	9%	5%	13%	15%	18%	27%	4%	13%	10%	17%	10%	<b>13%</b>
<b>Percent Veteran</b>	5%	7%	4%	4%	8%	6%	4%	5%	4%	6%	10%	5%	9%	8%	11%	<b>6%</b>
<b>Jobs</b>	8,522	42,670	15,067	102,678	25,187	55,790	43,762	20,837	22,301	94,171	2,749	17,415	38,007	5,496	8,878	<b>503,530</b>
<b>Ratio of Jobs to Population</b>	0.11	0.55	0.41	0.63	0.34	0.33	0.22	0.21	0.43	0.45	0.22	0.75	0.55	0.1	0.17	<b>0.37</b>
<b>Avg. Salary per Job</b>	\$38,129	\$41,057	\$38,903	\$42,624	\$39,458	\$41,780	\$44,503	\$44,514	\$43,838	\$42,992	\$43,078	\$46,011	\$42,753	\$40,082	\$40,996	<b>\$42,048</b>

Source: Omnitrans, 2014b

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**4.2.5.2 Existing Transit Services Provided**

Omnitrans primarily operates a hub-and-spoke system with transfers at major transfer centers. Demand response services (i.e., DAR and ADA paratransit) are also provided.

Number of Routes and Services by Type

Omnitrans routes are grouped as follows, based on service type:

- “Fixed Route” service is provided on 26 fixed routes (Routes 1-5, 7-8, 10-11, 14-15, 19-20, 22, 29, 61, 63, 65-68, 80-83, and 215).
- “OmniGo” also provides fixed route service. “OmniGo” service is provided on three fixed routes in Yucaipa (Routes 308, 309, and 310), one fixed route in Grand Terrace (Route 325), and one fixed route in Chino Hills (Route 365).
- “Access” provides complimentary ADA paratransit service to seniors and persons with disabilities within the ADA service area (i.e., 3/4-mile on either side of an existing fixed route).

Additionally, “sbX Green Line,” shown in Figure 4-28, provides bus rapid transit (BRT) service in San Bernardino and Loma Linda, between Cal State San Bernardino and Loma Linda University Medical Center and VA Hospital. This new service was implemented on April 30, 2014, and utilizes extensive exclusive bus lanes and dedicated passenger stations with level boarding. Service hours are Monday to Friday (6:00 a.m. to 8:45 p.m.).

**Figure 4-28. Omnitrans sbX BRT Bus and Station**



Service Levels

Service levels within the Omnitrans service area vary by route and type of service. A summary of the service levels for Omnitrans is included in Table 4-16.

**Table 4-16. Omnitrans Transit Service Levels**

Route Name	Route Coverage	Span of Service	Days of Service	Headways
sbX	CSUSB – VA Hospital	6:00 AM – 8:45 PM	Monday-Friday	10-15 minutes
Fixed Route 1	ARMC – San Bernardino – Del Rosa	4:50 AM – 10:49 PM (Monday-Friday) 6:07 AM – 9:00 PM (Saturday) 6:07 AM – 7:25 PM (Sunday)	Daily	15-30 minutes (Monday-Friday) 30 minutes (Saturday-Sunday)
Fixed Route 2	Cal State – E Street – Loma Linda	4:30 AM – 10:58 PM (Monday-Friday) 6:30 AM – 9:58 PM (Saturday) 6:30 AM – 8:51 PM (Sunday)	Daily	30 minutes (Monday-Friday) 20 minutes (Saturday) 20-30 minutes (Sunday)
Fixed Route 3	Baseline – Highland – San Bernardino Counter-Clockwise	4:32 AM – 11:23 PM (Monday-Friday) 6:04 AM – 8:54 PM (Saturday) 6:09 AM – 7:24 PM (Sunday)	Daily	15-20 minutes (Monday-Friday) 20 minutes (Saturday) 20 minutes (Sunday)
Fixed Route 4	Baseline – Highland – San Bernardino Clockwise	4:32 AM – 10:56 PM (Monday-Friday) 6:14 AM – 8:54 PM (Saturday) 6:14 AM – 7:24 PM (Sunday)	Daily	
Fixed Route 5	San Bernardino – Del Rosa – Cal State	4:51 AM – 10:23 PM (Monday-Friday) 6:48 AM – 9:34 PM (Saturday) 6:33 AM – 7:34 PM (Sunday)	Daily	30-35 minutes (Monday-Friday) 60 minutes (Saturday-Sunday)
Fixed Route 7	North San Bernardino – Sierra Way – San Bernardino	6:05 AM – 7:36 PM (Monday-Friday) 7:16 AM – 6:35 PM (Saturday) 8:50 AM – 5:48 PM (Sunday)	Daily	30-60 minutes (Monday-Friday) 60 minutes (Saturday-Sunday)

**Table 4-16. Omnitrans Transit Service Levels (Continued)**

Fixed Route 8	San Bernardino – Mentone – Yucaipa	4:51 AM – 9:17 PM (Monday-Friday) 6:43 AM – 7:22 PM (Saturday) 8:05 AM – 7:00 PM (Sunday)	Daily	60 minutes (Monday- Saturday) 120 minutes (Sunday)
Fixed Route 10	Fontana – Baseline – San Bernardino	5:10 AM – 8:10 PM (Monday-Friday) 6:20 AM – 7:25 PM (Saturday) 7:20 AM – 6:18 PM (Sunday)	Daily	30-60 minutes (Monday-Friday) 60 minutes (Saturday-Sunday)
Fixed Route 11	San Bernardino – Muscoy – Cal State	5:28 AM – 10:17 PM (Monday-Friday) 6:50 AM – 6:44 PM (Saturday) 7:17 AM – 7:22 PM (Sunday)	Daily	60 minutes
Fixed Route 14	Fontana – Foothill – San Bernardino	3:48 AM – 11:09 PM (Monday-Friday) 6:50 AM – 10:28 PM (Saturday) 6:05 AM – 7:24 PM (Sunday)	Daily	15 minutes (Monday-Friday) 15-30 minutes (Saturday) 15 minutes (Sunday)
Fixed Route 15	Fontana – San Bernardino/Highland – Redlands	5:12 AM – 10:39 PM (Monday-Friday) 7:14 AM – 7:26 PM (Saturday) 6:37 AM – 7:32 PM (Sunday)	Daily	30 minutes (Monday-Friday) 60 minutes (Saturday-Sunday)
Fixed Route 19	Fontana – Colton – Redlands	4:50 AM – 10:30 PM (Monday-Friday) 5:58 AM – 7:35 PM (Saturday) 6:20 AM – 7:00 PM (Sunday)	Daily	30 minutes (Monday-Friday) 60 minutes (Saturday-Sunday)
Fixed Route 20	Fontana Metrolink – Via Hemlock – Kaiser	4:51 AM – 9:41 PM (Monday-Friday) 6:26 AM – 6:26 PM (Saturday) 6:56 AM – 5:56 PM (Sunday)	Daily	30 minutes (Monday-Friday) 60 minutes (Saturday) 60 minutes (Sunday)

**Table 4-16. Omnitrans Transit Service Levels (Continued)**

Fixed Route 22	North Rialto – Riverside Ave – ARMC	5:00 AM – 10:23 PM (Monday-Friday) 7:35 AM – 6:59 PM (Saturday) 6:35 AM – 7:35 PM (Sunday)	Daily	30 minutes (Monday-Friday) 60 minutes (Saturday-Sunday)
Fixed Route 29	Bloomington – Valley Blvd. – Kaiser	6:45 AM – 6:35 PM (Monday-Friday) 7:45 AM – 6:35 PM (Saturday)	Monday-Saturday	60 minutes
Fixed Route 61	Fontana – Ontario Mills – Pomona	4:20 AM – 11:13 PM (Monday-Friday) 5:55 AM – 10:34 PM (Saturday) 6:05 AM – 7:49 PM (Sunday)	Daily	15 minutes
Fixed Route 63	Chino– Ontario – Upland	5:45 AM – 8:36 PM (Monday-Friday) 6:43 AM – 6:41 PM (Saturday) 6:38 AM – 7:26 PM (Sunday)	Daily	60 minutes
Fixed Route 65	Montclair – Chino Hills	4:36 AM – 10:34 PM (Monday-Friday) 6:40 AM – 7:30 PM (Saturday-Sunday)	Daily	60 minutes
Fixed Route 66	Fontana – Foothill Blvd - Montclair	4:19 AM – 11:12 PM (Monday-Friday) 5:46 AM – 10:04 PM (Saturday) 5:51 AM – 7:29 PM (Sunday)	Daily	15-30 minutes (Monday-Friday) 30 minutes (Saturday-Sunday)
Fixed Route 67	Montclair – Baseline – Fontana	5:37 AM – 8:22 PM	Monday-Friday	60 minutes
Fixed Route 68	Chino – Montclair – Chaffey College	4:40 AM – 11:01 PM (Monday-Friday) 6:05 AM – 7:25 PM (Saturday)	Monday-Saturday	30-60 minutes (Monday-Friday) 60 minutes (Saturday)
Fixed Route 80	Montclair – Ontario Convention Center – Chaffey College	4:33 AM – 9:24 PM (Monday-Friday) 6:30 AM – 7:40 PM (Saturday-Sunday)	Daily	60 minutes
Fixed Route 81	Ontario – Ontario Mills – Chaffey College	4:12 AM – 10:20 PM	Monday-Friday	60 minutes
Fixed Route 82	Rancho Cucamonga – Fontana – Sierra Lakes	4:35 AM – 10:00 PM (Monday-Friday) 6:14 AM – 7:10 PM (Saturday-Sunday)	Daily	60 minutes (Monday-Friday) 65 minutes (Saturday-Sunday)

**Table 4-16. Omnitrans Transit Service Levels (Continued)**

Fixed Route 83	Upland – Euclid – Chino	5:49 AM – 9:44 PM (Monday-Friday) 5:51 AM – 8:36 PM (Saturday) 5:51 AM – 7:37 PM (Sunday)	Daily	60 minutes
Fixed Route 215	San Bernardino – Riverside	5:05 AM – 10:00 PM (Monday-Friday) 6:35 AM – 10:00 PM (Saturday) 7:05 AM – 7:00 PM (Sunday)	Daily	30-60 minutes (Monday-Friday) 60 minutes (Saturday-Sunday)
OmniGo Route 308	Yucaipa	6:11 AM – 7:25 PM (Monday-Friday) 7:00 AM – 8:25 PM (Saturday) 8:00 AM – 6:25 PM (Sunday)	Daily	30-60 minutes (Monday-Friday) 30 minutes (Saturday) 60 minutes (Sunday)
OmniGo Route 309	Yucaipa	6:14 AM – 8:55 PM (Monday-Friday) 7:00 AM – 8:25 PM (Saturday) 7:30 AM – 6:39 PM (Sunday)	Daily	30 minutes (Monday- Saturday) 60 minutes (Sunday)
OmniGo Route 310	Yucaipa	6:00 AM – 7:54 PM	Monday-Friday	30-60 minutes
OmniGo Route 325	Grand Terrace	5:12 AM – 8:26 PM (Monday-Friday) 7:17 AM – 6:14 PM (Saturday) 8:27 AM – 6:14 PM (Sunday)	Daily	70 minutes
OmniGo Route 365	Chino Hills	4:59 AM – 10:09 PM (Monday-Friday) 6:01 AM – 6:59 PM (Saturday) 6:01 AM – 5:59 PM (Sunday)	Daily	60 minutes

Source: Omnitrans, 2014c

In addition to transit bus service, Metrolink provides commuter rail service within the Omnitrans service area. The San Bernardino and Riverside lines connect San Bernardino with points west and south. Although not operated by Omnitrans, Metrolink connects to local Omnitrans transit buses at several of the commuter rail stations, which enhances transit accessibility throughout the service area.

### Annual System Ridership

In 2013, Omnitrans served 15,655,100 fixed route trips, 472,600 ADA demand response trips, and 18,500 DAR demand response trips (SANBAG, 2014a).

### Service Fleet

The Omnitrans' fixed-route revenue fleet is comprised of 167 100-percent CNG fueled buses, 10 of which are 30' buses, 143 are 40' buses, and 14 are 60' articulated BRT vehicles. The fleet also includes 110 gas-fueled demand response vehicles. Typical service vehicles are shown in Figure 4-29.

**Figure 4-29. Omnitrans Transit Vehicles**



### Fares

The Omnitrans fare structure is shown in Table 4-17. Generally, fares are dependent upon the service type, with reduced fares offered to seniors (62 years and over), persons with disabilities, Medicare recipients, and youth (Omnitrans I.D. cards are required for seniors and persons with disabilities). Additionally, children 46 inches and under are free. Omnitrans also offers special Veterans fares. Cash or a ticket for the exact fare (for each individual trip), or a pass, is required for the selected service.

Access service is restricted to riders and attendants with ADA certification (an Omnitrans I.D. card is required); therefore, fares are dependent upon travel between zones (note: eligible riders may bring up to one guest; however, both the eligible rider and the guest must pay the fee, while the eligible attendant is free).

Omnitrans offers the GoSmart Student Program, which allows students at participating schools unlimited rides on all fixed-route services, with their fares paid by student fees or administrative sources at the participating schools. Additionally, under this program, eligible students with ADA certification receive a 20 percent discount on Access service. Schools and/or programs include California State University San Bernardino, Chaffey College, San Bernardino Valley College, Crafton Hills College, Art Institute of California-Inland Empire, Destination Diploma (San Bernardino City Unified School District), ASA6 Charter School, and Youthbuild.

Omnitrans also works with several other transit agencies to honor each other's fare media (i.e., passes and tickets). Omnitrans accepts all purchased passes from Foothill Transit, Riverside Transit Authority (RTA), MARTA, and Metrolink from points of connection, and from Orange County Transportation Authority (OCTA) from Chino Transit Center. Round-trip Metrolink tickets/passes also are valid on Omnitrans to Metrolink (connecting routes only). Omnitrans 31-, 7-, and 1-day passes are accepted as follows: from points of contact (RTA, VVTA, and MARTA); from Pomona and Montclair Transit Centers (Foothill Transit); and from Chino Transit Center (Foothill Transit and OCTA). Premium services are excluded to/from Omnitrans and RTA, including Access, Commuterlink, and DAR.

Omnitrans is categorized as an "Urbanized Area Operator" under section 99268.3 of the TDA statutes and codes (Caltrans, 2013). Under that regulation, Omnitrans must maintain a minimum 20.0 percent farebox recovery ratio for its fixed-route services and a minimum 10 percent farebox recovery ratio (per section 99268.5) for its Access service in order to be eligible to receive TDA funds (LTF or STA funds). According to the operator's TransTrack report, Omnitrans achieved a system total farebox recovery ratio of 21.25 percent in FY2013, down from 21.81 percent in FY2012. The Access service achieved a 12.61 percent farebox recovery ratio in FY2013, the same as in FY2012. Omnitrans Board approved OmniConnects, the agency's updated Short-Range Transit Plan, in May, 2014, which calls for fare increases to occur in FY2015, FY2017, and FY2019, of 16 percent, 14 percent, and 12 percent respectively (Omnitrans, 2014b). Under that plan, Omnitrans' base fare will increase from the current \$1.50, to \$1.75 in FY2015, \$2.00 in FY2017, and \$2.25 in FY 2019. Access fares will also increase under this plan. Thus, Omnitrans is in compliance with the TDA eligibility requirements now and should continue to be eligible given the planned fare increases.

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<sup>6</sup> "ASA" is the name of the founder's father, not an acronym.

**Table 4-17. Omnitrans Fares**

Service Type	Rider Type	Fare Type	Price	
Fixed Route, OmniGo	Full Fare	Cash Fare	\$1.75	
		1-Day Pass	\$5.00	
		7-Day Pass	\$18.00	
		31-Day Pass	\$55.00	
	Seniors/Disability/Medicare	Cash Fare	\$0.75	
		1-Day Pass	\$2.25	
		7-Day Pass	\$8.00	
		31-Day Pass	\$27.50	
	Youth	7-Day Pass	\$14.00	
		31-Day Pass	\$41.00	
	Veterans Fare	Cash	\$0.75	
		Day Pass	\$2.25	
		7-Day Pass	\$8.00	
		31-Day Pass	\$27.50	
	Access <sup>1</sup>	1 - 3 Zone Trip	Cash Fare or Ticket	\$3.25
		4 Zone Trip	Cash Fare or Ticket	\$4.25
5 Zone Trip		Cash Fare or Ticket	\$5.25	
6 Zone Trip		Cash Fare or Ticket	\$6.25	

Source: Omnitrans, 2014a

Notes: <sup>1</sup> Access service beyond the ADA service area but within the city limits of the 15 cities that comprise the Omnitrans service area is available for an additional \$5.00 surcharge.

Connections to Other Operators

Omnitrans does not provide service into other San Bernardino County transit operators' service areas, but does provide connections into neighboring counties. Omnitrans has connections with Riverside Transit Agency, Foothill Transit, and Orange County Transportation Authority. Omnitrans provides connections into Riverside County (Route 215 into Downtown Riverside) and Route 61 into Pomona/Los Angeles County. External operators (MARTA, VVTA) provide access to Omnitrans transit services. As noted previously, Metrolink also provides commuter rail service within the Omnitrans service area from areas to the west and south, including Los Angeles, Orange and Riverside Counties.

#### 4.2.6 Victor Valley Transit Authority

VVTA was established in 1991 by a JPA between the City of Adelanto, the Town of Apple Valley, the City of Hesperia, the City of Victorville, and San Bernardino County. A five-member VVTA Board of Directors is responsible for policy decisions such as adopting the budget, approving route and schedule changes, holding the yearly unmet needs hearing, conducting public hearings, appointing the CEO/General Manager, appointing a technical advisory committee, establishing policy, and adopting rules and regulations for the conduct of business.

VVTA is managed by a 13.5 FTE administrative staff. The operation of VVTA is contracted to Transdev. The VVTA Technical Advisory Committee (TAC), a working group of the VVTA Board of Directors, oversees operations.

VVTA serves west San Bernardino County, within the Victor Valley Subarea (as defined by San Bernardino County Measure I). The VVTA service area covers 424 square miles and includes a population of 335,000, with service provided to the City of Adelanto, the Town of Apple Valley, the City of Hesperia, the City of Victorville, and nearby areas of San Bernardino County, including Helendale, Lucerne Valley, Oro Grande, Phelan, Piñon Hills, and Wrightwood (NTD, 2012b). Service also is provided to the City of Barstow, the City of Fontana, and the City of San Bernardino via B-V Link service, and to Fort Irwin via the National Training Center (NTC) Commuter Service. VVTA is the second largest local transit provider in San Bernardino County.

##### 4.2.6.1 Demographic Overview

Demographic data for jurisdictions within the VVTA service area was derived from the 2010 U.S. Census and the *Comprehensive Operational Analysis and Short Range Transit Plan of Victor Valley Transit Authority* (VVTA, 2013). Demographic data summarized below for the VVTA service area includes data for the cities of Victorville, Apple Valley, Adelanto, Hesperia and nearby areas of San Bernardino County (i.e., Helendale, Lucerne Valley, Oro Grande, Phelan, Piñon Hills, and Wrightwood).

##### Population, Housing and Employment

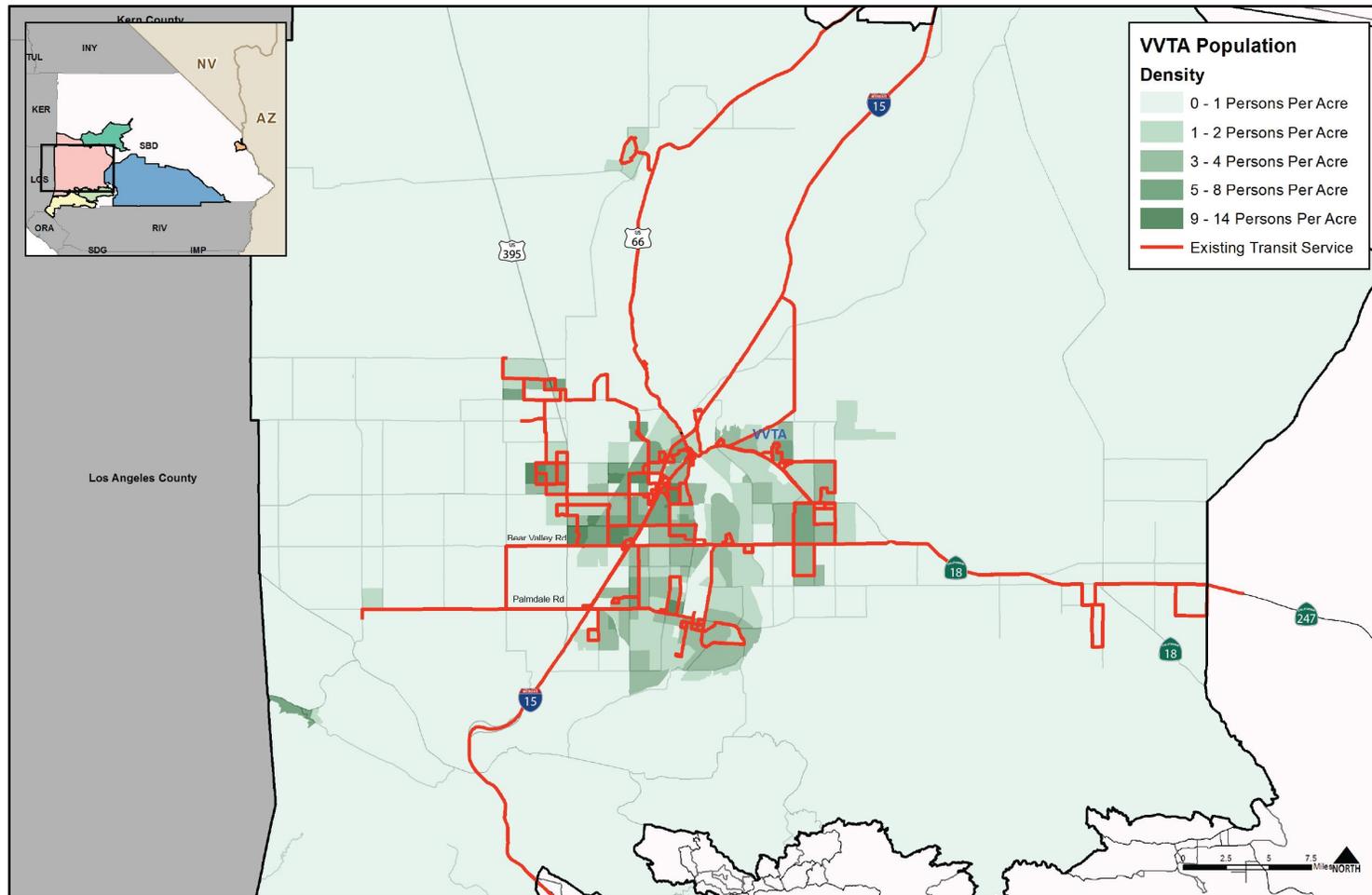
In 2010, approximately 335,000 people were living within the 452 square mile service area, which equates to 746 people per square mile (VVTA, 2013). The majority of the population within the service area live along the I-15 corridor and the areas just east and west of the freeway.

In 2010, there were approximately 101,248 households within the service area, which equates to a density of 224 households per square mile (VVTA, 2013).

In 2010, there were approximately 63,096 jobs within the service area (VVTA, 2013).

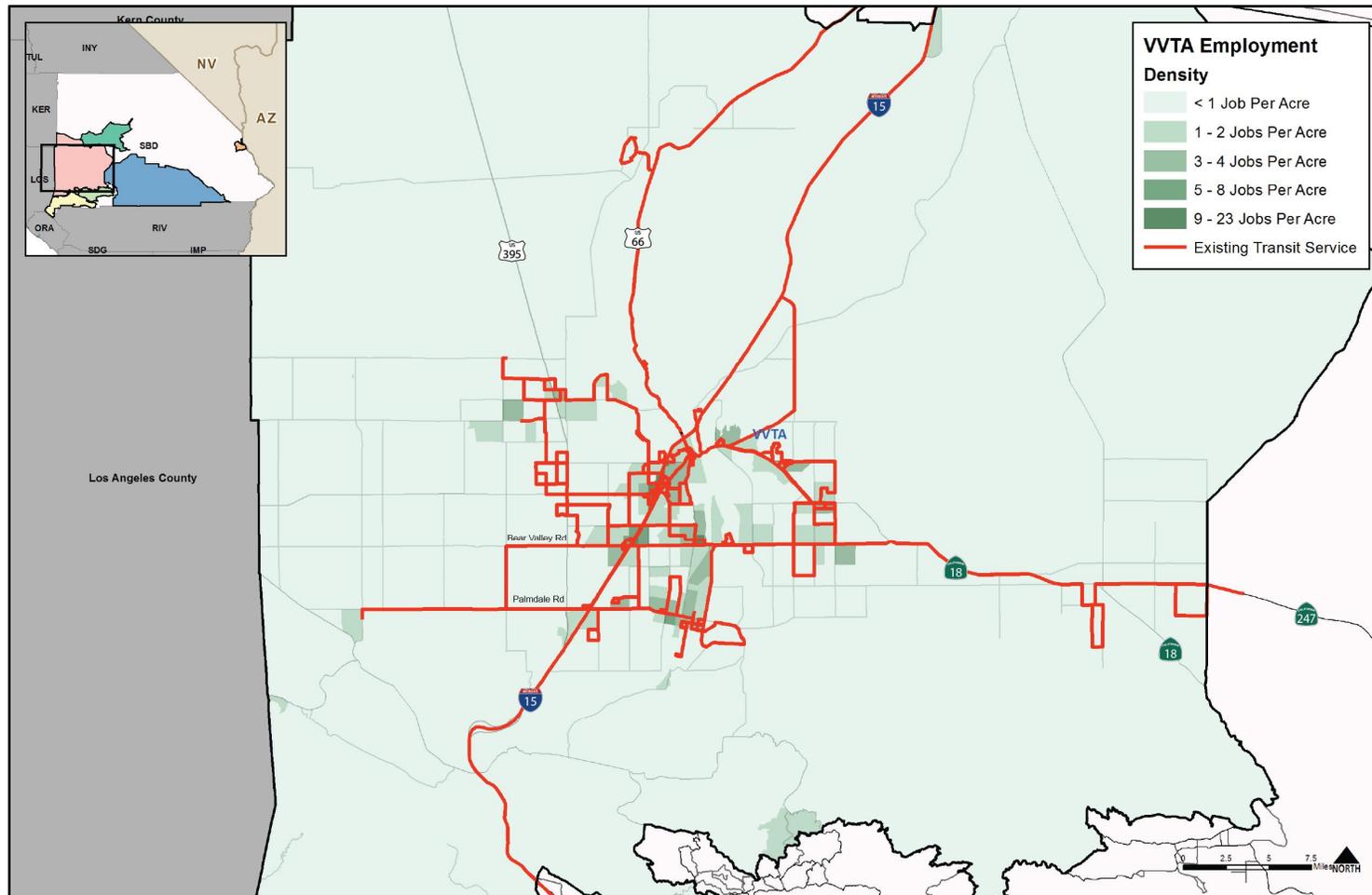
The service area maps for VVTA displaying population density, employment density, and the existing transit route network, are shown in Figure 4-30 and Figure 4-31.

Figure 4-30. Population Density and Existing Transit Service within the VVTA Service Area



Source: SANBAG, 2008

**Figure 4-31. Employment Density and Existing Transit Service within the VVTA Service Area**



Source: SANBAG, 2008

#### Other Indicators of Transit Propensity

In 2010, 68,147 people (approximately 20 percent of the population) within the service area were living below the poverty level, predominantly in the more rural areas within the service area.

In 2010, more than 15 percent of households in Downtown Victorville and a relatively high percentage of households in large areas of Adelanto did not own a vehicle (VVTA, 2013).

In 2010, approximately 31 percent of the population in the VVTA service area was under the age of 18, whereas about 9 percent of the population was 65 years or older (VVTA, 2013).

#### 4.2.6.2 Existing Transit Services Provided

VVTA provides both fixed-bus route and demand response (i.e., DAR and ADA paratransit) services.

VVTA also provides coordination and management for transportation programs that benefit seniors, persons with low income, and persons with disabilities, and is seeking designation as a Consolidated Transportation Services Agency (CTSA) for the Victor Valley and Upper Desert area. Currently, VVTA is coordinating with St. Mary Medical Center to provide medical transport DAR service from the medical center to alternative health care providers.

#### Number of Routes and Services by Type

Fixed Route service is provided on 15 routes (i.e., Routes 31, 32, 33, 40, 41, 43, 44, 45, 46, 47, 48, 51, 52, 53, and 54). To complement the fixed-route service, Direct Access (ADA paratransit) service is provided, which operates within the ADA service area (i.e., Zones 1 to 3).

Deviated Route and County Route services are provided on four (4) routes (Routes 20, 21, 22, and 23) (SANBAG, 2014a). These services include pre-determined routes and stops, but can deviate as far as 3/4 miles off route to pick up ADA-certified passengers with advance reservations. County Route service (i.e., Routes 20-23) is similar to Deviated Route service (i.e., Routes 40, 46, 47, and 54), but serves outlying rural areas. Deviated Route and County Route services provide for the commingling of general and ADA-certified passengers, increasing the area that VVTA can provide service to the community (VVTA, 2014c).

B-V Link service (i.e., Route 15) is provided between Barstow, Victor Valley, and San Bernardino Valley. Limited-stop express service is provided throughout the weekday, with six trips provided between Barstow and Victor Valley and eight trips provided between Victor Valley and San Bernardino Valley per day. A special fare structure is used for this premium service. As noted earlier in the travel demand analysis, these limited-stop services represent an important potential regional market opportunity.

NTC (National Training Center) Commuter service (i.e., Routes 101A/B, 102A/B, 103A/B, 104A/B, 105A/B, 106A/B, and 107A/B) is provided from Victorville to Fort Irwin and from Barstow to Fort Irwin. Service is provided throughout the weekday, with eight inbound (a.m.) routes to Fort Irwin and eight outbound (p.m.) routes returning to Barstow or Victorville (VVTA, 2014d).

VVTA also funds and operates a vanpool program. In 2011, SANBAG partnered with VVTA to apply for a \$1,491,000 grant from the FTA to jump-start an ongoing vanpool subsidy program for the greater Victor Valley area. VVTA and SANBAG were successful in obtaining the grant and the program was implemented in September, 2012. Under the program, VVTA provides a subsidy of up to \$400 per month for each vanpool, utilizing grant funds. VVTA anticipates reimbursement for these subsidies by the increase in FTA Section 5307 funds that come back to the transit agency approximately two years later as a result of the increase in FTA-reportable passenger miles. At this time, VVTA has approximately 170 active vanpools.

#### Service Levels

Service levels within the VVTA service area vary by route and type of service. A summary of service levels for VVTA is included in Table 4-18.

**Table 4-18. VVTA Transit Service Levels**

Route Name	Route Coverage	Span of Service	Days of Service	Headways
DAR Route 20	Tri-Community DAR	5:20 AM – 8:41 PM (Monday-Friday) 6:41 AM – 7:41 PM (Saturday)	Monday-Saturday	Reservations made on the same day or the day before
County Route 21	Tri-Community	5:15 AM – 8:54 PM (Monday-Friday) 6:36 AM – 7:54 PM (Saturday) 8:00 AM – 5:51 PM (Sunday)	Daily	90 minutes (Monday- Saturday) 120 minutes (Sunday)
County Route 22	Helendale	5:46 AM – 8:06 PM (Monday-Friday) 7:00 AM – 7:46 PM (Saturday) 9:00 AM – 7:49 PM (Sunday)	Daily	120 minutes
County Route 23	Lucerne Valley	5:22 AM – 8:51 PM (Monday-Friday) 7:00 AM – 8:51 PM (Saturday) 9:00 AM – 6:51 PM (Sunday)	Daily	120 minutes
Fixed Route 31	Adelanto-Victorville	6:00 AM – 8:52 PM (Monday-Friday) 7:00 AM – 7:52 PM (Saturday) 8:00 AM – 5:52 PM (Sunday)	Daily	30-60 minutes (Monday-Friday) 60 minutes (Saturday- Sunday)
Fixed Route 32	Adelanto-Victorville North	5:54 AM – 8:54 PM (Monday-Friday) 6:54 AM – 7:54 PM (Saturday) 7:54 AM – 5:54 PM (Sunday)	Daily	60 minutes
Fixed Route 33	Adelanto Circulator	5:47 AM – 9:01 PM (Monday-Friday) 6:47 AM – 8:01 PM (Saturday) 7:47 AM – 6:01 PM (Sunday)	Daily	60 minutes (Monday- Saturday) 120 minutes (Sunday)

**Table 4-18. VVTA Transit Service Levels (Continued)**

Route Name	Route Coverage	Span of Service	Days of Service	Headways
Deviated Route 40	Apple Valley North	6:00 AM – 8:55 PM (Monday-Friday) 7:00 AM – 7:55 PM (Saturday) 8:00 AM – 4:55 PM (Sunday)	Daily	60 minutes (Monday-Saturday) 120 minutes (Sunday)
Fixed Route 41	Apple Valley/Victorville	6:00 AM – 8:48 PM (Monday-Friday) 7:00 AM – 7:48 PM (Saturday) 8:00 AM – 4:48 PM (Sunday)	Daily	30-60 minutes (Monday-Friday) 60 minutes (Saturday-Sunday)
Fixed Route 43	Apple Valley/Victor Valley College	6:00 AM – 8:55 PM (Monday-Friday) 7:00 AM – 7:55 PM (Saturday) 8:00 AM – 4:55 PM (Sunday)	Daily	60 minutes
Fixed Route 44	Victor Valley Mall/Hesperia	6:00 AM – 8:54 PM (Monday-Friday) 7:00 AM – 7:54 PM (Saturday) 8:00 AM – 5:54 PM (Sunday)	Daily	60 minutes
Fixed Route 45	Victorville/Hesperia	6:08 AM – 8:50 PM (Monday-Friday) 7:00 AM – 7:50 PM (Saturday) 8:08 AM – 5:50 PM (Sunday)	Daily	60 minutes
Deviated Route 46	Hesperia Route Deviation	6:00 AM – 8:49 PM (Monday-Friday) 7:00 AM – 7:49 PM (Saturday) 8:00 AM – 4:49 PM (Sunday)	Daily	60 minutes (Monday-Saturday) 120 minutes (Sunday)
Deviated Route 47	Apple Valley South Route Deviation	6:00 AM – 8:50 PM (Monday-Friday) 7:00 AM – 7:50 PM (Saturday) 8:00 AM – 5:50 PM (Sunday)	Daily	60 minutes (Monday-Saturday) 120 minutes (Sunday)

**Table 4-18. VVTA Transit Service Levels (Continued)**

Route Name	Route Coverage	Span of Service	Days of Service	Headways
Fixed Route 48	Hesperia West	6:08 AM – 9:03 PM (Monday-Friday) 7:08 AM – 8:03 PM (Saturday) 8:08 AM – 6:03 PM (Sunday)	Daily	60 minutes
Fixed Route 51	Victorville Circulator	6:00 AM – 8:52 PM (Monday-Friday) 7:00 AM – 7:52 PM (Saturday) 8:00 AM – 5:52 PM (Sunday)	Daily	60 minutes
Fixed Route 52	Victorville/Mall	6:00 AM – 8:54 PM (Monday-Friday) 7:00 AM – 7:54 PM (Saturday) 8:00 AM – 5:54 PM (Sunday)	Daily	60 minutes
Fixed Route 53	Victor Valley College/Victor Valley Mall	6:00 AM – 9:00 PM (Monday-Friday) 7:00 AM – 8:00 PM (Saturday) 8:00 AM – 6:00 PM (Sunday)	Daily	30-60 minutes (Monday-Friday) 35-85 minutes (Saturday) 35-60 minutes (Sunday)
Deviated Route 54	Victorville West	6:31 AM – 9:22 PM (Monday-Friday) 7:31 AM – 8:22 PM (Saturday) 8:31 AM – 5:22 PM (Sunday)	Daily	60 minutes (Monday- Saturday) 120 minutes (Sunday)
Fixed Route 55	Victorville to Victory Valley College	6:00 AM – 8:57 PM (Monday-Friday) 7:00 AM – 7:57 PM (Saturday) 8:00 AM – 5:57 PM (Sunday)	Daily	60 minutes

Source: VVTA, 2014b

Annual System Ridership

In FY2013, VVTA served 1,663,900 fixed route trips, 126,100 demand response (Direct Access) trips, 85,300 deviated fixed route (Deviated Route and County Route) trips, 84,900 commuter trips (including NTC Commuter and B-V Link services), and 191,000 vanpool trips (SANBAG, 2014a).

### Service Fleet

The VVTA fleet consists of 96 revenue vehicles, 38 of which are 40' buses, 5 are 35' buses, and 53 are cutaway vehicles ranging in length from 17-32'. The revenue fleet has 63 CNG and 33 gasoline vehicles. A typical 40-foot service vehicle is shown in Figure 4-32.

**Figure 4-32. VVTA Transit Vehicle**



### Fares

The VVTA fare structure is shown in Table 4-19. Generally, fares are dependent upon the service type, with reduced fares offered to seniors (60 years and over), persons with disabilities, Medicare recipients, and students (6-13 years and over) (note: VVTA I.D. cards are required for seniors, persons with disabilities, and students [14 years and over]). VVTA provides discounted service to veterans with its VVTA Veterans Pass. Honorably discharged U.S. veterans with a VVTA Veterans Pass, San Bernardino County Veterans identification card, U.S. Department of Veterans Affairs identification card, or U.S. Uniformed Services identification card receive reduced fares upon presentation of required identification to bus operators. Additionally, children 5 years and under are free (i.e., up to three children per paying adult). Cash for the exact price (for each individual trip), or a pass, is required for the selected service.

Direct Access (ADA paratransit) service is restricted to riders and attendants with ADA certification; therefore, fares are dependent upon travel between zones (note: eligible riders may bring up to one guest; however, both the eligible rider and the guest must pay the fare, while the eligible attendant is free).

B-V Link service is provided between Barstow, Victor Valley, and San Bernardino Valley; therefore, fares are dependent upon travel between these areas. B-V Link passes, which can be purchased on VVTA buses or at VVTA, can be used on other services, including VVTA and BAT fixed route services but excluding ADA paratransit and DAR services. Senior/disabled/Medicare passes are available for half the price of full fares.

NTC Commuter service is provided to Fort Irwin, with cash or bus pass fare options. The NTC Commuter Pass, which can be purchased on Fort Irwin only, is available for Mass Transportation Benefit Program (MTBP)-eligible workers, utilizing funds from the federal program. The MEGA Pass, which can be purchased at all VVTA pass sale locations and Barstow City Hall, is intended for the general public and Fort Irwin workers not eligible for the MTBP; as such, senior/disabled/Medicare discounts are provided. Both passes can be used on other VVTA services, including B-V Link service but excluding vanpools, deviated service surcharge, and Direct Access service.

**Table 4-19. VVTA Fares**

Service Type	Rider Type	Fare Type	Price
Fixed Route	Full Fare	Cash Fare	\$1.25
		Deviated Route	Add \$2.00 to Cash Fare
		1-Day Pass	\$3.50
		31-Day Pass	\$50.00
	Seniors/Disability/Medicare/Veterans	Cash Fare	\$0.60
		Deviated Route	Add \$1.00 to Cash Fare
		1-Day Pass	\$1.75
		31-Day Pass	\$25.00
	Students	Cash Fare	\$1.00
		Deviated Route	Add \$2.00 to Cash Fare
		1-Day Pass	\$3.25
		31-Day Pass	\$40.00
County Route	Full Fare	Cash Fare	\$2.25
		1-Day Pass	\$5.50
		31-Day Pass	\$75.00
	Seniors/Disability/Medicare/Veterans	Cash Fare	\$1.00
		1-Day Pass	\$2.75
		31-Day Pass	\$35.00
	Students	Cash Fare	\$2.00
		1-Day Pass	\$4.50
		31-Day Pass	\$65.00

**Table 4-19. VVTA Fares (Continued)**

Service Type	Rider Type	Fare Type	Price
NTC Commuter	Full Fare	Cash Fare	\$12.00
	MTBP Eligible	NTC Commuter Pass (Monthly)	\$245.00
	Non-MTBP Eligible	MEGA Pass (Monthly)	\$175.00
	Non-MTBP Eligible (Seniors/Disability/Medicare)	MEGA Pass (Monthly)	\$87.50
B-V Link	Barstow to/from Victor Valley	Cash Fare	\$6.00
	Victor Valley to/from SB Valley	Cash Fare	\$6.00
	Barstow to/from SB Valley	Cash Fare	\$12.00
	Seniors/Disability/Medicare/Veterans	Cash Fare	1/2-off above
Direct Access	1 Zone	Cash Fare	\$2.50
	2 Zone	Cash Fare	\$4.50
	3 Zone	Cash Fare	\$6.00

Source: VVTA, 2014a

Notes: MTBP = Mass Transit Benefit Program; NTC = National Training Center; SB = San Bernardino

VVTA is categorized as an “Urbanized Area Operator” under section 99268.3 of the TDA statutes and codes (Caltrans, 2013). Under that regulation, VVTA must maintain a minimum 20.0 percent farebox recovery ratio for its fixed-route services and a minimum 10 percent farebox recovery ratio (per section 99268.5) for its Direct Access service in order to be eligible to receive TDA funds (LTF or STA funds). According to the operator’s TransTrack report, VVTA achieved a system total farebox recovery ratio of 21.43 percent in FY2013, up from 19.65 percent in FY2012. The Direct Access service achieved a 11.57 percent farebox recovery ratio in FY2013, down from 11.74 percent in FY2012. Thus, VVTA is in compliance with the TDA eligibility requirements regarding farebox recovery percentage at this time.

Connections to Other Operators

As noted previously, B-V Link service is provided between Barstow, Victor Valley, and San Bernardino Valley, with connections in San Bernardino with Omnitrans and Metrolink, and in Barstow with Barstow Area Transit.

## 4.3 Other Transportation Agencies

### 4.3.1 SANBAG

SANBAG (San Bernardino Associated Governments) covers San Bernardino County, which includes 24 incorporated cities or towns (i.e., Adelanto, Apple Valley, Barstow, Big Bear Lake, Chino, Chino Hills, Colton, Fontana, Grand Terrace, Hesperia, Highland, Loma Linda, Montclair, Needles, Ontario, Rancho Cucamonga, Redlands, Rialto, San Bernardino, Twentynine Palms, Upland, Victorville, Yucaipa, and Yucca Valley) and unincorporated areas of San Bernardino County. SANBAG is a Council of Governments (COG) and transportation planning agency.

#### Agency

SANBAG was created as a COG in 1973. Since then, it has been designated to serve as several additional authorities, organized under the umbrella of the COG, including:

- County Transportation Commission (CTC)—SANBAG is responsible for short- and long-range transportation planning within San Bernardino County, including coordination and approval of all public mass transit service, approval of all capital development projects for public transit and highway projects, and determination of staging and scheduling of construction relative to all transportation improvement projects in the Transportation Improvement Program.
- County Transportation Authority—SANBAG is responsible for administration of Measure I, the voter approved half-cent transportation transactions and use tax which is estimated to generate almost \$4.5 billion through 2040 for funding of major freeway construction, commuter rail service, express bus/bus rapid transit service, local street and road improvements, special transit service for the elderly and disabled population, and traffic management and environmental enhancement efforts.
- Congestion Management Agency—SANBAG manages the performance level of the regional transportation system in a manner that ensures consideration of the impacts from new development and promotes air quality improvements through the implementation of strategies in the adopted air quality plans.
- Subregional Planning Agency—SANBAG represents the San Bernardino County subregion and assists the Southern California Association of Governments in its role as the metropolitan planning organization. SANBAG performs studies and develops consensus relative to the regional growth forecasts, regional transportation plans, and mobile source components of the air quality plans.

SANBAG is governed by the mayor or a councilmember from each of the 24 cities/towns and five San Bernardino County Board of Supervisors.

#### Services

SANBAG does not operate (either directly or through contract) any transit services at this time. However, SANBAG funds and sits on the Board of Directors for the Southern

California Regional Rail Authority (SCRRA), and provides input and direct support to the Metrolink commuter rail services in San Bernardino County. SANBAG also conducts long-range transportation planning, including the regional rail network.

SANBAG has three significant transit projects in final design or construction. SANBAG is constructing an extension of the Metrolink service from its current terminus at the historic Santa Fe Depot to a new Downtown San Bernardino Transit Center, approximately one mile to the east. The project, known as the Downtown San Bernardino Passenger Rail project, will provide direct rail service to downtown San Bernardino for Metrolink riders without need to transfer to local bus service at the Depot. This project's capital budget is \$103.9 million and it is expected to be open for use in 2016 (SANBAG, 2014b).

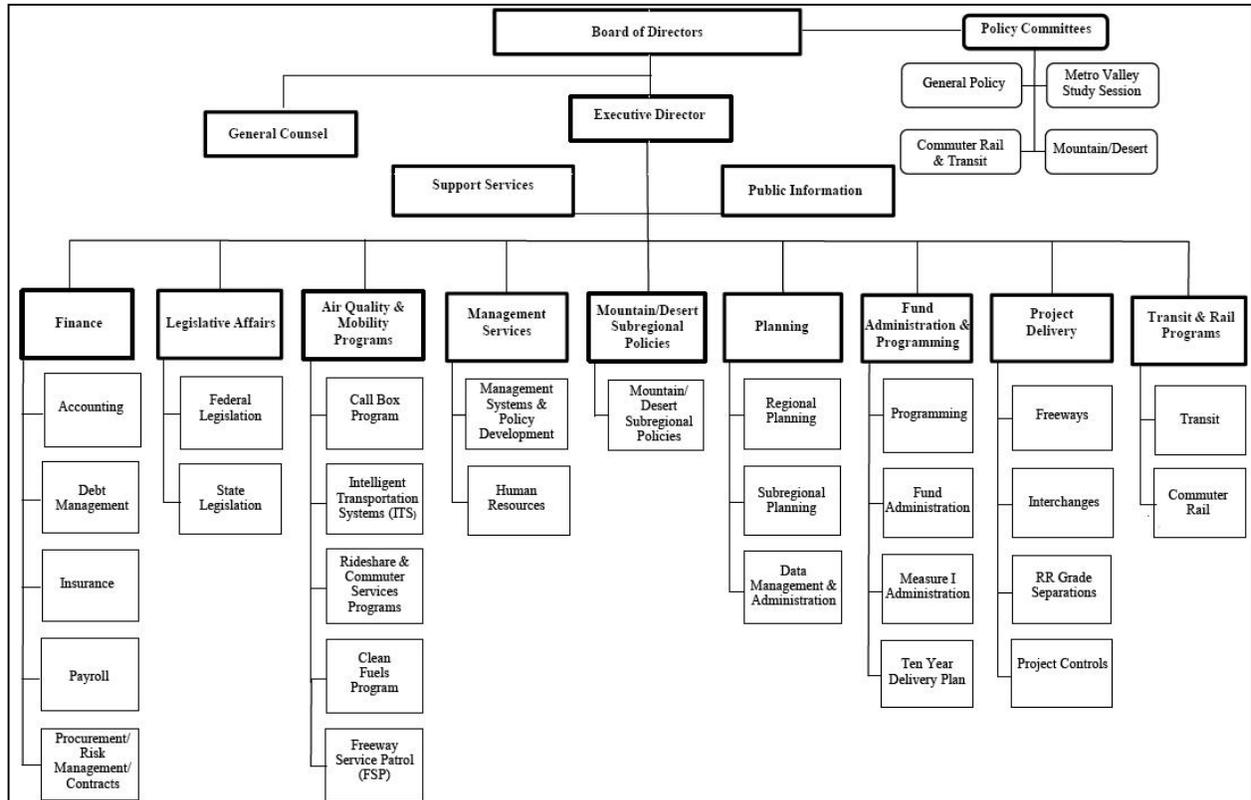
Second, SANBAG, working with Omnitrans, is constructing the new downtown San Bernardino Transit Center at Rialto and E Streets, which will serve as the new terminus for METROLINK service and provide 22 bus bays for a new downtown bus transfer facility. The project will provide convenient intermodal transfers. This project is budgeted at \$23.5 Million.

Third, SANBAG is completing the preliminary engineering and environmental clearance for the Redlands Passenger Rail Project. This project will implement passenger rail service between the new downtown transit center and the University of Redlands, approximately nine miles to the east, along the Interstate 10 corridor. The project budget is estimated at \$242.9 million in capital costs and is expected to open for service in 2019. SANBAG has not yet determined the precise vehicle type or who will operate the service (SANBAG, 2014b). Use of conventional commuter rail rolling stock or diesel-multiple-unit trains are among the options being considered. The environmental documentation calls for the service to provide 30-minute headways during peak periods and hourly headways at other times (SANBAG 2012b).

#### Programs

One of the essential roles for SANBAG as the County Transportation Commission, in addition to transportation planning and programming responsibilities, is the allocation of state and federal funds to high priority transportation projects in the county. Once the SANBAG Board approves the allocation and the project is added to the appropriate programming document, the lead agency is responsible for applying for funds through SANBAG or state or federal agencies and is responsible for meeting eligibility requirements. State funds allocated by the SANBAG Board do not flow through the SANBAG budget unless SANBAG is the lead agency for project implementation. Although SANBAG is not a FTA recipient and is unable to receive FTA funds directly, it does have the ability to allocate federal funds to each of the transit operators within San Bernardino County. In these cases, SANBAG works with Omnitrans to pass the funding to the agency. An overview of the management structure within SANBAG is shown in Figure 4-33.

Figure 4-33. SANBAG Management



Source: SANBAG, 2013

#### 4.3.2 Valley Transportation Services (VTrans)

VTrans serves San Bernardino Valley in southwest San Bernardino County, within the Valley Subarea (as defined by San Bernardino County Measure I), as well as areas outside San Bernardino Valley for certain programs.

##### Agency

VTrans is a non-profit transportation corporation, and while its function as CTSA is limited to the Valley area, VTrans provides coordination and management for other transportation programs in the county, benefitting seniors, persons with low-income, and persons with disabilities. In 2010 the SANBAG Board identified a need for a CTSA in San Bernardino Valley, and through the reauthorization of Measure I, and recommendations in the *Public Transit-Human Services Transportation Coordination Plan for San Bernardino County* (SANBAG, 2007a), VTrans was created.

The seven member VTrans Board of Directors is comprised of 3 members appointed by SANBAG, 2 members appointed by Omnitrans, and 2 members appointed by the County of San Bernardino. The potential components of the CTSA role includes managing federal and state grants, partnering with human service agencies, partnering with cities, operating services, operating Access and ADA services, creating agency-provided services, expanding senior programs, and providing travel training.

##### Services

The mission of VTrans is to improve the quality of and create mobility solutions involving transportation services for seniors, persons with disabilities, and persons of low-income through coordination of transportation services with human service organizations, public agencies, or private providers (VTrans, 2014). VTrans does not operate transit services at this time. However, VTrans has established a centralized preventative vehicle maintenance facility in Ontario which provides a maintenance resource for social service agencies operating their own vehicles.

##### Programs

Travel Training: VTrans provides travel training to eligible individuals, teaching them how to use the public transportation system in the valley. Through one-on-one or group training, individuals learn how to understand route maps, stops, and schedules; get to and from bus stops safely; pay fares and purchase passes; board, ride, and exit the bus safely; and transfer to other buses. This program enables participants to access their community for work, school, medical appointments and recreational opportunities. Travel Training is currently funded by SAFETEA-LU JARC and New Freedom grants and Measure I Senior and Disabled matching funds.

Transportation Reimbursement Escort Program (TREP): VTrans manages TREP for rural San Bernardino County. This program was previously managed by Department of Aging and Adult Services (DAAS). This program only covers rural areas of the county and is funded, in part, by a rural New Freedom grant which is administered by CalTrans. Additionally the local transportation providers (VVTA, BAT, MARTA and MBTA) in the past

allocated some of their Measure I funds to this program and some continue to do so. VTrans works with transit agencies for TREP funding and administration. TREP is an incentive program for volunteer drivers to assist eligible individuals by providing necessary escorted transportation. These individuals, who are unable to drive or access public transportation, can receive mileage reimbursement for their volunteer drivers (usually friends or neighbors), offsetting some of the cost associated with providing transportation and thereby providing increased mobility.

VTrans Agency Partnership Programs: VTrans, working with Omnitrans to identify the most frequent users of ADA paratransit services, has successfully partnered with several San Bernardino Valley-area social service agencies and other non-profit organizations to provide cost-effective alternative transportation services. Using FTA JARC/New Freedom grants and Measure I funds, VTrans has been able to provide support and funding, including grant matching funds, to improve transportation options and programs to Community Connections (a Volunteer driver program to assist seniors and person with disabilities), Loma Linda Adult Day Health (providing a transportation program for its senior clientele), Pomona Valley Workshop (providing a transportation program for its disabled workshop participants), and Central City Lutheran (providing a transportation program for its homeless/HIV+ clientele). Many of the participants in these programs would be using Omnitrans Access service if these services were not available.

Inland Empire 2-1-1: VTrans, working with SANBAG, provides matching funds to support the IE211 “One-Click, One-Call” program being developed by United Way. IE211 is part of a nation-wide transit needs program for US Veterans.

In addition to their current programs, VTrans is in the process of initiating several new programs this year which include a Taxi Voucher Program for eligible individuals, expansion of TREP into the east valley, and opening a vehicle Maintenance Facility to provide services to its partner agencies.

#### Fleet

VTrans currently does not have a fleet of its own. As mentioned above, VTrans has established a centralized preventative vehicle maintenance facility in Ontario which provides a maintenance resource for social service agencies operating their own vehicles, and could maintain VTrans vehicles in the future.

### 4.3.3 Southern California Regional Rail Authority

The Southern California Regional Rail Authority (SCRRA) is a Joint Powers Agency created to plan, design, build, and operate Metrolink commuter rail service in the Southern California region (SCRRA, 2014). The service area includes the counties represented by the five member agencies: Los Angeles County Metropolitan Transportation Authority (LACMTA), Orange County Transportation Authority (OCTA), Riverside County Transportation Commission (RCTC), San Bernardino Associated Governments (SANBAG), and Ventura County Transportation Commission (VCTC). Service is provided on seven routes to 55 stations over 512 route miles (SCRRA, 2014). Service also is provided in northern San Diego County as far south as Oceanside.

The agency was formed in October, 1992, and Metrolink service was inaugurated on the initial three lines in 1992. Of the seven total lines, two lines serve San Bernardino County: the San Bernardino Line and the Inland Empire – Orange County Line. The current Metrolink system map is displayed in Figure 4-34.

#### 4.3.3.1 Demographic Overview

Metrolink service draws on a large service area due to the number of lines and the distances that many commuters drive to reach a Metrolink station. The Metrolink service area in San Bernardino County is similar in terms of population and employment to the Omnitrans service area. See the Omnitrans section of this chapter (Section 4.2.5) for this profile.

Metrolink’s five-county overall service area has a total population of 18,351,929 and total employment of 16,654,605 (Metrolink, 2013).

#### Other Indicators of Transit Propensity

In general, Metrolink service tends to attract a different clientele than other local transit services. Commuter rail service riders tend to have higher income levels and typically have a car available for their trip so most are “choice” riders, vs. the predominately dependent riders who use local transit services. The following characteristics of Metrolink riders are based on past on-board surveys (SCRRA, 2007):

- Almost 90 percent of trips taken are work-related
- 82 percent of Metrolink commuters are between the ages of 30 – 64
- 60 percent of Metrolink commuters work in a different county than they live in
- The average commuter’s one-way trip is 42.1 miles, of which 36 miles are taken on the train
- 69 percent of riders drove alone to their origin station, another 17 percent were dropped off, 4 percent carpooled, 3 percent rode Metro, another 3 percent rode other transit systems, and 2 percent walked.

Figure 4-34. Metrolink System Map



Source: Metrolink, 2014c

- The average Metrolink commuter lives about 5 miles from the origin station.

Metrolink stations have significant parking resources, a reflection of the fact that most arrive at the station by car. The stations and parking are owned by the member agencies, not SCRRA.

#### 4.3.3.2 Existing Transit Services Provided

Metrolink provides only commuter rail service. Metrolink relies on connecting local transit services to act as feeders to the Metrolink lines. As a commuter service, Metrolink is exempt under Americans with Disabilities Act regulations from providing complementary ADA paratransit services; however, the local transit agencies feeder routes have ADA service available.

##### Number of Routes and Service Levels

Details on the seven Metrolink routes, including the two which serve San Bernardino County, are displayed in Table 4-20. The table includes hours and days of service. Metrolink schedules tend to be highly peak-oriented, with lower service levels in non-peak hours and non-peak directions. Service is also heavily oriented to weekdays, as would be expected for a commuter service.

**Table 4-20. Metrolink Transit Service Levels**

Route Name	Route Coverage	Span of Service	Days of Service	Headways
Ventura County Line	East Ventura to L.A. Union Station	5:04 AM – 8:37 PM (Weekday)	Monday-Friday	Varies by Time of Day
Antelope Valley Line	Lancaster to L.A. Union Station	3:58 AM – 11:25 PM (Weekday)	Daily	
		6:25 AM – 11:00 PM (Weekend)		
San Bernardino Line	San Bernardino to L.A. Union Station via San Bernardino County	4:06 AM – 12:30 AM (Weekday)	Daily	
		6:15 AM – 1:05 AM (Saturday)		
		6:20 AM – 11:15 PM (Sunday)		
Riverside Line	Riverside to L.A. Union Station via Riverside County	4:42 AM – 8:02 PM (Weekday)	Monday-Friday	
91 Line	Riverside to L.A. Union Station via Fullerton	5:27 AM – 7:35 PM (Weekday)	Monday-Friday	
		7:40 AM – 8:55 PM (Weekends)	Saturday-Sunday	
Orange County Line	Oceanside to L.A. Union Station	4:05 AM – 11:27 PM (Weekday)	Daily	
		8:15 AM – 7:50 PM (Weekend)		
Inland Empire/Orange County Line	San Bernardino to Oceanside	4:48 AM – 8:05 PM (Weekday)	Daily	
		7:30 AM – 7:15 PM (Weekend)		

Source: Metrolink, 2014b

**Annual System Ridership**

In FY2013, Metrolink provided a total of 12,075,385 passenger boardings on all lines. The passenger counts by line serving San Bernardino County (includes non-San Bernardino County boardings on these lines) in FY2013 are provided in Table 4-21.

**Table 4-21. Metrolink Boardings on Lines Serving San Bernardino County**

Route Name	FY13 Total Passenger Boardings
San Bernardino Line	3,457,037
Inland Empire/Orange County Line	1,198,219

Source: SCRRRA, 2014

Service Fleet

Metrolink utilizes conventional commuter rail rolling stock, consisting of diesel-electric locomotives and bi-level passenger coaches and cab-cars. The equipment utilizes the “push-pull” operating method, with a cab-car at one end of each train, to minimize turn-around times at terminals. As “Federal Railroad Administration compliant” rolling stock, Metrolink trains can run in mixed service with Amtrak passenger trains and freight trains. Figure 4-35 displays a typical Metrolink train consist.

**Figure 4-35. Metrolink Commuter Train Consist**



Fares

The Metrolink fare structure is shown in Table 4-22. Fares are calculated with a distance-based formula using the shortest driving distance between stations, with an 80-mile maximum charge for monthly passes. No discounts are offered for round-trip ticket purchases. Reduced fares are offered to seniors (65 years and over), persons with disabilities, youth (6-18 years), students, and active military personnel. Additionally, children 5 years and under are free (i.e., up to three children per paying adult).

**Table 4-22. Metrolink Fares**

Service Type	Rider Type	Fare Type	Price
Standard Regional Service	Regular Fare	One-Way Ticket	\$5.00 - \$23.75
		\$10 Weekend Day Pass	\$10.00
		7-Day Pass	\$36.75 - \$166.25
		Monthly Pass	\$136.00 - \$471.50
	Senior/Disabled/Medicare	One-Way Ticket	\$2.50 - \$11.75
		\$10 Weekend Day Pass	\$10.00
		7-Day Pass	\$27.50 - \$124.75
		Monthly Pass	\$102.00 - \$353.75
	Youth	One-Way Ticket	\$5.25 - \$23.75
		Weekend One-Way	\$4.00 - \$17.75
		\$10 Weekend Day Pass	\$10.00
		7-Day Pass	\$36.75 - \$166.25
		Monthly Pass	\$136.00 - \$471.50
	Student	One-Way Ticket	\$4.50 - \$20.25
		\$10 Weekend Day Pass	\$10.00
		7-Day Pass	\$31.25 - \$141.25
		Monthly Pass	\$115.50 - \$400.75
	Active Military	One-Way Ticket	\$4.75 - \$21.50
		\$10 Weekend Day Pass	\$10.00
		7-Day Pass	\$36.75 - \$166.25
Monthly Pass		\$136.00 - \$471.50	

Source: Metrolink, 2014a

SCRRA is categorized as an “Urbanized Area Operator” under section 99268.3 of the TDA statutes and codes (Caltrans, 2013). Under that regulation, SCRRA must maintain a minimum 20.0 percent farebox recovery ratio for its commuter rail services in order to be eligible to receive TDA funds (LTF or STA funds). According to the operator’s FY2014-15 adopted budget, SCRRA’s overall farebox recovery ratio in FY2013 was 44.8 percent, down from 46.2 percent in FY2012. Thus, SCRRA is in compliance with the TDA eligibility requirements regarding farebox recovery percentage.

#### Connections to Other Operators

Metrolink works with local transit agencies in San Bernardino County, which have transfer connections at Metrolink Stations. Current transfer agreements are in place with Omnitrans and MARTA.

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# Appendix A References

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Appendix B  
Public  
Participation Plan

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## I. Introduction

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San Bernardino Associated Governments (SANBAG) is the council of governments and transportation planning agency for San Bernardino County. SANBAG is responsible for cooperative regional planning and furthering an efficient multi-modal transportation system countywide. As the County Transportation Commission, SANBAG is seeking to develop a regional Short Range Transit Plan (SRTP) covering SANBAG's and the transit operators' services and capital projects for the County over a five-year period. An SRTP provides a plan to guide the development of transit services and includes the evaluation of existing services and the identification of proposed new services. The SRTP is a blueprint that will guide daily operations, planning, financing and management of transit services. SANBAG envisions this SRTP to serve as a transit countywide vision guided by a set of goals, objectives and policies.

To help support these efforts, this Public Participation Plan (PPP) was developed to outline the public outreach necessary to garner input on the goals, objectives, policies, and service needs for a regional SRTP. The outreach efforts conducted by other local transit agencies (see Appendix A) supported those agencies' short-range transit planning efforts and validate the need for a focused public participation strategy for SANBAG's countywide SRTP. As such, this PPP sets forth the public involvement strategies that will serve as the blueprint for the outreach program during the development of SANBAG's SRTP. The document provides an overview of the outreach implementation strategies and schedule for conducting successful community outreach. This PPP is designed to promote an open discussion with the project stakeholders that educates, informs, engages and builds towards a shared countywide vision for transit services.

SANBAG and Parsons Brinkerhoff as the lead consultant will perform outreach activities with support from Arellano Associates (AA). AA has developed this PPP based on their strong understanding of the local transit agencies and their individual SRTP outreach efforts.

## II. Local Transit Agencies and Communities

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Given the wide geographic area covered by the County's transit operators, the table below provides an overview of transit services and communities that are serviced by each of the transit agencies.

Transit Agency	Transit Services	Communities
SANBAG	As the County Transportation Commission, SANBAG distributes many of the funds for public transit service and is responsible for oversight of all transit service in San Bernardino County. SANBAG does not currently operate transit services but has plans to do so in the future with the implementation of	The Redlands Passenger Rail Project proposes rail service between the new Downtown San Bernardino Transit Center and the University of Redlands, including five new rail stations in the cities of San Bernardino and Redlands.

	the Redlands Passenger Rail Project.	
Barstow Area Transit	City of Barstow's transportation service offers services on three fixed routes and community dial-a-ride services	Services are offered for the City of Barstow and the surrounding areas, including: Hinkley, Lenwood, Grandview, Yermo, Harvard, Daggett and Newberry Springs
Morongo Basin Transit Authority (MBTA)	Operates 24 vehicles on inter-city, deviated fixed-route, dial-a-ride and commuter services	Joshua Tree, Twentynine Palms, Yucca Valley, Morongo Valley and Landers, with commuter service to Palm Springs
Mountain Transit (Mountain Area Regional Transit Authority, MARTA)	Operates 20 vehicles that offer local fixed-route and Dial-a-Ride bus service and "Off the Mountain" commuter service	Big Bear Valley, Running Springs, Lake Arrowhead, Crestline and Off-the-Mountain service to San Bernardino
Needles Area Transit (NAT)	Provides transit services on a single deviated fixed route within Needles, as well as a Dial-a-Ride program for seniors and persons with disabilities and a Dial-a-Ride Medical Transport service to medical facilities nearby in Arizona.	Services provided within Needles on a deviated fixed-route and a senior/disabled dial-a-ride service, and between Needles and Bullhead City, Arizona, for non-emergency medical appointments for the general public.
Omnitrans	Operates 185 fixed route vehicles and 106 direct access vehicles in 15 cities and portions of the unincorporated areas in the San Bernardino Valley area of San Bernardino County.	Alta Loma, Bloomington, Calimesa, Chino, Chino Hills, Claremont, Colton, Fontana, Grand Terrace, Highland, Highgrove, Loma Linda, Mentone, Montclair, Muscoy, Ontario, Pomona, Rancho Cucamonga, Redlands, Rialto, Riverside, San Bernardino, Upland, and Yucaipa
Southern California Regional Rail Authority (Metrolink)	Provides commuter rail services in the five member-agency counties on seven different routes including the San Bernardino Line and the Inland Empire/Orange County Line in San Bernardino County	Los Angeles, Orange, Riverside, San Bernardino, and Ventura Counties, plus Oceanside in northern San Diego County
Valley Transportation Services, Inc. (VTrans)	Serves as a Consolidated Transportation Services Agency in the San Bernardino Valley area for special needs populations including persons with disabilities, seniors, and low income individuals	Serves the cities of Chino, Chino Hills, Colton, Fontana, Grand Terrace, Highland, Montclair, Loma Linda, Ontario, Rancho Cucamonga, Redlands, Rialto, San Bernardino, Upland and Yucaipa. Non-CTSA services are provided in rural areas of the County.
Victor Valley Transit Authority	Operates 61 fixed-route buses and 35 direct access vehicles including fixed-	Services Adelanto, Apple Valley, Hesperia, Victorville and other

(VVTA)	route, deviated fixed-route, ADA paratransit, commuter, and inter-city services	communities in San Bernardino County. Also serves Barstow, the City of San Bernardino, and the National Training Center (NTC) at Fort Irwin.
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### III. Communication Elements and Tools

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The following communication elements and tools are set forth to support SANBAG's SRTP development process. These elements and tools can be tailored, as needed, to fit the needs of the project with SANBAG's input.

#### A. STAKEHOLDER DATABASE

SANBAG's existing stakeholder database will serve as the primary resource for conducting public notification of meetings and other public involvement opportunities. The database will also be used as a tool to document and track meeting attendance and public input. All comments received during the course of the project will be incorporated into the database and attached to the contact submitting the comment.

#### B. COMMUNICATION ELEMENTS

1. Key Messages – Creating clear and understandable key messages will be imperative to the SRTP's success. AA will use input from previous studies to develop a set of key messages to address the SRTP's need and objective. A core set of messages will be developed, updated, and enhanced as the SRTP proceeds. These key messages will continue to provide focus for the collateral materials, media relations and community presentations. Messages will be developed in close consultation with SANBAG and Parsons Brinckerhoff.
2. Languages – Materials will be developed in both English and Spanish. Upon request, other non-English speaking venues will be identified for targeted distribution of project materials.
3. Distribution Plan – Distribution strategies may involve both hard copy and electronic methods. Hard copy materials can be handed out at meetings and placed on counters at strategic venues. Electronic versions of these materials can also be created and placed on the project website, uploaded in social media sites and used in PowerPoint presentations. The following highlights the distribution channels that will be explored to disseminate project materials and project information:
  - Electronic messages (e-blasts)
  - Newspaper advertisements in local newspapers
  - SANBAG website, social media, and links to other agencies
  - Helpline messages
  - Meeting handouts

- Presentation materials
- Coordination with city and transit agency communiqués

### C. COMMUNICATION TOOLS

All materials and communication tools will be developed collaboratively with SANBAG and Parsons Brinckerhoff; however, SANBAG will have full control over the design standards and protocols and oversee message management. The following outlines the materials needed to support this effort.

1. Collateral Materials – A set of easy to understand, and in some cases multi-lingual, collateral materials are important communication tools for most public outreach efforts. Materials will range from hand-outs to presentation boards and may include such pieces as a project brochure, fact sheets, frequently-asked-questions (FAQ), PowerPoint presentations and public comment cards, etc. These materials can be disseminated via local transit agency offices and vehicles (buses, shuttles, etc.), posted on-line on SANBAG’s project webpage and social media sites, handed out at public meetings, briefings, and special events. All materials are designed to be used in conjunction with the full scope of public outreach activities, including for marketing social media and internet project tools.
  - a. *Project Fact Sheet* – The project fact sheet will be designed to have a long “shelf-life” and not require frequent updates during the Project.
  - b. *Topical Fact Sheets* – Topical fact sheets may be developed to address common issues and project components that the community and stakeholders need to further understand. Frequently Asked Questions (FAQ) and other topical sheets can also be developed and updated, as needed, to ensure the latest project developments.
  - c. *Meeting Notices and Meeting Support Materials* – In support of all public outreach meetings, a set of notification and meeting materials will be developed. Meeting notices can be designed for both direct mail and electronic distribution. Sign-in sheets, agendas, speaker cards and public comment cards will be designed and printed as support material during meetings and will feature the project logo and tagline.
2. *Website and Social Media* – San Bernardino County is the largest county in the United States by area which has the potential to make the communication efforts a challenge. As such, the website and social media components of the PPP are a critical part of making sure that the target audience is receiving accurate, consistent and easily accessible communication throughout the SRTP development process. In close collaboration with SANBAG and Parsons Brinckerhoff, AA will develop and implement an effective online program to reach all of the SRTP communities.
  - a. *Website* – AA will develop content and coordinate with SANBAG’s website coordinator to develop a project-specific webpage on SANBAG’s website. The website will serve as a main portal to provide access to SRTP information and encourage community input. AA will work with SANBAG staff and Parsons Brinckerhoff to ensure materials, content and

functionality of the website supports the SRTP and the needs of the community. Approved content will be provided to SANBAG's website coordinator for upload on the project webpage.

Recommended website content includes:

- Main landing page with an overview of the SRTP that highlights significance to the region as well as to each transit area
  - SRTP timeline/schedule of meetings
  - Detailed page for each transit agency, highlighting specific details for their service areas, as they pertain to the development of a SANBAG region-wide SRTP
  - News/press releases
  - Public meetings page
  - Collateral materials and reports available for download
  - Comment/feedback form
  - Links to social media accounts
  - "Contact us" page
- b. *Social Media* – *Social* media is a key component of an effective PPP. As such, social media tools must be developed to augment traditional media and effectively conduct outreach to stakeholders within and beyond the project area in a very cost effective manner. SANBAG's existing Twitter handle (@SANBAG news) will allow access to its existing followers. A project specific Facebook page can also be easily set up for posting the latest project information, meeting notices, and generating public input.

Coordination with the other local transit agencies' social media accounts would enable access to their online audiences. To assist with these efforts, AA can prepare a summary project page that can be shared with agencies interested in posting project information. This will ensure that the project information is consistent and accurate. Additionally, these agencies will be asked to include a link to SANBAG's SRTP website. All social media tools would also be listed on any printed materials.

## IV. Meetings and Other Public Input Opportunities

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It is anticipated that the stakeholder meetings will incorporate a range of formats to address the needs of the SRTP. There is a range of stakeholder engagement methods available to ensure adequate public participation and buy-in to the overall objective of the SRTP. Meetings can be defined as both ad-hoc meetings as well as defined milestone related meetings needed to vet a countywide vision for proposed transit services and follow the refinement of the goals, objectives, and policies to help achieve that



orient the audience on the content being exhibited, followed by opportunities for attendees to ask questions or provide input either one-on-one or in a group setting, depending on the size of the audience.

## B. BRIEFINGS

1. Briefings for Elected Officials and Government Agencies – In addition to SANBAG Board Members, it is important that elected officials and government agencies are always kept abreast of the latest information. As needed, SANBAG staff will conduct briefings for elected officials to ensure they are well informed of the newest developments and ongoing outreach activities, preparing them to respond to questions and comments that may arise from their constituents. The Project Factsheets will be very useful in this regard.
2. Key Stakeholder Briefings –As the project moves forward, SANBAG will conduct briefings for additional stakeholder groups, as needed. Below are the types of briefings that may be conducted for the SRTP.
  - a. *Transit Agency Coordination Meetings* –Briefings for each of the agencies' boards and/or pertinent committees can be arranged, including:
    - Barstow Area Transit
    - Morongo Basin Transit Authority (MBTA)
    - Mountain Transit (formerly MARTA)
    - Needles Area Transit (NAT)
    - Omnitrans
    - Valley Transportation Services, Inc. (VTrans)
    - Victor Valley Transit Authority (VVTA)
  - b. *PASTACC Meeting* – This periodic meeting of all the transit agencies offers an ideal opportunity to brief the senior agency staffs regarding the SRTP and its proposed goals and objectives.

## C. SANBAG BOARD AND COMMUTER RAIL AND TRANSIT COMMITTEE

The draft SRTP goals, objectives, and policies as well as community outreach efforts and input will be presented to SANBAG's Commuter Rail & Transit Committee and Board Members. The draft SRTP goals, objectives, and policies will be refined to reflect community input and then presented to the Committee Members for their review and input. Their feedback will help refine the draft goals, objectives, and policies before they are presented to the full SANBAG Board. This process will ensure that the draft SRTP goals, objectives, and policies are fully vetted prior to reaching the full Board.

## D. LOGISTICS

SANBAG will coordinate all meeting logistics with support from Parsons Brinckerhoff. This includes arrangement and securing all facilities, preparation of agenda and materials, staffing and support as well as taking notes and documentation and follow-up.

1. Meeting Presentation Material – Over the course of the outreach program, there will be a variety of meetings and briefings across a wide spectrum of stakeholders. To support this outreach, clear and concise presentation materials are needed. The following highlights the use of these materials:
  - *PowerPoint Presentations* – Use of PowerPoint presentations at meetings is important to visually illustrate the project components and issues and keep the audience engaged in the process. AA understands how to develop a PowerPoint presentation that is appropriate for each audience. We will work with SANBAG and Parsons Brinckerhoff to provide drafts and edit PowerPoint presentations needed to support the outreach. This includes creating animation, simplifying text, providing graphics and other resources to accommodate the needs of the Project.
  - *Display Boards* – In addition to PowerPoint slides, display boards will also be needed to feature key graphic elements of the project, including maps, the project schedule, environmental considerations, project purpose and need, project partners, funding sources, project process, project findings, etc. AA will work with SANBAG and Parsons Brinckerhoff to develop these boards for use during public meetings and presentations.

#### F. PROJECT TIMELINE

The table below illustrates the sequence of outreach events for the anticipated Public Participation Program. Over the first month, AA will assist with identifying the major themes and messages for the SRTP public outreach program and will develop the Fact Sheets, Powerpoint presentations, public meeting notices, and other support materials. At the same time, briefings with local agencies and elected officials will be conducted by SANBAG staff as needed prior to the first round community meetings. Next, four community meetings will be conducted in January 2015 to present and generate input on service needs and the preliminary draft SRTP goals and objectives. In March 2015, the preliminary SRTP goals and objectives will be updated with stakeholder input and presented to SANBAG's Commuter Rail and Transit Committee. With their input, the SRTP will be updated and presented to the SANBAG Board by April 2015.

The table below, however, does not include the development of collateral materials and the establishment of other stakeholder communication tools and resources. These are anticipated to be implemented starting in late 2014. A comprehensive outreach tasks timeline is included in Appendix A.

Schedule – Stakeholder Engagement Program		
Outreach	Logistics	Purpose
Community Meetings	<ul style="list-style-type: none"> <li>• Four meetings <i>Date:</i> Jan. 2015 (Dates TBD)</li> <li>• <i>Locations:</i> West Valley, East Valley, Victor Valley, and Morongo Basin (exact location TBD)</li> </ul>	<ul style="list-style-type: none"> <li>• Present preliminary SRTP goals, objectives and policies</li> <li>• Garner stakeholder input on goals, objectives, policies, and regional service needs, and answer questions</li> <li>• Review next steps and anticipated schedule</li> </ul>
SANBAG Commuter Rail & Transit Committee	<ul style="list-style-type: none"> <li>• One presentation to the Committee (SANBAG and Parsons Brinckerhoff Staff, supported by AA)</li> <li>• <i>Date:</i> Mar. 2015 (Date TBD)</li> <li>• <i>Location:</i> SANBAG Headquarters</li> </ul>	<ul style="list-style-type: none"> <li>• Present preliminary SRTP goals, objectives and policies as well as stakeholder input</li> <li>• Garner the CRT Committee's input and answer questions</li> <li>• Review next steps and anticipated schedule</li> </ul>
SANBAG Board	<ul style="list-style-type: none"> <li>• One presentation to the Board (SANBAG and Parsons Brinckerhoff staff, supported by AA)</li> <li>• <i>Date:</i> Apr. 2015 (Date TBD)</li> <li>• <i>Location:</i> SANBAG Headquarters</li> </ul>	<ul style="list-style-type: none"> <li>• Present preliminary SRTP goals, objectives and policies as well as input from stakeholders and the CRT Committee</li> <li>• Garner the Board's input and answer questions</li> <li>• Review next steps / anticipated schedule</li> </ul>

## V. Stakeholder Issues, Research and Analysis

AA understands the importance of documenting and tracking stakeholder issues throughout the duration of the project. Since several local agencies have conducted outreach for their respective SRTP efforts, AA will review any issues identified to date and understand any concerns expressed by the community. AA will also review any comments that may have been documented that pertain to regional transit needs and issues as a basis to begin identifying key issues by region (West Valley, East Valley, and Mountain/Desert) and capture the comments by category, including but not limited to, transit service concerns (connectivity, access, safety, etc.). An issues matrix/report will be developed and submitted to SANBAG and Parsons Brinckerhoff monthly and as needed.

In addition, the AA team will follow and track any community and stakeholder issues that may require attention and/or a response from SANBAG and Parsons Brinckerhoff.

## VI. Media Relations Support

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Due to the vast range of interests and varied demographics, media will be a critical tool for disseminating project information and notification of public meetings. This Plan assumes that SANBAG staff will want to take the lead in all media relations; however, AA will provide media support and strategic thinking. Media coordination will include news releases and placement of advertisements in local and regional newspapers that provide strong coverage to the project area cities. SANBAG will take the lead in preparing all news releases and advertisements; however, AA will coordinate the placement of ads, as needed.

APPENDIX A

MEMO: OUTREACH CONDUCTED BY LOCAL TRANSIT AGENCIES