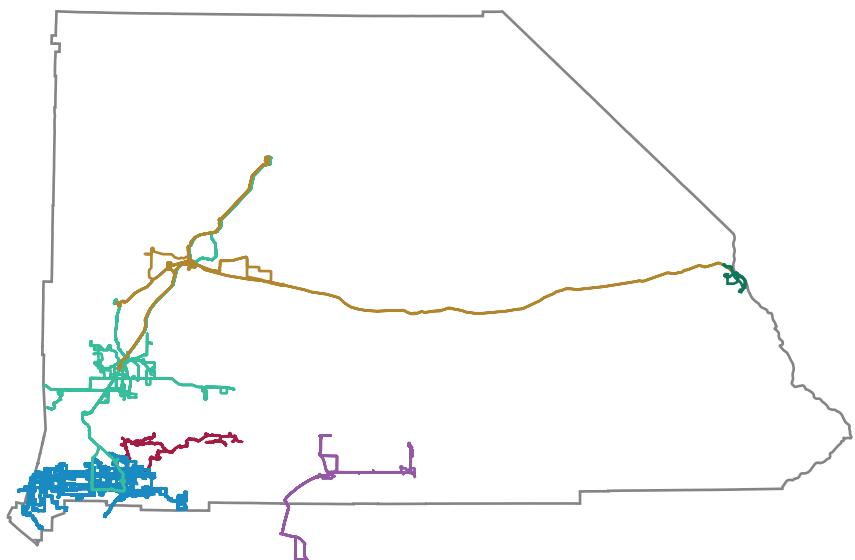




Public Transit – Human Services Transportation Coordination Plan for San Bernardino County

2021-2025



Final Plan | June 2021

Developed for San Bernardino County Transportation Authority by:

A·M·M·A
TRANSIT PLANNING

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Public Transit — Human Services Transportation Coordination Plan for San Bernardino County, 2021-2025

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Public Transit — Human Services Transportation Coordination Plan for San Bernardino County, 2021-2025

Executive Summary

Why This Plan Was Developed

The PUBLIC TRANSIT — HUMAN SERVICES TRANSPORTATION COORDINATION PLAN FOR SAN BERNARDINO COUNTY, 2021-2025 (referred to as the “2021 Coordinated Plan”) serves to document mobility needs and gaps of seniors, persons with disabilities, persons of low income, veterans and tribal members living and traveling within San Bernardino County (County).

The coordinated planning process is required by Federal Transit Administration (FTA) Circular 9070.1G, originating in Public Law 109-059, *Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users* (SAFETEA-LU), as amended in Public Law 112-141, *Moving Ahead for Progress in the 21st Century Act* (MAP-21). As the designated Regional Transportation Planning Agency (RTPA) and County Transportation Commission (CTC) for San Bernardino County, SBCTA has assumed responsibility for developing the Coordinated Plan and its recurring updates.

What We Learned

About Demographics and Population Changes

Chapter 2 describes key demographic and socioeconomic characteristics for the Countywide population as a whole and the target populations of this plan: older adults, people with disabilities, low-income populations and veterans. Limited-English proficiency (LEP) persons and selected commute characteristics also are described. It presents countywide demographics and indicators and region-level demographics. Chapter 2 also presents equity-focused communities — U.S. Census Block Groups where significant numbers of non-white and persons of low income reside.

Changes include that San Bernardino County has grown, and is projected to grow, at a slightly faster rate than California as a whole. The County’s population increased by 8.4 percent, while California’s population increased by 7.4 percent. In the next 10 years, the County population is projected to increase by 8.0 percent in year 2030, while the State is projected to increase by only 5.3 percent.

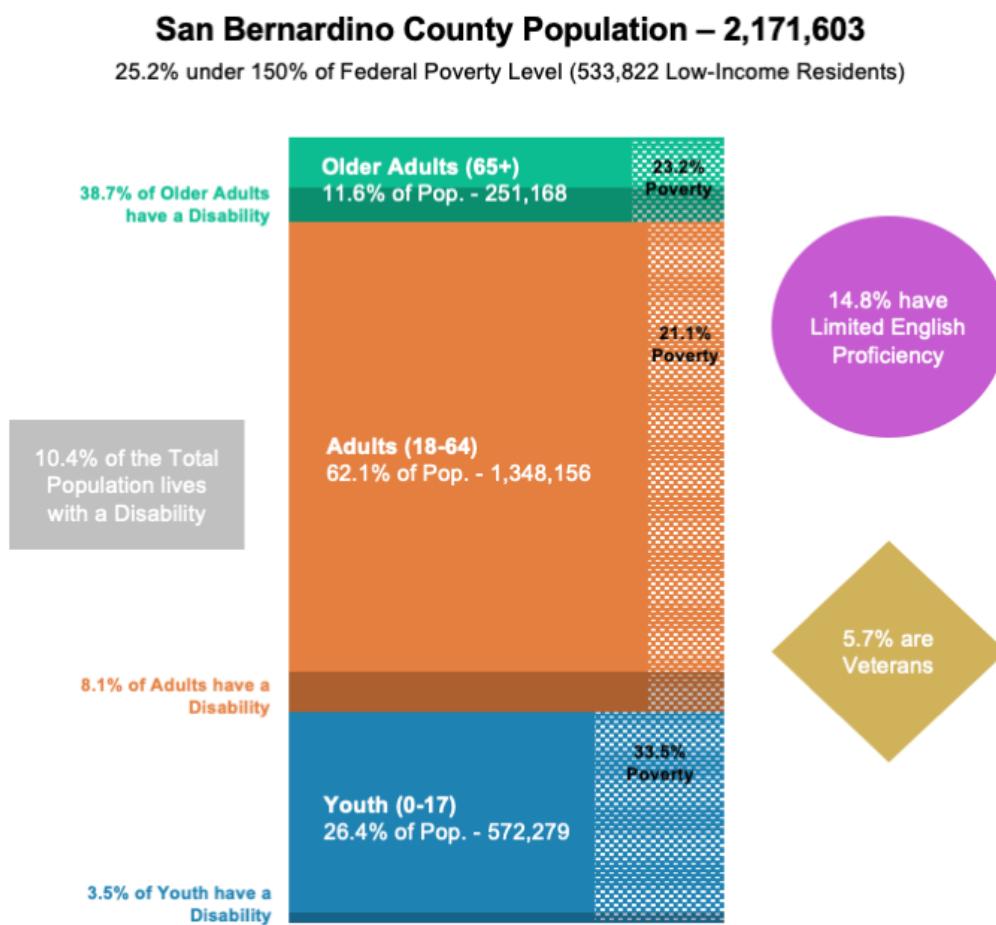
Figure ES-1 provides a graphical overview of this Plan’s target populations within San Bernardino County.

Key characteristics of San Bernardino County’s residents include:

- 11.6 percent are older adults;
- 10.4 percent have a disability;

- 25.2 percent are living in poverty;
- 5.7 percent are veterans; and
- 14.8 percent have limited-English proficiency.

Figure ES-1, San Bernardino County Target Populations



Data sources: U.S. Census American Community Survey 2018 1-year estimates.

Changes documented among the 2021 Coordinated Plan target populations highlighted in Chapter 2 include:

- Between 2014 and 2018, the number of **older adults** grew by 15.3 percent, or 33,299 individuals.
- Among **older adults**, 58,251, or 23.2 percent, are living in poverty. Between 2014 and 2018, this number increased by a rate of 14.8 percent.
- Between 2014 and 2018, the population of **people with disabilities** decreased by 3,318 people, or -0.5 percent, while the statewide population of people with disabilities grew by 0.4 percent.

- The number of **people with disabilities living in poverty** decreased by -5.2 percent between 2014 and 2018, while the total County population of all people living in poverty decreased by -19.2 percent.
- In 2018, about 25.2 percent of individuals lived in households with annual incomes below 150 percent of the **poverty** threshold, a significant drop from 32.2 percent in 2014, representing 127,020 San Bernardino County residents no longer living in poverty.
- The **unemployment rate** decreased to 6.7 percent and the percentage of people with health insurance increased to 91.3 percent, respectively.
- The number of **veterans** decreased by -3.3 percent between 2014 and 2018, which is a lower decrease than the -9.1 percent drop at the State level.
- The number of people with **limited English proficiency** in the County decreased slightly by 2,267, or -0.8 percent, between 2014 and 2018, slightly lower than the -3.7 percent decrease at the statewide level.

About the Public and Human Services Transportation Network

Chapter 3 summarizes the County's public, private and specialized transportation providers; describes the services they provide; and presents an assessment of service levels. Figure ES-2 presents a comparison of trip production across the County's various modes of transportation for the 2016 and 2021 Coordinated Plans.

Figure ES-2, San Bernardino County Trips per Capita by Mode

Mode of Transportation	2016 Coordinated Plan FY 14/15	2021 Coordinated Plan FY 19/20	% Change from 2016 to 2021
Public Fixed-Route [1]	16,628,068	10,445,615	-37.2%
Public Demand Response [2]	684,933	428,663	-37.4%
Regional Rail [3]	1,717,397	1,052,732	-38.7%
Specialized Transportation [4]	109,421	261,484	139.0%
Vanpool [5]	527,702	617,398	17.0%
Total One-Way Trips	19,667,521	12,805,892	-34.9%
San Bernardino County Population [6]	2,104,291	2,180,537	3.6%
Trips per Capita	9.3	5.9	-37.2%

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

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

[3] Metrolink data is based on boardings at San Bernardino County Metrolink stations. FY 19/20 data for the first three quarters is averaged from three months of data. Trips for the fourth quarter during the COVID-19 pandemic are actual.

[4] Measure I programs include service operated by Omnitrans Special Transit Services (CTSA), does not include partner programs in FY 14/15 that are included in FY 19/20; 5310 trips in FY 19/20 include projects from multiple cycles still using 5310 funds.

[5] Vanpool statistics for FY 19/20 include SBCTA's new vanpool program that was not in operation in FY 14/15.

[6] As reported by the California department of Finance for January 1st in the fiscal year shown.

About Mobility Needs and Gaps

The 2021 Coordinated Plan outreach approach and findings are documented in Chapter 4. Outreach Phases I and II provided a wealth of detail, returned from qualitative and quantitative data gathering. These activities — more than 20 stakeholder interviews, involving almost 50 persons, and a Countywide e-survey with 226 general public respondents and 60 agency respondents — brought back information related to the following themes:

- **Public transit** is a vital service for the 2021 Coordinated Plan's target populations. It is critical that public transit continue to be funded and enhanced.
- Specialized transportation serves **unique and specialized trips** that public transit cannot and should not serve. Specialized transportation should continue to be enhanced and funded, with the focus being on building capacity and strengthening coordination.
- There is **limited awareness of transit availability** and transit tools and information at individual and systems levels.
- There is a persistent challenge of **long-distance trips** across regions and county lines, particularly to access health care, services and employment.
- San Bernardino County includes **hard-to-serve areas** and pockets of needs.
- **Programs subsidizing travel for low-income individuals**, such as mileage reimbursement, subsidy programs and transit passes, are beneficial and should continue to be funded and enhanced.
- Transit users, pedestrians and cyclists are concerned about **safety and infrastructure needs**.

About Strategies to Improve Mobility

Chapter 5 of this 2021 Coordinated Plan presents four Goals and their 22 strategies to improve mobility. The direction offered through these goals, strategies and potential projects was informed by multiple outreach activities across San Bernardino County, coupled with additional analyses.

The goals of the 2021 Coordinated Plan are:

- **Goal 1: Support Public Transportation Recovery and Growth, Ensuring Accessibility for Those with the Greatest Need**

Public transportation is critical for mobility within and between communities for those 2021 Coordinated Plan target group members who cannot or choose not to drive. Supporting this lynchpin in mobility requires attention to all modes — rail, fixed-route bus, demand response services and publicly supported vanpools.

The experience of the COVID-19 pandemic made it clear that essential workers and those making essential trips relied heavily upon public transportation as their primary means of travel. Recovery and growth must build upon stakeholder and general public members' reports of the public transit improvements they value.

- **Goal 2: Build Capacity of Specialized and Alternative Transportation Programs**

Specialized and alternative transportation programs in San Bernardino County include those operated by human services programs and alternative modes of carpooling, carshare,

vanpooling, bicycling and walking. These must be strengthened in a post-pandemic environment as complements to bus and rail services. Often these programs can meet certain trip needs and serve areas that mass transportation cannot. Importantly, they can provide a critical first-mile/last-mile connection.

- **Goal 3: Promote Communication to Educate Riders and Potential Riders, Gatekeepers and the General Public about Transportation Choices**

Rebuilding public transportation ridership and growing awareness of specialized and alternative transportation programs requires a breadth of communication strategies and an active information network through whom to inform and educate the general public and the 2021 Coordinated Plan's target populations. Information, particularly through technology tools, supports existing riders and encourages potential, new riders to use public transportation.

- **Goal 4: Develop Infrastructure Projects to Improve Safety and Access, Supporting First-Mile/Last-Mile Connections**

Improvements to the built environment will support access to public transportation, particularly for those with the greatest need, by improving safety in walking, bicycling and riding in local neighborhoods and on regional trip-making. These improvements support safe first-mile/last-mile connections, identified as an area of particular concern through the outreach process.

Chapter 6 reports on the local process to prioritize strategies through an SBCTA-hosted virtual workshop and presents these ratings. Chapter 6 also discusses implementation by “interested, willing and able” partners and identifies potential funding sources for Coordinated Plan strategies. Figure ES-3 presents the 2021 Coordinated Plan’s four goals and supporting strategies, highlights responsible partners and proposes a current implementation rating. Implementation priorities may change as funding availability or other circumstances change.

Figure ES-3, 2021 Coordinated Plan Strategies Prioritization and Implementation Matrix

Goal	Strategy	Responsible Parties	Priority Rating
Goal 1: Support Public Transportation Recovery and Growth, Ensuring Accessibility for Those with the Greatest Need			
1.1	Increase frequencies of public transportation bus and rail serving essential workers, essential trips and to attract new riders.	Bus & Rail Operators	High
1.2	Improve bus travel speeds by providing more direct bus service in high-use corridors.	Bus Operators	High
1.3	Improve riders' connectivity within and between fixed-route bus services, between modes and between counties' public transit systems.	Bus Operators	Moderate
1.4	Maintain and expand public transit's span-of-service to increase weekend hours and early morning/later evening service, to the greatest extent possible.	Bus & Rail Operators; Riverside & LA County Operators	Moderate
1.5	Support local, neighborhood-level bus routes in areas of greatest need.	Bus Operators	High
1.6	Improve transit reliability — for all modes — and support promote rider-facing technology, promoting interoperable technology solutions to aid travelers across modes.	Bus & Demand Response Operators	High
1.7	Secure and protect fare subsidies for transit.	Bus & Rail Operators; Vanpool Programs	High
1.8	Promote partnerships to support and encourage mobility solutions.	Bus & Rail Operators; Vanpool Programs; SBCTA; Others	Moderate
Goal 2: Build Capacity of Specialized and Alternative Transportation Programs			
2.1	Specialized transportation programs and capacity should be increased, focused on Coordinated Plan target groups and their trips that cannot readily be served by public transportation fixed-route services.	Current & potential specialized transportation providers	High
2.2	Funding for operations, technology, vehicles and other equipment for specialized transportation programs should be identified and promoted.	Omnitrans; VVTA; MBTA; SBCTA; Caltrans	High
2.3	Long-distance trip solutions should be developed and promoted to assist persons traveling long distances.	Current & potential specialized transportation providers	Moderate

Figure ES-3, Continued

Goal	Strategy	Responsible Parties	Priority Rating
Goal 2: Build Capacity of Specialized and Alternative Transportation Programs (continued)			
2.4	Training staff of specialized transportation providers should be encouraged and supported.	Specialized transportation providers	Moderate
2.5	Travel training of prospective transit riders should be available and promoted.	Bus & Rail Operators; Specialized Transportation Providers	Moderate
Goal 3: Promote Communication to Educate Riders and Potential Riders, Gatekeepers and the General Public About Transportation Choices			
3.1	Educate the public on safety and security measures taken on public and alternative transportation.	Bus, Demand Response & Rail Operators	High
3.2	Use technology information tools to promote and educate the public on transit, ensuring that websites and social media are kept current.	Bus, Demand Response & Rail Operators; Vanpool Programs; SBCTA	Moderate
3.3	Promote specialized and alternative transportation.	Vanpool Programs, SBCTA	High
3.4	Wayfinding and destination-oriented transit information should be developed.	Bus Operators, SBCTA	High
3.5	Gatekeeper training , with larger agencies and trusted messengers, about available transportation services should be developed and widely promoted.	Stakeholders; Bus & Rail Operators; SBCTA	Moderate
3.6	Promote coordinated multimodal performance reporting.	SBCTA with Bus, Rail, Alternative & Specialized Programs	Moderate
Goal 4: Develop Infrastructure Projects to Improve Safety and Access, Supporting First-Mile/Last-Mile Connections			
4.1	Target and enhance bus passenger facilities at locations of greatest need to improve safety, comfort and accessibility.	SBCTA with Operators & Jurisdictions	High
4.2	Improve travel safety and promote first-mile/last-mile connections to public transportation by building more sidewalks and bike paths, particularly in areas of high use or where high accident rates occur.	SBCTA with Jurisdictions	High
4.3	Procure supplies and install equipment that supports personal safety, provide in-vehicle protections to ensure safe environments and instill rider confidence.	SBCTA with Operators & Programs	High
4.4	Collaborate with operators to fulfill requirements of the Innovative Clean Transit regulation to achieve zero emissions in public transportation.	SBCTA with Operators	High

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Public Transit — Human Services Transportation Coordination Plan for San Bernardino County, 2021-2025

Chapter 1. Purposes and Approach

Introduction

The PUBLIC TRANSIT — HUMAN SERVICES TRANSPORTATION COORDINATION PLAN FOR SAN BERNARDINO COUNTY, 2021-2025 (referred to as the “2021 Coordinated Plan”) serves to document mobility needs and gaps of seniors, persons with disabilities, persons of low income, veterans and tribal members living and traveling within San Bernardino County (County). Through goals to enhance mobility, strategies and potential projects, the plan provides direction to a number of San Bernardino County stakeholders that include the San Bernardino County Transportation Authority (SBCTA), the County’s public transit providers, human service agencies, and city and County personnel.

Authorization

The Coordinated Plan concept was first required by federal statute by 2005’s Public Law 109-059 SAFETEA-LU. In 2012, the Coordinated Plan requirement was reaffirmed in authorizing legislation Public Law 112-141 MAP-21. Within the federal context, its direction narrowed from three funding programs authorized in SAFETEA-LU to just a single program under MAP-21, FTA Section 5310, Enhanced Mobility of Seniors and Individuals with Disabilities.

In January 2016, Congress authorized new transportation legislation with Public Law 114-22, *Fixing America’s Surface Transportation* (FAST Act). FAST Act guidance continues requirements for coordination and long-range planning, with public transit providers and planning agencies continuing to implement the guidance provided under MAP-21. Until reauthorized or replaced, the FAST Act is the current authorizing legislation for this 2021 Coordinated Plan.

Coordinated Plan Objectives and Requirements

The 2021 Coordinated Plan’s overarching goal is to enhance the mobility of individuals with disabilities, seniors, people with low incomes, tribal members and military veterans — its target populations. The FAST Act requires that the Coordinated Plan be developed and approved through a process that included participation by seniors; individuals with disabilities; representatives of public, private and nonprofit transportation and human services providers; and other members of the public.

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

1. An assessment of available public, private and nonprofit transportation providers;

2. As assessment of transportation needs of target populations;
3. Strategies, activities and/or projects to address identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
4. Priorities for implementation based on resources, time and feasibility for implementation.

The FTA, as the implementing agency, maintains flexibility in how projects appear in a Coordination Plan. Projects may be identified as strategies, activities and/or specific projects to address an identified service gap or transportation coordination objective articulated.

The Coordinated Plan and Funding

SBCTA's Funding Responsibilities

SBCTA is the designated CTC and RTPA for San Bernardino County. In this role, SBCTA is responsible for coordinating County Transportation Improvement Programs (TIPs) and for coordinating mass transit. SBCTA also allocates millions of dollars in federal and state highway and transit categorical funds within the County.

SBCTA's funding responsibilities also relate to the FTA Section 5310 program, the funding source directly associated to this 2021 Coordinated Plan.

FTA Section 5310

The goal of the FTA Section 5310, Enhanced Mobility of Seniors and Individuals with Disabilities Program is to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding the availability of transportation mobility options. This program supports transportation services planned, designed and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas — large urbanized (more than 200,000 residents), small urbanized (50,000–200,000) and rural (under 50,000).

FTA Section 5310 program provides grant funds for capital, mobility management and operating expenses for projects designed to meet the special needs of seniors and individuals with disabilities, including those that exceed Americans with Disabilities Act (ADA) requirements.

For rural and urbanized areas of San Bernardino County, the California Department of Transportation (Caltrans) is the direct recipient of FTA Section 5310 funds, with responsibility for program administration. Each funding cycle, Caltrans administers a statewide competition. As the RTPA, SBCTA is responsible for scoring the Traditional FTA Section 5310 projects from the Riverside/San Bernardino, Hesperia/Victorville Urbanized areas using state-mandated criteria and submitting the scores to Caltrans for the statewide competition.

Per FTA Circular 9070.1G, all projects selected for funding **must be included** in a locally developed, coordinated public transit-human services transportation plan.

San Bernardino County Measure I

Measure I is the half-cent sales tax collected throughout San Bernardino County for transportation improvements. San Bernardino County voters first approved the measure in 1989 and in 2004 approved the extension through 2040. As the County Transportation Authority, SBCTA administers

Measure I revenue and is responsible for ensuring that funds are used in accordance with various plans and policies. The County was divided into six “subareas” with distinct expenditure plans and policies, so administration of Measure I differs between the Valley and the Mountain/Desert areas.

Omnitrans, as the designated Consolidated Transportation Services Agency (CTSA) for the San Bernardino Valley, administers the Measure I Valley funds. Their Measure I Regional Mobility Partnership (RMP) program holds competitive Calls for Projects to fund transportation projects that improve mobility for seniors and persons with disabilities. The Omnitrans RMP requires that the needs addressed by projects selected for funding must be identified in the 2021 Coordinated Plan.

The Coordinated Plan and SBCTA

Coordinated Plan’s Value to SBCTA

The 2021 Coordinated Plan’s key objective is to improve mobility for the target populations of individuals with disabilities, seniors, people with low incomes, tribal members and military veterans.

Additionally, the 2021 Coordinated Plan enables SBCTA to comply with federal requirements and supports the following objectives:

- ***Supporting the effective administration*** of Omnitrans’ Measure I Regional Mobility Partnership (RMP) program;
- ***Supporting agencies in developing projects and securing grant awards*** from the FTA Section 5310 program;
- ***Supporting agencies in developing projects and securing grant awards*** from Omnitrans’ Measure I RMP;
- ***Developing better coordinated transportation*** between public transit and human service organizations, providing more trips to more people;
- ***Supporting new and continued partnerships*** to better coordinate and leverage resources and funding;
- ***Supporting more stakeholder agencies*** in seeking funding by which to address mobility needs; and
- ***Monitoring the mobility landscape*** in relation to services to the 2021 Coordinated Plan populations and in response to the COVID-19 pandemic.

SBCTA’s Coordinated Plan-Related Improvements

Since the 2016 Coordinated Plan Update process, SBCTA has worked to implement its five Coordinated Plan Goals. Table 1 presents a summary of Coordinated Plan-related improvements made by SBCTA’s programs since 2016.

Table 1, SBCTA-Led Coordinated Plan-Related Improvements Since 2016 Coordinated Plan Update

2016 Coordinated Plan Goals	Transit Program Improvements
Goal 1 - Grow Mobility Choices	<ul style="list-style-type: none"> - Developed and grew alternative mode programs, such as the SB Loop vanpool subsidy program and ONT Lyft subsidy program. - With grant funding from Southern California Associated Governments (SCAG), SBCTA developed the 2018 CUSTOMER-FOCUSED, TECHNOLOGY-ENABLED MULTI-MODALISM ACTION PLAN FOR THE SAN BERNARDINO VALLEY to grow alternate modes and their riders. The <i>Multimodal Interconnectivity Working Group</i> (MMWG) that grew out of this effort continues to bring together operators from across the County to coordinate, develop and promote multimodal services. - SBCTA conducts a countywide Annual Public Hearing on mobility needs, as well as an Unmet Needs Public Hearing and analysis process for the Victor Valley. - Planning for future development of a subterranean tunnel connecting the Ontario International Airport to the Rancho Cucamonga Metrolink station and surrounding region. - Planning for future five county (Los Angeles, Orange, Riverside, San Bernardino and Ventura) regional rideshare database merge. - Redlands Passenger Rail Project (Arrow) implementation moved ahead for light rail service between San Bernardino and Redlands. Start of service is anticipated in 2022.
Goal 2 - Promote and Coordinate Transportation Services	<ul style="list-style-type: none"> - SBCTA continues to administer and support the <i>Public and Specialized Transportation Advisory and Coordination Council</i> (PASTACC). Members of this coordinating body represent older adults, persons with disabilities, persons of low income, transit providers and social service transit providers. Additionally, non-voting members include nearly 30 San Bernardino County nonprofits and human service agencies that have an interest in the mobility of individuals they serve. - As a member agency of the Southern California Regional Rail Authority (SCRRA), which operates Metrolink passenger rail service, SBCTA coordinates service expansion and regional connectivity through participation on the <i>Member Agency Advisory Committee</i> (MAAC). - SBCTA is currently appointed the regional rideshare agencies' representative on the <i>Mobile Source Air Pollution Reduction Review Committee</i> (MSRC), which develops programs and funds clean transportation. - The MMWG meets on a quarterly basis, focusing on Countywide efforts to improve transit connections, customer experience and coordinated marketing and messaging with an emphasis on ridership post-COVID-19.

Table 1, Continued

2016 Coordinated Plan Goals	Transit Program Improvements
Goal 3 - Connect and Speed Transit	<ul style="list-style-type: none"> - Through the MMWG, SBCTA analyzes and seeks opportunities for adding or improving transit connections intra-county and inter-county, in addition to first/last-mile connections and improvements. - West Valley Connector Bus Rapid Transit Service planning continued, and funding sources were identified towards implementation in 2024. - SBCTA has completed California Environmental Quality Act (CEQA) requirements and preliminary engineering for the Rancho Cucamonga Siding Extension Project through the Metrolink Southern California Optimized Rail Expansion (SCORE) program. Project will enable more frequent service, improved service reliability, support service expansion, and enhanced safety by improving at-grade crossings. Estimated project completion in 2024.
Goal 4 - Improve Health Care Transportation Access	<ul style="list-style-type: none"> - For two FTA Section 5310 Call For Projects cycles, SBCTA supported grant applicants with technical assistance during their grant development. - SBCTA will continue working to improve health care transportation access, particularly through the 2021 Coordinated Plan's Goal 2, Strategy 2.3: <i>Long-distance trip solutions should be developed and promoted to assist persons traveling long distances.</i> This strategy focuses on health care destinations throughout the County.
Goal 5 - Promote Safe and Comfortable Mobility	<ul style="list-style-type: none"> - SBCTA developed a <i>Station Technical Advisory Committee (STAC)</i>, which continues to meet on a semi-annual basis and focuses on implementing improved and consistent safety and security measures at Metrolink stations located within San Bernardino County. The Committee consists of representatives from each station city, local police departments, San Bernardino County Sheriff's Department and other organizations that will host future passenger rail stations, such as the University of Redlands and ESRI. - SBCTA has completed Phase 1 of a series of first/last-mile bicycle/pedestrian improvements to improve transit access and safety at six Metrolink stations on the San Bernardino Line. Environmental clearance for a second set of Metrolink bike/ped access improvements is nearing completion. Both phases are largely funded through a competitive state grant program. - Article 3 of the Transportation Development Act (TDA) provides funding to cities and transit agencies for a range of bicycle/pedestrian improvements identified under a competitive grant program. Twenty percent of these funds are reserved for improvements at transit stops. SBCTA works with transit agencies and local jurisdictions to identify transit stops that could benefit from bicycle/pedestrian improvements. A new set of funding applications is accepted generally every two years.

Table 1, Continued

2016 Coordinated Plan Goals	Transit Program Improvements
Goal 5, Continued - Promote Safe and Comfortable Mobility	<ul style="list-style-type: none"> - Through the MMWG, SBCTA analyzes and seeks opportunities for adding or improving transit connections intra-county and inter-county, in addition to first/last-mile connections or improvements. - Through the MMWG, SBCTA inventories and evaluates wayfinding and signage at frequented transit centers. - The MMWG implemented Countywide COVID safety-related messaging for transit operators. - West Valley Connector Bus Rapid Transit Service planning continued, and funding sources were identified towards implementation in 2024.

Coordinated Plan Approach and Process

This 2021 Coordinated Plan was developed in compliance with federal requirements and is consistent with the applicable planning process. It was developed and approved through a community process, consistent with FTA guidelines.

As detailed here and in Chapter 4, this planning process — like the rest of the world — was profoundly impacted by the COVID-19 pandemic. While all engagement activities were transitioned to a virtual format, outreach was extensive, incorporating all multiple and diverse stakeholders, including members of the target populations.

This 2021 Coordinated Plan is organized as follows:

Chapter 2 — Existing Demographics

This chapter describes the demographic and socioeconomic characteristics for the Countywide population as a whole and the target populations of this plan: older adults, people with disabilities, low-income populations, Limited English Proficient individuals and veterans. Chapter 2 also presents equity-focused communities — U.S. Census Block Groups where significant numbers of non-white and persons of low income reside.

This demographic analysis was conducted using 1-year estimates from the American Community Survey (ACS) for the years 2014 and 2018, the most current population data available at the time.

Chapter 3 — Assessment of Available Transportation

This chapter describes the transportation network in San Bernardino County, from rail and regional fixed-route and Americans with Disabilities Act (ADA)-complementary paratransit Access Services, to municipal transit operators and vanpool programs. Information about human services agency transportation, Measure I and 5310 recipients is also presented.

The inventory was developed by updating the 2016 Coordinated Plan Inventory, through conversations with public and municipal transit operators and through information gathered during agency interviews and the Countywide e-survey processes.

Chapter 4 — Assessment of Mobility Needs and Gaps

This chapter presents the 2021 Coordinated Plan’s outreach to target populations and the agencies that serve them and the general public. It also includes representative community members’ assessment of their mobility needs and gaps. This chapter presents findings from two phases of virtual outreach activities:

- **Phase I Agency Interviews** — Identifying needs through interviews with more than 20 agencies during July 2020.
- **Phase II Countywide e-survey** — Identifying needs through an online survey during December and January 2020.
 - The e-survey was promoted via email blasts to a stakeholder network of more than 330 contacts, SBCTA’s social media and website, and County transit operators’ social media.
 - Marketing materials in English and Spanish were distributed to stakeholders to aid in e-survey promotion.
 - Surveys were completed by 226 members of the general public and 60 agency representatives.

Chapter 5 — Goals, Strategies and Projects

Chapter 5 presents the organizing framework for this 2021 Coordinated Plan: four goals, 22 strategies and potential projects by which to address these goals. The goals and their supporting strategies are designed to address the findings developed through the demographic analysis, the transportation inventory and the two-phased public engagement process.

Chapter 6 — Implementation

Chapter 6 reports on the prioritization of the 2021 Coordinated Plan Strategies for implementation and provides guidance on implementing this 2021 Coordinated Plan for San Bernardino County.

Consistent with federal regulation, a community process informed the 2021 Coordinated Plan strategies and implementation priorities, which were further refined by near- and long-term implementation, funding levels and complexity of implementation.

The community process for prioritizing strategies consisted of:

- **Phase III Virtual Workshop and Open House** — This event invited comments upon and assistance in prioritizing strategies responsive to needs in March 2020. During the week-long open house, agency stakeholders were invited to visit the project website to learn about project findings; attend an interactive, virtual workshop on Coordinated Plan strategies; rate the strategies’ priority; and provide written comments.
 - The Workshop and Open House was promoted via email blasts to a stakeholder network of more than 330 contacts and agency e-survey respondents.

COVID-19 Pandemic Impacts on Transportation

This 2021 Coordinated Plan was being developed during the COVID-19 pandemic, which first began in the spring of 2020. This global outbreak of a respiratory disease is caused by a novel (new) coronavirus named “the coronavirus disease 2019” (abbreviated “COVID-19”). California was the first state to respond with a statewide Stay-at-Home order to protect the health and well-being of all Californians and to establish consistency across the state in order to slow the spread of COVID-19. California’s Stay-at-Home order limited travel to essential trips only, such as grocery shopping, urgent healthcare and social services, and travel to jobs that were deemed essential and could not be moved to remote work.

The Stay-at-Home order was removed or reinstated on county and regional COVID cases and hospital capacities throughout the end of 2020 and early 2021. This legal order has disrupted almost every aspect of day-to-day life, and most certainly, has affected public transportation.

The long-term implications of this time have yet to be understood, but the immediate impact has been a precipitous reduction in transit ridership. Federal funding did arrive due to the passage of the Coronavirus Aid, Relief and Economic Security (CARES) Act, a \$2 trillion economic aid package that includes \$25 billion in emergency relief funding for public transportation. These funds can be used for “operating costs to maintain service and lost revenue due to the coronavirus public health emergency, including the purchase of personal protective equipment, and paying the administrative leave of operations personnel due to reductions in service.” State apportionments are available to recipients of 49 U.S.C. §§ 5307, 5311, 5337 and 5340. Approximately \$80 million was apportioned to San Bernardino County transit operators.

A second relief bill, the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA), was passed in December 2020. While \$14 billion in supplemental funds will be distributed through CRRSSA, San Bernardino County allotments are minimal due to the CARES Act apportionments. Approximately \$4,200,000 will be apportioned to some San Bernardino County operators.

As with the country as a whole, this statewide “shut down” has resulted in a loss of riders, service hours and, often, reduced efficiencies, while San Bernardino County continued to incur administrative and payroll costs. Transit operators began to see sharp declines in ridership beginning in the second week of March. By the fourth week of March, Omnitrans’ ridership had dropped by -66 percent since the first week of March, Victor Valley Transit Authority (VVTA) lost -78 percent and Mountain Transit experienced losses of -71 percent, over those four weeks. Morongo Basin Transit Authority (MBTA) saw its ridership decline by -59 percent and Needles Transit Services saw a -44 percent decrease in boardings between the first and fourth weeks of March. Metrolink saw a loss of nearly -90 percent during this period.

Despite this loss of ridership, operators continue to serve essential workers and routine riders, with ridership beginning to level. Many human service providers also have seen ridership losses due to program closures and quarantining. Others have experienced reduced efficiencies due to social distancing required on vehicles.

Transit providers have responded to this crisis through multiple methods, including continuing schedule changes, free fare service, new communications strategies and even food delivery programs.

As the pandemic continues with waves of new variants and a continuing vaccine rollout, the public transit response continues to adapt and shift. While the prioritization of strategies in Chapter 6 reflects the current prioritization as of this writing, flexibility in implementation, in new prioritization and in the development of new responses will be critical as the COVID-19 management and responses evolve.

Chapter 2. Demographics

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

This chapter is divided into two main sections: Countywide Demographics and Indicators and Region-Level Demographics. The latter will include demographic information for each of the six Measure I regions in San Bernardino County:

- Valley
- Mountains
- Morongo Basin
- Victor Valley
- Colorado River
- North Desert

Countywide Demographics and Indicators

This section focuses on County-level indicators and the demographic changes that occurred since the 2016 Coordinated Plan. Maps are included for population, population density, older adults, people with disabilities and low-income population. These maps are based on the fixed-route transit service areas of the County. Figure 1 includes a base map showing the transit service areas.

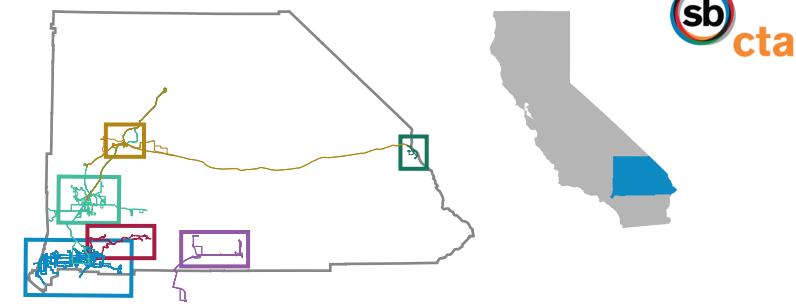
This section includes:

- Overview of the Target Populations
- Historic and Projected Population Change
- Older Adults
- People with Disabilities
- Low-Income Populations
- Veterans
- Limited-English Proficiency
- Commute Characteristics
- Equity-Focused Communities

San Bernardino County

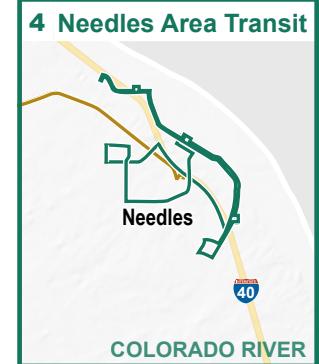
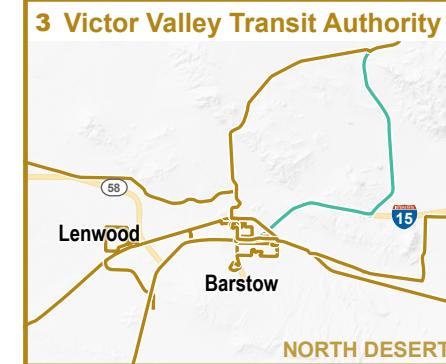
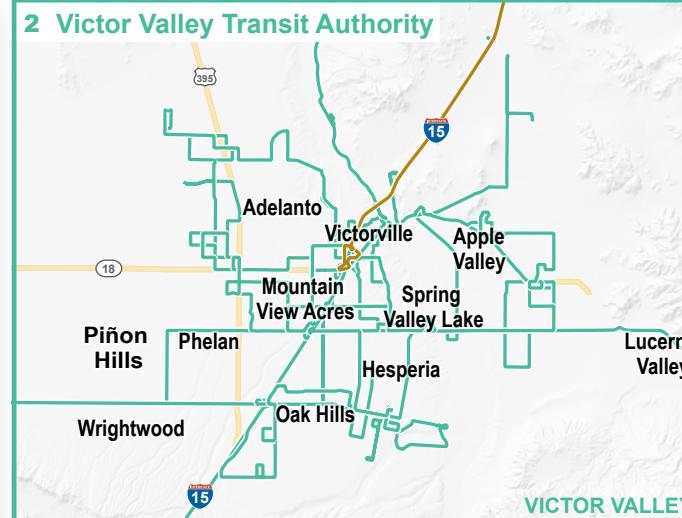
Public Transit Systems

Showing County Transit Service Areas

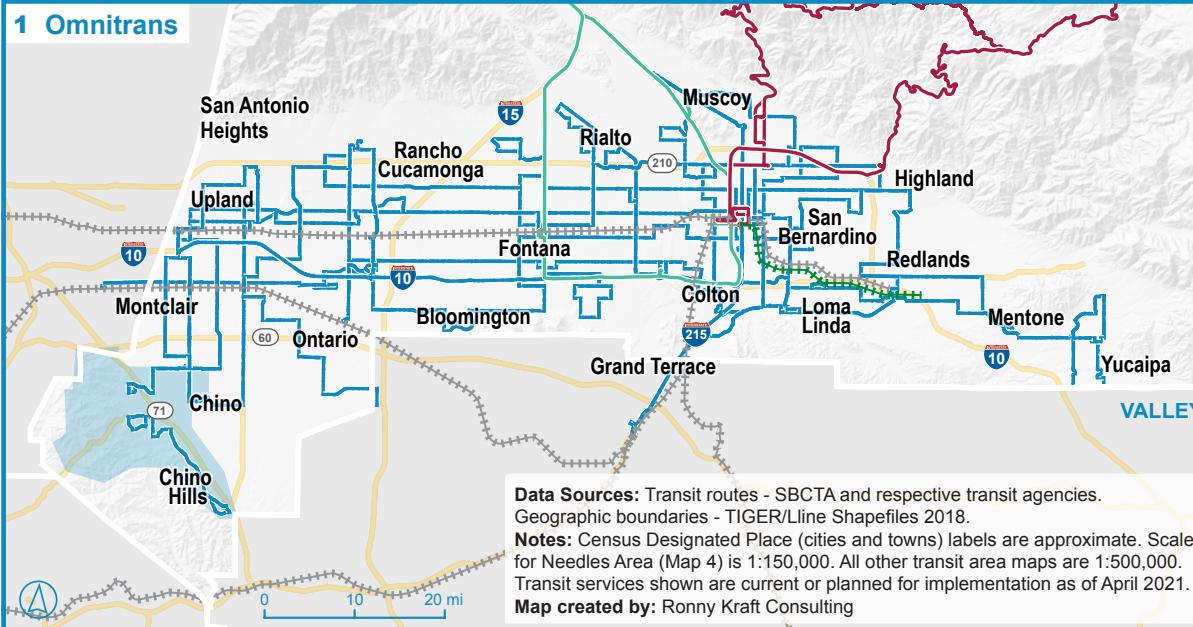


Transit Systems

- Omnitrans
- Omnitrans Microtransit
- Metrolink
- Arrow
- VVTA Victor Valley
- VVTA Barstow
- Needles Area Transit
- Mountain Transit
- Morongo Basin Transit Auth.
- Major Roads



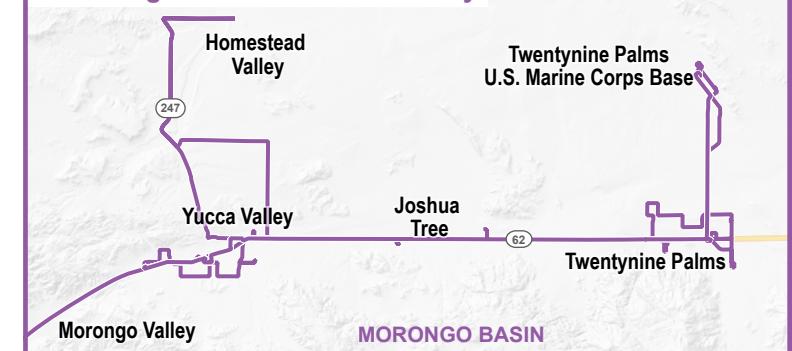
1 Omnitrans



5 Mountain Transit



6 Morongo Basin Transit Authority



Methodology

The prior 2016 Coordinated Plan primarily used 2010-2014 5-year estimates from the American Community Survey (ACS) compared to the 2000 U.S. Census. This 2021 Coordinated Plan primarily uses 1-year estimates from the ACS for years 2014 and 2018 to show demographic and socioeconomic change at the County level, unless otherwise noted. At the time of this writing, the most recent data available from the ACS is for 2018.

At the various points where poverty is discussed, living in poverty in San Bernardino is defined as having a household income below 150 percent of the Federal Poverty Thresholds. This was called out in the guidelines regarding Coordinated Plans. This also recognizes California's generally higher cost of living than the national average. Federal Poverty Level thresholds are defined by the Census by the number and age of people living in a household. For example, in 2018 at 150 percent of the poverty thresholds, an older adult living alone with an annual income of less than \$18,064 would be considered to be living in poverty and a household consisting of a single parent with two children would be considered to be living in poverty if their household income was less than \$30,364.

Disability status is self-reported to the ACS and is based on a series of questions about six different disability types, which are described in the text. Disability status is only determined by the ACS for the civilian non-institutionalized population, so persons in prisons or living in skilled nursing facilities or long-term hospitals are not included in these counts.

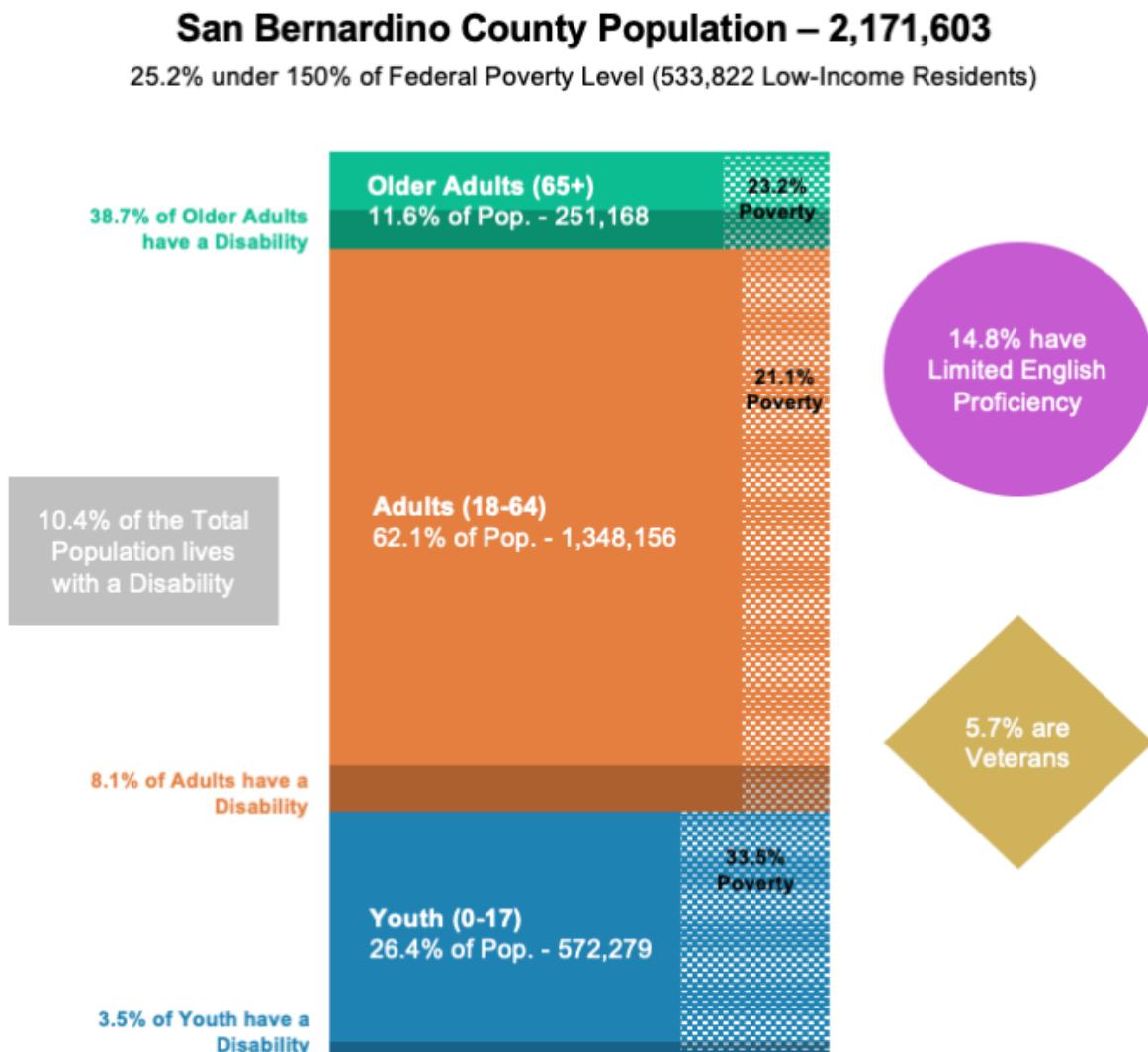
Overview of the Target Populations

Figure 2 provides a graphical overview of the target populations within San Bernardino County. The graphic shows, at a glance, that youth under the age of 18 are more likely to be living in poverty than adults aged 18 to 64 and older adults over the age of 65. It also shows that older adults are much more likely to have a disability than adults and youth.

Among San Bernardino County's residents:

- 11.6 percent are older adults
- 10.4 percent have a disability
- 25.2 percent are living in poverty
- 5.7 percent are veterans
- 14.8 percent have limited-English proficiency

Each of these populations will be discussed further within their respectively named sections, which include maps based on the transit service areas of the County.

Figure 2, Target Populations Overview

Data sources: U.S. Census American Community Survey 2018 1-year estimates.

Population

San Bernardino County has grown, and is projected to grow, at a slightly faster rate than California as a whole. Figure 3 and Table 2 show the historic and projected population change for the County using the California Department of Finance (CA DOF) population estimates.¹ These CA DOF estimates show that between 2010 and 2020, the County population increased by 8.4 percent, from 2,045,118 to 2,217,398, a net increase of 172,280 people. During this same time period, the

¹ California Department of Finance (DOF) — Total Estimated and Projected Population for California Counties: July 1, 2010 to July 1, 2060 dataset. The estimates are based on births, deaths and net migration.

population of California increased by 7.4 percent. In the next 10 years, the County population is projected to increase by 8.0 percent to 2,395,632 in year 2030, with a net increase of 178,234 people, while the State is projected to increase by only 5.3 percent.

Figure 3, Historic and Projected Population — Countywide

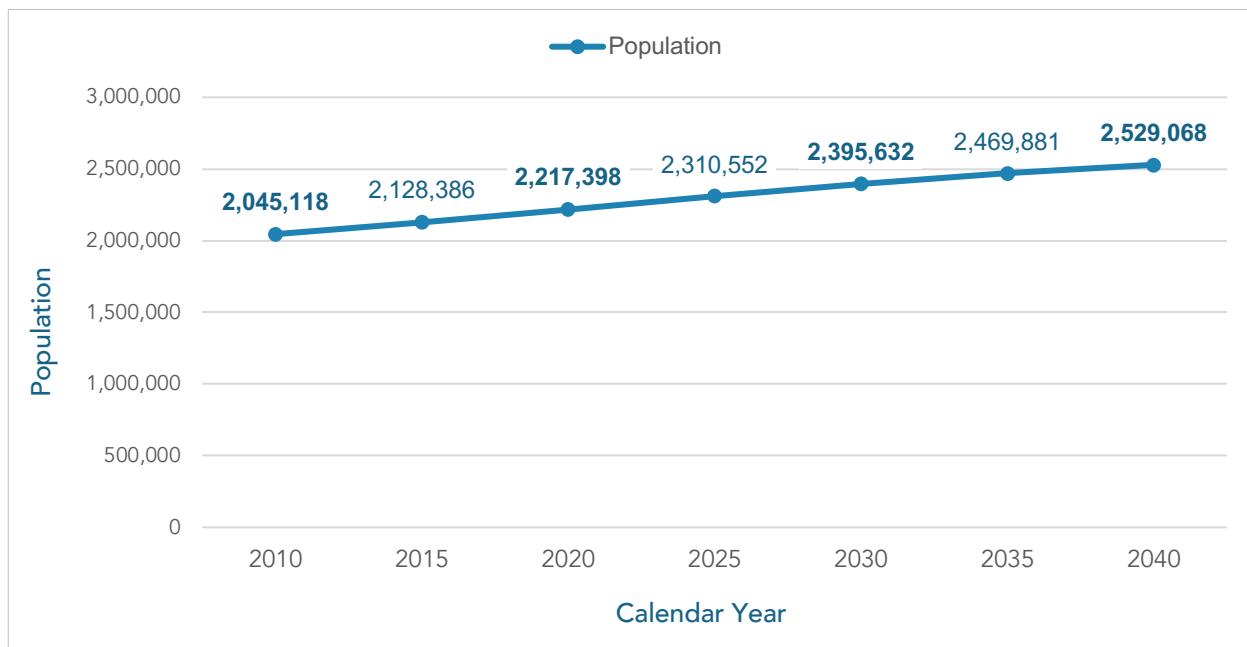
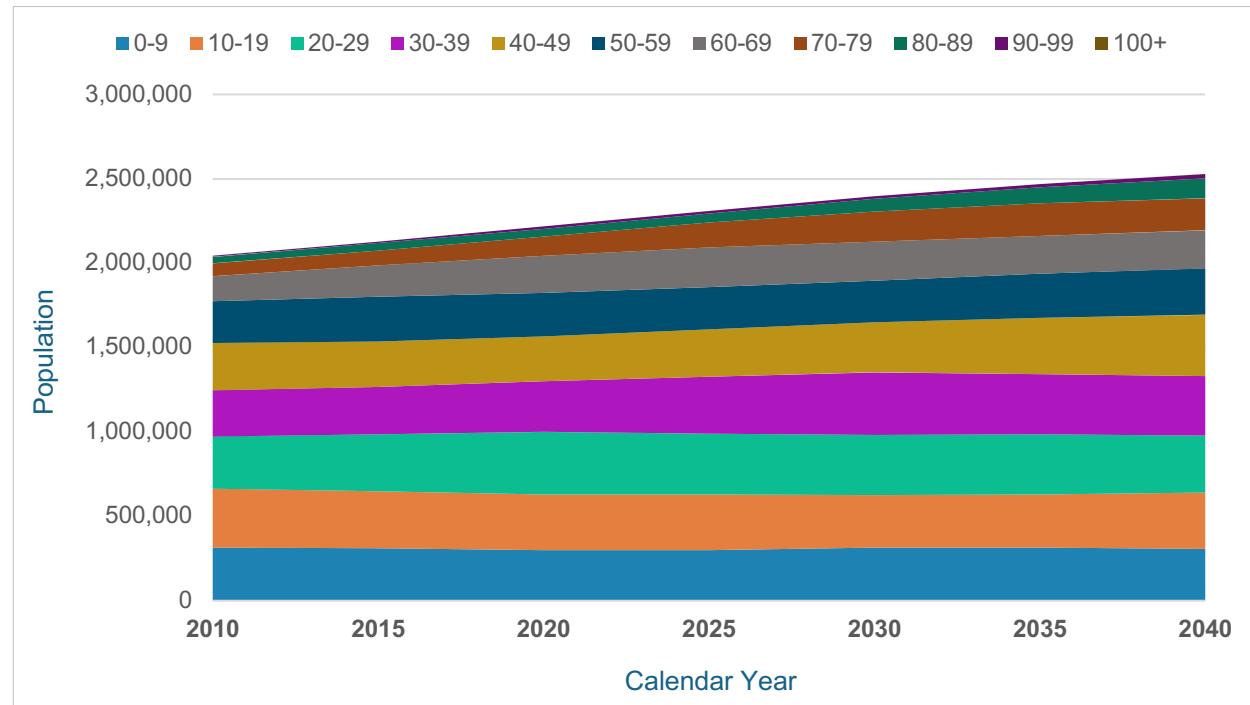


Figure 4 and Table 2 show the CA DOF historic and projected population change estimates by age group. From 2010 to 2020, the youngest age groups (under 20) decreased in number, as did the group aged 40-49. The group aged over 100 years of age also decreased, but due to the small population size of this age group, the net decrease was only about 148 people. During this same time period, the age groups between 60 and 99 increased the most, in terms of percentage change. For example, the number of people in the 60-69 age group increased by 46.7 percent, or 69,404 people. The population aged 20-29 also increased by a large amount of 63,211 people, which is a 20.5 percent increase for this bracket.

From 2020 to 2030, the age group from 10-29 is projected to continue to decrease in size; however, the youngest group, those under 9 years of age, is expected to increase by 4.4 percent. The cohort aged 20-29, which increased significantly in size between 2010 and 2020, will age to the 30-39 year bracket between 2020 and 2030 and thus will present a similar increase. This is also true for the older adult age groups of 70-79 and 80-89, which will grow significantly by 52.4 percent and 67.1 percent, respectively, between 2020 and 2030. Changes in the older adult population are discussed further in the section so named below.

Table 2, Historic and Projected Population by Age Group — Countywide

Age	2010	2020	2030	Change 2010-2020	Percent Change 2010-2020	Change 2020-2030	% Change 2020-2030
0-9	315,206	311,385	299,922	-15,284	-4.8%	-13,281	-4.4%
10-19	349,442	335,626	328,977	-20,465	-5.9%	-16,197	-4.9%
20-29	308,110	337,497	371,321	63,211	20.5%	14,034	3.8%
30-39	273,090	282,117	299,218	26,128	9.6%	69,814	23.3%
40-49	281,228	267,361	266,500	-14,728	-5.2%	-29,139	-10.9%
50-59	247,558	266,055	258,773	11,215	4.5%	10,025	3.9%
60-69	148,463	186,080	217,867	69,404	46.7%	13,593	6.2%
70-79	76,693	89,711	116,342	39,649	51.7%	60,994	52.4%
80-89	38,421	43,020	45,000	6,579	17.1%	30,195	67.1%
90-99	6,696	9,410	13,415	6,719	100.3%	892	6.6%
100+	211	124	63	-148	-70.1%	-582	-923.8%
Total Co.	2,045,118	2,128,386	2,217,398	172,280	8.4%	178,234	8.0%
Total CA	37,367,579	39,055,383	40,129,160	2,761,581	7.4%	2,134,494	5.3%

Figure 4, Historic and Projected Population by Age Group — Countywide

According to the American Community Survey (ACS) 1-year estimates, the total County population increased by 2.8 percent between 2014 and 2018. This is higher than the statewide rate of 1.9 percent during the same time period. The ACS 1-year estimates will be used for the following five sections describing the target populations, as these have the greatest accuracy about changes in given population characteristics.

Figures 5 and 6 feature maps that show total population and the population density by U.S. Census Block Group. The majority of the Countywide population lives in the Omnitrans' (Valley) service area, but there are also relatively high concentrations of residents in the Victor Valley area. The Population Density Map shows that the Omnitrans' service area is the most densely populated area of the County.

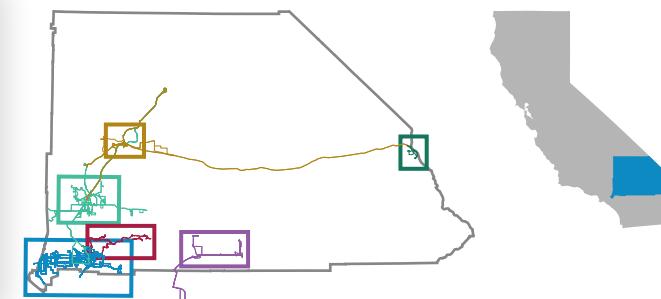
San Bernardino County Transit Service Areas

Total Population

By U.S. Census Block Group

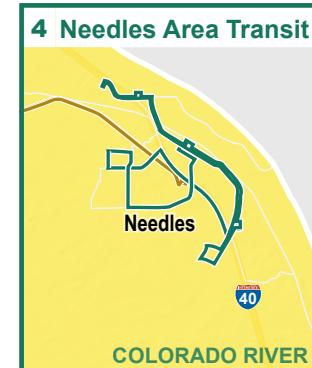
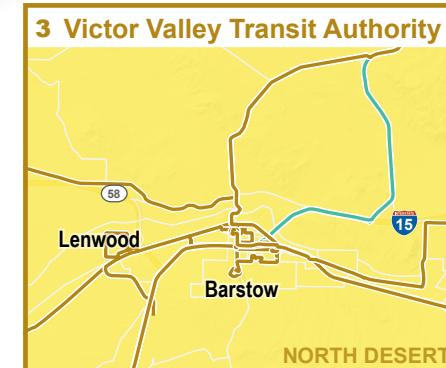
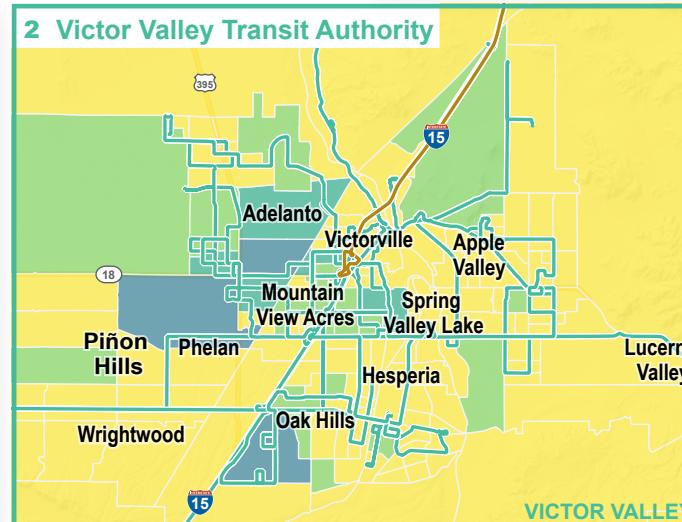
Total Population

- 0 - 3,280
- 3,280 - 6,570
- 6,570 - 9,850
- 9,850 - 13,130
- 13,130 - 16,420
- 16,420 - 19,700

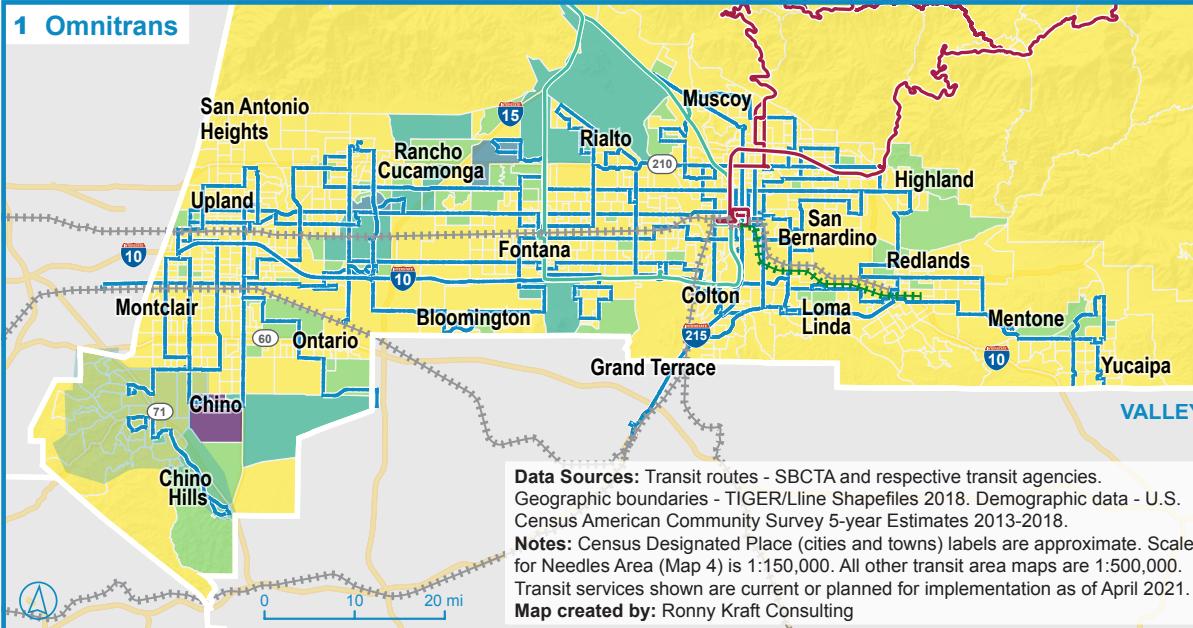


Transit Systems

- Omnitrans
- Omnitrans Microtransit
- Metrolink
- Arrow
- VVTA Victor Valley
- VVTA Barstow
- Needles Area Transit
- Mountain Transit
- Morongo Basin Transit Auth.
- Major Roads



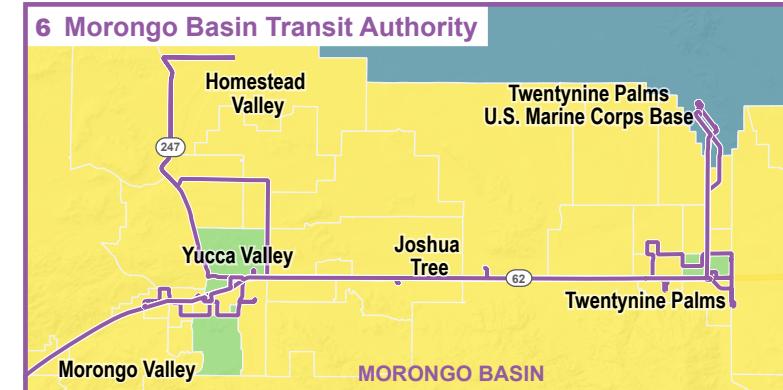
1 Omnitrans



5 Mountain Transit



6 Morongo Basin Transit Authority



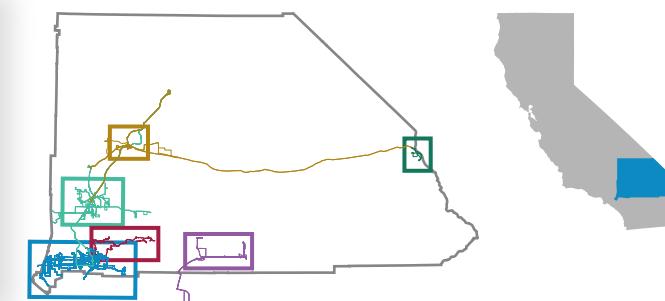
San Bernardino County Transit Service Areas

Population Density

By U.S. Census Block Group

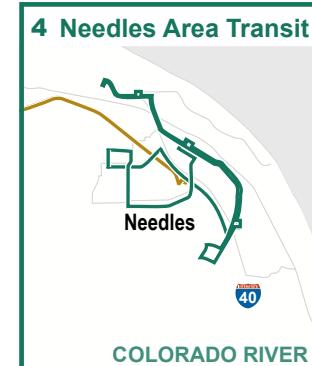
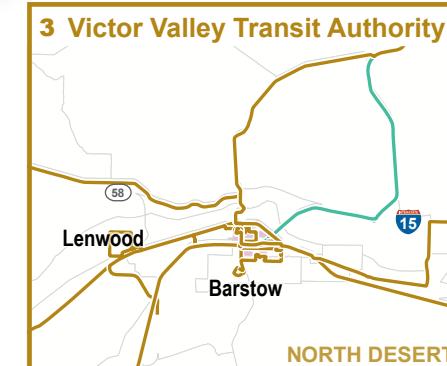
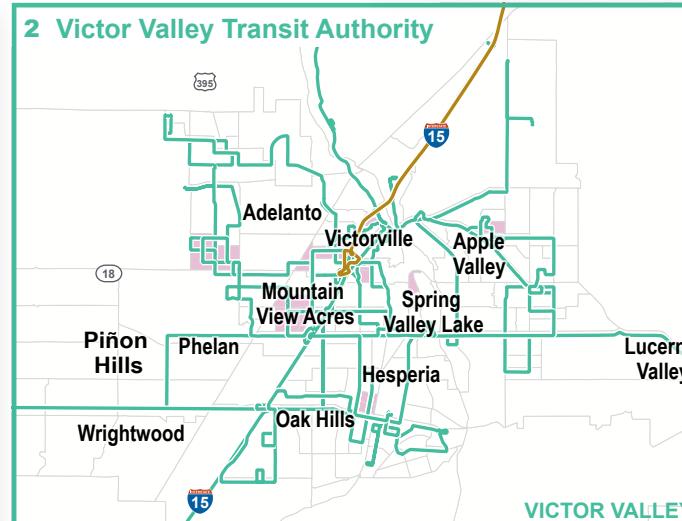
Residents per Acre

- 0 - 7
- 7 - 14
- 14 - 21
- 21 - 28
- 28 - 67

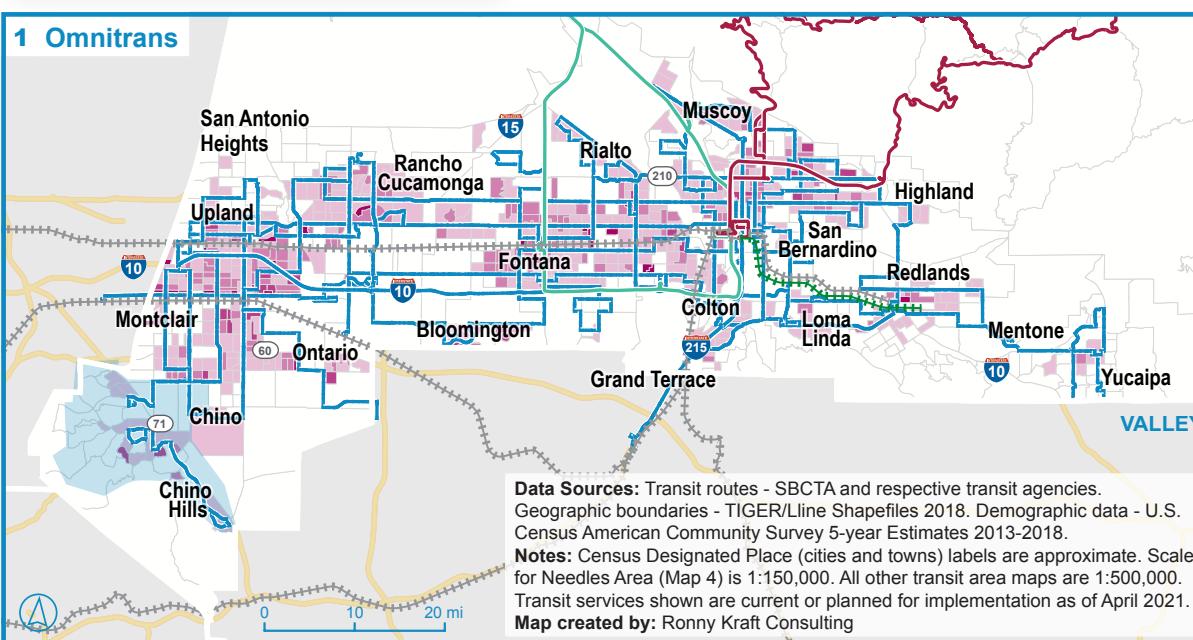


Transit Systems

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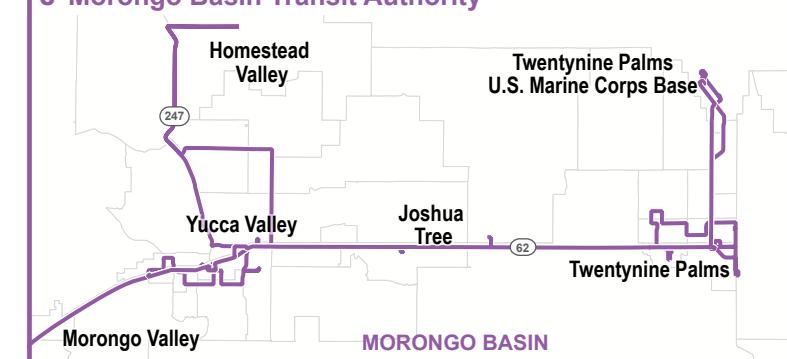
1 Omnitrans



5 Mountain Transit



6 Morongo Basin Transit Authority



Older Adults

In 2018, there were approximately 251,168 people over the age of 65 living in the County and they comprised 11.6 percent of the population (Table 3). This is lower than the statewide proportion of 14.3 percent. Between 2014 and 2018, the number of older adults increased by 33,299, which is a 15.3 percent increase. This growth rate is much higher than the growth rate for San Bernardino County as a whole during this same time period, which was 2.8 percent. The growth rate among older adults for California as a whole was 13.6 percent, which is slightly lower than the County.

Among older adults, 58,251, or 23.2 percent, are living in poverty. Between 2014 and 2018, this number increased by a rate of 14.8 percent, comparable to the increase in the older adult population as a whole.

A large proportion of older adults live with at least one disability (38.7 percent). The most commonly self-reported disability type is ambulatory difficulty (24.9 percent), followed by independent living difficulty (17.0 percent) and hearing difficulty (15.8 percent).

Table 3, Older Adults in San Bernardino County

Older Adults Aged 65+	2014	2018	Change 2014 to 2018	% Change 2014 to 2018
Count	217,869	251,168	33,299	15.3%
% of Total County Population	10.3%	11.6%		
Living in Poverty	50,757	58,251	7,494	14.8%
% Living in Poverty	23.3%	23.2%		
Living with a Disability	85,405	97,202	11,797	13.8%
% With a Disability	39.2%	38.7%		
Disability Type				
With a hearing difficulty	16.0%	15.8%		-0.2%
With a vision difficulty	7.5%	8.3%		0.8%
With a cognitive difficulty	11.2%	11.9%		0.7%
With an ambulatory difficulty	26.3%	24.9%		-1.4%
With a self-care difficulty	11.0%	9.9%		-1.1%
With an independent living difficulty	19.4%	17.0%		-2.4%

Figure 7 shows the historic and projected population by age, as a percentage of the total population, from the CA DOF. The overall trend from 2010 to 2040 is an increase in the proportion of the population that are over the age of 60. The most marked increases, in terms of proportion of the total population, are among those aged 70 and older, due to the aging of the Baby Boom generation. Combined, adults over the age of 70 age groups are projected to increase from 11.2 percent of the population in 2020 to 14.3 percent in 2030, and then 17.2 percent in 2040.

Figure 7, Historic and Projected Population by Age Group as Percentage of the Total Population

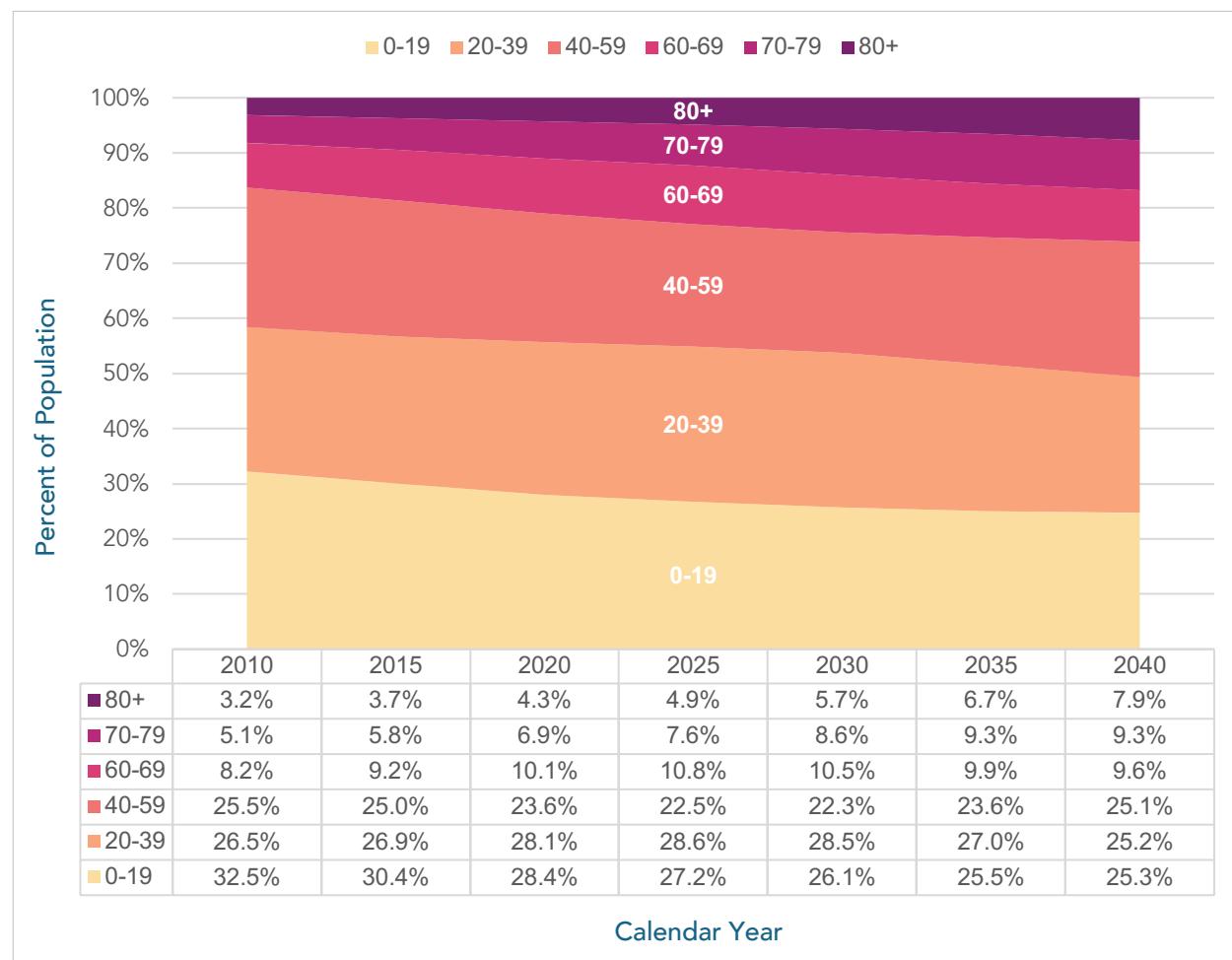


Figure 8 shows the commute mode for workers over the age of 60 versus workers under 60. Older adult workers are slightly less likely to drive alone to work, at 78.6 percent, than workers under 60, at 80.4 percent. Older adult workers are also less likely to carpool, at 8.1 percent, than workers under 60, at 10.3 percent. Older adult workers are slightly more likely to commute via public transportation at 2.0 percent. Note that data are not available for workers who walk or work from home by age and so the totals do not add up to 100 percent.

Figure 8, Commute Mode — Older Adults

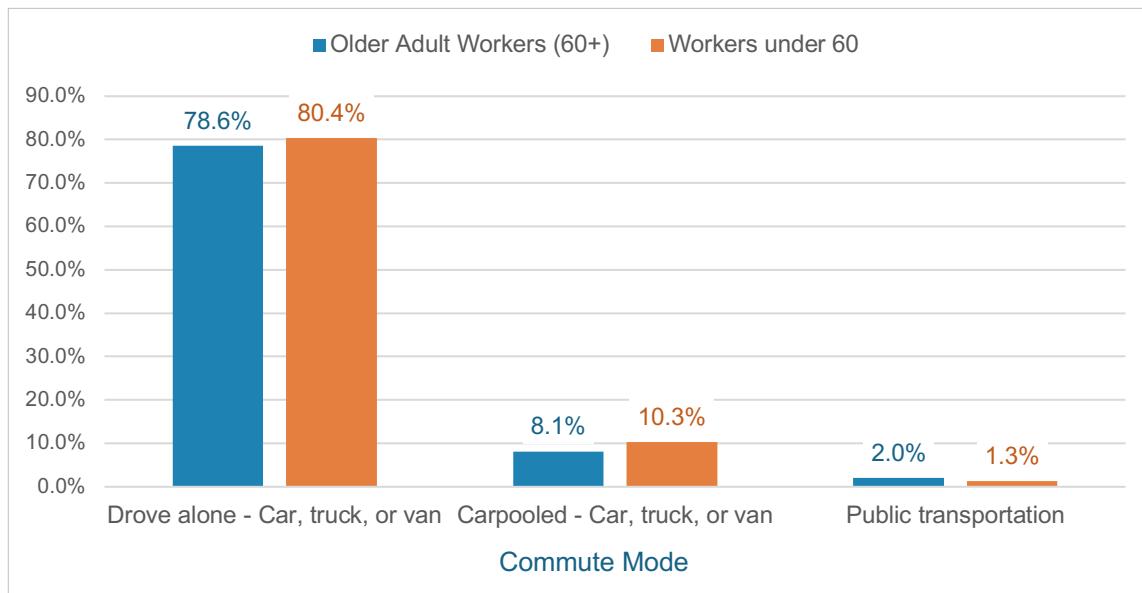


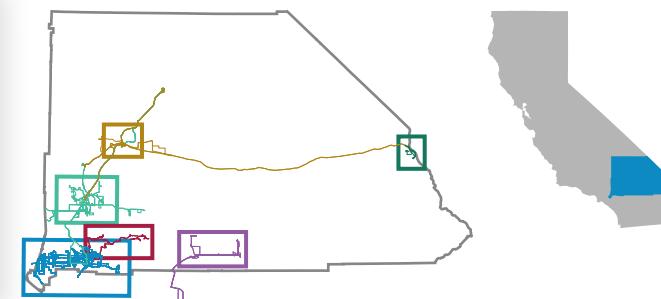
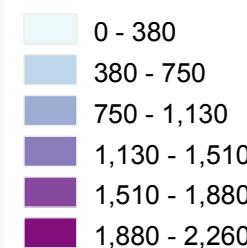
Figure 9 is a map showing the number of older adults over the age of 65 per the U.S. Census Block Group. There are relatively high concentrations of older adults in the Chino, Rancho Cucamonga, Hesperia, Phelan and Morongo Valley areas.

San Bernardino County Transit Service Areas

Older Adults

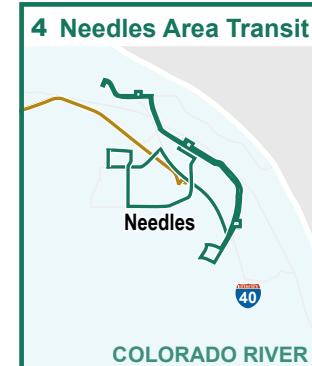
By U.S. Census Block Group

Older Adults (65+)

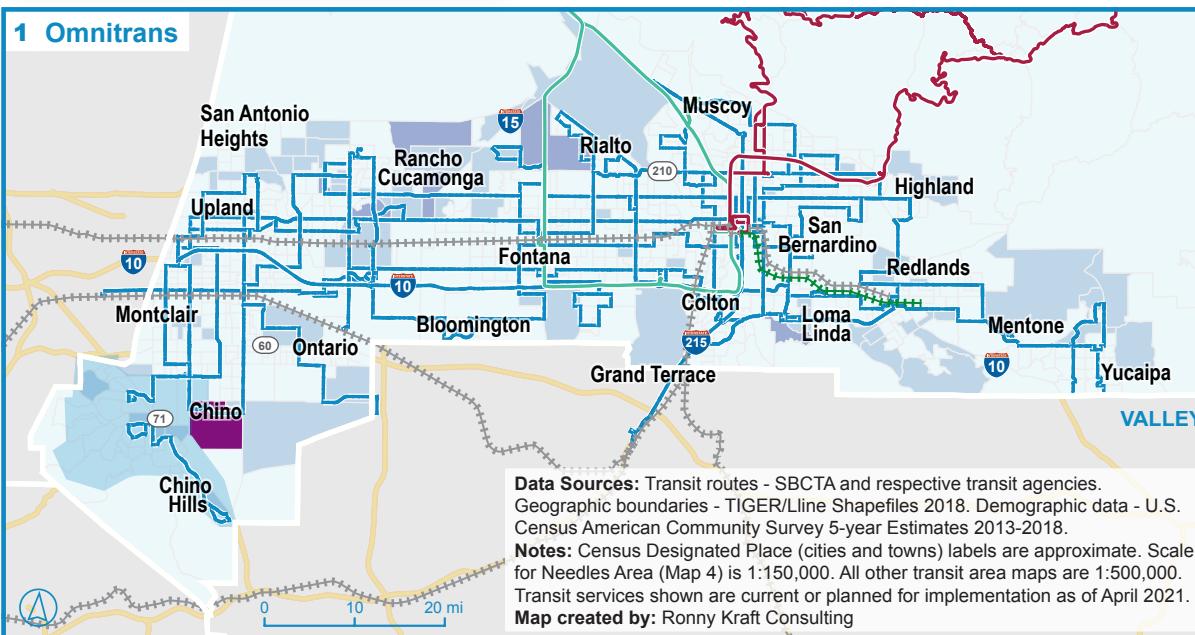


Transit Systems

- Omnitrans
- Omnitrans Microtransit
- - - Metrolink
- - - Arrow
- VVTA Victor Valley
- VVTA Barstow
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- Mountain Transit
- Morongo Basin Transit Auth.
- Major Roads



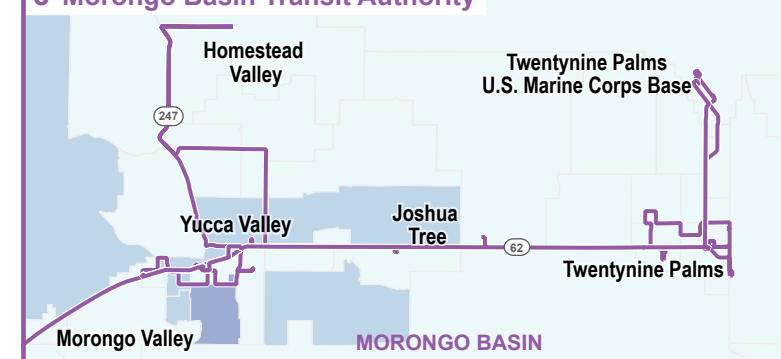
1 Omnitrans



5 Mountain Transit



6 Morongo Basin Transit Authority



People with Disabilities

Table 4 shows demographics for people with disabilities. There are 220,792 people who self-report as having at least one disability, which is approximately 10.4 percent of the total County population, which is equal to the statewide average. Between 2014 and 2018, the population of people with disabilities decreased by 3,318 people, or -1.5 percent, while the statewide population of people with disabilities grew by 0.4 percent.

The most common disability type is independent living difficulty (5.7 percent), followed by self-care difficulty (5.2 percent) and ambulatory difficulty (4.3 percent).

One-third of people with disabilities are living in poverty, and people with disabilities are more likely to be living in poverty than the County population over the age of 18 as a whole. The number of people with disabilities living in poverty decreased by -5.2 percent between 2014 and 2018, while the total County population of people living in poverty decreased by -14.9 percent.

Table 4, People with Disabilities in San Bernardino County

People with Disabilities	2014	2018	Change 2014 to 2018	% Change 2014 to 2018
Count	224,110	220,792	-3,318	-1.5%
% of Total County Population	10.9%	10.4%		-0.5%
Living in Poverty	85,575	72,798	-12,777	-14.9%
% Living in Poverty	38.2%	33.0 %		-5.2%
Disability Type				
With a hearing difficulty	2.2%	2.1%		-0.1%
With a vision difficulty	2.7%	2.3%		-0.4%
With a cognitive difficulty*	2.8%	2.8%		0.0%
With an ambulatory difficulty*	4.2%	4.3%		0.1%
With a self-care difficulty*	4.3%	5.2%		0.9%
With an independent living difficulty**	5.7%	5.7%		0.0%

* Does not include the population aged 5 and under.

** Does not include the population aged 17 and under.

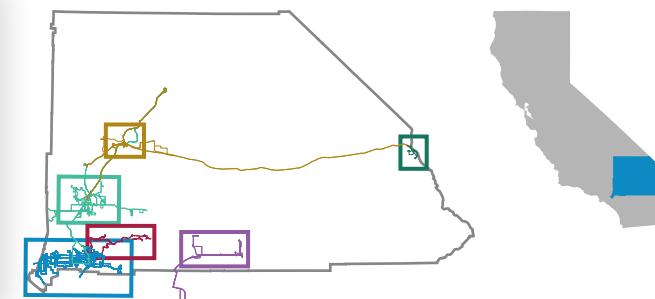
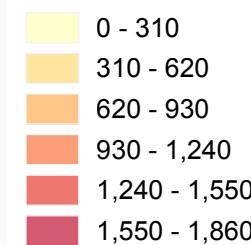
The Figure 10 map shows the number of people with one or more disabilities per the U.S. Census Tract. There are relatively high numbers of people with disabilities in the Loma Linda, Oak Hills, Phelan, Adelanto, Spring Valley Lake, Apple Valley, Yucca Valley and Morongo Valley areas.

San Bernardino County Transit Service Areas

People with Disabilities

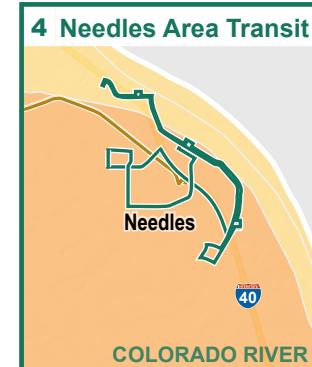
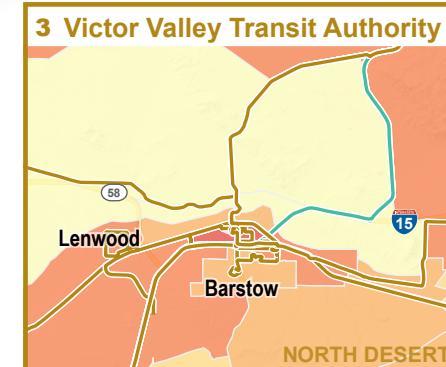
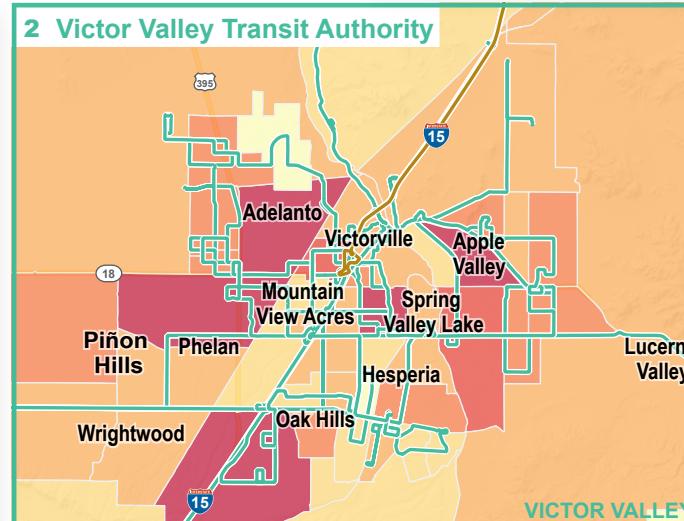
By U.S. Census Block Group

People with Disabilities

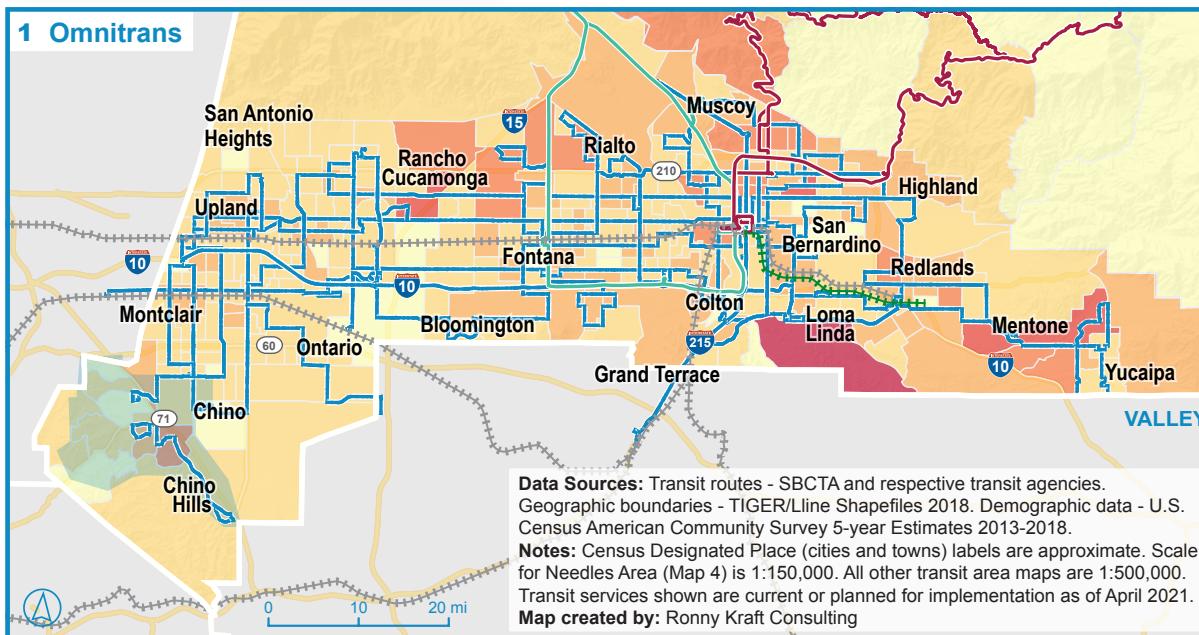


Transit Systems

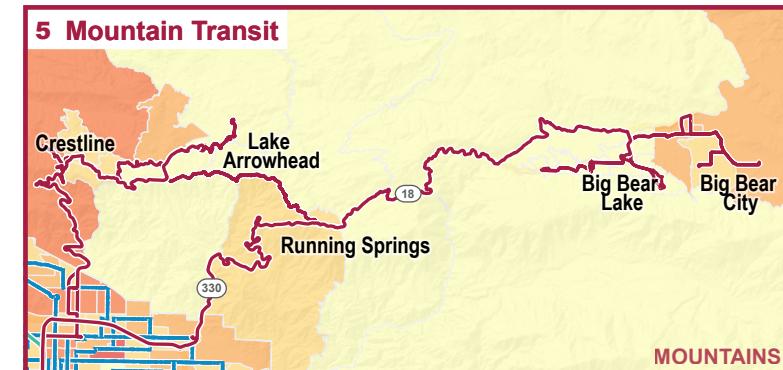
- Omnitrans
- Omnitrans Microtransit
- - - Metrolink
- - - Arrow
- VVTA Victor Valley
- VVTA Barstow
- Needles Area Transit
- Mountain Transit
- Morongo Basin Transit Auth.
- Major Roads



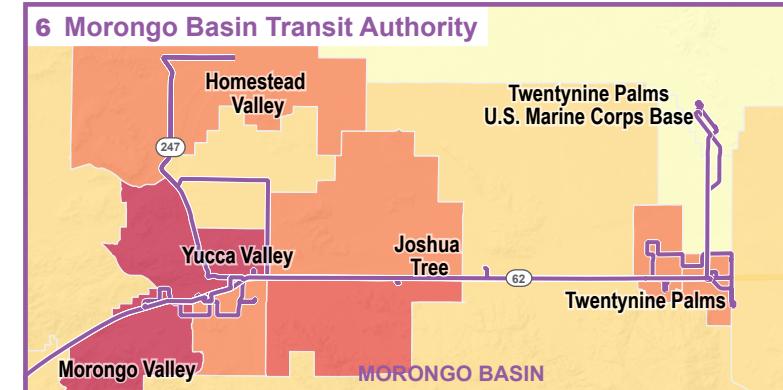
1 Omnitrans



5 Mountain Transit



6 Morongo Basin Transit Authority



Low-Income Populations

Table 5 shows the number of people and percent of the total population living at or below a set of poverty thresholds from less than 50 percent to 150 percent. In San Bernardino County, 150 percent of the Federal Poverty Thresholds is used to account for the higher cost of living in the County than the national average. These thresholds are defined by the Census by the number and age of people living in a household. For example, in 2018 at 150 percent of the poverty thresholds, an older adult living alone with an income of less than \$18,064 would be considered to be living in poverty and a household consisting of a single parent with two children would be considered to be living in poverty if their household income was less than \$30,364.

In 2018, about 25.2 percent of individuals lived in households with annual incomes below 150 percent of the poverty threshold, a significant drop from 32.2 percent in 2014, representing 127,020 San Bernardino County residents no longer living in poverty.

Figure 11 shows the change in the proportion of the population living at various poverty thresholds up to 150 percent.

The unemployment rate decreased to 6.7 percent and the percentage of people with health insurance increased to 91.3 percent, respectively.

Table 5, People Living in Poverty, Unemployment Rate, Health Coverage

Poverty Threshold	2014	2014 % of Total Pop.	2018	2018 % of Total Pop.	Change 2010-2020	% Change 2010-2020
Under 50%	184,399	9.0%	143,432	6.8%	-40,967	-22.2%
50% - 74%	115,206	5.6%	72,193	3.4%	-43,013	-37.3%
75% - 99%	122,506	6.0%	99,731	4.7%	-22,775	-18.6%
100% - 124%	111,063	5.4%	112,367	5.3%	1,304	1.2%
125% - 150%	127,668	6.2%	106,099	5.0%	-21,569	-16.9%
Total Living in Poverty	660,842	32.2 %	533,822	25.2 %	-127,020	-19.2%
Unemployment rate	11.2%		6.7%			-4.5%
With health insurance coverage	86.2%		91.3%			5.1%

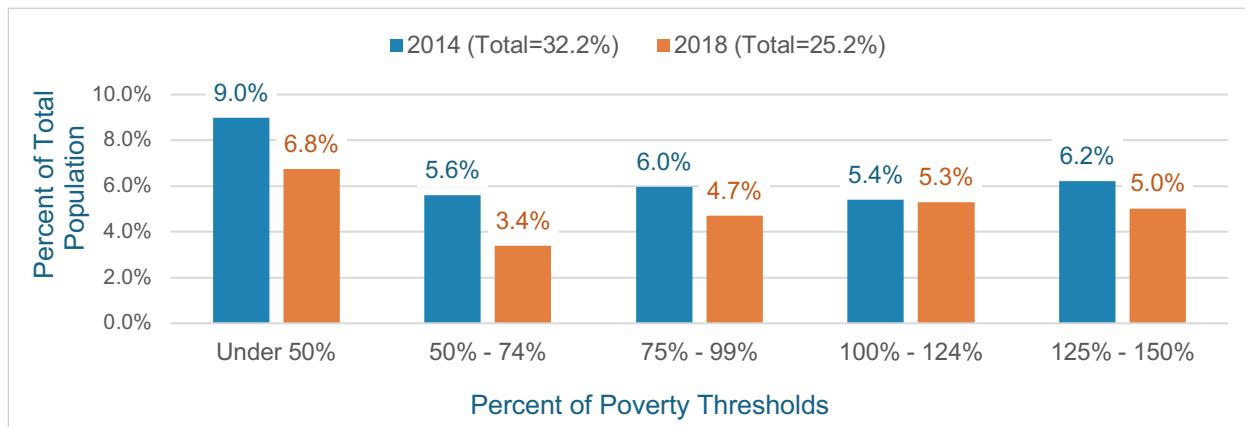
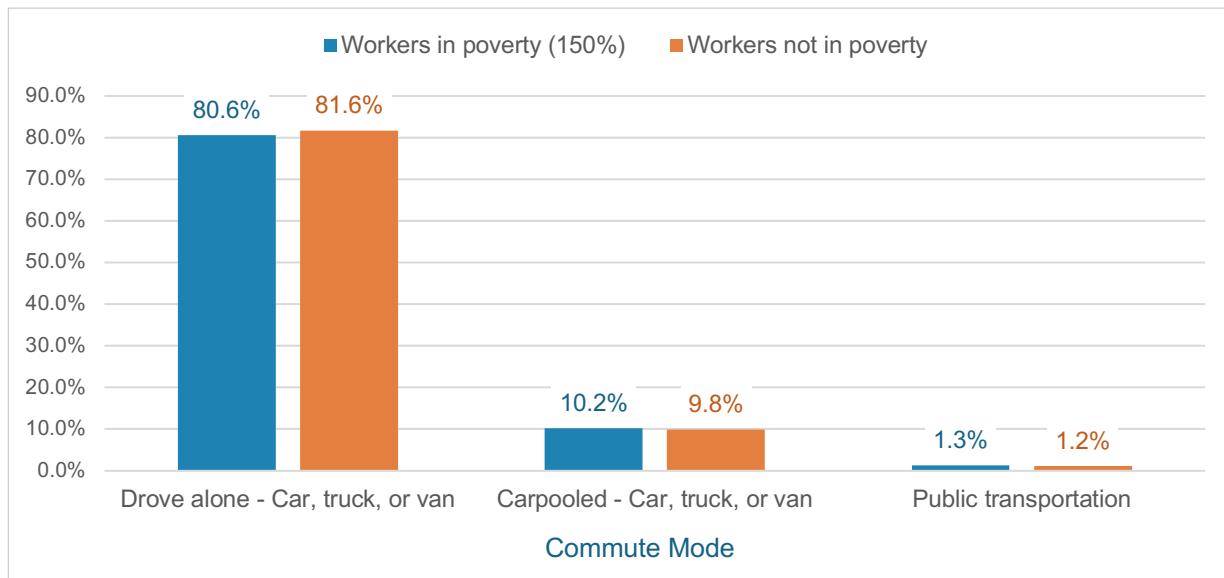
Figure 11, People Living in Poverty at Various Poverty Thresholds, Between 2014 and 2018

Figure 12 shows the commute mode for workers living in poverty and those who are not. Very little difference exists between the two groups, with workers living in poverty slightly less likely to drive alone and slightly more likely to carpool. Note that data are not available for workers who walk or work from home by poverty status and so the totals in the chart do not add up to 100 percent.

Figure 12, Commute Mode — People Living in Poverty

Note: Data for workers who walk or work from home are not available by poverty status.

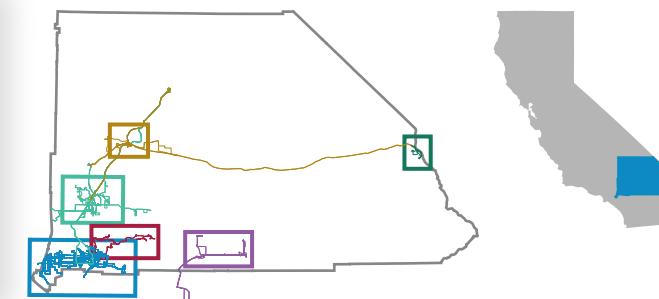
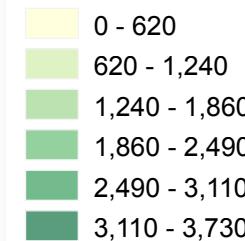
The map in Figure 13 shows the number of people living below 150 percent of the Federal Poverty Thresholds per the U.S. Census Block Group. The map shows that Victor Valley area has relatively high numbers of people living in poverty.

San Bernardino County Transit Service Areas

People Living in Poverty

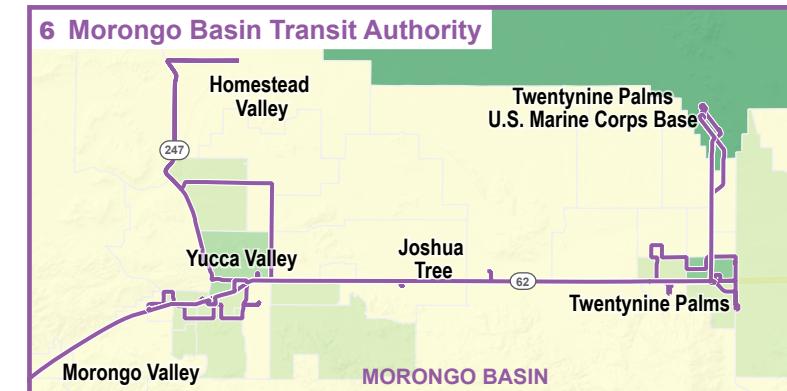
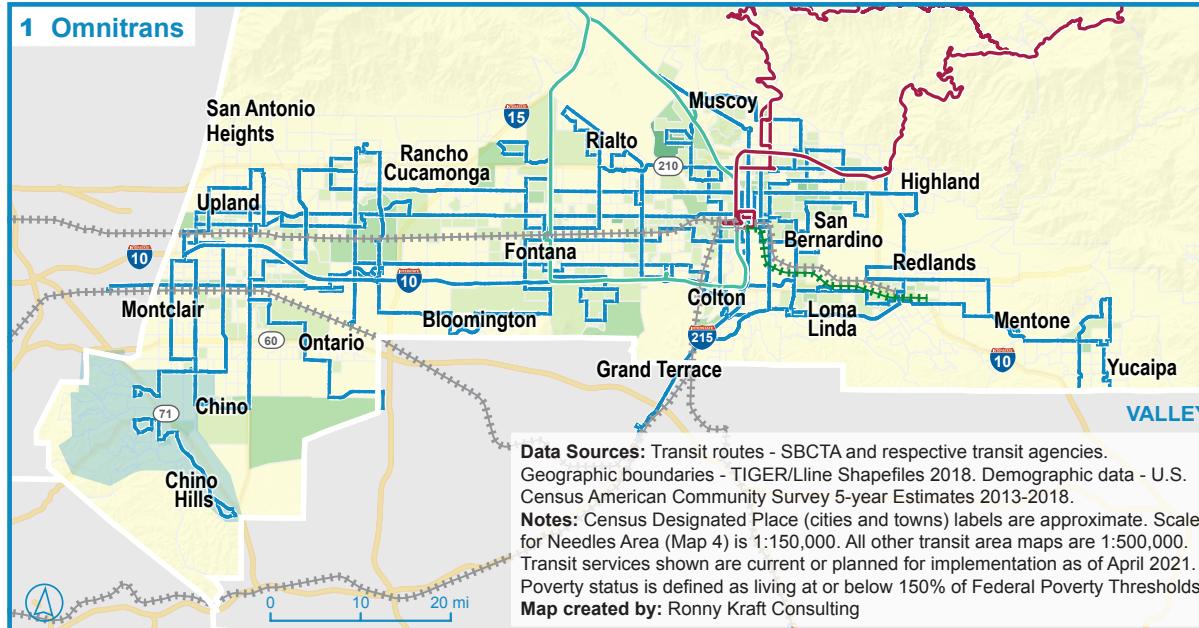
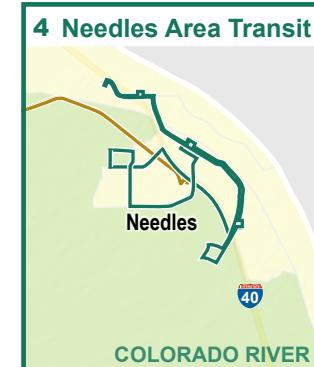
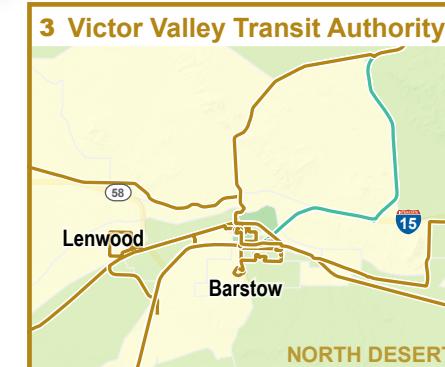
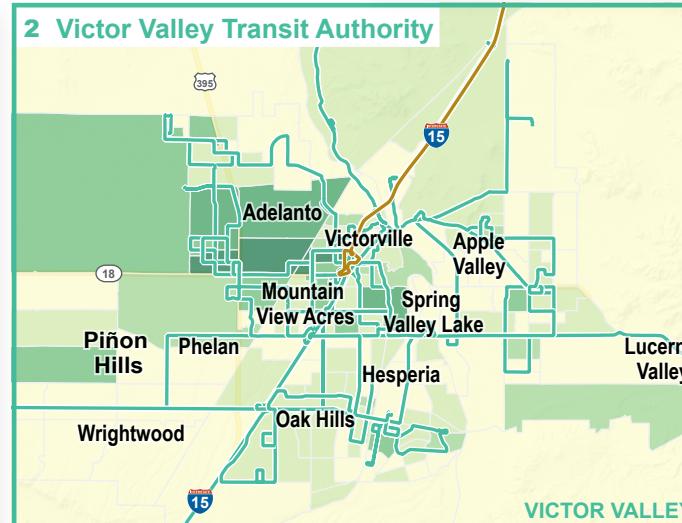
By U.S. Census Block Group

People Living in Poverty



Transit Systems

- Omnitrans
- Omnitrans Microtransit
- - - Metrolink
- - - Arrow
- VVTA Victor Valley
- VVTA Barstow
- Needles Area Transit
- Mountain Transit
- Morongo Basin Transit Auth.
- Major Roads



Veterans

There are 90,309 veterans in the County, which is 5.7 percent of the total civilian population over the age of 18 (Table 6). The number of veterans decreased by -3.3 percent between 2014 and 2018, which is a lower decrease than the -9.1 percent drop at the State level. Veterans are not very likely to be living in poverty (6.2 percent at 100 percent of poverty threshold) nor to be unemployed (3.1 percent). About 28 percent of veterans live with a disability. It should be noted that the disability status used for the ACS is separate from the tiered system used to determine veterans' benefits.

Unsurprisingly, the proportion of Gulf War veterans increased, and the proportion of Vietnam era, Korean War and World War II veterans decreased between 2014 and 2018. Vietnam-era veterans held the highest proportion at 36.1 percent and have stayed roughly the same since 2014.

Table 6, Veterans — Demographics

Veterans	2014	2018	Change 2014 to 2018	% Change 2014 to 2018
Count	93,413	90,309	-3,104	-3.3%
% of Total Civilian Population 18+	6.1%	5.7%		-0.4%
Living in Poverty – 100 %*	9,248	5,599	-3,649	-39.5%
% Living in Poverty	9.9%	6.2%		-3.7%
Living with a Disability	25,595	25,196	-399	-1.6%
% With a Disability	27.4%	27.9%		0.5%
Unemployed	8,034	2,800	-5,234	-65.2%
% Unemployed	8.6%	3.1%		-5.5%
Period of Service				
Gulf War (9/2001 or later) veterans	16.5%	21.5%		5.0%
Gulf War (8/1990 to 8/2001) veterans	18.4%	20.0%		1.6%
Vietnam-era veterans	37.8%	36.1%		-1.7%
Korean War veterans	9.9%	5.7%		-4.2%
World War II veterans	3.9%	1.7%		-2.2%

* These data are only available at the 100% poverty threshold.

Limited-English Proficiency

There are 298,529 people in the County who speak English less than "very well," as reported in the ACS. This is the definition used to determine limited-English proficiency (Table 7). People with limited-English proficiency represent 14.8 percent of the County population over the age of 5. This is lower than the statewide average of 17.4 percent. Most of these persons are Spanish speakers and 11.7 percent of the County population over the age of 5 are Spanish speakers who have limited-English proficiency.

The number of people with limited-English proficiency in the County decreased slightly by 2,267, or -0.8 percent, between 2014 and 2018, slightly lower than the -3.7 percent decrease at the statewide level.

Table 7, People with Limited-English Proficiency

People with Limited-English Proficiency	2014	2018	Change 2014 to 2018	% Change 2014 to 2018
Count	300,796	298,529	-2,267	-0.8%
% of population 5 and older	15.4%	14.8%		-0.6%
Language spoken at home:				
Spanish	12.3%	11.7%		-0.6%
Other Indo-European languages	0.5%	0.4%		-0.1%
Asian and Pacific Islander languages	2.3%	2.4%		0.1%
Other languages	0.2%	0.3%		0.1%

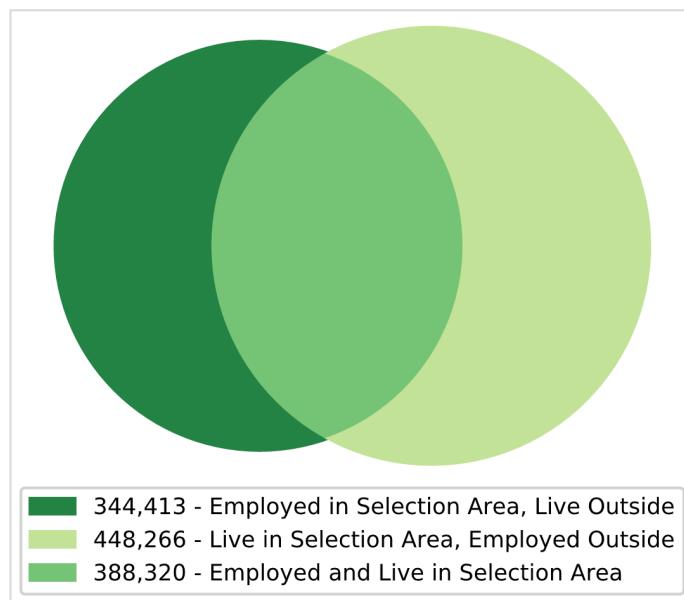
Commute Characteristics

Workers are increasingly driving alone, and their commutes are getting longer, although both increases are moderate. The predominant mode for workers aged 16 and older to get to work is driving alone (Table 8). The proportion of workers who drive alone increased from 78.1 percent in 2014 to 80.2 percent in 2018. This is higher than the statewide average of 73.5 percent who drive alone. Carpooling (10.1 percent), public transportation (1.3 percent) and walking (1.7 percent) each decreased by small margins. People working from home increased to 5.4 percent in 2018 from 4.5 percent in 2014. Correspondingly, the proportion of households without at least one vehicle available decreased to 4.1 percent. The average travel time to work increased from 30.9 minutes in 2014 to 31.7 minutes in 2018. The statewide average commute time is 30.2 minutes.

Table 8, Commute Characteristics

Commute Characteristics*	2014	2018	Change 2014 to 2018	% Change 2014 to 2018
Commute mode:				
Car truck or van – drove alone	78.1%	80.2 %		2.1%
Car truck or van – carpooled	13.0%	10.1 %		-2.9%
Public transportation (excluding taxi)	1.6%	1.3 %		-0.3%
Walked	1.8%	1.7 %		-0.1%
Other means	1.0%	1.2 %		0.2%
Worked at home	4.5%	5.4 %		0.9%
Mean travel time to work (minutes)	30.9	31.7	0.8	2.6%
Zero-vehicle households	5.9%	4.1%		-1.8%

* Note: Universe is workers aged 16 and older

Figure 14, Inflow/Outflow of Commuters, 2017

most common work destination of residents with 7.7 percent of workers. Los Angeles, Ontario, Rancho Cucamonga, Riverside and Fontana are also in the top six work destinations.

Figure 14 shows a diagram representing the inflow and outflow of residents and workers in the County from the Longitudinal-Employer Household Dynamics (LEHD) Program.² There are 448,266 San Bernardino County residents who are employed outside the County, 388,320 residents are employed within the County and 344,413 people are employed in San Bernardino County but live in a different county.

A selection of statistics from the LEHD dataset is presented in Table 9. In 2017, about one-third of residents have a commute that is less than 10 miles and 20.9 percent have a commute greater than 50 miles. The City of San Bernardino is the

² U.S. Census Bureau. 2017. LEHD Origin-Destination Employment Statistics (2002-2017). Washington, D.C.: U.S. Census Bureau, Longitudinal-Employer Household Dynamics Program, accessed on June 20, 2020, at <https://onthemap.ces.census.gov>. LODES 7.4

Table 9, Origin-Destination Commute Characteristics

Commute Characteristics	2017
County Residents' Distance to Work:	
Less than 10 miles	34.9%
10 to 24 miles	23.0%
25 to 50 miles	21.3%
Greater than 50 miles	20.9%
Top 6 Cities Where Residents Are Employed:	
San Bernardino	7.7%
Los Angeles	6.2%
Ontario	6.1%
Rancho Cucamonga	4.9%
Riverside	3.6%
Fontana	3.5%

Equity-Focused Communities

This 2021 Coordinated Plan benefits from consideration of the intersection of demographic characteristics in identifying communities or neighborhoods of significant mobility need. This section explores the characteristics of zero-vehicle households, of poverty and of minority communities that can reflect greater likelihood of barriers to mobility.

The map in Figure 15 shows areas within each region where there are high proportions of non-white residents and high proportions of households that are living in poverty, overlaid with the fixed-route transit systems.

Reflecting the two variables of non-white residents and household income, the green areas show U.S. Census Block Groups where 50 percent of the residents are non-white (minority). The yellow areas show Block Groups where 40 percent of households are living in poverty at 150 percent of the Federal Poverty Level Thresholds. The pink areas show Block Groups where both of the preceding factors are true.

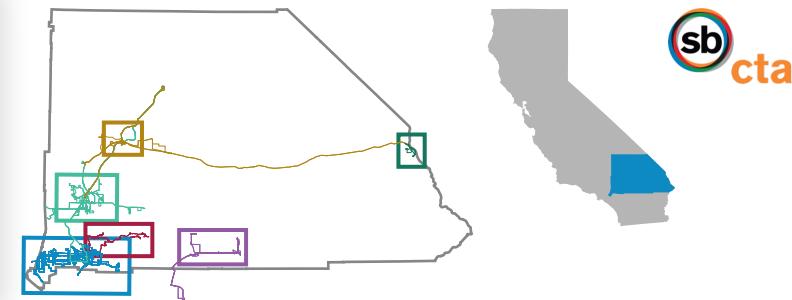
San Bernardino County

Equity-Focused Communities

By Census Block Group

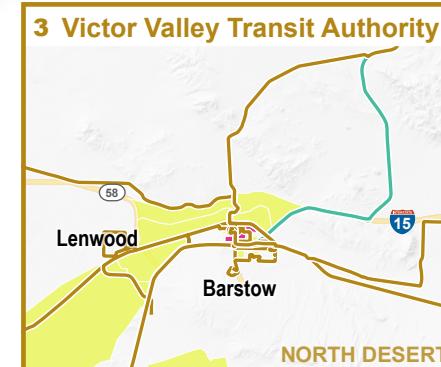
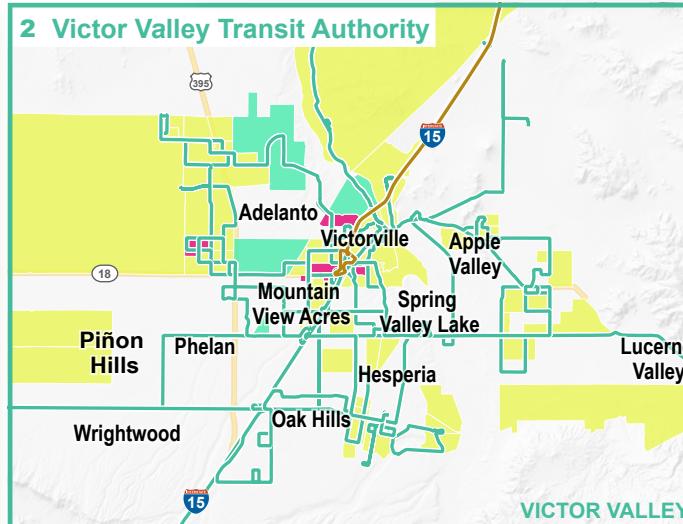
Areas where:

- 50% of individuals are non-white
- 40% of individuals are living in poverty
- 50% of individuals are non-white AND 40% of individuals are living in poverty

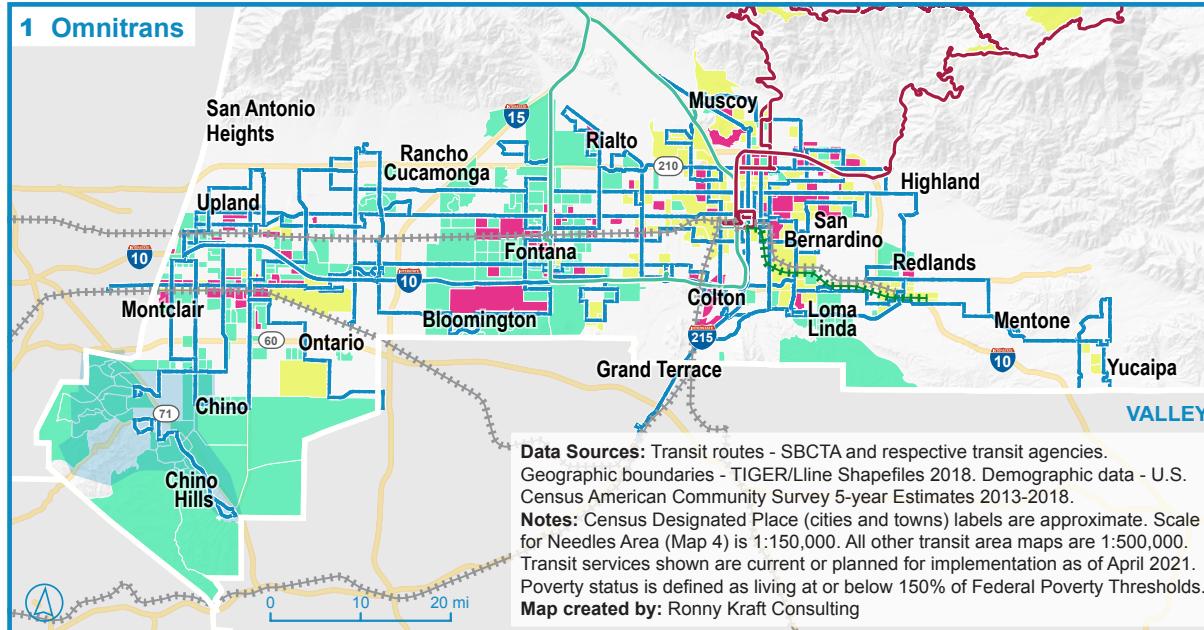


Transit Systems

- Omnitrans
- Omnitrans Microtransit
- Metrolink
- Arrow
- VVTA Victor Valley
- VVTA Barstow
- Needles Area Transit
- Mountain Transit
- Morongo Basin Transit Auth.
- Major Roads



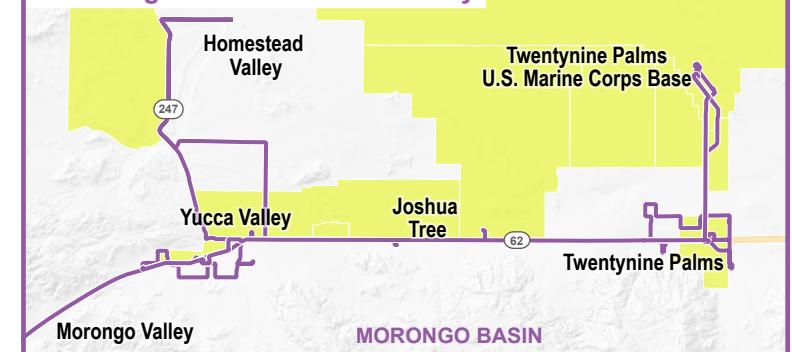
1 Omnitrans



5 Mountain Transit



6 Morongo Basin Transit Authority



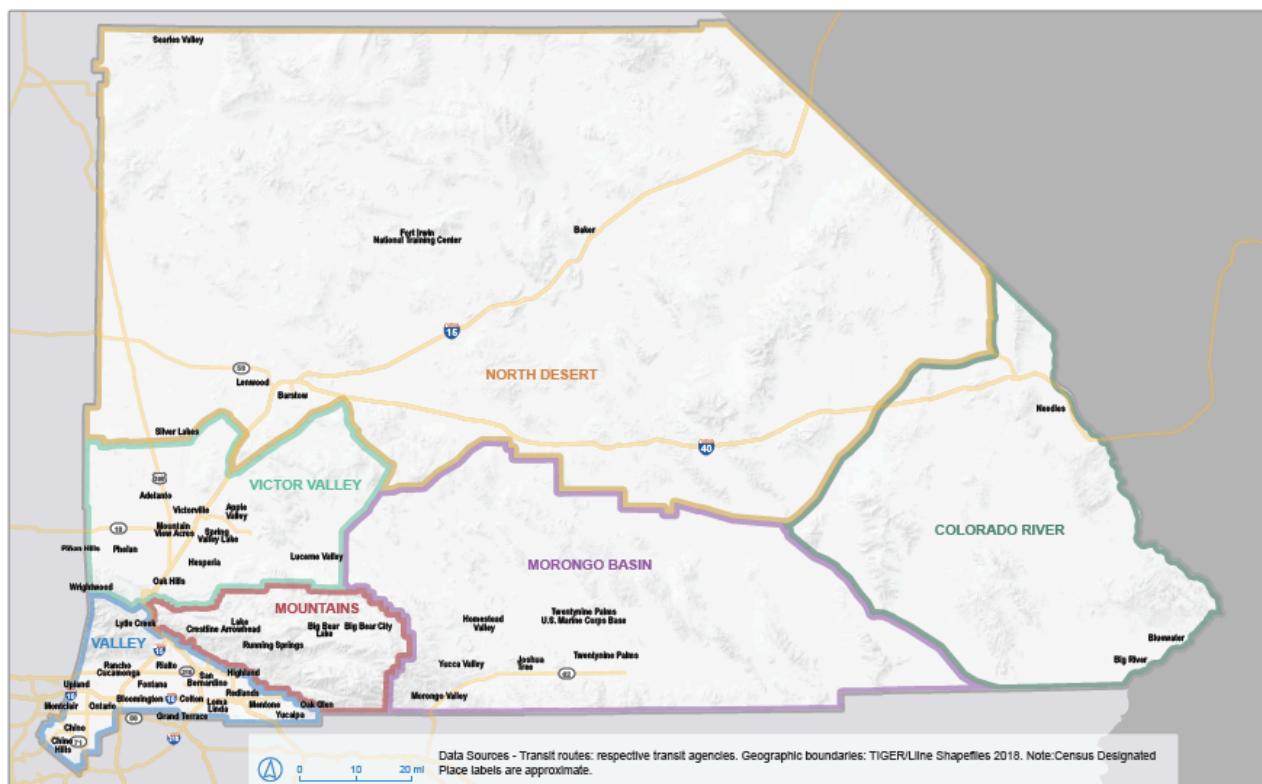
Subregions

There are six subregions of the County, as defined by the Measure I 2010-2040 Expenditure Plan, and shown in the map in Figure 16. A larger version of this map is provided in Appendix A. This section provides descriptions of the geography and populations³ for the six subregions.

The County subregions are:

- Valley (San Bernardino Valley)
- Victor Valley
- Morongo Basin
- North Desert
- Mountains
- Colorado River

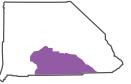
Figure 16, Map — Measure I Subregions



³ Source: U.S. Census Bureau; American Community Survey, 2014-2018 American Community Survey 5-Year Estimates. Note: Population totals for the individual cities and towns are based on the boundaries of U.S. Census Designated Places and do not include unincorporated areas.

Table 10 shows demographic information for the six subregions. The remainder of this section describes each of the subregions, including the geography and the most populous Census Designated Places.

Table 10, Subregion Demographics

	Valley	Victor Valley	Morongo Basin	North Desert	Mountains	Colorado River
						
Total Population	1,564,438	389,091	70,819	57,371	46,957	6,737
% of Total County	73.3%	18.2%	3.3%	2.7%	2.2%	0.3%
Total Sq. Mi. (Land)	657	1,443	3,449	10,925	697	2,889
% of Total County	3.3%	7.2%	17.2%	54.5%	3.5%	14.4%
Avg Pop./Mile	2,379	270	21	5	67	2

Target Populations:

Older Adults	159,372	45,769	10,708	6,815	9,255	1,424
% of Older Adults	10%	12%	15%	12%	20%	21%
Poverty 150%	399,894	128,519	23,769	19,507	11,966	2,776
% in Poverty	26%	33%	34%	34%	25%	41%
Disability	150,503	48,213	13,093	7,337	7,150	1,541
% w/ a Disability	10%	12%	18%	13%	15%	23%

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

Valley (San Bernardino Valley)

The San Bernardino Valley subregion is located in the southwest corner of the County. Most of the County's residents (73 percent) live in the subregion, yet it covers only 3 percent of the land area, which makes it the most densely populated area of the County, by far. The Valley is adjacent to Los Angeles, Orange and Riverside counties. The furthest southwest area of the subregion, including the cities of Ontario, Montclair and Chino, are part of the Los Angeles – Long Beach – Anaheim Large Urbanized Area. (Map provided in Appendix A.) The eastern portion of the subregion, including the City of San Bernardino, is part of the Riverside – San Bernardino Large Urbanized Area.

The San Bernardino Valley subregion contains the four most populous cities in the County, including:

- San Bernardino (215,182)
- Fontana (208,943)
- Rancho Cucamonga (175,679)
- Ontario (173,580)

Victor Valley

The Victor Valley subregion is in the western part of the County to the north of the San Bernardino Valley, separated by the San Bernardino National Forest. The subregion contains the Victorville – Hesperia Large Urbanized Area and the fifth most populous city in the County (Victorville). The most populous cities include:

- Victorville (121,861)
- Hesperia (93,609)
- Apple Valley (72,359)

Morongo Basin

The Morongo Basin subregion is located in the southern High Desert area of the County and contains a northern portion of the Joshua Tree National Park, gateway communities to the Joshua Tree National Park and the Twentynine Palms U.S. Marine Corps Base. The two most populous Census Designated Places include:

- Twentynine Palms (26,109)
- Yucca Valley (21,543)

North Desert

The North Desert is the largest subregion, covering a little over half of the County's land area yet contains only 3 percent of the residents. The subregion includes the Mojave National Preserve and the Fort Irwin National Training Center. The six Census Designated Places include:

- Barstow (23,812)
- Fort Irwin (9,086)
- Silver Lakes (5,966)
- Lenwood (3,884)
- Searles Valley (1,646)
- Baker (607)

Mountains

The Mountains subregion is to the east of the San Bernardino Valley and includes the San Bernardino National Forest. This subregion is the second smallest and contains about 2 percent of the County's residents. The five Census Designated Places include:

- Big Bear City (13,312)
- Lake Arrowhead (9,765)
- Crestline (9,381)
- Big Bear Lake (5,229)
- Running Springs (4,296)

Colorado River

The Colorado River subregion is located in the eastern part of the County and is bordered to the east by the Colorado River and Arizona. The subregion has the smallest population and the lowest population density among the six regions, with an average of two residents per square mile. The three Census Designated Places include:

- Needles (4,962)
- Big River (1,145)
- Bluewater (161)

Chapter 3. Assessment of Available Transportation

Inventory

This chapter provides an assessment of the available transportation services within San Bernardino County by mode of transportation. This inventory of services summarizes the County's public, private and specialized transportation providers and the services they provide. A further detailed matrix of services is presented in Appendix B. This assessment of services presents what is available as of March 2021. At the time of this writing, some previously existing services have been suspended due to reduced utilization or safety concerns during the COVID-19 pandemic and California's mandated Stay-at-Home and social distancing orders. It is expected that many transportation providers will continue to make service adjustments in adapting to changes in travel demand.

Public Transit

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

Omnitrans



Omnitrans is the public transit operator for the San Bernardino Valley region, providing fixed-route bus, ADA paratransit and specialized transportation services. The Omnitrans service area stretches from Chino Hills to Yucaipa and from the Riverside County line to the foothills of the San Bernardino Mountains.

Omnitrans Fixed-Route program serves the 15 cities and portions of the unincorporated areas of the San Bernardino Valley. The 28 fixed routes operate on headways between 15 minutes and one hour, seven days per week. Service is available from 3:30 am to 11:00 pm, depending on the route with a cash fare of \$2.00 for anyone under 62 years of age and \$0.90 for persons with disabilities, persons 62 years of age and older, and veterans. Uniformed military, police, fire personnel and children under 46 inches tall ride for free.



Omnitrans offers three passes to ride fixed-route services. Day passes are \$6.00 at full fare or a reduced fare of \$2.75 for seniors, disabled and veterans. The 7-Day pass is \$20.00 or a reduced fare at \$9.00, and the 31-Day pass is \$60.00 or the reduced fare of \$30.00. Fixed-route passes can be used for free transfers to Foothill Transit, Riverside Transit Agency (RTA), Victor Valley Transportation Authority (VVTA), and Mountain Transit and Pass Transit (Banning and Beaumont). Omnitrans also accepts the TAP card for fare payment used by several Southern California transit agencies and riders may use their Metrolink train pass for one free ride on Omnitrans' fixed-route.

Omnitrans' **sbX Greenline** is a premier express route, using 60-foot articulated buses that travel along a 16-mile dedicated bus-only lane with signal prioritization. Service runs every 10 or 15 minutes on weekdays and every 20 minutes on weekends. The sbX Greenline service is provided in the cities of San Bernardino and Loma Linda, and the next sbX line segment will be offered in the western portion of the San Bernardino Valley. Service runs from 5:30 am until 10:15 pm and requires the same fare as the fixed-route service.



OmniAccess is the Americans with Disabilities Act (ADA)-compliant, complementary paratransit service that operates within the $\frac{3}{4}$ -mile shadow of Omnitrans' fixed-route services. Service is provided on a reservation demand response basis, from the curb of the origin address to the curb of the destination address, during the same operating time periods of the fixed-route service. Riders must submit an application and have approved eligibility based on a health care professional's verification of a disability that prevents them from using fixed-route services. OmniAccess fares are based on the distance of the trip and the number of zones that distance covers. The fare for 1-3 zones is \$3.75 and each additional zone is \$1.00. Personal care attendants and children ride free.

OmniRide is the new on-demand microtransit solution for the cities of Chino and Chino Hills. Rides can be booked on a smartphone for pick-ups and drop-offs at one of the many virtual stops, usually a nearby intersection throughout the OmniRide service area. The general fare is \$4.00 and includes a day pass to ride Omnitrans fixed-route buses. The fare can be paid through the phone app or in cash at the vehicle. The OmniRide vehicle will typically arrive within 15 minutes of booking the trip and is available on weekdays between 6:00 am and 8:00 pm.



Omnitrans' **Special Transportation Services (STS)** is the department that carries out its duties as the Consolidated Transportation Services Agency (CTSA) for the San Bernardino Valley. Omnitrans administers specialized transit services to address the unmet transportation needs of seniors and persons with disabilities. The Travel Training Program provides participants with information about the transportation services that are available to them and conducts one-on-one and group training sessions to attain the skills to ride the fixed-route bus with confidence. Omnitrans' RIDE matches the amount a rider pays in taxicab or Lyft fares for trips they cannot make on public transit, up to a monthly limit. Trips can be taken anywhere in the Omnitrans' service area for eligible riders.

Victor Valley Transportation Authority (VVTA)



VVTA is the sole public transit provider in the Victor Valley region of San Bernardino County and the City of Barstow. The VVTA menu of services includes local fixed routes, local deviated Flex fixed-routes and commuter routes. VVTA is also the ADA paratransit operator for the Victor Valley and City of Barstow, as well as the CTSA and vanpool administrator for the desert region.

VVTA fixed-route buses operate between the hours of 6:00 am to 9:00 pm on weekdays, 7:00 am to 8:00 pm on Saturdays and 8:00 am to 6:00 pm on Sundays. VVTA Barstow buses operate from 6:00 am to 8:00 pm on weekdays and 8:00 am to 5:00 pm on weekends.

Local fixed routes operate service along predetermined routes within the area of Adelanto, Apple Valley, Barstow, Hesperia and Victorville. **County routes** are longer-distance routes that serve the non-incorporated areas surrounding the fixed-route service area. Local deviated routes or **Flex Routes** provide service to areas within $\frac{3}{4}$ mile of a base local route.



The local fixed-route regular fare is \$1.50 or is discounted half price for seniors, persons with disabilities and veterans. The student local fixed-route fare is \$1.25. Day passes are \$4.00 for adults and \$3.50 for students, and 31-Day passes are \$55.00 for adults and \$45.00 for students. All passes are half the regular fare for seniors, persons with disabilities and veterans.

The fare for adults and students for route deviations on the Flex service is \$2.00 while seniors, persons with disabilities and veterans ride half price. County trip services are \$2.50 for adults, \$2.25 for students and \$1.25 for seniors, persons with disabilities and veterans. Day passes for County trips are \$6.00 for adults, \$5.00 for students, and \$3.00 for seniors, disabled and veterans. Monthly passes for County routes are \$80.00 for adults, \$70.00 for students, and \$40.00 for seniors, disabled and veterans.

The **B-V Link** is a commuter route that connects the city of Barstow and the Victor Valley to medical centers and government buildings in the San Bernardino Valley. The B-V Link operates weekdays from 7:00 am to 9:00 pm, depending on the origin and destination. The B-V Link fare costs \$6.50 for travel between Barstow and Victorville and an additional \$6.50 for travel between Victorville and San Bernardino. Seniors, persons with disabilities and veterans pay half the regular fare.

VVTA provides a commuter service that is intended for those who work at the **Fort Irwin National Training Center (NTC)** to travel between the training center and Barstow, Helendale or Victorville. Morning routes bring passengers into Fort Irwin while afternoon service returns commuters back to the served communities. The regular cash fare for the NTC Commuter service is \$13.00. Military personnel that qualify for the Mass Transportation Benefit Program can purchase a monthly pass for \$255.00. Non-Department of Defense (DoD) employed commuters can also purchase a MEGA monthly pass for \$180.00.



ADA Direct Access: In compliance with the Americans with Disabilities Act requirement to provide comparable public transit for persons with disabilities, VVTA offers comprehensive curb-to-curb service within $\frac{3}{4}$ miles of the fixed-route service, during the same days and hours. Riders can travel beyond the $\frac{3}{4}$ -mile boundary for some trips at an additional cost. Direct Access fares are based on zone rates and are calculated depending on the distance traveled. The fare for Zones 1 is \$2.50, Zone 2 is \$4.50 and Zone 3 is \$6.00.

Mountain Transit



Mountain Transit is the public transit provider for the County's San Bernardino mountain areas between Big Bear and Crestline. Mountain Transit currently operates seven **local fixed-routes** in Big Bear and Crestline and Dial-A-Ride service that is open to the general public, seniors and persons with disabilities.

Riders wishing to travel **Off-The-Mountain (OTM)** can use two of the fixed routes in either Big Bear or Crestline to travel to San Bernardino on weekdays. The Crestline OTM offers four round-trips to

the San Bernardino Valley beginning at 5:15 am, arriving at the first of many San Bernardino locations by 5:54 am. The Big Bear OTM offers two round trips beginning at 8:30 am and arrives at its first San Bernardino stop at 9:30 am. Crestline OTM fares range from \$1.50 to \$7.50, depending on the pick-up location and drop-off destination. Big Bear OTM fares range from \$2.50 to \$10.00.

Mountain Transit's **Dial-A-Ride** program is a curb-to-curb service that operates throughout the mountain communities and is available to the general public. Trip reservations must be made at least one day in advance. The Big Bear Dial-A-Ride operates between 5:45 am and 7:00 pm Monday through Sunday. The general fare for service within the $\frac{3}{4}$ -mile boundary is \$5.00 and beyond $\frac{3}{4}$ miles is \$7.50. Seniors and persons with disabilities ride for \$2.50 or \$5.00, respectively. A 20-punch pass can be purchased for \$45.00 or \$22.50 for seniors and persons with disabilities. The RIM Dial-A-Ride operates at different times, depending on the area of service. Crestline fares vary from \$4.00 to \$10.00, depending on the area served.

Morongo Basin Transit Authority



The Morongo Basin Transit Authority is the public transit provider for the Morongo Basin region of San Bernardino County. This service area includes the cities and communities of Yucca Valley, Joshua Tree, Twentynine Palms, Morongo Valley, Wonder Valley and Landers.

Deviated fixed-route services include local shuttles and highway intercity routes, including service to the Twentynine Palms Marine Base, Copper Mountain College and into Palm Springs. Local buses will deviate up to $\frac{3}{4}$ miles off the route to pick up and drop off passengers while Route 21 to Landers will deviate up to 1.5 miles from the route. The one-way general public fare on local bus routes is \$1.25 for adults and students and \$1.00 for seniors and persons with disabilities. Local bus routes are discounted for persons with disabilities and seniors. Day passes are \$3.75 for the general public and \$3.00 for seniors and disabled, while 31-Day Go passes are \$40.00 for standard fare and \$25.00 for seniors, persons with disabilities and students. Service availability varies depending on the route, and service is available between the hours of 6:00 am to 10:00 pm on weekdays, 7:15 am to 10:00 pm on Saturdays and 9:00 am to 6:00 pm on Sundays.

Routes 12 and 15 are intercity routes that travel from the Morongo Basin to the City of Palm Springs. Route 12 originates in Yucca Valley while Route 15 begins at the Twentynine Palms' Marine Corps Base. Route 12 riders pay between \$5.00 and \$10.00 for one-way trips or \$9.00 to \$15.00 for round trips. Route 15 fares range from \$14.50 to \$20.00 for one-way trips and \$19.00 to \$25.00 for round trips.

The **Ready Ride** service provides curb-to-curb transportation services in Yucca Valley, Morongo Valley, Joshua Tree, Twentynine Palms and Wonder Valley. Ready Ride is available primarily for seniors and persons with disabilities. The Ready Ride fare is \$5.00 for the general public and \$2.50 for seniors and disabled. The span of service is generally from 7:00 am to 5:00 pm on weekdays.

Needles Transit Services



The City of Needles operates the **Needles Area Transit (NAT)** within its city limits and sponsors three dial-a-ride programs for origin-to-destination trips for seniors and persons with disabilities and for medical or shopping trips into Arizona.

The NAT is a deviated fixed-route public transportation system that operates on weekdays from 7:00 am to 6:55 pm and on Saturdays from 10:00 am to 4:55 pm. The NAT circulates the city on an hourly basis with fares of \$1.35 for each one-way trip and \$1.25 for seniors and persons with disabilities. Route deviations for pick-ups and drop-offs are provided as the schedule allows. The fare for a deviation is \$2.00 for the general public and \$1.90 for seniors and persons with disabilities.

The Needles Senior and Disabled Dial-A-Ride is a curb-to-curb, shared-ride transportation service within the City of Needles. Eligible riders are older adults ages 55 and older and persons of any age with a disability that limits their mobility. Service is available Monday through Friday from 9:00 am until the final drop-off at 1:00 pm. Trips to the Senior Citizens Club for lunch are provided at 11:00 am and return at 1:00 pm. The dial-a-ride fare is \$1.10 for all riders.

The City of Needles also provides prescheduled medical transportation twice weekly, on Tuesdays and Thursdays, between Needles, Fort Mohave and Bullhead City. The **Dial-A-Ride Medical** service is open to the general public for medical appointments on a space-available basis. The service operates between 9:00 am and 2:00 pm and the fare is \$6.00 from Needles to Fort Mohave and \$12.00 to Bullhead City.

The **Shopper Shuttle** program operates on Wednesdays and allows residents to travel into Fort Mohave to access retail shopping locations not available in the City of Needles. The Shopper Shuttle requires a round-trip fare of \$9.00 and leaves Needles at 8:15 am and returning from the Mohave Valley at 11:45 am.

Inter-County Services

[City of Beaumont, Beaumont Transit](#)



The City of Beaumont operates the Beaumont Transit fixed-route bus service throughout Beaumont and portions of Cherry Valley. Express bus service is provided between Beaumont, the Cabazon outlets, Morongo Casino, the San Bernardino County Transit Center, City of Redlands and the Loma Linda Veterans Administration Hospital.

[Riverside Transit Agency \(RTA\)](#)



RTA operates a premium express service, Commuter Link Express, with limited stops that travel longer distances, connecting riders with major employment hubs and transit centers throughout Western Riverside County and to Orange County, San Bernardino County and San Diego County.

Rail Services

[Metrolink](#)



Metrolink is a provider of commuter rail service for five counties in Southern California. Three commuter rail lines travel through the San Bernardino Valley: 1) the San Bernardino Line, 2) the Inland Empire — Orange County Line (IEOC) and 3) the Riverside Line. Both the San Bernardino Line and the Riverside Line travel east-west, serving commuters traveling westbound into Los Angeles County while the IEOC lines travels south to Orange County.

Weekend service is provided on the San Bernardino and the Inland Empire Orange County lines. With a promotional day pass fare of \$10.00, the Weekend Day Pass allows passengers to travel anywhere on Metrolink lines and allows free transfers on connecting transit services. General fares on Metrolink trains vary depending on the length of the trip and can be purchased at the Metrolink stations prior to boarding the train.

Amtrak



Amtrak is a national rail provider that connects America's cities via 21,000 route miles across 46 states, Washington, D.C., and three Canadian provinces. Amtrak operates more than 300 trains each day that travel at speeds up to 150 mph, covering more than 500 destinations. In FY 2019, Amtrak customers took 32.5 million trips, which is an average of almost 90,000 trips per day. In San Bernardino County, Amtrak can be accessed at the following locations:

- Santa Fe Depot, 1170 W. 3rd St. San Bernardino, CA
- Amtrak Station (VRV) - 16858 D St. Victorville, CA
- Amtrak (BAR) – 685 N. First Ave. Barstow, CA
- Amtrak (NDL) – 950 Front St. Needles, CA

Arrow



The Redlands Passenger Rail Project (Arrow) is an advanced regional rail transportation project designed to connect residents, businesses and visitors to a variety of destinations. The nine-mile rail project is currently under construction and will operate between the cities of San Bernardino and Redlands. Service is scheduled to begin in 2022.

Alternative Transportation

SB Loop — SBCTA Vanpool



SBCTA operates the SB Loop Vanpool program for commuters traveling to work or post-secondary school in the San Bernardino Valley, San Bernardino Mountains, Morongo Valley or Colorado River Basin. SBCTA provides a subsidy up to \$400.00 per month toward the cost of the five-to-15 passenger vanpool lease. Vehicles must be leased from either AVR Vanpool or Commute with Enterprise vanpool vendors. Vanpools must travel at least 30 miles per round trip and operate at least 12 days per month.

VVTA Vanpool



In addition to the SB Loop, VVTA offers a vanpool program that offers a subsidy of up to \$500.00 per month toward the cost of a vehicle lease from Commute with Enterprise, Green Commuter or AVR Vanpool. Commute round trips must be at least 30 miles in length and vehicle occupancy must be at least 70 percent to start and at least 50 percent thereafter. All trips must begin or end in the Greater Victor Valley area, including Barstow or specified areas of Lancaster, Palmdale and Kern County.

IE Commuter



In support of efforts to reduce traffic congestion and improve air quality by promoting the use of transit and limiting single-occupancy vehicle trips, SBCTA — in partnership with the Riverside County Transportation Commission — operates the IE Commuter rideshare program. Commuters receive assistance in personalized ridematching, a \$2.00 per day rideshare incentive and various program participation rewards. IE Commuter also provides a guaranteed ride home in the event that a commuter is left stranded.

ONT Lyft



Through partnership between SBCTA and the ride-hailing service Lyft, travelers can receive up to \$35.00 in discounts on Lyft fares to travel between the Ontario International Airport and the Ontario-East, Montclair, Upland and Rancho Cucamonga Metrolink stations. Rides are scheduled using the Lyft mobile app and the discount is applied by entering the promo code GOSBCTA. The ride must take place at one of the four Metrolink stations or the airport between 3:30 am and midnight. The four Metrolink stations are located at:

- Ontario East - 3330 E. Francis St., Ontario CA
- Montclair - 5091 Richton St., Montclair CA
- Upland - 300 E. A St., Upland CA
- Rancho Cucamonga - 11208 Azusa Ct., Rancho Cucamonga CA

VVTA Needles Carshare



Licensed drivers in the City of Needles may reserve a vehicle to take local trips on an hourly basis, 24 hours a day and seven days per week through VVTA's Needles Car Share program. VVTA partners with Enterprise Rent-A-Car to provide a rental vehicle located at Desert Communities Federal Credit Union in Needles. Drivers make a reservation for a specified time period and then return the vehicle back to the credit union once their trip is completed. Rental rates start at just \$5.00 per hour. This service is currently suspended due to the COVID-19 pandemic.

MBTA TREP



MBTA's Transportation Reimbursement and Escort Program (TREP) is a mileage reimbursement transportation service that complements public transportation. Volunteer drivers will transport seniors, people with disabilities, persons with low and limited income as well as other vulnerable residents to medical services, grocery shopping, banking and other important destinations. The TREP program provides an incentive for volunteer drivers to assist eligible individuals who are unable to access public transportation or drive by providing necessary, escorted transportation. Trips can be made anywhere in the Morongo Basin, including Johnson Valley, Wonder Valley and Pioneertown.

Valley TREP

For qualified riders in the San Bernardino Valley, Omnitrans offers the Transportation Reimbursement Escort Program (TREP) for those that are unable to use public transportation to facilitate their travel needs. This volunteer driver program allows participants to choose their own

drivers that are reimbursed for every mile they drive. The payments are sent to the rider who, in turn, pays the driver of their choice. The service is administered by the Omnitrans STS department for riders in the East Valley and Community Senior Services for riders in the West Valley.

VVTA TRIP

VVTA's Transportation Reimbursement for Individuals Program (TRIP) provides a mileage reimbursement for persons with disabilities and seniors that find their own volunteer drivers to make trips that complement public transportation. Participants receive funds to reimburse the volunteer driver and to offset the cost associated with providing transportation. Eligible participants must live in San Bernardino County's rural, mountain or desert communities and not be able to use public transportation to make their trips.

Private Transportation

Greyhound



Greyhound is the largest provider of intercity bus travel in North America with access to more than 3,800 locations. The majority of Greyhound lines are regularly scheduled passenger services, but the company has recently added premium city-to-city service, the Greyhound Express and its Greyhound Connect service that connects rural communities with larger Greyhound markets. Greyhound can be accessed at the San Bernardino Bus Station on G Street in San Bernardino and the Victorville bus stop at 16838 D St in Victorville. Greyhound is currently in discussions with the City of Montclair to provide service at the Montclair Transcenter.

FlixBus



FlixBus is an intercity bus service with a focus on technology to facilitate trip planning and fare purchase throughout the United States. FlixBus works with regional bus companies to manage the day-to-day operations of buses.

There are currently four Riverside County stop locations:

- Moreno St. and Lindero Avenue in the City of Ontario
- Downtown San Bernardino at 559 W. Rialto Avenue
- City of Victorville at 14618 7th Street
- Barstow Station at 1611 E. Main Street in Barstow

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

Transportation Network Companies

Transportation Network Companies (TNCs) such as Uber and Lyft provide app-based rideshare trip booking for on-demand transportation as a modern alternative to taxis. These demand response ride-hailing models give passengers an innovative way to reserve and pay for trips through a smartphone that estimates the cost of the desired trip and provides real-time vehicle mapping and

arrival time estimates. Both companies have worked on efforts in recent years to be more accommodating to customers with disabilities and riders using mobility devices.

Information Resource Programs

211 Ride

2-1-1
Ride

San Bernardino County 2-1-1 provides 24/7 multilingual access to a centralized information and referral database that is accessible by telephone (dial 2-1-1), internet, e-mail or two-way texting. The 2-1-1 program is also a member of the 211RIDE collaborative that offers a multi-modal trip planning tool, designed to help clients find transportation options that best meet their needs. Accessible at www.211ride.org, 211 RIDE advances and enhances commuting in five Southern California counties.

The online one-click solution simplifies trip planning by providing the best transportation options based on a user's demographic characteristics or specified needs. It enables a user to choose the most appropriate mode of transit by presenting fixed-route transit, demand-response transit, TNCs and volunteer transportation services that best match their mobility needs.

IE511.org



IE511.org is a resource that allows potential shared-ride users the opportunity to gather travel information in Southern California with a specific focus on the Inland Empire.

Users calling from a landline with an Inland Empire area code (i.e., 909, 951, 619 and 760) will be able to contact the organization for travel information. Cell phone users can dial 5-1-1 within the Inland Empire to reach IE511. The phone service provides real-time traffic information with traffic incidents and driving times throughout Southern California, links to construction information and delays, bus and rail trip planning, specialized transit information for the Inland Empire communities, rideshare information, park-and-ride lot information, a map of existing High-Occupancy Vehicle (HOV) lanes and employer services for businesses interested in ridesharing programs.

Google Transit



Google Transit is an online portal that organizes fixed-route general transit feed specifications (GTFS) data to travel between points. SBCTA has historically paid for the collection of GTFS data, through a joint contract with RCTC, and the management and transmission of this data to Google Transit such that the public can get accurate transit information. Google Transit can be accessed through the Google homepage, through Google maps or directly linked at Google.com/Transit.

Specialized Transportation Funding

FTA Section 5310

Program Description



The FTA provides resources to improve the mobility of seniors and persons with disabilities through the FTA Section 5310 Enhanced Mobility of Seniors and People with Disabilities Program. Funding allocations are separated between large urbanized areas (UZAs), small urbanized areas and rural

areas based on population. In San Bernardino County, funding for the large urbanized areas is apportioned to the San Bernardino Valley for the Los Angeles-Long Beach-Anaheim and Riverside-San Bernardino UZAs and to the Victor Valley for the Victorville-Hesperia UZA. Caltrans is the designated recipient of FTA Section 5310 funds for the rural areas of San Bernardino County and for the Riverside-San Bernardino and Victorville-Hesperia urbanized areas.

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

Funding Cycle

An FTA Section 5310 Call-for-Projects was conducted during the summer of 2019, through coordination between Caltrans as the administrator of 5310 funds and SBCTA as the RTPA for the County of San Bernardino. A total of nine agencies were awarded 5310 funding for both capital and operating projects. A list of these awards and project types is presented in Table 11. Projects approved in the Riverside-San Bernardino UZA may provide service anywhere within the San Bernardino County portion of the UZA, encompassing the eastern portion of the San Bernardino Valley. Projects approved in the Victorville-Hesperia UZA must provide their services in the Greater Victor Valley region of the County. The total Section 5310 apportionment in 2019 for the Los Angeles-Long Beach-Anaheim UZA was obligated to Omnitrans in support of transportation services for seniors and persons with disabilities in exchange for a greater apportionment of Measure I local sales tax funds to potential applicants.

Table 11, San Bernardino County FTA 5310 Program Funding

San Bernardino County 5310 Awards			
Large Urban Awards			
Los Angeles-Long Beach-Anaheim			
Omnitrans	\$ 730,086.00	Accessible ADA Vehicles	
Riverside-San Bernardino UZA			
Loma Linda University Health	\$ 153,400.00	Two Medium Expansion Buses	
Loma Linda University Health	\$ 71,200.00	One Small Expansion Bus	
Lutheran Social Services	\$ 291,282.00	Operating Assistance	
Omnitrans	\$ 312,600.00	Three Large Buses	
OPARC	\$ 150,000.00	Operating Assistance	
Victorville-Hesperia UZA			
Foothill AIDS Project	\$ 183,879.00	Operating Assistance	
Victor Valley Community Services Council	\$ 100,000.00	Mobility Management	
Victor Valley Transit Authority	\$ 208,400.00	Two Large Buses	
Rural Awards			
Reach Out Morongo Basin	\$ 160,000.00	Operating Assistance	
Morongo Basin Transit	\$ 235,336.00	Operating Assistance	
County Total	\$ 2,596,183.00		

Measure I Local Sales Tax Transportation

Program Description



As a CTSA for the San Bernardino Valley, Omnitrans provides monetary support to specialized transportation programs that are designed to improve mobility and/or the coordination of transportation services for seniors and/or persons with disabilities in the San Bernardino Valley region. Omnitrans invites proposals for transportation projects to receive operating and capital support in the form of Measure I, Regional Mobility Partnership Program (RMP) funding. The funding associated with Measure I is available to local government authorities, human and social services agencies, tribal governments, private nonprofit and charitable organizations. Eligible Measure I projects must address transportation needs identified in the Public Transit-Human Services Transportation Coordination Plan for San Bernardino County.

Funding Cycles

The Measure I, RMP is a long-standing resource for specialized transportation projects in the San Bernardino Valley. Grant applications are solicited and proposed through competitive biennial calls for projects then evaluated on a set of criteria that establishes awards based on the effectiveness and efficiency of proposed projects. The Measure I, RMP has 15 existing grantees that provide transportation services to senior and/or persons with disabilities. These transportation programs have a combined budgeted annual operating cost of \$1.54 million (Table 12).

Table 12, Measure I, RMP Annual Operating Budgets by Program

Senior Transportation Program Partners	Budgeted Annual Operating Cost
City of Chino	\$75,000
City of Fontana	\$139,643
City of Grand Terrace	\$95,000
City of Rancho Cucamonga	\$64,800
City of Redlands	\$56,847
City of Yucaipa	\$122,129
Community Senior Services	\$178,731
Highland Senior Center	\$39,000
YMCA West End	\$75,000
Total	\$846,150

Disabled Individual Program Partners	Budgeted Annual Operating Cost
Anthesis	\$303,461
Department of Aging and Adult Services	\$75,000
Foothill AIDS Project	\$57,403
Loma Linda University Adult Day Health	\$75,000
Lutheran Social Services	\$59,157
OPARC	\$124,642
Total	\$694,663

Grand Total	\$1,540,813
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In the Spring of 2020, Omnitrans released a call-for-projects covering two years with approximately \$2.75 million available each year for specialized transportation projects. Applicants were eligible to request two years of funding per project with a maximum capital and/or operating grant request of \$250,000 per year. The goal of this cycle of Measure I, RMP funding was to fund new or expanding projects that improve mobility for seniors and persons with disabilities.

The call-for-projects received \$4.6 million in funding requests for 12 projects: six agency-operated transportation projects and six projects that sought to partner with Uber to provide trips for their clients. The six operating projects were awarded in full, for a total of \$2,029,354 in funds (Table 13)

The six Uber partnership requests were recommended by the evaluation committee to be combined into a regional Uber program, with Omnitrans as the lead agency.

Table 13, Measure I, RMP Current Grant Cycle Awards

Applicant Agency	Project Name	Award
Grand Terrace	Senior Transportation Program	\$128,880
OPARC	Connect Expansion	\$474,590
OPARC	Zero Emissions	\$232,723
Rancho Cucamonga	Community Car Share	\$408,104
West End YMCA	Health Seniors Transportation	\$458,000
Yucaipa	Senior Transportation Program	\$327,057
Total		\$2,029,354
Regional UBER Program Partners		Award
Fontana		
Grand Terrace		
Foothill AIDS		To Be Determined
Rancho Cucamonga		
Redlands		
Rolling Start		

Assessment of Service Levels

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

A comparison of trip production across the County's various modes of transportation for the 2016 and 2021 Coordinated Plans is presented in **Error! Reference source not found.**. Current ridership for public fixed-route, demand response transportation and rail services are reported at lower levels than in 2016 as a result of the impacts of COVID-19 and Stay-at-Home and social distancing mandates implemented in March 2020.

In total, San Bernardino County's transportation providers delivered almost 13 million trips in Fiscal Year 2019/2020 (FY 19/20), a level of service that equates to six trips per county resident, which is down more than -37 percent from the 9.3 trips per capita reported in 2016 Coordinated Plan Update.

Table 14, Trips per Capita for San Bernardino County Transportation Providers

Mode of Transportation	2016 Coordinated Plan FY 14/15	2021 Coordinated Plan FY 19/20	% Change from 2016 to 2021
Public Fixed-Route [1]	16,628,068	10,445,615	-37.2%
Omnitrans	13,924,880	8,777,639	
Victor Valley Transit Authority	2,224,457	1,292,207	
Morongo Basin Transit Authority	300,400	210,375	
Mountain Transit	150,630	141,261	
Needles Area Transit	27,701	24,133	
Public Demand Response [2]	684,933	428,663	-37.4%
Omnitrans	469,042	248,498	
Victor Valley Transit Authority	173,414	147,166	
Morongo Basin Transit Authority	21,189	15,413	
Mountain Transit	16,169	12,920	
Needles Transit Services	5,119	4,666	
Regional Rail [3]	1,717,397	1,052,732	-38.7%
Metrolink			
Specialized Transportation [4]	109,421	261,484	139.0%
Section 5310 Providers	80,905	89,829	
Measure I Programs	28,516	143,150	
VVTA CTSA	-	28,285	
ONT Lyft	-	220	
Vanpool [5]	527,702	617,398	17.0%
SBCTA Vanpool	-	109,726	
VVTA Vanpool	527,702	507,672	
Total One-Way Trips	19,667,521	12,805,892	-34.9%
San Bernardino County Population [6]	2,104,291	2,180,537	3.6%
Trips per Capita	9.3	5.9	-37.2%

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

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

[3] Metrolink data is based on boardings at San Bernardino County Metrolink stations. FY 19/20 data for the first three quarters is averaged from three months of data. Trips for the fourth quarter during the COVID-19 pandemic are actual.

[4] Measure I programs include service operated by Omnitrans Special Transit Services (CTSA), does not include partner programs in FY 14/15 that are presented in FY 19/20; 5310 trips in FY 19/20 include projects from multiple cycles still using 5310 funds.

[5] Vanpool statistics for FY 19/20 include SBCTA's new vanpool program that was not in operation in FY 14/15.

[6] As reported by the California department of Finance for January 1st in the fiscal year shown.

Chapter 4. Assessment of Mobility Needs and Gaps

Outreach Approach

To ensure the 2021 Coordinated Plan process included community input and diverse perspectives from target populations and the agencies that serve them, a thorough engagement process was undertaken. This phased outreach included:

1. **Phase 1: Stakeholder Interviews, July 2020** — These conversations with agencies and organizations that serve target populations throughout San Bernardino County focused on the transportation needs of the individuals they support and strategies to address them and agencies' challenges in serving new or deepening needs due to the COVID-19 pandemic.
2. **Phase 2: Community-wide E-Survey, December 2020 and January 2021** — This online survey enabled responses as an agency representative or member of the general public and explored topics of transportation needs and gaps, desired improvements, transit ridership and transit information. The survey was widely promoted in English and Spanish and received 286 responses.
3. **Phase 3: Prioritization Open House and Transportation Strategies Workshop, March 2021** — During this week-long event, agency stakeholders were invited to provide input to recommended strategies to address mobility for the target populations and rank their priority for implementation. The approach and findings from this final outreach Phase are presented in Chapter 6.

Phase I: Stakeholder Interviews Outreach Findings

More than 20 interviews were conducted by phone or via Zoom videoconference with agencies that serve individuals in the target population groups of older adults, persons with disabilities, persons with low incomes, and other vulnerable and underserved populations. Findings on mobility and information needs, transportation gaps and potential improvements are detailed below in relation to consumer needs and agency-focused, institutional concerns.

Table 15 details the agencies that participated in stakeholder interviews and the markets and geographies they serve.

Table 15, Stakeholder Agencies Participating in Interviews

Agency/Organization	Geography Served	Target Population Served
Anthesis	San Bernardino Valley	Persons with disabilities
CA Children's Services, Department of Public Health	Countywide	Persons with low income
Community Action Partnership	Countywide	Persons with low income; Unhoused persons
Foothill AIDS Project (FAP)	High Desert and San Bernardino Valley	Seniors and persons with disabilities
In-Home Supportive Services, Department of Aging and Adult Services	Countywide	Seniors
Inland Empire Disabilities Collaborative (2 presentations w/ discussion)	Countywide	Persons with disabilities
Inland Empire Health Plan/Inland Empire Disabilities Collaborative	Countywide	Persons with disabilities
Inland Regional Center (IRC)	Countywide	All
Lutheran Social Services	San Bernardino Valley	Seniors, persons with disabilities and persons with low income, unhoused persons
Morongo Basin Health Care District Foundation	Morongo Basin	Seniors, persons with disabilities and persons with low income
OPARC	San Bernardino Valley	Persons with disabilities
Palo Verde College, Needles Center	Needles	Persons with disabilities and persons with low income
PASTACC (one presentation w/ discussion)	Countywide	All
Reach Out Morongo Basin	Morongo Basin	Seniors and persons with disabilities
Reaching New Heights Foundation	Countywide	Veterans
Rim Family Services	Mountains Area	Mental health services
San Bernardino County Community Vital Signs	Countywide	All
San Bernardino County Veterans Services	Countywide	Veterans
SB County Homeless Partnership Steering Committee (one presentation w/ discussion)	Countywide	Unhoused persons
Senior Information and Assistance, Department of Aging and Adult Services	Countywide	Seniors
Services to Students with Disabilities, CSUSB	Countywide	Persons with disabilities

Interview Findings on Consumer Needs

This section reports on mobility-related needs and gaps as reported by agency personnel about the communities they serve. Seven categories of findings are discussed below.

1. Individuals need to make long trips across regions and counties.

- Down the hill from the Mountains to San Bernardino is a long trip with limited schedules. This trip can be difficult for low-income individuals and older adults.
- Department of Aging and Adult Services (DAAS) reports that older adults have difficulty getting to their San Bernardino office to pick up free transit passes.
- Rim Family Services reports that low-income older adults in particular have difficulty getting down the hill.
- Trips from the High Desert areas are difficult for some riders on public transit because of the trip length.
- Foothill AIDS Project (FAP) reports that some people they support do not ride the bus because it takes too long, it's too hot and transfers are complicated.
- Individuals supported by the Family Resource Center cannot readily use VVTA because the trip would take too long for them to arrive to appointments on time or the bus schedules do not work for long-distance work trips to locations like Amazon.
- Individuals supported by Inland Regional Center (IRC) have challenges getting from High Desert to the San Bernardino Valley, especially Rancho Cucamonga.
- Low-income individuals living in Barstow have difficulty getting services in Apple Valley and Victor Valley.
- Many have long trips to Loma Linda from across the County.
- Veterans living in the High Desert need to get to Loma Linda Veterans Administration.
- Needles, Morongo Basin and Victor Valley residents need to travel to Loma Linda Medical Center.
- Crossing county lines on public transit is the biggest challenge for employed individuals supported by IRC.

2. There are hard-to-serve areas within the County and pockets of need.

- IRC reports that their vendors have difficulty serving the areas on the western end of the County — Chino, Chino Hills, Eastvale and Ontario — are difficult to serve due to congestion and complicated highways.
- There are remote, rural areas that transit cannot serve, including in the mountain communities and long, dirt roads in Morongo Basin and Victor Valley.
 - Many individuals in the mountain area do not live near a bus stop or have a difficult time accessing stops because of the terrain.
- Residents in Barstow have long trips to many services, including health specialists, and transportation options are limited.
 - FAP reports individuals in Barstow are not eligible for their services due to program and grant requirements.

3. Riders and potential riders have limited or uneven awareness of transit information, tools for riders and education or training opportunities.

- Wayfinding and clear signage are important at bus stops and transfer centers.
- People supported by Rim Family Services report that many individuals in the mountain area lack information about public transit.
- Inland Empire Disabilities Collaborative (IEDC) reports that people they support need travel training and clear, simple transit information.

4. There is need for specialized transportation for medically compromised, older adults and persons with disabilities.

- Public transit is not an appropriate or realistic means of transportation for some persons with disabilities, medical or mental health conditions.
 - Rim Family Services notes that individuals struggling with addiction and mental illness may have challenges riding public transit.
 - Several agencies noted that many individuals they support cannot wait in the sun or cannot wait alone due to their age, medical condition or disability.
 - Transfers and long trips on transit vehicles can be challenging or impossible for some individuals.
- Early morning transportation is needed for medical appointments, especially for dialysis.
- Human service providers in the Morongo Basin serve dirt roads and remote areas that cannot be served by MBTA vehicles. These services are critical for the people they support.

5. Improvements are needed for existing public transit and paratransit services.

- Long wait times and late pick-ups and drop-offs were reported for Omnitrans Access and private paratransit providers.
- Amenities, such as shelters, are needed for paratransit riders at pick-up and transfer locations:
 - Medically vulnerable individuals can be sensitive to sun.
 - DAAS Administration Office (Hospitality Lane, San Bernardino) needs a shelter and bench.
- There is need for improved coordination for transfers between operators and counties.
 - Transferring from VVTA to Omnitrans or Mountain Transit to Omnitrans is difficult for seniors and riders with all disabilities.
 - A need exists for improved connection timing between LA Access and Omnitrans Access.
- IRC reports that riders with disabilities rely on travel training to learn to ride and transfer independently. The programs should be protected and supported.
- Transit schedules and hours do not always align with class hours or work shifts.
 - IRC and Family Resource Center report that public transit does not always get individuals to work on time or schedules do not match up.
- Cal State San Bernardino Services to Students with Disabilities (CSUSB SSD) report that students feel unsafe at Omnitrans' bus stops.

6. Specialized and unique trip needs exist by population groups.

- Many individuals have challenges getting to jobs at warehouses at odd times or that are not near a transit route. Transit schedules often do not line up with work hours. Access drop-offs may run late.
- Participants in Veterans Treatment Court, especially those living in Victor Valley, need to get to and from San Bernardino weekly and monthly. Transportation has historically been a reason many discontinue this program.
- Transit trips in the high desert and Morongo Basin are too long for some vulnerable individuals.

7. Low-income individuals have continual need for fare assistance, subsidy and mileage reimbursement programs.

- Many riders rely on bus pass programs, other vouchers and mileage reimbursement programs.
 - DAAS distributes more than 750 passes monthly to all County public transit operators.
 - The successful TREP Program operated by DAAS has 95 participants.
- Community Action Partnership, San Bernardino recently surveyed 1,098 individuals they support and learned that:
 - 40 percent report a transportation need;
 - 64 percent reported need for gas vouchers;
 - 45 percent needed bus passes; and
 - 52 percent needed resources for maintaining a vehicle.

Agency Needs

These four institutionally related topics summarize issues raised by agency personnel.

1. There is need for increased funding for the COVID-related response and to address increased needs due to COVID-19.

- Most agencies reported unanticipated costs due to increased cleaning of facilities and vehicles and for personal protective equipment (PPE) and other safety measures.
- As social distancing on vehicles will reduce capacity, agencies such as Anthesis, Morongo Basin Health Care District and Reach Out Morongo Basin, need funding for more vehicles, as well as operations funds to support additional drivers.
- Split-shift type schedule changes at day programs to allow social distancing may require more trips.
- Increased demand is anticipated once the Stay-at-Home order is removed due to long delays in accessing care.
- There is uncertainty about safe vehicle operations and uneven information in the field without clear direction from Caltrans.

- Agencies that serve individuals with disabilities (e.g., Anthesis, OPARC and IRC) expressed uncertainty around funding for transportation from CA Department of Developmental Services for adult day program providers.

2. There is a need to support and promote capacity-building.

- More partners are needed to improve coordination and capacity, especially for long, regional trips.
 - FAP notes that most specialty doctor offices are long distances from Barstow and the High Desert.
 - FAP expressed appreciation for and satisfaction with the VVTA brokerage. The people they work with would benefit from a similar program in the San Bernardino Valley.
 - Morongo Basin Health Care District and Reach Out Morongo Basin have partnered on an FTA 5310 grant project to serve long health trips out of the Morongo Basin. Prior to this, Reach Out was at capacity.
- Agencies need vehicle replacements for aging or non-accessible vehicles.
 - Many agencies struggle with high maintenance costs on their older vehicles.
 - FAP has considerable maintenance costs due to vehicles constantly overheating in the desert.
 - Family Resource Center needs an accessible vehicle to replace their van that does not have a ramp.
- Additional vehicles are needed for agencies at capacity.
- Technical assistance is needed for some small operators in growth-mode:
 - Assistance selecting and procuring dispatching software;
 - Funding for vehicle maintenance; and
 - Support around 5310 and other grant opportunities, such as Measure I.

3. There is a need for sustainability and operating funding for specialized transit providers.

- Many operators need continuing operations funding for long trips.
- Agencies are facing new security costs for security guards and to safely garage vehicles due to repeated theft.
 - OPARC in particular has been impacted by new, unanticipated security costs.
- Bus pass, voucher and mileage reimbursement programs always need additional funding.
 - DAAS distributes more than 750 free transit passes each month to low-income individuals. There is a continuing need for these passes from all operators across the County.
 - Family Resource Center needs continuing funding sources for bus passes.
 - IEDC reports 1,000 new bus pass applicants per month.

4. There is limited or uneven Information about transit, training front-line staff about transit, and how to access information and travel training.

- IEHP reports that the people they support — and staff — would benefit from more information and training about services. Staff could be trained on how to use services to then assist the people they support. Transit information should be simple, clear, visual and available in Spanish.
- IRC, DAAS and CSUSB SSD would appreciate improved connection and communications with transit operators, such as having contacts at each provider for reoccurring complaints, updates and changes, and Americans with Disabilities Act (ADA eligibility) process questions.
- There is uneven awareness of 211Ride among stakeholders, such as DAAS.

Phase II: Countywide E-Survey Findings

Phase II outreach consisted of an online survey developed to quantify selected issues raised in stakeholder interviews. The survey was designed to invite responses from **agency staff** and **from members of the public**. For agency staff, the survey asked about transit-related services provided, areas of the County served and the mobility needs of the people they support.

For general public individuals, the survey explored use of transit services and concerns, mobility needs and challenges, and opinions on potential improvements.

The e-survey link was widely promoted through SBCTA's website and social media; stakeholder agencies, including those interviewed and SBCTA's network of over 300 stakeholders; and San Bernardino transit operators. The survey was open from Dec. 2, 2020 – Jan. 15, 2021.

Survey findings presented here summarize:

1. Agency responses focused on agency perspectives of needs and challenges of the people they support; and
2. General public responses of their transportation and experiences, needs and challenges.

Full survey reports are provided in Appendix C.

Agency Responses

About Agencies Responding

The e-survey was completed by 60 individuals from 34 agencies. These agencies are detailed in Table 16.

Agency respondent characteristics include:

- Agencies serve target populations and others across the County.
- Twenty (20) agencies directly provide transportation and six contract for transportation.
- Most agencies provide some sort of transportation assistance, including:
 - 58 percent provide information, referrals or trip planning.
 - 38 percent purchase transit passes or tickets for the people they support.
 - 23 percent reimburse mileage for the people they support.

Table 16, Agency Survey Respondents

Agencies Responding to E-Survey		
AbilityFirst	Foothill AIDS Project	Reach Out Morongo Basin
Amazon	Inland Empire Biking Alliance	Reaching New Heights Foundation
Benjamin E. Jones Community Resource Center	Lamps Plus	Redlands Conservancy
Center for Healthy Generations	LLUMC Adult Day Health Services	San Bernardino County
City of Chino	Loma Linda University Health	San Bernardino County Department of Public Health
City of Chino Community Services Department	MBTA	San Bernardino County Public Health California Children Services
City of Needles/Needles Area Transit	Morongo Basin Healthcare District	San Bernardino County Superintendent of Schools
City of Rancho Cucamonga	Mountain Transit	San Bernardino County Transportation Authority
City of San Bernardino	Omnitrans	San Bernardino County Transportation Authority
City of San Bernardino Municipal Water Department	OPARC	State of CA Department of Rehabilitation
City of San Bernardino Parks and Recreation	Option House	Victor Valley Transit Authority
City of San Bernardino Police Department		

About Transportation Gaps and Needs

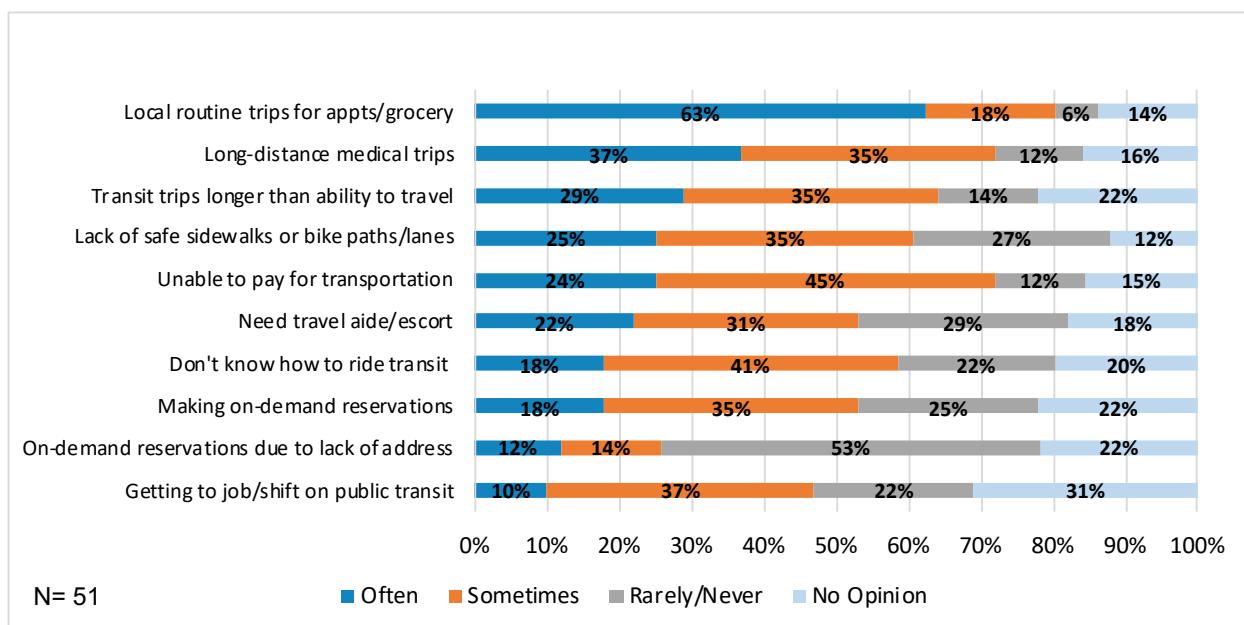
Agencies were asked what transportation-related challenges were faced by the people they support in the past year (Figure 17). The top three challenges were:

- **Local routine trips** for appointments and groceries (63 percent reported this as a challenge for the people they support.).
- **Long-distance medical trips** (reported by 37 percent of agency respondents).
- **Transit trips are longer than ability to travel** (reported by 29 percent agency respondents).

Agency respondents were also invited to provide open-ended comments about transportation challenges and 20 relevant comments were submitted. Top comments related to **public transit issues** and **specialized transit issues**. These comments included:

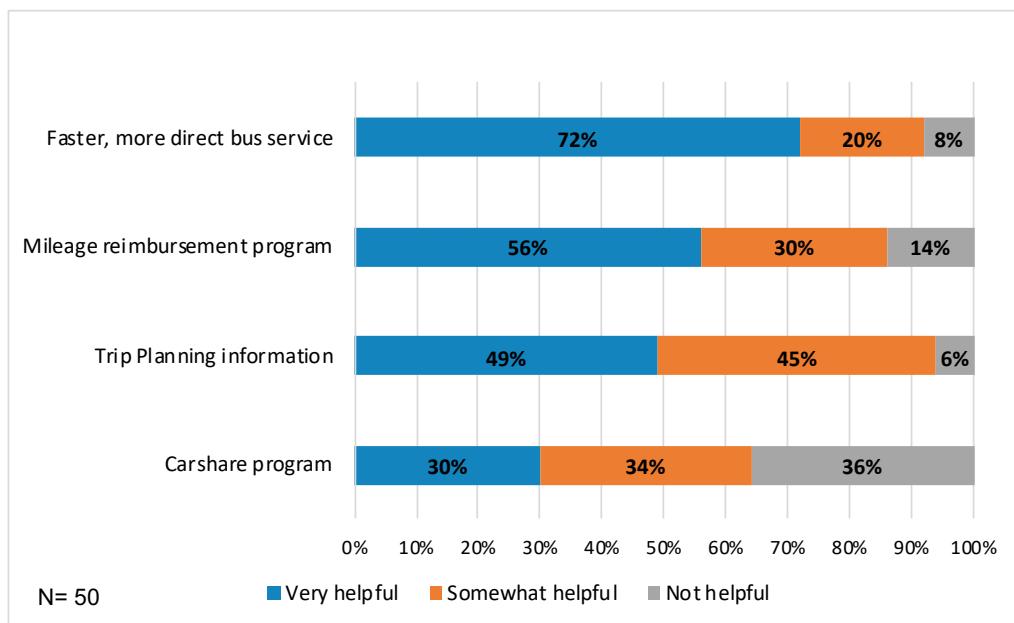
- Public Transit Issues: 10 comments
 - Service hours and days: Transit is not always available when needed.
 - Transit affordability
 - Cost is a big challenge for veterans with low incomes.
 - Service area concerns
 - Area is not served or is difficult to serve
- Specialized Transit Issues: 5 comments
 - Door-to-door programs have long wait lists.
 - Public transit is not appropriate for some of the individuals they support.
 - Some individuals cannot wait in the sun.

- Accessible vehicles are needed.
- Information needed about transit and other transportation programs: 2 comments
- More transit options are needed: 1 comment
- Active Transportation: 1 comment
 - Many trails do not connect, requiring users to move to the street or sidewalks for extended periods.
- COVID-19 Safety Concerns: 1 comment

Figure 17, Agency-Reported Transportation Challenges Faced by Clients

About Transportation Improvements

Respondents were asked what mobility improvements would be helpful to the people they support (Figure 18). **Faster, more direct bus service** was the top rated improvement, with 72 percent of agency respondents considering it as very helpful. This was followed by a **mileage reimbursement program**, reported by 56 percent of respondents as very helpful for the people they support. **Trip planning information** was considered very helpful by 49 percent of respondents and a **carshare program** was rated as the least helpful, with 30 percent of respondents reporting it as very helpful.

Figure 18, Agency-Reported Improvements That Would Help Their Clients

General Public Responses

About the Respondents

Responses were received from 226 individuals who live throughout San Bernardino County.

General public respondents are:

- Most likely to live in East San Bernardino Valley (55 percent), West San Bernardino Valley (22 percent) and Victor Valley (12 percent).
- One in 10 (10 percent) were older adults ages 65 and older.
- More than one in 10 has a disability that impacts their mobility (11 percent).
- One in ten (10 percent) often do not have transportation available.
- When traveling locally, are most likely to drive themselves (71 percent), ride public transit (12 percent) and ride with a friend or family (11 percent).

About Transportation Gaps and Needs

Respondents were asked a series of questions about transportation-related challenges they've faced in the past year and responses were provided by 203 individuals.

Figure 19 reports on these mobility concerns. The top challenges were:

- **Lack of safe sidewalks or bike paths/lanes** (54 percent of general public respondents reported this as a transportation challenge.)
- **Transit trips are longer than ability to travel** (reported by 35 percent of general public respondents).
- **Do not know how to ride transit** (reported by 22 percent of general public respondents).

Transit riders reported that their top transit-related challenges were ***long-distance medical trips*** (reported by 50 percent of transit riders), ***local, routine trips for appointments or groceries*** (45 percent) and being ***unable to pay for transportation services*** (28 percent).

Older adults (65 years and older) were most concerned with ***long-distance medical trips*** (reported by 30 percent of older adults) and ***needing a companion or caregiver when traveling*** (22 percent). The third top concern was a tie between ***not knowing how to ride transit*** (14 percent) and ***difficulty making reservations for demand response services*** (14 percent).

When asked an open-ended question about other transportation-related problems they've experienced in the past year, 41 respondents provided a comment. Top concerns included ***active transportation*** issues (9 comments), ***road infrastructure and traffic concerns*** (8 comments), and concerns about the ***public transit service area*** (6 comments). Figure 20 presents all relevant open-ended comments received.

Figure 19, General Public Reported Transportation Challenges

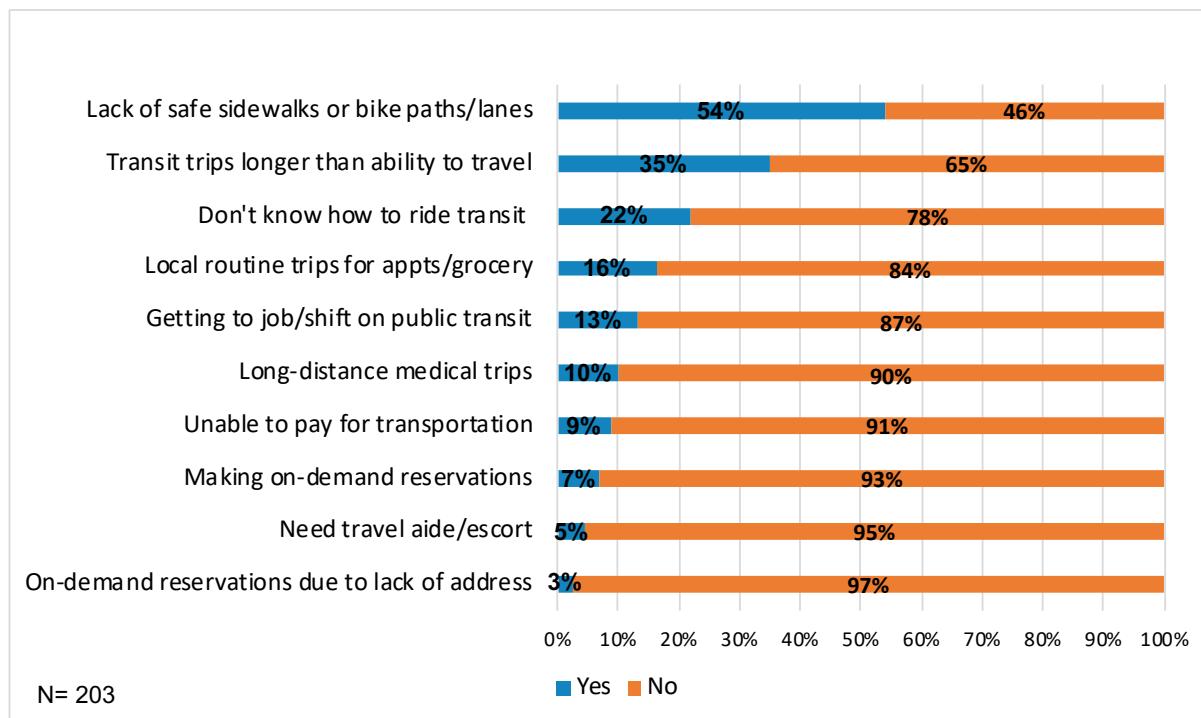
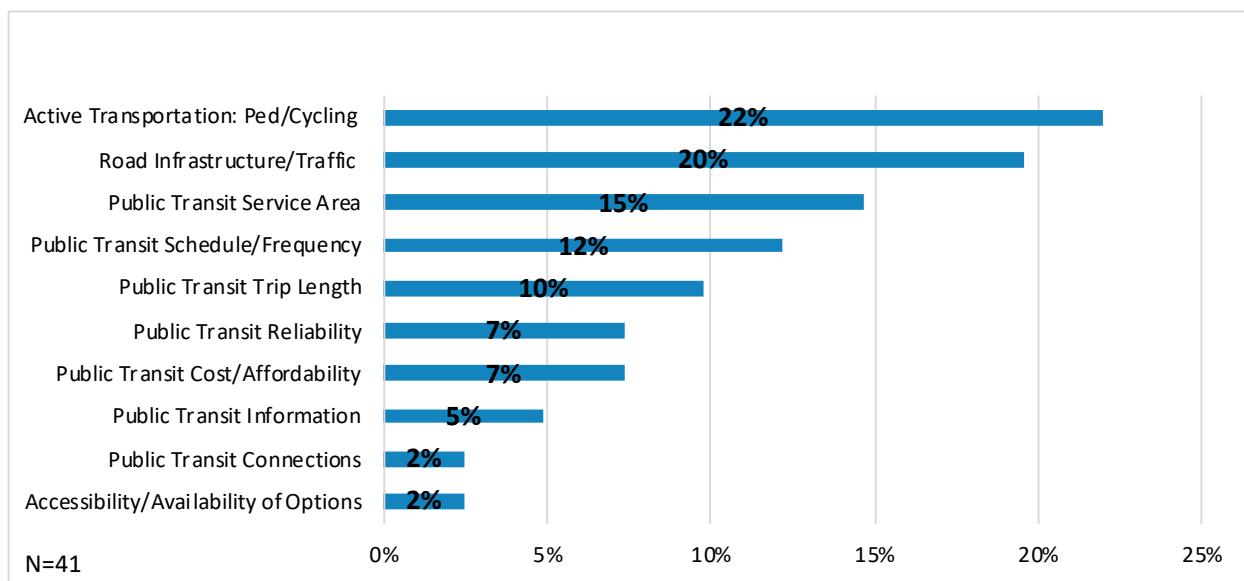
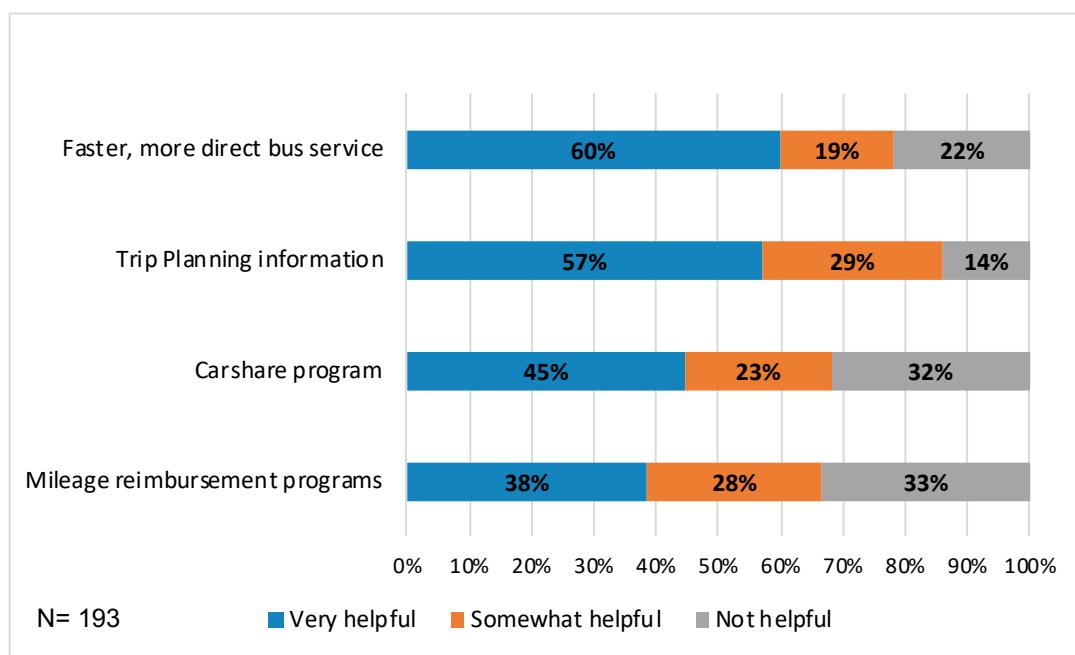
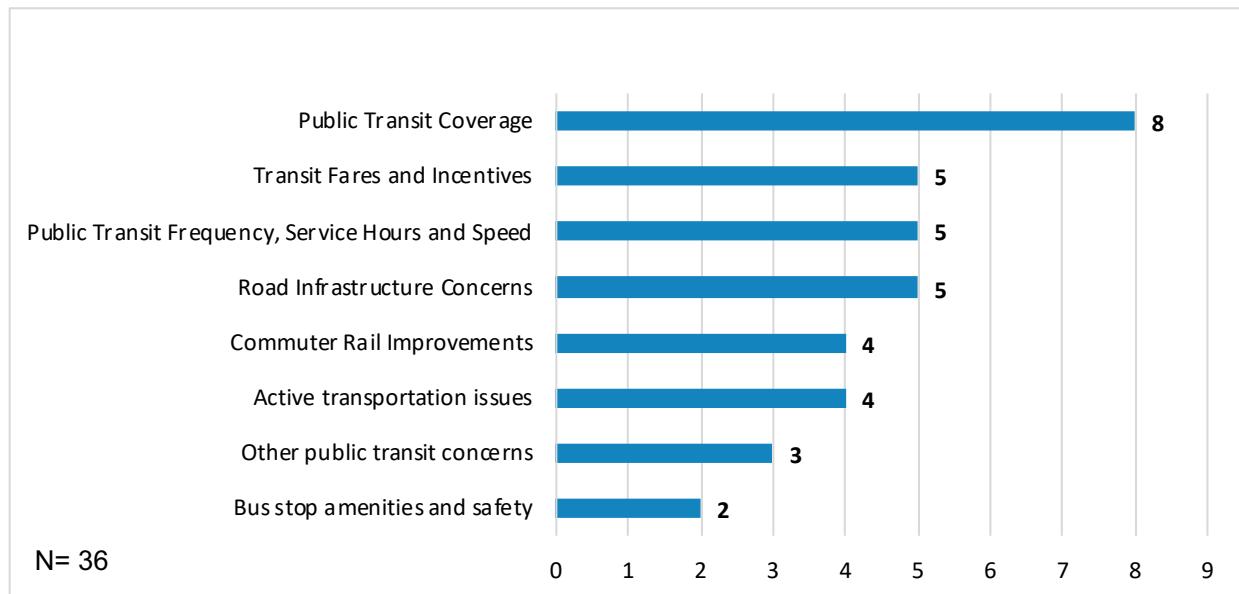


Figure 20, Open-Ended Comments from General Public Respondents

About Transportation Improvements

Respondents were asked to rate potential transportation improvements that could improve their mobility (Figure 21). **Faster, more direct bus service** was the top-rated improvement, with 60 percent of general public respondents reporting it would be very helpful to them. This was followed by **trip planning information**, reported by 57 percent of respondents as very helpful. A **carshare program** was reported as very helpful by 45 percent of respondents and a **mileage reimbursement program** was rated the least helpful, with 38 percent considering it very helpful.

Open-ended comments on other transportation-related improvements were also received. The 36 relevant comments are presented in Figure 22. Most comments related to **public transit coverage, transit fares and incentives, and public transit frequency, service hours and speed**.

Figure 21, General Public Responses on Improvements**Figure 22, General Public Open-Ended Responses**

Overview of E-Survey Findings

Most agency respondents address the mobility challenges of the individuals they support through an array of programs. These range from providing information and referrals about transportation services, reimbursements for mileage driven and administering their own transportation programs.

Agency respondents report that the people they support face difficulties making local routine trips for appointments/grocery store, making long-distance medical trips and that travel on transit is longer than their ability to travel.

More than half of general public respondents reported challenges due to the lack of safe sidewalks and bike paths or lanes and more than one-third reported that transit trips take longer than their ability to travel. The third highest rated challenge was not knowing how to ride transit.

The top concern for transit riders and adults over 65 years was making long-distance trips for medical care.

Agency and general public respondents were most interested in faster, more direct bus service. The next improvement that would be most helpful to general public respondents was trip planning information.

Summary of Mobility Needs, Gaps and Opportunities

Outreach Phases I and II provided a wealth of detail and qualitative and quantitative data for multiple outreach activities. This concluding section identifies the areas that 2021 Coordinated Plan goals and strategies should address to build upon the existing public transportation network and to improve and expand mobility choices for the 2021 Coordinated Plan's target groups of older adults, persons with disabilities and persons of low income. These groups also include military veterans, persons who are medically compromised, persons experiencing homelessness, youth attending college and children.

1. Public transit is a vital service for target populations. It is critical that public transit continue to be funded and enhanced.

- San Bernardino County's public transportation network meets many existing travel needs. Among the e-survey public transit respondents, 12 percent are public transit users.
- Nearly 80 percent of e-survey public respondents said faster, more direct bus service would be helpful to them.
- Nearly 60 percent of e-survey open-ended comments were about transportation challenges related to public transit improvements.
- During interviews with agencies serving target populations, the following improvements were discussed:
 - Fare subsidy and mileage reimbursement programs continue to be vital in many communities.
 - There is a perceived need for improved reliability for Omnitrans Access and private paratransit providers.
 - Amenities, such as shelters, are needed for paratransit riders and pick-up and transfer locations.
 - Agencies reported that the individuals they support request improved coordination for transfers between operators, especially in other counties.
 - Travel training is critical for some to learn to ride and transfer independently. The programs should be protected and supported.
 - Transit schedules and hours do not always align with class hours or work shifts.
 - Cal State San Bernardino students report feeling unsafe at Omnitrans' bus stops on or near campus.

2. Specialized transit serves unique and specialized trips that public transit cannot and should not serve. Specialized transit should continue to be enhanced and funded, with the focus being on building capacity and strengthening coordination.

- Many agencies interviewed expressed that public transit is not an appropriate or realistic means of travel for some persons with disabilities, medical or mental health conditions.
- Of individuals responding to the e-survey, 35 percent report that transit trips are longer than their ability to travel. Agency respondents reported that 29 percent of the people they support often face this challenge.
- Operating and capital funding support is needed by human service agencies that frequently do not have transportation support from their primary fund sources.
- Human service agencies commonly operate aging vehicles well beyond their useful life as they have been unable to afford replacing them. This requires considerable maintenance costs.
- Accessible vehicles are needed.
- Some human services agencies and specialized transit operators have new or increased security and garaging expenses.
- COVID-19 responses have required new expenses, including the need for additional vehicles for social distancing and increased operating expenses.
- Unique trips exist for some population groups that are often served by specialized transit.

3. There is limited awareness of transit availability and transit tools and information at individual and systems levels.

- Among public survey respondents, 22 percent reported that in the past year they did not know how to use transit. Agency respondents reported that 18 percent of the people they support often did not know how to use transit and 41 percent sometimes did not know how to use transit.
- While 81 percent of agency survey respondents are familiar with Google Transit, in interviews, many were not familiar with resources, such as 211Ride.
- When asked about improvements, 86 percent of public respondents to the survey said transit planning information would be helpful.
- Agencies would benefit from improved connection and communications with transit operators, such as having contacts at each provider for reoccurring complaints, updates and changes, and ADA eligibility process questions.
- IEDC reports that the individuals they support — and staff — would benefit from more information and training about services. Transit information should be simple, clear, visual and available in Spanish.
- Travel training is critical for many individuals to learn to use transit independently, especially when transfers are involved.

4. There is a persistent challenge of long-distance trips across regions and county lines, particularly to access health care, services, and employment.

- Agency e-survey respondents reported that 37 percent of the people they support often have difficulty with long-distance medical trips and 35 percent sometimes face this challenge.
- Individuals travel from all areas of the County to Loma Linda Medical Center and Veterans Hospital, including the Mountain communities, High Desert, Needles, Morongo Basin and Victor Valley.
- IRC staff reports that crossing county lines on public transit is the biggest challenge for the employed individuals IRC supports.

5. San Bernardino County includes hard-to-serve areas and pockets of needs.

- Due to geography, West San Bernardino Valley is complicated to serve and suffers from endemic congestion.
- Many remote and rural areas in the Morongo Basin and the High Desert cannot be served by MBTA or VVTA due to dirt roads and coverage limitations.
- In the Mountain communities, individuals may have a hard time accessing a bus stop due to the geography of the mountains.

6. Programs subsidizing travel for low-income individuals, such as mileage reimbursement, subsidy programs and transit passes, are beneficial and should continue to be funded and enhanced.

- Agencies responding to the survey reported that 69 percent of the people they support sometimes or often are unable to pay for transportation.
- Nine percent of individuals responding to the survey reported that they have difficulties paying for transportation.
- Eighty-six percent of agencies reported that more or enhanced mileage reimbursement programs would be helpful to the people they support. Also, 66 percent of individuals reported that this kind of improvement would be helpful.
- Most agencies interviewed do or have distributed bus passes and consistently need additional funding for passes.

7. Transit users, pedestrians and cyclists are concerned about safety and infrastructure needs.

- Over half (54 percent) of individuals responding to the survey reported lack of safe walking or bike paths as a challenge.
- Twenty-two percent of open-ended comments about transportation-related challenges related to improved safety and infrastructure for walking and cycling.

Chapter 5. 2021 Coordinated Plan Goals, Strategies and Projects

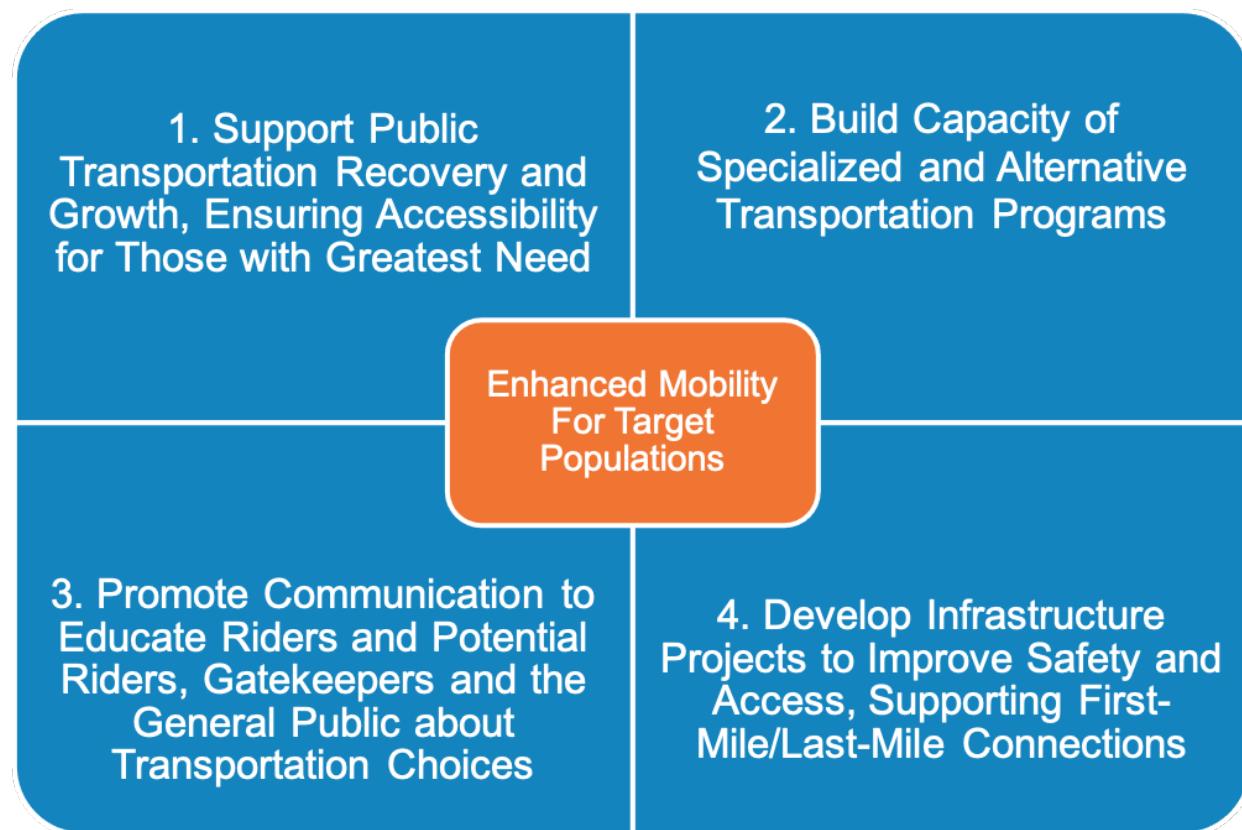
Overview

This concluding chapter compiles the findings of the Plan development processes into a program of recommendations of Goals and Strategies, including example projects. Four goals, developed from the Plan development findings, encompass the array of issues and opportunities that emerged from Plan development efforts. This chapter presents a discussion of each goal and its supporting strategies. The context for each strategy and examples of potential projects are presented.

2021 Coordinated Plan Goals and Strategies

Taken together, the four goals of this 2021 Coordinated Plan work to enhance the mobility of the Plan's targeted groups of persons with disabilities, older adults, persons of low income, including tribal members, military veterans and other underserved populations (Figure 23).

Figure 23, 2021 Coordinated Plan's Four Goals



Goal 1: Support Public Transportation Recovery and Growth, Ensuring Accessibility for Those with the Greatest Need

Goal 1 recognizes how critical public transportation is to mobility within and between communities for those 2021 Coordinated Plan target group members who cannot or choose not to drive. Supporting this lynchpin in mobility requires attention to all modes — rail, fixed-route bus, demand response services and publicly supported vanpools.

The experience of the COVID-19 pandemic made it clear that essential workers and those making essential trips relied heavily upon public transportation as their primary means of travel. Recovery and growth must build upon stakeholder and general public members' reports as to the public transit improvements they value.

Table 17, Strategies for Goal 1

Strategy	Goal 1: Support Public Transportation Recovery and Growth Ensuring Accessibility for Those with the Greatest Need
1.1	Increase frequencies of bus and rail public transportation serving essential workers and essential trips and to attract new riders.
1.2	Improve bus travel speeds by providing more direct bus service in high-use corridors.
1.3	Improve riders' connectivity within and between fixed-route bus services, between modes and between counties' public transit systems.
1.4	Maintain and expand public transit's span-of-service to increase weekend hours and early morning/later evening service, to the greatest extent possible.
1.5	Support local, neighborhood-level bus routes in areas of greatest need.
1.6	Improve transit reliability — for all modes — and support rider-facing technology, promoting interoperable technology solutions to aid travelers across modes.
1.7	Secure and protect fare subsidies for transit.
1.8	Promote partnerships to support and encourage mobility solutions.

Strategy 1.1 — Increase frequencies of bus and rail public transportation serving essential workers and essential trips and to attract new riders.

Rationale: Increasing the frequency of public transit is critical to growing ridership. Industry-wide experience supports that when service runs more frequently, riders and potential riders are much more willing to use transit. While transit use dropped to 60 percent and 65 percent of what it had been pre-pandemic for San Bernardino County public operators, nonetheless through the spring and summer of 2020, significant numbers of persons continued traveling, as essential workers continued making essential trips.

In stakeholder interviews, commenters often spoke of long waits between fixed-route buses, uncertainty as to whether the bus would show when there is not much frequency of service and that

more-frequent service encourages more use. Fourteen percent of improvement comments from the general public requested increased service and increased frequency.

Activities/Example Projects to Implement:

- For all transit operators, strive to improve service frequencies to at least 15 minutes on high-use, trunk lines, by moving resources to those lines through additional funding or reducing some coverage-based service to free up resources.
- Support operations and capital funding that promote increased frequencies of transit services.
- Support projects that speed bus travel around or through key destinations, such as shopping centers, to improve through speed and ease congestion, including Mountain Transit's projects along the state highway routes that define its service area.
- For Metrolink, monitor and support the reinstating of San Bernardino line frequencies removed from service during the pandemic and promote activities that complement improvements developed through the Metrolink Southern California Optimized Rail Expansion (SCORE) program, such as the Rancho Cucamonga Siding Extension Project.

Strategy 1.2 — Improve bus travel speeds by providing more direct bus service in high-use corridors.

Rationale: Bus speeds slow when they make many stops, in an effort to reduce the walking distances and make it easy for people to board buses nearby. Faster bus service was repeatedly requested in stakeholder interviews, while faster, more direct service emerged as the top-listed improvement: “very to somewhat helpful” by 92 percent of agency stakeholder respondents and by eight-out-10 (82 percent) general public respondents. “Transit trips taking longer than ability to travel” ranked as the second-most common problem experienced, noted by 35 percent of general public respondents, pointing to the need for faster bus travel speed, more direct routes, fewer transfers and more limited stop service.

Activities/Example Projects to Implement:

- Where appropriate, reduce the number of bus stops to speed travel along routes where longer intervals between stops are supportable by ridership data.
- For Omnitrans, maintain support for its existing high-speed, high-quality sbX route, traveling north/south in San Bernardino, and continue planning for 2024 implementation of the West Valley Connector, traveling east/west.
- For VVTA, continuing attention to travel patterns during the COVID-19 pandemic is being used to support faster bus service in those high-use areas.
- For Mountain Transit, support efforts to improve bus turn-out and passenger boarding locations adjacent to routes along the state highways.
- Comprehensive operational analyses and short-range transit plans should explore network routing to improve bus speeds, including judicious implementation of limited-stop routes.

Strategy 1.3 — Improve riders' connectivity within and between fixed-route bus services, between modes and between counties' public transit systems.

Rationale: The inventory identifies a wealth of public transit resources in all populated areas of San Bernardino County that, in FY 2019, provided 12.7 million transit trips in that full, pre-pandemic fiscal year. A significant proportion of those trips required transfers between two buses, between two transit systems or between bus and rail services. It is not automatic that these connections happen easily. Stakeholders reported instances of poorly timed connections and resultant missed trips. Crossing county lines was identified as difficult by Inland Regional Center staff, on behalf of the persons they support, made more difficult when transit systems do not smoothly connect. Stakeholders spoke frequently of the difficulties of making long trips within San Bernardino County, common in the long distances within this expansive county. In the open-ended responses to the e-survey, six-in-10 general public comments brought back suggestions for improvements to the transportation network.

Activities/Example Projects to Implement:

- Transit operators should work to improve long-distance connections, including enhancements to and connections with B-V Link, the Off-the-Mountain service and any new regional service connecting from the Morongo Basin.
- Support greater ease of transfer by developing new, more convenient transfer locations, as in VVTA's new Hesperia bus transfer location.
- Metrolink, the new Arrow service and Omnitrans should work together to improve connectivity between trains and buses specifically in downtown San Bernardino so that wait times are kept to a minimum.
- Metrolink should promote its Train-to-Plane program to support transit connections for prospective riders to Ontario Airport.
- Projects to improve or build new connections between the counties should be supported, particularly between Riverside and San Bernardino counties or between regions, from the Mountains to the San Bernardino Valley or from the Morongo Valley to the Banning/Beaumont Pass area.
- Projects that connect Needles with destinations in Arizona or with County services in the High Desert and the San Bernardino Valley should be tested and supported.

Strategy 1.4 — Maintain and expand public transit's span-of-service to increase weekend hours and early morning/later evening service, to the greatest extent possible.

Rationale: The San Bernardino region is home to large, expanding logistics and warehouse distribution industries, with multiple facilities in the San Bernardino Valley and in the Victor Valley. Employment-focused stakeholders reported that these employers commonly have second-shift and some third-shift schedules, while many operate seven-days-a-week. Traditional retail jobs, including at Walmart and other big box stores that remained open during the pandemic, also operate seven-days-a-week.

A broad span-of-service is critical for essential workers and those who rely upon public transit to meet their travel needs. It is imperative that transit service runs late enough and operates seven-

days-a-week, in order for workers to get to work and to get home from work. Some very early morning medical trips are difficult to make within existing transit systems' operating hours.

Extended spans-of-service are expensive for public transit to maintain. Reviewing pandemic travel patterns may provide insight into the corridors where evening service, earliest morning service and weekend service remained critical during that period to suggest how to prioritize scarce resources, going forward.

Activities/Example Projects to Implement:

- Judiciously increase evening operating hours, as demand indicates and resources allow.
- Judiciously expand weekend operating hours, as demand indicates and resources allow.
- Consider where earlier morning operating hours may be indicated, based upon demand and as resources allow.
- Develop creative solutions to meet the third-shift and very late-night travel needs of some workers, including voucher-based or special tripper services.

Strategy 1.5 — Support local, neighborhood-level bus routes in areas of greatest need.

Rationale: Among agency e-survey respondents, eight-in-10 (81 percent) reported that their constituents often or sometimes had challenges in making “local, routine trips for appointments and shopping.” This was ranked third out of 10 concerns among general public members, in their e-survey responses. Some transit routes operated by San Bernardino transit providers are locally oriented, as opposed to those providing regional or inter-city trips.

Title VI service equity analyses have been public transit’s regulatory tool for considering equity, adverse impacts and disproportionate burdens in make significant service changes. The tools of the Title VI service equity analyses should be used to assess levels of local coverage, alongside of limited-stop, regional services.

Activities/Example Projects to Implement:

- Promote equity-based dialogue and analyses within San Bernardino County to develop transit-oriented solutions for neighborhoods and communities of greatest need.
- Maintain support for local, neighborhood-level transit services, particularly in lower-income neighborhoods or those with high proportions of older adults.
- Introduce pilots or innovative service models, such as judicious implementation of microtransit projects, to address local trip needs; monitor the operational experience of these to determine their relative success or lack thereof.
- Support use of service models that utilize smaller vehicles, in order to expand the pool of potential drivers who can help to address the continuing difficulty in hiring fully licensed, trained drivers for public transit’s larger capacity vehicles.
- Use the Title VI service equity analysis tools — generally applied to larger transit providers with over 50 vehicles — to assess “greatest need” and to ensure that neighborhoods with demographics reflecting the greatest need are in fact receiving appropriate levels of public transit, within the resources available.

Strategy 1.6 — Improve transit reliability — for all modes — and support rider-facing technology, promoting interoperable technology solutions to aid travelers across modes.

Rationale: Stakeholders and riders spoke to the importance of reliable transit services in San Bernardino County, whether fixed-route or Americans with Disabilities Act (ADA) complementary paratransit, demand response services. Improved reliability of service was requested in the general public open-ended comments offered. This can include trains, as well as bus or van service, particularly when individuals are traveling to work and arriving on-time is very important. For those traveling to medical appointments, on-time performance is equally important. When delays happen, whether in fixed-route service, or more commonly in demand response programs, where riders are advised of estimated times of arrival that are reasonably accurate, the literature shows that people are more readily willing to wait.

Even as systems strive to improve on-time performance, use of technology to inform riders of wait times until their vehicle arrives is highly desirable and gives riders what they need. Attention to interoperability is critical, to ensure that adopted technologies can work across multiple technology platforms available to consumers and still bring back relevant transit information. Operators must determine the “right fit” for their operating environment in relation to customer-facing technology tools and enhancements.

Activities/Example Projects to Implement:

- Through Comprehensive Operations Analyses, Transportation Development Act (TDA) Audits and Short Range Transit Plans, operators should continue to identify strategies and mechanisms to improve on-time performance across all modes.
- Operators should implement, maintain and improve technology to advise riders of bus/van/train arrival times or current locations, particularly through smartphone connections, such as: Metrolink – “Where’s My Train/Train Tracker” and the “Moovit” app; VVTA – “UMO” and Real Time Bus Routes; Omnitrans – “NexTrip” and the real-time information available through the “Transit” app and the “DoubleMap” app Mountain Transit.
- Electronic signage and electronic information tools at transit centers and key transfer points are important, such as new signage at the VVTA Transportation center, to aid riders in monitoring service reliability.
- Expand support for technology investments that provide the back-end support necessary to customer-facing tools, including purchase or updating of Automatic Vehicle Locator, digital on-board tablets for drivers and more.
- San Bernardino County public transportation operators — rail, bus and vanpool — should strive for the greatest degree of interoperability among technology tools adopted, to make it easier for riders and prospective riders to travel among systems and modes.
- San Bernardino County public transportation operators, including SBCTA, should monitor and implement actions recommended by the Caltrans Intelligent Transportation Project for public transit operators and the new ITS4US sponsored by California Association for Coordinated Transportation (CalACT).

Strategy 1.7 — Secure and protect fare subsidies for transit.

Rationale: Stakeholder interviews conducted during spring and summer of 2020 underscored the economic difficulties of many of the persons whom these agencies supported and the important role of discounted and free fares. Among agency e-survey respondents, 69 percent reported their consumers as unable to pay for transportation “often” or “sometimes.” Among the responding general public members, 9 percent reported that they are unable to pay for transportation.

Multiple existing fare discounts are based upon agreements with stakeholders, for example, with California State University San Bernardino and Victor Valley Community College, which involves contributions from student fees. Protecting the continuation of these agreements requires focused attention by all parties involved.

Activities/Example Projects to Implement:

- Protect existing agreements, particularly with educational institutions, such as with regular contact and information exchange to ensure that stakeholders’ constituent issues are addressed.
- Protect existing grants and seek new grants, partnerships or other subsidies that provide support for discounted fares for students.
- Implement loyalty programs, such as fare capping, that support the ability to purchase discounted day passes, weekly passes or monthly passes by tracking incremental fare purchases and converting the rider’s fare to the next discounted pass when eligible.
- Support judicious use of fare-free days and other steep discount programs to encourage transit use and support lowest income households for bus and train service.
- Support and expand — as resources allow — bus pass partnerships with human service agencies, such as DAAS, that distribute free bus passes to the consumers they support.

Strategy 1.8 — Promote partnerships to support and encourage mobility solutions.

Rationale: One component of the recovery of public transit usage lies in the continuation of effective and partnerships and judicious expansion. Strong partnerships between public transit and others include:

- ✓ **With human services and low-income healthcare networks**, including larger countywide or regional human service organizations or coalitions, such as Department of Aging and Adult Services (DAAS), Department of Rehabilitation, Inland Regional Center, Community Action Partnership, San Bernardino County Homeless Partnership and Inland Empire Health Plan.
- ✓ **With employers**, as employees begin to return to office-based work, offering the opportunity to consider new ways to travel to work.
- ✓ **With the region’s colleges**, Cal State University San Bernardino, University of Redlands and community colleges — Crafton Hills, Chaffey College, San Bernardino Valley, Victor Valley College, Barstow College and Copper Mountain college — these are long-standing relationships, some with agreements in place that reduce student fares or provide for free-fare travel. Additionally, they are important conduits of information to students.
- ✓ **With secondary schools**, holding promise for building the next generation of public transit riders.

Activities/Example Projects to Implement:

- Support a vibrant and content-rich PASTACC — *San Bernardino County' Public and Specialized Transportation Advisory and Coordination Council* — to grow and support further partnerships.
- Support VVTA's brokerage with its human services partners to extend trip-making in the Victor Valley.
- Encourage Mountain Transit's developing partnerships with the Big Bear Mountain Resort, the airport and hotels to support lower-wage employees getting to jobs, as well as to connect tourists with transit.
- Support Mountain Transit's plan for community use of its new indoor/outdoor training facilities.
- Ensure regular contact with the larger human services systems within San Bernardino County to identify opportunities for increased public engagement around transportation and to ensure that key gatekeepers within these systems have access to current public transit information, promoting awareness of new services and recent service improvements.
- Ensure regular contact, and follow-up, with large employers who commonly have lower-wage commuters who could benefit from commuter incentive programs, living at long distances from their jobs.

Goal 2: Build Capacity of Specialized and Alternative Transportation Programs

Specialized and alternative transportation programs in San Bernardino County include those operated by human services programs and alternative modes of carpooling, carshare, vanpooling, bicycling and walking. These must be strengthened in a post-pandemic environment as complements to bus and rail services. Often these programs can meet certain trip needs and serve areas that mass transportation cannot or they provide a critical first-mile/last-mile connection

Table 18, Strategies for Goal 2

Strategy	Goal 2: Build Capacity of Specialized and Alternative Transportation Programs
2.1	Specialized transportation capacity should be increased.
2.2	Funding for operations, technology, vehicles and other equipment for specialized transportation programs should be identified and promoted.
2.3	Long-distance trip solutions should be developed and promoted to assist persons traveling long distances.
2.4	Training staff of specialized transportation providers should be encouraged and supported.
2.5	Travel training of prospective riders should be available and promoted.

Strategy 2.1 — Specialized transportation capacity should be increased.

Rationale: Specialized transportation focuses on target populations and needed trips that cannot be served by public transportation. Many agency personnel interviewed communicated that public transit is not an appropriate or realistic means of travel for some persons with disabilities or for some with medical or mental health conditions that make independent travel difficult. General public e-survey respondents indicated that 35 percent report that transit trips take longer than their ability to travel and one-third (29 percent) of agency personnel reported similar challenges of long trips for the persons with whom they work. Specialized transportation, generally run by human services agencies, fills a key gap in meeting the mobility needs of the 2021 Coordinated Plan target populations. Transportation-providing agencies themselves indicated that more partners are needed to expand capacity.

Demographic projections for San Bernardino County indicate 8 percent continuing growth in the population overall, with the largest increases among older seniors — from 2020 to 2030, persons ages 70 to 79 increasing by 52 percent and persons ages 80 to 89 increasing by 67 percent due to the aging of the Baby Boomers.

These individuals, as well as persons with disabilities, are highly likely to need the support of specialized transportation. Low-income individuals, as reported by the Community Action Partnership, have a continuing need for fare assistance, gas subsidy and mileage reimbursement programs, particularly in the wake of the pandemic.

Activities/Example Projects to Implement:

- Mailing and contact lists should be kept current and expanded to announce funding programs to interested human service agencies and specialized transportation providers.
- Prospective applicant agencies should be invited and recruited to project development workshops, which are conducted to encourage new program participation in discretionary funding programs, including recurring cycles for fund sources that include:
 - FTA Section 5310,
 - Measure I in the San Bernardino Valley, and
 - MBTA's Transportation Assistance Grant (TAG) Program.
- Strategies of outreach, including to SBCTA's PASTACC and to the major human services systems in San Bernardino County, should seek to reach more human service agencies, in an effort to grow the number and capacity of human service transportation programs.
- PASTACC membership should rotate among human service organizations, particularly the larger ones with Countywide reach, to help recruit new specialized transportation programs.
- Peer-to-peer support should be encouraged, helping start-up human service transportation programs connect with other, more long-standing specialized transportation providers to address issues in operations, funding and reporting.
- Volunteer-based programs should be promoted as providers of trips, identifying navigators or ambassadors or ombudsmen to help connect target population members with available transportation and with the destinations to which they need to travel.

Strategy 2.2 — Funding for operations, technology, vehicles and other equipment for specialized transportation programs should be identified and promoted.

Rationale: Human service transportation programs are generally small, working on the margins of agency budgets and typically without a sustained funding source. Operating and capital funds are scarce and usually received in arrears of program expenditures. Match dollars are hard to find. These funding realities make it difficult for human service transportation programs to start up or to grow. Vehicles are often old, not necessarily accessible and sometimes well beyond their useful life with attendant, high maintenance costs. Several providers reported additional vehicle garaging and security expenses.

Supporting a breadth of funding for operating and capital, including for technology tools, will help to ensure vibrant, healthy specialized transportation programs in San Bernardino County.

Activities/Example Projects to Implement:

- Accessible vehicles should be funded, both new vehicles for expanded fleets and to replace aging vehicles transporting persons, including replacement of vehicles that are not accessible.
- Operating funding availability should be widely promoted, including the current zero match requirements of FTA Section 5310 and of selected COVID-19-related relief programs.

Strategy 2.3 — Long-distance trip solutions should be developed and promoted to assist persons traveling long distances.

Rationale: As noted, making long-distance trips to, from and within San Bernardino County can be difficult, explicitly for 2021 Coordinated Plan target group persons. Agency e-survey respondents reported that 72 percent of their consumers “often” or “sometimes” have difficulty with long-distance medical trips.

For lower-income commuters, long work trips are often necessary because lower-cost housing is at a distance from job centers, such as to numerous Amazon facilities. The Needles Car Share program, which travels across the Colorado River to shopping in Arizona, is an example of a successful out-of-service-area trip solution.

Long-distance trips posing difficulties include down-the-hill from the Mountains into the San Bernardino Valley-based services; to the DAAS San Bernardino office to pick up free transit passes; traveling from Barstow to services in Apple Valley and Victor Valley; to the Loma Linda medical facilities from all across the County; and crossing County lines into Riverside. Additionally, there are hard-to-serve areas, including remote rural areas that transit cannot serve and people living off of dirt roads that transit cannot serve.

Activities/Example Projects to Implement:

- Continuing to promote IECommuter rideshare incentives and subsidies to Coordinated Plan populations to improve mobility of the lowest income workers through vanpool options.
- Promote mileage reimbursement projects, with their built-in escort, to enable residents to seek the assistance of and pay something to volunteers who can transport them (e.g., TRIP/TREP programs administered by DAAS, MBTA and VVTA).
- Pilot alternative service models, such as Needles’ Car Share program into Arizona or long-

distance (currently not running due to COVID-19 safety concerns), targeted shuttles to support long-distance trips or from hard-to-serve areas. Similar programs may be applicable and should be considered for Trona and Big River.

- Actively promote through human services agencies those long-distance trip solutions that do exist, including the B-V Link to Arrowhead Medical Center, connections into City of Loma Linda's regional medical facilities and more.

Strategy 2.4 — Training staff of specialized transportation providers should be encouraged and supported.

Rationale: Even as the physical capacity of specialized transportation programs grows to meet the needs of an expanding elderly population, it is important to grow the human capital as well — the capacity of managers of specialized transportation. Often, they are new to the provision of transportation or their skills may benefit from deepening around transit services management techniques. This strategy seeks to ensure that San Bernardino County benefits from best practices, creating safe and cost-effective travel assistance.

Activities/Example Projects to Implement:

- PASTACC or the County's public transit operators are encouraged to develop training sessions to benefit personnel of specialized transportation providers.
- Regional training activities or other relevant events should be promoted to specialized transportation providers in San Bernardino County, with PASTACC maintaining a listing of such offerings, attracting recipients of FTA Section 5310, by DAAS Title III(b) or Omnitrans Measure I.
- Membership in transit associations, specifically CalACT, should be encouraged and expenses for membership and participation in conferences should be allowable grant line item expenses.

Strategy 2.5 — Travel training of prospective transit riders should be available and promoted.

Rationale: Travel training to persons who may consider using public transportation is important. These training opportunities have been shown to be effective in expanding the mobility of individuals, in getting them off restrictive demand response services and onto the fixed-route network. Some training and orientation to rail services can expand recreational and long-distance trip-making. Target group members should be assisted in connecting with and using specialized transportation as well.

Activities/Example Projects to Implement:

- Travel training programs should be supported and promoted, whether sponsored by the public transit operators, human services organizations or SBCTA rideshare program. These include one-to-one trainings; in-the-field travel training; group orientation and field trip experiences, possibly based at senior centers; and Navigator, Buddy or Ambassador programs.
- The 211Ride information resource should be incorporated into travel training that may involve demand response or specialized transportation services, to help individuals build travel itineraries on specialized transportation services.

Goal 3: Promote Communication to Educate Riders and Potential Riders, Gatekeepers and the General Public About Transportation Choices

Rebuilding public transportation ridership and growing awareness of specialized and alternative transportation programs require a breadth of communication strategies and an active information network to inform and educate the general public and the 2021 Coordinated Plan's target populations.

Table 19, Strategies for Goal 3

Strategy	Goal 3: Promote Communication to Educate Riders and Potential Riders, Gatekeepers and the General Public About Transportation Choices
3.1	Educate the public on safety and security measures taken on public and alternative transportation.
3.2	Use technology information tools to promote and educate the public on transit, ensuring that websites and social media are kept current.
3.3	Promote specialized and alternative transportation.
3.4	Wayfinding and destination-oriented transit information should be developed.
3.5	Gatekeeper training, with larger agencies and trusted messengers, about available transportation services should be developed and widely promoted.
3.6	Promote coordinated multimodal performance reporting.

Strategy 3.1 — Educate the public on safety and security measures taken on public and alternative transportation.

Rationale: Prior to the pandemic, safety and security concerns consistently ranked highly among San Bernardino County transit riders and prospective riders. With the pandemic, those concerns only grew, and stakeholder interviews and e-survey respondents alike expressed concerns about transit safety. The County's public transit operators, along with Metrolink, have addressed these concerns in a variety of ways that only expanded with the need to protect drivers and operators alike from the spread of COVID-19. SBCTA supported its operators with a promotional campaign about the adoption of American Public Transportation Association's (APTA) Safety Pledge, identifying the particular ways in which public transit providers stepped up to ensure a safe ride for all. Ongoing public education about safety-oriented strategies remains important.

Activities/Example Projects to Implement:

- Continuing safety programs but with varying messaging campaigns about transit efforts to improve safety.
- Communicating, in English and other relevant languages, about riders' safety and measures taken to support these at bus stops, transfer centers and rail stations.

Strategy 3.2 — Use technology information tools to promote and educate the public on transit, ensuring that websites and social media are kept current.

Rationale: Technology information tools include, at a minimum, trip discovery, trip planning, ride-matching and mobile app payment options, as well as real-time arrival information apps. Fifty-nine percent of agency personnel reported that their consumers “often” or “sometimes” do not know how to ride public transportation, while almost half (49 percent) indicated that trip planning information would be useful to the people with whom they work.

This was echoed by general public members at much lower rates, almost one-in-four (22 percent), indicating they “don’t know how to ride public transit” while more than eight-in-10 (86 percent) reported that trip planning information would be “very helpful” or “somewhat helpful.” These responses all indicate opportunity to promote and educate the public about the availability of public transportation in San Bernardino County.

Technology plays an increasingly important role in connecting people and services, and particularly in connecting riders or potential riders with available public transit.

Activities/Example Projects to Implement:

- Widely promote trip planning, trip discovery and trip transaction tools, particularly the growing partnership between the Transit app and Token Transit, adopted by multiple San Bernardino transit providers.
- Monitor and implement, as appropriate, Caltrans ITS (Intelligent Transportation Systems) initiatives within San Bernardino County, including disseminating information about other relevant ITS initiatives, such as CalACT’s ITS4US, to human services transportation providers.
- Transit information in multiple languages, particularly Spanish, should be made available to the greatest extent possible.

Strategy 3.3 — Promote specialized and alternative transportation.

Rationale: While specialized transportation and alternative transportation programs are not widely available and most are small, they should still be widely promoted. Vanpools and carpools are cost-effective alternatives to driving alone. Also, specialized transportation often fills a gap that public transit cannot fill. These programs need to continue to make known their availability. Public transit should explore the ways and manner of promoting both specialized transportation and vanpool, services as well.

Innovation in alternative transportation should continue to be promoted, particularly in its applicability to far-flung areas. For example, the carshare program in Needles has been very successful and the model may hold promise for other outlying areas.

Activities/Example Projects to Implement:

- Actively promote specialized transportation services.
- Actively promote vanpool services.
- Promote innovative responses in hard-to-serve areas, for example, applying and promoting the Needles’ carshare model to Trona and Big River.

- Ensure that trip discovery information that can incorporate specialized and alternative transportation does so, including promoting the 211Ride programs administered through Inland Empire United Way.
- Develop strategies to promote specialized and alternative transportation to disadvantaged communities, including non-English-speaking communities.
- Regional ride-matching database should be promoted to help connect shared-ride users.
- Public transit dispatch may refer riders that they cannot serve to available, appropriate specialized transportation providers.

Strategy 3.4 — Wayfinding and destination-oriented transit information should be developed.

Rationale: Navigating major trip generators, particularly for new riders, is difficult. This was a frequent and persistent concern heard from the general public and agency stakeholders alike. People traveling long distances to, for example, Loma Linda Hospital, are uncertain about trip planning and how to ride transit. They are also uncertain how to navigate transfer locations and rail stations, once they arrive, where there are many directional choices. These all represent barriers to travel.

Wayfinding in the built environment was identified as an important strategy in the SBCTA's CUSTOMER-FOCUSED, TECHNOLOGY-ENABLED, MULTI-MODAL STUDY (2018) as a mechanism to grow the confidence of new riders. Destination-oriented information, including to the region's tertiary care hospitals, is another tool to build confidence and encourage transit use.

Activities/Example Projects to Implement:

- Developing destination-specific information tools, such as a printed guide, website page or poster, can enable target populations to more confidently travel between the County's far-flung corners and the key regional medical facilities.
- Widespread promotion, including through gatekeepers, of destination-oriented information — “how do I get there” — can build confidence and therefore use of public transit.
- Giving priority to wayfinding signage at major transfer locations and Metrolink rail stations, to support new riders.
- Ensuring that GTFS information is updated on websites and Facebook/social media to support the most current wayfinding information in trip planning.
- Working toward standardized wayfinding tools of signage, physical maps and technology tools: including within the Victor Valley, within the San Bernardino Valley and its Metrolink lines, and between the San Bernardino Valley and Riverside County.

Strategy 3.5 — Gatekeeper training, with larger agencies and trusted messengers, about available transportation services should be developed and widely promoted.

Rationale: Gatekeepers, such as human service agencies, employment services, veterans' organizations and educational institutions, play a critical role in promoting the use of public transportation. In stakeholder interviews, there was uneven awareness of transit availability and information among agency personnel.

Activities/Example Projects to Implement:

- Schedule and conduct regular meetings, at least annually, to explore coordination projects between the public transit operators and the major human services systems in their regions (e.g., between Omnitrans and DAAS or between MBTA and Reach Out 29 and the Hi-Desert Medical Center).
- Establish information exchanges with various agency participants to consider:
 - Open dialogue about potential for trip-sharing and for shared-costs with all transportation-providing agencies.
 - Convene existing transportation providers and transportation funders around an area-specific dialogue, including what is being provided now by specialized transportation providers.
 - Explore potential participation roles that these organizations could offer for trips.
 - Discuss more specific partnerships roles around direct subsidy, per-trip subsidy and purchase of fares.
 - Discuss promotion of a pilot or demonstration project service.

Strategy 3.6 — Promote coordinated multimodal performance reporting.

Rationale: There are several tools, new or enhanced, that support multimodal performance reporting. SBCTA has undertaken its own Quarterly Transit Performance Reporting and developed its Active San Bernardino Open Data portal. Both seek to identify resources impacting or supporting mobility within the County and report on features of these. Caltrans' BlackCat Grants Management Platform is a statewide database that also reports on multimodal services and programs. Using these to identify trends can expand coordination possibilities and promote the use of services.

Activities/Example Projects to Implement:

- SBCTA is encouraged to seek ways in which to use its reporting and information tools of Quarterly Transportation Performance Reports and its Active San Bernardino Open Data portal to improve transportation services and programs.
- PASTACC is encouraged to monitor trends in the quantities and quality of public transportation services and programs provided within San Bernardino County.
- Regarding BlackCat, encourage Caltrans to promote this reporting tool and to allow its use by multiple stakeholders, including SBCTA and other RTPAs, to identify and promote use of public transportation-supported services.

Goal 4: Develop Infrastructure Projects to Improve Safety and Access, Supporting First-Mile/Last-Mile Connections

Improvements to the built environment will support access to public transportation, particularly for those with the greatest need, by improving safety in walking, bicycling and riding in local neighborhoods and on regional trip-making. Infrastructure improvements to provide for zero emission public transportation will support a cleaner, healthier environment.

Table 20, Strategies for Goal 4

Goal 4: Develop Infrastructure Projects to Improve Safety and Access, Supporting First-Mile/Last-Mile Connections	
Strategy	
4.1	Target and enhance bus passenger facilities at locations of greatest need to improve safety, comfort and accessibility.
4.2	Improve travel safety and promote first-mile/last-mile connections to public transportation by building more sidewalks and bike paths, particularly in areas of high use or where high accident rates occur.
4.3	Procure supplies and install equipment to support personal safety or provide for in-vehicle protections that ensure safe environments and instill rider confidence.
4.4	Collaborate with operators to fulfill requirements of the Innovative Clean Transit regulation to achieve zero emissions in public transportation.

Strategy 4.1 — Target and enhance bus passenger facilities at locations of greatest need to improve safety, comfort and accessibility.

Rationale: There is a general perception within the San Bernardino region generally that it is unsafe to walk in local neighborhoods. This becomes more pronounced in some specific areas, such as downtown San Bernardino. A majority of general public e-survey respondents (52 percent) ranked most frequently the “lack of safe sidewalks or bike paths/lanes” as a problem they had experienced in the past year. San Bernardino’s large employers have echoed these concerns.

Activities/Example Projects to Implement:

- Continued efforts to identify key bus stops and transfer locations for improvements, including improving lighting and adding seating or shelters; this can build upon pandemic ridership experience to refine existing lists of priority stops and stations.
- Continued efforts to improve ADA accessibility for more stops, particularly high-use stops.
- Omnitrans — continued targeted bus stop/bus stop safety improvement program (Top 300) to improve lighting, clean facilities and the presence of amenities.
- Metrolink rail stations — continued attention to lighting and signage.
- MBTA, Mountain Transit, VVTA — update or overhaul of lighting for LED/solar-powered lighting to improve illumination at bus stops and transfer centers’ illuminating signal stops.
- SBCTA’s implementation of the *Station Technical Advisory Committee* (STAC), which focuses on improved and consistent safety and security standards across Metrolink stations within San Bernardino County.
- Increased attention to novel lighting solutions and enhancements at bus stops and transfer locations, such as solar-powered strategies.

[Strategy 4.2 — Improve travel safety and promote first-mile/last-mile connections to public transportation by building more sidewalks and bike paths, particularly in areas of high use or where high accident rates occur.](#)

Rationale: This strategy is about continued attention to bike paths, bicyclist and pedestrian safety and keeping that first-mile connection at the forefront of focus in street and road improvements. Some areas of San Bernardino County have excessively high accident and incident rates for bicyclists and pedestrians. The lack of safe sidewalks or bike paths was rated as “often” or “sometimes” important by 70 percent of agency personnel and from the general public, it was the top-ranked problem experienced in the past year. And again, it was the topic generating the highest number of comments in an open-ended survey question. Concerns about walking and biking safety are high in San Bernardino County.

As noted previously, SBCTA has developed general regional data collection and sharing activities focused on active transportation planning initiatives and supports some funding of such initiatives. These include SBCTA’s every-other-year call for active transportation projects through Article 3 of the TDA. These projects can be supported by SBCTA’s efforts to streamline data collection, aggregation and sharing capabilities to promote strong applications from stakeholders.

Activities/Example Projects to Implement:

- Collaboration projects should be supported across the communities of San Bernardino to expand and improve the numbers and quality of sidewalks and to build more bicycle lane/bicycle path improvements.
- Support SBCTA’s ongoing countywide Sidewalk Inventory Phase II, which includes developing more detailed obstructions data to support pedestrian improvement projects, an aerial attribute inventory and ADA Transition Plan data.
- Support TDA Article 3 projects that improve active transportation facilities, such as the Big Bear Lake Stanfield Cutoff Connectivity project, the Rancho Cucamonga Day Creek Channel Bike Trail and the Victorville Arrowhead Dr/7th Ave Bike Lane and Sidewalk projects.
- Promote the use of SBCTA’s Active San Bernardino Open Data Portal to provide the rationale for active transportation project funding and grant requests.
- Exploring public-private-partnerships should be encouraged to build bike share/bike rental programs, particularly in areas such as Redlands or in Big Bear and other locales where the opportunity and interest is high.
- A project to secure storage of bikes should be expanded for those using public transit, including MBTA’s planned projects at its transit centers.

[Strategy 4.3 — Procure supplies and install equipment to support personal safety or provide for in-vehicle protections that ensure safe environments and instill rider confidence.](#)

Rationale: All public transit providers and those specialized transportation providers who continued to transport passengers had new and additional equipment needs, including personal protective equipment, in-vehicle protections and new supply requirements. Support for these will protect the safety of riders and transit employees alike.

Activities/Example Projects to Implement:

- Face coverings and personal protective equipment.
- In-vehicle protections, such as compartment shields, safe areas around the driver and visual cues for social distancing.
- Infrastructure that is non-vehicle related, such as shields and other barriers, service changes, visual cues and scheduling.
- Return-to-work policies, such as health screenings, COVID-19 testing, COVID-19-related healthcare, vulnerable worker protections, sick leave and quarantine policies.
- Recruiting and training, such as interviews and recruitment, pre-employment testing and COVID-19 testing.
- Return-to-work policies, such as health screenings, COVID-19 testing, COVID-19-related healthcare, vulnerable worker protections, sick leave and quarantine policies.
- Vehicles' in-service cleaning.

Strategy 4.4 – Collaborate with operators to fulfill requirements of the Innovative Clean Transit regulation to achieve zero emissions in public transportation

Rationale: Another dimension of infrastructure is vehicle fueling. As we seek to address climate change and impacts of deleterious greenhouse gases on the environment, California is leading the way in zero emission vehicle requirements. Specifically, public transportation providers are now responding to the Innovative Clean Transit (ICT) regulation promulgated by the California Air Resources Board and requires achieving 100 percent zero emission vehicle (ZEV) transport by 2040. This public policy direction is not inexpensive but, it is hoped, will provide leadership and operational experience to other industries and sectors. San Bernardino County transit providers have begun to use ZEV vehicles in limited ways, to gain operational experience.

Activities/Example Projects to Implement:

Transit operators and other public agencies are continuing to pursue alternative fuel innovations as they work to comply with ICT rules which begin to have significant impacts by Jan. 1, 2023 for large operators and by 2026 for all operators. Project efforts must be supported by a range of fund sources, some known and others still to be developed. Actions include:

- Developing ICT zero emission implementation plans by time frames that are consistent with ICT rules and agency size.
- Continuing to monitor ZEV developments, by SBCTA, in this fast-changing environment, to identify implications for general public operators and for specialized transportation providers and to provide technical assistance to them, as appropriate.
- Exchanging information with other operators within the County about the operational experiences of implementing ZEV.
- Communicating steadily with the public, including Coordinated Plan target groups and their representatives, about alternative fuel implementation and its implications for the rider.
- Pursuing capital and infrastructure grant or discretionary funding at every opportunity to secure, implement and then promote zero emission fuel technology.

Chapter 6. Implementation

Strategy Prioritization

This concluding chapter presents an approach to addressing the mobility gaps identified on behalf of the multiple target groups of this 2021 Coordinated Plan. The process for prioritizing goals and strategies, a step required in regulation, was undertaken in March 2021 through a virtual workshop and Open House. Implementation of these strategies and their resultant projects will be periodically monitored over the four-year period of 2021 through 2025 by the *Public and Specialized Transportation Advisory and Coordination Council* (PASTACC), an SBCTA advisory body.

Approach to Prioritization

SBCTA hosted a Virtual Open House in March 2021 to share with participants the outreach findings and to present the direction suggested by these to improve mobility for target group persons. Posted on the SBCTA website (www.gosbcta.com/coordinatedplan) were both products from Phase 1 and Phase 2 outreach efforts and the resultant preliminary goals and strategies.

On March 9, 2021, SBCTA and the consultant team hosted a Transportation Strategies workshop, a live Zoom presentation and discussion. The presentation included the key findings and the proposed strategies of response. Discussion with participants and further input was offered following the presentation. Comments addressed funding transit; outreach and technical assistance to nonprofit and human service agencies, including language about first-mile/last-mile projects; and updating terminology to reflect shifting focuses. Some modification to the strategy language was developed based on this input.


Help us set priorities for public and specialized transit in San Bernardino County

The Public Transit-Human Services Transportation Coordination Plan identifies strategies to address the mobility needs of persons with disabilities, older adults, persons with low income and veterans.

Join us on Zoom for the live Transportation Strategies Workshop
Tues, March 8, 11am-Noon
www.gosbcta.com/coordinatedplan
 or call: 1-669-900-6833
 Meeting ID: 969 6197 5708 Passcode: 364287

And visit our Virtual Open House
March 8-12, 2021
www.gosbcta.com/coordinatedplan

Review our outreach findings and recommended strategies.
 Then take the Priorities Survey and tell us which strategies are priorities for you or your clients.



San Bernardino County Coordinated Transportation Plan

Strategy Priorities

During the week of this Open House, visitors to the website could rank the 22 presented strategies. The results of this ranking process, coupled with input from SBCTA on project feasibility and responsible parties, are presented in Table 21 at the end of this chapter.

Implementing the Plan

Identifying Interested, Willing and Able Partners

Given the breadth of project responses identified, and in light of the uncertainties surrounding the COVID-19 pandemic recovery, it becomes critical to continue to identify partners and resources to move this 2021 Coordinated Plan forward. Specifically, the priorities presented here must be

championed by “**interested, willing and able**” parties throughout San Bernardino County, with leadership by SBCTA.

Stakeholders who are “**interested**” in addressing the transportation concerns of their clientele, of a given constituency or of the general public can be considered key partners. A number of these agency representatives were identified through this 2021 Coordinated Plan process and include many interviewed during Phase I outreach. Stakeholders “**willing**” to move these goals and strategies forward are those with sufficient organizational authority or where their organization mission overlaps with the direction of this Coordinated Plan. Stakeholders are considered “**able**” where they have the organizational capability and resources, or the resources can be newly identified, to move projects from concept through to implementation.

Building such capacity and partnerships must be ongoing. This will require leadership and SBCTA, as the oversight Countywide agency, has initial leadership roles around this. But other entities also will be required to realize this 2021 Coordinated Plan’s vision of expanded mobility. These entities range from public transit agencies, to human service agencies, to educational institutions, to municipalities and to sovereign tribes. Many of these strategies will require securing additional funding, but not all will need such funding. Together, through interested, willing and able partners, these projects will improve the mobility of consumers, students and San Bernardino County residents generally.

Funding the 2021 Coordinated Plan Strategies

Various fund sources are available, or potentially available, to support these strategies, while others may yet develop at the federal level. Fund sources known at this time of writing, of relevance to the 2021 Coordinated Plan strategies and projects include:

- **Coordinated Plan funding sources specifically called out:**

The two primary fund sources for this 2021 Coordinated Plan are the federal FTA Section 5310 program and the local Omnitrans’ Measure I Regional Mobility Partnership (RMP) program. Additionally, the Morongo Basin Transit Authority’s Transportation Assistance Grants (TAG) program is directly relevant. These programs both look to the Coordinated Plan for documentation of project need and for identification of responsive strategies in order to determine project eligibility.

- **Formula grants to the public transportation providers:**

Funding allocated by population, through the FTA, including Sections 5307, 5311 and 5339, may be used to support some 2021 Coordinated Plan projects where these align with agency spending plans, as well as California TDA and State Transit Assistance funding from collected retail sales taxes.

- **Human services targeted fund sources:**

This 2021 Coordinated Plan can support grant applications to municipalities for Community Development Block Grants or Area Board on Aging for Older Americans Act funding, among others.

- **Federal discretionary transportation fund sources:**

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

- **California discretionary transportation fund sources:**

This 2021 Coordinated Plan can also support public transit applications for fund sources that are competitive through California Senate Bill 1; Low Carbon Transportation Operations Program (LCTOP) or the Active Transportation Program (ATP); or for California Congestion Mitigation Air Quality Program (CMAQ) funding, among others.

The creativity of agencies in seeking funds, as well as communication among key stakeholders about the ***potential availability of new funds***, will be critical to funding strategies. Notification of new funding possibilities is a responsibility of SBCTA, but it is not theirs alone. Larger human service systems, such as San Bernardino County's DAAS and others, share this obligation.

Furthermore, it should be noted, however, that some strategies do not necessarily require substantial or any funding. For example, many Goal 3 information strategies rely upon information coordination and exchange, not necessarily funding, to be realized.

Table 21 presents these and other factors in relation to each of these 2021 Coordinated Plan four goals and 23 strategies.

Table 21, 2021 Coordinated Plan Prioritized Strategies

Goal	Strategy	Responsible Parties	Priority Rating
Goal 1: Support Public Transportation Recovery and Growth, Ensuring Accessibility for Those with Greatest Need			
1.1	Increase frequencies of public transportation bus and rail serving essential workers and essential trips and to attract new riders.	Bus & Rail Operators	High
1.2	Improve bus travel speeds by providing more direct bus service in high-use corridors.	Bus Operators	High
1.3	Improve riders' connectivity within and between fixed-route bus services, between modes and between counties' public transit systems.	Bus Operators	Moderate
1.4	Maintain and expand public transit's span-of-service to increase weekend hours and early morning/later evening service, to the greatest extent possible.	Bus & Rail Operators; Riverside & LA County Operators	Moderate
1.5	Support local, neighborhood-level bus routes in areas of greatest need.	Bus Operators	High
1.6	Improve transit reliability – for all modes – and support rider-facing technology, promoting interoperable technology solutions to aid travelers across modes.	Bus & Demand Response Operators	High
1.7	Secure and protect fare subsidies for transit.	Bus & Rail Operators; Vanpool Programs	High
1.8	Promote partnerships to support and encourage mobility solutions.	Bus & Rail Operators; Vanpool Programs; SBCTA; Others	Moderate
Goal 2: Build Capacity of Specialized and Alternative Transportation Programs			
2.1	Specialized transportation programs and capacity should be increased, focused on Coordinated Plan target groups and their trips that cannot readily be served by public transportation fixed-route services.	Current & potential specialized transportation providers	High
2.2	Funding for operations, technology, vehicles and other equipment for specialized transportation programs should be identified and promoted.	Omnitrans; VVTA; MBTA; SBCTA; Caltrans	High
2.3	Long-distance trip solutions should be developed and promoted to assist persons traveling long distances.	Current & potential specialized transportation providers	Moderate

Table 19, Continued

Goal	Strategy	Responsible Parties	Priority Rating
Goal 2: Build Capacity of Specialized and Alternative Transportation Programs (continued)			
2.4	Training staff of specialized transportation providers should be encouraged and supported.	Specialized transportation providers	Moderate
2.5	Travel training of prospective transit riders should be available and promoted.	Bus & Rail Operators; Specialized Transportation Providers	Moderate
Goal 3: Promote Communication to Educate Riders and Potential Riders, Gatekeepers and the General Public About Transportation Choices			
3.1	Educate the public on safety and security measures taken on public and alternative transportation.	Bus, Demand Response & Rail Operators	High
3.2	Use technology information tools to promote and educate the public on transit, ensuring that websites and social media are kept current.	Bus, Demand Response & Rail Operators; Vanpool Programs; SBCTA	Moderate
3.3	Promote specialized and alternative transportation.	Vanpool Programs, SBCTA	High
3.4	Wayfinding and destination-oriented transit information should be developed.	Bus Operators, SBCTA	High
3.5	Gatekeeper training , with larger agencies and trusted messengers, about available transportation services should be developed and widely promoted.	Stakeholders; Bus & Rail Operators; SBCTA	Moderate
3.6	Promote coordinated multimodal performance reporting.	SBCTA with Bus, Rail, Alternative & Specialized Programs	Moderate
Goal 4: Develop Infrastructure Projects to Improve Safety and Access, Supporting First-Mile/Last-Mile Connections			
4.1	Target and enhance bus passenger facilities at locations of greatest need to improve safety, comfort and accessibility.	SBCTA with Operators & Jurisdictions	High
4.2	Improve travel safety and promote first-mile/last-mile connections to public transportation by building more sidewalks and bike paths, particularly in areas of high use or where high accident rates occur.	SBCTA with Jurisdictions	High
4.3	Procure supplies and install equipment to support personal safety or provide for in-vehicle protections that ensure safe environments and instill rider confidence.	SBCTA with Operators & Programs	High
4.4	Collaborate with operators to fulfill requirements of the Innovative Clean Transit regulation to achieve zero emissions in public transportation.	SBCTA with Operators	High

Appendices

Appendix A: Additional Maps

Appendix B: Inventory Matrix

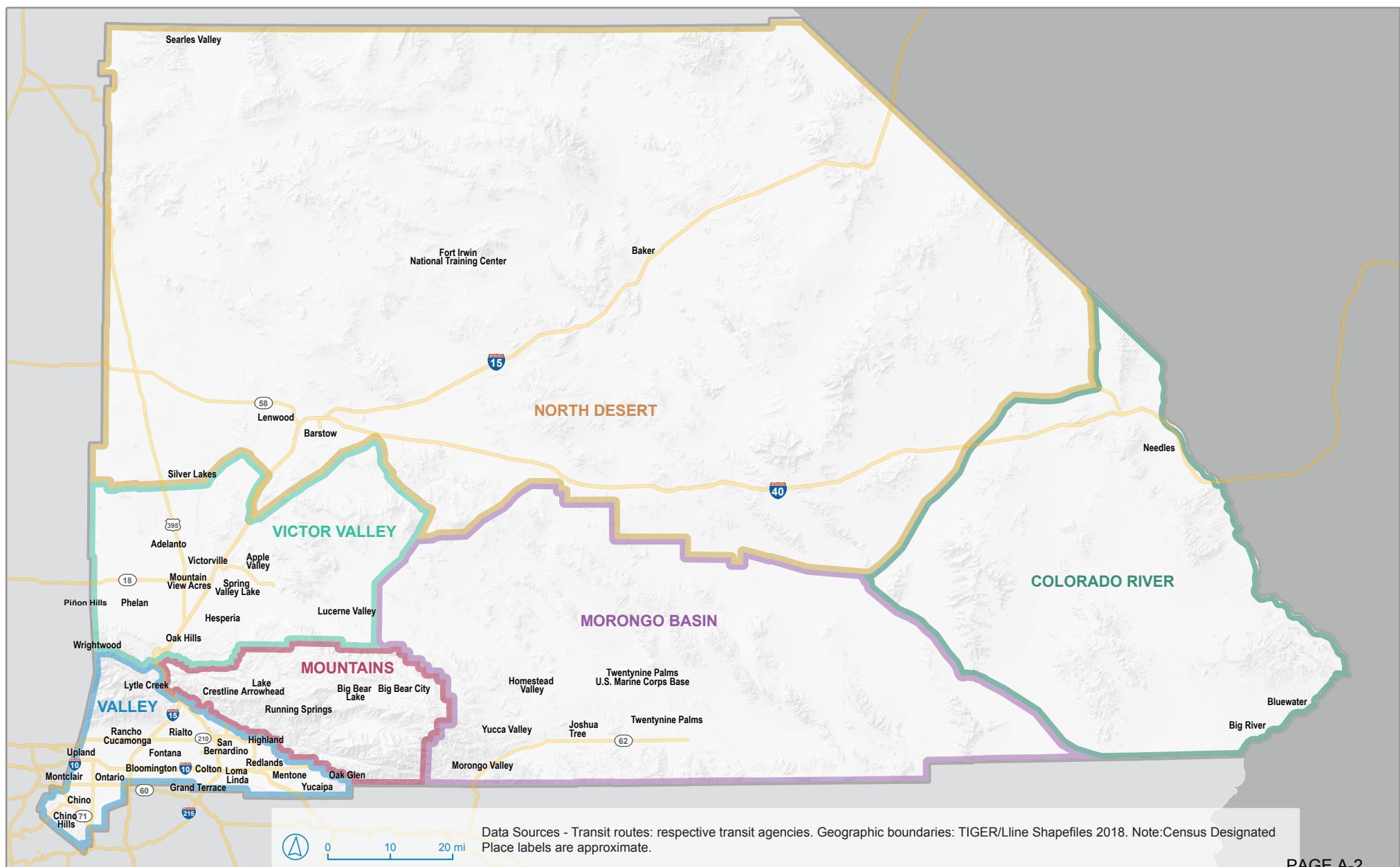
Appendix C: E-Survey Summary Reports

Appendix A: Additional Maps

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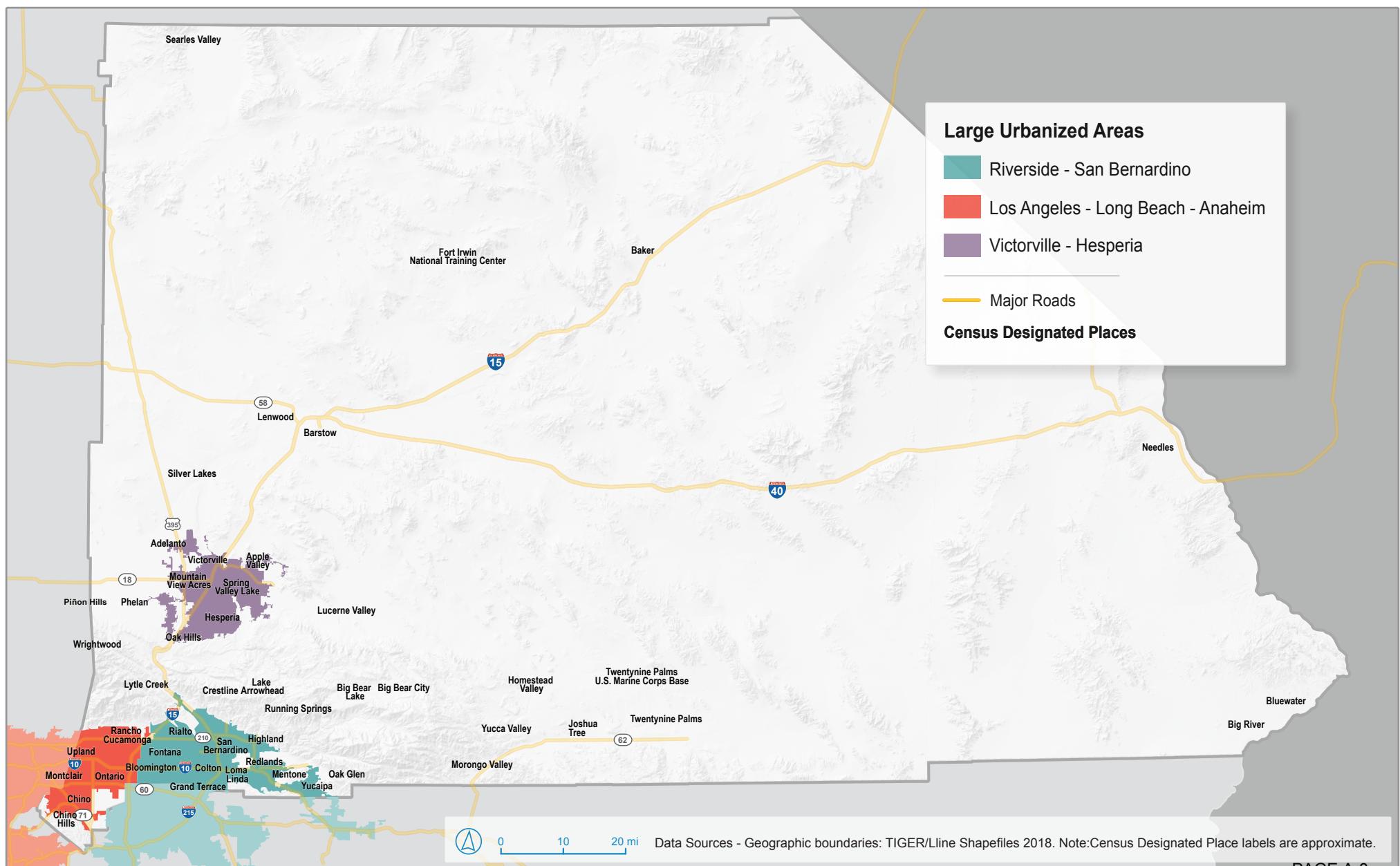
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San Bernardino County Measure I Subregions



San Bernardino County

Large Urbanized Areas



Appendix B: Inventory Matrix

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San Bernardino County Public Transit Options – Fixed Route					
Provider	Fixed Route	Commuter	Service Area	Fares	Service Hours
Omnitrans	Omnibus	Routes sbX	The San Bernardino Valley between the cities of Chino/Chino Hills and Yucaipa	<p>Adults: Cash: \$2.00; Day Pass: \$6.00; 7-Day Pass: \$20.00; 31-Day Pass: \$60.00</p> <p>Sen/Dis/Med/Veterans: Cash: \$0.90; Day Pass: \$2.75; 7-Day Pass: \$9.00; 31-Day Pass: \$30.00</p> <p>Youth: Cash: \$2.00; Day Pass: \$6.00; 7-Day Pass: \$15.00; 31-Day Pass: \$45.00</p> <p>Children/Uniformed Military: Free</p>	<p>Service hours and days vary by individual route.</p> <p>As early as 3:30 am As late as 11:00 pm Up to 7 days per week</p>
VVTA Victor Valley Transit Authority	Yes	NTC – BV Link – Down-the-Hill Lifeline: Between Needles and Barstow	Victorville, Hesperia, Apple Valley, Adelanto and Barstow	<p>Local: Adults, Cash: \$1.50; Day Pass: \$4.00; 31-Day Pass: \$55.00</p> <p>Sen/Dis/Med/Veterans: Cash: \$0.75; Day Pass: \$2.00; 31-Day Pass: \$27.50</p> <p>County: Adults: \$2.50; Students: \$2.25; Adult Day Pass: \$6.00; Student Day Pass: \$5.00; Adult 31-Day Pass: \$80.00; Student 31-Day Pass: \$70.00</p> <p>Flex: Adults/Students: \$2.00; Sen/Dis/Vet: \$1.00</p> <p>Children: Free</p> <p>NTC Commuter Single Ride: \$13.00; Monthly Pass: \$180.00</p> <p>B-V Link: \$6.50 each leg; \$3.25 for Sen/Dis/Med</p>	<p>Weekdays: 6:00 am to 9:00 pm Saturdays: 7:00 am to 8:00 pm Sundays: 8:00 am to 6:00 pm</p>

San Bernardino County Public Transit Options – Fixed Route					
Provider	Fixed Route	Commuter	Service Area	Fares	Service Hours
MBTA Morongo Basin Transit Authority	Yes	Routes 12/15 in to Palm Springs	Twentynine Palms, Yucca Valley, Joshua Tree, Landers, Twentynine Palms Marine Base	Hwy Route: Adults: \$2.50; Sen/Dis: \$1.25 Local Routes: Adults: \$1.25; Sen/Dis: \$1.00 Route 12: Adults – Twentynine Palms: \$10.00-\$15.00; JT and YV: \$7.00-\$11.00; MV: \$5.00-\$9.00; Sen/Dis – All locations: \$4.50-\$9.00 Route 15: Adults – Twentynine Palms: \$20.00-\$25.00; JT/YV: \$17.00-\$21.00; MV: \$15.00-\$19.00; Sen/Dis – All locations: \$14.50-\$19.00 Passes: Day Pass – Adults: \$3.75; Sen/Dis/Student: \$3.00; 31-Day – Adults: \$40.00; Sen/Dis/Student: \$25.00	Operating hours vary between routes but primarily: Weekdays: 6:00 am to 10:00 pm Saturdays: 7:15 am to 10:00 pm Sundays: 9:00 am to 6:00 pm
Mountain Transit	Yes	Off the Mountain Service to San Bernardino Valley	Big Bear, Crestline, Lake Arrowhead	Rim Local: Cash fare between communities starts at \$1.00 and can be as high as \$4.00. Rim Off the Mountain: One-Way Cash Fare to San Bernardino – From Crestline: \$4.50; From Rimforest: \$6.00; From Arrowhead Village: \$7.50 Big Bear Local: Cash Fare: \$1.50; Sen/Dis/Vet: \$0.75 Big Bear Off the Mountain: One-Way Cash Fare to San Bernardino – From FawnSkin: \$10.00; From Snow Valley: \$7.50; From Running Springs: \$5.00	Operating hours vary depending on the route. Service begins as early as 5:15 am and runs as late as 8:20 pm.
City of Needles Needles Area Transit	Yes	None	City of Needles	Adults/Students: \$1.35 Sen/Dis: \$1.25 Deviations: \$0.65	Weekdays: 7:00 am to 6:55 pm Saturdays: 10:00 am to 4:55 pm

San Bernardino County Public Transit Options – Demand Response					
Provider	Service Area	Description	Eligibility	Fares	Service Hours
Omnitrans	Urbanized area between the cities of Chino/Chino Hills and Yucaipa	Access (ADA-certified)	ADA-certified individuals that are unable to use fixed-route transit	1 – 3 Zone Trip: \$3.75 Additional Zones: \$1.00	Service hours and days vary by individual route. As early as 3:45 am As late as 11:00 pm Up to 7 days per week
Victor Valley Transit Authority	Victorville, Hesperia, Apple Valley, Adelanto and Barstow	Direct Access (ADA-certified) curb-to-curb service	ADA-certified individuals that are unable to use fixed-route transit	Zone 1: \$2.50 Zone 2: \$4.50 Zone 3: \$6.00	During the same hours as the fixed-route transit in the desired area of travel
MBTA Morongo Basin Transit Authority	Twentynine Palms, Yucca Valley, Joshua Tree, Landers, Twentynine Palms Marine Base	Ready Ride – Premium Rate (general public) and fixed-route deviation; Ready Ride Discounted Rate (ADA-certified)	Seniors and persons with disabilities	Adults/Students: \$5.00 Sen/Dis: \$2.50 Sen/Dis 10-Punch Pass: \$12.50 Sen/Dis 20-Punch Pass: \$25.00	Mon-Fri: 7:00 am to 5:00 pm Some areas have service limited to certain days.

San Bernardino County Public Transit Options – Demand Response					
Provider	Service Area	Description	Eligibility	Fares	Service Hours
Mountain Transit	Big Bear, Crestline, Lake Arrowhead	Curb-to-curb service for those that live more than 3/4-mile from a Mountain Transit fixed route.	General Public	<p>Big Bear: Within 3/4 miles of fixed route: \$5.00; Outside of 3/4 miles: \$7.50 Sen/Dis: Half price 20-Punch Pass: \$45.00; Sen/Dis: \$22.50</p> <p>Crestline: \$4.00, \$6.00, \$8.00 or \$10.00, depending on origin and destination. 20-Punch Pass: \$36.00; Sen/Dis: \$18.00</p>	<p>Big Bear: Monday-Friday 5:30 am to 7:30 pm Saturdays and Sundays 6:30 am to 6:30 pm</p> <p>Crestline: Mon-Fri: 6:15 am to 7:00 pm Sat: 9:00 am to 5:00 pm</p>
City of Needles Senior Dial-A-Ride	City of Needles	Shared ride, curb-to-curb service	Seniors and persons with disabilities	All fares: \$1.10	Weekdays 9:00 am to 1:00 pm
City of Needles Dial-A-Ride Medical	City of Needles to Bullhead, AZ	Prescheduled medical transportation	General Public	Needles to Hwy 95: \$6.00 North of Hwy 95: \$12.00	Tuesdays and Thursdays 9:00 am to 2:00 pm
City of Needles Shopper Shuttle	City of Needles to Fort Mohave	Prescheduled shopper transportation	General Public	Prepaid fare: \$9.00	Wednesdays 8:15 am to 11:45 am

Specialized Transit Inventory			
Category	Provider Name	Service Name	City
Senior Transportation	City of Chino Senior Center	Get S.M.A.R.T. Program	Chino
Senior Transportation	Fontana Community Senior Center	The Senior Transportation Shuttle	Fontana
Senior Transportation	City of Montclair Senior Services	Golden Montclair Express	Montclair
Specialized Transportation	City of Needles Senior Citizens Center	Senior and Disabled Dial-A-Ride	Needles
Senior Transportation	City of Ontario and West End YMCA	Silver Stars Senior Transportation	Ontario
Senior Transportation	City of Rancho Cucamonga	Silver Fox Express	Rancho Cucamonga
Senior Transportation	City of Redlands	Senior Transportation	Redlands
Volunteer/Reimbursement	City of San Bernardino Senior Program	Medical Transportation	San Bernardino
Volunteer/Reimbursement	Community Senior Services	Community Connections	Claremont
Veteran-Specific	Disabled American Veterans	Volunteer Driver Program	San Bernardino
Medical	Loma Linda University Health	CBAS Transportation	San Bernardino
Specialized Transportation	OPARC	OPARC Connect	Montclair
Specialized Transportation	Anthesis (Pomona Valley Workshop)	PVW In Motion	Montclair
Veteran-Specific	United States Veterans Initiative	U.S. Vets Transportation	March ARB
Veteran-Specific	Veterans Administration	Veteran Transportation Service	San Bernardino
Medical	Foothill AIDS Project	Van-Connect	Victorville
Specialized Transportation	Lutheran Social Services	CCLM Transportation Service	San Bernardino
Specialized Transportation	Reach Out Morongo Basin	NEMT Access Transportation	Twenty-nine Palms
Specialized Transportation	Hi-Desert Memorial Healthcare District	NEMT Transportation	Yucca Valley
Senior Transportation	Victor Valley Community Services Council	Senior Transportation Program	Victorville

Appendix C: E-Survey Summary Reports

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Agency Responses

SBCTA MOBILITY NEEDS SUMMARY

60 Agency Surveys Processed

3. Which best describes your position at your agency?

Administrative/managerial	42	70%
Case manager/service provider	18	30%
Responses:	60	

4. Transportation agency provides:

Directly provides transportation	20	48%
Contracts for transportation	6	14%
Neither	16	38%
Responses:	42	

6. Challenges serving clients prior to COVID-19 Stay-at-Home order:

No problems to speak of	12	52%
Limited capacity to meet demand	9	39%
Difficulties with vehicles	2	9%
Responses:	23	

8. Changes made as a result of COVID-19:

Stopped providing transportation	5	23%
Using vehicles for food distribution	7	32%
Limited trips to essential needs	9	41%
Reduced the number in each vehicle	13	59%
Changed type of service provided	5	23%
Responses:	22	

9. San Bernardino County areas of service:

Countywide	13	23%
East San Bernardino Valley	29	51%
West San Bernardino Valley	20	35%
Mountains	9	16%
Needles, Co River, surrounding areas	3	5%
Morongo Basin	9	16%
Victor Valley	7	12%
Barstow, Fort Irwin, Baker, surrounding	3	5%
Responses:	57	

10. Populations agency serves:

Older adults	29	53%
Persons with disabilities	32	58%
Homeless	19	35%
Persons with low-incomes	25	45%
Persons with limited English proficiency	20	36%
Tribal members	7	13%
General public	34	62%
Veterans	20	36%
Children/youth	21	38%
Students	18	33%
Other	4	7%
Responses:	55	

SBCTA MOBILITY NEEDS SUMMARY**60 Agency Surveys Processed****11. How do you assist clients with transportation?**

Provide info/referrals; trip planning	31	58%
Transit passes/tickets for clients	20	38%
Purchase taxi vouchers for clients	2	4%
Reimburse clients for mileage	12	23%
Provide clients with gas cards	5	9%
Subsidize travel training	3	6%
Subsidize travel aides/escorts	5	9%
None of the above	13	25%
Other: (Please specify)	13	25%
Responses:	53	

12. For transit assistance do you use:

Google Transit/Google Maps	35	81%
The Transit App	13	30%
Paper transit schedules	18	42%
Transit agency website	23	53%
Responses:	43	

13-23. Transportation challenges faced by clients:

	N	Often	Sometimes	Rarely or never	No Opinion
13. Local routine trips such as appts/grocery shopping	51	32 63%	9 18%	3 6%	7 14%
14. Long distance trips for specialty medical care	51	19 37%	18 35%	6 12%	8 16%
15. Transit trips take longer than client can travel	51	15 29%	18 35%	7 14%	11 22%
16. Difficulty w/ reserv. on on-demand resp. service	51	9 18%	18 35%	13 25%	11 22%
17. Difficulty w/... due to lack of permanent address	51	6 12%	7 14%	27 53%	11 22%
18. Need for companion/care giver when traveling	51	11 22%	16 31%	15 29%	9 18%
19. Getting to job/shift not accessible by transit	51	5 10%	19 37%	11 22%	16 31%
20. Lack of understanding how to use transit	51	9 18%	21 41%	11 22%	10 20%
21. Lack resources to pay for transportation services	51	14 27%	23 45%	6 12%	8 16%
22. Lack of sidewalks/bike paths/lanes: walking unsafe	51	13 25%	18 35%	14 27%	6 12%
23. Other	21 41%				

Total Responses: 51

SBCTA MOBILITY NEEDS SUMMARY**60 Agency Surveys Processed****24. During COVID-19, client transportation problems have:**

Become worse (essential trips harder)	26	51%
Become less (fewer places to go)	13	25%
Stayed about the same	12	24%

Responses: 51

25-28. Services which would be helpful to your client base:

	N	Very Helpful		Somewhat Helpful		Not Helpful	
25. Trip planning information for best transit option	49	24	49%	22	45%	3	6%
26. Mileage reimbursement for friends or caregivers	50	28	56%	15	30%	7	14%
27. Carshare program with affordable rental	50	15	30%	17	34%	18	36%
28. Faster, more direct bus service	50	36	72%	10	20%	4	8%

Total Responses: 50

29. Other improvements that would be helpful to your clients:

Total Responses: 14

General Public Responses

SBCTA MOBILITY NEEDS SUMMARY

226 General Public Surveys Processed

32. In what part of San Bernardino County do you live?

West San Bernardino Valley	46	22%
East San Bernardino Valley	117	55%
Mountains	15	7%
Needles, CO River, surrounding areas	1	0%
Morongo Basin	6	3%
Victor Valley	25	12%
Barstow, Fort Irwin, Baker, surrounding	1	0%

Responses: 211

33. Age:

18-34	54	26%
35-54	97	46%
55-64	38	18%
65-74	17	8%
75+	4	2%

Responses: 210

34. Do you have a disability that impacts your mobility?

Yes	22	11%
No	186	89%

Responses: 208

35. Which of the following best describes you?

I always have transportation for trips	144	70%
I usually have transportation for trips	43	21%
I often don't have transp available	20	10%

Responses: 207

36. When traveling for local trips...

I drive myself	147	71%
I ride with a friend or family member	23	11%
I use public transportation	24	12%
I use transp prov by human services	7	3%
I use Uber, Lyft or a taxi	1	0%
I ride a bike or walk	4	2%

Responses: 206

SBCTA MOBILITY NEEDS SUMMARY

226 General Public Surveys Processed

37. What transit have you used in the past year?

Omnitrans	11	46%
OmniAccess	1	4%
Metrolink	9	38%
Victor Valley Transit Authority (VVTA)	9	38%
VVTA Direct Access	3	13%
Morongo Basin Transit Authority (MBTA)	2	8%
MBTA Ready Ride	1	4%
Mountain Transit	5	21%
Mountain Transit Dial-A-Ride	0	0%
Needles Area Transit	0	0%
Needles Dial-A-Ride	0	0%
Transp prov by human service program	0	0%

Responses: 24

39. Sources used in transit trip planning:

Printed schedules	13	57%
Transit system websites or apps	14	61%
Google Maps/Google Transit	10	43%
The Transit App	8	35%
None	0	0%

Responses: 23

40. Used public trans services during COVID-19 Stay-at-Home period:

Yes	21	91%
No	2	9%
Responses:	23	

41. As the Stay-at-Home is partially/completely lifted, how likely are you to use these transit services again?

Will definitely ride again	21	91%
Will ride again, but might wait for a while	2	9%
Might ride again, not sure	0	0%
Will not ride again	0	0%
Responses:	23	

42-52. Transportation related problems:

	YES	NO	
42. Sometimes lack transportation for routine local trips	33	16%	171 84%
43. Long distance trips for specialty medical care	20	10%	180 90%
44. Transit trips take longer than my capacity for travel	70	35%	132 65%
45. Difficulty with reservations for demand response services	14	7%	187 93%
46. Difficulty with demand response services; no permanent address	5	3%	195 98%
47. I need a companion or caregiver when traveling outside home	9	5%	191 96%
48. I have trouble getting to jobs that are not accessible by transit	27	14%	169 86%
49. I don't know how to use the public transit services in my area	44	22%	152 78%
50. I am unable to pay for transportation services	18	9%	178 91%
51. Lack of sidewalks or bike paths/lanes; biking/walking unsafe	105	54%	89 46%
52. Other transportation-related problems	81	40%	

Responses: 205

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2/2/2021 5:34:11 PM

SBCTA MOBILITY NEEDS SUMMARY**226 General Public Surveys Processed**

54-58 How useful would these services be to you?		N	Very Helpful	Somewhat helpful	Not Helpful
Trip planning to help reach destination	194 100%	110	57%	57	29%
More or enhanced mileage reimbursements	194 100%	74	38%	55	28%
Carshare program with short term car rentals	189 97%	84	44%	45	24%
Faster, more direct bus service	190 98%	113	59%	36	19%
Other improvements	61 31%				
Total Responses: 194					

57. Household income:

Under \$20,000	21	11%
\$20,000-\$34,999	19	10%
\$35,000-\$49,999	17	9%
\$50,000 or more	105	55%
Decline to state	29	15%

Responses: 191

General Public Responses Organized by Public or Human Service Transportation Use

SBCTA MOBILITY NEEDS SUMMARY BY TRANS USE 206 General Public Surveys Processed

32. In what part of San Bernardino County do you live?			Public Transit User	HS Transit User	Other	
West San Bernardino Valley	44	21%	5	21%	2	29%
East San Bernardino Valley	115	56%	6	25%	3	43%
Mountains	15	7%	3	13%	0	0%
Needles, CO River, surrounding areas	1	0%	0	0%	0	0%
Morongo Basin	6	3%	2	8%	0	0%
Victor Valley	24	12%	7	29%	2	29%
Barstow, Fort Irwin, Baker, surrounding	1	0%	1	4%	0	0%
Responses:	206		24	7	175	
33. Age						
18-34	54	26%	9	38%	2	29%
35-54	93	45%	8	33%	0	0%
55-64	38	18%	5	21%	2	29%
65-74	17	8%	2	8%	1	14%
75+	4	2%	0	0%	2	29%
Responses:	206		24	7	175	
34. Do you have a disability that impacts your mobility?						
Yes	22	11%	7	30%	5	71%
No	182	89%	16	70%	2	29%
Responses:	204		23	7	174	
35. Which of the following best describes you?						
I always have transportation for trips	143	69%	6	25%	2	29%
I usually have transportation for trips	43	21%	9	38%	3	43%
I often don't have transp available.	20	10%	9	38%	2	29%
Responses:	206		24	7	175	
36. When traveling for local trips...						
I drive myself.	147	71%	0	0%	0	0%
I ride with a friend or family member.	23	11%	0	0%	0	0%
I use public transportation.	24	12%	24	100%	0	0%
I use transp prov by human services	7	3%	0	0%	7	100%
I use Uber, Lyft or a taxi	1	0%	0	0%	0	0%
I ride a bike or walk.	4	2%	0	0%	0	0%
Responses:	206		24	7	175	

SBCTA MOBILITY NEEDS SUMMARY BY TRANS USE 206 General Public Surveys Processed

		Public Transit User		
37. What transit have you used in the past year?				
Omnitrans	11	52%	11	52%
OmniAccess	1	5%	1	5%
Metrolink	9	43%	9	43%
Victor Valley Transit Authority (VVTA)	9	43%	9	43%
VVTA Direct Access	3	14%	3	14%
Morongo Basin Transit Authority (MBTA)	2	10%	2	10%
MBTA Ready Ride	1	5%	1	5%
Mountain Transit	5	24%	5	24%
Mountain Transit Dial-A-Ride	0	0%	0	0%
Needles Area Transit	0	0%	0	0%
Needles Dial-A-Ride	0	0%	0	0%
Transp prov by human service program	0	0%	0	0%
Responses: 21		21		
39. Sources used in transit trip planning:				
Printed schedules	13	57%	13	57%
Transit system websites or apps	14	61%	14	61%
Google Maps/Google Transit	10	43%	10	43%
The Transit App	8	35%	8	35%
None	0	0%	0	0%
Responses: 23		23		
40. Have you used public transp services for essential trips during the COVID-19 Stay-at-Home period?				
Yes	21	91%	21	91%
No	2	9%	2	9%
Responses: 23		23		
41. As the Stay-at-Home orders continue to be partially or completely lifted, how likely are you to use these transit services again?				
Will definitely ride again	21	91%	21	91%
Will ride again, but may wait for a while	2	9%	2	9%
Might ride again, not sure	0	0%	0	0%
Will not ride again	0	0%	0	0%
Responses: 23		23		

SBCTA MOBILITY NEEDS SUMMARY BY TRANS USE 206 General Public Surveys Processed

42-52 TRANSPORTATION RELATED PROBLEMS:				Public Transit User	HS Transit User	Other				
	YES	Responses								
42. Sometimes lack transportation for routine local trips	33	204	16%	15	45%	3	9%			
43. Long distance trips for specialty medical care	20	200	10%	10	50%	3	15%			
44. Transit trips take longer than my capacity for travel	70	202	35%	7	10%	2	3%			
45. Difficulty with reservations for demand response services	14	201	7%	2	14%	1	7%			
46. Difficulty with demand response services; no permanent address	5	200	3%	1	20%	1	20%			
47. I need a companion or caregiver when traveling outside home	9	200	5%	2	22%	2	22%			
48. I have trouble getting to jobs that are not accessible by transit	27	196	14%	6	22%	2	7%			
49. I don't know how to use the public transit services in my area	44	196	22%	0	0%	1	2%			
50. Unable to pay for transp. services	18	196	9%	5	28%	3	17%			
51. Lack paths; biking/walking unsafe	105	194	54%	16	15%	4	4%			
52. Other transp-related problems	81	81	100%	7	9%	4	5%			
Responses:	205			23	7	175				
53-56 How useful/beneficial would this service be to you?										
53. Trip planning info, find way to routine local destinations										
Very Helpful	110	57%		16	70%	5	71%			
Somewhat helpful	57	29%		5	22%	1	14%			
Not Helpful	27	14%		2	9%	1	14%			
Responses	194			23	7	164				
54. More or enhanced mileage reimbursements										
Very Helpful	74	38%		5	22%	2	29%			
Somewhat helpful	55	28%		7	30%	1	14%			
Not Helpful	65	34%		11	48%	4	57%			
Responses	194			23	7	164				
55. Carshare program with affordable short time car rental										
Very Helpful	84	44%		11	48%	3	43%			
Somewhat helpful	45	24%		4	17%	0	0%			
Not Helpful	60	32%		8	35%	4	57%			
Responses	189			23	7	159				
56. Faster, more direct bus service										
Very Helpful	113	59%		18	78%	5	71%			
Somewhat helpful	36	19%		4	17%	0	0%			
Not Helpful	41	22%		1	4%	2	29%			
Responses	190			23	7	160				
Are there other improvements that would be helpful to you?										
Responses	61			8	13%	2	3%			
						51	84%			

Summary by trans use p3

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General Public Responses Organized by Age of Respondent

SBCTA MOBILITY NEEDS SUMMARY BY AGE

210 General Public Surveys Processed

32. In what part of San Bernardino County do you live?			18-34		35-64		65+	
West San Bernardino Valley	46	22%	12	22%	27	20%	7	33%
East San Bernardino Valley	117	56%	25	46%	84	62%	8	38%
Mountains	15	7%	5	9%	10	7%	0	0%
Needles, CO River, surrounding areas	1	0%	1	2%	0	0%	0	0%
Morongo Basin	6	3%	0	0%	4	3%	2	10%
Victor Valley	24	11%	11	20%	9	7%	4	19%
Barstow, Fort Irwin, Baker, surrounding	1	0%	0	0%	1	1%	0	0%
Responses: 210			54		135		21	
33. Age:								
18-34	54	26%	54	100%	0	0%	0	0%
35-54	97	46%	0	0%	97	72%	0	0%
55-64	38	18%	0	0%	38	28%	0	0%
65-74	17	8%	0	0%	0	0%	17	81%
75+	4	2%	0	0%	0	0%	4	19%
Responses: 210			54		135		21	
34. Do you have a disability that impacts your mobility?								
Yes	22	11%	2	4%	13	10%	7	35%
No	186	89%	52	96%	121	90%	13	65%
Responses: 208			54		134		20	
35. Which of the following best describes you?								
I always have transportation for trips	144	70%	33	61%	98	74%	13	62%
I usually have transportation for trips	43	21%	17	31%	22	17%	4	19%
I often don't have transp available.	20	10%	4	7%	12	9%	4	19%
Responses: 207			54		132		21	
36. When traveling for local trips...								
I drive myself.	147	71%	34	63%	97	74%	16	76%
I ride with a friend or family member.	23	11%	6	11%	17	13%	0	0%
I use public transportation.	24	12%	9	17%	13	10%	2	10%
I use transp prov by human services	7	3%	2	4%	2	2%	3	14%
I use Uber, Lyft or a taxi	1	0%	1	2%	0	0%	0	0%
I ride a bike or walk.	4	2%	2	4%	2	2%	0	0%
Responses: 206			54		131		21	

SBCTA MOBILITY NEEDS SUMMARY BY AGE**210 General Public Surveys Processed**

37. What transit have you used in the past year?	18-34	35-64	65+
Omnitrans	11 46%	3 33%	8 62%
OmniAccess	1 4%	0 0%	1 8%
Metrolink	9 38%	3 33%	6 46%
Victor Valley Transit Authority (VVTA)	9 38%	3 33%	5 38%
VVTA Direct Access	3 13%	0 0%	2 15%
Morongo Basin Transit Authority (MBTA)	2 8%	0 0%	1 8%
MBTA Ready Ride	1 4%	0 0%	1 8%
Mountain Transit	5 21%	2 22%	3 23%
Mountain Transit Dial-A-Ride	0 0%	0 0%	0 0%
Needles Area Transit	0 0%	0 0%	0 0%
Needles Dial-A-Ride	0 0%	0 0%	0 0%
Transp prov by human service program	0 0%	0 0%	0 0%
Responses:	24	9	13
			2
39. Sources used in transit trip planning:			
Printed schedules	13 57%	3 38%	8 62%
Transit system websites or apps	14 61%	3 38%	10 77%
Google Maps/Google Transit	10 43%	6 75%	4 31%
The Transit App	8 35%	2 25%	5 38%
None	0 0%	0 0%	0 0%
Responses:	23	8	13
			2
40. Have you used public transp services for essential trips during the COVID-19 Stay-at-Home period?			
Yes	21 91%	7 88%	12 92%
No	2 9%	1 13%	1 8%
Responses:	23	8	13
			2
41. As the Stay-at-Home orders continue to be partially or completely lifted, how likely are you to use these transit services again?			
Will definitely ride again	21 91%	7 88%	12 92%
Will ride again, but may wait for a while	2 9%	1 13%	1 8%
Might ride again, not sure	0 0%	0 0%	0 0%
Will not ride again	0 0%	0 0%	0 0%
Responses:	23	8	13
			2

SBCTA MOBILITY NEEDS SUMMARY BY AGE							210 General Public Surveys Processed				
42-52 TRANSPORTATION RELATED PROBLEMS:				18-34		35-64		65+			
	YES	Responses									
42. Sometimes lack transportation for routine local trips	33	204	16%	10	30%	19	58%	4	12%		
43. Long distance trips for specialty medical care	20	200	10%	5	25%	9	45%	6	30%		
44. Transit trips take longer than my capacity for travel	70	202	35%	17	24%	47	67%	6	9%		
45. Difficulty with reservations for demand response services	14	201	7%	4	29%	8	57%	2	14%		
46. Difficulty with demand response services; no permanent address	5	200	3%	1	20%	4	80%	0	0%		
47. I need a companion or caregiver when traveling outside home	9	200	5%	1	11%	6	67%	2	22%		
48. I have trouble getting to jobs that are not accessible by transit	27	196	14%	8	30%	18	67%	1	4%		
49. I don't know how to use the public transit services in my area	44	196	22%	12	27%	26	59%	6	14%		
50. Unable to pay for transp. services	18	196	9%	2	11%	14	78%	2	11%		
51. Lack paths; biking/walking unsafe	105	194	54%	33	31%	64	61%	8	8%		
52. Other transp-related problems	81	81	100%	19	23%	49	60%	13	16%		
Responses:	205			53	131			21			
53-56 How useful/beneficial would this service be to you?											
53. Trip planning info, find way to routine local destinations											
Very Helpful	110	57%			27	53%	72	58%	11	58%	
Somewhat helpful	57	29%			19	37%	31	25%	7	37%	
Not Helpful	27	14%			5	10%	21	17%	1	5%	
Responses	194			51	124			19			
54. More or enhanced mileage reimbursements											
Very Helpful	74	38%			16	31%	51	41%	7	37%	
Somewhat helpful	55	28%			18	35%	30	24%	7	37%	
Not Helpful	65	34%			17	33%	43	35%	5	26%	
Responses	194			51	124			19			
55. Carshare program with affordable short time car rental											
Very Helpful	84	44%			23	46%	53	43%	8	47%	
Somewhat helpful	45	24%			13	26%	27	22%	5	29%	
Not Helpful	60	32%			14	28%	42	34%	4	24%	
Responses	189			50	122			17			
56. Faster, more direct bus service											
Very Helpful	113	59%			31	62%	71	58%	11	61%	
Somewhat helpful	36	19%			14	28%	18	15%	4	22%	
Not Helpful	41	22%			5	10%	33	27%	3	17%	
Responses	190			50	122			18			
Are there other improvements that would be helpful to you?											
Responses	61			17	28%			8	13%		

Summary by age p3

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