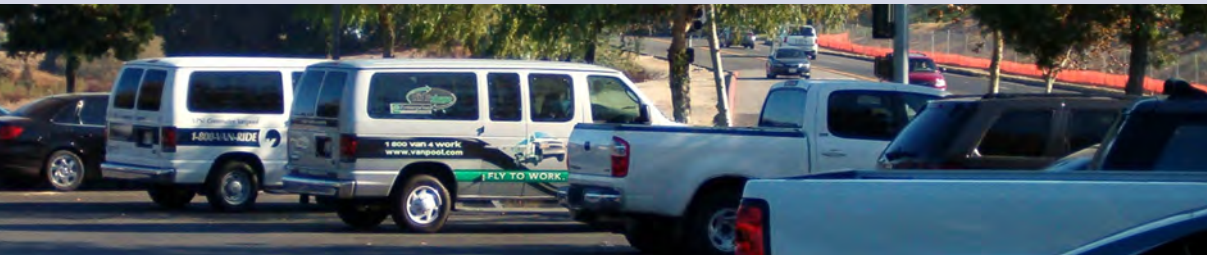




San Bernardino Associated Governments (SANBAG)



Victor Valley Long Distance Commuter Needs Assessment

Final Report: February 2010

Table of Contents

	Page
Executive Summary.....	ES-1
Introduction/Background	ES-1
Recommendations.....	ES-1
Existing Conditions	ES-3
The Future	ES-3
Public Outreach	ES-3
Points of Information.....	ES-3
Chapter 1. Introduction and Overview	1-1
Introduction.....	1-1
Overview of Recommendations	1-1
Recommended Plan	1-2
Chapter 2. Current Transportation Services	2-1
Public Transportation Services	2-1
Chapter 3. Demographic Overview and Travel Trends	3-1
A Look at the Future	3-1
Chapter 4. Surveys and Interviews.....	4-1
Stakeholder Interviews.....	4-1
Employee Transportation Coordinator (ETC) Survey	4-3
Household Survey Summary	4-3
Summary of Findings.....	4-7
Chapter 5. Long Distance Commuter Market Assessment.....	5-1
Potential for Alternative Commute Strategies.....	5-1
Commuter Market Demand Estimates	5-2
Chapter 6. Commute Alternatives.....	6-1
Service Options	6-1
Chapter 7. Alternative Testing and Public Involvement.....	7-1
Outreach Materials	7-1
Survey Monkey Results	7-4
Chapter 8. Recommendations	8-1
Recommended Plan	8-2
 Appendix A: Technical Memorandum #1 Demographic / Travel Demand Overview and Preliminary Demand Estimates	
Appendix B: Technical Memorandum #2 Stakeholder Interviews & Household Survey Report	
Appendix C: Technical Memorandum #3 Service Alternatives Analysis	
Appendix D: Website, Public Outreach and Internet Survey	

Table of Figures

	Page
Figure ES-1 Employment Status by Household	E-4
Figure ES-2 Commute Mode-Split	E-4
Figure ES-3 Major Commute Destinations of Victor Valley Workers in the LA Region	E-4
Figure 2-1 Current Transit Services	2-2
Figure 2-2 Park and Ride Facilities in the Victor Valley and Barstow	2-3
Figure 2-3 Ridership Statistics, Down the Hill Service, January-March 2005	2-5
Figure 3-1 Population and Employment Trends (2010 – 2030)	3-3
Figure 3-2 2010 Population/Employment Density	3-4
Figure 3-3 2030 Population/Employment Density	3-5
Figure 3-4 Journey to Work Travel Patterns, Victor Valley Study Area	3-6
Figure 4-1 Employment Status by Household	4-4
Figure 4-2 Major Commute Destinations of Victor Valley Workers in the LA Region	4-5
Figure 4-3 Major Commute Destinations in the San Bernardino Valley	4-6
Figure 4-4 Survey Respondents Commute Mode-Split	4-6
Figure 4-5 Alternative Commute Modes by Employment Destination Area	4-7
Figure 5-1 Potential for Transit Service and/or Rideshare Strategies	5-2
Figure 5-2 Summary of Demand Estimates	5-4
Figure 6-1 Commuter Rail and Express Bus Alternatives	6-4
Figure 6-2 Commuter Rail and Express Bus Alternatives Screening	6-8
Figure 6-3 Commuter Service Alternatives	6-9
Figure 6-4 Patronage Impacts of Alternatives	6-12
Figure 6-5 Operating Costs of Transit Alternatives	6-13
Figure 6-6 Capital Costs of Strategies	6-15
Figure 6-7 Cost per Rider	6-15
Figure 7-1 Commute Destinations Outside Victor Valley	7-4
Figure 7-2 Age of Respondents	7-4
Figure 7-3 Commute Modes Listed	7-5
Figure 7-4 Mode Choice by County	7-6
Figure 7-5 Respondent Preferences	7-7
Figure 7-6 Summary of Consumer Response to Changed Economics	7-8

Executive Summary

Introduction/Background

The Victor Valley Long Distance Commuter Needs Assessment provides a comprehensive analysis of the commute habits and needs of residents living in the Victor Valley who work in various locations accessed by the Interstate 15 corridor and Cajon Pass. The study analyzed and tested, from an opinion perspective, various commute strategies to meet the needs identified through the course of the study. The major focus is the I-15 corridor, which links the study area with the valley portion San Bernardino County, as well as destinations in Riverside, Los Angeles and Orange Counties. The corridor is a major travel route and experiences significant congestion during peak commuting hours. The study was commissioned in response to continuing concerns from Victor Valley residents that the area lacks alternatives for long distance commuters, forcing single occupant commutes in the congested I-15 corridor.

The study was conducted under the guidance of a steering committee with members representing SANBAG, San Bernardino County, VVTA Board of Directors, VVTA staff, the cities of Victorville, Hesperia, Apple Valley and Adelanto, as well as two citizen long-distance commuters.

Recommendations

Forty-five to fifty percent of employed people who reside in Victor Valley make long commutes to worksites outside the “Valley.” However, even with a substantial market, there are significant obstacles to the successful operation of any potential public transportation alternates. Most significantly, long distance employment is very dispersed across the entire Los Angeles Basin, with people commuting to worksites as far away as San Diego County. Many employers are relatively small, meaning that many Victor Valley residents likely do not work in relative proximity to their residential neighbors. A further contribution to the dispersion is that only 25% to 30% of all Victor Valley households contain a person who works outside the Valley. As a result, the study found that many daily commuters view public transportation as an impractical commuting option.

It is important to recognize that the acceptance and attitudes toward public transit services are shaped based on the current context of the commute. There are few Victor Valley long distance commuters who consider their current commute intolerable. Should the context change substantially—commute time suddenly doubles, congestion substantially increases the variation in travel time, or fuel prices skyrocket—it is postulated that the perception of transit alternatives would change to a greater degree of desire and acceptance.

The recommendations summarized below form a service introduction program consisting of six steps that could be phased over a period as long as ten years. Steps can overlap and be taken out of order, however the order is intended to build and reinforce the market for non-single occupant commute choices.

Phase 1 – Enhance Park and Ride Facilities in Victor Valley

Develop as many as 1,000 new park and ride spaces over the next 10 years. This would also include full paving and improved lighting, signing, security and enforcement of current lots. Efforts to arrange, fund, and construct this strategy objective are already in progress.

Phase 2 – Enhance Vanpool, Carpool, and Flex-commute Options

Place greater emphasis on non-SOV travel by providing expanded emphasis on vanpooling and enhanced rideshare. It must be noted that SANBAG, as the local Transportation Demand Management organization has done a superlative job of enrolling people in non-SOV commute modes in a very difficult and complex commute environment. Specific recommended measures include:

- Maintenance of the current rideshare matching program being conducted by SANBAG.
- Pilot program for social marketing of TDM alternatives based on residence location.
- Increased marketing of ridesharing matching services at the residential end of the trip.
- Emphasis on emergency ride home benefits.
- A more aggressive program to subsidize vanpool usage.
- Pilot program with willing employer(s) to create a telecommute program.

Phase 3 – Casual Vanpooling

Fill empty seats on existing vanpools with commuter passengers with similar location and temporal objectives, but on a daily, or temporary, basis.

Phase 4 – Worker-Driver Express Buses

Worker-driver buses employ part-time operators who work full time for an employer in the target service area. Possible applications of the concept include destination areas such as San Bernardino, Loma Linda, Ontario, and Rancho Cucamonga.

Phase 5 – Express Bus

Express bus service linking Victor Valley with San Bernardino. A logical first step for this may be a new route which begins when the Omnitrans “E” Street sbX begins operation.

Phase 6 – Express Bus Expansion

Express service from Victor Valley to the Metrolink system at Rancho Cucamonga or Montclair.

Funding

Funding commuter service improvements will be challenging. Victor Valley has chosen to invest its portion of Measure I funds and Local Transportation Funds (LTF) in other modes and local transit service. That is a choice that was made by policy makers who considered the full range of alternative transportation needs in the region. However, few outside funding sources, especially for on-going operations, are available at either the state or federal level. Federal funds, such as Congestion Management and Air Quality Funds (CMAQ) will likely be available to fund small capital acquisitions. But an on-going source of operating funds must be identified.

Information

It is apparent that local citizens do not understand how the Metrolink commuter rail system is organized and funded or why it does not serve Victor Valley. This lack of understanding makes it difficult to engage local citizens in any discussion of realistic, cost-effective commute alternatives. The study strongly suggests that local officials develop an effective strategy to explain Metrolink's

structure and funding. It is further recommended that a strategy be launched to assess the feasibility and costs of Metrolink service to Victor Valley. This study preliminarily identified several issues that need further exploration and expertise in commuter rail operations.

Existing Conditions

Current public transportation services operating in the Victor Valley and surrounding communities offer local connectivity, however, services connecting to San Bernardino, Riverside, and beyond are very limited. The study summarizes the public transportation services and facilities that are available to area residents. It also includes a summary of the former “Down the Hill” commuter express service and an inventory of Victor Valley’s current 550 park and ride spaces.

The Future

Victor Valley is expected to grow significantly over the next 20 years, adding an expected 230,000 new residents. Likewise, employment in the Victor Valley will add about 60,000 new jobs, a growth rate of about 70%. Even with this growth, density of population and employment will remain comparatively dispersed when contrasted with the valley area of San Bernardino County. In addition, the jobs/housing balance, i.e. more occupied housing units than full time jobs, will continue to favor a high proportion of long distance commuter residents in Victor Valley.

Public Outreach

The project was unique in that public involvement relied up on non-traditional means to achieve a reasonable degree of contact with a broad spectrum of the public. This approach was necessitated by the relative lack of time availability of the area’s long distance commuters. Early in the study a statistically valid household telephone survey was accomplished with nearly 1,000 households contacted and 240 surveys completed with long distance commuters. This survey served to confirm data collected in the 2000 Census and provided the study team with long distance commute habits and preferences about commute alternatives.

The second public outreach effort was used to test various commute alternatives. It took the form of a project website (www.VictorValleyCommute.com) and an on-line survey. Over 400 people completed the on-line survey. The website and survey were publicized through press releases, park and ride lot windshield notices, fliers in many public locations and links through study partner websites. The website also included an on-line bulletin board that allowed people to exchange views with others interested in the project. Commute habit profiles were collected from the on-line survey participants, as well. Interestingly, the profile was very parallel to the results of the household survey. The recommendations discussed earlier are very consistent with the views and preferences of the long distance commuters contacted through these outreach efforts.

Points of Information

- Roughly 50% of households have one member working full-time, or was working full-time and is currently looking for employment, see Figure ES-1. About 25% of households in the Victor Valley area have at least one member (or a member looking for employment) commuting to work outside the Valley area.
- Overall, 76% of respondents drive alone while 21% carpool (See Figure ES-2). When asked, 77% of respondents said their commute is easy or moderate while 23% said it is difficult. Overall, most commuters seem to be satisfied with their current range of commute options.

- Of people who commute to jobs outside Victor Valley (see Figure ES-3): 60% commute to places within San Bernardino County, split with 15% headed north and west and 45% with destinations in the Valley, 23% to Los Angeles County, 10% to Riverside County, 7% to Orange County or other.

Figure ES-1 Employment Status by Household

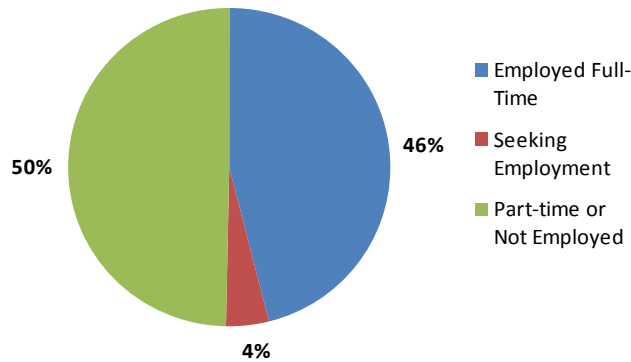


Figure ES-2 Commute Mode-Split

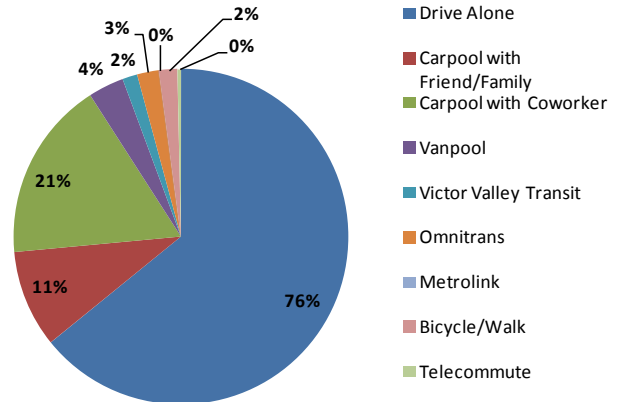
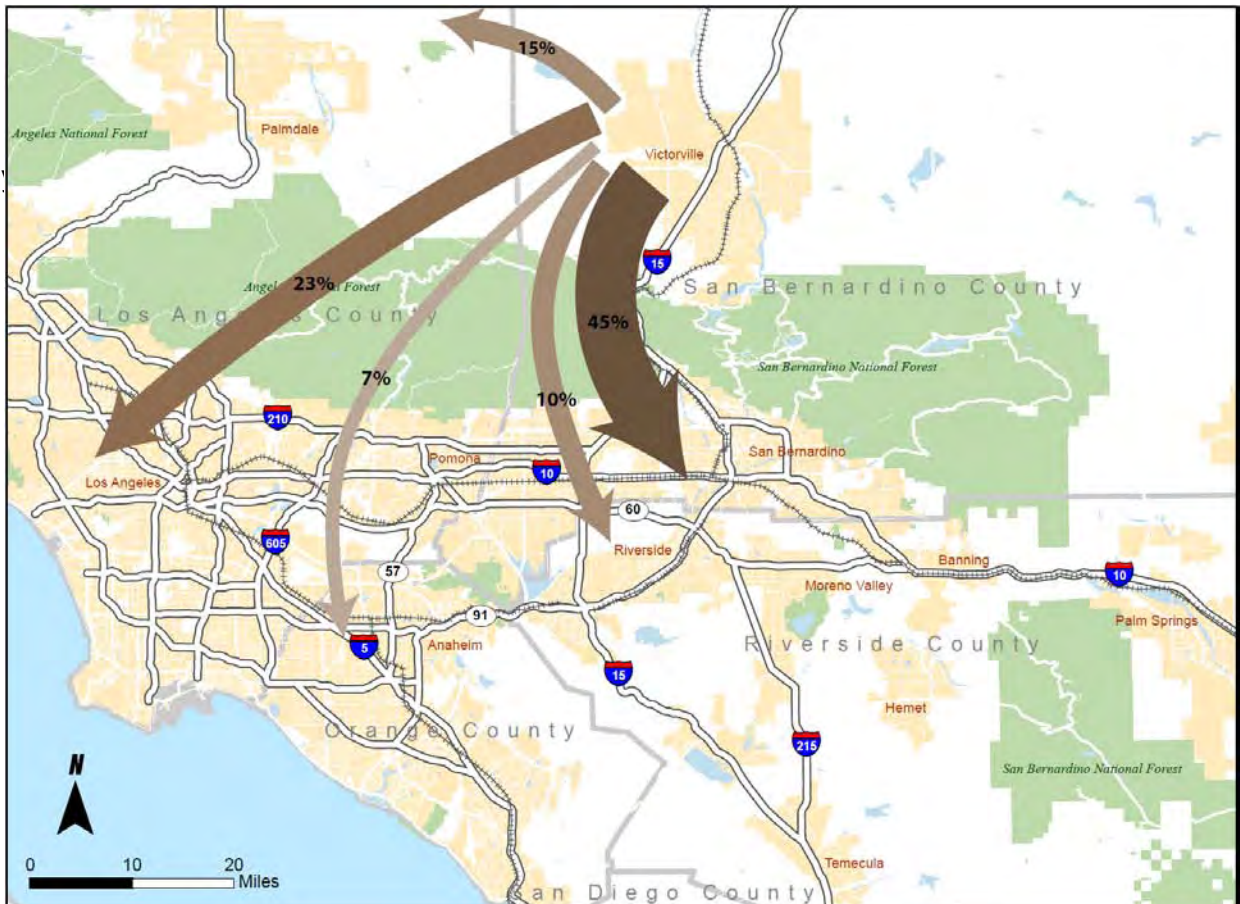


Figure ES-3 Major Commute Destinations of Victor Valley Workers in the LA Region



Chapter 1. Introduction and Overview

Introduction

The Victor Valley Long Distance Commuter Needs Assessment provides a comprehensive analysis of the commute habits and needs of residents living in the Victor Valley and working in various locations to the south accessed by the I-15 corridor and Cajon Pass. The study analyzed and tested, from an opinion perspective, various commute strategies to meet the needs identified. The major focus is the I-15 corridor, which links the study area with the valley portion of San Bernardino County, as well as destinations in Riverside, Los Angeles and Orange Counties. The corridor is a major travel route for both autos and freight, and experiences significant congestion during peak commuting hours. The study was commissioned in response to continuing concerns from Victor Valley residents that the area currently lacks long distance commute alternatives, forcing commuters to drive the congested I-15 corridor in their single occupant autos. The study considers the range of possible services, costs, and market potential for commute alternatives within the corridor.

Three technical reports were produced in three stages of the study. The memoranda document the study methodologies that were employed. The three technical memoranda are attached as appendices to this final report. This report is intended to present the study findings and recommendations, as well as provide highlights and underline important issues identified in the technical documents.

This report is divided into chapters that summarize individual project elements. Chapter 1 summarizes the recommendations of the study which are drawn from analysis and information outlined in the following chapters. Chapter 2 describes current public transportation services in and around the Victor Valley and summarizes previous studies that impact the I-15 Corridor. It also provides a summary of the “Down the Hill” service, which provided express bus service linking Victor Valley with San Bernardino and Rancho Cucamonga for three years ending in 2005. Chapter 3 discusses demographic trends in and around the Victor Valley. Chapter 4 summarizes stakeholder interviews, information collected from employee transportation coordinators, and a household survey that explores public attitudes and perceptions towards expanded public transportation. Chapter 5 presents an analysis of long distance demand based on several different data sources. Chapter 6 analyzes various commute alternatives and initiatives that were screened to become the alternatives tested in the public involvement portion of the project. Chapter 7 describes the public involvement effort used to “test drive” the alternatives through an internet survey which collected perceptions and opinions on the proposed solutions. Chapter 8 details project recommendations based on the preceding analysis and provides a synthesis of phasing, cost, and funding information about the recommendations.

Overview of Recommendations

A substantial percentage, about 45 to 50%, of employed people who reside in Victor Valley make long commutes to worksites outside the “Valley.” However, even with a substantial market, there are significant obstacles to the successful operation of any potential public transportation alternates. Most significantly, long distance employment is very dispersed across the entire Los Angeles Basin, with people commuting to worksites as far away as San Diego County. Many employers are relatively small, meaning that many Victor Valley residents likely do not work in relative proximity to their residential neighbors. A further contribution to the dispersion is that only 25% to 30% of all Victor Valley households contain a person who works outside the Valley.

As a result, the study team found that many stakeholders and daily commuters view public transportation as an impractical personal commuting option. A commonly held, but not necessarily a majority-held, perception among many Victor Valley commuters is that only the extension of commuter rail service to the Victor Valley provides any real alternative to driving alone on I-15.

It is very important to recognize that the acceptance and attitudes toward public transit services are shaped based on the current context of the commute. There are few Victor Valley long distance commuters who consider their current commute intolerable, meaning that the major factors, time investment, reliability, and cost are essentially within individual levels of acceptance. Should any one of those factors change substantially—time suddenly doubles, congestion substantially increases the variation in travel time, or fuel prices skyrocket—it is postulated that the perception of transit alternatives would change to a greater degree of desire and acceptance. But until one of these externalities causes a shift in the commute context, it is nearly impossible to predict the degree to which transit alternatives would generate greater acceptance.

Among the more near-term and less costly alternatives studied, vanpooling and ridesharing resonated most clearly with area residents. Fixed route transit alternatives, such as express bus operations, were viewed with much less enthusiasm by survey respondents and stakeholders. This does not imply that express bus services have no future in the Victor Valley. It does suggest that, if, and when, they are introduced, the introduction should be accomplished in measured steps. The recommendations summarized below form a service introduction program consisting of six steps that could be phased over a period as long as ten years.

Recommended Plan

Phase 1 – Enhance Park and Ride Facilities in Victor Valley

Develop as many as 1,000 new park and ride spaces over the next 10 years. This would also include full paving and improved lighting, signing, security and enforcement of current lots. Efforts to arrange, fund, and construct this strategy objective are already in progress.

Phase 2 – Enhance Vanpool, Carpool, and Flex-commute Options

Place greater emphasis on non-SOV travel by providing expanded emphasis on vanpooling and enhanced rideshare. Subsidy programs associated with non-SOV travel were very well received by respondents to the on-line survey. It must be noted that SANBAG, as the local Transportation Demand Management organization has done a superlative job of enrolling people in non-SOV commute modes in a very difficult and complex commute environment. The intent of this recommendation is to build on the strengths of that program. Specific measures included in this recommended phase include:

- Maintenance of the current rideshare matching program being conducted by SANBAG.
- Pilot program for social marketing of TDM alternatives based on residence location.
- Increased marketing of ridesharing matching services at the residential end of the trip.
- Emphasis on emergency ride home benefits.
- A more aggressive program to subsidize vanpool usage.
- Pilot program with willing employer(s) to create a telecommute program.

Phase 3 – Casual Vanpooling

Fill empty seats on existing vanpools with commuter passengers with similar location and temporal objectives, but on a daily, or temporary, basis.

Phase 4 – Worker-Driver Express Buses

Worker-driver buses employ part-time operators who work full time for an employer in the target service area. This program may be applicable to a number of San Bernardino Valley destination areas such as San Bernardino, Loma Linda, Ontario, and Rancho Cucamonga.

Phase 5 – Express Bus

Full scale express bus service linking Victor Valley with San Bernardino. A logical first step for this may be a new route which begins when the Omnitrans “E” Street sbX line begins operation. The new route would tie Victor Valley to the northern terminus of the BRT line at Cal State University San Bernardino.

Phase 6 – Express Bus Expansion

Express service from Victor Valley to the Metrolink system at Rancho Cucamonga or Montclair.

Funding

Funding any long distance commuter service improvements will be challenging. Victor Valley has chosen to invest its portion of Measure I funds in other modes. That is a choice that was made by policy makers who considered the full range of alternative transportation needs in the region and is not a topic for this study. However, few outside funding sources, especially for on-going operations, are available at either the state or federal level. Federal funds, such as Congestion Management and Air Quality Funds (CMAQ) will likely be available to fund small capital acquisitions, if CMAQ retains its current characteristics in the next authorization of the Surface Transportation Act. But an on-going source of operating funds, even for enhanced transportation demand management strategies (vanpooling, rideshare), must be identified.

Information

It is apparent to the project team that local citizens do not understand how the Metrolink commuter rail system is organized and funded or why it does not serve Victor Valley. This lack of understanding makes it difficult to engage local citizens in any discussion of realistic, cost-effective commute alternatives. We strongly suggest that local officials develop an effective strategy that explains Metrolink’s structure and funding as part of an overall strategy to discuss the area’s long range transportation strategy. It must be noted that in the recent public outreach efforts for the SANBAG Long Range Transportation Plan, possible Metrolink extension to Victor Valley was not raised to any significant level. Only recently, as the plan is being considered for adoption by the SANBAG board, has this interest began to emerge at a policy level.

Chapter 2. Current Transportation Services

Current public transportation services operating in the Victor Valley and surrounding communities offer local connectivity, however, service connecting to San Bernardino, Riverside, and beyond is very limited. The following section summarizes the public transportation services and facilities that are available to area residents.

Public Transportation Services

Victor Valley Transit Authority (VVTa) operates 18 fixed routes in the Victor Valley, as well as a complementary paratransit service called Direct Access. All of the existing fixed route services provided by VVTa are provided within the Victor Valley, although several routes are provided outside of Victorville, Hesperia, Adelanto and Apple Valley as part of an inter-local agreement with San Bernardino County. All transit services are provided Monday through Saturday with no service on Sunday.

Omnitrans is the largest transit provider in San Bernardino County providing service to over 1.3 million people in 16 cities throughout the Inland Empire. Omnitrans offers 27 fixed routes and a complementary paratransit service that is generally available seven days a week with the exception of Routes, 29 and 68 that do not operate on Sunday. Route 215 provides a direct connection via I-215 between downtown San Bernardino and Riverside Transit Agency (RTA) in downtown Riverside. The extent of Omnitrans' fixed route network can be seen in Figure 2-1. There is no public transit connection between Omnitrans and the Victor Valley.

Metrolink is the regional commuter rail network that provides service throughout the Los Angeles basin. Metrolink offers seven separate commuter rail lines with over 50 stations in Los Angeles, Ventura, San Bernardino, Riverside, Orange and San Diego Counties. All of the lines operate Monday through Friday with Antelope Valley, Inland Empire-Orange County, Orange County and San Bernardino lines also operating on weekends. There are seven Metrolink stations in San Bernardino County (along the San Bernardino and Riverside lines). There are no Metrolink stations in the Victor Valley.

Riverside Transit Agency (RTA) provides fixed route and paratransit service in Riverside County. RTA offers 47 fixed routes and provides service on many core routes seven days a week. Several connections are made to Omnitrans. Route 204 connects Montclair Transit Center with downtown Riverside, Route 38 connects with Omnitrans route 81 at the East Ontario Metrolink station, Route 25 connects with a number of Omnitrans routes at the Loma Linda Medical Center, and Route 36 connects with Omnitrans Routes 8 and 9 in Yucaipa.

Barstow Area Transit operates five fixed routes within the Barstow area, which includes the communities of Hinkley, Lenwood, Grandview, Yermo, Harvard, Daggett and Newberry Springs. The service is generally available on weekdays from 6:00 AM – 11:30 PM and on weekends from 9:00 AM – 11:30 PM. There is no public transit connection between Barstow Area Transit and the Victor Valley.

Mountain Area Regional Transit Authority (MARTA) provides fixed route and paratransit service in the Big Bear / Lake Arrowhead area of the San Bernardino mountains. Some of the routes provided by MARTA are local but they also offer some "Off the Mountain" service to the Metrolink and Amtrak station in San Bernardino. There is no public transit connection between the MARTA service area and the Victor Valley.

Greyhound / Amtrak. Greyhound serves the Victorville Transportation Center with direct and non-direct service to locations throughout southern California. There are approximately four daily round trips between Victorville and San Bernardino and two daily round trips between Victorville and Barstow. Departing from the Victorville Transportation Center, Amtrak offers one daily southbound trip destined for Los Angeles, and one daily northbound trip destined for Chicago. The southbound trip departs Victorville at 4:18 AM and the northbound trip departs Victorville at 9:40 PM.

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Vanpool Program

Vanpools provide the most significant form of organized long distance public transportation for Victor Valley residents. These are commuter-type vehicles that carry between five and twelve passengers. Vanpool members tend to live within a similar geographic area and have similar work locations and hours. They provide a convenient and cost-effective alternative to single-occupant automobiles and are often able to exploit markets that are too small or fragmented for traditional bus transit services.

SANBAG currently offers a structured incentive program that encourages commuters to join or start up a new vanpool. The incentive is a one-time nine month declining subsidy that offsets startup costs of a vanpool. It is funded through SANBAG's county-rideshare program and is implemented in partnership with the Riverside County Transportation Commission. SANBAG has considered implementing a continuing subsidy for vanpool operating costs. This program has not yet been funded.

Most vanpools that serve the Victor Valley area are operated by private leasing providers. Because of the competitive nature of their business, vanpool providers are unwilling to release data about the actual number of vanpools operated in the Victor Valley area.

San Bernardino County operates a vanpool service available only to county employees. As of March 2009, seventeen vanpools originated in the Victor Valley area. Together, they transport more than 120 county employees. The majority travel to San Bernardino, but vans also go to Barstow, Colton and Loma Linda. The county owns and operates this service, charging a fare that is intended to recover operating costs, but not the cost of the vans. As of March 2009, there was a waiting list for this service.

Park and Ride Locations

There are three formal park and ride facilities in the Victor Valley and one in the Barstow area. Figure 2-2 provides more detail about each facility and what transit services connect to each facility. Note the two facilities directly on I-15 operate at, or above, capacity.

Figure 2-2 Park and Ride Facilities in the Victor Valley and Barstow

City	Location	Capacity	Average Parked	Transit Service	Notes
Hesperia	Joshua Street and Highway 395 (less than ¼ mile from I-15)	150	207	None	Overflow parking across Joshua Street in dirt parking lot
Victorville	Amargosa Road at Bear Valley Road / I-15	230	222	VVTA: Routes 44, 52, 53	
Victorville	Victor Valley Transportation Center, D Street and 4 th Street (less than 1 mile from I-15)	170	103	VVTA: Routes 22, 41, Greyhound, Amtrak	
Barstow	L Street and I-15	130	45	Barstow Area Transit: Route 4	
Total		680	577		

Source: SANBAG

Down the Hill Service

For three years ending in July 2005, the Victor Valley Transit Authority operated a “Down the Hill” commuter service for residents of the Victor Valley. The goal of the service was to provide a commute hour transit service operating along the I-15 corridor between the Victor Valley and the Inland Empire. Service was funded from a variety of grants including federal CMAQ funds and the Mohave Desert Air Quality Management District. These grants largely offset capital and operating costs associated with the service. Fares covered about 25% of operating costs. A \$9 round trip, or \$75 monthly, fare was charged.

Two routes operated – one serving San Bernardino and the other serving Rancho Cucamonga. During its first two years of operation, Down the Hill service operated 15 trips a day. That was reduced to six trips a day during the service’s final year of operation. Buses provided reclining seats, individual climate controls, laptop computer connections and an on-board restroom. Service was provided Monday through Friday. Both routes originated at the Victor Valley Transportation Center, located at 6th & D Streets in Victorville. From there, they served the park and ride lot on Amargosa Road at Bear Valley Road and the Joshua Street at Highway 395 Park and Ride Lot.

The San Bernardino Route operated from Victorville to Cal State San Bernardino via I-15 and I-205, then serviced eight stops in San Bernardino. The Rancho Cucamonga Route operated via I-15 and stopped at the Rancho Cucamonga Metrolink Station and the Ontario Mills Transfer Point.

Ridership History

On average, 114 boardings per day were experienced on the Down the Hill service. It was highly directional, with morning buses carrying 20-30 passengers per trip going towards San Bernardino but returning to Victorville with less than five people on board. The situation was reversed in the afternoon. Figure 2-3 contains details regarding the ridership of the Down the Hill service.

Figure 2-3 Ridership Statistics, Down the Hill Service, January-March 2005

From Victor Valley to	Departure	Average Boardings			
		Jan 2005	Feb 2005	Mar 2005	Average
Rancho Cucamonga	4:38	31.7	27.6	28.7	29.3
San Bernardino	5:35	22.2	23.8	21.3	22.4
Rancho Cucamonga	15:50	4.2	3.9	3.1	3.7
San Bernardino	16:05	3.1	3.9	3.3	3.4
Rancho Cucamonga	16:38	1.9	2.8	2.7	2.5
San Bernardino	17:36	3.4	2.4	1.9	2.6
Average Daily Total		66.5	64.4	61.0	64.0
To Victor Valley from:	Departure	Average Boardings			
		Jan 2005	Feb 2005	Mar 2005	Average
Rancho Cucamonga	5:44	1.9	2.0	1.9	1.9
San Bernardino	6:30	2.0	2.9	4.0	3.0
Rancho Cucamonga	16:46	13.3	17.6	19.6	16.8
San Bernardino	16:50	13.8	10.7	12.4	12.3
Rancho Cucamonga	17:35	11.3	9.5	9.5	10.1
San Bernardino	18:50	6.0	5.8	4.5	5.4
Average Daily Total		48.3	48.5	51.9	49.6

Recent Planning Studies

Several previous planning efforts provide context for this study, and they shed additional light on the need for long distance commute alternatives. Four recent studies summarize the transportation needs along the I-15 corridor and transit's ability to respond to those needs.

I-15 Comprehensive Corridor Study

This 2005 study was intended to identify potential transportation improvements in the I-15 corridor that preserve and enhance mobility and safety while ensuring the economic vitality of existing and future commercial and industrial activity in the corridor. The study scope included 45 miles of the freeway centered on the Cajon Pass and a number of freeway to freeway interchanges.

The I-15 corridor has experienced performance problems due to a number of interrelated factors including truck volumes (10 to 15% of the total traffic), steep grades, roadway design limitations, heavy traffic demand, and a lack of alternative travel options. The result of these conditions was significant traveler delay and accident rates. At the time of the study, travel demand for the I-15 corridor had been growing between 2 and 2.5% per year for more than ten years and was expected to almost double by the year 2030, substantially exacerbating already existing performance problems.

Five alternative strategies that were analyzed in detail for this study:

- Strategy A: No-Build (previously called Alternative 1)

- Strategy B: TDM/TSM (previously called Alternative 2)
- Strategy C: HOV Lanes (previously called Alternative 3)
- Strategy D: Full Corridor Dedicated Truck Lanes (previously called Alternative 5)
- Strategy E: Reversible Managed Lanes (previously called Alternative 8)

Based upon a detailed evaluation of the five strategies, as well as on the public outreach efforts, a three-part set of study recommendations was presented:

Implementation of Strategy B TDM/TSM Elements

The first part consists of travel demand management (TDM) and transportation system management (TSM) elements that address existing and future needs in the corridor. The implementation of such measures was shown to provide modest benefit to the corridor for a limited cost and with low impacts. The study suggested that Strategy B should be implemented within the study corridor irrespective of any further capital improvements in the corridor, at a time when each of the elements is warranted based on operational need and cost-effectiveness.

Reconfiguration of I-15/I-215 Interchange

The study recognized this interchange as the primary bottleneck in the corridor and recommended that its improvement was the highest priority for this corridor.

Consideration of Two Future Build Strategies for Further Evaluation and Project Development

The results of the alternatives analysis and public outreach highlighted the relative benefits and associated costs of implementing the various strategies. However, the findings of these efforts also highlighted the need for a more detailed evaluation and assessment to delineate the most appropriate improvement strategy for the corridor. For this reason, the study recommended that two future build strategies be advanced for further detailed evaluation and: Strategy D (Dedicated Truck Lanes) and the Strategies C & E Hybrid (Reversible Managed Lanes with HOV Lanes).

- Strategy D, with an estimated cost range of \$2.0 billion to \$3.5 billion, was considered the most effective. Because of multiple uncertainties surrounding its feasibility and funding, a regional truck lane system could not be assumed to be feasible and fundable.
- The Strategies C & E Hybrid (reversible managed lanes) were considered feasible, fundable, and would provide substantial benefits to both local and regional travelers. Strategy C & E has an estimated cost range of \$632 million to \$913 million to complete making it substantially lower in cost than Strategy D but also providing slightly less overall traffic benefit than Strategy D. HOV lanes were included in this alternative to truck lanes, and would provide the additional benefit of maintaining regional HOV lane connectivity.

Financial strategies were developed as possible funding mechanisms for the recommended strategies. The analysis of implementation issues culminated in the development of two action plans: one for the critical near-term improvements to the I-15/I-215 interchange, and one for the long-term corridor improvement process.

Inland Empire Annual Survey

The Inland Empire Annual Survey has been conducted since 1997 and provides feedback on a wide range of important policy-related issues in the Inland Empire. One area, the Victor Valley, including the communities of Adelanto, Apple Valley, Hesperia, Lucerne Valley, Phelan,

Victorville, and Wrightwood is considered separately in this survey. Of particular interest are the study's findings about employment and commute habits among Victor Valley residents.

Over half (52%) of Victor Valley residents said they were not employed. This is a notably lower percent of people employed than the communities in the San Bernardino Valley. Among those residents in the Victor Valley that said they are not employed, 55% said they are retired, which translates to about 30% of all Victor Valley residents.

When commuters were asked about their round trip travel time, about 18% of residents said they commute more than 2 hours round trip for work, which is similar to all other areas in the Inland Empire. However, on average, Victor Valley residents spent 70 minutes commuting round trip to their jobs, which is significantly higher than residents in the other study areas. Similarly, Victor Valley commuters were more likely to travel further for their jobs than other study areas, with 28% of workers traveling more than 60 miles round trip to their jobs with all workers traveling an average of 49 miles round trip.

Finally, the survey asked Victor Valley residents what county they worked in. The majority (82%) said they work in San Bernardino County with 5% reporting employment in Los Angeles County. Another 3.4% said they work in Riverside County and 3.7% work in Orange County.

VVTA Operations and Growth Analysis

The 2007 Operations and Growth Analysis completed for the Victor Valley Transit Authority provides a detailed evaluation of land uses, demographic trends and existing transit services in the Victor Valley. Study recommendations focused exclusively on local fixed routes, county routes and demand response services in the Victor Valley. The concept of reintroducing commuter service "Down the Hill" to San Bernardino or north to Barstow was evaluated as part of the planning process, but it was recommended that this service not be explored within the five year time frame of the study. The study did suggest that future studies could explore commute services outside of the Victor Valley if economic conditions become more favorable.

Victor Valley Area Transportation Study

This 2008 study was intended to identify a roadway plan that will accommodate Victor Valley Area transportation needs for the Year 2035 traffic and build-out of local City and County general plans. It describes existing traffic conditions on the freeway and major arterial highway network in the Victor Valley area including a level of service (LOS) summary.

Eleven future alternative scenarios (one no-build and ten alternatives) were considered. Three new travel corridors and alternative funding scenarios were tested. Overall, the analysis results show that the number of lanes in the master plan of streets is generally sufficient to accommodate Year 2035 volumes. In some less-developed areas (particularly some unincorporated areas) full development of arterial capacity per the master plan of streets may provide more capacity than is needed for 2035. Of importance for this study, several interchanges on I-15 are projected to experience congestion in 2035. This indicates it will be desirable to develop new interchanges and overcrossings.

Chapter 3. Demographic Overview and Travel Trends

Distribution of population and employment in the study area is an important component of understanding travel demand. Generally, areas with high concentrations of population and/or employment density will generate a higher demand for transit service than areas where development is more dispersed. When considering commuter transit services, a concentration of employers is especially important. If a large number of employment sites are grouped, it is usually easier to develop time-competitive transit routes than when employment sites are dispersed.

A Look at the Future

The Victor Valley is expected to grow significantly over the next 20 years, adding an expected 230,000 new residents. Likewise, employment in the Victor Valley will add about 60,000 new jobs, a growth rate of about 70%. While the entire region is growing, much of this population and employment growth will be in Hesperia, Victorville and Adelanto.

Figure 3-1 summarizes population and employment figures for the Victor Valley and for likely employment centers in surrounding communities. Figure 3-2 and Figure 3-3 present this information graphically, displaying current (2010) and projected (2030) employment and population density throughout the Victor Valley and nearby parts of San Bernardino County. These graphics illustrate that densities are higher in the more urbanized areas of the county. Of note is where density of employment is concentrated. This is most noticeable in downtown San Bernardino, south of downtown San Bernardino, around the Loma Linda Medical Center, around Ontario Mills Mall and Ontario International Airport, and in Chino. Generally, both population and employment densities within the Victor Valley area are relatively low with only a few neighborhoods reporting more than ten residents and employees combined per acre.

Journey to Work

2000 Census Findings: The 2000 US Census provides comprehensive data on journey to work patterns for people living in the Victor Valley. While almost ten years old, this data is utilized as the starting point when preparing the demand estimates that appear later in this report. Recognizing that conditions have changed significantly since the 2000 Census, they were adjusted using SCAG's travel demand model and data from the general public telephone survey. These changes are discussed in general terms in subsequent paragraphs while later chapters provide more specific analyses of evolving demand patterns. Details can be found in Appendix B Technical Memorandum #2.

Figure 3-4 provides a summary of where Victor Valley workers were employed when the 2000 Census was conducted. Among all workers in the Victor Valley, about 60% remained in the Victor Valley for their jobs, while the other 40% traveled outside, mostly along the I-15 corridor. Current data shows this split is now closer to 50-50.

- About 20% of all workers from the Victor Valley commuted to the Inland Empire for their jobs
- Another 8% commuted to Los Angeles County
- 4% of Victor Valley workers commuted to Riverside County

- 3% commuted north to the Barstow area
- 5% of workers commuted to a wide variety of locations throughout southern California, some as far away as San Diego County

These trends are very similar among the four cities in the Victor Valley, with the exception of Apple Valley where about 70% of workers remain in Apple Valley for employment.

Figure 3-1 Population and Employment Trends (2010 – 2030)

City / Area	Distance from Victor Valley	Pop 2010	Pop 2020	Pop 2030	Emp 2010	Emp 2020	Emp 2030	Pop Change (2010 - 2030)	Emp Change (2010 - 2030)
San Bernardino County		2,182,049	2,582,765	2,957,753	810,233	965,778	1,134,960	36%	40%
Victor Valley Study Area		321,916	440,656	551,445	84,976	113,968	145,090	71%	71%
Adelanto	-	40,742	71,877	100,814	8,022	12,682	17,982	147%	124%
Apple Valley	-	71,630	82,005	91,311	14,623	17,283	19,972	27%	37%
Hesperia	-	102,895	148,751	191,186	21,051	28,959	37,275	86%	77%
Victorville	-	106,649	138,023	168,134	41,280	55,044	69,861	58%	69%
Barstow	35	31,972	47,810	62,593	16,536	22,924	29,945	96%	81%
Big Bear Lake	60	7,032	8,583	9,995	6,964	8,950	11,235	42%	61%
Chino	50	81,998	93,823	106,220	50,682	56,173	62,257	30%	23%
Chino Hills	55	79,298	81,039	82,292	9,901	11,789	13,943	4%	41%
Colton	40	58,815	71,880	83,942	28,502	36,420	44,871	43%	57%
Fontana	45	174,719	195,866	215,018	49,879	57,777	66,650	23%	34%
Grand Terrace	40	12,926	13,801	14,557	3,517	4,287	5,114	13%	45%
Highland	40	55,345	62,708	69,371	7,762	10,610	13,699	25%	76%
Loma Linda	40	25,481	32,259	38,470	19,343	24,376	29,767	51%	54%
Montclair	45	39,271	45,849	51,833	17,356	20,339	23,518	32%	36%
Ontario	45	187,060	246,304	308,088	123,270	147,518	174,924	65%	42%
Rancho Cucamonga	40	171,980	172,409	172,417	67,382	78,523	90,912	0%	35%
Redlands	45	73,441	80,973	89,288	41,294	44,122	46,763	22%	13%
Rialto	35	107,849	123,080	136,845	26,491	33,237	40,554	27%	53%
San Bernardino	30	213,318	235,616	255,959	107,023	124,971	143,641	20%	34%
Upland	40	75,951	78,927	81,322	27,578	28,518	29,300	7%	6%
Yucaipa	50	52,729	57,359	61,441	10,976	13,333	15,879	17%	45%
Other San Bernardino Co.		410,948	493,823	566,657	110,801	127,943	146,898	38%	33%
Riverside County		2,242,745	2,809,003	3,343,777	784,998	1,042,145	1,295,487	49%	65%
Corona	50	150,177	157,556	165,260	70,054	84,006	97,751	10%	40%
Moreno Valley	55	189,700	220,390	246,804	39,225	61,974	80,667	30%	106%
Norco	50	29,058	32,052	34,531	12,865	16,037	18,844	19%	46%
Riverside	50	300,523	335,468	372,782	175,094	217,537	262,218	24%	50%
Banning	65	35,645	47,683	59,392	10,018	15,810	21,726	67%	117%
Beaumont	60	33,951	52,591	74,686	7,793	15,224	22,745	120%	192%
Other Riverside Co.		1,503,691	1,963,263	2,390,322	469,949	631,557	791,536	59%	68%
LA County		10,615,730	11,329,829	12,015,889	4,552,398	4,754,731	4,946,420	13%	9%
Claremont	45	37,356	38,490	39,609	18,530	19,639	20,689	6%	12%
Diamond Bar	60	61,041	64,247	67,240	15,809	16,507	17,168	10%	9%
Pomona	50	170,229	189,552	208,144	55,546	57,958	60,243	22%	8%
Lancaster	55	160,650	202,406	242,523	49,280	59,291	68,775	51%	40%
Palmdale	50	182,663	257,545	329,321	35,059	40,047	44,772	80%	28%
Other San Gabriel Valley	-	1,340,960	1,421,763	1,499,897	617,380	641,724	664,784	12%	8%
Other LA County	-	8,662,831	9,155,826	9,629,155	3,760,794	3,919,565	4,069,989	11%	8%
Orange County	-	3,314,948	3,533,935	3,629,539	1,755,167	1,897,352	1,960,633	9%	12%

Figure 3-2 2010 Population/Employment Density

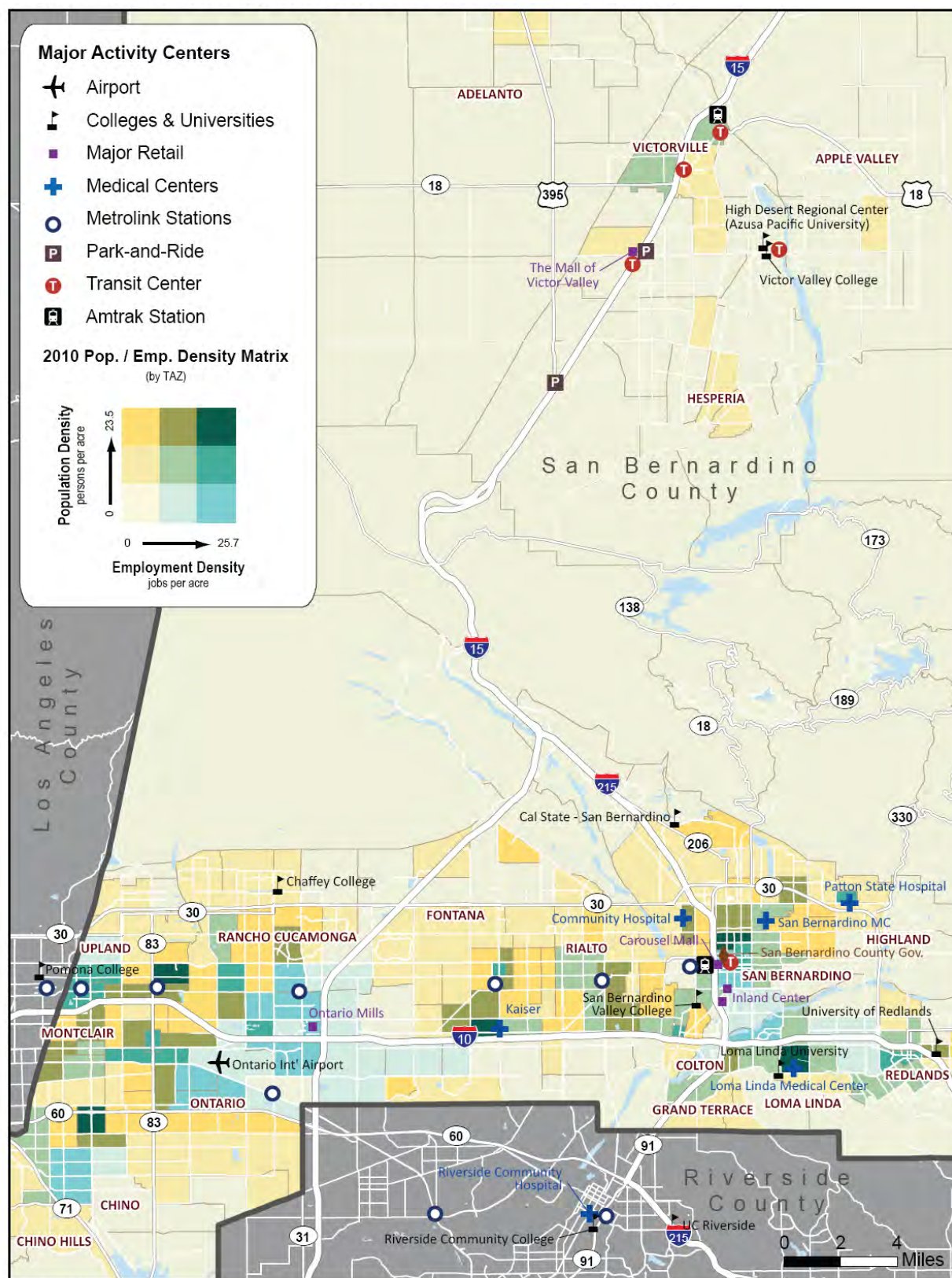


Figure 3-3 2030 Population/Employment Density

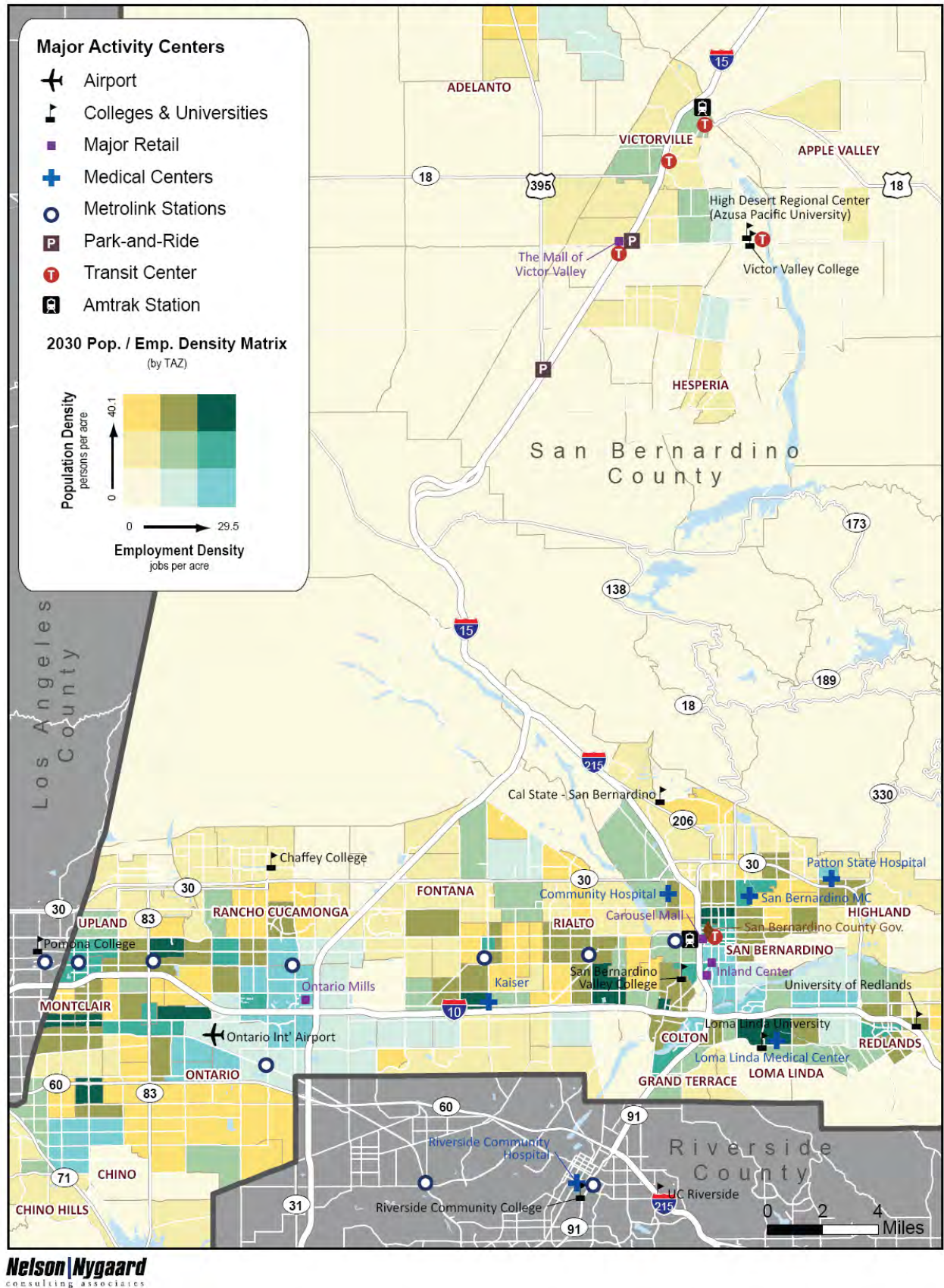


Figure 3-4 Journey to Work Travel Patterns, Victor Valley Study Area

Work Location	Victorville	Hesperia	Adelanto	Apple Valley	Total	%
Victorville	8,125	3,950	1,010	4,630	17,715	29.2%
Hesperia	1,705	5,540	215	1,345	8,805	14.5%
Apple Valley	1,205	1,055	185	5,400	7,845	12.9%
LA County	1,972	1,723	421	729	4,845	8.0%
Adelanto	815	535	1,015	630	2,995	4.9%
Ontario	935	1,140	220	640	2,935	4.8%
San Bernardino	840	929	255	705	2,729	4.5%
Barstow	510	335	95	610	1,550	2.6%
M. Valley/Riverside	490	529	188	285	1,492	2.5%
Fontana	495	485	120	260	1,360	2.2%
Rancho Cucamonga	395	580	70	280	1,325	2.2%
Orange County	413	420	117	208	1,158	1.9%
Redlands	275	230	30	180	715	1.2%
Rialto	230	340	45	100	715	1.2%
Chino	270	255	50	130	705	1.2%
Colton	235	290	30	120	675	1.1%
Upland	190	205	15	125	535	0.9%
SW Riverside Co.	200	89	10	165	464	0.8%
San Bern. Mtns.	100	120	4	114	338	0.6%
Loma Linda	100	135	15	40	290	0.5%
San Diego County	25	0	10	247	282	0.5%
Montclair	65	40	40	85	230	0.4%
Coachella Valley	69	109	4	45	227	0.4%
Highland	20	50	30	35	135	0.2%
Banning Pass Area	55	60	0	15	130	0.2%
Chino Hills	55	35	10	30	130	0.2%
Yucaipa	35	40	0	50	125	0.2%
Needles	35	0	10	60	105	0.2%
Twentynine Palms	30	30	10	25	95	0.2%
Yucca Valley	15	25	10	15	65	0.1%
Grand Terrace	0	15	0	15	30	0.0%
Total	19,904	19,289	4,234	17,318	60,745	

Chapter 4. Surveys and Interviews

Stakeholder Interviews

Eleven Victor Valley stakeholders were interviewed to assess the needs of and market for long distance commuters. The objective of the interviews was to understand community opinions about travel options other than single-occupant vehicles, the social and economic impacts of long distance commuters, economic outlook for the Victor Valley, and participants willingness to financially support travel alternatives for long distance commuters.

A mix of city officials and business owners were interviewed. A list of participants and summary of their comments is included in Appendix B Technical Memorandum #2. Following is a summary of major themes that emerged during the interview process. **These highlights communicate the perceptions, views, and opinions of the stakeholders interviewed. While some statements may be factual, others may be based on the stakeholders' perception of fact.**

Recent Growth, Economic Impacts, & Job Market: Participants agreed that the Victor Valley is very dependent on jobs located outside the area. Part of the problem is that residential development occurred before, and certainly not in conjunction with, economic development. According to economist John Husing, the Victor Valley job to housing ratio is 0.67, where wage and salaried jobs are compared against occupied dwelling units. However, the average ratio for Southern California is twice as high at 1.25. Victor Valley's ratio is the lowest in southern California and thus translates to an over-dependence on long distance commuting.

Prior to the housing collapse, the high desert was the only place to find affordable housing. The area saw an extraordinary surge in settlement starting in the late 1990s: in 2000 there were 289,000 people in the Victor Valley, but by 2008 that number jumped to 417,000. Joseph Brady of the Bradco Company thinks that cities have finally come together to realize that there is an issue but manufacturing and white collar jobs have not yet made an appearance. While the Victor Valley has the land to house the companies, it doesn't have the white collar labor force to bring in the higher paying jobs. Most educated professionals move elsewhere or commute "Down the Hill" for higher paying jobs. The exception to this is the few who own private business in the area.

Changes in Employment Patterns: Some respondents noted that ten years ago all the jobs were west of I-15. Over time some have shifted eastward, responding to population increases in the desert. Robert Lovingood, owner of ICR Staffing, cites 100,000 daily commuters on I-15 at the height of the housing boom between 2001 and 2006. This number dropped to 85,000 between 2007 and 2008 due to layoffs, high gas prices, and decreased trade in the area.

Several interviewees mentioned redevelopment of the Southern California Logistics Airport (SCLA) as an exciting potential job generator. SCLA is a fully functioning airport – and one of the fastest growing in the nation. Rail service is currently being planned and ground breaking will start in two years. In the next two to five years, respondents expect the airport to generate many jobs. As one said, "...this project is good for the long run, but does not help the short term."

Recent Changes: Economist Husing reported that the Inland Empire has a 12% unemployment rate, which is the second highest in the country. There was a consensus among stakeholders that, while more and more people are moving to the Victor Valley area, education and skill levels of settlers are low, making it more difficult to attract employers that utilize highly skilled workers.

The next 3 to 5 years: Most interviewees feel that the next three to five years will be challenging for Victor Valley and the majority believe it will take as long as ten years to replace the lost jobs and create a more diverse employment market. All agreed this means that the Valley will continue to export workers for many years to come.

The Priority of Long Distance Commute Alternatives: There was near general consensus that offering alternatives to single occupancy vehicles should be a priority. There was a less shared view about how this should be accomplished. Several felt that residents are already over-taxed and that funding for public transportation was not used wisely in former projects.

Another theme was set by Joseph Brady who said, “There’s a perception that it’s already hard and will be even harder to move goods. If the roads are clogged with commuters who are not seeking an alternative, then you cannot move goods. I-15 feeds services to Nevada, Arizona, and Utah via truck. But because too many people are going up and down for jobs and shopping, trucks cannot move as fast as they should.”

The Most Effective Form of Long Distance Commute Service: Overwhelmingly stakeholders first suggested rail alternatives to the current I-15 corridor. Vanpooling was a close second. When they suggest rail solutions, respondents noted there is already a line that connects the Victor Valley to San Bernardino and already a Victorville train station. They see rail as the fastest, most efficient, and most convenient service for long distance commuters – though a couple noted it may also be the most expensive. Several respondents noted to be effective rail will need to run at a minimum of every 15-20 minutes and be reliable with minimal impediments from freight traffic.

Vanpool was popular because employers, public agencies, or private companies can run it – so there would be a diversity of service types and frequencies to meet the unique needs of users. As well, people feel that vanpools allow a certain level of flexibility and – especially if run by private agencies – can get people back up the hill in an emergency.

Several people mentioned that they had used carpool, but had to stop because carpool mates were laid-off or had shift changes and because car maintenance or threat of accident was too expensive. In general, people said that coordinating a carpool is a problem. Several suggested a regional ridesharing website that maps member origins and destinations and matches riders appropriately.

Several stakeholders said they were very upset when “Down the Hill” commuter service was discontinued. However, others said they were under the impression that ridership was very low and that the service was too highly subsidized. In general, interviewees said there had to be some kind of transit in the area and if it is bus, that would be acceptable.

Stakeholders noted “There is no ‘there’ there when you get ‘there.’”

Park & Ride capacity in the Victor Valley: Stakeholders hold strong views about current park and ride facilities. All but one person said the lots were over capacity. As well, several people cited a park and ride lot at I-15 and Bear Valley Road as a dirt lot that is unsafe for people and cars. Several suggested collaborating with business owners to share parking lots for carpool and vanpool exchanges.

Financing Long Distance Commute Services: Generally, people said that public financing is imperative, but would be difficult to enact because the local and state governments have no money. Additionally, several said that voters are adverse to any commute option that is overly reliant on subsidy. As a group, respondents said they were not sure if the area was actually ready for public investment in commute options.

Employee Transportation Coordinator (ETC) Survey

In May 2009, a Survey of Employee Transportation Coordinators (ETCs) was conducted at the bi-monthly meeting of the Inland Transportation Services (ITS) *Inland Empire Commuter Services Combined Riverside and San Bernardino Counties Rideshare Marketing Workshop*. There were 58 total survey respondents representing 56 companies.

Two-thirds (67%) of employers estimate a 70% drive alone rate or higher. About 50% estimate carpooling at a 10% or less mode split, while the other 50% estimate a carpool mode split of more than 10% and up to 50%. There appears to be strong support for carpooling. Very few employers coordinate vanpools for employees so little information was collected about vanpool utilization. However, two-thirds of respondents indicated a vanpool mode split of 10% or less.

Twenty-four percent of employers provide a partial vanpool or transit subsidy, while only 6% provide a full subsidy. Overall, about one-third (31%) of employers provide some kind of subsidy whether it be partial, full, or via participation in WageWorks or a similar service. Further details of this survey are located in Appendix B Technical Memorandum # 2.

Household Survey Summary

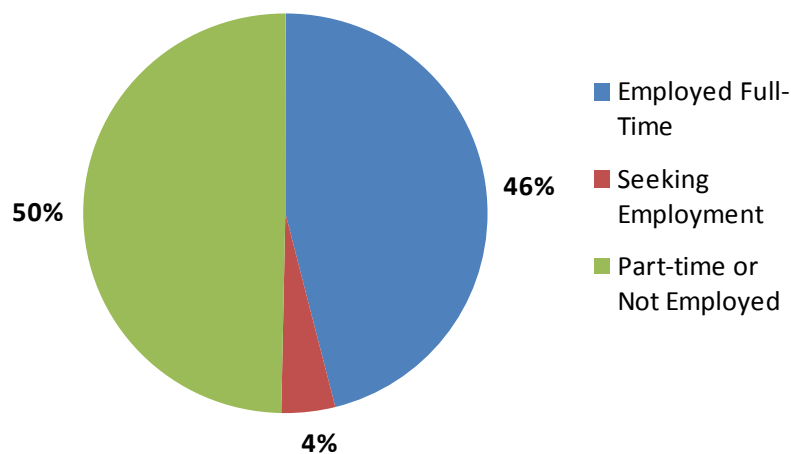
A general public survey of households throughout the Victor Valley area was conducted during April-May 2009. The sampling plan was designed to provide reporting accuracy at a 95 percent confidence level with a margin of error of $\pm 5\%$ at the regional level. More than 240 surveys were completed (see complete questionnaire in Appendix B). Each fully completed survey took about 15 minutes to complete.

Detailed survey results are included in Appendix B Technical Memorandum # 2, at the end of this report. The paragraphs below present a summary of the major highlights from the survey.

Household Summary

1. Roughly 50% of households have one member working full-time, or was working full-time and is currently looking for employment (see Figure 4-1). Note that is very parallel to the results of the Inland Empire Survey discussed in Chapter 2.
2. About 25% of households in the Victor Valley area have at least one member (or a member looking for employment) commuting to work outside the Valley area.

Figure 4-1 Employment Status by Household



Where People Work: Of people who commute to jobs outside Victor Valley:

1. 60% to places within San Bernardino County, split with 15% headed north and west and 45% with destinations in the Valley
2. 23% to Los Angeles County
3. 10% to Riverside County
4. 7% to Orange County or other

Figure 4-2 illustrates these patterns. Figure 4-3 shows the distribution of the 45% of Victor Valley workers commuting, within San Bernardino County, into the Inland Empire to locations in Ontario and San Bernardino each accounting for roughly 25% of all intra-county trip making.

Figure 4-2 Major Commute Destinations of Victor Valley Workers in the LA Region

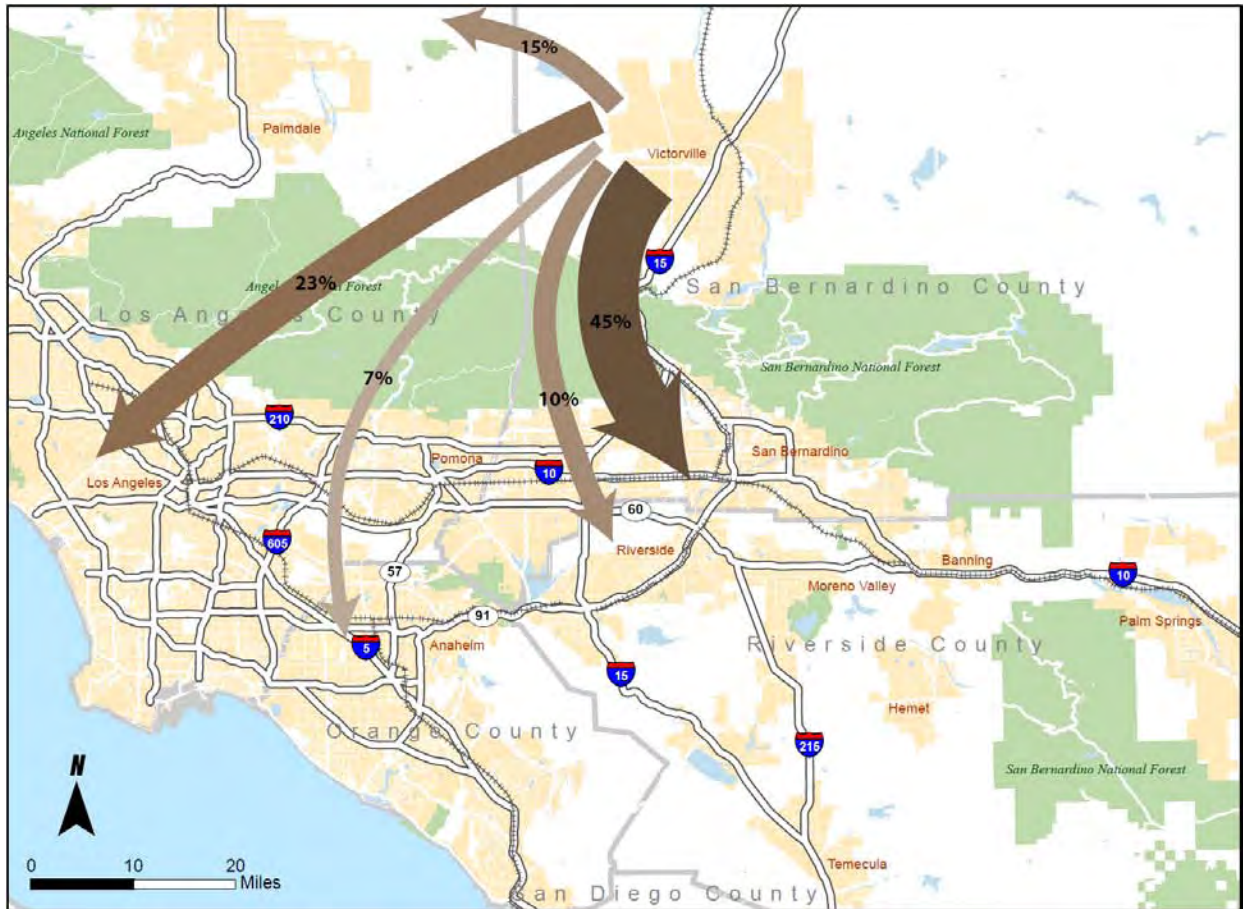
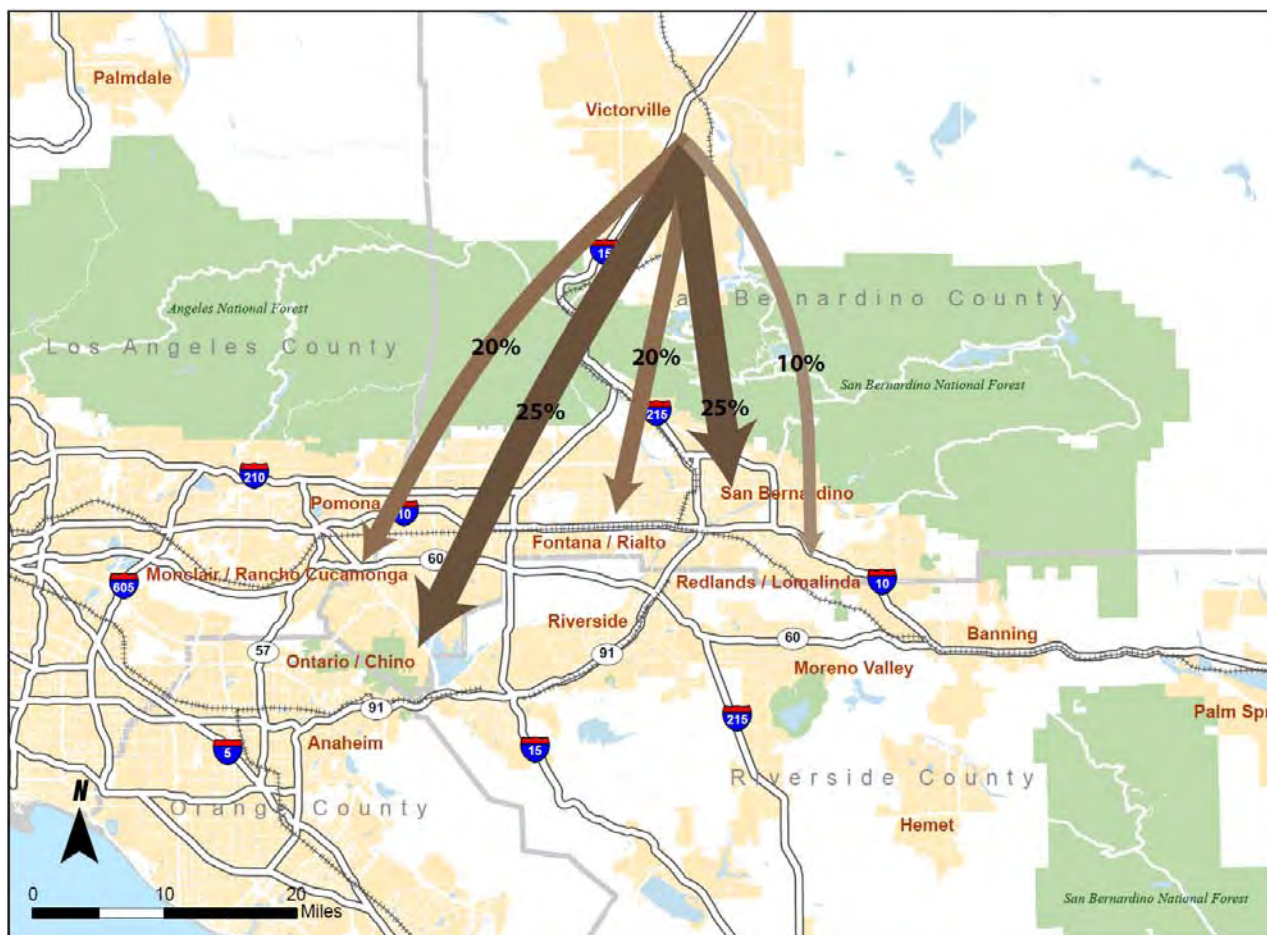
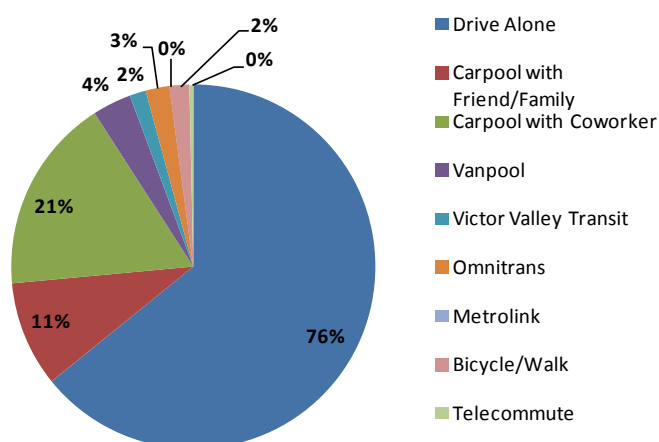


Figure 4-3 Major Commute Destinations in the San Bernardino Valley

Commute-to-Work Characteristics: When asked, 77% of respondents said their commute is easy or moderate while 23% said it is difficult. Overall, most commuters seem to be satisfied with their current range of commute options. Overall, 76% of respondents drive alone while 21% carpool (See Figure 4-4 below).

Figure 4-4 Survey Respondents Commute Mode-Split

When asked why they drive alone, 67% of respondents said it provides the shortest travel time while 15% said driving alone allows them to get home in an emergency or come or go at will. 13% said they need a vehicle before or after work. Figure 4-5 illustrates how the use of non-SOV modes varies according to commuters' destination. The farther they travel, the more likely they are to use non-SOV modes.

Figure 4-5 Alternative Commute Modes by Employment Destination Area

Commuter Group	Sample Cases	Non-SOV Modes	Carpool	Vanpool	Transit	Multiple Modes
Victor Valley Area	287	32%	26%	3%	3%	17%
San Bernardino Valley	115	27%	26%	0%	1%	8%
Los Angeles County	68	45%	28%	10%	7%	27%
Riverside County ¹	25	32%	32%	0%	0%	19%
Orange County ¹	21	43%	24%	5%	14%	33%

Commute Mode Characteristics: Most respondents stated that drive alone was their primary commute mode to work, with carpooling being a distant second alternative, and vanpooling comprising a very small proportion of trips.

Commute Behavior Sensibility: Finally, survey respondents were asked for one action that would encourage them to make a different commute mode choice:

1. 34% said that new rail service would make them change their behavior
2. 18% said they would be swayed by a carpooling/vanpooling cash incentive
3. 8% said a new bus service would make them change
4. 7% said more HOV lanes would make them change modes

Summary of Findings

This section summarizes the findings of the household survey, identifying employment destination group differences in terms of commute characteristics, commuter profile, and likely preferences for potential transit service and/or rideshare strategies. A complete description is contained in Appendix B Technical Memorandum #2.

General Findings

1. Drive alone rates are higher for commuters going to the San Bernardino Valley and Riverside County. Carpooling rates are higher than average to San Bernardino Valley, most likely due to presence of large employers scattered throughout the valley, and active ridesharing programs coordinated by SANBAG.
2. Drive alone rates are lower for commuters going to Los Angeles County and Orange County. Carpool and Vanpool combined rates are higher for commuters going to Los Angeles and Orange Counties, due to the higher incidence in vanpools. This may reflect the subsidies being offered to vanpool users by the Los Angeles County and Orange County metropolitan

transportation authorities. Traffic congestion, distance, and the savings in travel time that vanpools afford by traveling on HOV lanes likely also contribute to these benefits.

3. The use of multiple modes (i.e. drive alone and Metrolink or drive alone and carpool/vanpool) rates is higher going to Los Angeles, Riverside, and Orange counties likely due to traffic congestion on major freeways connecting the region.
4. The differences observed confirm that distance, travel time, and congestion characteristics influence mode choice.
 - Drive alone is preferred for trips where traffic congestion is less significant, making faster travel possible
 - Carpool is preferred for trips where traffic congestion is a factor and sharing a ride is perceived as a significant benefit in terms of travel time savings or cost savings
 - Vanpool is preferred for trips where traffic congestion and distance are significant factors and sharing a ride is perceived as a significant cost savings benefit

Transit (Metrolink in particular) is also preferred under these same conditions.

Chapter 5. Long Distance Commuter Market Assessment

The household survey, combined with census and travel time data, provide a wealth of information about the market potential of individual neighborhoods. Full descriptions of the methodologies employed in this analysis are contained in Appendix C Technical Memorandum #3.

This analysis evaluates the nature and potential for long distance commute transportation alternatives out of the Victor Valley. It does this by cross-analyzing key characteristics of the commute and commuter profiles with employment destination areas. The key characteristics of the commute and commuter profiles that were employed include:

- Travel mode split
- Ease of the commute
- Satisfaction with available commute options
- AM departure time
- Door-to-door travel time
- Household income
- Gender

Potential for Alternative Commute Strategies

Figure 5-1 below provides a condensed summary of the findings by destination area. A scoring methodology was utilized to filter through the characteristics of the commute, commuter profiles, and potential support for alternative commute programs and service strategies. Each characteristic was given a value of 1 to 4 and then condensed into two separate scores:

- Market potential score—based on commute characteristics and commuter profile
- Alternative commute support score—based on stated program preferences from the household survey

It must be noted that this summary does not quantify the size of the market only its potential and intensity. In other words a market could have great potential and intensity, but only be 100 commuters in size. The strongest market would be one with green dots in both right hand columns, the weakest would have red dots in both right hand columns. For example, Downtown Los Angeles has green dots in both columns indicating strong potential for alternatives in the market and enhanced willingness to consider alternative modes. Note that Orange County commutes display the same potential and intensity. While none of the area have red dots in both columns, the majority of San Bernardino County destinations do not show up as having both strong potential, with red dots in the market potential (the environment is not very supportive) and yellow dots in the commute alternative support columns. This means commuters are somewhat less likely to be seeking alternatives to their current commutes. This analysis suggests that, on the whole, the strongest potential for transit and rideshare strategies is apparent among longer distance commutes, especially travel to Los Angeles and Orange counties. The next steps in the analysis assess the potential size of the market.

Figure 5-1 Potential for Transit Service and/or Rideshare Strategies

Employment Destination	Satisfaction with Commute Options	Drive Alone Mode Split	Non-SOV Mode Split	Door-to-Door Commute Time	Departure Times Clustering	Household Income Clustering	Gender	Support for Cash Incentives and HOV Lanes	Support for Bus and Rail	Market Score for Potential Service	Alt. Commute Options Support
San Bernardino Valley											
San Bernadino / Highland	3	3	1	2	3	2	2	3	1		
Redlands / Loma Linda	2	1	3	3	2	1	1	2	3		
Fontana / Rialto / Colton	2	2	2	2	3	3	3	1	3		
Ontario / Chino / Chino Hills	2	2	2	1	3	2	3	2	2		
R. Cucamonga / Upland / Montclair	2	3	1	1	2	2	1	2	2		
Los Angeles County											
I-210 Freeway	3	2	3	2	3	2	3	3	2		
I-10 Freeway	1	1	3	3	4	2	3	1	3		
Downtown Los Angeles	2	1	4	4	3	1	3	3	3		
Other LA County	1	2	2	4	4	2	2	3	3		
Riverside County	2	3	1	3	3	2	2	3	3		
Orange County	0	1	4	4	4	2	3	3	3		

Satisfaction with Commute Options: 1 = low satisfaction; 4 = high satisfaction

Drive Alone Mode Split: 1 = low % mode split; 4 = high % mode split

Non-SOV Mode Split: 1 = low % mode split; 4 = high % mode split

Door-to-Door Commute Time: 1 = high % of trips under 1 hour; 4 = high % of trips over 1.5 hours

Departure Time Clustering: 1 = spread over a long AM peak period 5-8 am; 4 = concentrated on a short AM peak period 5-6 am

Household Income Clustering: 1 = high % of high income brackets (over \$100k); 4 = high % of low income brackets (less than \$50k)

Gender: 1 = high % of females; 4 = high % of males. Industry research has found that males are more likely to travel longer distances and use alternative modes for that trip than females. Females are more likely to drive alone to be able to juggle work/family roles.

Support for Cash Incentives and HOV Lanes: 1 = low level of support; 4 = high level of support

Support for New Bus and/or Rail Service: 1 = low level of support; 4 = high level of support

Market Score for Potential Services: balance need for commute alternatives with attitudinal conditions by adding 'green' columns and subtracting 'red' columns for overall score. Overall score bracketed in 3 percentiles (less than 33%, 33% to 66%, and more than 66%)

Alternative Commute Options Support Score: add support for all alternative programs 'yellow' columns. Overall score bracketed in 3 percentiles

Commuter Market Demand Estimates

Building off an evaluation of the Victor Valley long-distance commuter household survey, stakeholder interviews and a review of SCAG's travel demand model, revised demand estimates were developed and are summarized in Figure 5-2. The analysis provides demand estimates for commuter transit service to and from the Victor Valley. Demand estimates are developed for transit service and non-transit modes (carpool and vanpool), all assumed to be based out of park and ride facilities in the Victor Valley. As noted earlier, existing park and ride capacity in the Victor Valley is limited, so additional park and ride capacity, or informal park and ride or home

pick-up activity, is assumed in order to ensure adequate capacity for transit, carpool, or vanpool services

In general, 32% of Victor Valley residents who commute outside of the area do utilize modes other than drive alone, at least part of the time. Those non-SOV mode users break down as 26% carpool, 3% vanpool, and 3% transit. The demand estimates assume that new transit services and vanpool programs will be available which explains increases in mode share for transit and vanpool, but at the expense of carpool. The drive alone mode split is assumed to remain the same. It is possible the drive alone mode split could be affected by providing additional incentives to use alternatives. But based on the results of the analysis it appears the market for transit and alternatives would not expand considerably beyond the current situation unless some radical change were to occur in the commuting environment, such as a sudden significant, double or more, increase in fuel prices. So holding the drive-alone mode split as a constant is a proxy to cover multiple assumptions about commuting habits and the commuting environment.

Figure 5-2 Summary of Demand Estimates

Geographic Area	Estimated Transit Commuters	Estimated Carpool Commuters	Estimated Vanpool Commuters	TOTAL Estimated Non-SOV Commuters	PERCENT Estimated Non-SOV Commuters	Demand Estimate Range	
						LOW Estimated Non-SOV Commuters	HIGH Estimated Non-SOV commuters
Los Angeles County	877	2,521	1,096	4,495	41.0%	3,596	5,393
Ontario	125	878	226	1,229	24.5%	983	1,474
San Bernardino / Highland	361	1,443	505	2,309	32.0%	1,847	2,771
Barstow	59	941	176	1,177	20.0%	941	1,412
M. Valley/Riverside	190	709	259	1,159	33.5%	927	1,390
Fontana	81	485	135	701	26.0%	561	841
Rancho Cucamonga	209	1,105	329	1,643	27.5%	1,314	1,971
Orange County	242	697	303	1,242	41.0%	994	1,490
Redlands / Loma Linda	128	478	175	780	33.5%	624	937
Chino / Chino Hills	30	252	59	341	23.0%	272	409
Rialto	90	542	151	783	26.0%	627	940
Colton / Grand Terrace	39	206	61	307	27.5%	245	368
Upland	6	102	19	127	20.0%	102	152
SW Riverside Co.	7	105	20	131	20.0%	105	158
San Bern. Mtns.	16	94	26	135	26.0%	108	163
Needles / Yucca Valley / Twentynine Palms	5	80	15	100	20.0%	80	120
Yucaipa / Banning Pass	33	95	41	169	41.0%	135	203
Total	2,498	10,733	3,596	16,827	30.7%	13,462	20,193
Mode Split (Out of all VV Commuters)	5%	20%	7%	31%		25%	37%

Chapter 6. Commute Alternatives

A full range of potential service alternatives for Victor Valley long-distance commuters were identified based on the findings of the household survey, analysis by employment destination area, and demand estimates by travel mode. Throughout, the goal was to provide a range of potential service options for major employment areas in the region that consider a variety of commuting options including commuter rail, express bus, and ridesharing. While focusing on transporting commuters to worksites, these options also considered other transportation demand management strategies such as telecommuting for those that can telecommute and/or work remotely.

The first section outlines the range of service options that have been considered during this analysis. Following, a set of service package alternatives are described, with patronage and costs estimated for each package.

Service Options

Park and Ride Development Program

A necessary prerequisite for almost any expanded transportation strategy will be securing additional park and ride capacity. The three existing park and ride lots in Victor Valley are operating at or above capacity today. Surveys produced numerous complaints about the lack of capacity and the poor physical condition of the existing facilities. Any service expansion—new express buses, expanded promotion of vanpool/ridesharing, or commuter rail—will likely require new park and ride capacity.

Because of its central nature, this physical improvement is listed first and is assumed to be a central component of nearly every other service strategy discussed in this chapter. In expanding park and ride capacity, the preferable approach is to increase capacity at the current park and ride locations, either through enlargement of park and ride lots where land is available, or construction of structured parking. The three current locations provide the best and most centrally located opportunities to attract and capture potential users. Alternatively, new lots can be provided but they would likely increase the number of stops routes must observe, thus slowing service and making services less competitive with autos.

- Given the apparent level of demand, up to 1,000 new spaces will be needed to accommodate future demand. This number is based on potential daily demand estimates on the recommended service strategies that are provided in the next section.

Commuter Rail Service

The extension of commuter rail service to the Victor Valley was a commonly requested commute alternative. It is also the most expensive strategy being considered. Using existing tracks, service could be implemented to the following market destinations:

- **San Bernardino:** Victorville Amtrak Station to San Bernardino Amtrak/Metrolink Station, along existing track
- **Riverside:** Victorville Amtrak Station to Riverside Amtrak/Metrolink Station via San Bernardino, along existing track

- **Redlands:** Victorville Amtrak Station to Redlands Station via San Bernardino Amtrak/Metrolink Station, which assumes new rail is constructed between San Bernardino and Redlands.

Metrolink has no current plans to extend services to Victor Valley. Track availability and switching issues are relative unknowns. These facts lean toward an assumption that any new commuter rail service would operate independently of the existing Metrolink system. It is possible, however, that service to Victor Valley would operate as an extension of Metrolink service currently terminating in San Bernardino. The essential difference between these two possibilities is a transfer between trains if people wanted to continue to another Metrolink station. Under an independent operation for example, a Victor Valley train might pull into the San Bernardino station a few minutes before Metrolink was scheduled to depart, allowing the train-to-train transfer. These connections could be accomplished at either the San Bernardino or Riverside stations. If the service were operated as an extension of current service, no transfer would be necessary.

A major challenge for any commuter rail alternative is the elevation change between Victorville and San Bernardino. The ruling ascending grade is considered the upper limit for long distance at 2 to 2.2%. The descending grade, is as much as 3% along parts of the track alignment necessitating slower speeds to ensure trains remain safely in control. While there are four tracks that connect the valley with the summit of Cajon Pass, they cannot necessarily be used interchangeably for ascending and descending. Compared to I-15 with its 6% ruling gradient, the rail route is circuitous so as to maintain the much lower rates of climb. As a result of the rail safety speed limits enforced for both ascending and descending and the longer track distance, the rail travel times are 70 to 75 minutes for Amtrak trains traveling between Victorville and San Bernardino. Given the safety considerations of the current alignment and resulting track speed restrictions, this travel time is unlikely to change without a very significant investment in a new rail alignment. A second challenge would involve securing permission to add new passenger train traffic on a very busy freight route. Without a dedicated track, commuter trains might be delayed by freight trains. The travel time to Victor Valley could be reduced to about 65 minutes if a new station were developed in the area of the rail, grade-separated, crossing of Main Street in Hesperia in the vicinity of Santa Fe Road and Main Street.

The capital cost of acquiring new equipment and the cost of operating a minimal service (two AM trips and two PM trips) at current Metrolink costs (over \$500 per car per hour) would make this a very expensive service to operate. Preliminary cost analyses suggest annual operating costs for minimal services, 2 two-car trains in each period, would exceed \$1 million per year in operating costs. If operated as an extension of Metrolink, the capital costs of acquiring new train sets could be avoided, but the annual operating costs would be even higher as the train sets are larger than the minimal service level assumed for an independent operation.

The current auto travel time to access Metrolink at the station nearest to the Victor Valley, Rancho Cucamonga, runs 40 to 60 minutes depending on traffic. To take a train, even from a new Hesperia station, and reach the same point, it is assumed the train would travel to San Bernardino first, and take 85 to 95 minutes on rail. This difference in travel time makes it less likely that someone destined for LA or even Orange County would use the service. The travel market for greater San Bernardino would be limited to what people could reach by walking from the train station or within a short trip on local transit service. Even under the very best of circumstances the resulting travel times would not compare favorably to those of driving, thus reducing its attractiveness as a viable alternative to driving.

Express Bus Service

Bus transit options include a full range of new express bus service routes – point to point connections with a very limited number of stops (no more than two), serving employment and transit destinations in the San Bernardino Valley, Los Angeles, and Riverside County. The following markets appear to have some degree of potential to support express bus service:

- **Downtown San Bernardino:** Victor Valley to downtown San Bernardino, stopping at the Transit Mall, and with distribution to locations outside downtown via Omnitrans buses, in particular via the sbX BRT service up and down the E Street corridor
- **Downtown Riverside:** Victor Valley to downtown Riverside, with stops at the San Bernardino Transit Mall, the Downtown Riverside Terminal and the Riverside Metrolink Station, with distribution via Riverside Transit buses and University of California Riverside shuttles
- **Loma Linda:** Victor Valley to Loma Linda with stops at the San Bernardino Transit Mall and the VA Hospital and Loma Linda University
- **Redlands:** Victor Valley to Redlands Transit Center with stops at the VA Hospital and Loma Linda University and distribution to Redlands University and locations outside downtown via Omnitrans buses
- **Rancho Cucamonga:** Victor Valley to Rancho Cucamonga Metrolink station with no intermediate stops; buses could also serve employment sites north and east of the station
- **Ontario Mills:** Victor Valley to the Ontario Mills Transit Center with no intermediate stops. Buses could also serve employment sites east and south of the mall and connections to Omnitrans buses
- **Ontario Airport:** Victor Valley to Ontario Airport Industrial Area with stops at the East Ontario Metrolink Station and circulation and distribution to employment sites east and south of the station
- **East Ontario:** Victor Valley to East Ontario (Jurupa & Etiwanda Avenues) with no intermediate stops but circulation and distribution to employment sites north and south of this intersection
- **Montclair:** Victor Valley to Montclair Metrolink Station and Transit Center, stopping at the Ontario Mills Transit Center and with possible extension to downtown Claremont; distribution would be provided by Omnitrans buses with connections to Foothill Silver Streak service
- **South Fontana:** Victor Valley to South Fontana Transit Center (Kaiser Foundation Hospital), stopping at Fontana Metrolink and Transit Center, with distribution via Omnitrans buses
- **Colton:** Victor Valley to Colton (Arrowhead Medical Center), stopping at South Fontana Transit Center and distribution via Omnitrans buses
- **Pomona:** Victor Valley to Pomona Metrolink Station and Transit Center, stopping at Montclair Metrolink Station and distribution via Omnitrans buses and Metro Express Bus 484
- **Corona:** Victor Valley to Corona, stopping at the North Main Corona Metrolink Station and distribution via Riverside Transit

- **Moreno Valley:** Victor Valley to Moreno Valley Mall, stopping at the Riverside Downtown Terminal and distribution via Riverside Transit and circulation to employment sites
- **El Monte Bus Station:** Victor Valley to El Monte Bus Station, stopping at Ontario Mills TC and Montclair Metrolink and Transit Center, and offering connections to Omnitrans buses, the Foothill Silver Streak, and several express bus services operated by Metro and Foothill at the El Monte Bus Station to downtown Los Angeles via the El Monte Busway

Figure 6-1 Commuter Rail and Express Bus Alternatives

Commute Program	Market Size Estimate	Distance in Miles	SOV Travel Time	SOV with Traffic	Mode Travel Time
Commuter Rail					
Rail Service to San Bernardino (Metrolink)	361	40.3	38	67	74
Rail Service to Riverside (Downtown Metrolink)	551	50.5	49	86	93
Rail Service to Redlands	489	49.6	47	83	94
Express Bus					
Express Bus to San Bernardino Transit Mall	361	40.4	39	69	49
Express Bus to Riverside Downtown Terminal	551	50.4	49	86	62
Express Bus to Loma Linda VA Hospital	425	46.4	48	84	60
Express Bus to Redlands TC (Mall)	489	49.7	48	84	60
Express Bus to R. Cucamonga Metrolink	209	42.7	43	76	65
Express Bus to Ontario Mills	230	43.2	42	74	63
Express Bus to E. Ontario Metrolink	125	46.4	47	83	71
Express Bus to Jurupa/Etiwanda Avenue	125	49.4	50	88	75
Express Bus to Montclair Metrolink	658	52.4	51	90	64
Express Bus to S. Fontana TC	120	40.0	46	81	58
Express Bus to Colton Arrowhead MC	80	46.0	44	77	55
Express Bus to Pomona Metrolink (Downtown)	30	56.6	57	100	86
Express Bus to N. Corona Metrolink	242	56.1	55	97	69
Express Bus to Moreno Valley Mall	190	55.5	52	91	78
Express Bus to El Monte Bus Station	877	72.6	69	121	104

Market Size Estimate is derived from the mode split estimates developed in Figure 5-2 Summary of Demand Estimates, by employment destination

SOV Travel Time is measured in minutes at free flow conditions

SOV with Traffic is measured in minutes at typical congestion conditions (35 mph speed)

Mode Travel Time (in minutes) assumes a time penalty factor between 1.25 to 1.50 for added circulation and distribution at destination

All express bus services listed above assume departure from the Victor Valley Transportation Center (170 spaces) and stops at the Bear Valley Road/I-5 Park & Ride (230 spaces), and the Joshua Street/Highway 395 Park and Ride (150 spaces).

As much as possible, express bus routes would connect with regional transit services and infrastructure and to provide circulation and distribution to employment sites. More bus circulation and distribution is assumed at industrial/warehousing areas (i.e. East Ontario) where jobs are more dispersed, and less distribution is assumed at downtown employment centers (i.e. San Bernardino) where jobs are more concentrated.

The major challenge for any express bus service from the Victor Valley is that it would collect passengers from dispersed residential locations and distribute them to dispersed employment locations. It is a many-to-many model that appears better suited for vanpools and carpools than for bus-pools. Around the nation, numerous commuter express routes transport employees from low density suburbs to focused employment centers. Often, but not always, this is a central business district. For example, commuter express bus services at Microsoft's Redmond headquarters collects riders from dispersed residential locations but transports them to a highly concentrated employment location. One key to the service's success is the provision of services that are simple to understand, reliable, and compete time-wise with private autos.

Any viable express services from the Victor Valley would likely have to replicate this model and look for destination areas where employment sites are relatively clustered generating a medium-to-high level of employment density (jobs per acre) that can be accessible by a short walk or by a short bus route deviation (no more than 10 minutes) to provide adequate passenger distribution.

Carpool & Vanpool Ridesharing Service

A low cost strategy for the I-15 corridor is to augment current ridesharing matching and promotion programs at SANBAG. In particular, the data shows that a large group of commuters utilize carpool and vanpools to get to work, and it suggests that a much larger group of solo drivers and/or infrequent carpoolers could switch to more frequent carpool and vanpools. As it has been observed previously, vanpools' attractiveness as a travel mode increases with distance, congestion, and perceived savings in travel time and costs. The options considered include:

- 1. Launch (or re-launch) an aggressive ridesharing program that encourages major employers (i.e. 50 employees or more) to subsidize vanpools and transit usage.** Local rideshare agencies already promote the modest benefits that accrue to employers that participate in vanpool subsidy programs – lower parking costs, improved employee recruitment, and some modest tax breaks. Given the lack of incentives for local employers to support alternates to single occupant vehicles, it has proven difficult for the county to gain significant financial participation by local employers. Historically and even more so currently, employers in the Inland Empire are in non-competitive environment to recruit or retain employees. Over-developed auto capacity, plentiful free parking, and lack of adequate transit alternatives coupled with the over-populated market for employees leaves most employers little encouragement or motivation to build more aggressive commute alternative programs directed to employees.
- 2. Launch a parallel program, directed towards potential riders, that encourages individuals to join carpools and vanpools through marketing on the home end of the trip.** Current technology developments allow the promotion of casual ridesharing through web-based and cellular phone-based social interaction networks. These are enabled by the rapid spread of smart phones, new software applications, and reduced costs and administrative burden of hosting and updating ridesharing databases. The most encouraging applications for this appear to be in the area of casual vanpooling. For insurance and credit reasons casual vanpooling would most likely be limited to people who first became part of a

larger “pool” of potential riders, all pre-qualified. But this could comprise a considerable field of possibility given the emphasis is on filling unused vanpool seats on I-15.

3. **Provide an on-going monthly subsidy for all vanpool participants.** This could be modeled on the Orange County/Los Angeles County programs that provide incentives to vanpool vehicles or to individuals participating in the program. While vanpool programs and subsidies can be expensive, they may still entail less cost than providing express bus services. This is illustrated in the financial analyses presented later in this report. An on-going vanpool subsidy also makes the program eligible to claim Federal Transit Administration Section 5307 funds. However, another consideration is that a publically funded vanpool program must make provisions to accommodate people of disability. Current operating experience in the LA Basin suggests this is not a huge cost or operational issue, but is an element of service that must be planned for and accommodated as needed.
4. **Provide a full monthly pass subsidy for transit.** Although, other than a Metrolink pass, this is unlikely to draw much interest simply because current transit service does so little to accommodate trips from Victor Valley to employment sites.

Telecommute & Satellite Business Center Program

Telecommuting programs have the potential to completely eliminate some commute trips, providing savings to the individual and community. Two different strategies merit consideration.

1. Promote flexible schedules and telecommute from home. Develop a program that encourages or requires employers to provide a technology subsidy for purchasing a home computer, or a monthly broadband internet connection.
2. Launch a Satellite Business Center program where Victor Valley commuters can go and work remotely. The business center could provide private office space and access to phone, internet, faxing, printing, copying, teleconferencing, and video conferencing resources. Satellite business centers are often located in central locations where connections to express bus, carpool, and vanpool are available. It should be noted that this is likely a quickly fading concept based on the now, nearly universal, availability of high speed internet. Fifteen years ago when this concept was first advanced and then tested, few home offices had the necessary connectivity to make it practical for someone to work from home. Advancement in high speed internet infrastructure and network connectivity software have rendered this a non-issue.

Further demonstrating this change, there was a remote office facility available in the Victor Valley in the 90's. It was established and operated with public funds, free of charge to users. It closed due to lack of utilization.

Screening of Alternatives

A set of screening criteria were employed for analyzing the transit service alternatives. Because they are central to the project recommendations, a detailed description of the methodology employed has been provided. Those who are more interested in the analysis conclusions should skip to Figure 6-2. To get to the screened alternatives the following criteria were employed:

Filter 1 – Competitive Travel Time with Solo Driving: For each transit service alternative identified, the distance from the Victor Valley Transportation Center to its final destination was measured in miles and time.

- Transit mode travel time was measured in minutes assuming a time penalty factor between 1.25 to 1.50 for added circulation and distribution at the final destination.
- A measure of SOV driving in typical traffic congestion conditions (35 mph speed) was also developed.
- Alternatives were then filtered by comparing Mode Travel Time versus SOV with Traffic travel times. Whenever the Mode Travel Time was less than SOV with Traffic that alternative got a “YES” or a passing mark.

Filter 2 – Commute Profile and Commuter Support: A set of two scores was developed to measure commute characteristics and commuter profiles, and stated preferences and/or support for alternative commute programs and services from the household survey results sorted by employment destination (see Figure 5-1). These two scores were utilized as a proxy to filter transit service alternatives for their commute profile conditions and for their support of transit service alternatives. Whenever a transit service alternative served a market that had a medium or better score on both measures (33% or 66% percentile approval) that alternative was given a “YES” or passing mark.

Filter 3 – Market Need and Estimated Daily Demand: The final screening criteria measured the market viability and potential demand for each remaining transit service alternative. The following method was utilized to establish a viable market demand:

- Definition of a Minimum Service Level. For transit services to be effective a minimum of 3 trips in the AM and 3 trips in the PM are required to provide adequate span of service during peak periods. For example, 1 trip every 30 minutes for markets where departure times are highly clustered (i.e. 5:00-6:00am) and 1 trip every hour for those that are less clustered (i.e. 6:00-8:00am).
- Daily Demand Estimate. To estimate seat utilization a daily demand estimate was developed based on the Market Size Estimate in Figure 5-2. Daily Demand Estimates were established by calculating an average use of 3 times per week roundtrip for every commuter in the market.
- Transit Coverage Factor. A factor of one-third (or 0.35) was established, based on previous demand projection experience and survey overstatement of actual mode split, to account for the limited coverage of express bus services when distributing to the final destination of employment and the likely transfer penalty for those ending their trip on a different mode.
- Definition of a Service Utilization Threshold. A minimum service utilization threshold of 60% of seats occupied was established to ensure adequate performance and demand viability for each transit service alternative. A passing mark or a “YES” was given to transit service alternatives that met or surpassed the 60% seat utilization threshold.

Figure 6-2 summarizes the results of this first screening. It suggests that between 13 and about 370 daily passengers would utilize individual alternative services.

Figure 6-2 Commuter Rail and Express Bus Alternatives Screening

	Filter 1 Travel Time	Filter 2 Commute Profile & Commuter Support	Filter 3 Estimated Daily Demand	Daily Passenger Demand	Daily Seat Utilization
Commute Program					
Commuter Rail					
Rail Service to San Bernardino (Metrolink)	NO			217	27%
Rail Service to Riverside (Downtown Metrolink)	NO			331	41%
Rail Service to Redlands	NO			293	37%
Express Bus					
Express Bus to San Bernardino Transit Mall	YES	NO		152	51%
Express Bus to Riverside Downtown Terminal	YES	YES	YES	231	77%
Express Bus to Loma Linda VA Hospital	YES	YES	NO	179	60%
Express Bus to Redlands TC (Mall)	YES	YES	YES	205	68%
Express Bus to R. Cucamonga Metrolink	YES	NO		88	29%
Express Bus to Ontario Mills	YES	NO		96	32%
Express Bus to E. Ontario Metrolink	YES	NO		53	18%
Express Bus to Jurupa/Etiwanda Avenue	YES	NO		53	18%
Express Bus to Montclair Metrolink	YES	YES	YES	276	92%
Express Bus to S. Fontana TC	YES	NO		50	17%
Express Bus to Colton Arrowhead MC	YES	NO		33	11%
Express Bus to Pomona Metrolink (Downtown)	YES	NO		13	4%
Express Bus to N. Corona Metrolink	YES	YES	NO	154	51%
Express Bus to Moreno Valley Mall	YES	YES	NO	80	27%
Express Bus to El Monte Bus Station	YES	NO		368	123%

This analysis suggests that three express bus services met the screening criteria and show potential for successful performance. These services are:

- 1. Downtown San Bernardino/Riverside:** Victor Valley to downtown Riverside, stopping at the San Bernardino Transit Mall, Riverside Downtown Terminal and the Riverside Metrolink Station, with distribution via Omnitrans buses, Riverside Transit buses and University of California Riverside shuttles
- 2. Loma Linda/Redlands:** Victor Valley to Redlands Transit Center with stops at the San Bernardino Transit Mall, the VA Hospital and Loma Linda University and distribution to Redlands University and locations outside downtown via Omnitrans buses
- 3. Montclair Metrolink Station:** Victor Valley to Montclair Metrolink Station and Transit Center, direct service with no intermediate stops. Distribution is provided by Omnitrans buses and with connections to Foothill Silver Streak service

Identification of Alternative Strategies

Three alternative strategic approaches were selected for further analysis. Each emphasizes a different approach towards satisfying the long-distance commute needs of Victor Valley residents. They are intended to be progressive, where the area could move from the first to second, and

then on to the third, as resources and demand allow. With some modification, each package of services could also be implemented separately.

- **Strategy 1** continues and expands current transportation initiatives. It includes support for carpooling, vanpool matching, Transportation Demand Management activities, and expansion of park and ride capacity.
- **Strategy 2** would include each of the strategies identified above and supplements these with three regional express routes linking the Victor Valley with San Bernardino, Riverside, Redlands, and the Montclair Metrolink Station. If implemented independently from Strategy 1, additional park and ride capacity would need to be added.
- **Strategy 3** would provide more frequent service on the routes identified within Strategy 2, and add several new destinations. It also expands the amount of park and ride capacity within the system.

Each alternative is described more fully in Figure 6-3. These are intended to be conceptual alternatives that provide general descriptions of approaches that would address the transportation needs of Victor Valley residents. Each would need further refinement.

Figure 6-3 Commuter Service Alternatives

Initiative		Activity
1	Rideshare Matching Vanpool Matching	Maintain current program Maintain current program. Institute aggressive program that encourages employers to subsidize vanpool/transit usage. As the technology becomes available, support and promote casual vanpooling. Provide a \$50 monthly subsidy for all vanpool participants.
	Vanpool Subsidy TDM Activities Park and Ride Expansion	Maintain and expand current program Expand current Victorville and Hesperia Park and Ride lots, adding 500 additional stalls. This will be done by adding service parking at the Hesperia lot and leased space at the Victorville lot.
2	Worker Driver (WD) Program	To reduce costs, utilize 30 passenger vehicles along with part time operators. Design flex routes that combine 1-3 fixed stops with variable drop-off locations within a defined destination zone.
	Express Small Bus	Victorville to Downtown Riverside – 3 trips morning and evening with an intermediate stop at the San Bernardino Transit Center. Victorville to the Redlands Transit Center – 3 trips morning and evening with intermediate stops in San Bernardino and Loma Linda. Victorville to the Montclair Metrolink Station and Transit Center – 3 trips morning and evening with no stops. If done independently of Strategy 1, expand the current Victorville and Hesperia Park and Ride lots, adding 500 additional stalls.
3	Park and Ride Expansion	
	Express Bus	Expanded Operations – Operate the San Bernardino, Riverside and Redlands routes described in Strategy 3 as large-scale express routes, operating on a 30-minute headway. This would provide allow 6 morning and 6 evening trips. Victorville to the Corona Metrolink Station – 3 trips morning and evening

Initiative		Activity
	Express Small Bus (WD Routes)	with an intermediate stop at Ontario Mills Shopping Center. Victorville to the Ontario Mills Shopping Center – 3 trips morning and evening.
	Park and Ride Expansion	If done in conjunction with Strategy 1, the continued expansion of the commute travel market will necessitate a second expansion, again 500 stalls. If done independently of the vanpool improvements identified in Strategy 1, expand the current Victorville and Hesperia Park and Ride lots, adding 500 additional stalls.

These alternatives include several new approaches to satisfying long-distance commute travel demands, including:

- 1. Casual Vanpooling** – Traditionally, vanpools have been limited to a regular rider base that sign up in advance, ride almost every day, and pay a monthly fee. This would expand vanpool options to individuals who only ride occasionally. They would reserve space on a van only for the days they intend to ride. Special computer software would search for vans, matching the origin-destination and travel time request to determine whether a seat is available. This concept would require some support staff, new computer software, and the active support of the vanpool providers.
- 2. Pass Subsidies** – As illustrated in the cost-benefit analysis later in this report, vanpools tend to be the most cost-effective public transportation alternatives. Reducing the customer's cost of vanpooling, as a form of incentive, is a way of cost-effectively encouraging alternate modes. A pass subsidy program would extend the new user subsidy program already in place, making the public subsidy permanent. It could be enacted countywide or conducted as a demonstration project limited to the Victor Valley area.
- 3. Employer Matching Program** – An intriguing variation on or addition to the pass subsidy concept is an employer matching program, designed to encourage local employers to subsidize vanpool usage. As a means of encouraging vanpool subsidies, SANBAG would match any employer subsidy up to a limit. For example, if an employer provides a \$25 subsidy, SANBAG would match that amount. This may be a strategy for enhancing existing partnerships while expanding the vanpool program's reach.
- 4. Employer Outreach** – While SANBAG already has an extensive program of employer outreach, the addition of casual vanpooling and pass subsidy programs would place new burdens on this effort. Accordingly, we suggest additional staffing will be needed to keep up with demand.
- 5. Worker-Driver Buses** – Worker driver routes are a strategy for reducing the cost of long-distance commuter services. Much of the cost of these services is typically associated with deadheading buses over long distances. Because commute traffic is often highly directional, in traditional express services a bus may transport a full load of passengers to their worksite. Then, for the sole reason of getting the operator back to the garage, the bus deadheads back. A few hours later, the bus repeats its deadhead, returning to the employment site where customers are now waiting to return home. It is inefficient and drives up the costs of express services.

Worker-driver services attempt to reduce these costs by using part-time operators who have regular jobs at the destination end of the routes. In this case, the worker-driver operator would pick a bus up at the VVTA maintenance facility, deadhead to the route's starting location, operate the service route and then park at the final destination, leaving the bus

parked for the day. Kitsap Transit, in Washington State, operates an extensive worker-driver program to the Bremerton Naval Shipyard and may provide a good resource about how such programs operate. The Mayo Clinic in Rochester, MN, also hosts an extensive worker driver program.

- 6. Flex Express Routes** – Deviated fixed route services are common service design strategies for local transit services. This design adaptation is far less common to commuter express services but may be a way to overcome the ‘many to many’ travel demand pattern. Under a flex express system, major destinations would be noted on schedules and always served by the transit route. Other locations would be served on demand. In the morning, a customer would simply ask the operator to deviate to the ‘off route’ stop. In the afternoon, he/she would need to call in or place a request in an on-line queue, asking for the deviated service on a particular trip.

These concepts are offered as a way of starting a conversation about which non-traditional public transportation options may be appropriate for the Victor Valley.

Consideration of Commuter Rail Service

Recognizing that commuter rail service has significant appeal to Victor Valley residents, the project team performed a conceptual review of the likely costs and patronage associated with commuter rail service linking Victorville with San Bernardino.

This service may entail significant capital costs. Assuming that a one-way trip via commuter rail would take about 74 minutes, a minimum of two complete train sets would be required. If purchased new, the locomotives would cost about \$4.5 million each, with an additional \$1.3 million for each rail car. Together, two train sets consisting of an engine and two cars each would cost about \$14.2 million. In addition, the operating authority would need to secure operating rights from the rail owner, which would likely entail additional costs.

Commuter rail operating costs are typically measured in terms of the cost of operating a single rail car for one hour. During 2007, the four commuter rail services operating in California experienced an average cost of \$507.58 per rail car hour. Accordingly, a two car train operating from Victorville to San Bernardino, a trip that Amtrak schedules to take 74 minutes, would entail about \$1,250 daily operating cost. If 100 people rode, the operating cost per rider would be about \$12.50.

A final consideration about commuter rail is the travel time. Chapter 6, page 1 contains an extensive discussion on potential commuter options and travel time. It was determined that the market size, time competitiveness, cost of service, and implementation issues associated with commuter rail operations make it an unlikely alternative to be advanced as a viable short term, less than 10 years, alternative. This does not mean that commuter rail is infeasible. It should be studied carefully to further understand some of the issues involved and try to reach some resolution to those. If the resulting service appears cost-effective, it should be pursued further. If after all the analysis is completed the Mountain/Desert Committee, the Commuter Rail and Transit Committee, the BANBAG Board and the local jurisdictions may desire to undertake a funding analysis to determine if funding the service or re-allocating Measure I funds is feasible. At best, these details would take time to consider and resolve.

Cost Benefit Analysis

Demand Estimates

Each component of the three service alternatives outlined above was evaluated to determine likely patronage that would result from its implementation. Figure 6-4 summarizes the conclusions of that analysis.

Figure 6-4 Patronage Impacts of Alternatives

Initiative	Total Market	Existing Patronage	Added Market from Initiative
Strategy 1 Alternatives			
Expanded Vanpool Matching	6,226 ¹	3,190	3,036
Vanpool Subsidy			
Strategy 2 Alternatives			
Victorville to Riverside WD Express	551	0	150 ²
Victorville to Redlands WD Express	489	0	150 ²
Victorville to Montclair WD Express	658	0	150 ²
Strategy 3 Alternatives			
Victorville to Riverside Full Express	551	150	166
Victorville to Redlands Full Express	489	150	147
Victorville to Montclair Full Express	658	150	198
Victorville to Corona Metrolink WD Express	367	0	154
Victorville to Ontario Mill Center WD Express	230	0	96

Notes:

Expansion of park and ride capacity, while not listed separately, would be an essential component of most individual strategies.

As express buses are implemented, there will likely be some movement away from vanpools and rideshare options. These have not been estimated.

Total demand based upon the estimates contained in Figure 5-2 Summary of Demand Estimates.

1. Vanpool market estimates have been doubled in this table to account for total daily trip making, where one morning and one evening trip is assumed. This is done to allow comparison with estimates of transit patronage.

2. Ridership estimates have been limited to match the potential capacity of the service, estimated at 80% of daily seats provided.

Strategy Cost Estimates

Figure 6-5 summarizes the likely operating costs associated with the fixed route services that were outlined in each of the strategies. The last column on the form, titled 'Cost Above Strategy 2' is the amount of additional cost above Strategy 2 that would be needed to implement the Strategy 3 service levels (more frequent service combined with the routes' operation as traditional express, not worker driver route).

Figure 6-5 Operating Costs of Transit Alternatives

	One-Way Travel Time	Daily Trips	Daily Revenue Hours	Non- Revenue Service	Daily Service Hours	Annual Service Hours	Annual Cost	Cost Above Strategy 2
Worker Driver Routes								
Riverside Downtown Terminal	1.03	6	6.20	0.93	7.13	1,818	\$ 108,875	
Redlands TC (Mall)	1.00	6	6.00	0.90	6.90	1,760	\$ 105,363	
Montclair Metrolink	1.07	6	6.40	0.96	7.36	1,877	\$ 112,387	
Corona	1.15	6	6.90	1.04	7.94	2,023	\$ 121,167	
Ontario Mills	1.05	6	6.30	0.95	7.25	1,847	\$ 110,631	
Full Express Routes								
San Bernardino Transit Mall	0.82	12	9.80	7.84	17.64	4,498	\$ 269,363	\$ 160,488
Riverside Downtown Terminal	1.03	12	12.40	9.92	22.32	5,692	\$ 340,826	\$ 235,463
Redlands TC (Mall)	1.00	12	12.00	9.60	21.60	5,508	\$ 329,832	\$ 217,445

A number of assumptions were employed in developing the transit operating cost estimates. They include:

1. Travel times are based upon drive time estimates contained in Google Maps.
2. Worker driver routes assume that services will be operated by individuals working at or near the destination location, as described earlier. This analysis assumes that non-revenue hours will comprise 15% of daily revenue hours.
3. Non-revenue hours (time buses are not in revenue service, primarily going to and from the garage) will be 80% of daily revenue hours (the time buses are in passenger service) on traditional express services.
4. All express services will operate on weekdays only.
5. Operating costs will total \$59.88 per total service hour, VVTA's average operating cost per service hour in 2007 (NTD number), for all express services. Service hours include both revenue and non-revenue hours.

Strategy 1 includes one additional SANBAG employee to solicit employer subsidies for the vanpool program and to support casual vanpooling. While both initiatives would support multi-modal transportation efforts countywide, they would significantly benefit the Victor Valley efforts and are accordingly included in these estimates. We estimate that the salary, benefits, and associated administrative costs of this position would be approximately \$100,000 per year.

Strategy 1 also includes a \$50 per month subsidy for vanpools. This could be done as a match to participating employers and/or as a direct subsidy to individuals. While such a program may need to be implemented countywide, the maximum cost associated with Victor Valley is illustrated below.

Total Victor Valley Vanpool Market (See Figure 5-2)	3,113
Monthly Subsidy	\$50
Annual Program Cost (Maximum for Identified Market)	\$1,867,100

Capital Cost Estimates

1. Vehicle Requirements – Given the limited demand on some corridors, it may be possible to reduce some capital costs by utilizing a smaller capacity vehicle. In doing this, SANBAG will need to trade off the capacity, service reliability, and relative comfort of a larger vehicle against the cost savings associated with a smaller vehicle. Similarly, while used buses would entail short-term savings, they would not have the life expectancy of a new bus. Taking these factors into consideration, buses of differing capacity, road worthiness, and life expectancy could be purchased for between \$75,000 and \$550,000. This analysis assumes that SANBAG will employ standard transit 30 or 35 foot vehicles with a 30-person capacity. We estimate the cost to be about \$375,000 per bus.

- Strategy 1 Costs – \$0
- Strategy 2 Costs – (9 needed for service plus 2 spares) - \$4,125,000
- Strategy 3 Costs above those identified in Strategy 2 – (15 plus 2 spares) - \$6,373,000
- Thus, full implementation of Strategy 3 would cost about \$10.5 million.

2. Anticipated capital facilities – The other major capital cost that any commuter program will need to consider is expanded park and ride facilities. Occasionally, transit agencies are willing and able to grade and sign excess right of way, calling it a park and ride facility with almost no cash outlay. At the other extreme, new structured park and ride capacity can easily cost \$35,000 per stall. Without performing a full scale market analysis, there is no way to determine where Victor Valley will fall on this continuum.

For bus operations, long-term operational efficiencies will be served if existing park and ride facilities are expanded rather than constructing new facilities at other locations. No matter how convenient, there is always a cost associated with deviating services into the facility and waiting while passengers board. These costs can quickly dwarf the capital costs associated with adding onto an existing lot. (These considerations do not apply as strongly to vanpool and rideshare services.)

This analysis assumes that additional park and ride capacity can be developed for about \$10,000 per stall. That may be accomplished by the purchase and development of parcels adjacent to one of the three existing lots in Victor Valley or by securing a long-term lease. (The lease cost would work out to about \$42 per stall per month.)

3. Equipment and amenities – Strategy 1 includes development and promotion of casual vanpooling. While software to facilitate this approach is still being developed, and no pricing has yet been announced, we estimate it will cost roughly \$200,000.

Figure 6-6 summarizes project capital costs by strategy.

Figure 6-6 Capital Costs of Strategies

	Strategy 1	Strategy 2	Strategy 3
Buses		\$ 4,125,000	\$ 6,373,000
Vehicle Life (Years)		15	15
Cost per Year		\$ 275,000	\$ 424,867
Park-and-Ride Expansion	\$ 5,000,000		\$ 5,000,000
Projected Facility Life (Years)	20		20
Cost per Year	\$ 250,000		\$ 250,000
Casual Vanpooling Software	\$ 200,000		
Projected Life of Software	\$ 6		
Cost per Year	\$ 33,333		
Total Projected Capital Costs	\$ 283,333	\$ 275,000	\$ 674,867
Cumulative Annual Costs (All Phases)	\$ 283,333	\$ 558,333	\$ 1,233,200

Figure 6-7 summarizes the estimated annual cost per additional one-way trip provided under each strategy. It suggests that the vanpool measures contained within Strategy 1 would likely be the most cost-effective strategies. Because of their lower cost structure, the express small bus measures identified in Strategy 2 would cost more, but less than the more traditional service identified in strategy 3. Traditional express services appear to be the most expensive of the options fully analyzed. A commuter rail operation could cost \$3,000 to \$6,000 per passenger per year.

Figure 6-7 Cost per Rider

	Strategy 1	Strategy 2	Strategy 3
Express Bus Services		\$ 300,284	\$ 871,534
Employer Outreach Coordinator	\$ 100,000		
Vanpool Subsidy	\$ 1,867,100		
Capital Costs	\$ 283,333	\$ 275,000	\$ 674,867
Total Annual Costs (Single Strategy)	\$ 2,250,433	\$ 575,284	\$ 1,546,401
Total Annual Costs (All Strategies)	\$ 2,250,433	\$ 2,825,717	\$ 4,372,118
Patronage (One-Way Trips)			
Vanpools	3,036		
Express Bus Services		450	761
Annual Cost per New One-Way Trip	\$ 741.25	\$ 1,278.41	\$ 2,032.06

Chapter 7. Alternative Testing and Public Involvement

The Victor Valley region is large, with commuters spread out across a sizeable area. Many workers are long distance commuters who spend considerable travel time in the car, leaving limited hours for other activities during the work week. Given that commuters are not well concentrated and likely have little availability for in-person public participation in a planning process, the study team felt that more traditional community forums would suffer very low rates of participation. Because the cost to coordinate and administer such efforts is high, regardless of attendance, the public involvement effort for this project focused on a potentially more effective web-based approach to reach more people at times and places that are convenient for them.

Accordingly, the public outreach effort for the project utilized dissemination of a fact sheet that contained project information and website addresses, a simple web page, Survey Monkey, and, a simple on-line discussion forum. These forms of public outreach were used to test the concepts present in the strategies described in the previous chapter. The content of the public involvement plan can be found in Chapter 3 of in Appendix C Technical Memorandum #3.

The public outreach effort was launched in early October and continued past mid-November. Example materials and the results of the Survey Monkey on-line survey are summarized below.

Outreach Materials

On the following pages are the front and back of a flyer that was produced and distributed in a number of locations requested by daily commuters. The flyer was also distributed electronically to a large number of employers in the San Bernardino Valley who were subsequently asked to distribute it to employees who reside in Victor Valley. The flyer was supplemented by a press release that was placed into general circulation in the Victor Valley area. The main purpose behind these resources was to draw attention to the website and the survey that accompanied the website.



Victor Valley Commuter?

San Bernardino Associated Governments (SANBAG) is exploring commute improvement ideas for Victor Valley residents who work 'down the hill' in San Bernardino, Riverside, Los Angeles, Orange, or San Diego Counties.

About one-half of all workers in the Victor Valley area work at employment sites at least 40 miles away—with many people traveling more than 100 miles each way. Many people with this commute drive their cars through congestion on the I-15 corridor and Cajon Pass. For commuters, this often means spending a big portion of your day driving and away from your family and home, affecting your quality of life and the strength of Victor Valley communities.

If you are commuting outside the Victor Valley, traveling long distances for work, and wish there were other options for your daily commute, **we want to hear from you!**



We need your input!

The information you provide will help us determine which strategies are best for future commute options for Victor Valley residents. The project team has created a website where you can get information about the study, provide your comment and thoughts, and evaluate our programs by completing an online survey. Please visit:

www.VictorValleyCommute.com

This website also contains a chat room where you can share your thoughts with the project team and others interested in the project.

www.VictorValleyCommute.com



About the Victor Valley Long Distance Commute Needs Assessment Project



This project is being sponsored by San Bernardino Associated Governments (SANBAG) and has been guided by a steering committee consisting of the four member cities in the Victor Valley (Victorville, Adelanto, Hesperia and Apple Valley), as well as representatives from the Victor Valley Transit Authority (VVTA) and San Bernardino County. The team has put together a list of potential programs to improve your commute. These programs are based on current commute conditions and locations of employment. It is important that these ideas be evaluated by the people most affected so good alternatives are considered for the Victor Valley community.

Alternative Commute Options in the Victor Valley

Three approaches have been selected for analysis. Each emphasizes a different approach toward satisfying the long-distance commute needs of Victor Valley residents. They are intended to be progressive, where the county could move from the first to second, and then on to the third, as resources and demand allow. With some modification, each package could also be implemented separately.

- **Strategy 1** continues and expands current transportation initiatives. It includes support for carpooling, vanpool matching, Transportation Demand Management activities, and expansion of park-and-ride capacity.
- **Strategy 2** would include each of the strategies identified above and supplements these with three regional express bus routes linking the Victor Valley with San Bernardino, Riverside, Redlands, and the Montclair Metrolink Station. If implemented independently from Strategy 1, additional park-and-ride capacity would need to be added.

- **Strategy 3** would provide more frequent service on the routes identified within Strategy 2, and add several new destinations. It also expands the amount of park-and-ride capacity within the system.
- Each alternative is described more fully on the project website www.VictorValleyCommute.com. These are intended to be conceptual alternatives that provide general descriptions of approaches that would address the transportation needs of Victor Valley residents. Each would need further refinement.

If you have additional questions or would like more information about our study, please contact a project representative: tpayne@nelsonnygaard.com or plutey@nelsonnygaard.com.

Survey Monkey Results

The project website, which contained the proposed , was backed up by an internet survey utilizing Survey Monkey as the primary vehicle for the public to communicate their preferences about the strategies. The survey was open between October and November 2009. It asked many of the same questions that were included in the household telephone survey, which allows comparison of the results. While the internet survey should not be considered a statistically valid sampling of public attitudes, it does supplement the project team's understanding of how people respond to some of the proposed strategies with fairly clear preferences displayed about which would most likely to be effective. The survey generated nearly 400 responses which are detail below.

Comparability with the Household Survey: As illustrated in Figure 7-1 and Figure 7-2, the demographic characteristics of respondents from both surveys are very closely aligned with each other, and commute patterns are consistent with the 2000 census.

Figure 7-1 Commute Destinations Outside Victor Valley

	Household Telephone Survey	Internet Survey	2000 Census
San Bernardino County	60%	63%	65%
Riverside County	10%	8%	8%
Los Angeles County	23%	21%	21%
Orange County/ Other	7%	8%	6%

Figure 7-2 Age of Respondents

	Household Telephone Survey	Internet Survey
16-25		4%
25-35	20%	26%
35-55	50%	52%
55-65	20%	18%

Survey responses were not as consistent when people described how they currently get to work. Both surveys asked respondents what transportation modes they employ for commuting during a typical week. However, the household survey did not clarify when people use multiple modes to reach work, leaving to the individual to interpret the question. It is, therefore, understandable that there are some differences between the results. The internet survey was designed specifically to avoid this issue experienced earlier in the project. Figure 7-3 summarizes those results. Because

people were allowed to list more than one commute mode, in both instances the result totals more than 100%.

Figure 7-3 Commute Modes Listed

	Household Telephone Survey	On Line Survey
Drive Alone	76%	82%
Carpool With Friend or Family	11%	18%
Carpool With Coworker	21%	20%
Vanpool	4%	11%
Bus	5%	5%
Metrolink	0%	9%
Other	2%	0%
Telecommute	0%	3%

Still, both surveys suggest that driving alone and carpooling account for the overwhelming majority of commute trips out of the Victor Valley.

It is important to note that 48% of internet survey respondents who commute to San Bernardino County destinations located outside Victor Valley said they commute to San Bernardino, compared with 25% from the telephone survey. The results of the telephone survey are very consistent with the 2000 Census, which found that 24% of in-county trips are to San Bernardino. In short, the on-line survey results tend to be weighted towards people commuting to San Bernardino and under-represents people traveling to Rancho Cucamonga and Ontario. This should be considered when reviewing the results of the Survey Monkey data collection.

Impacts of Commute Length on Mode Choice: Mode choice decisions were compared to commute destinations to determine whether commute length impacts mode choice. Figure 7-4 summarizes the results.

Figure 7-4 Mode Choice by County

From Victor Valley to:	Drive alone	Ride motorcycle	Carpool with friend or family member	Carpool with coworker	Vanpool with coworkers	Vanpool with unrelated group of people	Bus (VFTA, Omnitrans, Metro, other)	Commuter Rail (Metrolink)	Other (bicycle, walk)	Tele-commute/work from home
San Bernardino County	56%	1%	12%	16%	7%	1%	3%	2%	0%	2%
Riverside County	65%	3%	16%	11%	5%	0%	0%	0%	0%	0%
Los Angeles County	47%	4%	11%	9%	1%	3%	7%	14%	0%	3%
Other	68%	0%	11%	5%	3%	3%	0%	11%	0%	0%

Clearly, as people travel longer distances, especially to destinations in Los Angeles County, a significant percentage ride public transportation, either bus or commuter rail. While not surprising, this relationship does suggest there may be a market for transportation options to Riverside and San Bernardino destinations to connect with these regional services.

Review of Transit Alternatives: The on-line survey asked respondents to assign a score between 1 and 5 (1 being the least likely to influence their mode choice decision and 5 the most likely) to a range of transportation options. In every case respondents were divided about the likely impacts of the proposed strategy. Figure 7-5 summarizes the strategies and the scores each received. Overall, respondents preferred rideshare and vanpool approaches to express bus options.

Figure 7-5 Respondent Preferences

County	San Bernardino Co.	Los Angeles Co.	Riverside Co.	Orange Co.	Other	Total Average
Emergency Ride Home program	3.8	3.6	3.5	3.5	3.8	3.7
Tele-commute /work from home one or two times a week	3.7	3.3	3.4	4.0	3.1	3.5
\$4 daily, for not driving alone	3.6	2.8	3.0	2.8	3.6	3.3
Flexible carpool/vanpool arrangement	3.3	2.9	2.8	3.4	3.7	3.2
Vanpool monthly member subsidy, \$100	3.1	3.1	2.8	3.9	3.3	3.1
Increased Park and Ride Parking	3.2	2.7	3.1	2.4	3.2	3
Vanpool monthly member subsidy, \$50	3.0	2.8	3.1	3.4	3.1	3.0
Ability to change your start and end work schedules	3.1	2.8	2.9	2.4	2.9	3.0
Transit pass subsidy, \$100	2.9	3.0	2.9	2.9	3.2	2.9
Transit pass subsidy, \$50	2.7	2.7	2.6	2.7	3.6	2.7
Preferred parking for vanpool/carpool at your site of employment	2.8	2.3	2.4	2.5	3.8	2.7
\$2 daily, for not driving alone	2.8	2.2	2.5	2.3	3.0	2.6
Express bus connection with Metrolink service (in San Bernardino) going to Los Angeles or Montclair	2.6	2.3	1.5	2.4	3.3	2.5
Express bus (Downtown San Bernardino)	2.6	2.1	1.9	2.6	2.9	2.4
There was a charge, \$150 per month, for parking at your site of employment	2.2	2.4	3.1	3.0	2.6	2.4
There was a charge, \$100 per month, for parking at your site of employment	2.2	2.3	3.0	3.0	2.9	2.3
Express bus (other employment centers in the San Bernardino Valley)	2.2	1.9	1.7	1.7	2.3	2.1
Express bus connection with Metrolink service in San Bernardino, Riverside or Corona going to Orange County	2.1	1.9	1.7	2.0	2.6	2.1
Express bus to industrial, warehousing and distribution centers in Ontario, Mira Loma, and other locations	2.1	2.2	1.9	1.4	2.8	2.1
Express bus (Downtown Riverside)	1.9	1.6	1.7	1.8	2.5	1.9

Respondents also made a large number of comments, suggesting alternative service strategies or elaborating on strategies that were included in the list. Most fell into distinct categories.

- Extending commuter rail service to Victor Valley was the most frequently mentioned service improvement, attracting 58 comments. Virtually all suggested the extension of Metrolink service, with most suggesting the ultimate destination should be Los Angeles. All can be summarized by one comment that simply said, “This is a no brainer – The Metrolink.”
- 41 people suggested a commuter bus option. Suggested routes and schedules varied widely with service to San Bernardino, downtown Los Angeles, and Ontario most often mentioned. However, the range of suggested destinations was far from unanimous, reflecting the diversity of work destinations for Victor Valley residents.

- Vanpools were suggested in 12 comments. A few suggested specific destinations for new vanpools while others suggested subsidies for vanpool services. One individual supported them because they are less expensive to operate than buses.
- Carpooling inspired 9 comments, again expressing a wide range of suggestions and opinions. Some want to see more employer support of vanpools while others suggested changes in the way the vanpool program is administered or publicized.
- 7 people suggested road improvements, generally the construction of carpool lanes on I-15.
- Finally, 31 people made suggestions that could not be readily classified. They included suggested light rail, monorail, and bullet train services. Others suggested emergency ride home programs, flexible work schedules, and creating more jobs in the local community.
- Regardless of whether it is feasible from an engineering or financial perspective, the extension of Metrolink service to Victorville generated the most comments and interest from survey participants. Clearly, many local residents do not understand why the extension of commuter rail service has not been considered a viable alternative by regional policy makers.

Overall, respondents to the internet survey confirmed expectations that transportation demand management solutions, such as ridesharing and vanpooling hold greater attraction for people than do more traditional transit choices. All of this is based on people's perceptions and attitudes considering their current levels of satisfaction and the current context of their commutes. The survey attempted to get commuter response to changed conditions by asking what they would do in response to much higher fuel prices.

Figure 7-6 Summary of Consumer Response to Changed Economics

	If gas prices were to increase to \$5 a gallon, would you reconsider any of the commute alternatives described below? (Not at all likely=1, Very likely=5)					
County	San Bernardino Co.	Los Angeles Co.	Riverside Co.	Orange Co.	Other	Total Average
Commute more often using a rideshare or transit option	3.9	3.3	3.7	3.3	3.5	3.7
Telecommute or use a flexible work schedule	3.7	3.1	3.3	3.3	2.9	3.5
Move my home closer to my work	2.1	2.5	2.2	2.0	1.8	2.2
Try to find work closer to my current home	2.5	2.9	2.6	2.2	1.7	2.6
I would not change my commute habits	2.6	2.8	2.8	3.6	2.9	2.7

	If gas prices were to increase to \$6 a gallon, would you reconsider any of the commute alternatives described below? (Not at all likely=1, Very likely=5)					
County	San Bernardino Co.	Los Angeles Co.	Riverside Co.	Orange Co.	Other	Total Average
Commute more often using a rideshare or transit option	4.0	3.7	3.7	3.8	3.8	3.9
Telecommute or use a flexible work schedule	3.8	3.4	3.2	3.7	2.7	3.6
Move my home closer to my work	2.3	2.8	2.0	2.5	2.0	2.4
Try to find work closer to my current home	2.7	3.1	2.6	2.3	2.4	2.7
I would not change my commute habits	2.6	3.0	2.7	3.3	3.4	2.7

From Figure 7-6 one can draw the conclusion that people would definitely begin looking for alternative modes, although the difference in \$1 per gallon of fuel, from \$5 to \$6 per gallon, does not seem to make as much difference as one might surmise in their level of determination. Under any circumstance it appears the least likely change in habit is to move closer to work. It is interesting that people are nearly as likely to try to find work closer to home as they are to change nothing about their commuting habits.

Chapter 8. Recommendations

The study team noted that a considerable percentage of employed people who reside in Victor Valley make long commutes to worksites outside the “Valley.” However, even with a substantial market, there are significant obstacles to the successful operation of any potential public transportation alternate. Most significantly, long distance employment is very dispersed across the entire Los Angeles Basin. Many employers are relatively small, meaning that many Victor Valley residents likely do not work within relative proximity of their residential neighbors. A further contribution to the dispersion is that only 25 to 30% of all Victor Valley households contain a person who works outside the Valley.

As a result, the study team found that many stakeholders and survey respondents view public transportation as an impractical personal commuting option. A commonly held, but not necessarily a majority-held, perception among Victor Valley commuters is that only the extension of commuter rail service to the Victor Valley provides any real alternative to driving alone on I-15.

The cost-benefit analysis and the potential degree of commuter acceptance clearly suggests that rideshare/vanpool strategies will be the most accepted and cost-effective service option. Their relatively low cost structure compensates for the costs of a subsidy program, even if a majority of subsidy costs would reimburse existing riders. The market analysis also suggests that the pool of likely vanpool riders is larger, by about 30%, than the pool of likely transit patrons. It is also likely that potential transit users would be vanpool users if the opportunity were presented in an advantageous way.

The potential transit market is substantial, but very dispersed over the entire metropolitan region. Fixed route transit alternatives were viewed with much less enthusiasm by survey respondents and stakeholders. This does not imply that express bus services have no future in the Victor Valley. It does suggest that, if and when they are introduced, the introduction should be accomplished in measured steps. The visibility and market acceptance of regional express bus services provides clear long-term benefits, even if they are difficult to quantify. While costly, a program that combines vanpool with regional express bus services clearly has the greatest long-term ridership generation potential.

It is very important to understand that the acceptance and attitudes toward alternative commute modes are shaped based on the current context of the commute. There are few people who considered their current commute intolerable, meaning that the major factors, time investment, reliability, and cost are essentially within individual levels of acceptance. Should any one of those factors change substantially, time suddenly doubles, congestion substantially increases the standard deviation of travel time, or fuel prices skyrocket, it is suspected the perception of commute alternatives would change toward a greater degree of desire and acceptance. But until one of these externalities causes such a shift in the commute context, it is nearly impossible to predict the degree to which alternative commutes would generate greater acceptance.

The recommendations outlined in this chapter form a service introduction program consisting of six steps that could be phased over a period as long as ten years. A phase need not be introduced until a proven market is developed in previous phases, nor is it necessary to await the beginning or completion of one phase before starting the next.

Recommended Plan

The study team suggests a phased implementation of long distance commuter services that is designed to match service levels to identifiable demand at each level. While it is divided into six distinct phases, they will likely meld together, allowing service levels in different markets to be set according to demand.

Phase 1 – Enhance Park and Ride Facilities in Victor Valley

The popularity of the three Victor Valley park and ride facilities illustrates the importance of added park and ride capacity. Whether the community ultimately elects to pursue ridesharing, vanpools, express bus service, or some other approach, additional park and ride capacity will be an essential component of the strategy's success. The market analysis indicated the need to develop as many as 1,000 new park and ride spaces over the next 10 years. This expansion would also include full paving and improved lighting, signing, security and enforcement of current lots.

It is further recommended that the first attempts to increase park and ride capacity be undertaken at the current sites. For transit operations being able to concentrate on a few conveniently located sites is very important, particularly if service is initiated with just a few trips. Park and ride locations away from the major transit corridors do provide opportunities for greater ridershare opportunities and may be appropriate as smaller additions to the park and ride inventory.

It must be noted that there are current projects moving ahead to enhance park and ride capacity. These are listed below. The intent of this report is not to ignore those efforts and pretend they do not exist. Rather the intent of the report is to add greater public support and incentive to move these projects to completion. Active park and ride expansion projects include:

- **Victor Valley Transportation Center** – Expand parking capacity from 170 current spaces to 400 spaces. Construction is scheduled to begin in June of 2010. City of Victorville is the lead.
- **Bear Valley Road and Amargosa** – Expand paved parking capacity by 202 spaces. Construction award expected in February 2010. City of Victorville is project lead.
- **Joshua Street and US 395** – CMAQ funds have been awarded to expand the number of paved spaces by 200. This project has not yet been scheduled for construction. City of Hesperia is lead.

If expansion of the existing park and ride lots along I-15 is not possible, an opportunity that should be explored is a joint use arrangement with the Super Target Center at Main Street and I-15 in Hesperia. The delayed development of the balance of this shopping area may provide an opportunity to establish new park and ride spaces at lower cost and very quickly. It is also possible that the existence of the park and ride lot may convince the developers, even as new square footage is developed, that continuing joint use of the space is a positive step. In the interests of providing a full picture of current activity, this potential joint use of the Super Target is being pursued.

Other potential sites noted in the course of the study include the potential of shared or use of undeveloped space at Victor Valley College on Bear Valley Road in Victorville/Hesperia. This site has been looked at before and potentially tagged for development as a park and ride lot. Another site that was mentioned in the on-line survey was the intersection of Bear Valley Road and US-395, where there is currently a considerable amount of vacant land. Some other locations

included the City Halls of Hesperia and Victorville as well as the desire for a location in the Town of Apple Valley along SR-18.

Costs to develop park and ride spaces are directly related to the costs of real estate, the degree of lighting and how security is provided. Including real estate, a working number is \$10,000 per parking stall for a fully developed park and ride lot with good lighting and passive and active security. If real estate costs can be avoided, costs will be between \$3,000 and \$5,000 per space. If existing already paved parking and lighting can be leased, this may be the most attractive option with costs in the \$1,000 per space, or less range. It must also be pointed out that park and ride facilities are not free of operating costs. If lighting is provided there are on-going operation and maintenance costs. Cleaning and sweeping of the lot and maintaining traffic control elements also generate costs. Finally, active security, such as patrols, monitoring camera systems, and violator and abandoned car follow-up are potential on-going costs associated with operating a useable park and ride facility. Depending on the facility and the degree of security these costs may run as high as \$400 per space per year, with \$100 per space per year being more typical.

Phase 2 – Enhance Vanpool, Carpool, and Flex-commute Options

This phase can begin simultaneously with the first and will place greater emphasis on non-SOV travel by providing expanded emphasis on vanpooling and enhanced rideshare support. Subsidy programs associated with non-SOV travel were very well received by respondents to the on-line survey. It must be noted that SANBAG, as the local Transportation Demand Management organization, has done a superlative job of enrolling people in non-SOV commute modes in a very difficult and complex commute environment. The intent of this recommendation is to build on the strengths of that program. Specific measures included in this recommended phase include:

- Maintenance of the current rideshare matching program being conducted by SANBAG.
- Increased marketing of vanpool opportunities and ridesharing matching services at the residential end of the trip utilizing social marketing techniques. This particular recommendation should be approached as a pilot complete with an initial evaluation, an immediate post program evaluation, and a six month post program evaluation. In more dense urban neighborhoods utilizing the built in social/cultural structures these residential end programs have proven successful. However, there is no documented evidence of how well the program might work in a less socially connected, less dense and high mixture of disinterested neighbors (remember only about 25 to 30% of households have a household member who commutes outside the Valley) as in the Victor Valley. In King County, Washington King County Metro started up residential, or community based, demand management marketing programs in two suburban neighborhoods, Kent and Tukwila. These two communities share some commonalities with Victor Valley with the exception that they have very strong transit connections into the major urban center. This is new territory for Metro that will unfold over the next year with some evaluation of success available about a year from the date of this report.
- Emphasis on emergency ride home benefits should be included in the on-going marketing.
- Initiate an even more aggressive program to subsidize vanpool usage.
 - Provide an on-going \$50 monthly subsidy for vanpool participants with residences in Victor Valley.

- Match any employer vanpool subsidy that is offered up to the federal pre-tax maximum, currently \$140, again on an on-going basis. That is if an employer were to offer a \$20 per month subsidy, SANBAG would match it with \$20 per month in addition to the \$50 per month subsidy available to everyone. This would mean a \$90 per month subsidy for the individual in the van. This is far from a high potential participation program. Past efforts with employers have been marginally successful despite significant levels of effort by SANBAG. Even so, under the right employment market conditions and where communities are searching for ways to comply with SB 375 some employers may become amenable to engaging in such an effort.
- Establish a pilot program with willing employer(s) to create a telecommute program. This needs to be an employer with a number of employees who fit the profile of an ideal telecommute candidate and with a reasonable number of Victor Valley residents in that profile to achieve any replicable results for possible expansion of the concept to other employers.
- Depending on the number and level of subsidy provided the annual costs for this program could vary substantially from \$1.2 to \$2.5 million per year to support up to 3,000 to 3,500 new vanpool riders.

Phase 3 – Casual Vanpooling

Empty seats on existing vanpools are filled with commuter passengers with similar location and temporal (time based) objectives, but on a daily or temporary basis. A fee, or fare, is charged to each casual rider. Vanpool drivers are paid a small stipend for their services. To be effective this depends on technology to screen the customer and for the customer to locate a vehicle with seats going to their general destination at their desired time. The same technology notifies the vanpool driver to be aware of the casual customer. This technology is currently being piloted in the US. These pilots should be carefully monitored for success and lessons learned prior to moving to this phase. One way to pilot this program is to establish a pool of likely casual vanpool riders and pre-qualify them for a “super pool.” In this way some of the financial and liability risk exposure can be controlled more effectively.

The costs for this pilot are unknown. The study team has learned that one of the private vanpool purveyors is installing some of the required technical hardware on all their vehicles in an effort to improve maintenance functionality. The same hardware can be used to support casual vanpooling, thus decreasing the overall cost. To provide some idea of magnitude of cost, a long-term pilot program would likely cost between \$500,000 and \$1.0 million to acquire a license the necessary software, hire implementation and management staff, and conduct a program evaluation to determine the overall cost-effectiveness. Depending on the degree of success with this concept in other parts of the US, it is possible the private vanpool purveyor would be interested in a cost sharing arrangement which would substantially reduce start-up and operating costs.

Phase 4 – Worker-Driver Express Buses

It is a small step from a casual vanpooling program to worker-driver buses, but due to the size of the vehicle employed drivers would need commercial driver's licenses. Worker-driver buses employ part-time operators who work for an employer in the target service area. For example, a Victor Valley resident, who is also an employee of San Bernardino County, employed in downtown San Bernardino may become a part-time operator (for VVTA or Omnitrans, TBD) to drive a bus from Victor Valley to San Bernardino at a particular time each day, in each direction.

Like vanpools, worker-driver buses will only make one trip each in the morning and evening commute. A route with three trips will require three vehicles. Again, as this is a new concept, a first step in this phase would be a pilot program to work out issues and access the market. If the pilot is successful, this program may be applicable to a number of San Bernardino Valley areas such as San Bernardino, Loma Linda, Ontario and Rancho Cucamonga.

Costs for a small pilot, one route with 3 trips each morning and afternoon, would be in the range of \$200,000 per year for capital and operating costs. This does not contemplate any farebox revenues which could potentially offset as much as 50% of the operating cost. The cost benefit analysis in Chapter 5 suggests a three route service, each with three trips could be operated for about \$600,000 per year in capital and operating costs, but would only be capable of attracting about 260 people off the road each day.

Phase 5 – Express Bus

Full scale express bus service will become appropriate when an all-day demand for public transportation service linking Victor Valley with San Bernardino emerges, or when cost effective bi-directional commuter service (commuters traveling to work in Victor Valley) can be operated. A logical first step for this may be a new route which begins when the Omnitrans “E” Street *sbX* line begins operation. The new route would tie Victor Valley to the northern terminus of the BRT line at Cal State University San Bernardino. Other express bus markets may emerge over time, but the commute market to San Bernardino and Loma Linda hold the greatest promise in terms of market size. One element of market demand that decreases the desirability of express bus service is the lack of significant time advantage for transit over SOV’s. If HOV, or managed HOV or HOT, lanes become a reality on I-15, transit will gain enough time advantage to make express buses more attractive to a larger portion of the travel market.

This phase could have wide-ranging costs depending on which alternatives are chosen for implementation. A peak only service with a up to 10 daily trips would have a cost of about \$450,000 per year in capital and operating. The same is true of farebox recovery that some portion, 25 to 40%, of operating expense could be offset through fares. The more routes the higher the annual costs. But this alternative has the potential to accommodate 350 to 400 people per day per route. If operations were expanded to cover the entire day, the number of people accommodated would rise, the capital costs would remain constant and the operating costs about 2/3 of the total cost would rise in direct proportion to the daily hours of service.

Phase 6 – Express Bus Expansion

Another express market that may rise to the point that the demand is sufficient to warrant service is a route from Victor Valley to the Metrolink Station at Rancho Cucamonga or Montclair. Rancho Cucamonga has the advantage of being the closet station to Victor Valley, but Montclair provides several transit options beyond Metrolink. The determination of the appropriate station connection will depend greatly on the conditions of HOV lanes, and transit connections at the time the service is initiated.

The costs for express bus service to Metrolink would have similar capital and operating costs as express services to work destinations in the San Bernardino/Loma Linda/Ontario areas. However, the services are only effective if a bus is timed to meet each train both for delivering and picking up passengers to and from the train. To be reliable and attractive these services must focus only on the connection with Metrolink and ignore other potential opportunities.

Funding and Important Considerations

Funding any long distance commuter service improvements will be challenging. Victor Valley has chosen to invest its portion of Measure I funds in other modes. That is a choice that was made by policy makers who considered the full range of alternative transportation needs in the region and is not a topic for this study. However, few outside funding sources, especially for on-going operations, are available at either the state or federal level. Federal funds, such as CMAQ funds, if CMAQ continues in the same form in the next authorization of the Surface Transportation Act, will likely be available to fund small capital acquisitions. But an on-going source of operating funds, even for enhanced transportation demand management strategies (vanpooling and rideshare) must be identified before launching any enhanced services.

There may also be opportunities to redistribute FTA Section 5307 operating funds by finding ways to claim vanpool passenger miles logged into neighboring UZA's. It is not clear the degree of subsidy that may be required before the FTA would consider the privately purveyed vanpools to be "public transportation" and eligible to be claimed in the National Transit Database as part of SANBAG's transit offerings. This needs to be explored in greater depth as it may provide some on-going funding for an expanded vanpool subsidy program and reduce the local burden.

Continue and Expand Coordination with Local Employers: In difficult economic times employers often lose sight of the fact that they have a stake in easy access to an adequate workforce. One of Victor Valley's assets is the number of employees who are able and willing to commute to worksites throughout the region. During more prosperous economic times employers are going to need these individuals. The existing and vibrant group of employee transportation coordinators is an asset that should be nurtured. SANBAG should continue to facilitate the meetings and take advantage of every opportunity to remind the employee transportation coordinators in attendance about the connection between a quality transportation infrastructure and strong business environment.

Set Appropriate Policy Direction: There are many reasons for providing public transportation services. Two seem especially appropriate to the Victor Valley – either to mitigate traffic congestion along critical roadway segments, such as I-15, or to provide transportation alternatives for people without access to an auto for their trip. Throughout this project both justifications for providing transportation alternatives have been expressed. In projects in different locations other objectives are frequently established including limiting growth of greenhouse gasses, to spur local economic growth, and/or to establish equity in transportation choices. These objectives, however, did not seem to resonate during stakeholder interviews in the same ways of mitigation of traffic congestion and providing alternative jobs access. The question that policy makers will need to consider is whether the costs associated with long distance commute options are the best use of public funds when balanced against other community priorities. That is entirely a local decision.

Have Defined Objectives and Give Services Time to Grow: One significant issue for the "Down the Hill" demonstration service was the lack of a stable funding source and a commonly held definition of success. This is one of the reasons there still seems to be considerable community disagreement about the utility of the "Down the Hill" service. The reality of dwindling funding and lack of agreed upon definition of success combined to end the service. Failure or success became a matter of opinion, regardless of the facts. Clearly VVTA gave the service a good run. Clearly, customers with expanded expectations felt more could have been done to make the service succeed, which, for some, was simply that it would have continued.

To the credit of the VVTA Board they did have a goal, or measure of success, to reach a point of self-sufficiency, or 100% farebox return for the “Down the Hill” service. Unfortunately, this goal was not maintained when it came to setting the appropriate fare level to ensure the service would meet this established measure of success. Consequently, by their established measure of success the service failed. The other point of failure was a lack of communication between potential service users and the policy makers regarding what constituted success for the service.

In short, it is suggested that policy makers define what will constitute a successful service in advance of implementation. These expectations will need to be realistic, but they will also need to give the service time to mature and ensure funding is secure to continue the service indefinitely. Normally, the actual potential of a bus service will not become fully apparent for as long as three years after implementation. Patience is often rewarded.

Information dissemination among long distance commuters is particularly challenging. Few have time to do anything beyond drive, work, and try to make family and social ties survive. Any of the above recommendations will need to be accompanied by a well-thought out marketing plan to ensure potential customers know about the service and its benefits. Marketing will need to have a continual focus as the population of the area grows and changes over time. Chances are good information made available a year ago will be completely unknown to about a third of the potential customer base today. Due to the mobile and dynamic nature of the western US population, let alone long distance commuters, an on-going marketing plan is an absolute necessity.

Explain Metrolink - It is apparent to the project team that local citizens do not understand how the Metrolink commuter rail system is funded or why it does not serve Victor Valley. This lack of understanding makes it difficult to engage local citizens in any discussion of commute alternatives as their minds and hearts are convinced that Metrolink is “THE” answer. We strongly suggest that local officials develop effective strategies for explaining Metrolink’s structure, funding and long range planning before approaching commuters with any alternative strategy. This strategy could even include an element to re-assess the potential and feasibility issues surrounding possible Metrolink service. The major issues would be to refine an operating plan and put real cost numbers to that plan, develop a conceptual capital plan (like adding a new station in Hesperia), and then holding a policy level discussion with elected officials about their willingness to entertain a re-allocation of Measure I funds in the Victor Valley revenue allocation to support a Metrolink extension. With such information in hand it will be possible to have a more informed discussion in the community regarding the costs and potential for Metrolink.

APPENDIX A

TECHNICAL MEMORANDUM #1

DEMOGRAPHIC / TRAVEL DEMAND OVERVIEW
AND PRELIMINARY DEMAND ESTIMATES

SAN BERNARDINO ASSOCIATED GOVERNMENTS (SANBAG)

Victor Valley Long Distance Commuter Needs Assessment

Tech Memo #1: Demographic / Travel Demand
Overview and Preliminary Demand Estimates

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Table of Contents

	Page
Introduction.....	1
Review of Previous Planning Efforts.....	2
Review of Existing Transit Services.....	8
Review of Previous Commuter Service.....	13
Demographic Overview and Travel Trends.....	15
Preliminary Demand Estimates	25
Next Steps.....	35

Table of Figures

	Page
Figure 1 Victor Valley Transit Authority (VVTa) Routes – Summary Table	8
Figure 2 Park and Ride Facilities in the Victor Valley and Barstow	9
Figure 3 Victor Valley Transit Authority (VVTa) Routes - Map	12
Figure 4 Ridership Statistics, Down the Hill Service, January-March 2005	14
Figure 5 Victor Valley Commuter Needs Study Area	15
Figure 6 Population and Employment Trends (2010 – 2030)	17
Figure 7 2010 Population/Employment Density	18
Figure 8 2030 Population / Employment Density	19
Figure 9 Journey to Work Travel Patterns, Victor Valley Study Area.....	21
Figure 10 Journey to Work from the Victor Valley.....	22
Figure 11 Residents of the Victor Valley Utilizing the SANDAG Incentive Program	24
Figure 12 Preliminary Demand Estimates (Steps 1-3)	29
Figure 13 Preliminary Demand Estimates: % of Victor Valley Residents Working Outside of the Victor Valley (Step 4)	30
Figure 14 Preliminary Demand Estimates: Victor Valley Residents Working Outside of the Victor Valley (Step 4).....	31
Figure 15 Adjustments to Base Transit Mode Split (Step 6).....	32
Figure 16 Adjustments to Base Carpool / Vanpool Mode Split (Step 6)	33
Figure 17 Summary of Demand Estimates (Steps 7)	34

Introduction

The Victor Valley Commuter Needs Study will provide a comprehensive assessment of long-range commuter transit needs for residents living in the Victor Valley and develop strategies to meet those needs. This first technical memorandum will provide a demographic overview of the Victor Valley as well as an assessment of existing transit services and travel trends in the Victor Valley. The product of this first technical memorandum will be an initial estimate of commuter demands that will be refined through the community involvement phase of the project.

The key elements of this technical memorandum have been broken into several separate sections:

- **Review of Previous Planning Efforts.** This section provides a review of several key planning documents that relate to travel demand within and away from the Victor Valley.
- **Review of Existing Transit Services.** This section provides a cursory overview of public transit services in the Victor Valley and in surrounding communities.
- **Review of the Previously Operated Commuter Service.** This section provides background on the previously operated service from the Victor Valley to Rancho Cucamonga/Ontario and San Bernardino. An evaluation of ridership trends is also provided.
- **Demographic Overview and Travel Trends.** This section provides an overview of population and employment trends in the Victor Valley and the surrounding communities. Included in this review is journey-to-work data from the 2000 Census, as well as a review of commuters that took advantage of SANBAG's Commuter Incentive Program. It should be noted that data from SCAG's travel demand model was also collected but will be evaluated later in the study.
- **Preliminary Demand Estimates.** A preliminary set of demand estimates are developed based on the number of commuters leaving the Victor Valley for employment purposes. These demand estimates are preliminary and will be refined through this project.

Review of Previous Planning Efforts

An understanding of previous planning efforts in and around the Victor Valley is an important step in understanding the context for this commuter needs study. Four documents were reviewed below.

VVTA Operations and Growth Analysis

The Operations and Growth Analysis completed for the Victor Valley Transit Authority in 2007 provides a detailed evaluation of land uses, demographic trends and existing transit services in the Victor Valley. The goal of the study was to develop a series of restructuring recommendations for local transit services throughout the Victor Valley.

With regard to regional transit service, the Operations and Growth Analysis provided only a high-level financial overview of all transit services operated by VVTA, which included the commuter services that operated as a pilot project for three years before being discontinued in July 2005. As shown below, the previously operated commuter service cost approximately \$600,000 and had a farebox recovery of about 25%. No ridership statistics were presented for the commuter routes. The operating cost for the commuter routes was about 8% of the cost of all transit services in the Victor Valley, while fares made up about 13% of total farebox revenues systemwide. This is typical of long-distance commuter services which are designed to provide just enough service to meet demand and often charge a premium fare.

Operating Expenses	Adelanto Routes (31 and 32)	Commuter Routes	County Routes (21, 22, and 23)	Paratransit	Subscription	Other Local Fixed Routes	Total
Administrative Costs	\$383	\$0	\$175,143	\$0	\$0	\$596,692	\$772,218
Purchased Transportation	\$417,252	\$591,812	\$598,940	\$1,535,825	\$418,547	\$2,888,902	\$6,451,278
<i>Total Expenses</i>	\$417,635	\$591,812	\$774,083	\$1,535,825	\$418,547	\$3,485,594	\$7,223,496
In-house Revenues	Adelanto Routes (31 and 32)	Commuter Routes	County Routes (21, 22, and 23)	Paratransit	Subscription	Other Local Fixed Routes	Total
Farebox Revenue	\$90,954	\$64,036	\$45,345	\$81,336	\$92,610	\$417,830	\$792,111
Pre-Paid Sales	\$1,480	\$11,002	\$5,372	\$80,584	\$0	\$133,574	\$232,012
Local Fare Assistance	\$0	\$70,702	\$25,154	\$0	\$0	\$0	\$95,856
<i>Farebox Subtotal</i>	\$92,434	\$145,740	\$75,870	\$161,920	\$92,610	\$552,404	\$1,120,978
Non-Transportation Revenue	\$2,648	\$683	\$841	\$1,288	\$894	\$17,014	\$23,368
Other Local Support	\$542	\$140	\$172	\$264	\$183	\$3,484	\$4,785
<i>Other Revenues Subtotal</i>	\$3,190	\$823	\$1,013	\$1,552	\$1,077	\$20,498	\$28,153
<i>Total Revenues</i>	\$95,624	\$146,563	\$76,884	\$163,472	\$93,687	\$572,902	\$1,149,132

The recommendations developed in the Operations and Growth Analysis focused exclusively on local fixed routes, county routes and demand response services in the Victor Valley. The concept of reintroducing commuter service “down the hill” to San Bernardino or north to Barstow was evaluated as part of the planning process, but it was recommended that this service not be explored within the five year time frame of the study. It was suggested that future studies could explore commute services outside of the Victor Valley if economic conditions become more favorable.

I-15 Comprehensive Corridor Study

This study, released in 2005, was intended to identify potential transportation improvements in the I-15 corridor that:

- Preserve and enhance peak and off-peak mobility and safety for current and future (through at least year 2030) commuters, freight carriers, and recreational travelers from SR-60 in Riverside County to the Mojave River in Victorville.
- Ensure the economic vitality of existing and future commercial and industrial activity in the corridor.

It considered 45 miles of the freeway centered on the Cajon Pass. The study area incorporated the freeway to freeway interchanges with SR-60 in Riverside County, Interstate 10 (I-10) in Ontario, State Route 210 (SR-210) in Rancho Cucamonga and Interstate 215 (I-215) in Devore. Major highway interchanges within the study area included State Route 138 (SR-138) at Cajon Junction, U.S. Route 395 (US-395) at Oak Hill and State Route 18 (SR-18) in Victorville.

The I-15 corridor was experiencing considerable performance problems due to a number of interrelated factors including truck volumes (10 to 15% of the total traffic), steep grades approaching 6%, roadway design limitations particularly at the I-15/I-215 interchange, heavy traffic demand, and a lack of alternative travel options. These factors resulted in high traveler delay and accident rates. Chronic congestion was common when approaching the I-15/I-215 interchange and between I-10 and SR-60. Average peak hour travel speeds were as low as 10 mph through these segments. The greatest overall number of collisions within the I-15 study area occurs through the Cajon Pass between SR-138 and US-395 where the accident rate is approximately 58% higher than the average for other similar facilities.

At the time of the study, travel demand for the I-15 corridor had been growing between 2 and 2.5% per year for more than the last ten years and was expected to almost double by the year 2030, substantially exacerbating already apparent performance problems.

The study's Purpose and Need Statement identified six major problem areas and associated study objectives:

- ♦ Traffic Congestion
 - Improve Levels of Service on I-15
 - Provide Sufficient Capacity to Meet Demand
 - Improve Travel Times
 - Reduce Operational Conflict between Auto, Recreational and Truck Traffic
- ♦ Goods Movement
 - Improve the Efficiency and Reliability of Goods Movement
 - Reduce Operational Conflict between Trucks and General-Purpose Traffic
- ♦ Transit
 - Provide Enhanced Access to Transit Services
 - Provide Reliable Transit Travel Times
 - Increase Commuter Use of Transit and HOV (Carpooling)
- ♦ Safety - Reduce the Frequency, Severity, and Consequences of Crashes on I-15 by Minimizing Contributing Factors such as Travel Speeds, Vehicle Performance Conflicts, and Freeway Design Deficiencies
- ♦ Design Improvements - Upgrade Design Features on I-15
- ♦ Cost-Effectiveness


- Pursue Cost-Effective Transportation Solutions
- Pursue Timely, Viable, and Feasible Transportation Solutions
- Pursue Innovative and Self Sustaining Funding Mechanisms

Nine initial alternatives were developed. These were later reduced to five strategies that were studied in more detail:

- ♦ Strategy A: No-Build (previously called Alternative 1)
- ♦ Strategy B: TDM/TSM (previously called Alternative 2)
- ♦ Strategy C: HOV Lanes (previously called Alternative 3)
- ♦ Strategy D: Full Corridor Dedicated Truck Lanes (previously called Alternative 5)
- ♦ Strategy E: Reversible Managed Lanes (previously called Alternative 8)

The table below summarizes the anticipated impact of the five strategies when considered in light of the project goals. Each cell in the matrix reflects the ability of a given strategy to achieve a given project goal, using a five point scale.

Evaluation Grading Matrix

						
Goal Description		Strategy A No Build	Strategy B TSM/TDM	Strategy C HOV Lanes	Strategy D Truck Lanes	Strategy E Managed Lanes
		Existing Conditions plus Funded and Reasonably Anticipated Improvements	Transportation System Management and Demand Management Measures plus Strategy A (No Build)	One Full Corridor HOV Lane per Direction plus Strategy B (TSM/TDM)	Two Full Corridor Exclusive Truck Lanes per Direction plus Strategy B (TSM/TDM)	Two Reversible Managed Lanes (US-395 to I-210) plus One General Purpose Lane per Direction (Mojave River to US- 395 & I-210 to SR-60) plus Strategy B (TSM/TDM)
Goal 1 Reduce Congestion	Weekday Peak Periods - General Purpose Lanes					
	Weekday Peak Periods - HOV, Truck, or Managed Lanes					
	Weekend Peak Periods					
Goal 2	Improve Goods Movement					
Goal 3	Improve Transit Service					
Goals 4&5	Improve Safety and Operations					
Goal 6 Cost- Effective	Cost/Benefit (based on travel time savings)					
	Feasibility (based on ROW and Environmental Impact)					
	Estimated Cost Range (in millions)	\$0	\$10 - \$25	\$497 - \$717	\$2045 - \$3548	\$573 - \$830

Recommendations for the I-15 study corridor were formulated on the basis of a detailed evaluation of the five strategies, as well as on the public outreach efforts. Study recommendations were divided into three parts:

1. Implementation of Strategy B TDM/TSM Elements

The first part of the recommendation involves the implementation of Strategy B (TDM/TSM). Strategy B consists of travel demand management (TDM) and transportation system management (TSM) elements that address existing and future needs in the corridor. The implementation of such

measures was shown to provide modest benefit to the corridor for a limited cost and with low impacts. For this reason, the study suggested that Strategy B should be implemented within the study corridor irrespective of any further capital improvements in the corridor, at a time when each of the elements is warranted based on operational need and cost-effectiveness.

2. Reconfiguration of I-15/I-215 Interchange

The study recognized this interchange as the primary bottleneck in the corridor and recommended that its improvement was the highest priority for this corridor.

3. Advance Two Future Build Strategies for Further Evaluation and Project Development

The results of the alternatives analysis and public outreach highlighted the relative benefits and associated costs of implementing the various strategies. However, the findings of these efforts also highlighted the need for a more detailed evaluation and assessment to delineate the most appropriate improvement strategy for the corridor. For this reason, the study recommended that two future build strategies be advanced for further detailed evaluation and: Strategy D (Dedicated Truck Lanes) and the Strategies C & E Hybrid (Reversible Managed Lanes with HOV Lanes).

- Strategy D, with an estimated cost range of \$2.0 billion to \$3.5 billion, was considered the most effective. Because of multiple uncertainties surrounding its feasibility and funding, a regional truck lane system could not be assumed to be feasible and fundable.
- The Strategies C & E Hybrid (reversible managed lanes) were considered feasible, fundable, and would provide substantial benefits to both local and regional travelers. Strategy C & E has an estimated cost range of \$632 million to \$913 million to complete making it substantially lower in cost than Strategy D but also providing slightly less overall traffic benefit than Strategy D. HOV lanes were included in this alternative to truck lanes, and would provide the additional benefit of maintaining regional HOV lane connectivity.

Financial strategies were developed as possible funding mechanisms for the recommended strategies. The analysis of implementation issues culminated in the development of two action plans: one for the critical near-term improvements to the I-15/I-215 interchange, and one for the long-term corridor improvement process.

Victor Valley Area Transportation Study

This study, which was completed in 2008, was intended to identify a roadway plan that will accommodate Victor Valley Area transportation needs for the Year 2035 traffic and build-out of local City and County general plans. It included the Cities of Adelanto, Hesperia and Victorville, the Town of Apple Valley and nearby unincorporated portions of the County of San Bernardino. The study describes existing traffic conditions on the freeway and major arterial highway network in the Victor Valley area. Existing roadway characteristics, including number of lanes and traffic controls at key intersections are documented. Daily traffic volumes on roadway segments and afternoon peak hour turning movements at critical intersections and interchanges are presented. Finally, the peak hour traffic level of service (LOS) analyses results are summarized. It also includes a brief overview of the route network operated by the Victor Valley Transit Authority. Vanpool, rideshare, or other regional services are not addressed.

The analysis evaluates the traffic conditions associated with 11 future alternative scenarios including a “No Build” (Baseline) alternative and 10 alternatives with various combinations of transportation improvement scenarios.

An important part of VVATS was development of a traffic forecasting tool for the Victor Valley area. Prior to this study, the Southern California Association of Governments (SCAG) had initiated a comprehensive update of the regional model, but the level of traffic analysis zone detail in the Victor Valley area was insufficient for developing traffic forecasts for planning the valley’s roadway system. The intent of VVATS was to utilize the updated regional model, and provide additional detail in the Victor Valley area for the forecasting needs of this study. The SCAG regional model update was not finalized in time for use in VVATS, so SCAG recommended use of the Regional Interim Model, which included several of the updated model’s components and was used for development of the South Coast Air Quality Management District Air Quality Management Plan in 2006.

In the Victor Valley, the model’s zone system was disaggregated from 68 zones in the Interim Model to 582 in the VVATS model. The model’s roadway network includes all the streets included in the SANBAG Nexus Study – most of which were included in the Interim Model network. SANBAG worked with the local jurisdictions to develop socioeconomic data inputs at the refined zone level for the base year (2003), Year 2035, and General Plan Build-out. The VVATS base year model was validated to Year 2003 traffic counts. During the validation process it was found that: (1) the model significantly underestimated traffic volumes around major shopping centers; (2) the afternoon peak period forecasts were more consistent with traffic counts than the total daily volume forecasts; and (3) total screenline volumes were more consistent with the counts than the volumes on individual roadways crossing them.

The future baseline intersection LOS analysis was performed using the Highway Capacity Manual (HCM) methodology, implemented using the TRAFFIX analysis software using the same assumptions applied in the Existing Conditions. The analysis results indicate that unless substantial improvements to the roadway system are implemented, traffic congestion will be severe throughout the Victor Valley by the Year 2035.

Ten alternative scenarios were developed in which three new travel corridors and alternative funding scenarios were tested. Overall, the analysis results for the 10 alternatives show that the number of lanes in the master plan of streets is generally sufficient to accommodate Year 2035 volumes. In some less-developed areas (particularly some unincorporated areas) full development of arterial capacity per the master plan of streets may provide more capacity than is needed for 2035. Several interchanges on I-15 are projected to experience congestion in 2035 and Build-out. This indicates it will be desirable to develop new interchanges and overcrossings.

Inland Empire Annual Survey

The Inland Empire Annual Survey has been conducted since 1997 by the Institute of Applied Research and Policy Analysis at California State University, San Bernardino. The latest survey was released in June 2008 and provides a wide range of important policy-related issues in the Inland Empire.

The survey results are presented by several study areas in the Inland Empire. One of those study areas is the Victor Valley, which includes the communities of Adelanto, Apple Valley, Hesperia, Lucerne Valley, Phelan, Victorville, and Wrightwood. Of particular interest to this Long Distance

Commuter Needs Study are the results about employment and commute habits among Victor Valley residents.

When Victor Valley residents were asked if they are employed, over half (52%) said they were not employed, which is similar to residents in the High Desert communities (Barstow, Twentynine Palms, Yucca Valley, etc.), but a notably lower percent of people employed than in the communities in the San Bernardino Valley. Among those residents in the Victor Valley that said they are not employed, 55% said they are retired, which equates to about 30% of all Victor Valley residents being retired. In fact, of the 55% of Victor Valley residents who said they are not employed, only 7% of them are actively looking for work. Based on these survey findings, then, just over half (52%) of Victor Valley residents are employed and potential commuters.

Another series of questions asked Victor Valley residents about their commute habits. When asked about round trip travel time, about 18% of residents commute more than 2 hours round trip for work, which is similar to all other areas in the Inland Empire. However, on average, Victor Valley residents spent 70 minutes commuting round trip to their jobs, which is significantly higher than residents in the other study areas - the East and West Valley areas had an average round trip commute time around 58 minutes and the Desert communities had an average round trip commute time of 44 minutes. Likewise, Victor Valley commuters were more likely to travel further for their jobs than other study areas, with 28% of workers traveling more than 60 miles round trip to their jobs and all workers traveling an average of 49 miles round trip (compared to an average of 31-38% for other areas).

Finally, the survey asked Victor Valley residents what county they worked in. The majority (82%) said they work in San Bernardino County and 5.0% work in Los Angeles County. Another 3.4% said they work in Riverside County and 3.7% work in Orange County. Although San Bernardino County is very large, and more than half of Victor Valley workers said they are commuting long distances, it can be assumed that these workers are traveling to the San Bernardino Valley for their jobs.

Review of Existing Transit Services

Victor Valley Transit Authority

The Victor Valley Transit Authority (VVTA) operates 18 fixed routes in the Victor Valley, as well as a complementary paratransit service called *Direct Access*. All of the existing fixed route services provided by VVTA are provided within the Victor Valley, although several routes are provided outside of Victorville, Hesperia, Adelanto and Apple Valley. All transit services are provided Monday through Saturday with no service on Sunday. Figure 1 below provides a brief summary of the 18 VVTA fixed routes. These routes are graphically shown in Figure 3.

Figure 1 Victor Valley Transit Authority (VVTA) Routes – Summary Table

Route	Communities Served / Description	Weekday Service Frequency (Peak / Midday)	Service Span (Weekday)	Service Span (Saturday)
Route 21	Tri-Community – Phelan – Victorville	90 min / 120 min	5:25 am – 8:55 pm	6:35 am – 8:00 pm
Route 22	Helendale	120 min / 120 min	5:45 am – 8:00 pm	7:00 am – 8:00 pm
Route 23	Lucerne Valley	90 min / 120 min	5:45 am – 8:28 pm	7:00 am – 8:28 pm
Route 31	Adelanto-Victorville	60 min / 60 min	6:00 am – 8:55 pm	7:00 am – 7:55 pm
Route 32	Adelanto-Victorville North	60 min / 60 min	6:00 am – 8:57 pm	7:00 am – 7:57 pm
Route 33	Adelanto Circulator	60 min / 60 min	5:50 am – 8:50 pm	6:50 am – 7:50 pm
Route 40	Apple Valley North	60 min / 60 min	6:00 am – 8:55 pm	7:00 am – 7:55 pm
Route 41	Apple Valley/Victorville	60 min / 60 min	6:00 am – 8:55 pm	7:00 am – 7:55 pm
Route 43	Apple Valley/Victor Valley College	60 min / 30 min	6:00 am – 8:54 pm	7:00 am – 7:54 pm
Route 44	Victor Valley Mall/Hesperia	60 min / 60 min	5:50 am – 8:57 pm	6:50 am – 7:57 pm
Route 45	Victorville/Hesperia	30 min / 30 min	6:00 am – 8:55 pm	7:00 am – 7:55 pm
Route 46	Hesperia Route Deviation	60 min / 60 min	6:00 am – 8:50 pm	7:00 am – 7:50 pm
Route 47	Apple Valley South Route Deviation	60 min / 60 min	6:00 am – 8:57 pm	7:00 am – 7:57 pm
Route 48	Hesperia West	60 min / 60 min	6:00 am – 8:57 pm	7:00 am – 7:57 pm
Route 51	Victorville Circulator	60 min / 60 min	6:00 am – 8:55 pm	7:00 am – 7:55 pm
Route 52	Victorville/Mall	60 min / 60 min	6:00 am – 8:55 pm	7:00 am – 7:55 pm
Route 53	Victor Valley College/Victor Valley Mall	60 min / 30 min	6:00 am – 8:57 pm	7:00 am – 7:57 pm
Route 54	Victorville West	60 min / 60 min	6:23 am – 9:18 pm	7:23 am – 8:18 pm

Park and Ride Locations

There are three formal park and ride facilities in the Victor Valley and one in the Barstow area. Figure 2 provides more detail about each facility and what transit services connect to each facility. The park and ride locations in the Victor Valley are also shown in Figure 3.

Figure 2 Park and Ride Facilities in the Victor Valley and Barstow

City	Location	Capacity	% Utilized	Transit Service	Notes
Hesperia	Joshua Street and Highway 395 (less than ¼ mile from I-15)	150	207	None	Overflow parking across Joshua Street in dirt parking lot
Victorville	Amargosa Road at Bear Valley Road / I-15	230	222	VVTA: Routes 44, 52, 53	
Victorville	Victor Valley Transportation Center, D Street and 4 th Street (less than 1 mile from I-15)	170	103	VVTA: Routes 22, 41, Greyhound, Amtrak	
Barstow	L Street and I-15	130	45	Barstow Area Transit: Route 4	
Total		680	577		

Source: SANBAG

Other Transit Providers

The following are transit providers that are adjacent to or near the Victor Valley. None of these services except Greyhound offers direct connections with VVTA.

- **Barstow Area Transit** operates five fixed routes within the Barstow area, which includes the communities of Hinkley, Lenwood, Grandview, Yermo, Harvard, Daggett and Newberry Springs. The service is generally available on weekdays from 6:00 AM – 11:30 PM and on weekends from 9:00 AM – 11:30 PM. There is no public transit connection between Barstow Area Transit and the Victor Valley.
- **Omnitrans** is the largest transit provider in San Bernardino County providing service to over 1.3 million people in 16 cities throughout the Inland Empire. Omnitrans offers 27 fixed routes and a complementary paratransit service that is generally available seven days a week with the exception of Routes, 29 and 68 that do not operate on Sunday. Route 215 provides a direct connection via I-215 between downtown San Bernardino and RTA in downtown Riverside. The extent of Omnitrans' fixed route network can be seen in Figure 5. There is no public transit connection between Omnitrans and the Victor Valley.
- **Mountain Area Regional Transit Authority (MARTA)** provides fixed route and paratransit service in the Big Bear / Lake Arrowhead area of the San Bernardino mountains. Some of the routes provided by MARTA are local but they also offer some "Off the Mountain" service to the Metrolink and Amtrak station in San Bernardino. There is no public transit connection between the MARTA service area and the Victor Valley.
- **Antelope Valley Transit Authority (AVTA)** provides fixed route and paratransit service in the Lancaster/Palmdale area of Los Angeles County to the west of Victor Valley. Eleven routes operate in the community including an express link to the community of Lake Los Angeles and

connections to the Lancaster and Palmdale Metrolink Stations. There is currently no public transit connection between the AVTA service area and the Victor Valley, although **VVTA** is seriously pursuing that possibility as a near-term service improvement.

- **Metrolink** is the regional commuter rail network that provides service throughout southern California. Metrolink offers seven separate commuter rail lines with over 50 stations in Los Angeles, Ventura, San Bernardino, Riverside, Orange and San Diego Counties. All of the lines operate Monday through Friday and the Antelope Valley, Inland Empire-Orange County, Orange County and San Bernardino Lines also operate on weekends. There are seven Metrolink stations in San Bernardino County (along the San Bernardino and Riverside lines). There are no Metrolink stations in the Victor Valley.
- **Riverside Transit Authority (RTA)** provides fixed route and paratransit service in Riverside County. RTA offers 47 fixed routes and provides service on many core routes seven days a week. Several connections are made to Omnitrans. Route 204 connects Montclair Transit Center with downtown Riverside, Route 38 connects with Omnitrans route 81 at the East Ontario Metrolink station, Route 25 connects with a number of Omnitrans routes at the Loma Linda Medical Center, and Route 36 connects with Omnitrans Routes 8 and 9 in Yucaipa.
- **Greyhound / Amtrak.** Greyhound serves the Victorville Transportation Center with direct and non-direct service to locations throughout southern California. There are approximately four daily round trips between Victorville and San Bernardino and two daily round trips between Victorville and Barstow. Departing from the Victorville Transportation Center, Amtrak offers one daily southbound trip destined for Los Angeles, and one daily northbound trip destined for Chicago. The southbound trip departs Victorville at 4:18 AM and the northbound trip departs Victorville at 9:40 PM.

Vanpool Program

Vanpools provide the most significant form of long distance public transportation for Victor Valley residents. These are commuter-type vehicles that carry between five and twelve passengers. Vanpool members tend to all live within a similar geographic area and have similar work locations and hours. They provide a convenient and cost-effective alternative to single-occupant automobiles and are often able to exploit markets that are too small or fragmented for traditional bus transit services.

SANBAG currently offers a structured incentive program that encourages commuters to join or start up a new vanpool. The incentive is a one-time nine month declining subsidy that offsets startup costs of a vanpool. It is funded through SANBAG's county-rideshare program and is implemented in partnership with the Riverside County Transportation Commission. This program offers a declining incentive to new vanpools totaling:

- \$300 per month for the first three months
- \$200 per month for the second three months
- \$100 per month for the final three months

If fewer than 100% of the vanpool riders are Inland Empire residents, the incentive amount is prorated accordingly.

Incentives are paid directly to the vanpool leasing company and all arrangements, from vanpool formation to final lease agreements, are made directly with the vanpool vendors. To qualify for the Vanpool Incentive Program, the vanpool must:

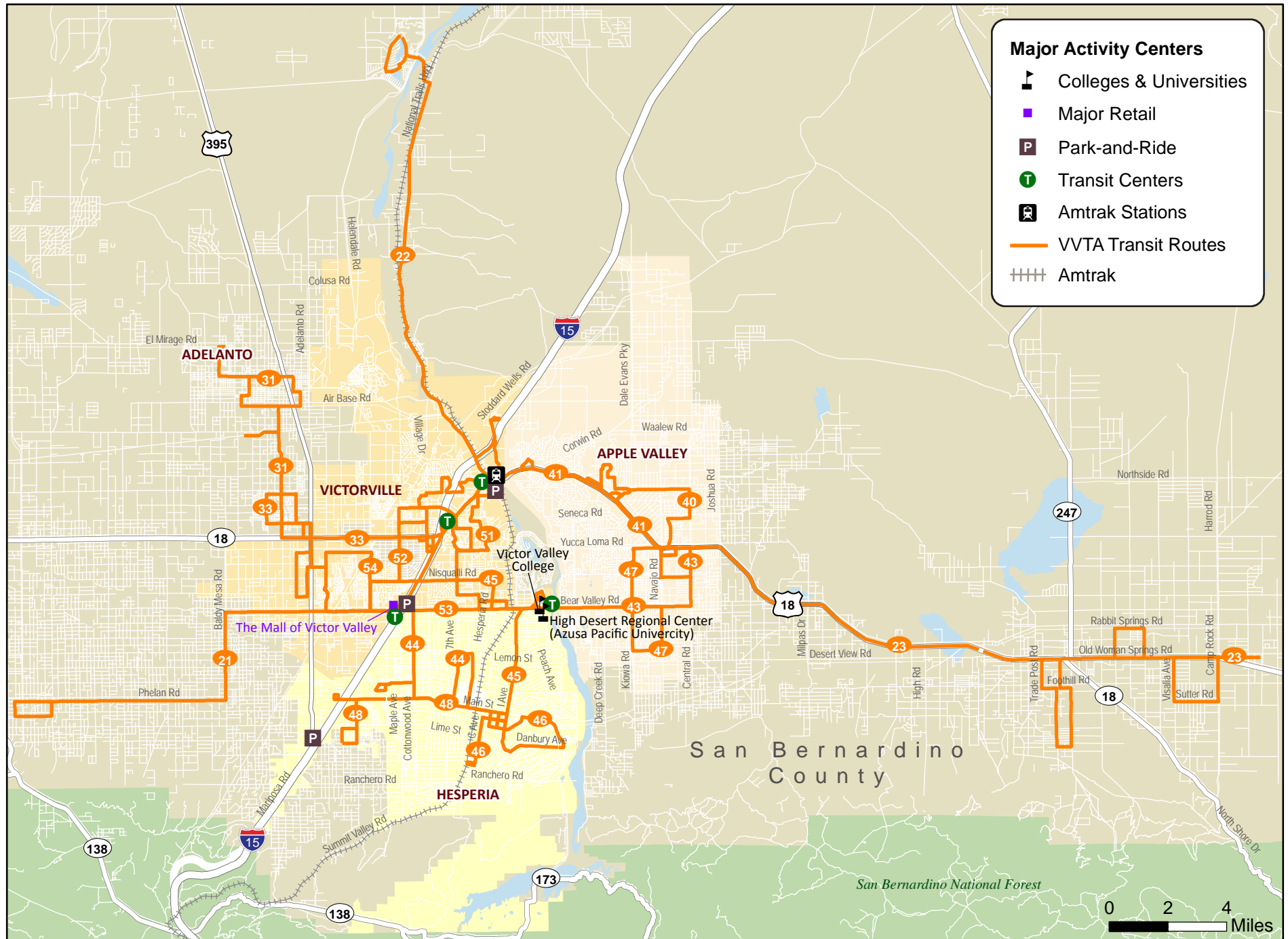
- Be a completely new Vanpool
- Have a minimum of five people in the vanpool
- Have five or more persons commuting on a regular basis to and from work in a van
- Be comprised of participants who have not commuted to work in a vanpool in the previous 180 days (with the exception of the vanpool driver)
- Be made up of at least 65% of riders living in Riverside or San Bernardino counties, and originate in the Inland Empire
- Vanpool riders may not receive any other publicly funded financial incentive while they are participating in this program.

Most vanpools that serve the Victor Valley area are operated by private leasing providers. VPSI, Enterprise Vanpools, and others actively serve the Victor Valley area. Because of the competitive nature of their business, the actual number of vanpools operated in the Victor Valley area cannot be determined, as this information is private and can only be provided by the vanpool provider.

San Bernardino County does operate its own vanpool service, which is directed towards county employees. As of March 2009, seventeen vanpools originated in the Victor Valley area. Together, they transport more than 120 county employees. The majority travel to San Bernardino, but vans also go to Barstow, Colton and Loma Linda. The county owns and operates this service, charging a fare that is intended to recover operating, but not capital, costs. As of March 2009, there was a waiting list for this service.

SANBAG has considered implementing a continuing subsidy for vanpool operating costs. This would provide a continuing user incentive and would allow a more accurate appraisal of program participation. This program has not yet been funded. Because of federal requirements involved in an ongoing subsidy program, the feasibility of this type of program has not been brought to the SANBAG board for consideration.

Figure 3 Victor Valley Transit Authority (VVTA) Routes



Review of Previous Commuter Service

For three years ending In July 2005, the Victor Valley Transit Authority operated a “down the hill” commuter service for residents of the Victor Valley. The goal of the service was to provide a competitive transit service to operating in the I-215 corridor between the Victor Valley and the Inland Empire during the AM and PM peak travel periods. Service was funded from a variety of grants including federal CMAQ funds and the Mohave Desert Air Quality Management District. These grants largely offset capital and operating costs associated with the service. Fares covered about 25% of operating costs. A \$9 round trip, or \$75 monthly, fare was charged on the service.

Two routes were established – one serving San Bernardino and the other serving Rancho Cucamonga. During its first two years of operation, Down the Hill service operated 15 trips a day. That was reduced to six trips a day during the service’s final year of operation. The following section provides more detail on each route.

Buses provided reclining seats, individual climate controls, laptop computer connections and an on-board restroom.

Victor Valley Stops

Both routes originated at the Victor Valley Transportation Center, located at 6th & D Streets in Victorville. From there, they served the park and ride lot on Amargosa Road at Bear Valley Road and the Joshua Street at Highway 395 Park and Ride Lot.

San Bernardino Route

The San Bernardino Route operated from Victorville to Cal State San Bernardino via I-15 and I-205. There were eight stops in San Bernardino

- Greyhound Station (6th & G Street)
- San Bernardino Library
- 4th & Mountain View
- 5th & Mountain View
- Arrowhead & 5th
- 4th & E Street
- Cal State San Bernardino
- Metrolink Station

The route operated three round trips daily, Monday through Friday.

Rancho Cucamonga Route

The Rancho Cucamonga Route operated from Victorville to Rancho Cucamonga/Ontario. The route stopped at the Rancho Metrolink Station and the Ontario Mills Transfer Point. When service began, the route operated three trips down the hill in the morning and five return trips in the evening. This was subsequently reduced to one morning and two afternoon trips. Service was only provided Monday through Friday.

Total Ridership on Commuter Transit Service

Overall, about, 114 boardings per day, equivalent to 2,500 boardings per month or 30,000 annual rides, were reported on the service, which was highly directional. As illustrated in Figure 4 below, morning buses carried 20-30 passengers per trip going towards San Bernardino but returned to Victorville with less than five people on board. The situation was reversed in the afternoon, but loads were much smaller because there were two trips on each route instead of one, as experienced on the morning service.

Figure 4 Ridership Statistics, Down the Hill Service, January-March 2005

Destination	Departure Time	Average Boardings			Average
		Jan 2005	Feb 2005	Mar 2005	
Towards San Bernardino					
Rancho Cucamonga	4:38	31.7	27.6	28.7	29.3
San Bernardino	5:35	22.2	23.8	21.3	22.4
Rancho Cucamonga	15:50	4.2	3.9	3.1	3.7
San Bernardino	16:05	3.1	3.9	3.3	3.4
Rancho Cucamonga	16:38	1.9	2.8	2.7	2.5
San Bernardino	17:36	3.4	2.4	1.9	2.6
Average Daily Total		66.5	64.4	61.0	64.0
Towards Victor Valley					
Rancho Cucamonga	5:44	1.9	2.0	1.9	1.9
San Bernardino	6:30	2.0	2.9	4.0	3.0
Rancho Cucamonga	16:46	13.3	17.6	19.6	16.8
San Bernardino	16:50	13.8	10.7	12.4	12.3
Rancho Cucamonga	17:35	11.3	9.5	9.5	10.1
San Bernardino	18:50	6.0	5.8	4.5	5.4
Average Daily Total		48.3	48.5	51.9	49.6

Rancho Cucamonga Route, October 2004

An assessment of current and projected demographic and travel trends in the Victor Valley is an essential element of understanding demand for regional transit service. This section first provides an overview of the study area and population and employment trends over the next 20 years. Next, an overview of major employers and trends in the region is provided, which is especially important given the economic and demographic changes that have occurred in the past year. An overview of travel trends is then provided utilizing two sources of data: the 2000 US Census' Transportation Planning Package (CTPP) journey-to-work data. Because the Census data is nearly 10 years old, travel demand model data from the Southern California Association of Governments (SCAG) will be used later in this study to confirm or deny whether travel patterns have changed significantly over the past decade. This section will form the basis from which demand estimates for regional commuter service will be developed in the next section.

Figure 5 Victor Valley Commuter Needs Study Area



Population and Employment Projections

The distribution of population and employment in the study area is an important component of understanding transit demand. Generally speaking, areas with high concentrations of both population and employment density will generate a higher demand for transit service. In terms of commuter transit services, employment density outside of the Victor Valley is especially important and coupled with journey-to-work and travel demand data will form the basis of the demand estimates in the next section.

Figure 6 presents a summary of population and employment figures for the Victor Valley and for select geographic areas surrounding the Victor Valley that are likely places of employment. The Victor Valley is expected to grow significantly over the next 20 years, adding an expected 230,000 new residents. Likewise, employment in the Victor Valley will add about 60,000 new jobs, a growth rate of about 70%. While the entire region is growing, much of this population and employment growth will be in Hesperia, Victorville and Adelanto.

Outside of the Victor Valley, the following communities stand out in terms of population and employment growth over the next 20 years:

- **Ontario.** In terms of total employment, Ontario has the greatest concentration of employment in San Bernardino County. Ontario will remain the major employment center in the Inland Empire by 2030 with a projected growth rate of about 40% between 2010 and 2030. Similarly, Ontario will have over 300,000 residents by 2030, surpassing San Bernardino as the largest community in the Inland Empire.
- **Barstow.** Although there are only projected to be about 16,000 employees in Barstow in 2010, employment in this area is expected to grow by about 80% by 2030, more than any other community surrounding the Victor Valley. Likewise, population in the Barstow area is expected to nearly double between 2010 and 2030 from just over 30,000 to over 60,000 residents.
- **Riverside and Moreno Valley.** Both of these communities will add a significant number of residents and jobs in the next 20 years. By 2030, Moreno Valley will have twice as many jobs as in 2010, and Riverside will add nearly 100,000 new jobs, growing employment in the city by about 50%. Population in the two communities is also expected to grow (about a 30% increase), but not as fast as these areas will add jobs.

Figure 7 and Figure 8 graphically present current (2010) and projected (2030) employment and population density throughout the Victor Valley as well as the urbanized areas in the southwest corner of San Bernardino County.

While the table and maps are not surprising – densities are higher in the more urbanized areas – it is interesting to note where the density of employment is concentrated in the Inland Empire. This is most noticeable in downtown San Bernardino, south of downtown San Bernardino, around the Loma Linda Medical Center, around Ontario Mills Mall and Ontario International Airport, and in Chino. When compared to other areas in San Bernardino County, population and employment density in the Victor Valley is relatively low. It should be pointed out that the area surrounding the Southern California Logistics Airport is and will remain one of the largest employers in the Victor Valley. Due to its proximity to the population centers in the Victor Valley, it is assumed that this area would be served by VVTA and is not a focus of this commuter needs study.

Victor Valley Long Distance Commuter Needs Assessment
Tech Memo #1

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Figure 6 Population and Employment Trends (2010 – 2030)

City / Area	Distance from Victor Valley	Pop 2010	Pop 2020	Pop 2030	Emp 2010	Emp 2020	Emp 2030	Pop Change (2010 - 2030)	Emp Change (2010 - 2030)
San Bernardino County									
Victor Valley Study Area		321,916	440,656	551,445	84,976	113,968	145,090	71%	71%
Adelanto	-	40,742	71,877	100,814	8,022	12,682	17,982	147%	124%
Apple Valley	-	71,630	82,005	91,311	14,623	17,283	19,972	27%	37%
Hesperia	-	102,895	148,751	191,186	21,051	28,959	37,275	86%	77%
Victorville	-	106,649	138,023	168,134	41,280	55,044	69,861	58%	69%
Barstow	35	31,972	47,810	62,593	16,536	22,924	29,945	96%	81%
Big Bear Lake	60	7,032	8,583	9,995	6,964	8,950	11,235	42%	61%
Chino	50	81,998	93,823	106,220	50,682	56,173	62,257	30%	23%
Chino Hills	55	79,298	81,039	82,292	9,901	11,789	13,943	4%	41%
Colton	40	58,815	71,880	83,942	28,502	36,420	44,871	43%	57%
Fontana	45	174,719	195,866	215,018	49,879	57,777	66,650	23%	34%
Grand Terrace	40	12,926	13,801	14,557	3,517	4,287	5,114	13%	45%
Highland	40	55,345	62,708	69,371	7,762	10,610	13,699	25%	76%
Loma Linda	40	25,481	32,259	38,470	19,343	24,376	29,767	51%	54%
Montclair	45	39,271	45,849	51,833	17,356	20,339	23,518	32%	36%
Ontario	45	187,060	246,304	308,088	123,270	147,518	174,924	65%	42%
Rancho Cucamonga	40	171,980	172,409	172,417	67,382	78,523	90,912	0%	35%
Redlands	45	73,441	80,973	89,288	41,294	44,122	46,763	22%	13%
Rialto	35	107,849	123,080	136,845	26,491	33,237	40,554	27%	53%
San Bernardino	30	213,318	235,616	255,959	107,023	124,971	143,641	20%	34%
Upland	40	75,951	78,927	81,322	27,578	28,518	29,300	7%	6%
Yucaipa	50	52,729	57,359	61,441	10,976	13,333	15,879	17%	45%
Other San Bernardino Co.		410,948	493,823	566,657	110,801	127,943	146,898	38%	33%
Riverside County									
Corona	50	150,177	157,556	165,260	70,054	84,006	97,751	10%	40%
Moreno Valley	55	189,700	220,390	246,804	39,225	61,974	80,667	30%	106%
Norco	50	29,058	32,052	34,531	12,865	16,037	18,844	19%	46%
Riverside	50	300,523	335,468	372,782	175,094	217,537	262,218	24%	50%
Banning	65	35,645	47,683	59,392	10,018	15,810	21,726	67%	117%
Beaumont	60	33,951	52,591	74,686	7,793	15,224	22,745	120%	192%
Other Riverside Co.		1,503,691	1,963,263	2,390,322	469,949	631,557	791,536	59%	68%
LA County									
Claremont	45	37,356	38,490	39,609	18,530	19,639	20,689	6%	12%
Diamond Bar	60	61,041	64,247	67,240	15,809	16,507	17,168	10%	9%
Pomona	50	170,229	189,552	208,144	55,546	57,958	60,243	22%	8%
Lancaster	55	160,650	202,406	242,523	49,280	59,291	68,775	51%	40%
Palmdale	50	182,663	257,545	329,321	35,059	40,047	44,772	80%	28%
Other San Gabriel Valley	-	1,340,960	1,421,763	1,499,897	617,380	641,724	664,784	12%	8%
Other LA County	-	8,662,831	9,155,826	9,629,155	3,760,794	3,919,565	4,069,989	11%	8%
Orange County									
	-	3,314,948	3,533,935	3,629,539	1,755,167	1,897,352	1,960,633	9%	12%

Figure 7 2010 Population / Employment Density

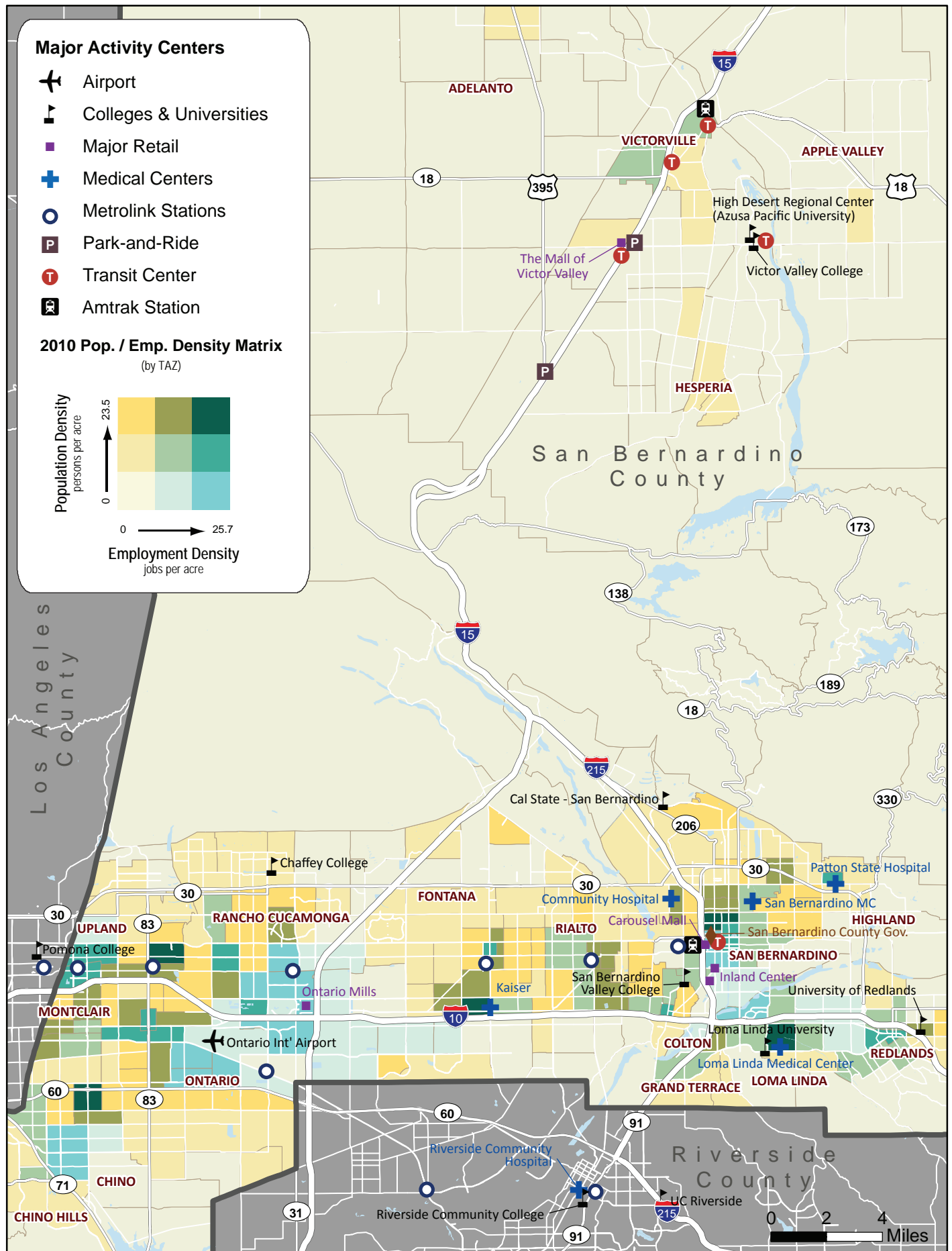
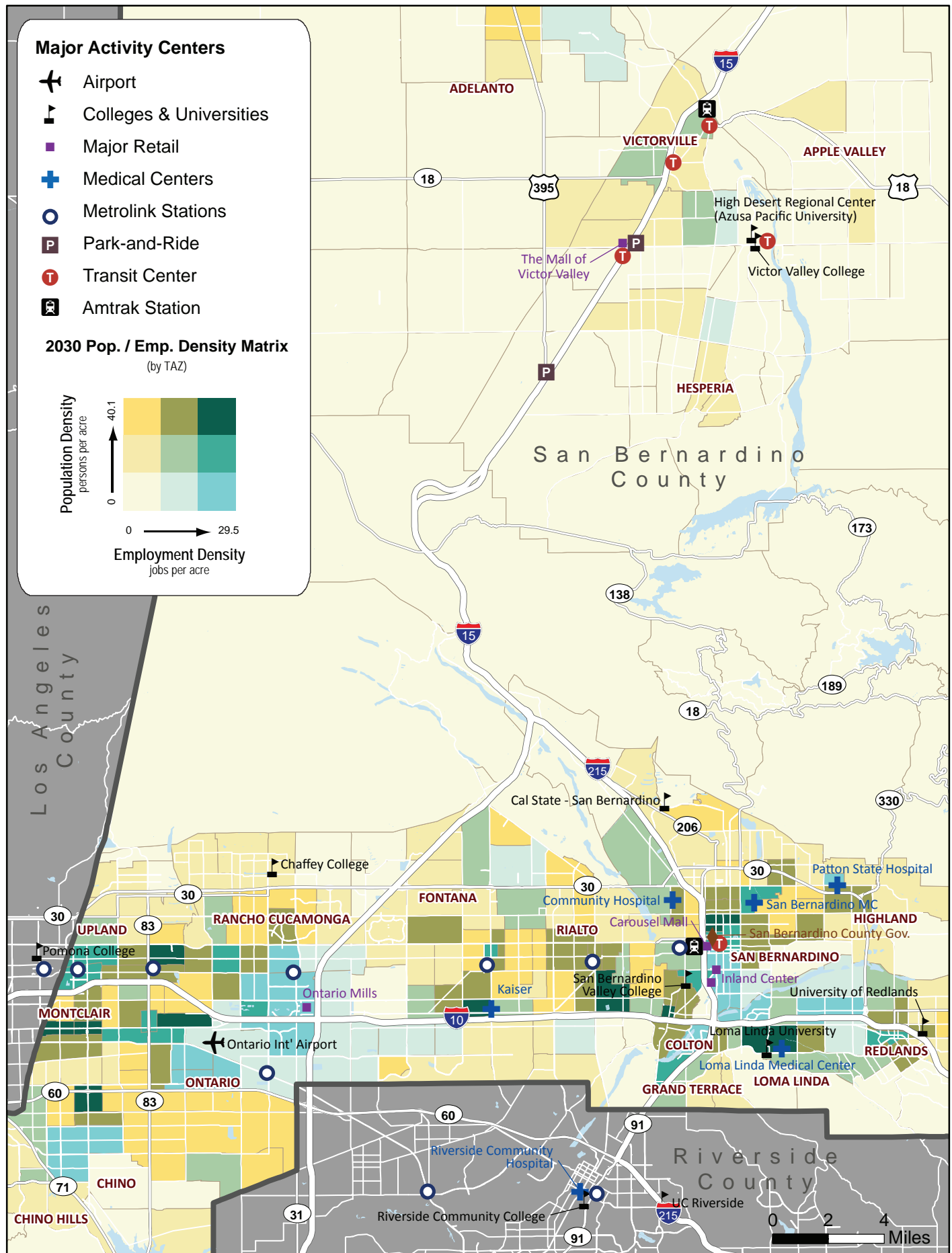


Figure 8 2030 Population / Employment Density



Commute Travel Trends

Journey to Work, 2000 US Census

The 2000 US Census provides comprehensive data on journey-to-work patterns for people living in the Victor Valley. Although this data is nearly a decade old, it provides the most detailed and accurate portrayal of actual commute patterns in the Victor Valley. This data is utilized as the base from which the demand estimates will be developed. The demand estimates will then be adjusted using SCAG's travel demand model and data from the general public telephone survey (which will be detailed in technical memorandum #2).

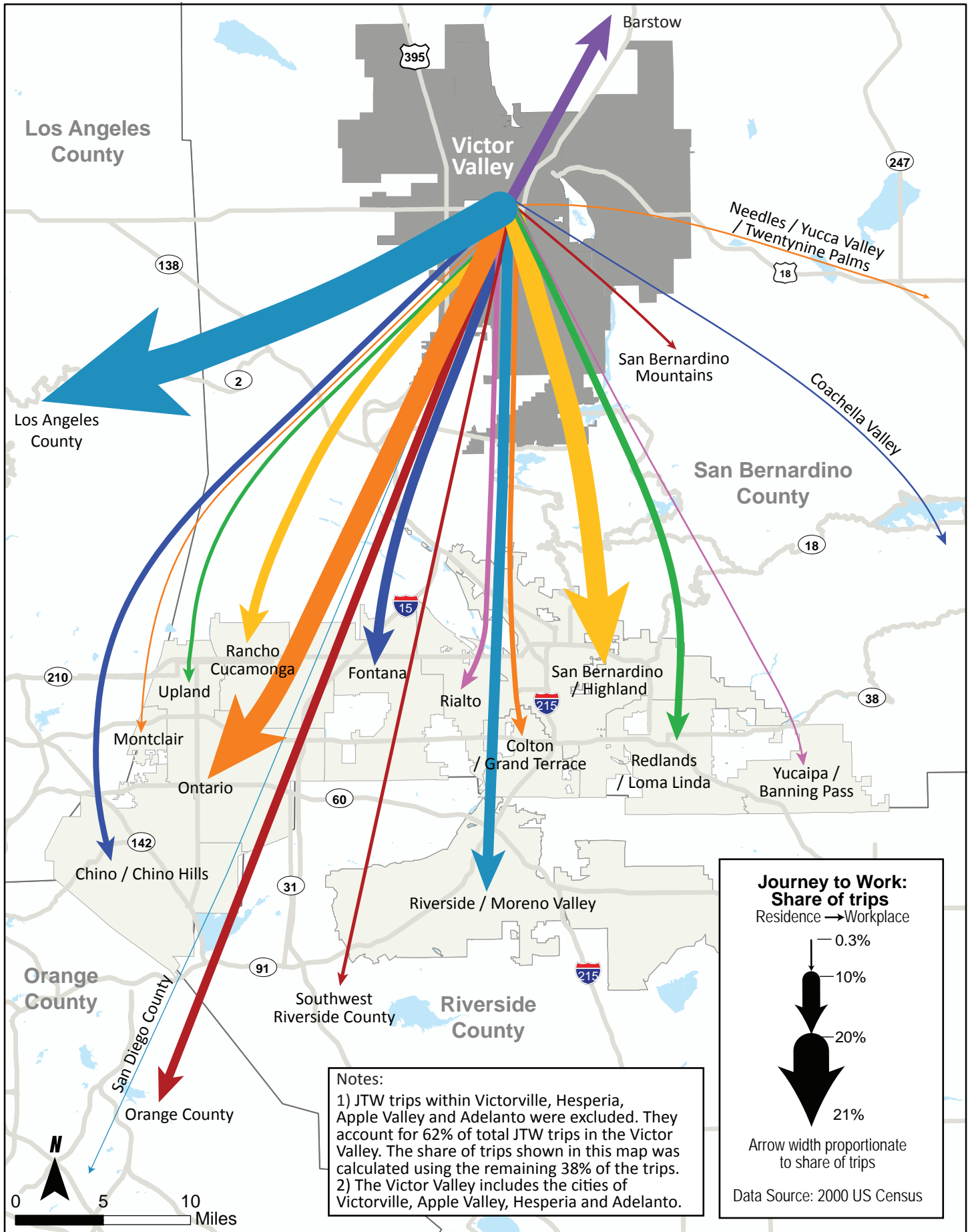
Figure 9 below provides a summary of where Victor Valley workers are employed and Figure 10 graphically shows where Victor Valley workers are commuting. Among all workers in the Victor Valley, about 60% remain in the Victor Valley for their jobs, while the other 40% travel outside of the Victor Valley. About 20% of all workers from the Victor Valley commute to the Inland Empire for their jobs, while another 8% commute to Los Angeles County. Only 4% of Victor Valley workers commute to Riverside County and 3% commute north to the Barstow area. The remaining 5% of workers commute to a wide variety of locations throughout southern California – some as far away as San Diego County.

These trends are very similar among the four cities in the Victor Valley, with the exception of Apple Valley where about 70% of workers remain in Apple Valley for employment.

Figure 9 Journey to Work Travel Patterns, Victor Valley Study Area

Work Location	Victorville	Hesperia	Adelanto	Apple Valley	Total	%
Victorville	8,125	3,950	1,010	4,630	17,715	29.2%
Hesperia	1,705	5,540	215	1,345	8,805	14.5%
Apple Valley	1,205	1,055	185	5,400	7,845	12.9%
LA County	1,972	1,723	421	729	4,845	8.0%
Adelanto	815	535	1,015	630	2,995	4.9%
Ontario	935	1,140	220	640	2,935	4.8%
San Bernardino	840	929	255	705	2,729	4.5%
Barstow	510	335	95	610	1,550	2.6%
M. Valley/Riverside	490	529	188	285	1,492	2.5%
Fontana	495	485	120	260	1,360	2.2%
Rancho Cucamonga	395	580	70	280	1,325	2.2%
Orange County	413	420	117	208	1,158	1.9%
Redlands	275	230	30	180	715	1.2%
Rialto	230	340	45	100	715	1.2%
Chino	270	255	50	130	705	1.2%
Colton	235	290	30	120	675	1.1%
Upland	190	205	15	125	535	0.9%
SW Riverside Co.	200	89	10	165	464	0.8%
San Bern. Mtns.	100	120	4	114	338	0.6%
Loma Linda	100	135	15	40	290	0.5%
San Diego County	25	0	10	247	282	0.5%
Montclair	65	40	40	85	230	0.4%
Coachella Valley	69	109	4	45	227	0.4%
Highland	20	50	30	35	135	0.2%
Banning Pass Area	55	60	0	15	130	0.2%
Chino Hills	55	35	10	30	130	0.2%
Yucaipa	35	40	0	50	125	0.2%
Needles	35	0	10	60	105	0.2%
Twentynine Palms	30	30	10	25	95	0.2%
Yucca Valley	15	25	10	15	65	0.1%
Grand Terrace	0	15	0	15	30	0.0%
Total	19,904	19,289	4,234	17,318	60,745	

Figure10 Journey to Work from the Victor Valley



Users of SANBAG Incentive Program

SANBAG keeps detailed records of commuters who utilize their incentive program throughout the county, including the Victor Valley. Evaluating this information can be very helpful in determining potential demand for commuters who may be interested in transit services, even if these trends do not exactly mirror the market for commuter services. People who take the time to explore and utilize incentive programs, however, are likely supportive of improving regional mobility and their travel patterns can provide useful insight for potential regional transit service.

Figure 11 provides a graphic representation of where active incentive users live and where they work. As can be seen, most of the commuters taking advantage of the incentive program work in the Inland Empire area. Of these commuters, the highest concentration of workers commute to Ontario, Chino, Fontana, the Redlands / Loma Linda area and the area around California State University - San Bernardino. A significant number of Victor Valley residents who took advantage of the incentive program also work in Barstow. Outside of the Inland Empire area, Victor Valley residents are commuting to numerous locations throughout southern California, with the primary concentrations in downtown Los Angeles, Pasadena, El Monte, the Pomona / Walnut area and the Anaheim / Orange area of Orange County.

[illegible]

Preliminary Demand Estimates

This section presents some *preliminary* demand estimates for commuter transit service to and from the Victor Valley. Preliminary estimates have been developed for 2010. To develop the demand estimates, it was assumed that the commuter transit service was a fixed or flexible route service based out of park and ride facilities located in the Victor Valley. As noted earlier, existing park and ride capacity in the Victor Valley is limited. While some of the existing park and ride users may utilize a transit service, it is likely that additional park and ride capacity would be necessary to make any commuter service feasible.

It should be noted that further revisions of the demand estimates are necessary as the project continues and more information about demand for commuter service to and from the Victor Valley is gathered. The household survey and feedback from stakeholders will be the primary factors used to revise these preliminary demand estimates.

Methodology

The preliminary demand estimates were conducted in the following steps to eventually arrive at an estimate of annual ridership on commuter transit services from the Victor Valley:

Step 1: Determine Victor Valley Population in 2010

Utilizing projected population data from SCAG, an estimate of total population in the Victor Valley was developed. Because projections are not developed for Phelan, Wrightwood and Lucerne Valley, the population in these communities was estimated from other sources.

Step 2: Estimate the percent of workers in the Victor Valley

This step involves three separate filters to arrive at an estimate of how many people in the Victor Valley are employed:

- The percent of the total population in the Victor Valley that is over 16 (working age) was determined using 2000 US Census data.
- The percent of all people over 16 that are in the labor force was determined from the 2007 American Community Survey. People who are not in the labor force include those that are retired or are not looking for employment.
- The estimated unemployment rate in the Victor Valley (11.8%) was estimated from the Quarterly Economic Report developed for SANBAG. This rate is an average from January 2009 data for the entire Inland Empire area.

Step 3: Estimate the number of Victor Valley workers who work outside of the Victor Valley

This step utilizes 2000 Census Journey-to-Work data to estimate how many Victor Valley residents are employed outside of the Victor Valley. On average, approximately 38% of all workers in the Victor Valley commute outside of the area for their jobs.

Step 4: Estimate distribution of Victor Valley workers outside of the Victor Valley

This step also utilizes 2000 Census Journey-to-Work data to estimate where Victor Valley workers who work outside of the Victor Valley are commuting for their jobs. Employment destinations outside

of the Victor Valley were grouped based on their proximity. Workers outside of the Victor Valley were segmented into the following geographic areas:

- Los Angeles County
- Ontario
- San Bernardino / Highland
- Barstow
- Moreno Valley/Riverside
- Fontana
- Rancho Cucamonga
- Orange County
- Redlands / Loma Linda
- Chino / Chino Hills
- Rialto
- Colton / Grand Terrace
- Upland
- Southwest Riverside County (Corona / Norco area)
- San Bernardino Mountains
- Needles / Yucca Valley / Twentynine Palms
- Yucaipa / Banning Pass
- Montclair
- Coachella Valley
- San Diego County

Step 5: Estimate a “base” mode split for commuter transit service and shared ride commuters

Transit Mode Split

Because it is difficult to estimate a mode split for a service that does not exist, other transit operations can help estimate what percent of commuters might be willing to utilize a commute-oriented transit service if it were available. The percent of workers who used commuter rail was compiled from five cities in California. Commuter rail was used as a proxy for commute-oriented transit service because it is possible to isolate the mode split just for commuter transit service using 2000 Census data. The average mode split for the five peers was about 1.0%. The base estimate for the Victor Valley was cut in half to 0.5% because these mode splits are based on rail not bus commuter transit. The six peers and the data behind the mode split estimate presented are below.

City	Total workers (excluding those who “work at home”)	Commuters who said they got to work by “railroad”	Mode spit
Lancaster	41,254	220	0.5%
Palmdale	41,120	274	0.7%
Oxnard	68,100	44	0.1%
Santa Clarita	71,624	676	0.9%
Redwood City	38,033	887	2.3%
Gilroy	18,286	309	1.7%
Average			1.0%
Adjusted mode split to account for bus service			0.5%

Carpool / Vanpool mode split

Since Victor Valley residents are actively commuting in shared ride situations (carpools and vanpools), the 2007 American Community Survey provides the most accurate commute to work data for the Victor Valley. Based on this data, the base carpool / vanpool mode split used for the demand estimates is 17.8%.

Step 6: Adjust base mode split for each geographic area outside of the Victor Valley

The next step was to adjust the base mode split (0.5% for transit and 17.8% for carpool / vanpool) for each of the geographic areas listed above. For transit, the base mode split was adjusted using the following factors:

- **Congestion Levels.** Because congestion is a key driver of transit demand, and varies around the region, the base mode split was adjusted up as much as 1% depending on the severity of traffic congestion in the primary corridor between the Victor Valley and this area.
- **Employment Density.** Because some of the geographic areas are smaller and have varying levels of employment density, the base mode split was adjusted up as much as 1% if employment density was high in the area. For larger geographic areas, such as Los Angeles County and Orange County, it was assumed that employment density was low because the areas are so big, even though there are clear areas where employment density is high within these areas.
- **Distance.** Distance is also a contributing factor in determining demand for a commute oriented transit service. Generally, people with longer commutes are more attracted to commuter transit, but because bus transit was assumed for this exercise, the base mode split for some areas was adjusted *down* as much as 1% for areas that are a significant distance from the Victor Valley, such as Los Angeles and Orange Counties.
- **Connecting Transit Service.** The level of transit service in the destination area can also enhance transit demand for commuter transit. The base mode split in areas with good connecting transit service as adjusted up as much as 1%.

The carpool / vanpool mode split was adjusted using three factors:

- **HOV lanes.** Because HOV lanes can make travel via carpool / vanpool more attractive, the base mode split was adjusted up as much as 1% for geographic areas that are served by existing or planned freeway HOV facilities.
- **Parking Constraints (cost, availability, etc.).** Parking costs and availability can also increase the attractiveness of sharing a ride. In geographic areas that are likely to have a charge for parking or constrained parking, the base mode split was adjusted up as much as 1%.
- **Distance.** While shorter distance commutes will still attract ridesharing, longer commutes are more likely to be attractive for carpools and vanpools because of the cost of driving, ability to share driving responsibilities, etc. The base mode split was adjusted up as much as 1% in areas that are further away from the Victor Valley.

Step 7: Estimate the number of non-SOV commuters

Once the transit and carpool / vanpool base mode split has been adjusted for all areas outside of the Victor Valley, an estimate was developed of the total number of commuters who are potential users of transit, carpool or vanpool from the Victor Valley. This estimate is simply a calculation of the adjusted mode split for each area outside of the Victor Valley times the number of Victor Valley workers who work in that area. A “low” and “high” range (plus or minus 20%) was then developed based on this figure.

Figures 12 through Figure 17 on the following pages summarize the preliminary potential demand estimates.

Figure 12 Preliminary Demand Estimates (Steps 1-3)

Demand Estimation Step #		Adelanto	Apple Valley	Hesperia	Victorville	Phelan / Wrightwood	Lucerne Valley	Total
1	2010 Population	40,742	71,630	102,895	106,649	25,000	7,500	354,416
2	% 2010 Population 16 years and older (from 2000 US Census)	65%	72%	71%	69%	69%	69%	
2	2010 Population 16 years and older	26,614	51,542	72,935	73,221	17,301	5,190	246,803
2	% in labor force (from 2005-07 American Community Survey)	54.3%	56.5%	60.0%	55.1%	56.5%	56.5%	
2	2010 Population in labor force	14,452	29,114	43,772	40,337	9,770	2,931	140,376
2	Estimated 2010 unemployment (from Jan 2009 Quarterly Economic Report)	11.80%	11.80%	11.80%	11.80%	11.80%	11.80%	
2	2010 Population Employed	12,747	25,678	38,607	35,577	8,618	2,585	123,812
3	% of workers employed outside of the Victor Valley (2000 Journey to Work, US Census)	42.7%	29.8%	42.6%	40.5%	38.9%	38.9%	
3	Workers employed outside of the Victor Valley	5,446	7,662	16,430	14,396	3,352	1,006	48,291

Figure 13 Preliminary Demand Estimates: % of Victor Valley Residents Working Outside of the Victor Valley (Step 4)

Work in ↓	Live In →					
	Adelanto	Apple Valley	Hesperia	Victorville	Phelan / Wrightwood	Lucerne Valley
LA County	23%	14%	21%	24%	21%	21%
Ontario	12%	13%	14%	12%	13%	13%
San Bernardino / Highland	16%	14%	12%	11%	13%	13%
Barstow	5%	12%	4%	6%	7%	7%
M. Valley/Riverside	10%	6%	6%	6%	7%	7%
Fontana	7%	5%	6%	6%	6%	6%
Rancho Cucamonga	4%	5%	7%	5%	5%	5%
Orange County	6%	4%	5%	5%	5%	5%
Redlands / Loma Linda	2%	4%	4%	5%	4%	4%
Chino / Chino Hills	3%	3%	4%	4%	4%	4%
Rialto	2%	2%	4%	3%	3%	3%
Colton / Grand Terrace	2%	3%	4%	3%	3%	3%
Upland	1%	2%	2%	2%	2%	2%
SW Riverside Co.	1%	3%	1%	2%	2%	2%
San Bern. Mtns.	0%	2%	1%	1%	1%	1%
Needles / Yucca Valley / Twentynine Palms	2%	2%	1%	1%	1%	1%
Yucaipa / Banning Pass	0%	1%	1%	1%	1%	1%
Montclair	2%	2%	0%	1%	1%	1%
Coachella Valley	0%	1%	1%	1%	1%	1%
San Diego County	1%	1%	0%	0%	0%	0%

Source: 2000 US Census

Figure 14 Preliminary Demand Estimates: Victor Valley Residents Working Outside of the Victor Valley (Step 4)

Work in ↓	Live In →						
	Adelanto	Apple Valley	Hesperia	Victorville	Phelan / Wrightwood	Lucerne Valley	Total
LA County	1,267	1,094	3,449	3,525	696	209	10,239
Ontario	662	961	2,282	1,671	421	126	6,123
San Bernardino / Highland	858	1,111	1,959	1,537	443	133	6,041
Barstow	286	915	671	912	231	69	3,084
M. Valley/Riverside	566	428	1,059	876	239	72	3,239
Fontana	361	390	971	885	199	60	2,866
Rancho Cucamonga	211	420	1,161	706	179	54	2,730
Orange County	352	312	841	738	174	52	2,470
Redlands / Loma Linda	135	330	731	670	133	40	2,040
Chino / Chino Hills	181	240	580	581	117	35	1,735
Rialto	135	150	681	411	96	29	1,502
Colton / Grand Terrace	90	203	610	420	92	27	1,443
Upland	45	188	410	340	68	20	1,071
SW Riverside Co.	30	248	178	357	62	18	893
San Bern. Mtns.	12	171	240	179	43	13	658
Needles / Yucca Valley / Twentynine Palms	90	150	110	143	44	13	551
Yucaipa / Banning Pass	0	98	200	161	30	9	498
Montclair	120	128	80	116	43	13	501
Coachella Valley	12	68	218	123	28	8	457
San Diego County	30	59	0	45	14	4	151

Source: 2000 US Census

Figure 15 Adjustments to Base Transit Mode Split (Step 6)

Geographic Area	Base Mode Split	Adjustments to Base Mode Split				Total Adjustments	Modified Mode Split
		Congestion Levels (+ 0-1%)	Employment Density (+ 0-1%)	Distance (- 0-1%)	Connecting Transit Service (+ 0-0.5%)		
LA County	0.5%	1.0%	0.1%	-1.0%	0.5%	0.6%	1.10%
Ontario	0.5%	0.5%	0.3%	0.0%	0.5%	1.3%	1.80%
San Bernardino / Highland	0.5%	0.5%	0.5%	0.0%	0.5%	1.5%	2.00%
Barstow	0.5%	0.0%	0.3%	0.0%	0.1%	0.4%	0.85%
M. Valley/Riverside	0.5%	0.5%	0.5%	-0.5%	0.5%	1.0%	1.50%
Fontana	0.5%	0.5%	0.2%	0.0%	0.5%	1.2%	1.70%
Rancho Cucamonga	0.5%	0.5%	0.2%	0.0%	0.2%	0.9%	1.40%
Orange County	0.5%	1.0%	0.1%	-1.0%	0.2%	0.3%	0.80%
Redlands / Loma Linda	0.5%	0.5%	0.5%	0.0%	0.3%	1.3%	1.80%
Chino / Chino Hills	0.5%	0.5%	0.2%	-0.5%	0.2%	0.4%	0.90%
Rialto	0.5%	0.5%	0.2%	0.0%	0.5%	1.2%	1.70%
Colton / Grand Terrace	0.5%	0.5%	0.0%	-0.5%	0.3%	0.3%	0.80%
Upland	0.5%	0.5%	0.0%	0.0%	0.2%	0.7%	1.20%
SW Riverside Co.	0.5%	0.5%	0.0%	-0.5%	0.3%	0.3%	0.75%
San Bern. Mtns.	0.5%	0.0%	0.0%	-0.5%	0.1%	-0.4%	0.10%
Needles / Yucca Valley / Twentynine Palms	0.5%	0.0%	0.0%	-1.0%	0.0%	-1.0%	0.00%
Yucaipa / Banning Pass	0.5%	0.5%	0.0%	-1.0%	0.1%	-0.4%	0.10%
Montclair	0.5%	0.5%	0.3%	-0.5%	0.3%	0.6%	1.05%
Coachella Valley	0.5%	0.0%	0.0%	-1.0%	0.0%	-1.0%	0.00%
San Diego County	0.5%	0.5%	0.3%	-1.0%	0.2%	-0.1%	0.45%

NOTE: It is not possible to have a negative transit mode split, so all mode splits that were negative after accounting for adjustments were rounded up to 0.0%.

Figure 16 Adjustments to Base Carpool / Vanpool Mode Split (Step 6)

Geographic Area	Base Mode Split	Adjustments to Base Mode Split				
		HOV Lanes (+ 0-1%)	Parking Constraints (+ 0-1%)	Distance (- 0-1%)	Total Adjustments	Modified Mode Split
LA County	17.8%	0.5%	1.0%	1.0%	2.5%	20.32%
Ontario	17.8%	0.5%	0.3%	0.0%	0.8%	18.57%
San Bernardino / Highland	17.8%	0.5%	0.5%	0.0%	1.0%	18.82%
Barstow	17.8%	0.0%	0.0%	0.0%	0.0%	17.82%
M. Valley/Riverside	17.8%	0.0%	0.5%	0.0%	0.5%	18.32%
Fontana	17.8%	0.5%	0.0%	0.0%	0.5%	18.32%
Rancho Cucamonga	17.8%	0.5%	0.0%	0.0%	0.5%	18.32%
Orange County	17.8%	0.5%	0.3%	1.0%	1.8%	19.57%
Redlands / Loma Linda	17.8%	0.0%	0.5%	0.0%	0.5%	18.32%
Chino / Chino Hills	17.8%	0.5%	0.3%	0.0%	0.8%	18.57%
Rialto	17.8%	0.5%	0.3%	0.0%	0.8%	18.57%
Colton / Grand Terrace	17.8%	0.5%	0.0%	0.0%	0.5%	18.32%
Upland	17.8%	0.5%	0.0%	0.0%	0.5%	18.32%
SW Riverside Co.	17.8%	0.5%	0.3%	0.0%	0.8%	18.57%
San Bern. Mtns.	17.8%	0.0%	0.0%	0.0%	0.0%	17.82%
Needles / Yucca Valley / Twentynine Palms	17.8%	0.0%	0.0%	0.5%	0.5%	18.32%
Yucaipa / Banning Pass	17.8%	0.5%	0.0%	0.5%	1.0%	18.82%
Montclair	17.8%	0.5%	0.3%	0.5%	1.3%	19.07%
Coachella Valley	17.8%	0.0%	0.0%	1.0%	1.0%	18.82%
San Diego County	17.8%	0.5%	0.3%	1.0%	1.8%	19.57%

Figure 17 Summary of Demand Estimates (Steps 7)

Geographic Area	Estimated Transit Commuters	Estimated Carpool / Vanpool Commuters	LOW Estimated Non-SOV Commuters	HIGH Estimated non- SOV commuters
LA County	113	2,081	1,755	2,632
Ontario	110	1,137	998	1,497
San Bernardino / Highland	121	1,137	1,006	1,510
Barstow	26	550	461	691
M. Valley/Riverside	49	593	514	770
Fontana	49	525	459	689
Rancho Cucamonga	38	500	431	646
Orange County	20	483	403	604
Redlands / Loma Linda	37	374	328	493
Chino / Chino Hills	16	322	270	405
Rialto	26	279	244	365
Colton / Grand Terrace	12	264	221	331
Upland	13	196	167	251
SW Riverside Co.	7	166	138	207
San Bern. Mtns.	1	117	94	142
Needles / Yucca Valley / Twentynine Palms	0	101	81	121
Yucaipa / Banning Pass	0	94	75	113
Montclair	5	95	81	121
Coachella Valley	0	86	69	103
San Diego County	1	30	24	36

Next Steps

This technical memorandum concludes with a *preliminary* assessment of demand for non-SOV commuters outside of the Victor Valley in 2030. The next technical memorandum will provide a detailed review of SCAG's travel demand model data, as well as the results of the general public household survey. The household survey will be very useful in determining actual travel habits of non-SOV users and will be used to adjust the preliminary assumptions listed above. The household survey will also provide valuable information about how out of area commuters into places like LA and Orange Counties link their trips together. For example how many people drive the entire distance versus commuting to a MetroLink Station and completing their trip by train. This type of information will be very useful both in terms of understanding the potential size of the market, and in understanding the basic commuting habits of current long distance commuters.

Technical Memorandum #3 will conclude with a refined estimate of demand for commuter needs outside of the Victor Valley, develop estimates for 2030 and begin to build the framework for the development of potential non-SOV strategies to help address these needs which is Technical Memorandum #3.

APPENDIX B

TECHNICAL MEMORANDUM #2

STAKEHOLDER INTERVIEWS & HOUSEHOLD
SURVEY REPORT

SAN BERNARDINO ASSOCIATED GOVERNMENTS (SANBAG)

Victor Valley Long Distance Commuter Needs Assessment

Tech Memo #2: Stakeholder Interviews &
Household Survey Report

Nelson\Nygaard Consulting Associates
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June 2009



Table of Contents

	Page
Major Highlights	1
Stakeholder Interviews	1
Employee Transportation Coordinators (ETC)	1
Household Survey	2
Chapter 1. Stakeholder Interviews	3
Introduction	3
Recent Growth, Economic Impacts, & Job Market	4
Community & Transit Authority Role in Accommodating Long Distance Commuters	8
Financing Long Distance Commute Services.....	11
Chapter 2. Employee Transportation Coordinators (ETC) Survey.....	13
Introduction.....	13
Major Findings	13
Summary of Findings.....	15
Map.....	16
Chapter 3. Household Survey Summary	17
Survey Sampling Summary	17
Survey Results Summary	18
Appendix A.....	24
Stakeholder Interview Transcripts	24
Appendix B.....	56
ETC Survey Database.....	56
Appendix C.....	63
Household Survey Results	63
Appendix D.....	97
Household Survey Questionnaire	97

Table of Figures

	Page
Figure 1: Number of Employees by Business Type.....	13
Figure 2: Number of Employees from Victor Valley by Business Type	14
Figure 3: Drive Alone Mode Split.....	14
Figure 4: Carpool Mode Split.....	14
Figure 5: Vanpool Mode Split	15
Figure 6: Level of Transit Subsidy	15
Figure 7: Location of Major Employers Outside the Victor Valley Area	16
Figure 8: Household Survey Responses by Zip Code Area	17
Figure 9: Employment Status by Household	18
Figure 10: Major Commute Destinations of Victor Valley Workers in the LA Region	19
Figure 11: Major Commute Destinations in the San Bernardino Valley.....	20
Figure 12: Survey Respondents Commute Mode-Split	21
Figure 13: Door-to-Door Travel Times by Selected Modes	22

Major Highlights

Stakeholder Interviews

The series of interviews with stakeholders provided much insight into the demographic, cultural, and economic characteristics of the Victor Valley. As compared to residents in the San Bernardino Valley and the LA basin area, Victor Valley residents tend to be lower income with fewer skills and lower education level.¹

Many residents are just starting families and were drawn to the area from elsewhere in the region in a quest for affordable housing. For the majority of those who make the move, employment seems to be an afterthought. The Victor Valley, as a region, has the highest foreclosure rate in the country and is second only to Detroit in unemployment. There is a lack of diversity in the few jobs that are available as the majority of them are in the retail or service sectors. The result is an urban area that is currently not attractive to white collar workers as a place to live.

Culturally-speaking, the community is overwhelmingly car-oriented. People relocate to the Victor Valley accepting the fact that they will have long commutes – which seems to be a conscious trade-off for affordable housing.

Despite depressed local and state economies, the community is beginning to think about alternatives to single-occupancy vehicle travel. On nearly everyone's wish list is commuter rail, with vanpool coordination services as a close second. Although there seems to be a market for long distance commute options, people tend to be conservative when it comes to financing. Most stakeholders surveyed said they were already taxed too much and there were no public funds available to pay for new services.

Given the complexity of developing commute alternatives for Victor Valley area residents, stakeholders recommended an innovative and tailored marketing campaign to increase awareness of mobility options and opportunities. This provides a chance to combine with a social marketing campaign to teach transportation demand management concepts and encourage consideration of quality of life issues. While many residents and stakeholders may not be ready to talk about financing new projects, they do seem open to new ideas and preliminary planning for commute alternatives in the near and distant future.

Employee Transportation Coordinators (ETC)

The survey to Inland Empire Transportation Services (ITS) ETCs demonstrate that most major employers in the ITS (and therefore employment opportunities) are in the 'government and education', 'manufacturing and industrial and military', and 'warehousing and distribution' sectors.

With regards to employees from the Victor Valley, about one-quarter of major employee representatives (ETCs) do not know whether their employees commute from the Victor Valley, and another one-quarter report that up to ten employees only commute from the Victor Valley.

¹ It is important to note that this information is based on stakeholders' comments and has not been cross-checked against U.S. Census data or other data sources.

At least two-thirds of ETCs report a drive alone rate of 70% or higher. Just over one-half of employers report a carpool mode split of 10 to 50%, and about two-thirds report a vanpool mode split of 10% or less. More strikingly, over two-thirds of employers do not provide any transit benefits to its employees and the overwhelming majority provides ample parking at no cost to its employees.

Given these findings, driving alone is the commute mode of choice to most employees in the Inland Empire and it appears that carpooling is much more common than vanpooling, while transit is a very distant commute alternative.

Household Survey

Surveying long distance commuters in Victor Valley households proved to be more difficult than anticipated due to high unemployment rates, low response to telephone calls during survey hours, and high incidence of cell-phone only households. These factors produced a very low response rate that was overcome by an extended surveying period of six weeks.

In summary, roughly 50% of households have at least one member working full-time or one member looking for employment. One-half of the jobs that people have or are seeking are outside the Victor Valley area. As well, about 50% of all Victor Valley commuters working within San Bernardino County go to work “down the hill,” to the San Bernardino Valley.

Despite the seeming long distance of jobs, most commuters seem to be satisfied with their current range of commute options. Over two-thirds are driving alone because it either provides the shortest travel time, most flexibility, or because a vehicle is needed before or after work.

While most respondents stated that driving alone was their primary commute mode to work, carpooling was a distant second alternative – with vanpooling comprising a very small proportion of trips.

Most ‘drive alone’ commuters state door-to-door travel times of up to 60 minutes. In contrast, most carpool and vanpool commuters spend more than 60 minutes commuting. Carpooling and vanpooling seem to have a higher mode split when commute times are longer than 60 minutes. This suggests that commuters identify greater cost-benefits in sharing a ride when travel times exceed one hour. Although not confirmed by other sources, this is likely a characteristic of the market in all southern California and it is not exclusive of Victor Valley alone.

Finally, in terms of any one action that would encourage commuters to make a different commute mode choice, just over one-third said that new rail service would make them change their behavior. Under one-quarter said they would be swayed by a carpooling/vanpooling cash incentive and a few claimed new bus service or more HOV lanes would make them change their commute behavior.

Chapter 1. Stakeholder Interviews

Introduction

During May-June of 2009, eleven Victor Valley stakeholders were interviewed either in person or by telephone to assess the needs of and market for long distance commuters. The objective of the interviews was to understand community opinions about the following:

- Travel options other than single-occupant vehicles, the need for those, and relative desirability
- Social and economic impacts of long distance commuters
- Near and long-term economic outlook for the Victor Valley
- Willingness to financially support travel alternatives for long distance commuters

Equally represented were city officials and business owners. Also examined were more specialized viewpoints with regard to roadway improvements in the I-15 corridor, employment placement services, and insights from former 'down the hill' riders. A well-known economist was included as well. The following is the list of interviewees:

1. Joseph Brady, *Owner of the Bradco Company*
2. Ginger Coleman, *Councilmember for the Town of Apple Valley*
3. John Husing, *Local Economist and Vice-President of Economics & Politics, Inc.*
4. Therese Kragness, *Owner of Innovative Business Partnerships*
5. Mike Leonard, *Councilmember for the City of Hesperia*
6. Robert Lovingood, *Owner of ICR Staffing*
7. Diane Morales, *Senior Planner for Caltrans*
8. Nathaniel Pickett, *Senior Planner for Caltrans*
9. Scott Priester, *Director of Development Services for the City of Hesperia*
10. Shantel Simmons, *Former Down the Hill Rider*
11. Josie Wycoff, *Former Down the Hill Rider*

The total sum of this analysis is to identify potential commute alternatives and to shape evaluation criteria for consideration in future service recommendations tasks.

Recent Growth, Economic Impacts, & Job Market

To what degree do you feel the Victor Valley area is dependent on jobs from outside the area?

Everyone surveyed agrees that the Victor Valley is very dependent on jobs that are outside the area. The majority of commuters are traveling 'down the hill' to anywhere between Redlands to the east and Los Angeles to the west.

Part of the problem is that residential development occurred before, and certainly not in conjunction with, economic development. According to economist, John Husing, the Victor Valley job to housing ratio is 0.67, where wage and salaried jobs are compared against occupied dwelling units. However, the average ratio for southern California is twice as high at 1.25. In fact, the Victor Valley number is the lowest in southern California and thus translates to an over-dependence on long distance commuting. Husing says southern California "has always grown in this specific pattern." With residential construction, developers go where land is available and inexpensive. Buyers follow the market even though it may be far away and in an area with no jobs. Eventually, population growth necessitates service sector jobs such as those in retail, schools, medical facilities, and local government. But right now, most Victor Valley employers employ 50 or fewer workers.

This early-term economic stage is referred to as *Phase 1* development and has been occurring in the Victor Valley since 2000. *Phase 2* usually comes about a decade later and is characterized by the development of larger industrial facilities. *Phase 2* has only barely touched the high desert. Consequently, there are few local blue-collar jobs that are ideal for area residents – 60% of whom have never taken a college-level course.

Husing also explains that prior to the housing collapse the high desert was the only place to find affordable housing. The area saw an extraordinary surge in settlement starting in the late 1990s: in 2000 there were 289,000 people in the Victor Valley, but in 2008 that number jumped to 417,000. However, Husing expects this trend to slow dramatically given the fact that the Victor Valley has the highest foreclosure rate in the nation, which can be attributed to the use of "creative financing."

In terms of *Phase 2* development, Husing claims this period should have already happened in the Victor Valley, but the recession stalled it. He noted that *Phase 2* has already occurred in the San Bernardino Valley. In this way, I-15 serves as a dividing line in which the west is developed industrially and the east is not. Husing says that ten years ago all the jobs were west of I-15; however, in 2000 industrial development jumped eastward to Fontana. But until it is finished east, the industrial development phenomenon will not go north to the Victor Valley. At this point, Victor Valley either needs blue-collar jobs or lower-level white-collar support jobs. Retail jobs simply do not pay enough to support a family, hence the pressure on at least one member to commute down the valley for work. The result is that I-15 essentially becomes "a morning and evening parking lot." In view of that, everyone surveyed emphasized worsening local and I-15 traffic as compared to ten years ago.

Joseph Brady of the Bradco Company thinks that cities have finally come together to realize that there is an issue. The problem, still, is that 75% of new jobs are in retail and only 25% in the industrial sector. Even with two adults working in retail at minimum wage, the most a family can earn is about \$14 per hour – “that’s not enough to pay even a 2009 mortgage.” For example, in 1996 the median home price was about \$80,000. In 2006, the number rose to \$300,000 – and then plummeted back down to \$100,000 in 2009.

While the Victor Valley has the land to house the companies, it doesn’t have the white collar labor force to bring in the higher paying jobs. Most educated professionals move elsewhere or commute below for higher paying jobs. The exception to this rule is the few that own private business in the area.

Where are the jobs located and how is this different from ten years ago?

John Husing reports that the majority of jobs are in the valley, west of I-15 in Ontario, Rancho Cucamonga, Chino, and Mira Loma. To the east of I-15, jobs are in Fontana, Rialto, Colton, Redlands, and San Bernardino. Ten years ago all the jobs were west of I-15, but some movement has shifted eastward with the onslaught of population increases in the desert. Robert Lovingood, owner of ICR Staffing, cites 100,000 daily commuters on I-15 at the height of the housing boom between 2001 and 2006. This number dropped to 85,000 between 2007 and 2008 due to layoffs, high gas prices, and decreased trade in the area – but illustrates the fact that a sizeable portion of the population is commuting elsewhere for employment.

Is the community attempting to change this by providing more jobs in the Victor Valley?

Mostly everyone surveyed agreed the community is attempting to provide more jobs within the immediate Victor Valley area. However, it seems as though each municipality is performing economic development in isolation – doing independent job promotion, job attraction, and job retention. No one mentioned any centralized economic development organization or campaign, despite the existence of the known *Victor Valley Economic Development Authority*. In fact, most likely municipalities are in competition for industry to locate in their particular city. Scott Priester, Director of Development Services for the City of Hesperia, says that while every City does economic development, they do not necessarily “share trade secrets.”

An example of economic in-fighting, not intending to take sides, is a lawsuit between two Victor Valley cities over the location of a car dealership in one community versus the other. This serves to illustrate the relative independence and, to a certain degree, desperation, of Victor Valley cities.

From stakeholder accounts, it seems there is difference of opinion in terms of whether anyone or anything can actually “make a difference.” Husing thinks “there’s not a lot you can do to change” the situation. He cites the availability of land, the prices of the facilities on the land, and the availability of labor as the three major independent variables. Again, while there is a lot of labor in the high desert, industry will not move up until there is “a good reason.” At this point, Husing believes there is not yet an underlying economic reason to drive jobs up the hill – especially not until space runs out east of I-15. In contrast though, other stakeholders described proactive

economic development measures their cities are taking to curb the problem. And they seemed relatively confident the measures would work to spur new development.

This does not mean that the 'powers that be' are not trying, but they are certainly up against some pretty strong market forces. Two interesting additional factors seem to be environmental regulation and water. In terms of the environment, several people cited anecdotal changes in plant life and temperature. With this comes new regulations that have the potential to make commerce even less attractive in the Victor Valley. Husing notes the fewer restrictions on air quality in the Mojave Air Quality District as compared to the Southern California Air Quality District. The relaxed restrictions in Mojave may cause some movement north – especially for marginal companies – but this is expected to be only a minor trend. However, Robert Lovingood reports a new \$80 environmental tax per rail container to and through the LA basin area. He uses this to make a case for diverted trade to the ports of San Francisco, Tacoma, Seattle, and Vancouver B.C. Husing supports this argument but instead cites “clogged arteries” and congestion in the greater Los Angeles area, which simply make trade inefficient – especially up to the Victor Valley.

In terms of water, Husing explains that water is a price issue and not a shortage issue. He says people are growing lawns in the desert when they should be going with a “zeroscape” – and that water pricing should enforce this – but it is not reacting fast enough to the politics of the area. Ginger Coleman, Councilmember for the Town of Apple Valley, claims that the cost of water is an issue statewide. Two private water companies serve Apple Valley, but the city still has no main line to the north end. This severely hampers development opportunities – and thus revenue possibilities for the city.

Several interviewees also mentioned redevelopment of the Southern California Logistics Airport (SCLA) as an exciting potential job generator. The federal government is responsible for helping the Victor Valley recover from the closure of what used to be the George Air Force Base. It shut down in 1992, which resulted in significant job losses. According to Robert Lovingood, a good example of the repercussion was the demise of two support trucking companies. Without the Air Force Base, there was no reason for the companies to stay in the area – especially given the potential savings on vehicle wear and tear alone with a relocation elsewhere – not to mention the 17 million more people below the Victor Valley who could be better served by locating the businesses “down the hill.”

But SCLA is a fully functioning airport – and one of the fastest growing in the nation. Rail service is currently being planned. Land assembly is underway for a multi-modal yard and ground breaking will start in two years to include imports from overseas ships. The area will allow products to be transferred and manipulated. One opportunity is with accessorizing and repairing new vehicles. Thus in the next two to five years, it is expected that the airport will generate many jobs. However, Husing adds that “this project is good for the long run, but does not help the short term.”

Another development is a third line that was recently added to the Cajon Pass Burlington Northern rail corridor. Joseph Brady claims this is the most heavily trafficked rail corridor in the country with 110 trains per day. He says it has major job creation capacity as well as potential transit capacity of upwards of 30% should the new line be used by rail commuters.

Other major employers are the Victorville Federal Correctional Complex, a number of mining and cement-related companies, and two military bases. Robert Lovingood described the

mining/cement industry downturn, but it should be noted that no interviewee mentioned the prisons.

Mike Leonard, Councilmember of Hesperia, says that while there is too much spending in Sacramento, businesses could save money if they relocated to the Victor Valley: "Hesperia has different plans to help business relocate. The City has financing for relocated companies who do not meet their profit goals. There are four to five plans to get brokers to bring businesses in and profits will be matched. The hard part is that banks are giving no money." For example, there were businesses that wanted to relocate to Hesperia, but they were not able to secure bank financing.

What are changes in settlement, growth, and employment patterns from the past one to two years?

Husing reports that the Inland Empire has a 12% unemployment rate, which is the second highest in the country – with the Detroit region at the highest. So the major change is that more and more people are losing their jobs – and therefore losing their homes. Workers are being laid-off just so companies can stay in business and investors are coming in to buy the foreclosed homes to turn around and rent the home to the low income and unemployed demographic. Joseph Brady goes as far to say he believes an even "rougher demographic" is moving in – one he believes is characterized by increased drug use and gang activity. Whether that is true or not, Robert Lovingood described at length the trouble he goes to in searching for white collar workers. He says most people living in the Victor Valley are only qualified for modified manual labor, which makes it incredibly challenging for employers who are seeking one or two executives. Roberts says simply, "people who are qualified to work at \$90,000 per year are typically not living here. You have to recruit from elsewhere." So while everyone interviewed thinks more and more people are moving to the Victor Valley area, education and skill levels of settlers are low. It is difficult to say whether this is due to the poor job base, lower cost of living, and corresponding smaller incomes or some other independent variable – but for certain it is the most notable characteristic of the area. Scott Priester adds that there is a larger portion than average of the population on government subsidy – split between retirees and those with low income. Therese Kragness says the retirees are living in the area due to several new assisted living facilities (the only growth sector she knows of) and the low income due to the plethora of retail and food service jobs (that are now in decline).

Will the community be different in the next 3 to 5 years?

While a few people have hope that the Victor Valley will pull through economically in the next three to five years, the majority believes it will take a good ten years to replace the lost jobs and create a better diversity of jobs in the area. In terms of commute, everyone expects it to worsen in this time frame.

Husing says that prior to the housing collapse the high desert was the only place to find affordable housing. The growth can be attributed to a "build it and they will come" development philosophy in which people will continue to go where they can to buy affordable housing. Mike Leonard, Councilmember for the City of Hesperia, explains that "people were willing to make the drive as a trade off." Accordingly, Robert Lovingood cites that for every \$1,000 less in the price of a home equals another mile people are willing to commute. While this may be true now, Husing expects the trend to decrease. And finally for Scott Priestler, economic betterment starts in the Los Angeles basin and moves up the valley over time. Several interviewees described that when

the economy is bad elsewhere, it's worse in the Victor Valley. For the same reason, the Victor Valley is therefore expected to rebound last.

Community & Transit Authority Role in Accommodating Long Distance Commuters

Should offering long distance commute alternatives be a community priority?

Almost everyone called for offering alternatives to single occupancy vehicles for local residents who commute outside Victor Valley. But whether it should or should not be a community priority is not so much the question – *how* is the real issue. In response to this question nearly all interviewees quickly jumped to the incredibly complex housing, employment, and transportation challenges in the area. As well, many people feel residents are already over-taxed and that funding for public transportation was not used wisely in former projects. So while everyone supports the cause, most interviewees were also hesitant to go beyond that. Despite that perspective, some common reasoning for commute alternatives were excessive commute times, environmental damage from vehicle emissions, and time away from family.

In terms of commute times, several people went on to talk about related trade issues. Of course, when commuters are not moving efficiently, trade – at least on surface streets – is not moving efficiently. Joseph Brady says “there’s a perception that it’s already hard and will be even harder to move goods.” If the roads are clogged with commuters who are not seeking an alternative, then you cannot move goods. I-15 feeds services to Nevada, Arizona, and Utah via truck. But because too many people are going up and down and below for jobs and shopping, trucks cannot move as fast as they should. And while everyone cites major problems on highways and interstates, several interviewees said local streets were just as bad if not worse.

What would be the most effective form of service to support long distance commuters?

In response to this question, overwhelmingly people called first for rail. A close runner-up was vanpool service. Rail is popular because there is already a line that connects the Victor Valley to San Bernardino and already a Victorville transit station. The interviewees see rail as the fastest, most efficient, and most convenient service for long distance commuters – though a couple noted it may also be the most expensive. But for rail to be effective, it would need to run at a minimum of every 15-20 minutes and be timely (several people mentioned that Metrolink is not timely). Interestingly also, several people mentioned they knew of others who are now commuting via Amtrak from Victorville to San Bernardino. It is costly, but comfortable and dependable.

Vanpool was popular because employers, public agencies, or private companies can run it – so there would be a diversity of service types and frequencies to meet the unique needs of users. As well, people feel that vanpools allow a certain level of flexibility and – especially if run by private agencies – can get people back up the hill in an emergency. Ginger Coleman says the commute is a major issue for parents in particular. With a 1.5-hour commute, there is a fear for parents that they will not be able to reach children in time if an emergency were to occur. Schools even have disaster plans for parents working down the hill – an indication that so many

are doing it. And these plans project several days out so if a parent cannot get to child there is back-up from family, friends, or neighbors. Not too uncommon are major accidents or bad weather like snow that can close I-15 indefinitely. Accordingly, Coleman cites this reason for vanpools – she is familiar with private companies that could pick her up with little forewarning. Further, as compared to transit, Ginger says vanpools should be more financially feasible since they use smaller vehicles and do not require as many riders to break even.

Several people mentioned that they had used a carpool, but had to stop because carpool mates were laid-off or had shift changes and because car maintenance or threat of accident was too expensive. In general, people said that coordinating a carpool is a pretty big hassle. As well, many companies do not offer shift options. One solution might be a regional ridesharing website that maps member origins and destinations and matches riders appropriately. As well, the higher-income workers in the survey say that carpooling is just too intimate for them. They want to have quiet time where they can pull out a laptop or read a report – and they really don't want to have to talk to anyone. Again, this further supports the argument for vanpools, which can have no talking/no radio rules to accommodate riders with these wishes. However, Therese Kragness who is the owner of Innovative Business Partnerships – a job placement services for people with disabilities – is 100% reliant on carpools. Clients are rarely employed 'down the hill' due to mileage and fuel costs. Therese does pay mileage for clients, but tries to employ near the home base. If there were a dependable and timely transportation alternative, clients would have more geographical options for placement. But at this time, options are limited to the Victorville area. For clients who do not have cars, staff is available to drive clients – but in their own personal vehicles. Therese says she prefers to use public transportation whenever possible, but hours of operation and geographical extent are so limited. Most of the time, her staff's cars are filled to capacity taking clients to and picking them up from worksites.

In answering these questions, many people wanted to talk about the former *Down the Hill* commuter bus. The riders surveyed said they were very upset when service was discontinued. Shantel Simmons said the bus was always full and carried a diversity of riders from black to white, business class to student, singles to young parents with children, and so on. However, a number of other interviewees said they were under the impression that ridership was very low and that the service was too highly subsidized. But in general, everyone involved said there had to be some kind of transit in the area and if it is bus – then fine – anything is better than nothing. The business owners surveyed reported that they regularly use public transit whenever possible. Again, they say it is better to sit on a bus for 1.5 hours and get some work done, than suffer in stressful and potentially dangerous traffic. The problem with the bus, though, is frequency and connections. Shantel said buses are not "helpful when they only run once per hour" and are very limiting in terms of capacity, route spacing, and long distance travel. Buses would have to drop off and connect to another mode in a central location and have a flexible time schedule to be truly useful. Several people also mentioned that *Down the Hill* bus interiors were not clean.

Connections and lack thereof were on everyone's mind – and proved to be much more critical and challenging than choosing a commute mode alternative. Origins and destination are very spread out and in many places local traffic is just as bad as highway or interstate traffic. What is more is that travel trends are neither linear nor radial – so there is no node in terms of origin or destination. Once you get out of the Victor Valley, then there is the issue of connecting with other commute alternatives to get where you need to go – and those destinations go in all directions. John Husing agrees that there is no "there" there when you get there – so the last leg is key." And because so many are commuting down the hill from already heavily trafficked cities and towns to even worse I-15, people have resolved to work atypical work shifts – which means

transit would need to operate at all hours of the day to really be of service. For example, several people reported that park and rides and freeways are full by 4:30 and 5:00 A.M. But if there were transit, substations will be needed for connections. Almost everyone noted there should be a maximum of one to two transfers required – as people will not use the service if multiple connections are necessary. The next most important element is timing and knowing when the last train is so people are not stranded.

In general, however, interviewees think a combination of these efforts would be the most effective system for the area. Ginger Coleman adds that for any new service to be effective, it will need to be highly marketed and specifically marketed to the Victor Valley demographic. And Robert Lovingood reported that Metrolink only takes 8% of commuters off the road, but that 30-40% is needed to really make an impact on the quality of transportation.

Is there ample park and ride capacity in the Victor Valley to support long distance commute options?

Park and ride facilities are a hot button issue for everyone. Several interviewees use park and ride lots regularly to connect to carpools and vanpools – but most people were not familiar with the term *park and ride*. All but one person said the lots were over capacity. As well, several people cited a park and ride lot at I-15 and Bear Valley Road as a dirt lot that is unsafe for people and cars. Many are parking at empty lots where shopping centers have gone out of business or parking on side streets. Several suggested collaborating with business owners to share parking lots for carpool and vanpool exchanges.

But clearly the community is not accustomed to walking even short distances, as one interviewee alluded that walking one to two blocks from the side street to the park and ride was excessive. Notwithstanding, it was clear that respondents would like to see expanded, improved, or additional facilities.

Diane Morales, Senior Planner with Caltrans explained that the agency is looking to partner with BRT parking areas for potential park and rides along I-215 in San Bernardino. The local transit agency is discussing this with SANBAG. She says that a strategic location for the Victor Valley would be between San Bernardino and the Cajon Pass area and that 60-70 spaces are needed to combine with future BRT service.

Where is the most effective place to focus efforts if the community does invest in commute options?

Most people agreed it was too difficult to specify any one origin or destination with which to focus efforts. However, a few people said that Victorville is the most central and that most people are traveling to the Inland Empire or into Los Angeles from there. To get an exact read, Robert Lovingood suggests doing a traffic analysis at I-215 and I-15 at Devore Heights. He adds that warehouse and manufacturing is the core employment in Rancho Cucamonga – 30% of commuters are going there to work. Others are going to San Bernardino and Riverside for service work. He concludes that 65-75% of commuters do not go beyond Rancho Cucamonga or San Bernardino.

Diane Morales was the only person who was specific. Her suggestions for the focus of efforts are the following: I-15 from San Bernardino to the Victor Valley; I-10 to San Bernardino to Los

Angeles; I-215 to San Bernardino to the junction with I-15; HWY 60 from San Bernardino to Los Angeles; and I-210 from Redlands to Los Angeles.

Financing Long Distance Commute Services

Should the local community financially support commute alternatives for long distance commuters?

While everyone wants commute options, very clearly no one wants to pay for them or knows how to pay for them. Scott Priester mentioned his involvement in passing Measure I, the ½ cent sales tax increase assigned to transit, mixed-use development, and carpool lanes. Priester says Measure I has funded carpool lanes on I-10 and I-210. Though Measure I will lapse next year, in advance voters have already passed its re-authorization through 2040.

In general, people are saying that public financing is imperative, but would be so difficult because the local and state government has no money. Several people suggested federal dollars, however, and John Husing specified funding by SANBAG.

It seems that people are tax adverse and tired of paying for studies that “sit on a shelf.” About half the interviewees mentioned this frustration explicitly. As well, they suggest aversion to any commute option that is overly reliant on subsidy. They said people will use whatever service is available, but the price to use must be commensurate with the price to build and maintain. Therese Kragness added that if cities procured funding to address internal transportation problems then it would be “more palatable for the community to support bigger projects for commuters.” She said there is some fear of spending money to send workers down the hill when efforts should instead be focused on local economic development.

Several people mentioned that toll roads are a great way to pay for transportation projects and that rider fees should come close to covering capital and operation costs – though they guessed that was in no way entirely possible. Others mentioned private partnerships.

Is public investment in commute options appropriate for this community?

Overall, respondents said they were not sure if the area was actually ready for public investment in commute options. Everyone admitted that, “California was born to the car” and “it will be difficult to get people out of their cars” and “Californians are used to doing their own thing” and “people have accepted their commutes.” Clearly, California is one of the strongest car cultures in the country – and the Victor Valley was constructed and planned based 100% on car reliance. It seems some people are starting to make the connection between land use and transportation, but most just remarked in isolation about gas prices, freeway speeds, fast drivers, and inordinate commute times – and not really making any connection about the choice they made to live so far removed in the high desert. Robert Lovingood explained that in years prior people were selling a \$500,000 home in Fontana for a \$300,000 home in the Victor Valley – but the commute was a mere afterthought.

In general, the issue is so much more about the quest for affordable housing and over-dependence on the car – than about transportation and long distance commute alternatives. Transportation and lack of alternatives seems more to be the consequence of something much

more endemic and complex. Overwhelmingly, when the conversation shifted to how to solve the mess, respondents called for additional road capacity. And while several people identified car culture as the problem, not one person alluded to behavior change or poor regional planning. Husing even went as far to claim that “you can’t stop the growth of detached single-family homes. Planners have tried for decades here and in Arizona – and it doesn’t work. It’s a lifestyle thing despite everyone’s effort. It’s just human – people don’t want to live stacked upon each other.” That may be true in the Victor Valley, but people all over the world and in the urban U.S. more and more are choosing smaller, compact housing close to employment and on transit networks. It seemed Caltrans’ Diane Morales was the most progressive interviewee with this comment about how she would approach the problem: “We’re all in this together and we need a regional outlook. It’s more than just one highway – it’s an entire system.” With that Diane suggested (among transit) ridesharing, telecommuting, and alternative work schedules as “that way you don’t just get one bang for your buck.”

Is there any other detail that would help illustrate long distance commuters and the community?

Scott Priester explained that about a third of Victor Valley residents are Hispanic and the vast majority of residents are those just starting families. Any commute option should consider those demographics.

Travel to Las Vegas is noteworthy and also very popular. Several interviewees noted that a train to Las Vegas would be an excellent job generator and that many Victor Valley residents would go for entertainment. Scott Priester explained that Friday from 2:00-7:00 P.M. traffic on the I-215 and I-15 interchange is very bad. Husing explained that future commuter rail could link from the Ontario International Airport to the Victor Valley and then continue on as a tourist link to Las Vegas. If rail could be used in this dual fashion, Therese Kragness believes any aversion to public investment in commuter rail could be balanced out by improved travel to Las Vegas for vacation purposes.

Is the long-term (5 to 10 years) long distance commute market sustainable?

Clearly people need and want a long distance commute option, but the major challenges are car dependence, aversion to public financing, and a legacy of sprawl. As three major antitheses to transit, this calls into question whether people are really ready for “action.”

For the market to be sustainable, however, the option would have to be very enticing, timely, and cost-effective. Ginger Coleman emphasized the need for a creative and innovative marketing campaign specific to this community. Mike Leonard reports that “in ten years the Interstate Highways and otherwise will be at a standstill unless there is a shift in jobs or rapid transit to tie everything together.” Joseph Brady adds that “it’s a whole new and challenging idea for people to get out of their car.” And sadly former *Down the Hill* rider Josie Wycoff concludes, “I would keep working past my five years after retirement age, but I just can’t continue making the commute.” Therefore, marketing – and maybe more importantly public education – will have to underscore these critical life style and transportation demand management concepts in order for a long distance commute market to develop and be truly sustainable.

Chapter 2. Employee Transportation Coordinators (ETC) Survey

Introduction

In May 2009, an Employer Survey was administered to Employee Transportation Coordinators (ETCs) at the bi-monthly meeting of the Inland Transportation Services (ITS) *Inland Empire Commuter Services Combined Riverside and San Bernardino Counties Rideshare Marketing Workshop*. An actual tally of attendees was not taken, but 106 attendees confirmed attendance to the event. There were 58 total survey respondents representing 56 companies. In the state of California, employers with over 100 employees are required to retain an ETC to coordinate commute alternatives for workers. ITS coordinates this meeting to provide on-going training and resources for ETCs in the Inland Empire region.

Major Findings

Figure 1 below presents business types and number of employees (employer size) from all ETC survey responses. The table illustrates that the majority (60%) of surveyed businesses have more than 500 employees and that most (38%) are in the government or education sectors. However, the manufacturing/industrial/military and warehousing/distribution sectors combined make over 40% of all businesses. Businesses with 100-200 employees were the least common, as were businesses in the retail sector.

Figure 1: Number of Employees by Business Type

Business Type	Number of Employees				Total
	100 to 200	200 to 500	500 to 1,000	1,000 or more	
Government/Education	0	5	5	11	21
Manufacturing/Industrial/Military	1	9	1	1	12
Medical/Financial/Other	0	1	5	4	10
Retail	0	0	0	1	1
Warehousing/Distribution	2	5	3	2	12
Total	3	20	14	19	56

Figure 2 on the next page illustrates that though the majority (27%) of employers don't know whether employees commute from Victor Valley, another 25% report that somewhere between '1 to 10' employees commute from the Victor Valley area.

Figure 2: Number of Employees from Victor Valley by Business Type

Business Type	Number of Employees							Total
	0	10 or less	10 to 20	20 to 50	50 to 100	100 or more	Don't know	
Government/Education	2	3	2	2	1	5	6	21
Manufacturing/Industrial/Military	4	7	0	0	0	0	1	12
Medical/Financial/Other	1	1	1	1	0	2	4	10
Retail	0	0	0	0	1	0	0	1
Warehousing/Distribution	0	3	1	2	0	2	4	12
Total	7	14	4	5	2	9	15	56

Figure 3 summarizes the perceived drive alone rate. Only 43 of the 56 respondents answered this question regarding estimated mode split. Of those, two-thirds (67%) of employers estimate a 70% drive alone rate or higher. It should be noted that these statistics indicate 'off the top of the head' numbers reported during the workshop and not actual data confirmed with employers. However, these numbers appear to be consistent with results from the Household Survey.

Figure 3: Drive Alone Mode Split

Mode Split	50 to 70%	70 to 90%	90% or more	Don't know	Total
Drive alone	12	21	8	2	43
Total	12	21	8	2	43

Figure 4 below summarizes estimated carpool rates. Only 39 of the 56 respondents answered this question regarding mode split. Of those, about 50% estimate carpooling at a 10% or less mode split, while the other 50% estimate a carpool mode split of more than 10% and up to 50%. This statistic shows that there is strong support for carpooling among ITS employers, and that carpooling is currently the most effective commute alternative to SOV.

Figure 4: Carpool Mode Split

Mode Split	10% or less	10 to 50%	Don't know	Total
Carpool	17	20	2	39
Total	17	20	2	39

Figure 5 below summarizes estimated vanpool rates. Only 9 of the 56 respondents answered this question regarding mode split, which indicates that very few employers coordinate vanpools for employees. Two-thirds of respondents indicated a vanpool mode split of 10% or less.

It should be noted that ITS employers all have 100 or more employees – with a significant number of employers in the 500 or more category, as indicated above. Thus of the big employers

in the Inland Empire, a small portion appear to have and/or use vanpools. This statistic shows that vanpooling is a distant third mode of choice for the commute to work in the region.

Figure 5: Vanpool Mode Split

Mode Split	10% or less	10 to 50%	Don't know	Total
Vanpool	6	2	1	9
Total	6	2	1	9

Figure 6 below shows that most (67%) employers do not provide any transit benefits to employees. Of those who do provide assistance, 24% provide a partial subsidy, while only 6 percent provide a full subsidy. Overall, about one-third (31%) of employers provide some kind of subsidy whether it be partial, full, or via participation in WageWorks or a similar service.

Figure 6: Level of Transit Subsidy

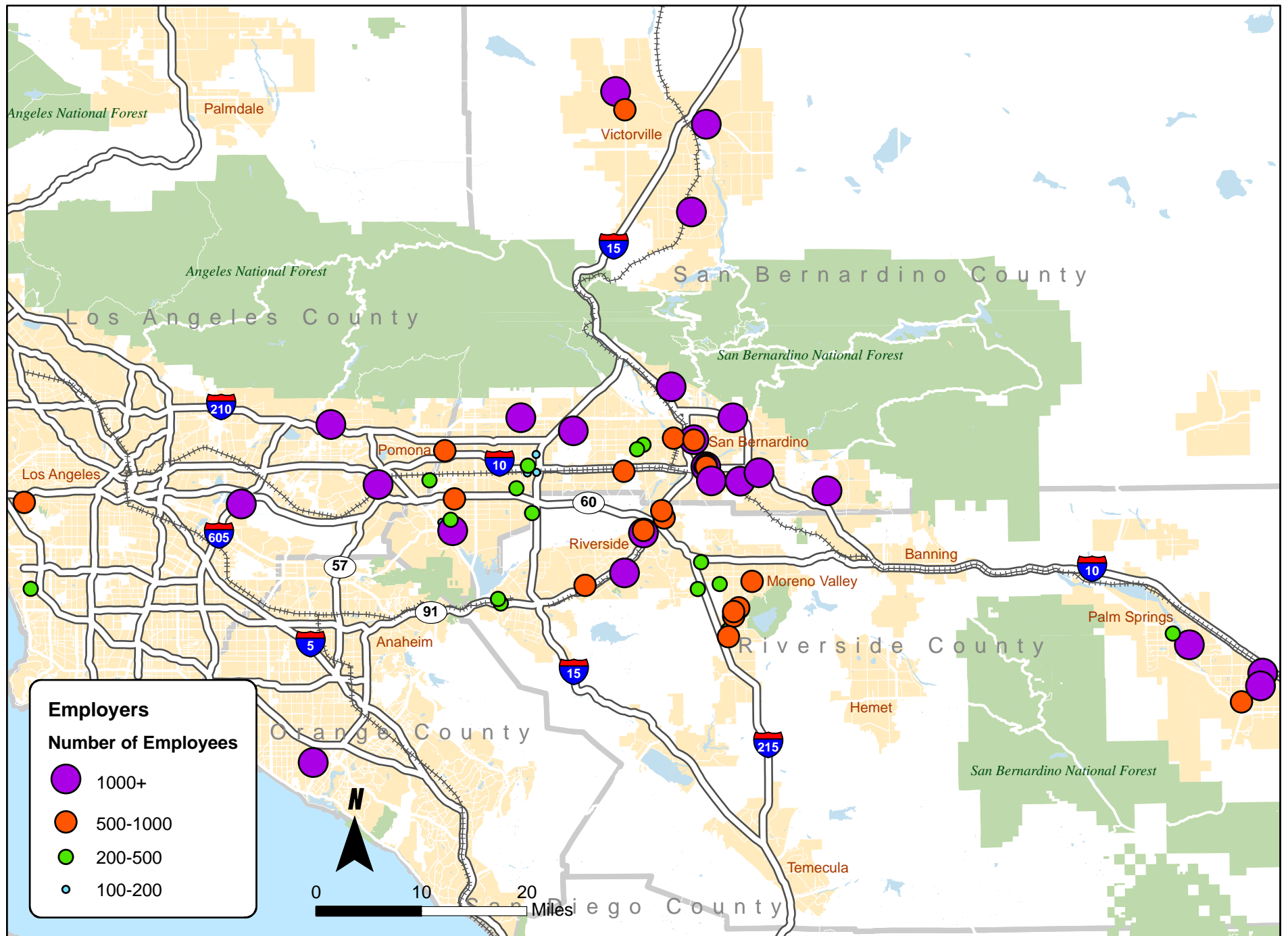
Level of Transit Subsidy	Count
Partial subsidy	12
Full subsidy	3
Participation in WageWorks or similar service	1
Don't provide	17
All of the above	1
None of the above	17
Total	51

Summary of Findings

Given these findings, driving alone is the commute mode of choice to most employees in the Inland Empire and it appears that carpooling is much more common than vanpooling, while transit is a very distant commute alternative.

ETC responses, although 'off the top of the head,' are consistent with the opinions from stakeholders which identify major employment opportunities to be spread out all over the San Bernardino Valley, in particular along the I-15 corridor, and beyond the county border in Riverside, Los Angeles and Orange Counties. Figure 7, on the next page, presents the distribution of major employers outside the Victor Valley area, representing the employment location of the 56 employers from the ETC survey.

Figure 7: Location of Major Employers Outside the Victor Valley Area



Chapter 3. Household Survey Summary

Survey Sampling Summary

A general public survey of households throughout the Victor Valley area was conducted for about six weeks during April-May 2009 (April 13th – May 26th). The sampling plan was designed to provide reporting accuracy at a 95% confidence level with a margin of error of $\pm 5\%$ at the regional level.

More than 240 surveys were completed (i.e. participants qualified as long distance workers and answered the survey questionnaire in full) out of more than 1,000 households contacted that agreed to participate in the survey. The survey questionnaire was comprised of 66 questions including all skipping patterns (see complete questionnaire in Appendix D). Each fully completed survey took about 15 minutes to complete.

The survey task proved to be more difficult than anticipated due to a number of factors that resulted in a very low response rate and much bigger effort to complete, including:

- High unemployment rates in Victor Valley resulting in a lower percentage of valid respondents
- Many potential participants either do not come home on some weekdays (staying closer to their job), or do not get home until quite late in the day, making reaching them by telephone in regular surveying hours very difficult
- Long distance commuters spend much of their lives on the road and away from home, thus a higher-than-average percentage of cell-phone only households exists in the area that cannot be reached with the traditional RDD samples used in the study.

All in all, the 240 fully completed surveys provide a statistical representation of the Victor Valley workers as a whole at the 95% confidence level with a margin of error of ± 5 percent. Figure 8 below shows the distribution of responses by Victor Valley zip code.

Figure 8: Household Survey Responses by Zip Code Area

Zip Code Area	City	Percent of Households Surveys
92301	Adelanto	15.4%
92307	Apple Valley	14.1%
92308	Apple Valley	6.6%
92340	Hesperia	0.0%
92344	Hesperia	3.7%
92345	Hesperia	17.0%
92368	Oro Grande	0.0%
92329	Phelan PO Box	1.2%
92371	Phelan	9.5%
92372	Pinion Hills	4.6%
92392	Victorville	12.4%
92393	Victorville	0.4%
92394	Victorville	5.4%
92395	Victorville	9.5%

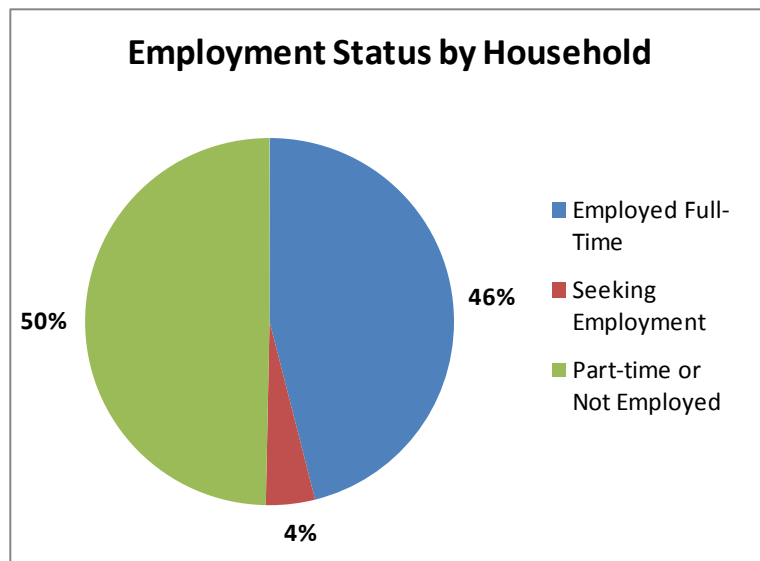
Survey Results Summary

Detailed survey results are included in Appendix C, at the end of this report. The paragraphs below present a summary of the major highlights from the survey.

Households Summary

- 46% of households have at least one member employed full-time
- 54% of households have at least one member looking for employment, working part-time, or not working at all
 - 8% of these households have one member that lost a full-time job and is currently seeking employment
 - 92% of these households have one member working part-time or not working at all
- In summary, roughly 50% of households have one member working full-time, or was working full-time and is currently looking for employment
 - 50% of these jobs are outside the Victor Valley area, and the other 50% are within the Victor Valley area
- About 25% of households in the Victor Valley area have at least one member (or a member looking for employment) commuting to work outside the valley area

Figure 9: Employment Status by Household



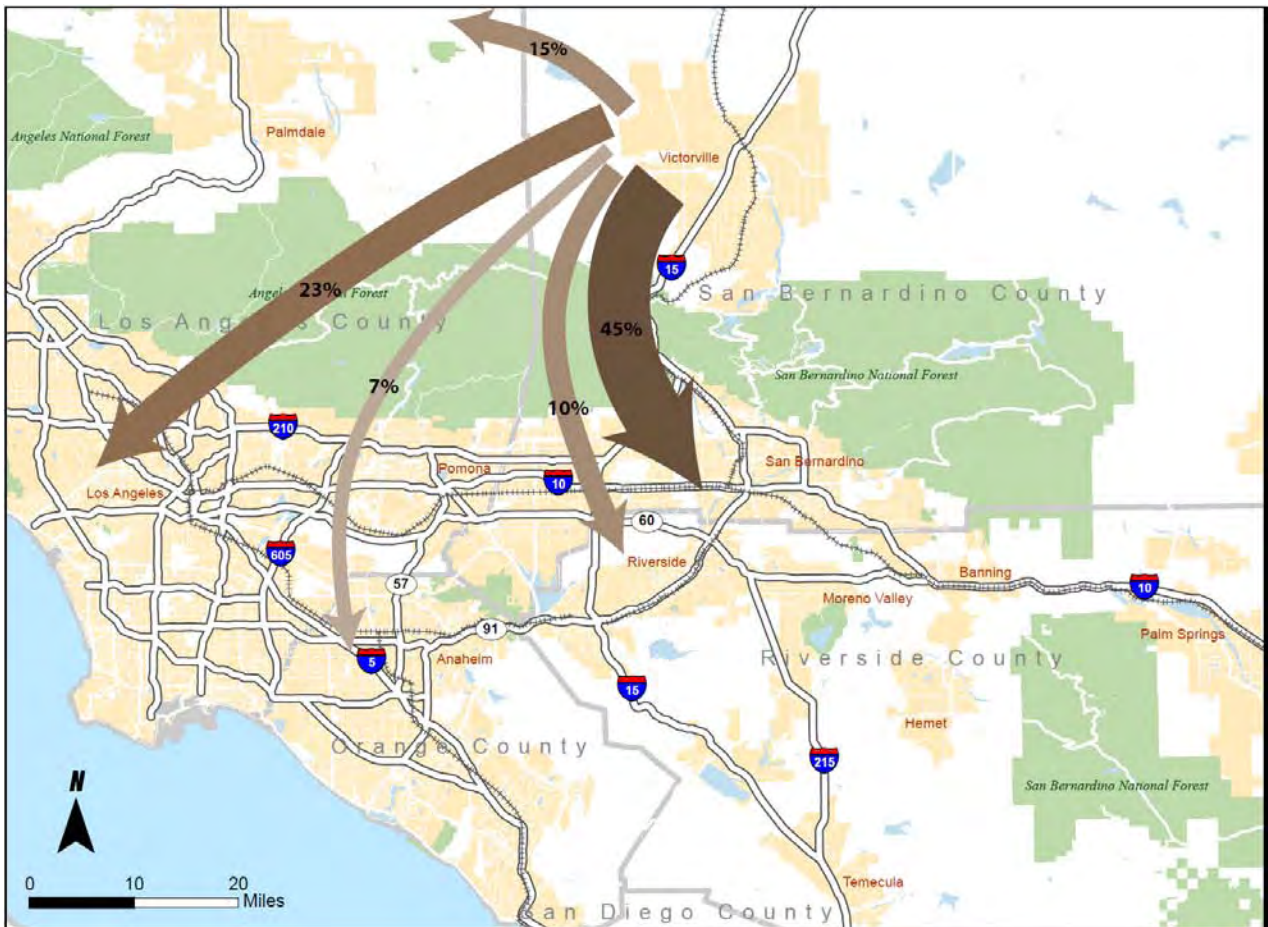
Location of Employment Summary

In relation to employment location outside the Victor Valley area, commuters go to (see Figure 10 in the next page):

- 60% to places within San Bernardino County

- 75% go “down the hill”
- 25% go to north or northwest of Victor Valley
- 23% to Los Angeles County
- 10% to Riverside County
- 7% to Orange County or other

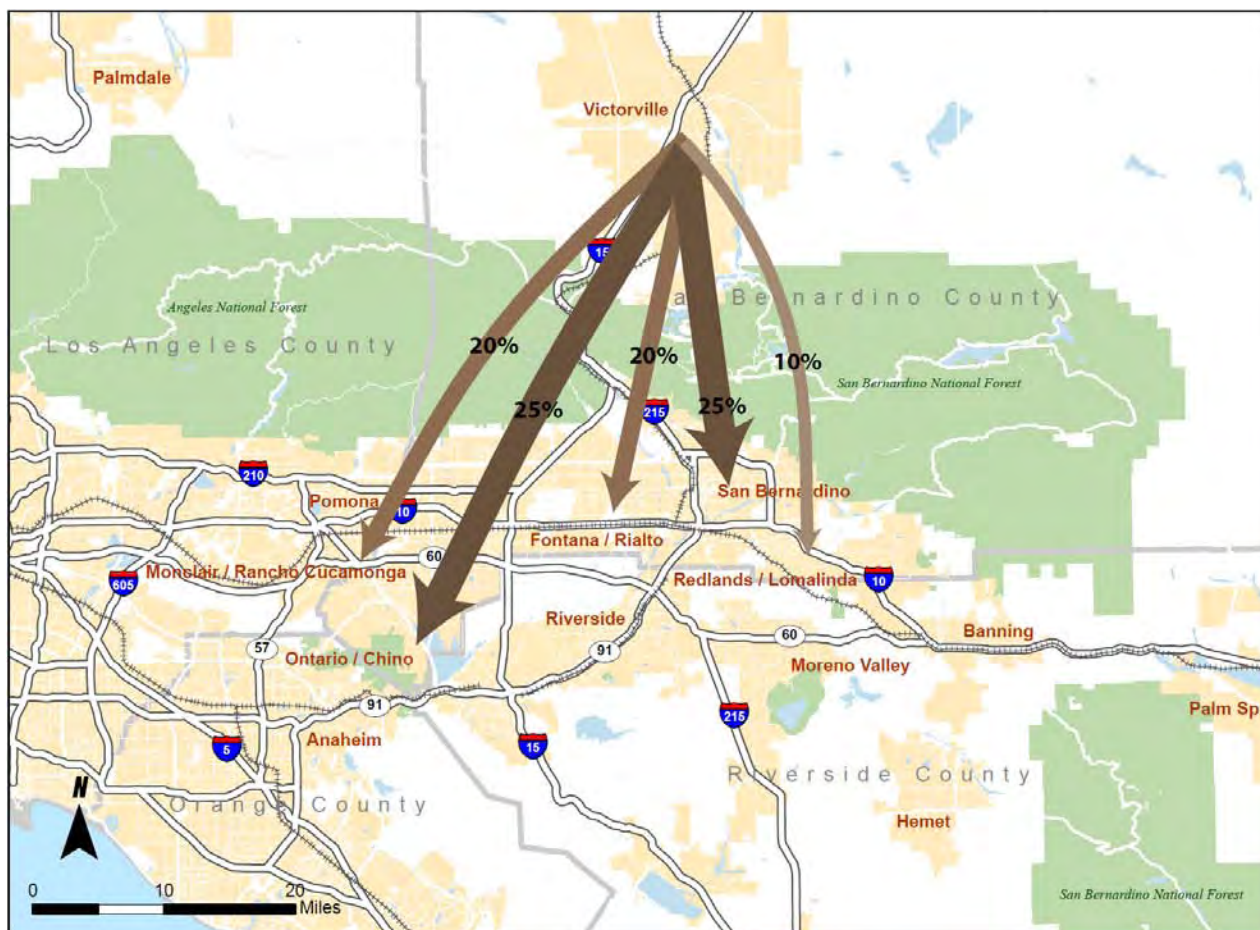
Figure 10: Major Commute Destinations of Victor Valley Workers in the LA Region



In summary, 45% of all Victor Valley commuters go to places “down the hill” in the San Bernardino Valley (see Figure 11 below):

- 25% go to the San Bernardino/Highland area
- 25% go to Ontario, Chino, or Chino Hills
- 20% to Rancho Cucamonga, Upland, or Montclair
- 20% to Fontana, Rialto, or Colton
- 10% to Loma Linda or Redlands

Figure 11: Major Commute Destinations in the San Bernardino Valley



Commute-to-Work Characteristics

In relation to the characteristics of the commute:

- 77% of respondents say it is easy or moderate
- 23% of respondents say it is difficult

At the same time, most commuters seem to be satisfied with their current range of commute options:

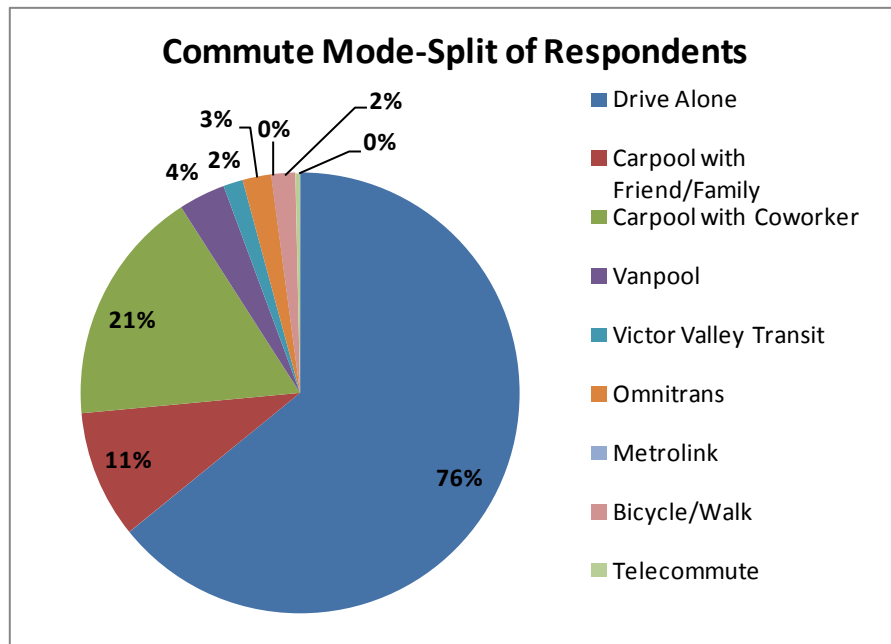
- About two-thirds are neutral or satisfied (63%)
- About one-third is dissatisfied (34%)

The most typical commute modes of respondents are as follows (see Figure 12 below):

- 76% drive alone

- 21% carpool with a coworker
- 11% carpool with a friend or family member
- 4% vanpool
- 0.4% telecommute only

Figure 12: Survey Respondents Commute Mode-Split



In relation to the high rate of 'drive alone' as a commute mode, respondents provided the following reasons:

- 67% provides the shortest travel time
- 15% can get home in an emergency/can come and go as a I please
- 13% need vehicle before or after work

Commute Mode Characteristics

Most respondents stated that drive alone was their primary commute mode to work, with carpooling being a distant second alternative, and vanpooling comprising a very small proportion of trips. The following paragraphs show the stated commute times in each of these modes (see Figure 13 in the next page).

Door-to-door travel time for 'drive alone' commuters:

- About 50% travel between 30 to 60 minutes
- About 33% travel for more than 60 minutes

- 15% for more than 90 minutes

Door-to-door travel time for 'carpool with family or friends' commuters:

- About 45% travel between 30 to 60 minutes
- About 40% travel for more than 60 minutes
 - 15% for more than 90 minutes

Door-to-door travel time for 'carpool with coworker' commuters:

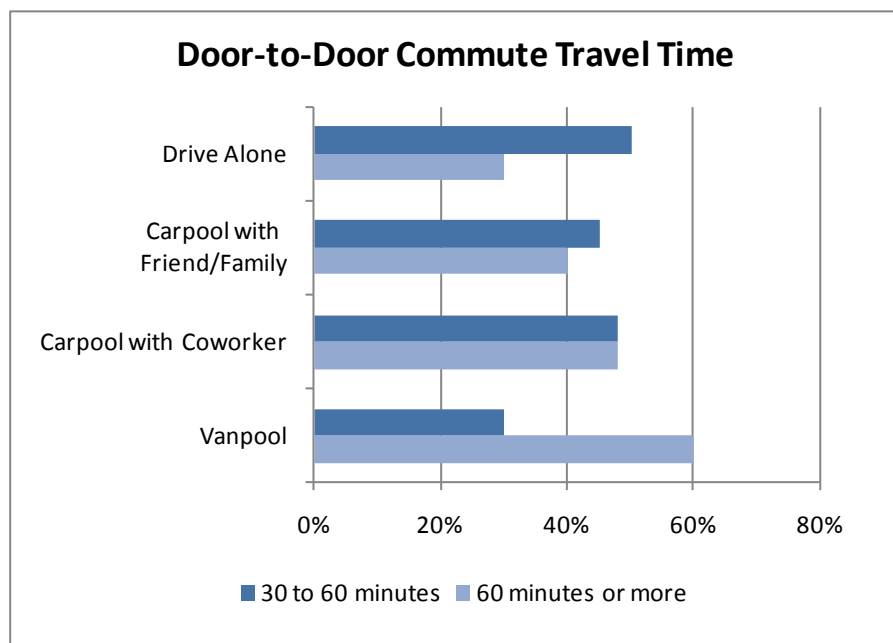
- About 48% travel between 30 to 60 minutes
- About 48% travel for more than 60 minutes
 - 22% for more than 90 minutes

Door-to-door travel time for 'vanpool' commuters:

- About 30% travel for more than 45 minutes
- About 60% travel for more than 60 minutes

Figure 13 below, shows that most 'drive alone' commuters state door-to-door travel times of up to 60 minutes. In contrast, most carpool and vanpool commuters spend more than 60 minutes commuting. Carpooling and vanpooling seem to have a higher mode split when commute times are longer than 60 minutes. This suggests that commuters identify greater cost-benefits in sharing a ride when travel times exceed one hour.

Figure 13: Door-to-Door Travel Times by Selected Modes



Commute Behavior Sensibility

Finally, survey respondents were asked for one action that would encourage them to make a different commute mode choice:

- 34% said that new rail service would make them change their behavior
- 18% said they would be swayed by a carpooling/vanpooling cash incentive
- 8% said a new bus service would make them change
- 7% said more HOV lanes would make them change modes

Survey Respondents Demographic Profile

Survey respondents' demographic characteristics show that 60% of long distance commuters are male and only 40% are female. This is consistent with travel behavior research on gender issues. It has been found that males typically make longer distance commutes in Southern California and elsewhere in the country.

In relation to race and ethnicity:

- More than 50% of respondents identify themselves as 'white, not Hispanic or Latino'
- 25% are Hispanic or Latino
- 12% are African American or Black

In relation to age groups:

- 50% of respondents are 35 to 55 years old
- 20% are 25 to 35 years old
- 20% are 55 to 65 years old

In relation to household's income level of respondents:

- More than 50% of households earn less than \$75,000 per year
- More than 35% of households earn between \$75,000 - \$150,000 per year
- Over 6% earn more than \$150,000 per year

These characteristics show that despite a majority of low-income and minority households in the Victor Valley area, a significant proportion of respondents are older than 55 years old and a significant segment of the population live in higher-income households (i.e. more than \$75,000 per year), with about one-quarter of households earning \$100,000 or more per year.

Appendix A

Stakeholder Interview Transcripts

Joseph Brady

The Bradco Co

1. To what degree do you feel the Victor Valley area is dependent on jobs that are outside the area? The Bradco Co is a commercial broker who sells office, commercial, and industrial land and also does leasing. The company also published *The Bradco High Desert Report*, which is a semi quarterly economic overview of the Victor Valley. Connected to the company are two other residential development companies, but they're in Barstow. Joe wants to publish our Executive Summary in his newsletter, *The Bradco High Desert Report*.

In the early 1990s, about 60% of the available workforce was leaving the Victor Valley to go "down below" for work.

Wal-Mart Distribution employs 1,000 people. The former George Air Force Base or what is now called the Southern California Logistics Airport houses Boeing and other airplane maintenance companies and employs 3,000 workers. There are other jobs in government and the school district. But how to measure the High Desert is the trick. Most commonly included are the cities of Wrightwood, Piñon Hills – Phelan, Barstow, Helendale, Adelanto, Victorville, and Lucerne Valley – all which equal about 1,700 sq miles from the top of the Cajon Pass. The population started to rise in late 1990s. In the late 1990s, the population was 225,000-250,000 and now it's 400,000. The increase is driven by affordable housing. In 1996, the median home price was \$80-85k; in 2006 it was \$330k. Now in 2009, it's back down to \$100k. So the market forced people to the Antelope Valley, San Marino Valley, and Victor Valley. Builders were building as much as they could and only asking for 0% down. It was a "come one, come all" kind of attitude. Most of the educated professionals leave here and go below unless they own their own company. There used to be 100,000 people commuting "down the hill", but this decreased in 2007-2008, due to higher gas prices. Since then, the number of commuters has remained about the same due to the economy, lay-offs, and gas price.

Where are these jobs located? How is this different from ten years ago?

Is the community attempting to change this – providing more jobs within the immediate Victor Valley area? Cities have finally come together to realize there is an issue. Most new jobs are 75% retail and 25% industrial. The Victor Valley has the land to house the companies, but doesn't have the white collar labor force to bring in the higher paying jobs.

2. What changes in settlement, growth and employment patterns have occurred in the past one to two years? Driven purely by the recession. You see more secondary businesses (back office and secondary retail). But also people who are working down the hill are being laid-off.
3. Do you think the community will be different in the next 3 to 5 years? A pretty rough demographic is moving in: lower income, unemployed, meth users, gang bangers, and tattooed people. Investors are buying foreclosed homes and then renting out to this

demographic. People who have lost their homes are now renting again. Snapple just opened a bottling company in Southern California Logistics Airport, so Victor Valley residents could work there – but there are no white collar jobs. This is anecdotal information and not based on any hard statistics. This is just the “changing demographics” as I see it. How will it be different?

4. Should offering non-single occupant vehicle alternatives to local residents who commute outside Victor Valley be a community priority? Why? Absolutely. There’s a perception that it’s hard and will be harder to move goods. If the roads are clogged with commuters who are not seeking an alternative, then you can’t move goods. I-15 feeds services to NV, AZ, and UT via trucks. But people are going up and down and below for jobs and shopping. If there were transit, then people will need substations for when they get off so they can get connected to the next train. The most important thing is timing and knowing when is the last train. The Cajon Pass is the most heavily trafficked rail corridor in the country – and they just put in a third line. It would be great if it could take passengers. It’s a whole new and challenging idea for people to get out of their car.
5. If the local community decides to invest in supporting some form of service for long distance commuters, what is the most effective form of service? Examples, carpool formation support and incentives, vanpool formation support and incentives, bus service, commuter rail line, new park and ride facilities, etc. Do the train with connections to Metrolink. I don’t want to be in a carpool or vanpool, it’s constraining, can’t move fast enough, and thus is limiting. It’s a bad idea to build more lanes. Joe uses public transport whenever possible. He likes to read and get his work done while riding.
6. If the community were to support such options where do you think it would be most effective to focus efforts? To San Bernardino/Ontario, Rancho Cucamonga? To San Bernardino? To Redlands / Loma Linda? To LA County? Orange County? Other locations? Victorville is the most central to I-15 and Bear Valley Rd. It would be too expensive to locate services otherwise. Toll roads are great.
7. Do you believe there is ample park and ride capacity in the Victor Valley to support these long distance commute options? Seem to have enough capacity. I regularly drive by the park and rides on HWY 395 and Joshua St. The one on I-15 and Bear Valley Rd is on a dirt lot and I don’t feel it’s safe. There are people hanging around there that “you wouldn’t feel safe inviting for dinner.”
8. To what degree do you think the local community should financially support non-single occupant commute options for people employed outside Victor Valley? Don’t have problems supporting it – but to what extent and to what cost? No one has the money, though. The next 30 years of Measure I doesn’t have the ability to fund what it proposes to fund – so governments will have to match.

9. Do you believe a public investment in commute options is appropriate for this community?
What could, or should be done differently? Yes, but we'll need serious federal assistance.
The State of California has no money.
10. Is there anything else you think we ought to understand about the relationship of the long distance commuters to the community? Don't need another study to go on the shelf.
Besides the monies for that aren't even spent here – for example, you're in Seattle. We need something that says something and does something. The big challenge is the very serious bad financial situation of the state.
11. Long term, 5 to 10 years, do you believe a long distance commute market is sustainable?
Yes, until jobs and housing balance – but it will take 30 years to change it.

Ginger Coleman

Councilmember for the Town of Apple Valley

1. To what degree do you feel the Victor Valley area is dependent on jobs that are outside the area? Have a lot of retail jobs, but nothing higher paying. Anyone with higher pay is commuting out of the area. Since 2005, Apple Valley added 3 million sq ft of retail. Growth is slowing, they have more jobs now, but the jobs are lower paying. Where are these jobs located? People are commuting all over. The people that commute are going to Ontario, Rancho Cucamonga, San Bernardino, and LA. Some people going to San Bernardino are not working typical schedules like an 8am-5pm – they are nurses working three 12 hours shifts and so on. A lot of people are going to the Inland Empire. How is this different from ten years ago? Not different – maybe there a few less people going “down the hill” now. Ontario is huge with industry and distribution – but those sectors are not yet up the hill. Is the community attempting to change this – providing more jobs within the immediate Victor Valley area? Apple Valley has created a vision statement for various future years like 2030 and so on. For 2010, the vision was to add more retail jobs. That has been accomplished, but now what is needed is higher end job creation. The city is now trying to bring in higher paying jobs. But there are water issues. Cost is an issue state-wide. Apple Valley is served by two private water companies. The City is trying to resolve a problem where there is no main line water that goes out to North Apple Valley. The City would like to have this so development there can occur.
2. What changes in settlement, growth and employment patterns have occurred in the past one to two years? No changes. However, the economy has slowed. There is not a lot of housing being built.
3. Do you think the community will be different in the next 3 to 5 years? How will it be different? Ginger thinks the economy will be better. We expect a steady increase in housing and other development.
4. Should offering non-single occupant vehicle alternatives to local residents who commute outside Victor Valley be a community priority? Why? Don't know. Commute alternatives are something we need to encourage. People are very tied to their cars here and it's hard to change that mentality. People drive unless they can't afford a car. Then they use public transportation. There was commuter service, Down the Hill, but it was highly subsidized. For any new service to be successful, it would need to be highly marketed. It would be important to try to get companies to encourage their employees to use it. The commute is a major issue for parents in times of emergency. With a 1.5 hour commute, there is a fear that parents won't be able to reach children in time in the event of an emergency. So it's very hard for parents working “down the hill”. Schools even have disaster plans because there are so many long distance commuters. These plans are planned for days out so if a parent can't get to child there is a backup plan for the family or

with the neighbors and friends. Not too uncommon are major accidents or bad weather like snow that can close I-15.

5. If the local community decides to invest in supporting some form of service for long distance commuters, what is the most effective form of service? Examples, carpool formation support and incentives, vanpool formation support and incentives, bus service, commuter rail line, new park and ride facilities, etc. A combination of these services would be best. Park and ride lots are always full – so obviously people are carpooling. Vanpools seem like the best option since they use a smaller type of vehicle and don't require as many riders to financially break even. The great thing about vanpools is that the service can create a contingency plan for emergencies or working late. This extra service can be handled in the marketing – as an extra feature to subscribe to.
6. If the community were to support such options where do you think it would be most effective to focus efforts? To San Bernardino/Ontario, Rancho Cucamonga? To San Bernardino? To Redlands / Loma Linda? To LA County? Orange County? Other locations? Can't specify. Most people are commuting down to the Inland Empire or into LA.
7. Do you believe there is ample park and ride capacity in the Victor Valley to support these long distance commute options? Lots are packed. People park wherever they can like in the dirt or undesignated places. It's great that the park and rides are used that much – but maybe an expansion or other facility is needed.
8. To what degree do you think the local community should financially support non-single occupant commute options for people employed outside Victor Valley? To make it work, there has to be some type of public support, but with Down the Hill there was too much public support. A lot of the cost was subsidizes – and a lot by tax payers. With the poor economy, it's hard to take money from community. I could see getting community buy-in – but not a lot. I don't know how to fund these services. There are so few funds via the Federal government and the State has nothing.
9. Do you believe a public investment in commute options is appropriate for this community? What could, or should be done differently? There won't be funding for service at this time. I'm not sure if it's appropriate the community – not sure if the community is ready for it. Metrolink ridership increased when gas prices went through the roof because riding it is still cheaper than running your car. Alternative services could be sellable – but funding to get it going is questionable. You'd have to create a program to allay parental fears of emergency. It all depends on marketing, fuel prices, and start-up costs. I have a friend who is paying \$80 / month for gas and decided to pay instead \$80 for vanpool – still she's saving on no further wear and tear on her car – and can get home in an emergency because her vanpool offers that service. You'd have to make the cost close, and even encourage people about environmental issues – like that they're not polluting the air.

10. Is there anything else you think we ought to understand about the relationship of the long distance commuters to the community? People are tied to their cars here. There are concerns about getting to kids in an emergency. You would need a creative and innovative marketing campaign that's appropriate for the community.
11. Long term, 5 to 10 years, do you believe a long distance commute market is sustainable? Hope not, because we want the jobs up here so people don't have to commute "down the hill". But it could be sustainable with right type of program.

John Husing

Local Economist and Vice-President of Economics & Politics, Inc.

1. To what degree do you feel the Victor Valley area is dependent on jobs that are outside the area? The jobs to housing ratio is 0.67, where wage and salaried jobs are compared to occupied dwelling units in the area. The average for southern California is 1.25. Thus, the Victor Valley number is the lowest in southern California and translates to an over-dependence on long distance commuting. But southern California has always grown in this specific pattern. With residential construction, developers go where land is available and inexpensive, then they find people to go to the market – even though it may be far away and in an area with no jobs. Eventually, population growth will necessitate service sector jobs, which start up in retail, schools, local government, etc. This phenomenon is referred to as Phase 1 and has been occurring in the Victor Valley since 2000. Phase 2 usually comes about a decade later and is characterized by the development of larger industrial facilities. Phase 2 has only barely touched the high desert, so still there are few blue-collar jobs that are ideal for the under-educated residents – 60% of whom have never taken a college-level course. Approximately 400,000 people live in the high desert amongst this low job to housing ratio. Phase 2 should have happened earlier, but the recession stalled it. Phase 2 has occurred in the San Bernardino Valley, but not in Victor Valley. I-15 services are a dividing line in which the west is developed industrially and the east is not. However, in 2000 industrial development jumped eastward to Fontana. But until it's finished east, the phenomenon will not go north to Victor Valley. Victor Valley either needs blue-collar jobs or lower-level white-collar support jobs. Retail jobs don't pay enough to support a family, so there is much pressure on at least one family member to commute down the valley. Therefore, I-15 essentially becomes "a morning and evening parking lot."

Where are these jobs located? In the valley, west of I-15 in Ontario, Rancho Cucamonga, Chino, Miraloma, etc. To the east of I-15, jobs are in Fontana, Rialto, Colton, Redlands, San Bernardino, etc.

How is this different from ten years ago? Ten years ago all the jobs were west of I-15, but now there are 400,000 people living in the desert.

Is the community attempting to change this – providing more jobs within the immediate Victor Valley area? There is not a lot you can do to change this. It all depends on the availability of land, the prices of the facilities on the land, and the availability of labor.

There is a lot of labor in the high desert, but industry won't move there until there is a good reason. There is not yet an underlying economic reason to drive jobs up there until space runs out east of I-15. Are the powers that be trying? Yes, they are. There is a node of aircraft services and work with BNSF to get an intermodal rail yard. The rail yard work will cause companies to think about the market, which is good for the long run good, but doesn't help the short term. Note that there are less restrictions on air quality in the Mojave Air Quality District, than in the Southern California District. The relaxed restriction will cause some movement north – especially for marginal companies. But this is only a minor trend.

2. What changes in settlement, growth and employment patterns have occurred in the past one to two years? The Inland Empire has a 12% unemployment rate, which is the 2nd highest in the county (with the Detroit region at the highest). So the change is to lay-off workers.
3. Do you think the community will be different in the next 3 to 5 years? How will it be different? Prior to the housing collapse, the high desert was the only place to find affordable housing. The area saw an extraordinary surge in movement: in 2000 there were 289,000 people in the Victor Valley, but in 2008 that number jumped to 417,000. The growth can be attributed to development and people going to where they can to buy affordable housing. However, John expects this trend to slow dramatically given foreclosures and the fact that Victor Valley has the highest foreclosure rate in the nation. People used creative financing to get into homes and now they are losing them.
4. Should offering non-single occupant vehicle alternatives to local residents who commute outside Victor Valley be a community priority? Why? Yes, the difficulty is going to be related to where commuters go after they arrive to the valley on transit. Once they get to the valley, then how do they get to work? The problem is that once you get to the valley, you aren't anywhere. It may be kind of central – but it's really not central to anything. There will be need for shuttles and other buses at the endpoint of the first transit leg. Then the problem is time. Connections from the valley to other 4-5 mile destinations take up to 35 minutes, which is not acceptable. There is no "there there when you get there – so the last leg is key". Still, you've got another connection to make yet.
5. If the local community decides to invest in supporting some form of service for long distance commuters, what is the most effective form of service? Examples, carpool formation support and incentives, vanpool formation support and incentives, bus service, commuter rail line, new park and ride facilities, etc. Connections and shuttles – like what you see near airports – from a central location to specific employers – so everyone on the bus is being taken to jobs. There should be matching of people from specific places to areas or workplaces. Carpools and buses seem ideal.
6. If the community were to support such options where do you think it would be most effective to focus efforts? To San Bernardino/Ontario, Rancho Cucamonga? To San Bernardino? To Redlands / Loma Linda? To LA County? Orange County? Other locations? Has no idea. Suggests looking at industrial zones for workplace concentrations.
7. Do you believe there is ample park and ride capacity in the Victor Valley to support these long distance commute options? John wasn't familiar with the term park and ride, but does use them. The problem, he says, is that the Victor Valley doesn't have large employers – most employers employ 50 people.

8. To what degree do you think the local community should financially support non-single occupant commute options for people employed outside Victor Valley? The high desert community doesn't have the economic base to pay for this. Funding should come from a combination of SANBAG as a regional agency with passenger pricing to offset remaining costs.
9. Do you believe a public investment in commute options is appropriate for this community? What could, or should be done differently? Yes, it's a necessity – because the issue will continue to build. Ideally there would be a train.
10. Is there anything else you think we ought to understand about the relationship of the long distance commuters to the community? No.
11. Long term, 5 to 10 years, do you believe a long distance commute market is sustainable? The issue is not about sustainability, but about the problem continuing. You can't stop the growth of detached single-family homes. Planners have tried for decades here and in AZ – and it doesn't work. It's a life style thing despite everyone's effort – it's just human – people don't want to live stacked upon each other. John doesn't see this phenomenon changing with plans.

Other questions for economists:

- How do you believe the economic situation and energy costs will affect the travel patterns and settlement patterns in this area? We're never going to see low fuel prices again. Prices are between \$3-4, so the decision to live in outlying communities is even harder. We have to come up with a system to get people out of their cars. The price of fuel forces people to use transit – when prices are high – buses are full. But in the high desert there isn't an alternative. There is no transit rail corridor. There has been talk of a high speed electrified rail that could serve as a commuter link from the Ontario International Airport to Victor Valley – and then serve as a tourist link to Las Vegas.
- Do you believe there will be impacts on efforts to build more local employment? The high desert will gradually move into Phase 2 and bring blue-collar jobs. First there is housing and huge commutes, then the blue-collar jobs move in – but the downturn has soured that. This will cause the commute issue to continue for a longer period of time. Hopefully, people in high desert will eventually get the problem.
- Crystal ball – what economic trends will have the greatest influence on how this area develops over the next 10 years? The biggest trend is that the volume of trade entering through the ports of LA and Long Beach has decreased. The ports are a major generator of jobs and large facilities are needed to move goods. We are starting to see a trend away from LA and Long Beach. The move is transferring to Seattle / Tacoma and Vancouver, B.C. Being used are smaller ships that can fit through the Panama and Suez canals – and then to enter the east coast. Anymore it is hard to get cargo on a train and across the country. There is a perception of instability with the possibility of moving goods through southern California. This is due to "clogged arteries" and will greatly affect the pace of development in the surrounding areas. Hence, the high desert has a huge stake in trade diversion. The second biggest trend is the cost of fuel.

- Is water likely to be a big issue for this area? The cost of fuel is always an issue in the high desert. But it's a political issue with judges cutting off the water supply to save a fish; politics and water are so closely connected. Water is a price issue. In economics there is no such thing as a shortage. Prices that are kept too low artificially – like that of water – are the problem. So people grow a lawn in the desert, when they should be going with a “zeroscape”. Water pricing should enforce this, but isn't reacting fast enough to politics.

Therese Kragness

Owner of Innovative Business Partnerships

1. To what degree do you feel the Victor Valley area is dependent on jobs that are outside the area? Where are these jobs located? How is this different from ten years ago?
Innovative Business Partnerships (IBP), Inc. provides job placement services to people with disabilities. Most clients end up working in the Victorville area – as well as in Apple Valley, Lucerne, Hesperia, and Phelan. Clients are rarely employed “down the hill” due to mileage and fuel costs. IBP does pay mileage for clients, but tries to employ near the home base. If there were a dependable and timely transportation alternative, however, clients would have more geographical options for placement. But at this time, options are limited to the Victorville area. For clients who don’t have cars, staff is available to drive clients – but in their own personal vehicles. Therese says she prefers to use public transportation whenever possible, but hour of operation and geographical extent is so limited. Right now there are no buses that go “down the hill”. In terms of jobs, Therese says more and more employers are leaving the area. Around her are many empty buildings that have been vacant for over 12 months. The hardest hit sectors are retail and food service. Since these sectors offer mostly entry-level positions, Therese now has fewer opportunities to offer her clients. For example, just recently a food market in the Green Tree area and a private school elsewhere closed. These were once food service placement options for clients. Therese says, “We’re feeling it everywhere.”
2. Is the community attempting to change this – providing more jobs within the immediate Victor Valley area? The community tried to develop the formerly closed Edwards Air Force Base in Mojave. It was being used by private planes and UPS. The intent was to bring in industry and supply goods to the corridor, but it never worked as planned. Therese says this is due to lack of a commercial economy.
3. What changes in settlement, growth and employment patterns have occurred in the past one to two years? Therese doesn’t know if there’s been any growth. In terms of health care, there is a lot of elderly living in the area and a few new assisted living centers – one of which is in Apple Valley. Accordingly, there is another non-medical private transporter that serves the elderly. As far as Therese knows, service for the aging is the only sector where there has been growth. A glass company called AFG Industries, Inc. close recently. Then a dog food company and a distributor of Mars Chocolate opened, but they don’t employ as many people as the glass company. Goodyear Tire Company also recently closed in May 2006.
4. Do you think the community will be different in the next 3 to 5 years? How will it be different? There may be a little recovery starting from land sales and development and then industry will come in. Low interest rates will be a driver. Therese expects more small mom and pop shops, but not bigger companies.

5. Should offering non-single occupant vehicle alternatives to local residents who commute outside Victor Valley be a community priority? Why? Yes, this is already happening at one level, but so much at other levels.
6. If the local community decides to invest in supporting some form of service for long distance commuters, what is the most effective form of service? Examples, carpool formation support and incentives, vanpool formation support and incentives, bus service, commuter rail line, new park and ride facilities, etc. Carpooling would be the most effective. Right now staff use their own vehicles to pick-up clients – sometimes up to five people at once. This method is efficient for time, gas, and the program in general. In terms of getting “down the hill”, however, Metrolink access would be ideal. For Therese’s business purposes, Metrolink schedule timeliness is very important. But “down the hill” service would allow clients to access more employers because there are more jobs “down the hill”. As well, Therese appreciates Metrolink’s capacity to reduce traffic and pollution and says since the train tracks are already in place anyway, transit may as well go “down the hill.”
7. If the community were to support such options where do you think it would be most effective to focus efforts? Victorville has a station already, so the City should absolutely have Metrolink. Therese can’t imagine employed people not using it. For example, her clients could take a vanpool to the station and then take Metrolink “down the hill”.
8. Do you believe there is ample park and ride capacity in the Victor Valley to support these long distance commute options? No, park and ride facilities do not have ample capacity. There are so many vacant buildings everywhere now in the area, though – Metrolink should just work out a deal with nearby property owners in exchange for parking access rights.
9. To what degree do you think the local community should financially support non-single occupant commute options for people employed outside Victor Valley? In terms of politics, the community will ask, “why should we pay money to send people “down the hill” to work – this is taking money away from us and our community.” If transportation options were improved for travel to Las Vegas, however, people would use those for vacation purposes. The two projects could balance out community opinion.
10. Do you believe a public investment in commute options is appropriate for this community? What could, or should be done differently? Therese says investment in commute options should be largely supported by the riders, but she doesn’t know if cost would surmount use.
11. Is there anything else you think we ought to understand about the relationship of the long distance commuters to the community? The area itself has its own traffic congestion problems. Palmdale Rd and Bear Valley Rd are the only access to the freeway (since there are few crossings over the Mojave River). The City should improve access in the

community itself and to Metrolink. Right now it takes 25 minutes to go just 3 miles to access the freeway at 5pm. If the City procured funding to address transportation in the City itself – then it would be more palatable for the community to support bigger projects for commuters. Regardless, there have always been complaints about major delays during peak times.

12. Long term, 5 to 10 years, do you believe a long distance commute market is sustainable? Yes, people are moving up the valley more and more due to cost of living increases “down the hill”. People continue to come here – hence the congestion – and the roadways are not being accommodated.

Other questions for employment placement services:

- Are there special issues in trying to place unemployed individuals in jobs in this community? There is a lack of jobs for people with disabilities, so Therese has to sell the concept that they’re capable in different ways than the general populace. Therese’s program requires that three clients must be placed at once in the same place of employment. This is very difficult, but based on State regulation Title 17 Welfare and Institution Code through the Department of Developmental Disabilities. But placing one person is hard enough.
- Are there particular geographic areas that are more difficult than others to work with? Are there particular skill sets that are especially impacted by location? Most of Therese’s clients are only eligible for retail and food service positions, and in Victorville these sectors have been hit hardest by the economic downturn. There are more retail and food service jobs “down the hill”, but there is no good transportation option.
- Are there specific compensation levels that are more difficult to place here than other localities? It is difficult because of Therese’s philosophy to employ clients at the same rate as anyone else – and not at a reduced rate. Most clients are paid minimum wage, which is ~\$7.75. Therese has a few clients who use mostly sign language and some who are non-native speakers (first language is usually Spanish) – but most are limited by cognitive issues. Most clients qualify for the program due to mental retardation. The most common condition is autism, though some have dual disabilities with co-existing physical and/or psychological conditions. Therese expects a huge program increase in the next few years to accommodate those with Autism, which is on the rise.

Mike Leonard

Councilmember for the City of Hesperia

1. To what degree do you feel the Victor Valley area is dependent on jobs that are outside the area? 95% of residents are commuting “down the hill” for good paying jobs.
How is this different from ten years ago?
There are absolutely more down the hill commuters due to growth in the valley. In the last 4-5 years, Hesperia’s population has grown from 60,000-90,000.
2. Is the community attempting to change this – providing more jobs within the immediate Victor Valley area?
The community is trying to bring better paying jobs up here. Via economic development, the community is actively trying to recruit companies. One draw is the available workforce. They are putting in a siding of rail road so goods can travel to/from Hesperia from the main line. This is due to a grant from “Bush and his group” – and the City then matched it. The project is going out to bid next month.
3. What changes in settlement, growth and employment patterns have occurred in the past one to two years?
Two years ago the area still had growth going. A lot of people from Riverside and Orange County were selling homes for outrageous prices, buying a nice house for less money up here, and then banking the excess. These people were willing to make the drive as a trade off. So the population increased very fast.
4. Do you think the community will be different in the next 3 to 5 years? This depends a lot on the state government. I don’t think we’ll be out of the recession at end of year – like the federal government has projected. Also, it will take longer for California to rebound. Probably California will rebound in the next 5 years. But it will take the Victor Valley even longer to rebound. Everyone commutes “down below” so a bad economy hits us hard. When a store closes here it has more of an effect. There is too much spending in Sacramento. Businesses could save money if they relocated. Hesperia has different plans to help business relocate. The City has financing support for relocated companies who do not meet their profit goals. There are four to five plans to get brokers to bring businesses in and profits will be matched. The hard part is that banks are giving no money. For example, there were businesses that wanted to come up, but they couldn’t get bank financing.
5. Should offering non-single occupant vehicle alternatives to local residents who commute outside Victor Valley be a community priority? Why? I’m also on the VVTA board. Down the Hill never had any riders, but since it’s been eliminated everyone complains. There is talk of a rail connection to San Bernardino and Riverside. Californians are used to doing their own thing. Public transit is a “good idea, but people won’t use it.” People have “accepted” their commutes. They wanted to live up here and have simply “accepted the traffic.”

6. If the local community decides to invest in supporting some form of service for long distance commuters, what is the most effective form of service? If the service is going to be used, all communities would be willing to pitch in financially or donate land. To me, transportation is the biggest subsidized business in the world. There is an amazing amount of money that comes from the government to fund transportation. We'll need to look at cost and see if it's worth it. Examples, carpool formation support and incentives, vanpool formation support and incentives, bus service, commuter rail line, new park and ride facilities, etc. Have several park and rides and there's a big push on carpooling. Rail would be the best for San Bernardino and Riverside. For Orange County, it's a different story. If there is rail, it would have to tie all the system together, with simple connections and so on. As well, it needs to be on time.
7. If the community were to support such options where do you think it would be most effective to focus efforts? To San Bernardino/Ontario, Rancho Cucamonga? To San Bernardino? To Redlands / Loma Linda? To LA County? Orange County? Other locations? I-15 from SB to VV, 10 to SB to LA, 215 to SB to the junction with I-15, 60 from SB to LA. Also 210 from Redlands to LA. SANBAG is already doing a project on I-10 and Devore on the I-15 and I-215 interchange. The Devore project includes a truck bypass to get trucks out of the mix. The Cajon Pass is terrible. Yesterday there was a shut down due to fog that caused a 50-car pile-up from 8am-2pm. People don't slow down and a jack-knifed truck started the whole thing. There are other ways out of here but people don't realize that – like via Lake Arrowhead, I-14, or Yucca Valley. But those options are so out of the way that people are willing to wait in traffic.
8. Do you believe there is ample park and ride capacity in the Victor Valley to support these long distance commute options? The park and rides are way over capacity. I don't know how many people work in certain locations – but it's really hard to work out a carpool. Companies aren't willing to give different shifts so that employees can even consider carpools. Besides, carpools are really hard if someone gets stuck working overtime and there are always other issues like differing shifts and so on.
9. To what degree do you think the local community should financially support non-single occupant commute options for people employed outside Victor Valley? Cities are trying to take care of local traffic on surface roads, so the State and Feds should get involved in the other issues. Measure I should be used for local congestion, to leave the state routes and highways later. Measure I is the ½ cent tax. For example, in Hesperia at the intersection of C Avenue and Main Street, there are 6,000 vehicles per hour. But in general, local people think regional transportation is worse than local transportation. However, people are more comfortable using the Measure money for local projects. Attention should be given to ease the traffic on Main St and Bear Valley Rd. Then people will get home quicker once they get off the freeway. At this point, it takes ½ hour to drive just a few miles.

10. Do you believe a public investment in commute options is appropriate for this community?
What could, or should be done differently? The transit agencies need to generate facts and figures to see how many people would use the service. To pay for services, the County and Cities should bond and seek private partnerships.
11. Is there anything else you think we ought to understand about the relationship of the long distance commuters to the community? If rail is put in, connections will be a problem. People need to slow down with their driving.
12. Long term, 5 to 10 years, do you believe a long distance commute market is sustainable? That is hard to answer. If the cities can bring good paying jobs up here, that will ease traffic – but so can rail. In 10 years the Interstate highways and otherwise will be at a standstill unless there is a shift in jobs or rapid transit to tie everything together.

Robert Lovingood

Owner of ICR Staffing

1. To what degree do you feel the Victor Valley area is dependent on jobs that are outside the area? Robert's business provides employment placement: ½ to industrial engineering with national recruiting; medical with regional recruiting; and general "manpower" with local recruiting. Some of their clients are cities, towns, and some schools. The primary business type is small manufacturing and federal contracts. ICR Staffing = Industrial Commodity Recruiters and Industrial Clerical Recruiters. Robert also maintains a well used employment search site: <http://degreedjobs.com/ajority>.

Robert wants to know when the report will be published. He'd like a copy.

Robert says the Victor Valley area sees 85,000 commuters daily. There has been a major economic downturn, which has caused direct unemployment. The private sector has "already lost the fight." Robert used the local mining industry as an example. In the Victor Valley area there are 5 mining companies, 3 cement plants, 2 calcium carbonate plants, and some hectorite plants. For every quarry job (basic employment), 11.5 jobs (non-basic employment) are created in the community. 2.5 years ago, there were 1,000 people employed in mining in the Victor Valley; today there are only 400. There have been furloughs and environmental changes. Due to environmental regulations, now all mining products must be kept under a roof because the wind carries harmful particles and dust. Companies used to stock pile, but not anymore. At this point, people are very dependent on jobs from "down below". There are no jobs here.

Where are these jobs located? Up and down I-15. At the height of it (somewhere between 2001 and 2006), there were 100,000 daily commuters on I-15. There was a tremendous influx of commuters at that point. Caltrans has great traffic counts.

How is this different from ten years ago? More people are moving to the Victor Valley and thus more people are going "down the hill" for work. For every \$1,000 less in the price of a home is another mile people are willing to commute (per John Husing or Joe Brady). 2005-2006 was the peak housing market. People will sell a \$500k home in Fontana for a \$300k home in the Victor Valley.

Is the community attempting to change this – providing more jobs within the immediate Victor Valley area? Robert thinks so, but there have been grand plans for the George Air Force Base – which is now called Southern California Logistics Airport (SCLA). It shut down and lost tons of jobs. Two trucking companies were lost that used to go "down the hill". Down there are 17 million people who are a lot closer to them than up here – and they save the wear and tear on the vehicles. The SCLA is being redeveloped.

Note on SCLA. This is a fully functioning airport – and one of the fastest growing in the nation. Rail service is planned. The land assembly is underway and ground breaking will start in 2 years. After that, a multi-modal yard will be built. Right now there is an inter-modal yard which includes train and truck changes. The multi-modal yard will include imports from oversea ships. Products will be transferred and manipulated. One opportunity is with accessorizing and repairing new vehicles. So in the next 2-5 years, the airport will generate a lot of jobs.

2. What changes in settlement, growth and employment patterns have occurred in the past one to two years? Robert used to have 30 employees in the cement industry, now has 12: “we’re the lucky ones”, he says, “We constricted with the industry.”
3. Do you think the community will be different in the next 3 to 5 years? How will it be different? Cement is going to take an upswing. Federal projects are generally centralized and not directly impacted – but the feds are not going to hire local contractors. As demand goes up, hiring will return. For every 1 job in cement, there are 11 jobs connected to that. You’ll start seeing this increase in the first half of 2010.
4. Should offering non-single occupant vehicle alternatives to local residents who commute outside Victor Valley be a community priority? Why? Could it work? Robert has spent 30 out of 50 years living in CA and thinks mass transit could work – but only in an area where it’s truly functional. It works for people who don’t need another connection – or for people who only need a single connection. It’s really hard for multiple connections.
5. If the local community decides to invest in supporting some form of service for long distance commuters, what is the most effective form of service? Examples, carpool formation support and incentives, vanpool formation support and incentives, bus service, commuter rail line, new park and ride facilities, etc. Carpooling is hard unless you work at the same job with the other people – especially since things come up. If it can get people to destinations with minimum connections, it would work. Rail is the best – it works.
6. If the community were to support such options where do you think it would be most effective to focus efforts? To San Bernardino/Ontario, Rancho Cucamonga? To San Bernardino? To Redlands / Loma Linda? To LA County? Orange County? Other locations? It’s a shot gun. Go to I-215 and I-15 at Devore and see where traffic is headed. Warehouse and manufacturing is the core employment in Rancho Cucamonga – 30% of commuters are going there to work. Others are going to San Bernardino and Riverside for service work. 65-75% of commuters don’t go beyond Rancho Cucamonga or San Bernardino. These are minimally educated workers who do modified manual labor. However, the reverse is true with recruiting executives – you won’t find them here. People who are qualified to work at \$90k per year are typically not living here. You have to recruit from elsewhere.
7. Do you believe there is ample park and ride capacity in the Victor Valley to support these long distance commute options? Full always.
8. To what degree do you think the local community should financially support non-single occupant commute options for people employed outside Victor Valley? No. Robert is not much of a government person and not much for taxes. You can give tax credits. We’re pretty beat up as a state with taxes. Robert is considering relocating and could save 14%

in taxes. He has 3 kids, and the 14% saved could equal college or private school. Plus the roads are in terrible shape.

9. Do you believe a public investment in commute options is appropriate for this community? What could, or should be done differently? Sooner or later public investment will be needed. When you look at rail – when people are acclimated to it – it's a pretty good way to move people. Metrolink only takes 8% of commuters off the road. You need to take 30-40% to make an impact.
10. Is there anything else you think we ought to understand about the relationship of the long distance commuters to the community? Not really. Californians are born to their cars. I hate going over the hill. The push will be for more mass transit. If it can get high utilization, it will work. But people can stand maybe two changes by train, maximum. Robert uses mass transit whenever possible.
11. Long term, 5 to 10 years, do you believe a long distance commute market is sustainable? I think so. Everything is a cycle, growth will come back. But there will be more and more commuters. If there are 85,000 commuters today plus regular traffic, there will be more with growth. Burlington Northern from LA just added a 3rd track to the Victor Valley, increasing capacity by a 1/3 potentially. There is a new environmental tax per container (see LA Times). A number of containers are being diverted because of this charge, which is causing an out-migration to San Francisco and Seattle. So if you're bringing 1,000 containers in at \$80 / container – then there's an \$80k economic incentive to go elsewhere. You have to remain competitive. Dr. Husing is correct about the trade diversion, but I disagree to some extent.

Other questions for employment placement organizations:

- Are there special issues in trying to place unemployed individuals in jobs in this community? Education and skill level. Because there are few highly educated and highly skilled workers in the area, relocation becomes an issue.
- Are there particular geographic areas that are more difficult than others to work with? Are there particular skill sets that are especially impacted by location? Victor Valley is a challenge because of the commute. See above about skills.
- Are there specific compensation levels that are more difficult to place here than other localities? Finding the professional that is highly educated is the challenge. There will be more opportunities at SCLA when the multi-modal portion opens up.

Diane Morales

Senior Planner for Caltrans

1. To what degree do you feel the Victor Valley area is dependent on jobs that are outside the area? The area is highly dependent on outside jobs – we are a bedroom community. Very few people are able to live and work in the area unless they work in retail, government, or medical services. To get higher wages, people must go “down the hill”. Most jobs are located in the Inland Empire and LA area.
How is this different from ten years ago? There wasn’t as much development in the Victor Valley, but people were still commuting down the hill to the Inland Empire and LA area. People who do have work where they live – and are still able to sustain a house payment on those wages – are very lucky.
Is the community attempting to change this – providing more jobs within the immediate Victor Valley area? That’s the goal of all the regional planning partners. People are supporting ideas of TODs and addressing commute patterns, but it’s a bit difficult to get businesses to relocate due to the economy (even though they would have cheaper leases). Warehousing jobs are locating where there is available land – which is out here in desert areas. Whether they do relocate is another issue. Land use is a major issue.
2. What changes in settlement, growth and employment patterns have occurred in the past one to two years? In the last 3 years, the Victor Valley area has been devastated due to falling home prices. Most homes are up for sale and / or empty. But people are still commuting “down the hill”. A lot of people have lost their homes, and I’m unsure where those people are going – if they’re moving “down the hill” for jobs or what. Prior to the down turn there was an increase in commuter traffic from the Victor Valley to San Bernardino – but now it’s worse than ever. The morning and evening commute from Victor Valley to San Bernardino and Las Vegas is getting worse. Yesterday there was a 50-car pile-up. Oakhills Rd has the most residential development and it’s higher end. This is in the City of Oakhills.
3. Do you think the community will be different in the next 3 to 5 years? How will it be different? We may pull out in 2010 or 2011. Hopefully people won’t be losing homes as much and there will be more jobs. I have a positive outlook that we’ll be coming out of the slump. But it will be slow for the Victor Valley.
4. Should offering non-single occupant vehicle alternatives to local residents who commute outside Victor Valley be a community priority? Why? Things are moving this way and being presented to the public more and more. Whether the public wants to accept it – that’s another matter. People want transit and carpool, but they don’t want those modes to increase their travel time. Planning organizations need to do more studies and need to consider more options. You have to look at all modes. It’s more than just highways – but the options have to be enticing. It’s a time and cost issue.

5. If the local community decides to invest in supporting some form of service for long distance commuters, what is the most effective form of service? Examples, carpool formation support and incentives, vanpool formation support and incentives, bus service, commuter rail line, new park and ride facilities, etc. Combination of all. Even if you max-out transit, it doesn't take care of level of service like it should. Ridesharing, transit, telecommuting, and alternative work schedules are all great. That way you don't just get one bang for your buck.
6. If the community were to support such options where do you think it would be most effective to focus efforts? To San Bernardino/Ontario, Rancho Cucamonga? To San Bernardino? To Redlands / Loma Linda? To LA County? Orange County? Other locations? I-15 from San Bernardino to the Victor Valley; I-10 to San Bernardino to LA; I-215 to San Bernardino to the junction with I-15; and HWY 60 from San Bernardino to LA. Also I-210 from Redlands to LA.
7. Do you believe there is ample park and ride capacity in the Victor Valley to support these long distance commute options? Yes, this has been discussed. We are looking to partner with BRT parking areas for potential park and rides along I-215 in San Bernardino. The local transit agency is discussing this with SANBAG. At this point, people are parking in dirt areas. A strategic location for the Victor Valley would be between San Bernardino and the Cajon Pass area; 60-70 spaces are needed to combine with BRT.
8. To what degree do you think the local community should financially support non-single occupant commute options for people employed outside Victor Valley? The community has passed a ½ cent tax that will continue until 2040. They think the tax should be solving these problems. Beyond that there are urban and suburban equity needs issues. There is a dilemma with road widening and other projects on HWY 18. We are all in this together and we need a regional outlook. It's more than just one highway – it's an entire system.
9. Do you believe a public investment in commute options is appropriate for this community? What could, or should be done differently? Some options, such as tolling, are being studied to finance improvements. Projects should be financed via a combination of public, local, and Measure money.
10. Is there anything else you think we ought to understand about the relationship of the long distance commuters to the community? Look at Down the Hill data. The majority of people are commuting to work "down the hill" for a higher salary. Up here people buy cheap brand new houses, but can't get the job to pay for it after all.
11. Long term, 5 to 10 years, do you believe a long distance commute market is sustainable? Some would say no. Unless you can incentivize employers to move out here, I don't know what options these people will have – unless they use other commuter alternatives like TODs and live/work housing situations.

Other questions for Caltrans:

- What are the short and long term plans for I-15? Doesn't know.
- What is happening with the I-15/215 interchange? Doesn't know.
- Are new or expanded park and ride facilities targeted for the Victor Valley area along I-15? Doesn't know.
- Are there any new HOV lanes planned or under construction that will directly impact Victor Valley commuters? Most projects are in Riverside or the San Bernardino County area. Extensions on I-10, I-15, and I-215 are complete, underway, or planned for the future. These are gap closers that make continuous HOV or carpool lanes.
- Are there other projects in the works we should be aware of? SANBAG has advocated for the most projects in that area, like widening the Devore (I-15 and I-215) interchange. This will be a major for congestion relief for the area. There is a lot of widening on I-215. There are other bi-county improvement projects such as widening and adding HOV lanes on I-10 from Ontario to Redlands. I-210 and I-215 are getting high speed connectors. For more information on Reversible Managed Lane projects, see Steve Smith at SANBAG.

Nathaniel Picket

Senior Planner of Caltrans

1. To what degree do you feel the Victor Valley area is dependent on jobs that are outside the area? Where are these jobs located? How is this different from ten years ago? A lot – 55-60% commute outside. Over the last ten year this has increased.
2. Is the community attempting to change this – providing more jobs within the immediate Victor Valley area? Yes, they are. The logistics sector is moving up that way. Large facilities are being built as companies move to the high desert. The Victor Ville re-authorization of Edwards Air Force Base will generate jobs.
3. What changes in settlement, growth and employment patterns have occurred in the past one to two years? Everything has come to a halt. There is not much major business moving to the area. However, more cargo is being pushed through the area, so there is an increase in truck traffic going through the area more than before.
4. Do you think the community will be different in the next 3 to 5 years? How will it be different? Probably yes, there will be more homes. I see more people moving in at a 10-15% increase in growth. If you want to see where growth will be located, look at land use. Victorville will probably be more favorable to business and industry than other cities as it's at the intersection of HWY 395 and I-15.
5. Should offering non-single occupant vehicle alternatives to local residents who commute outside Victor Valley be a community priority? Why? Yes, something needs to give. Yesterday morning there was a 15-car accident – it was terrible. Also, the climate is changing weather-wise. Plants there usually live in colder weather conditions are moving to this area or growing better here. It's not getting colder, but it's getting cooler.
6. If the local community decides to invest in supporting some form of service for long distance commuters, what is the most effective form of service? Examples, carpool formation support and incentives, vanpool formation support and incentives, bus service, commuter rail line, new park and ride facilities, etc. Carpooling. It has to be a combination of these things. A better system is needed. Rail would be the best. Also, the powers that be need to improve the quality of living, attract better paying jobs that are equivalent to those "down the hill" in Orange County and Riverside County. Even though houses are considered more affordable here, many people are working at minimum wage. If two people are employed at minimum wage (\$7+\$7=\$14), that is not a salary with which one can afford so-called "affordable" housing – especially with commuting costs.
7. If the community were to support such options where do you think it would be most effective to focus efforts? Along Bear Valley Road that goes through Hesperia, Apple

Valley, and Victorville (problem spots are at Bear Valley Rd at HWY 395, Mojave Dr, and HWY 18).

8. Do you believe there is ample park and ride capacity in the Victor Valley to support these long distance commute options? Needed is increased park and ride capacity. All the park and rides are at capacity. As part of the state's "Go Green" campaign, local governments should get businesses to set aside a few parking spaces for park and ride spillover.
9. To what degree do you think the local community should financially support non-single occupant commute options for people employed outside Victor Valley? Yes, something has to give – but the money has to be spent wisely. Also, you can't over tax the people. A lot of people are being over taxed via property taxes.
10. Do you believe a public investment in commute options is appropriate for this community? What could, or should be done differently? Yes.
11. Is there anything else you think we ought to understand about the relationship of the long distance commuters to the community? During the next 15 years a new mode of transportation will be needed to get from the high to low desert. Also, another route is needed to get to the high desert. Something that punches through Hesperia would be ideal. As well, you'll need another 2-4 lanes to accommodate traffic on I-15. Policy makers should also create policies to encourage more companies to move to the high desert.
12. Long term, 5 to 10 years, do you believe a long distance commute market is sustainable? No, due to increased populations, something has to give. People need to place more emphasis on family other than working. This was the idea in the 60s, but the 70s automation craze and being like the Jones' changed everything – and the commute changed. Maybe 2% of the people around here will move back to a greater focus on the family during the next 3-5 years.

Other questions for Caltrans:

- What are the short and long term plans for I-15? We are trying to minimize the number of lawsuits due to collisions. SANBAG has the Devore Project on the I-15 and I-215 interchange). On Friday nights traffic backs up terribly on the I-15 and I-210 interchange, so we are reconfiguring the connectors. 2-3 years ago we added a drop lane for trucks. This allows more cars to move to other lanes and encourages trucks to not come into lanes with faster moving vehicles.
- What is happening with the I-15/215 interchange? Caltrans is trying to make it more serviceable and increase the throughput so more vehicles can come through. By adding a solid lane marking (instead of a striped one) to indicate no crossing allowed, we will try to minimize weaving and merging. This allows people to adapt and see that the lanes they are coming from are flowing freely and that they should stay in their current lane. This is a sort of public education thing and hopefully will minimize accidents. They are considering other calming techniques and / or adding barriers.

- Are new or expanded park and ride facilities targeted for the Victor Valley area along I-15? No. There was talk about this a year or two ago because all the existing park and rides are at capacity. They wanted to expand the Bear Valley Park and Ride at I-15. It had flooded with heavy rains and part of it is unpaved, but there was no money.
- Are there any new HOV lanes planned or under construction that will directly impact Victor Valley commuters? None now. This reason is because HOV lanes are for commute trips. The goal in the 90s was to achieve 1.5 persons / vehicle. In the Victor Valley area, the 1.5 goal has already been achieved (elsewhere, no). So more HOV will get people to carpool, but that's already happening. You also have to be careful not target any one specific area – like call for 3.0 persons / vehicle and only 1.5 in another area. What is needed is another mixed-flow lane, according to a couple of people in Sacramento. A mixed-flow lane is a multiple use lane – a lane that anybody can use.
- Are there other projects in the works we should be aware of? Caltrans is making improvements to HWY 138. The High Desert Corridor Project will focus on SR 14 from LA to I-15. Another project focuses on HWY 395 coming from the east end of Apple Valley. Another is the re-alignment of SR 18. A median barrier will be placed on I-15. On I-15 from Victorville to Barstow we are widening the bridge lane and getting the shoulder up to standards.

Scott Priestler

Director of Development Services for the City of Hesperia

1. *Down the Hill* was both a success and a failure. Low cost of fuel didn't justify people getting out of their vehicles. Was a joint venture with City of Hesperia, Victorville, Apple Valley, and County of SB. All those municipalities also equal VVTA.
2. 50-75% of jobs are outside of VV. Hesperia is a bedroom community to all the communities *down below*. Many commute to downtown LA and SB, Antelope Valley, Palmdale, and Lancaster (a bedroom community to LA) for work. The job base in those communities has grown faster than Hesperia's job base.
3. In the last 10 years the job base and employment market has grown in Hesperia. Some new companies have arrived such as Goodyear Tires, Wal-Mart Distribution, Mars/M&Ms, two military bases, and military support (like Lockheed Martin). Before, there was a big debt in jobs.
4. Every City performs its own economic development, job promotion, job attraction, and job retention. There is some coordination and also some trade secrets.
5. More people coming from the LA Basin, but not a significant number. However, more people with lower income are moving to Hesperia due to much lower cost of living as compared to the lower basin. A larger portion of the population is on government subsidy as compared to other areas as well. The recipient split is even among retirees and those with low income.
6. In the next 3-5 years, any change will be slow. Economic betterment always starts in the LA Basin (growth and recovery there first) and moves up the hill. Thus when things are bad in LA, things are worse in Hesperia.
7. There was a \$40-60k housing price differential before between Hesperia and the lower basin, but now it's more than \$150k. Note that *lower basin* equals anything lower than the Cajon Pass.
8. Not a lot of demand for SOV alternatives. However, there are uses and activities in Hesperia to reduce SOVs. There are a lot of carpool lots and all are packed. These are on or near the Caltrans ROW. Some people pool in shopping centers or churches. There are two park and ride facilities in the City of VV.
 - a. There is a Transit Center at the intersection of D Street and I-15.
 - b. We can ask SANBAG for a map of the carpool areas, park and rides, and transit centers.

9. Note that Bear Valley Rd carries as much traffic as HWY 15. This is often overlooked.
10. The most effective form of service would be additional park and rides. Right now people aren't interested in getting out of their vehicle. Light Rail isn't a good idea given the hill's grade. Also, it would need dedicated ROW and the railroad will not share. From LA to VV are the highest used freight and rail lines in the country. 110 trains go through the area each day.
11. Hard for SP to even guess the most effective locations to focus efforts. No one area has a center as a focal point. Of course, SP suggests any area closet to Hesperia.
12. Park and rides are over-utilized and desperately need more capacity.
13. Regarding financial support for non-SOV commute options for people employed outside VV, Hesperia does this with a dedicated ½ cent sales tax increase, which was voted in some years ago. These dollars are assigned to transit, mixed-use development, and carpool programs. The increase has paid for the carpool lanes on I-10 and I-210. The measure will lapse next year, but in advance SP got voters to authorize a re-authorization of the ½ cent dedication.
14. SP thinks Hesperia is at a good place with public investment for commute options. Regarding involvement with transit and carpool, due to limited resources this is not high priority for decision makers. As well, it has never been a cultural or political value.
15. Regarding the long-term (5 to 10 years), SP says the long distance commute market is sustainable so long as freeway speeds stay reasonable. For example, the I-215 and I-15 intersection on Fridays is terrible due to weekend travel to Las Vegas. The peak is 2-7pm and the interchange is deficient with capacity.
16. 30% of Hesperia is Hispanic. Most residents are lower income and most are just starting families. Many people have sold houses in lowers areas and are buying cheaper houses in Hesperia. Some people are even now finding jobs in Hesperia, but employers are getting 3-4 times the number of applications that they can fill.

Shantel Simmons

Former Down the Hill Rider

Other questions for former long distance commute bus riders (Shantel did not have time to complete the entire survey:

- Given what you know from experience, what would you say is the most cost effective way to support long distance commuters from Victor Valley?
- Shantel is a former “Down the Hill” rider. On the bus she saw all kinds of people: young mothers, blacks, whites, older white people, business class, and students.
- She believes rail would move more people. Shantel used to live in LA. The bus is very limiting in terms of capacity, route spacing, and long travel distances. She suggests a train that runs every 15-20 minutes would be ideal. Buses aren’t helpful when they only run once per hour. But she would take anything. Has carpooled, but it is difficult to coordinate and is a major hassle with different schedules, car maintenance, etc. She is finding that people are moving closer to where they work, but this is so challenging because most jobs are “down the hill” and housing is more expensive there. People either drive – or don’t go to work. People don’t realize the total cost of driving – like wear and tear, maintenance, accidents, and pollution. They think driving alone is cheapest, but it’s not. Shantel has seen some people commuting on the Amtrak from Victorville to San Bernardino. She knows it is expensive – but it is convenient. She thinks a commuter bus might be a good option too.
- What would you say is the most beneficial to the commuters? Shantel works in Ontario and liked her free time on “Down the Hill” instead of spending so much time driving.
- What changes have you observed over the past two years in your daily commute? There are way more people on the freeway during the peak hours.
- If you could have one thing that would assist you in your daily commute, what would it be? Anything. Right now we have nothing.
- Looking ahead 5 years, where do you expect to be in terms of your daily commute? Will be worse.

Josie Wycoff

Former Down the Hill Rider

1. To what degree do you feel the Victor Valley area is dependent on jobs that are outside the area? A lot. The freeway is packed when I leave at 5am. It then takes 45 min to drive to the San Bernardino Metrolink (I spend 1.25 hours on it). So the commute is 2 hours each way. If I drove the entire way, it would take 1 or 1.5 hours to drive. But using the Metrolink saves wear and tear on the car. But in order to use Metrolink, I have to leave work at the same time and keep a set work schedule. I live in Victorville, but work in Orange County.
Where are these jobs located? Another worker takes a vanpool with another company, but I can't due to the schedule. It seems the majority of jobs are in San Bernardino, Ontario, and Redlands.
How is this different from ten years ago? There weren't that many people up there then, so it didn't used to take that long. I have relatives there, so that's part of the reason why I moved. The commute has gotten worse due to all the residential development.
Is the community attempting to change this – providing more jobs within the immediate Victor Valley area? No, if they are they are keeping it a secret. I've seen an Amtrak train and know some people are using it to commute, even though that would be expensive. I don't know why they aren't using rail – I think people would use it. It would cost more, but would save more headaches.
2. What changes in settlement, growth and employment patterns have occurred in the past one to two years? Buildings are going up in Victor Valley (i.e. commercial / retail development), but the jobs are low paying and / or minimum wage. There is no big industry here.
3. Do you think the community will be different in the next 3 to 5 years? How will it be different? Not in that length of time. We need bigger industry. I wish something would happen with the Southern California Logistics Airport – or something with the railroad.
4. Should offering non-single occupant vehicle alternatives to local residents who commute outside Victor Valley be a community priority? Why? I think so. So many people are getting up at even 5am to leave work at 3:30pm and be home their kids. I used to carpool with some others, but they got laid off. The parking lot is full at the San Bernardino Metrolink by 4:30am.
5. If the local community decides to invest in supporting some form of service for long distance commuters, what is the most effective form of service? Examples, carpool formation support and incentives, vanpool formation support and incentives, bus service, commuter rail line, new park and ride facilities, etc. Depends on people's schedule. I prefer vanpool, because the Metrolink train takes longer and breaks down. Vanpool is more reliable and faster and doesn't have as many stops. With vanpool, you just have to meet in certain areas.

I get reimbursement for Metrolink at \$60/month. The pass would cost me \$89/week otherwise. It's \$284 for a monthly pass. I don't use Metrolink on Fridays because I work until 1:30pm only and the Metrolink doesn't run near my work that early. I buy 3 week's worth of passes at a time, so it's a little cheaper. But I still have to drive on Fridays.

Carpool formation would be helpful – because I don't know who I could carpool with. I take the HWY 241 toll road off 91. The 241 is a toll road that goes into Orange County and costs \$10/day. It would be good to share the cost.

6. If the community were to support such options where do you think it would be most effective to focus efforts? To San Bernardino/Ontario, Rancho Cucamonga? To San Bernardino? To Redlands / Loma Linda? To LA County? Orange County? Other locations? Spread out. The most common destinations are San Bernardino and Ontario going west or Orange County going south. There are simply way more better quality of jobs down there.
7. Do you believe there is ample park and ride capacity in the Victor Valley to support these long distance commute options? I think they suck. We are parking on the street because there is nowhere else to park. The San Bernardino Park and Ride is on a dead end street due to the construction of a nearby shopping center. People can still park on the street because the businesses are not in yet. The Park and Ride is not very efficient. When the companies do come in, we will have to walk 1-2 blocks to the Park and Ride. Main Corona Park and Ride never has enough parking. Riverside is good. Note that Josie was not familiar with the term "Park and Ride".
8. To what degree do you think the local community should financially support non-single occupant commute options for people employed outside Victor Valley? No one has any money, so taxing or using public funds would leave a bad taste in their mouths. It's hard to foresee what people would say. People would probably say no.
9. Do you believe a public investment in commute options is appropriate for this community? What could, or should be done differently? The community should get involved. They just can't build and not do anything about transportation.
10. Is there anything else you think we ought to understand about the relationship of the long distance commuters to the community? Can't think of anything. I just don't think the community is involved enough. There is not good enough transportation to Metrolink. There is not enough understanding of what is happening up the hill.
11. Long term, 5 to 10 years, do you believe a long distance commute market is sustainable? I hope so. They keep talking about a Las Vegas train and I think it would bring in more

business here. People could stop and eat – and then get on another train. I would go to Vegas for entertainment. It's just a few hours' drive.

Other questions for former long distance commute bus riders:

- Given what you know from experience, what would you say is the most cost effective way to support long distance commuters from Victor Valley? Rail and vanpool (see above).
- What would you say is the most beneficial to the commuters? I fill up my car twice a week. Gas prices are the biggest problem. We need something that would help to the commuter – like a truck by-pass to get semis off the freeway – they cause a lot of accidents.
- What changes have you observed over the past two years in your daily commute? It's gotten longer. I-15 just before I-215 – they widened the freeway and it helped some. It used to be worse because there weren't enough lanes. There are side streets that open near some new home sites, so locals know how to take them to avoid the freeway.
- If you could have one thing that would assist you in your daily commute, what would it be?
- Looking ahead 5 years, where do you expect to be in terms of your daily commute? I hope to be retired! I have 5 more years. I hope they do something before then, though. I would keep working past my five 5 years after retirement age, but I just can't continue making the commute. It's such a hassle finding a decent job.

Appendix B

ETC Survey Database

**Inland Empire Transportation Services
Employee Transportation Coordinators
Survey Results**

Business Information			Employment Characteristics				
ID	Business Name	Business Type	Business Location	Multiple Locations	Number of Employees	Shifts	Multiple Shifts
1	?	Gov/Ed	Riverside, Corona, Temecula	y	1000	8-hour	n; 8-5
2	Azusa Pacific University	Gov/Ed	Azusa, SB, Ventura	y	1000+	8, 10-hour	y; various
3	CA State Univ, SB	Gov/Ed	SB, Palm Desert	y	1000	8,9,10-hour, all	y
4	CA State Univ, SB	Gov/Ed	SB	n	1000	8-hour	y; varies
5	California Institution for Men	Gov/Ed	Chino	n	1000+	8,9,10-hour	y; various
6	California Institution for Men	Gov/Ed	Chino	n	1000+	8,9,10-hour	y; 6am, 8am, 2pm, 10pm
7	Canyon Springs Dept. of Development Services	Gov/Ed	Cathedral City, Pomona, Costa Mesa	y	1000+	8,9,10-hour	y; varies, 24-hour facility
8	City of Culver City	Gov/Ed	Outside Inland Empire	n	500-1000	8,9,10-hour,3/36	y; am, pm, swing
9	City Rialto	Gov/Ed	Rialto	n	200-500	8, 10-hour, other	y; 6am, 7am, PT (varies) starts
10	College of the Desert	Gov/Ed	Palm Desert	n	500-1000	8-hour	n; 8-5
11	College of the Desert	Gov/Ed	Riverside	y	1000	8,9,10-hour, other	y; varies
12	County of Riverside	Gov/Ed	Entire SB County	y	1000+	8,9,10-hour, other	y; varies
13	County of San Bernardino	Gov/Ed	Riverside	n	200-500	8,9,10-hour, other	y; various
14	DOD Defense Media Center	Gov/Ed	Riverside	n	200-500	8-hour	y; 8am, 8:15am, 8:30am
15	Employment Development Dept.	Gov/Ed	Riverside	n	200-500	8-hour	y; 10am-6pm, 6pm-2am, 2am-10am, 8am-5pm
16	La Sierra University Security	Gov/Ed	Riverside	n	500-1000	8-hour	y; varies, 24-hour facility
17	Omnitrans	Gov/Ed	SB, Montclair	y	500-1000	9-hour	y; various
18	Patton State Hospital	Gov/Ed	Patton	n	1000+	8,9,10-hour	y; 5:30am, 3pm, 8pm starts
19	Rio Hondo College	Gov/Ed	Whittier	n	1000	8-hour	y; 7-4, 9-6
20	State Comp Insurance Fund	Gov/Ed	Riverside	n	200-500	8,9,10-hour	y; 7:30-4:30, 8-5
21	Superior Court of CA SB County	Gov/Ed	SB	n	500-1000	8-hour	n
22	?	Man/Ind/Mil	Redlands	n	1000+	other	y; 5:30-5:30
23	Ball Corporation	Man/Ind/Mil	Chino	n	100-200	8-hour	y; various
24	Cal Spas	Man/Ind/Mil	Pomona	n	200-500	8-hour	y; 7-3:30, 3:30-11, 5-1:30, 8-4:30
25	Circor Aerospace, Inc.	Man/Ind/Mil	Corona	y	200-500	8-hour	y; 5am-2pm
26	Closet Mania	Man/Ind/Mil	Chino	n	200-500	8-hour	y; various
27	Defense Media Center	Man/Ind/Mil	Riverside	n	200-500	8,9,10-hour, other	y; 5:30pm-2am; 2-10pm; various business day shedule
28	K&N Engineering, Inc.	Man/Ind/Mil	Riverside	n	500-1000	8-hour	y; 5am-1:30pm, 1-9:30pm
29	SaFunland ??	Man/Ind/Mil	Ontario	n	200-500	8-hour	y
30	The Desert Sun Publishing Co.	Man/Ind/Mil	Palm Springs	n	200-500	8, 9-hour	y; 6am-2:30pm, 2:30-11pm, 11:30pm start
31	Tri-Star Electronics	Man/Ind/Mil	El Segundo	n	200-500	8-hour	y; 6am-2:30pm, 2:30-11pm, 11:30pm start
32	Tri-Star Electronics	Man/Ind/Mil	Chino	n	200-500	8-hour	y; 6am, 3:30pm, 4pm, 6pm, 10pm
33	Windsor Foods	Man/Ind/Mil	Riverside	n	200-500	8-hour	y; 7am, 3pm, 7pm
34	Chino Valley Medical Center	Med/Fin/Other	Chino	n	500-1000	8-hour	y; 7am, 3pm, 7pm
35	Chino Valley Medical Center	Med/Fin/Other	Chino	n	500-1000	8-hour, 3/36	y; varies
36	Eastern Municipal Water District	Med/Fin/Other	Mo Val, San Jacinto, Temecula	y	500-1000	8,9,10-hour	y; 7-4, 8-5, 9-6
37	Inland Empire Health Plan (IEHP)	Med/Fin/Other	SB	n	425	8-hour	n; 7:30am starts
38	Inland Regional Center	Med/Fin/Other	Riverside, SB	y	500-1000	9-hour	y; throughout the day
39	J.W. Marriot, Desert Springs	Med/Fin/Other	Palm Desert	n	1000	8-hour	y; varies
40	Loma Linda University Medical Center	Med/Fin/Other	Loma Linda, Redlands, SB	y	1000+	8,9,10-hour	y
41	Riverside Medical Center	Med/Fin/Other	Riverside, Moreno Valley, Corona	y	500-1000	8-hour	y; 7am-7pm, 7pm-7am, swing
42	St. Mary Medical Center	Med/Fin/Other	Apple Valley, Hesperia, VV	y	1000	8,9-hour	y; varies
43	St. Mary Medical Center, Apple Valley	Med/Fin/Other	Apple Valley, Hesperia, Adelanto	y	1000	8-hour, other	y; 7am-7pm, 7pm-7am, swing
44	Vons	Retail	Fontana, Yucaipa, Rancho Cucamonga, Redlands	y	1000	8-hour, other	y; varies
45	Grainger	War/ Distr	MiraLoma	n	100-200	8,10-hour, other	y; PT & 5:45am, 9am starts
46	Hansen Berverage Co.	War/Distr	Corona	y	200-500	8-hour	y; 7am, 7:30am, 8am, 1pm
47	Ingram Micro	War/Distr	MiraLoma	n	200-500	8-hour	y; various, but 11am start is common
48	Lowe's	War/Distr	Perris	n	200-500	10-hour	y; 6am-4:30pm, 6pm-4:30am
49	McLane Foodservice	War/Distr	Riverside	n	200-500	10-hour	y; 2am, 3am, 7am, 8am, 10am, 12pm, 7pm-2am
50	Ross, Inc.	War/Distr	Moreno Valley, Perris	y	500-1000	8-hour	y; 5am-1:30pm, 2pm-10:30pm, 9:30pm-5am
51	Staples Distribution Center	War/Distr	Rialto	n	200-500	8, 10-hour	y; 3am-3:30pm, 8-5, 4:30pm-1am, 8pm-4:30am
52	Walgreens	War/Distr	Moreno Valley	n	500-1000+	8, 10-hour	y; 5am, 6am, 7:30am, 2pm, 6pm
53	YRC Worldwide	War/Distr	SB, Pomona, Bloomington, Adelanto	y	1000+	8-hour	y; varies
54	YRC Worldwide	War/Distr	Bloomington	n	500-1000	8,9,10-hour, other	y
55	3rd party logistic	War/Distr	Ontario, Rancho Cucamanga	y	100-200	8-hour, other	y; 6am-2:30pm, 2:30-11pm, 9:30am-6pm
56	Ross Dist Center (SWDC)	War/Distr & Retail	SWDC, MVDC	y	1000	8,10-hour, other	y; 5am, 2pm, 11pm
57	Ross Dist Center (SWDC)						

**Inland Empire Transportation Services
Employee Transportation Coordinators
Survey Results**

Business Information			Main Commute Origins & Victor Valley Employees			
ID	Business Name	Business Type	Childcare	Employees from VV	Employees from VV (#)	Commute Origin
1	?	Gov/Ed	n	n	Don't know	
2	Azusa Pacific University	Gov/Ed	n	y	1-10	Glendora, Chino, Monrovia, Upland, Rancho Cucamonga
3	CA State Univ, SB	Gov/Ed	y	y	100	Hesperia, VV, Apple Valley, Phelan Piñon Hills, Wrightwood
4	CA State Univ, SB	Gov/Ed	n	y	10-20	Desert/VV, Moreno Valley, Riverside, Big Bear, SB
5	California Institution for Men	Gov/Ed	n	y	50-100	Corona, Fontana, Riverside, Hemet, Victorville
6	California Institution for Men	Gov/Ed	n	y	Don't know	
7	Canyon Springs Dept. of Development Services	Gov/Ed	n	Don't know	Don't know	Perris, Fontana, Palm Desert, Yucaipa
8	City of Culver City	Gov/Ed	n	y	1-10	Inland Empire
9	City Rialto	Gov/Ed	y	y	1-10	Rialto, Fontana, Beaumont, Adelanto, Riverside
10	College of the Desert	Gov/Ed	y	n		Palm Desert, Palm Springs, Indio, Cathedral City
11	College of the Desert	Gov/Ed	y	n		Riverside, Palm Springs, La Quinta
12	County of Riverside	Gov/Ed	n	y	100+	VV, Hesperia, Phelan Piñon Hills, Apple Valley, Adelanto
13	County of San Bernardino	Gov/Ed	n	y	100+	
14	DOD Defense Media Center	Gov/Ed	n	Don't know	Don't know	Temecula, Menifee, Murrieta
15	Employment Development Dept.	Gov/Ed	n	y	10-20	Victorville, Temecula, Ontario, Banning, Orange County
16	La Sierra University Security	Gov/Ed	y	Don't know	Don't know	Riverside, Corona, Lemalinda, Redlands
17	Omnitrans	Gov/Ed	n	y	20-50	Ontario, Fontana, VV, Hesperia, Redlands
18	Patton State Hospital	Gov/Ed	y	y	100+	Victorville, Adelanto, Hesperia, Apple Valley, Phelan, Lucerne Valley, and Helendale
19	Rio Hondo College	Gov/Ed	y	Don't know	Don't know	Fontana, Rancho Cucamonga, Ontario, Riverside
20	State Comp Insurance Fund	Gov/Ed	n	y	20-50	VV, Hesperia, Apple Valley, SB
21	Superior Court of CA SB County	Gov/Ed	n	y	100+	n/a
22	?	Man/Ind/Mil	n	Don't know	Don't know	n/a
23	Ball Corporation	Man/Ind/Mil	n	y	1-10	Fontana, Corona, Rancho Cucamonga, Pomona
24	Cal Spas	Man/Ind/Mil	n	n		Pomona, Chino
25	Circor Aerospace, Inc.	Man/Ind/Mil	n	y	1-10	VV, Oak Hills
26	Closet Mania	Man/Ind/Mil	n	y	1-10	
27	Defense Media Center	Man/Ind/Mil	n	y	1-10	Riverside, SB, Murrieta, Temecula
28	K&N Engineering, Inc.	Man/Ind/Mil	n	y	1-10	Riverside, Rancho Cucamonga, Perris, Mo Val, Colton
29	SaFunland ??	Man/Ind/Mil	n	y	1-10	Ontario, Fontana, Temecula
30	The Desert Sun Publishing Co.	Man/Ind/Mil	n	n	0	
31	Tri-Star Electronics	Man/Ind/Mil	n	n		LA, Anaheim
32	Tri-Star Electronics	Man/Ind/Mil	n	n	n/a	LA, Anaheim
33	Windsor Foods	Man/Ind/Mil	n	y	1-10	Riverside
34	Chino Valley Medical Center	Med/Fin/Other	n	y	100+	Victorville, Orange County, Riverside, Ontario, SB
35	Chino Valley Medical Center	Med/Fin/Other	n	y	20-50	Victorville, Hesperia, SB, Riverside, Ontario
36	Eastern Municipal Water District	Med/Fin/Other	n	y	1-10	Hemet, San Jacinto, Moreno Valley, Riverside, Hesperia
37	Inland Empire Health Plan (IEHP)	Med/Fin/Other	n	y	10-20	Victorville, Apple Valley, Hesperia
38	Inland Regional Center	Med/Fin/Other	n	y	Don't know	
39	J.W. Marriot, Desert Springs	Med/Fin/Other	n	n	Don't know	Palm Desert, Palm Springs, Indio, LaQuinta, Coachella
40	Loma Linda University Medical Center	Med/Fin/Other	n	y	100+	Victorville
41	Riverside Medical Center	Med/Fin/Other	n	n		Riverside, Moreno Valley, Corona, Fontana, Rancho Cucamonga
42	St. Mary Medical Center	Med/Fin/Other	n	y	Don't know	VV, Adelanto, Barstow, Apple Valley, Hesperia
43	St. Mary Medical Center, Apple Valley	Med/Fin/Other	n	y	Don't know	VV, Hesperia, Adelanto, Wrightwood, Phelan Piñon Hills, Apple Valley, Lucerne Valley, Barstow
44	Vons	Retail	n	y	50-100	High Desert, Low Desert, Inland Empire, Riverside
45	Grainger	War/ Distr	n	y	10-20	Fontana, Rancho Cucamonga, Corona, Ontario
46	Hansen Berverage Co.	War/Distr	n	Don't know		Cornona, Riverside, Temecula, Lake Elsinore, Irvine
47	Ingram Micro	War/Distr	n	y	20-50	Hemet, Santa Ana, Riverside, SB, High Desert
48	Lowes	War/Distr	n	Don't know		Moreno Valley, Riverside, Perris, San Jacinto, Hemet
49	McLane Foodservice	War/Distr	n	y	20-50	Fontana, Riverside, Rancho Cucamonga, Moreno Valley, VV
50	Ross, Inc.	War/Distr	n	y	1-10	Temecula, Hemet, Corona, Riverside, Moreno Valley
51	Staples Distribution Center	War/Distr	n	y	Don't know	Ontario, Rialto, Corona, Redlands, Fontana
52	Walgreens	War/Distr	n	y	1-10	Moreno Valley, Perris, Hemet, San Jacinto
53	YRC Worldwide	War/Distr	n	y	100+	VV, Hesperia, Apple Valley, Inland Empire
54	YRC Worldwide	War/Distr	n	y	100+	VV, Corona, Riverside, Palm Springs
55	3rd party logistic	War/Distr	n	y	1-10	Ontario, Fontana, SB, Riverside, Pomona
56	Ross Dist Center (SWDC)	War/Distr & Retail	n	y	Don't know	Murrieta, Temecula
57	Ross Dist Center (SWDC)					

**Inland Empire Transportation Services
Employee Transportation Coordinators
Survey Results**

Business Information			Employee Mode Split Estimate									
ID	Business Name	Business Type	Mode Split	Drive Alone	Carpool	Vanpool	Transit/ Rail	Moto	Bike	Walk	Drop off	Taxi/ DAR
1	?	Gov/Ed	y	60	30		10					
2	Azusa Pacific University	Gov/Ed	y	60	15				5	20		
3	CA State Univ, SB	Gov/Ed	n									
4	CA State Univ, SB	Gov/Ed	n									
5	California Institution for Men	Gov/Ed	y	98	1			0.05	0.05			
6	California Institution for Men	Gov/Ed	y	98	1			0.05	0.05			
7	Canyon Springs Dept. of Development Services	Gov/Ed	y	89	5	5					1	
8	City of Culver City	Gov/Ed	y	75	25		3		5	2		
9	City Rialto	Gov/Ed	y	65	20		5		5	5		
10	College of the Desert	Gov/Ed	y	85			5		25	5		
11	College of the Desert	Gov/Ed	y	80	5			0.05	0.05	0.05	0.05	
12	County of Riverside	Gov/Ed	y	60	20	20						
13	County of San Bernardino	Gov/Ed	y	?	?	?	?		?	?		
14	DOD Defense Media Center	Gov/Ed										
15	Employment Development Dept.	Gov/Ed	y	60	20	5	2		1	1	1	1
16	La Sierra University Security	Gov/Ed	y	90	5					5		
17	Omnitrans	Gov/Ed	y	80	5		1	3	1	1	4	
18	Patton State Hospital	Gov/Ed	y	80	10	10						
19	Rio Hondo College	Gov/Ed	y	90	10							
20	State Comp Insurance Fund	Gov/Ed	y	65	30	2	1	2				
21	Superior Court of CA SB County	Gov/Ed	y	70	20	5	5					
22	?	Man/Ind/Mil	y	?	?				?	?		
23	Ball Corporation	Man/Ind/Mil	n									
24	Cal Spas	Man/Ind/Mil	y	80	10	5			2	1	1	
25	Circor Aerospace, Inc.	Man/Ind/Mil	n									
26	Closet Mania	Man/Ind/Mil										
27	Defense Media Center	Man/Ind/Mil	don't know									
28	K&N Engineering, Inc.	Man/Ind/Mil	n									
29	SaFunland ??	Man/Ind/Mil	y	65	20			1				
30	The Desert Sun Publishing Co.	Man/Ind/Mil	y	80	10		9		1			
31	Tri-Star Electronics	Man/Ind/Mil										
32	Tri-Star Electronics	Man/Ind/Mil										
33	Windsor Foods	Man/Ind/Mil	y	65	28			1	1	5		
34	Chino Valley Medical Center	Med/Fin/Other	y	65	10				5	5		
35	Chino Valley Medical Center	Med/Fin/Other	y	65	10				5	5		
36	Eastern Municipal Water District	Med/Fin/Other	y	60	20	20		2	1			
37	Inland Empire Health Plan (IEHP)	Med/Fin/Other	y	50	50							
38	Inland Regional Center	Med/Fin/Other	y	75	25							
39	J.W. Marriot, Desert Springs	Med/Fin/Other	y	70	20				2	3		
40	Loma Linda University Medical Center	Med/Fin/Other	y	75								
41	Riverside Medical Center	Med/Fin/Other	y	70	20				1	1	5	
42	St. Mary Medical Center	Med/Fin/Other	y	80	5			1	1	1		
43	St. Mary Medical Center, Apple Valley	Med/Fin/Other	y	97	2		0.05	0.05				
44	Vons	Retail	y	95			2		1	1		
45	Grainger	War/ Distr	y	93	5			1			1	
46	Hansen Berverage Co.	War/Distr	y	80	15		1	1		1	2	
47	Ingram Micro	War/Distr										
48	Lowes	War/Distr										
49	McLane Foodservice	War/Distr	y	85	15							
50	Ross, Inc.	War/Distr	y	88	5			1	1		5	
51	Staples Distribution Center	War/Distr	y	70	20				2	3		
52	Walgreens	War/Distr	y	89								
53	YRC Worldwide	War/Distr	y	80	20							
54	YRC Worldwide	War/Distr	y	80	20							
55	3rd party logistic	War/Distr	y	90	8				1	1		
56	Ross Dist Center (SWDC)	War/Distr & Retail	n									
57	Ross Dist Center (SWDC)											

**Inland Empire Transportation Services
Employee Transportation Coordinators
Survey Results**

Business Information			Victor Valley Employees Interest in Alternative Commute Modes									
ID	Business Name	Business Type	Interest in Transp. Alternatives	Carpool	Vanpool	Express Bus	Shuttle	Bicycle Programs	Other	Commute Conditions Different	Employee Commute Reliability Issues	
1	?	Gov/Ed	no emps from VV							About same	n	
2	Azusa Pacific University	Gov/Ed	y	y	y					Worse	n	
3	CA State Univ, SB	Gov/Ed	y			y				Much worse	Don't know	
4	CA State Univ, SB	Gov/Ed	y	y	y					Worse	y, but only a few cases	
5	California Institution for Men	Gov/Ed	y	y						About same	n	
6	California Institution for Men	Gov/Ed	y	y	y					Much worse	n	
7	Canyon Springs Dept. of Development Services	Gov/Ed	no emps from VV							n/	n/a	
8	City of Culver City	Gov/Ed	y	y						Much worse	n	
9	City Rialto	Gov/Ed	y	y	y					About same	n	
10	College of the Desert	Gov/Ed										
11	College of the Desert	Gov/Ed	no emps from VV									
12	County of Riverside	Gov/Ed	y	y	y	y	y			Much worse	y, many	
13	County of San Bernardino	Gov/Ed	y	y	y	y				Worse	n	
14	DOD Defense Media Center	Gov/Ed	no emps from VV								n	
15	Employment Development Dept.	Gov/Ed	y	y	y					Worse	n	
16	La Sierra University Security	Gov/Ed									n	
17	Omnitrans	Gov/Ed	y	y	y	y	y			About same	y, but only a few cases	
18	Patton State Hospital	Gov/Ed	y	y	y					Worse	n	
19	Rio Hondo College	Gov/Ed										
20	State Comp Insurance Fund	Gov/Ed	y	y	y					Worse	n	
21	Superior Court of CA SB County	Gov/Ed	y			y	y			Worse	y, many	
22	?	Man/Ind/Mil										
23	Ball Corporation	Man/Ind/Mil	y	y						Worse	n	
24	Cal Spas	Man/Ind/Mil	no emps from VV									
25	Circor Aerospace, Inc.	Man/Ind/Mil	no interest							About same	n	
26	Closet Mania	Man/Ind/Mil	no interest							About same	n	
27	Defense Media Center	Man/Ind/Mil	don't know									
28	K&N Engineering, Inc.	Man/Ind/Mil	no interest							About same	n	
29	SaFunland ??	Man/Ind/Mil	no interest							About same	n	
30	The Desert Sun Publishing Co.	Man/Ind/Mil										
31	Tri-Star Electronics	Man/Ind/Mil										
32	Tri-Star Electronics	Man/Ind/Mil										
33	Windsor Foods	Man/Ind/Mil	y	y					y	About same	n	
34	Chino Valley Medical Center	Med/Fin/Other	y		y	y	y			Worse	y, many	
35	Chino Valley Medical Center	Med/Fin/Other	y		y		y			Much worse	n	
36	Eastern Municipal Water District	Med/Fin/Other	y		y					About same	n	
37	Inland Empire Health Plan (IEHP)	Med/Fin/Other	y	y						About same	n	
38	Inland Regional Center	Med/Fin/Other	y	y						Worse	n	
39	J.W. Marriot, Desert Springs	Med/Fin/Other										
40	Loma Linda University Medical Center	Med/Fin/Other	y		y					About same	n	
41	Riverside Medical Center	Med/Fin/Other	no emps from VV								y, but only a few cases	
42	St. Mary Medical Center	Med/Fin/Other	y		y					About same	n	
43	St. Mary Medical Center, Apple Valley	Med/Fin/Other	y	y	y	y				Worse	Don't know	
44	Vons	Retail	y	y		y	y	y		About same	n	
45	Grainger	War/ Distr	no interest							Worse	n	
46	Hansen Berverage Co.	War/Distr										
47	Ingram Micro	War/Distr	y	y						About same	y, but only a few cases	
48	Lowes	War/Distr	no emps from VV									
49	McLane Foodservice	War/Distr	y	y	y		y			Worse	y, but only a few cases	
50	Ross, Inc.	War/Distr	no interest							About same	n	
51	Staples Distribution Center	War/Distr	no interest							Worse	n	
52	Walgreens	War/Distr	y	y						About same	y, but only a few cases	
53	YRC Worldwide	War/Distr	y	y	y	y				Worse	n	
54	YRC Worldwide	War/Distr	y	y	y	y				About same	n	
55	3rd party logistic	War/Distr	no interest							Worse	n	
56	Ross Dist Center (SWDC)	War/Distr & Retail								Worse	y, but only a few cases	
57	Ross Dist Center (SWDC)											

**Inland Empire Transportation Services
Employee Transportation Coordinators
Survey Results**

Business Information			Employer Parking Availability & Benefits						
ID	Business Name	Business Type	Parking	Sufficient Parking	Remote Lots	Have Free Parking	Charge Emps	Subsidized	None of the above
1	?	Gov/Ed							
2	Azusa Pacific University	Gov/Ed	y	y		y			
3	CA State Univ, SB	Gov/Ed	y	y			y		
4	CA State Univ, SB	Gov/Ed	y	y			y		
5	California Institution for Men	Gov/Ed	y			y			
6	California Institution for Men	Gov/Ed	y			y			
7	Canyon Springs Dept. of Development Services	Gov/Ed	y	y		y			
8	City of Culver City	Gov/Ed				y			
9	City Rialto	Gov/Ed	y	y		y			
10	College of the Desert	Gov/Ed	y	y		y			
11	College of the Desert	Gov/Ed	y	y		y		y	
12	County of Riverside	Gov/Ed					y	y	
13	County of San Bernardino	Gov/Ed	y	y		y			
14	DOD Defense Media Center	Gov/Ed	y	y					
15	Employment Development Dept.	Gov/Ed	y						y
16	La Sierra University Security	Gov/Ed	y	y		y			
17	Omnitrans	Gov/Ed	y		y	y			
18	Patton State Hospital	Gov/Ed	y	y		y			
19	Rio Hondo College	Gov/Ed	y	y					
20	State Comp Insurance Fund	Gov/Ed	y	y		y			
21	Superior Court of CA SB County	Gov/Ed	y		y				
22	?	Man/Ind/Mil	y			y			
23	Ball Corporation	Man/Ind/Mil	y	y					
24	Cal Spas	Man/Ind/Mil							
25	Circor Aerospace, Inc.	Man/Ind/Mil	y	y		y			
26	Closet Mania	Man/Ind/Mil	y	y		y			
27	Defense Media Center	Man/Ind/Mil							
28	K&N Engineering, Inc.	Man/Ind/Mil	y	y		y			
29	SaFunland ??	Man/Ind/Mil	y	y		y			
30	The Desert Sun Publishing Co.	Man/Ind/Mil							
31	Tri-Star Electronics	Man/Ind/Mil							
32	Tri-Star Electronics	Man/Ind/Mil	y	y					
33	Windsor Foods	Man/Ind/Mil	y	y		y			
34	Chino Valley Medical Center	Med/Fin/Other	y	y					
35	Chino Valley Medical Center	Med/Fin/Other	y	y					
36	Eastern Municipal Water District	Med/Fin/Other	y	y					
37	Inland Empire Health Plan (IEHP)	Med/Fin/Other	y	y		y			
38	Inland Regional Center	Med/Fin/Other	y	y		y			
39	J.W. Marriot, Desert Springs	Med/Fin/Other	y		y				
40	Loma Linda University Medical Center	Med/Fin/Other	y		y	y			
41	Riverside Medical Center	Med/Fin/Other	y	y					
42	St. Mary Medical Center	Med/Fin/Other	y	y		y			
43	St. Mary Medical Center, Apple Valley	Med/Fin/Other	y	y	y	y			
44	Vons	Retail	y	y					
45	Grainger	War/ Distr	y	y		y			
46	Hansen Berverage Co.	War/Distr	y	y		y			
47	Ingram Micro	War/Distr	y	y					
48	Lowes	War/Distr	y	y		y			
49	McLane Foodservice	War/Distr	y	y		y			
50	Ross, Inc.	War/Distr	y	y					
51	Staples Distribution Center	War/Distr	y	y		y			
52	Walgreens	War/Distr	y	y		y			
53	YRC Worldwide	War/Distr	y	y		y			
54	YRC Worldwide	War/Distr	y	y		y			
55	3rd party logistic	War/Distr	y	y		y			
56	Ross Dist Center (SWDC)	War/Distr & Retail	y	y		y			
57	Ross Dist Center (SWDC)								

**Inland Empire Transportation Services
Employee Transportation Coordinators
Survey Results**

Business Information			Ridesharing/Transit Benefits				
ID	Business Name	Business Type	Ridesharing	Carpool Benefit/Subsidy	Vanpools	Vanpool Benefit/Subsidy	Transit Service Benefit/Subsidy
1	?	Gov/Ed	y				None of the above
2	Azusa Pacific University	Gov/Ed	y	100 carpools; 1 from VV	n	n	Don't provide
3	CA State Univ, SB	Gov/Ed	y	200+ carpools; 50+ from VV	y	2; on-going lease	Full subsidy
4	CA State Univ, SB	Gov/Ed	y	4 from VV	y	subsidize both start-up and on-going lease	Partial subsidy
5	California Institution for Men	Gov/Ed	y	50 carpools; 4 from VV	n	n	None of the above
6	California Institution for Men	Gov/Ed	n				None of the above
7	Canyon Springs Dept. of Development Services	Gov/Ed	y				Don't provide
8	City of Culver City	Gov/Ed	y				Partial subsidy
9	City Rialto	Gov/Ed	y	50 carpools	n		Don't provide
10	College of the Desert	Gov/Ed	y	50 individuals; 0 from VV			Partial subsidy
11	College of the Desert	Gov/Ed	y	15 carpools; 0 from VV	n	n	Partial subsidy
12	County of Riverside	Gov/Ed	y	over 100 in VV	y	100+; 5 in VV area (emp funded)	
13	County of San Bernardino	Gov/Ed	y		y	30; 17 VV area	
14	DOD Defense Media Center	Gov/Ed	y			subsidize ongoing lease	None of the above
15	Employment Development Dept.	Gov/Ed	n	20+ carpools; 2-3 from VV	y	1; 0 from VV	Partial subsidy
16	La Sierra University Security	Gov/Ed	n				Full & partial subsidy
17	Omnitrans	Gov/Ed	y	10-12 carpools	n	n	None of the above
18	Patton State Hospital	Gov/Ed	y	400+; ? From VV	y	4; 3 from VV (subsidize start-up and ongoing lease)	Partial subsidy
19	Rio Hondo College	Gov/Ed	n	50 carpools			Partial subsidy
20	State Comp Insurance Fund	Gov/Ed	y	30 carpools	n		Partial subsidy
21	Superior Court of CA SB County	Gov/Ed	y				None of the above
22	?	Man/Ind/Mil	y				
23	Ball Corporation	Man/Ind/Mil	n	50 carpools; 10 from VV			None of the above
24	Cal Spas	Man/Ind/Mil	y	10 carpools			Don't provide
25	Circor Aerospace, Inc.	Man/Ind/Mil	y		n		Don't provide
26	Closet Mania	Man/Ind/Mil	n				None of the above
27	Defense Media Center	Man/Ind/Mil	y	20+ carpools	y	3; use \$120 voucher system via (subsidize both start-up and ongoing lease)	
28	K&N Engineering, Inc.	Man/Ind/Mil	y	50-70 individuals	n	n	None of the above
29	SaFunland ??	Man/Ind/Mil	y				None of the above
30	The Desert Sun Publishing Co.	Man/Ind/Mil	y	yes, but #?			Partial subsidy
31	Tri-Star Electronics	Man/Ind/Mil	y	various			Partial subsidy
32	Tri-Star Electronics	Man/Ind/Mil	y	various			Partial subsidy
33	Windsor Foods	Man/Ind/Mil	y	1 carpool; 0 from VV	n	n	Don't provide
34	Chino Valley Medical Center	Med/Fin/Other	y	50 carpools; 20 from VV			Don't provide
35	Chino Valley Medical Center	Med/Fin/Other	y	51 carpools; 20 from VV			None of the above
36	Eastern Municipal Water District	Med/Fin/Other	y	200 carpool	y	9; 1 in VV area	Don't provide
37	Inland Empire Health Plan (IEHP)	Med/Fin/Other	y				None of the above
38	Inland Regional Center	Med/Fin/Other	y	?			Don't provide
39	J.W. Marriot, Desert Springs	Med/Fin/Other	y	150 carpools	n	n	Don't provide
40	Loma Linda University Medical Center	Med/Fin/Other	y	600 carpools; 100 from VV	n	n	Full subsidy
41	Riverside Medical Center	Med/Fin/Other	y	120 individuals			Partial subsidy
42	St. Mary Medical Center	Med/Fin/Other	y				None of the above
43	St. Mary Medical Center, Apple Valley	Med/Fin/Other	y	None other than via IECS	n	n	Don't provide
44	Vons	Retail	y				All
45	Grainger	War/ Distr	y	5 pairs	n	n	None of the above
46	Hansen Berverage Co.	War/Distr	y	15-20 carpools		n	Don't provide
47	Ingram Micro	War/Distr	y	80 carpools; ? From VV			None of the above
48	Lowes	War/Distr	y		n	n	Don't provide
49	McLane Foodservice	War/Distr	y	20-30 carpools	n	n	Don't provide
50	Ross, Inc.	War/Distr	y				None of the above
51	Staples Distribution Center	War/Distr	y	35 carpools	n		
52	Walgreens	War/Distr	y	50 carpools	n	n	None of the above
53	YRC Worldwide	War/Distr	y				Don't provide
54	YRC Worldwide	War/Distr	y				Don't provide
55	3rd party logistic	War/Distr	y				Don't provide; participate in WW or sim
56	Ross Dist Center (SWDC)	War/Distr & Retail	y		n	n	Don't provide
57	Ross Dist Center (SWDC)						

Appendix C

Household Survey Results

VICTOR VALLEY HOUSEHOLDS - SCREENING SURVEY

1. OK, GREAT. TO MAKE SURE WE REACH A BALANCED SAMPLE OF VICTOR VALLEY RESIDENTS, CAN YOU PLEASE TELL ME YOUR HOME ZIP CODE ?

1. 92301	8.6%
2. 92307	8.5%
3. 92308	8.6%
4. 92340	0.1%
5. 92344	2.4%
6. 92345	11.8%
7. 92368	0.1%
8. 92371	4.7%
9. 92392	7.7%
10. 92393	0.5%
11. 92394	3.7%
12. 92395	8.0%
13. OTHER	3.8%
14. NO WORKERS/WORK OUTSIDE VICTOR VALLEY	28.1%
15. 92372 (PINION HILLS)	2.2%
16. 92329 (PHELAN PO BOX)	1.2%

2. ARE YOU OR ANY MEMBER OF YOUR HOUSEHOLD CURRENTLY EMPLOYED AT A FULL-TIME (35+ HOURS PER WEEK) JOB ?

1.	46.0%
2.	54.0%

3. HAVE YOU OR ANY MEMBER OF YOUR HOUSEHOLD WORKED FULL-TIME AT SOME POINT IN THE LAST YEAR AND ARE CURRENTLY SEEKING EMPLOYMENT ?

1.	7.9%
2.	92.1%

4. IS THIS WORK LOCATED OUTSIDE OF VICTOR VALLEY ?

1.	50.1%
2.	49.9%

VICTOR VALLEY HOUSEHOLDS - COMMUTERS SURVEY

1. OK, GREAT. TO MAKE SURE WE REACH A BALANCED SAMPLE OF VICTOR VALLEY RESIDENTS, CAN YOU PLEASE TELL ME YOUR HOME ZIP CODE ?

1. 92301	15.4%
2. 92307	14.1%
3. 92308	6.6%
4. 92340	0.0%
5. 92344	3.7%
6. 92345	17.0%
7. 92368	0.0%
8. 92371	9.5%
9. 92392	12.4%
10. 92393	0.4%
11. 92394	5.4%
12. 92395	9.5%
13. OTHER	0.0%
14. NO WORKERS/WORK OUTSIDE VICTOR VALLEY	0.0%
15. 92372 (PINION HILLS)	4.6%
16. 92329 (PHELAN PO BOX)	1.2%

2. ARE YOU OR ANY MEMBER OF YOUR HOUSEHOLD CURRENTLY EMPLOYED AT A FULL-TIME (35+ HOURS PER WEEK) JOB ?

1.	90.9%
2.	9.1%

3. HAVE YOU OR ANY MEMBER OF YOUR HOUSEHOLD WORKED FULL-TIME AT SOME POINT IN THE LAST YEAR AND ARE CURRENTLY SEEKING EMPLOYMENT ?

1.	100.0%
2.	0.0%

4. IS THIS WORK LOCATED OUTSIDE OF VICTOR VALLEY ?

1.	100.0%
2.	0.0%

5. WHAT IS THE ZIP CODE WHERE YOU WORK ?

1. OTHER TO ENTER ZIP CODE	45.6%
2. DON'T KNOW	49.4%
3. MULTIPLE WORK LOCATIONS (SALES/CONSTRUCTION/ETC)	5.0%

6. IN WHICH COUNTY DO YOU WORK ?

1. SAN BERNARDINO	60.6%
2. RIVERSIDE	9.1%
3. LOS ANGELES	22.5%
4. ORANGE	6.5%
5. OTHER	1.3%

7. IN WHICH AREA OF SAN BERNARDINO COUNTY DO YOU WORK . . . ?

1. NORTH OF VICTOR VALLEY IN THE BARSTOW AREA,	21.4%
--	-------

2. NORTHWEST OF VICTOR VALLEY IN THE EDWARDS AIRBASE AREA, OR 2.9%
3. SOUTH OF VICTOR VALLEY (SAN BERNARDINO/OTHER AREA) 74.3%
4. OTHER 1.4%

8. WHICH CITY IS IT CLOSEST TO ?

1. SAN BERNARDINO OR HIGHLAND 26.9%
2. REDLANDS OR LOMA LINDA 10.6%
3. FONTANA 13.5%
4. RIALTO OR COLTON 6.7%
5. ONTARIO 18.3%
6. RANCHO CUCAMONGA, UPLAND OR MONTCLAIR 18.3%
7. CHINO OR CHINO HILLS 4.8%
8. OTHER 1.0%

9. IN WHICH RIVERSIDE COUNTY AREA IS YOUR WORK LOCATED . . . ?

1. RIVERSIDE 28.6%
2. MORENO VALLEY, OR 28.6%
3. CORONA 38.1%
4. OTHER 4.8%

10. IN WHICH LA COUNTY AREA IS YOUR WORK LOCATED . . . ?

1. EAST LA COUNTY OFF THE 210 9.6%
2. EAST LA COUNTY OFF THE 10 17.3%
3. DOWNTOWN LA COUNTY 26.9%
4. OTHER LA COUNTY 46.2%

11. IN WHICH ORANGE COUNTY AREA IS YOUR WORK LOCATED . . . ?

1. IRVINE SPECTRUM AREA 26.7%
2. AIRPORT/SOUTH COAST PLAZA AREA 20.0%
3. NORTH ORANGE COUNTY, OR 46.7%
4. SOUTH COUNTY 0.0%
5. OTHER 6.7%

12. HOW MANY YEARS HAVE YOU LIVED IN VICTOR VALLEY ?

1. 2 9.5%
2. 3 7.5%
3. 4 5.0%
4. 5 7.1%
5. 6-10 8.7%
6. 11-15 17.0%
7. 16-20 12.0%
8. 21 OR MORE 15.4%
9. REFUSED / DON'T KNOW 17.8%

13. HAS YOUR WORK LOCATION CHANGED SINCE YOU MOVED TO VICTOR VALLEY ?

1. YES 40.7%
2. NO 59.3%

14. IS YOUR NEW WORK LOCATION CLOSER TO OR FURTHER AWAY FROM YOUR HOME ?

1. CLOSER 25.5%

2. SAME DISTANCE 19.4%

3. FURTHER 55.1%

15. HOW WOULD YOU RATE YOUR COMMUTE TO WORK; WOULD YOU SAY IT IS . . . ?

1. EASY 32.0%

2. MODERATE, OR 45.2%

3. DIFFICULT 22.0%

4. DON'T KNOW/REFUSED 0.8%

16. HOW SATISFIED ARE YOU WITH THE RANGE OF TRANSPORT OPTIONS AVAILABLE FOR YOUR COMMUTE; WOULD YOU SAY YOU ARE . . . ?

1. SATISFIED 32.4%

2. NEUTRAL, OR 30.7%

3. DISSATISFIED 34.4%

4. DON'T KNOW/REFUSED 2.5%

17. NOW I AM GOING TO READ YOU A LIST OF WAYS PEOPLE MIGHT GET TO WORK. FOR EACH ONE, PLEASE TELL ME IF YOU TYPICALLY GET TO WORK THIS WAY.

1. RIDE OMNITRANS BUS 76.3%

2. RIDE METROLINK 11.2%

3. BICYCLE OR WALK 20.7%

4. WORK AT HOME OR TELECOMMUTE 4.1%

5. OTHER 1.7%

6. 2.5%

7. 0.0%

8. E 2.1%

9. 0.4%

18. DRIVE ALONE (CAR OR MOTORCYCLE)

1. 1 OR FEWER 4.9%

2. 2 2.7%

3. 3 4.9%

4. 4 9.8%

5. 5 OR MORE 77.7%

19. DRIVE OR RIDE WITH FRIENDS OR FAMILY

1. 1 OR FEWER 14.8%

2. 2 7.4%

3. 3 0.0%

4. 4 14.8%

5. 5 OR MORE 63.0%

20. CARPOOL IN AN EMPLOYER OR RIDESHARE ORGANIZED CARPOOL

1. 1 OR FEWER 32.0%

2. 2 12.0%

3. 3 4.0%

4. 4 16.0%

5. 5 OR MORE 36.0%

21. COMMUTE IN A VANPOOL

1. 1 OR FEWER 0.0%
2. 2 0.0%
3. 3 10.0%
4. 4 60.0%
5. 5 OR MORE 30.0%

22. COMMUTE IN AN OMNITRANS BUS

1. 1 OR FEWER 25.0%
2. 2 0.0%
3. 3 0.0%
4. 4 25.0%
5. 5 OR MORE 50.0%

23. RIDE METROLINK

1. 1 OR FEWER 33.3%
2. 2 0.0%
3. 3 16.7%
4. 4 16.7%
5. 5 OR MORE 33.3%

24. COMMUTE BY BICYCLE OR WALKING

1. 1 OR FEWER 0.0%
2. 2 0.0%
3. 3 0.0%
4. 4 0.0%
5. 5 OR MORE 0.0%

25. TELECOMMUTE, OR WORK AT HOME ON A REGULAR WORKDAY INSTEAD OF COMMUTING TO WORK

1. 1 OR FEWER 80.0%
2. 2 0.0%
3. 3 0.0%
4. 4 0.0%
5. 5 OR MORE 20.0%

26. DO YOU USE A PARK AND RIDE LOT AS PART OF YOUR COMMUTE ?

1. YES 34.4%
2. NO 65.6%

27. WITH WHICH OF THE FOLLOWING MODES OF TRANSPORTATION DO YOU TYPICALLY USE A PARK-AND-RIDE LOT ?

1. CARPOOL (EMPLOYER OR RIDESHARE) 63.6%
2. VANPOOL 36.4%
3. OMNITRANS BUS 9.1%
4. METROLINK 0.0%
5. OTHER 0.0%

28. AT WHAT TIME DO YOU TYPICALLY LEAVE HOME TO COMMUTE TO YOUR WORK LOCATION ?

1. BEFORE 5:00 AM 29.5%
2. BETWEEN 5-5:59 AM 16.2%
3. BETWEEN 6-6:59 AM 26.1%
4. BETWEEN 7-7:59 AM 9.1%
5. BETWEEN 8-9:59 AM 8.7%
6. BETWEEN 10AM-11:59AM 1.7%
7. BETWEEN NOON-5:59PM 6.2%
8. BETWEEN 6PM-MIDNIGHT 2.5%

29. AT WHAT TIME DO YOU TYPICALLY LEAVE WORK TO RETURN HOME ?

1. BETWEEN NOON - 2:59PM 8.7%
2. BETWEEN 3-4:59PM 37.3%
3. BETWEEN 5-5:59PM 21.2%
4. BETWEEN 6-6:59PM 13.7%
5. BETWEEN 7-7:59PM 5.0%
6. BETWEEN 8-9:59PM 4.6%
7. BETWEEN 10-11:59PM 2.9%
8. BETWEEN MIDNIGHT-5:59AM 3.7%
9. BETWEEN 6AM-11:59AM 2.9%

30. WHAT IS THE MAIN FACTOR DETERMINING WHAT TIME OF DAY YOU MAKE YOUR COMMUTE ?

1. TRAFFIC 22.8%
2. HOURS OF WORK SHIFT 68.9%
3. BUS / TRAIN SCHEDULE 1.7%
4. CHILD CARE / SCHOOL HOURS 0.4%
5. PERSONAL PREFERENCE 3.3%
6. OTHER 2.1%
7. REFUSED 0.8%

31. WHY DO YOU DRIVE ALONE ?

1. SHORTEST TRAVEL TIME 67.4%
2. NEED VEHICLE DURING WORKDAY / TRAVEL AS PART OF WORKDAY 2.2%
3. NEED VEHICLE BEFORE OR AFTER WORK 12.5%
4. SAFETY / SECURITY 4.3%
5. WORK HOURS / SCHEDULE 0.0%
6. CAN GET HOME IF EMERGENCY / CAN COME AND GO AS I PLEASE 15.2%
7. COMFORT AND RELAXATION / STRESS RELIEF 1.6%
8. LOVE TO DRIVE / ENJOY PRIVATE TIME IN CAR/ DON'T LIKE 1.1%
9. 0.5%
10. INCENTIVES OFFERED BY COMPANY OR OTHER AGENCY 0.0%
11. REFUSED / DON'T KNOW 1.1%
12. OTHER 3.8%

32. HOW MANY MINUTES IS YOUR DOOR-TO-DOOR COMMUTE FROM HOME TO WORK WHEN YOU DRIVE ALONE ?

1. 15 OR LESS	0.0%
2. 16 TO 30	13.0%
3. 31 TO 45	27.2%
4. 46 TO 60	26.1%
5. 61 TO 90	18.5%
6. OVER 90 MINUTES	15.2%

33. WHY DO YOU DRIVE OR RIDE WITH FAMILY OR FRIENDS ?

1. COST OF THE COMMUTE	29.6%
2. SHORTEST TRAVEL TIME	44.4%
3. FREE PARKING AT WORK	3.7%
4. NEED VEHICLE DURING WORKDAY / TRAVEL AS PART OF WORKDAY	3.7%
5. NEED VEHICLE BEFORE OR AFTER WORK	0.0%
6. SAFETY / SECURITY	0.0%
7. WORK HOURS / SCHEDULE	11.1%
8. CAN GET HOME IF EMERGENCY / CAN COME AND GO AS I PLEASE	3.7%
9. COMFORT AND RELAXATION / STRESS RELIEF	0.0%
10. LOVE TO DRIVE / ENJOY PRIVATE TIME IN CAR/ DON'T LIKE	3.7%
11.	0.0%
12. PROTECT ENVIRONMENT, REDUCE POLLUTION, SAVE ENERGY	0.0%
13. INCENTIVES OFFERED BY COMPANY OR OTHER AGENCY	3.7%
14. ENJOY THE COMPANY AND TALKING TO SOMEBODY	3.7%
15. REFUSED / DON'T KNOW	0.0%
16. OTHER	7.4%

34. HOW MANY MINUTES IS YOUR DOOR-TO-DOOR COMMUTE FROM HOME TO WORK WHEN YOU DRIVE WITH FAMILY OR FRIENDS ?

1. 15 OR LESS	0.0%
2. 16 TO 30	14.8%
3. 31 TO 45	14.8%
4. 46 TO 60	29.6%
5. 61 TO 90	25.9%
6. OVER 90 MINUTES	14.8%

35. WHY DO YOU DRIVE OR RIDE IN AN EMPLOYER / RIDESHARE CARPOOL ?

1. NO OTHER WAY TO GET TO WORK	6.0%
2. COST OF THE COMMUTE	70.0%
3. SHORTEST TRAVEL TIME	2.0%
4. FREE PARKING AT WORK	0.0%
5. NEED VEHICLE DURING WORKDAY / TRAVEL AS PART OF WORKDAY	4.0%
6. NEED VEHICLE BEFORE OR AFTER WORK	0.0%
7. SAFETY / SECURITY	0.0%
8. COMFORT AND RELAXATION / STRESS RELIEF	8.0%
9. PARKING UNAVAILABLE OR TOO EXPENSIVE	0.0%
10. PROTECT ENVIRONMENT, REDUCE POLLUTION, SAVE ENERGY	6.0%
11. INCENTIVES OFFERED BY COMPANY OR OTHER AGENCY	4.0%
12. ENJOY THE COMPANY AND TALKING TO SOMEBODY	6.0%
13. REFUSED / DON'T KNOW	8.0%
14. OTHER	6.0%

36. HOW MANY MINUTES IS YOUR DOOR-TO-DOOR COMMUTE FROM HOME TO WORK IN AN
EMPLOYER / RIDESHARE CARPOOL ?

1. 15 OR LESS	0.0%
2. 16 TO 30	4.0%
3. 31 TO 45	16.0%
4. 46 TO 60	32.0%
5. 61 TO 90	26.0%
6. OVER 90 MINUTES	22.0%

37. WHY DO YOU USE A VANPOOL ?

1. NO OTHER WAY TO GET TO WORK	10.0%
2. COST OF THE COMMUTE	70.0%
3. SHORTEST TRAVEL TIME	10.0%
4. FREE PARKING AT WORK	0.0%
5. SAFETY / SECURITY	20.0%
6. COMFORT AND RELAXATION / STRESS RELIEF	0.0%
7. PARKING UNAVAILABLE OR TOO EXPENSIVE	0.0%
8. PROTECT ENVIRONMENT, REDUCE POLLUTION, SAVE ENERGY	20.0%
9. INCENTIVES OFFERED BY COMPANY OR OTHER AGENCY	20.0%
10. ENJOY THE COMPANY AND TALKING TO SOMEBODY	0.0%
11. REFUSED / DON'T KNOW	0.0%
12. OTHER	10.0%

38. HOW MANY MINUTES IS YOUR DOOR-TO-DOOR COMMUTE FROM HOME TO WORK WHEN YOU
USE A VANPOOL ?

1. 15 OR LESS	0.0%
2. 16 TO 30	0.0%
3. 31 TO 45	10.0%
4. 46 TO 60	30.0%
5. 61 TO 90	60.0%
6. OVER 90 MINUTES	0.0%

39. WHY DO YOU RIDE THE OMNITRANS BUS ?

1. NO OTHER WAY TO GET TO WORK	25.0%
2. COST OF THE COMMUTE	25.0%
3. SAFETY / SECURITY	25.0%
4. COMFORT AND RELAXATION / STRESS RELIEF	25.0%
5. PARKING UNAVAILABLE OR TOO EXPENSIVE	0.0%
6. PROTECT ENVIRONMENT, REDUCE POLLUTION, SAVE ENERGY	0.0%
7. INCENTIVES OFFERED BY COMPANY OR OTHER AGENCY	0.0%
8. ENJOY THE COMPANY AND TALKING TO SOMEBODY	0.0%
9. PARK & RIDE LOTS ARE FULL	0.0%
10. REFUSE /DON'T KNOW	25.0%
11. OTHER	0.0%

40. HOW MANY MINUTES IS YOUR DOOR-TO-DOOR COMMUTE FROM HOME TO WORK WHEN YOU USE OMNITRANS ?

1. 15 OR LESS	0.0%
2. 16 TO 30	0.0%
3. 31 TO 45	0.0%
4. 46 TO 60	25.0%
5. 61 TO 90	25.0%
6. OVER 90 MINUTES	50.0%

41. WHY DO YOU RIDE METROLINK ?

1. NO OTHER WAY TO GET TO WORK	16.7%
2. COST OF THE COMMUTE	50.0%
3. SHORTEST TRAVEL TIME	16.7%
4. SAFETY / SECURITY	0.0%
5. COMFORT AND RELAXATION / STRESS RELIEF	16.7%
6. PARKING UNAVAILABLE OR TOO EXPENSIVE	0.0%
7. PROTECT ENVIRONMENT, REDUCE POLLUTION, SAVE ENERGY	0.0%
8. INCENTIVES OFFERED BY COMPANY OR OTHER AGENCY	0.0%
9. ENJOY THE COMPANY AND TALKING TO SOMEBODY	0.0%
10. PARK & RIDE LOTS ARE FULL	0.0%
11. REFUSED / DON'T KNOW	0.0%
12. OTHER	0.0%

42. HOW MANY MINUTES IS YOUR DOOR-TO-DOOR COMMUTE FROM HOME TO WORK WHEN YOU RIDE METROLINK ?

1. 15 OR LESS	0.0%
2. 16 TO 30	0.0%
3. 31 TO 45	0.0%
4. 46 TO 60	16.7%
5. 61 TO 90	16.7%
6. OVER 90 MINUTES	66.7%

43. WHY DO YOU BICYCLE OR WALK TO WORK ?

1. NO OTHER WAY TO GET TO WORK	0.0%
2. COST OF THE COMMUTE	0.0%
3. NEED VEHICLE DURING WORKDAY / TRAVEL AS PART OF WORKDAY	0.0%
4. NEED VEHICLE BEFORE OR AFTER WORK	0.0%
5. WORK HOURS / SCHEDULE	0.0%
6. CAN GET HOME IF EMERGENCY / CAN COME AND GO AS I PLEASE	0.0%
7. COMFORT AND RELAXATION / STRESS RELIEF	0.0%
8. PARKING UNAVAILABLE OR TOO EXPENSIVE	0.0%
9. PROTECT ENVIRONMENT, REDUCE POLLUTION, SAVE ENERGY	0.0%
10. INCENTIVES OFFERED BY COMPANY OR OTHER AGENCY	0.0%
11. REFUSED / DON'T KNOW	0.0%
12. OTHER	0.0%

44. HOW MANY MINUTES IS YOUR DOOR-TO-DOOR COMMUTE FROM HOME TO WORK WHEN YOU BICYCLE OR WALK ?

1. 15 OR LESS	0.0%
2. 16 TO 30	0.0%
3. 31 TO 45	0.0%
4. 46 TO 60	0.0%
5. 61 TO 90	0.0%
6. OVER 90 MINUTES	0.0%

45. WHAT DO YOU MEAN WHEN YOU SAY YOU HAVE NO OTHER WAY TO GET TO WORK ?

1. DON'T OWN A CAR / HAVE NO CAR	2.2%
2. NO PUBLIC TRANSIT SERVICE AVAILABLE	42.2%
3. PUBLIC TRANSIT IMPRACTICAL DUE TO SCHEDULE	15.6%
4. HOME IS TOO FAR FROM PUBLIC TRANSIT ROUTE / STOP	11.1%
5. JOB IS TOO FAR FROM PUBLIC TRANSIT ROUTE / STOP	10.4%
6. DRIVING IS FASTEST AND EASIEST OPTION	6.7%
7. NEVER CONSIDERED OTHER OPTIONS	3.7%
8. TOO FAR TO BIKE / WALK	2.2%
9. NEED CAR DURING WORKDAY	10.4%
10. NOBODY TO CARPOOL WITH	38.5%
11. NO PLACE TO PARK	0.0%
12. REFUSED / DON'T KNOW	4.4%

46. WHAT KIND OF STOPS DO YOU ROUTINELY MAKE DURING YOUR COMMUTE ?

1. DROP OFF OR PICK UP CHILD	12.5%
2. DROP OFF OR PICK UP OTHER DEPENDENT (RELATIVE, FRIEND, PET)	12.5%
3. SHOPPING	0.0%
4. PERSONAL BUSINESS ERRANDS (BANK, POST OFFICE, ETC	75.0%
5. PERSONAL HEALTH CARE (DOCTOR, GYM, SPA, PHARMACY)	0.0%
6. CIVIC / SOCIAL ENGAGEMENT	0.0%

47. IS THERE FREE, ALL-DAY PARKING AT OR NEAR YOUR JOB SITE ?

1. YES	90.8%
2. NO	9.2%

48. IF ONE ACTION WOULD ENCOURAGE YOU TO MAKE A DIFFERENT CHOICE FOR COMMUTING, WHAT WOULD IT BE ?

1. CASH INCENTIVE FOR CAR OR VANPOOLING	18.5%
2. MORE PARK-AND-RIDE-LOTS	0.5%
3. NEW BUS SERVICE	8.2%
4. NEW RAIL SERVICE	33.7%
5. MORE H	6.5%
6. OTHER	32.6%

49. IF YOU COULD NOT GET TO WORK BY DRIVING ALONE, WHAT WOULD BE YOUR FIRST CHOICE OF HOW TO GET THERE ?

1. BUS	5.4%
2. CARPOOL	25.5%
3. VANPOOL	6.5%
4. RAIL TRANSIT	14.7%
5. SHARE RIDE WITH FAMILY / FRIEND	12.0%
6. SHARE RIDE WITH CO-WORKER	5.4%
7. WORK FROM HOME / TELECOMMUTE	2.7%
8. BIKE / WALK	1.6%
9. NOTHING	25.5%
10. OTHER	0.5%

50. WHEN YOU CARPOOL OR VANPOOL, HOW MANY PEOPLE TOTAL ARE USUALLY IN THE VEHICLE, INCLUDING YOU AND THE DRIVER ?

1. 2	29.8%
2. 3	29.8%
3. 4	11.7%
4. 5 OR MORE	28.7%

51. WITH WHOM DO YOU USUALLY CARPOOL / VANPOOL?

1. HOUSEHOLD MEMBERS	22.6%
2. NON-HOUSEHOLD FAMILY MEMBERS	9.7%
3. CO-WORKERS	66.7%
4. FRIENDS, ACQUAINTANCES, NEIGHBORS	8.6%
5. SOMEONE FROM A COMMUTER MATCHLIST	1.1%
6. CASUAL CARPOOL WITH DIFFERENT PERSON DAILY	0.0%
7. OTHER	0.0%
8. REFUSED / DON'T KNOW	6.5%

52. DOES YOUR EMPLOYER ENCOURAGE YOU AND OTHER EMPLOYEES TO CARPOOL OR VANPOOL ? IF YES, HOW ?

1. NO	58.1%
2. YES - FREE OR SUBSIDIZED BUS PASS	14.5%
3. YES - PRE-TAX COMMUTER BENEFITS (WAGeworks, ETC	6.2%
4. YES - FREE OR RESERVED CAR/VANPOOL PARKING	5.0%
5. YES - PARTICIPATE IN RIDESHARE PROGRAM	10.4%
6. YES - OTHER	10.4%

53. DOES YOUR EMPLOYER ALLOW YOU TO WORK AT HOME OR TELECOMMUTE DURING WORKDAYS INSTEAD OF GOING TO YOUR JOB SITE ?

1. YES	12.0%
2. NO	88.0%

54. HOW MANY DAYS PER MONTH ARE YOU ALLOWED TO TELECOMMUTE OR WORK AT HOME ?

55. WHAT WOULD HELP YOU DECIDE TO TAKE PUBLIC TRANSPORTATION ?

1. IF BUS SERVICE WERE CLOSER TO MY HOME 21.9%
2. IF I LIVED CLOSER TO METROLINK / RAIL STATION 25.3%
3. IF THERE WERE SERVICE CLOSER TO WORK 10.1%
4. IF THERE WERE BUS SERVICE TO PARK-AND-RIDE 2.1%
5. IF EMPLOYER PAID FOR TRANSIT PASS 5.5%
6. IF IT REDUCED MY COMMUTE TIME 10.1%
7. IF IT REDUCED MY COMMUTE COST 11.0%
8. NOTHING 38.8%
9. OTHER 7.2%

56. WHAT WOULD HELP YOU DECIDE TO CARPOOL OR VANPOOL ?

1. IF I KNEW SOMEBODY WHO WANTED TO DO IT 29.8%
2. IF I COULD FIND SOMEBODY TO CARPOOL WITH 27.3%
3. IF I COULD FIND A VANPOOL 7.6%
4. IF MY EMPLOYER HAD INCENTIVES 8.1%
5. IF MY WORK SCHEDULE WERE MORE FLEXIBLE 5.1%
6. IF IT SAVED MONEY ON COMMUTE OR PARKING 11.1%
7. IF IT SAVED TIME ON COMMUTE OR PARKING 3.0%
8. NOTHING 26.3%
9. OTHER 7.6%

57. COMMUTER BUS SERVICE ON I-215 SOUTH TO THE SAN BERNARDINO / RIALTO AREA

1. YES 24.5%
2. NO 75.5%

58. COMMUTER BUS SERVICE ON I-215 SOUTH TO THE RIVERSIDE / FONTANA AREA

1. YES 19.9%
2. NO 80.1%

59. COMMUTER BUS SERVICE ON I-15 SOUTH TO THE RANCHO CUCAMONGA / ONTARIO AREA

1. YES 33.6%
2. NO 66.4%

60. COMMUTER BUS SERVICE ON I-15 SOUTH TO LA COUNTY

1. YES 21.2%
2. NO 78.8%

61. COMMUTER BUS SERVICE ON I-15 NORTH TO BARSTOW

1. YES 17.8%
2. NO 82.2%

62. PLEASE STOP ME WHEN I REACH YOUR AGE GROUP

- 1. UNDER 20 1.7%
- 2. 20 - 24 5.8%
- 3. 25 - 34 19.1%
- 4. 35 - 44 22.8%
- 5. 45 - 54 29.5%
- 6. 55 - 64 18.3%
- 7. ABOVE 65 2.9%
- 8. REFUSED 0.0%

63. WHICH BEST DESCRIBES YOUR COMBINED HOUSEHOLD INCOME ?

- 1. UNDER \$15,000 1.2%
- 2. \$15,000 TO \$24 4.6%
- 3. \$25,000 TO \$34,999 7.5%
- 4. \$35,000 TO \$49,999 15.4%
- 5. \$50,000 TO \$74,999 22.0%
- 6. \$75,000 TO \$99,999 17.0%
- 7. \$100,000 TO \$149,999 18.7%
- 8. \$150,000 OR ABOVE 6.2%
- 9. DON'T KNOW/REFUSED 7.5%

64. DO YOU RENT OR OWN YOUR PLACE OF RESIDENCE ?

- 1. RENT 23.2%
- 2. OWN 73.9%
- 3. REFUSED 2.9%

65. TO WHICH OF THE FOLLOWING ETHNIC GROUPS DO YOU BELONG ?

- 1. WHITE, NOT HISPANIC OR LATINO 53.9%
- 2. HISPANIC / LATINO 24.5%
- 3. AFRICAN AMERICAN / BLACK 12.0%
- 4. ASIAN / PACIFIC ISLANDER 1.2%
- 5. AMERICAN INDIAN / NATIVE AMERICAN 2.1%
- 6. OTHER 3.7%
- 7. REFUSED / DON'T KNOW 2.5%

66. GENDER (OBSERVED)

- 1. MALE 59.8%
- 2. FEMALE 40.2%

QUESTIONNAIRE WITH SKIP PATTERNS

(10:54:38 22 JUN 2009)

QUESTIONNAIRE = VVALL
VERSION : 0

* CODE BOX *
* *
* LT = LESS THAN (<) *
* GT = GREATER THAN (>) *
* EQ = EQUALS (=) *
* NE = NOT EQUAL TO (#) *

* *
* _____ APPROVED AS IS *
* *
* _____ APPROVED WITH CHANGES AS NOTED *
* *
* _____ SEND ANOTHER DRAFT *
* *
* *
* *
* _____ *
* SIGNATURE *

0. ENTER ANY KEY TO PROCEED:

1. OK, GREAT. TO MAKE SURE WE REACH A BALANCED SAMPLE OF
VICTOR VALLEY RESIDENTS, CAN YOU PLEASE TELL ME YOUR
HOME ZIP CODE ?

1. 92301
2. 92307
3. 92308
4. 92340
5. 92344
6. 92345
7. 92368
8. 92371
9. 92392
10. 92393
11. 92394
12. 92395
13. OTHER
14. NO WORKERS/WORK OUTSIDE VICTOR VALLEY
15. 92372 (PINION HILLS)
16. 92329 (PHELAN PO BOX)

OTHER LINE = 101

SKIP AFTER Q1 IF Q<1> EQ 13 THEN GO END

2. ARE YOU OR ANY MEMBER OF YOUR HOUSEHOLD CURRENTLY
EMPLOYED AT A FULL-TIME (35+ HOURS PER WEEK) JOB ?

- 1. YES
- 2. NO

(IF OTHER PERSON IN HOUSEHOLD IS EMPLOYED, ASK TO SPEAK TO HIM/HER)
(VERIFY EMPLOYMENT STATUS OF OTHER PERSON WHEN S/HE COMES TO PHONE)

SKIP AFTER Q2 IF Q<2> EQ 1 THEN GO 4

3. HAVE YOU OR ANY MEMBER OF YOUR HOUSEHOLD WORKED FULL-TIME
AT SOME POINT IN THE LAST YEAR AND ARE CURRENTLY SEEKING
EMPLOYMENT ?

- 1. YES
- 2. NO

(IF OTHER PERSON IN HOUSEHOLD WORKED, ASK TO SPEAK TO HIM/HER)
(VERIFY EMPLOYMENT STATUS OF OTHER PERSON WHEN S/HE COMES TO PHONE)

SURVEYOR NOTE: IF 'YES' THEN FOLLOWING QUESTIONS ABOUT WORK SITE
WILL BE ASKED IN PAST-TENSE; E.G. 'WORKED' INSTEAD
OF 'WORK'

SKIP AFTER Q3 IF Q<3> EQ 2 THEN GO END

4. IS THIS WORK LOCATED OUTSIDE OF VICTOR VALLEY ?

- 1. YES
- 2. NO

NOTE: IF MULTIPLE JOB SITES, IS IT PRIMARILY OUTSIDE OF
VICTOR VALLEY ?

SKIP AFTER Q4 IF Q<4> EQ 2 THEN GO END

5. WHAT IS THE ZIP CODE WHERE YOU WORK ?

- 1. OTHER TO ENTER ZIP CODE
- 2. DON'T KNOW
- 3. MULTIPLE WORK LOCATIONS (SALES/CONSTRUCTION/ETC)

OTHER LINE = 102

SKIP AFTER Q5 IF Q<5> EQ 3 THEN GO 12

6. IN WHICH COUNTY DO YOU WORK ?

1. SAN BERNARDINO
2. RIVERSIDE
3. LOS ANGELES
4. ORANGE
5. OTHER

OTHER LINE = 103

SKIP AFTER Q6 IF Q<6> EQ 1 THEN GO 7
SKIP AFTER Q6 IF Q<6> EQ 2 THEN GO 9
SKIP AFTER Q6 IF Q<6> EQ 3 THEN GO 10
SKIP AFTER Q6 IF Q<6> EQ 4 THEN GO 11
SKIP AFTER Q6 IF Q<6> EQ 5 THEN GO 12

7. IN WHICH AREA OF SAN BERNARDINO COUNTY DO YOU WORK . . . ?

1. NORTH OF VICTOR VALLEY IN THE BARSTOW AREA,
2. NORTHWEST OF VICTOR VALLEY IN THE EDWARDS AIRBASE AREA, OR
3. SOUTH OF VICTOR VALLEY (SAN BERNARDINO/OTHER AREA)
4. OTHER

OTHER LINE = 104

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

SKIP AFTER Q7 IF Q<7> NE 3 THEN GO 12

8. WHICH CITY IS IT CLOSEST TO ?

1. SAN BERNARDINO OR HIGHLAND
2. REDLANDS OR LOMA LINDA
3. FONTANA
4. RIALTO OR COLTON
5. ONTARIO
6. RANCHO CUCAMONGA, UPLAND OR MONTCLAIR
7. CHINO OR CHINO HILLS
8. OTHER

OTHER LINE = 105

SKIP AFTER Q8 GO 12

9. IN WHICH RIVERSIDE COUNTY AREA IS YOUR WORK LOCATED . . . ?

1. RIVERSIDE
2. MORENO VALLEY, OR
3. CORONA
4. OTHER

OTHER LINE = 106

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

SKIP AFTER Q9 GO 12

10. IN WHICH LA COUNTY AREA IS YOUR WORK LOCATED . . . ?

1. EAST LA COUNTY OFF THE 210
2. EAST LA COUNTY OFF THE 10
3. DOWNTOWN LA COUNTY
4. OTHER LA COUNTY

OTHER LINE = 107

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

SKIP AFTER Q10 GO 12

11. IN WHICH ORANGE COUNTY AREA IS YOUR WORK LOCATED . . . ?

1. IRVINE SPECTRUM AREA
2. AIRPORT/SOUTH COAST PLAZA AREA
3. NORTH ORANGE COUNTY, OR
4. SOUTH COUNTY
5. OTHER

OTHER LINE = 108

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

12. HOW MANY YEARS HAVE YOU LIVED IN VICTOR VALLEY ?

1. 1 OR LESS
2. 2
3. 3
4. 4
5. 5
6. 6-10
7. 11-15
8. 16-20
9. 21 OR MORE
10. REFUSED / DON'T KNOW

13. HAS YOUR WORK LOCATION CHANGED SINCE YOU MOVED TO VICTOR VALLEY ?

1. YES
2. NO

SKIP AFTER Q13 IF Q<13> EQ 2 THEN GO 15

14. IS YOUR NEW WORK LOCATION CLOSER TO OR FURTHER AWAY
FROM YOUR HOME ?

1. CLOSER
2. SAME DISTANCE
3. FURTHER

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

15. HOW WOULD YOU RATE YOUR COMMUTE TO WORK; WOULD YOU SAY
IT IS . . . ?

1. EASY
2. MODERATE, OR
3. DIFFICULT
4. DON'T KNOW/REFUSED

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

16. HOW SATISFIED ARE YOU WITH THE RANGE OF TRANSPORT OPTIONS
AVAILABLE FOR YOUR COMMUTE; WOULD YOU SAY YOU ARE . . . ?

1. SATISFIED
2. NEUTRAL, OR
3. DISSATISFIED
4. DON'T KNOW/REFUSED

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

17. NOW I AM GOING TO READ YOU A LIST OF WAYS PEOPLE MIGHT GET TO WORK.
FOR EACH ONE, PLEASE TELL ME IF YOU TYPICALLY GET TO WORK THIS WAY.

1. DRIVE ALONE (CAR OR MOTORCYCLE)
2. DRIVE OR RIDE WITH FAMILY OR FRIENDS
3. CARPOOL WITH COWORKERS (RIDESHARE)
4. VANPOOL
5. RIDE OMNITRANS BUS
6. RIDE METROLINK
7. BICYCLE OR WALK
8. WORK AT HOME OR TELECOMMUTE
9. OTHER

NOTE: IF MULTIPLE MODES FOR SAME TRIP ON SAME DAY; WHICHEVER IS
FOR LONGEST PART OF TRIP. E.G. IF DRIVE AND TAKE METROLINK,
THEN METROLINK.

OTHER LINE = 109
(Multiple Response)

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

18. DRIVE ALONE (CAR OR MOTORCYCLE)

1. 1 OR FEWER
2. 2
3. 3
4. 4
5. 5 OR MORE

SKIP BEFORE Q18 IF Q<17> NE 1 THEN GO 19

19. DRIVE OR RIDE WITH FRIENDS OR FAMILY

1. 1 OR FEWER
2. 2
3. 3
4. 4
5. 5 OR MORE

SKIP BEFORE Q19 IF Q<17> NE 2 THEN GO 20

20. CARPOOL IN AN EMPLOYER OR RIDESHARE ORGANIZED CARPOOL

1. 1 OR FEWER
2. 2
3. 3
4. 4
5. 5 OR MORE

SKIP BEFORE Q20 IF Q<17> NE 3 THEN GO 21

21. COMMUTE IN A VANPOOL

1. 1 OR FEWER
2. 2
3. 3
4. 4
5. 5 OR MORE

SKIP BEFORE Q21 IF Q<17> NE 4 THEN GO 22

22. COMMUTE IN AN OMNITRANS BUS

1. 1 OR FEWER
2. 2
3. 3
4. 4
5. 5 OR MORE

SKIP BEFORE Q22 IF Q<17> NE 5 THEN GO 23

23. RIDE METROLINK

1. 1 OR FEWER
2. 2
3. 3
4. 4
5. 5 OR MORE

SKIP BEFORE Q23 IF Q<17> NE 6 THEN GO 24

24. COMMUTE BY BICYCLE OR WALKING

1. 1 OR FEWER
2. 2
3. 3
4. 4
5. 5 OR MORE

SKIP BEFORE Q24 IF Q<17> NE 7 THEN GO 25

25. TELECOMMUTE, OR WORK AT HOME ON A REGULAR WORKDAY INSTEAD OF
COMMUTING TO WORK

1. 1 OR FEWER
2. 2
3. 3
4. 4
5. 5 OR MORE

SKIP BEFORE Q25 IF Q<17> NE 8 THEN GO 26

26. DO YOU USE A PARK AND RIDE LOT AS PART OF YOUR COMMUTE ?

1. YES
2. NO

SKIP BEFORE Q26 IF Q<17> NE 3
AND Q<17> NE 4
AND Q<17> NE 5
AND Q<17> NE 6 THEN GO 28
SKIP AFTER Q26 IF Q<26> EQ 2 THEN GO 28

27. WITH WHICH OF THE FOLLOWING MODES OF TRANSPORTATION DO YOU
TYPICALLY USE A PARK-AND-RIDE LOT ?

1. CARPOOL (EMPLOYER OR RIDESHARE)
2. VANPOOL
3. OMNITRANS BUS
4. METROLINK
5. OTHER

OTHER LINE = 110
(Multiple Response)

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

28. AT WHAT TIME DO YOU TYPICALLY LEAVE HOME TO COMMUTE TO
YOUR WORK LOCATION ?

1. BEFORE 5:00 AM
2. BETWEEN 5-5:59 AM
3. BETWEEN 6-6:59 AM
4. BETWEEN 7-7:59 AM
5. BETWEEN 8-9:59 AM
6. BETWEEN 10AM-11:59AM
7. BETWEEN NOON-5:59PM
8. BETWEEN 6PM-MIDNIGHT

(DON'T READ PRECODED RESPONSES)

29. AT WHAT TIME DO YOU TYPICALLY LEAVE WORK TO RETURN HOME ?

1. BETWEEN NOON - 2:59PM
2. BETWEEN 3-4:59PM
3. BETWEEN 5-5:59PM
4. BETWEEN 6-6:59PM
5. BETWEEN 7-7:59PM
6. BETWEEN 8-9:59PM
7. BETWEEN 10-11:59PM
8. BETWEEN MIDNIGHT-5:59AM
9. BETWEEN 6AM-11:59AM

30. WHAT IS THE MAIN FACTOR DETERMINING WHAT TIME OF DAY
YOU MAKE YOUR COMMUTE ?

1. TRAFFIC
2. HOURS OF WORK SHIFT
3. BUS / TRAIN SCHEDULE
4. CHILD CARE / SCHOOL HOURS
5. PERSONAL PREFERENCE
6. OTHER
7. REFUSED

OTHER LINE = 111

31. WHY DO YOU DRIVE ALONE ?

1. NO OTHER WAY TO GET TO WORK
2. SHORTEST TRAVEL TIME
3. NEED VEHICLE DURING WORKDAY / TRAVEL AS PART OF WORKDAY
4. NEED VEHICLE BEFORE OR AFTER WORK
5. SAFETY / SECURITY
6. WORK HOURS / SCHEDULE
7. CAN GET HOME IF EMERGENCY / CAN COME AND GO AS I PLEASE
8. COMFORT AND RELAXATION / STRESS RELIEF
9. LOVE TO DRIVE / ENJOY PRIVATE TIME IN CAR/ DON'T LIKE
TO BE DEPENDENT ON OTHERS / CONVENIENT DRIVING OWN CAR
10. INCENTIVES OFFERED BY COMPANY OR OTHER AGENCY
11. REFUSED / DON'T KNOW
12. OTHER

OTHER LINE = 112
(Multiple Response)

(DON'T READ PRECODED RESPONSES)

SKIP BEFORE Q31 IF Q<17> NE 1 THEN GO 33

32. HOW MANY MINUTES IS YOUR DOOR-TO-DOOR COMMUTE FROM
HOME TO WORK WHEN YOU DRIVE ALONE ?

1. 15 OR LESS
2. 16 TO 30
3. 31 TO 45
4. 46 TO 60
5. 61 TO 90
6. OVER 90 MINUTES

33. WHY DO YOU DRIVE OR RIDE WITH FAMILY OR FRIENDS ?

- 1.NO OTHER WAY TO GET TO WORK
- 2.COST OF THE COMMUTE
- 3.SHORTEST TRAVEL TIME
- 4.FREE PARKING AT WORK
- 5.NEED VEHICLE DURING WORKDAY / TRAVEL AS PART OF WORKDAY
- 6.NEED VEHICLE BEFORE OR AFTER WORK
- 7.SAFETY / SECURITY
- 8.WORK HOURS / SCHEDULE
- 9.CAN GET HOME IF EMERGENCY / CAN COME AND GO AS I PLEASE
10. COMFORT AND RELAXATION / STRESS RELIEF
11. LOVE TO DRIVE / ENJOY PRIVATE TIME IN CAR/ DON'T LIKE
TO BE DEPENDENT ON OTHERS / CONVENIENT DRIVING OWN CAR
12. PROTECT ENVIRONMENT, REDUCE POLLUTION, SAVE ENERGY
13. INCENTIVES OFFERED BY COMPANY OR OTHER AGENCY
14. ENJOY THE COMPANY AND TALKING TO SOMEBODY
15. REFUSED / DON'T KNOW
16. OTHER

OTHER LINE = 113
(Multiple Response)

(DON'T READ PRECODED RESPONSES)

SKIP BEFORE Q33 IF Q<17> NE 2 THEN GO 35

34. HOW MANY MINUTES IS YOUR DOOR-TO-DOOR COMMUTE FROM
HOME TO WORK WHEN YOU DRIVE WITH FAMILY OR FRIENDS ?

1. 15 OR LESS
2. 16 TO 30
3. 31 TO 45
4. 46 TO 60
5. 61 TO 90
6. OVER 90 MINUTES

35. WHY DO YOU DRIVE OR RIDE IN AN EMPLOYER / RIDESHARE CARPOOL ?

1. NO OTHER WAY TO GET TO WORK
2. COST OF THE COMMUTE
3. SHORTEST TRAVEL TIME
4. FREE PARKING AT WORK
5. NEED VEHICLE DURING WORKDAY / TRAVEL AS PART OF WORKDAY
6. NEED VEHICLE BEFORE OR AFTER WORK
7. SAFETY / SECURITY
8. COMFORT AND RELAXATION / STRESS RELIEF
9. PARKING UNAVAILABLE OR TOO EXPENSIVE
10. PROTECT ENVIRONMENT, REDUCE POLLUTION, SAVE ENERGY
11. INCENTIVES OFFERED BY COMPANY OR OTHER AGENCY
12. ENJOY THE COMPANY AND TALKING TO SOMEBODY
13. REFUSED / DON'T KNOW
14. OTHER

OTHER LINE = 114
(Multiple Response)

(DON'T READ PRECODED RESPONSES)

SKIP BEFORE Q35 IF Q<17> NE 3 THEN GO 37

36. HOW MANY MINUTES IS YOUR DOOR-TO-DOOR COMMUTE FROM
HOME TO WORK IN AN EMPLOYER / RIDESHARE CARPOOL ?

1. 15 OR LESS
2. 16 TO 30
3. 31 TO 45
4. 46 TO 60
5. 61 TO 90
6. OVER 90 MINUTES

37. WHY DO YOU USE A VANPOOL ?

1. NO OTHER WAY TO GET TO WORK
2. COST OF THE COMMUTE
3. SHORTEST TRAVEL TIME
4. FREE PARKING AT WORK
5. SAFETY / SECURITY
6. COMFORT AND RELAXATION / STRESS RELIEF
7. PARKING UNAVAILABLE OR TOO EXPENSIVE
8. PROTECT ENVIRONMENT, REDUCE POLLUTION, SAVE ENERGY
9. INCENTIVES OFFERED BY COMPANY OR OTHER AGENCY
10. ENJOY THE COMPANY AND TALKING TO SOMEBODY
11. REFUSED / DON'T KNOW
12. OTHER

OTHER LINE = 115
(Multiple Response)

(DON'T READ PRECODED RESPONSES)

SKIP BEFORE Q37 IF Q<17> NE 4 THEN GO 39

38. HOW MANY MINUTES IS YOUR DOOR-TO-DOOR COMMUTE FROM
HOME TO WORK WHEN YOU USE A VANPOOL ?

1. 15 OR LESS
2. 16 TO 30
3. 31 TO 45
4. 46 TO 60
5. 61 TO 90
6. OVER 90 MINUTES

39. WHY DO YOU RIDE THE OMNITRANS BUS ?

1. NO OTHER WAY TO GET TO WORK
2. COST OF THE COMMUTE
3. SAFETY / SECURITY
4. COMFORT AND RELAXATION / STRESS RELIEF
5. PARKING UNAVAILABLE OR TOO EXPENSIVE
6. PROTECT ENVIRONMENT, REDUCE POLLUTION, SAVE ENERGY
7. INCENTIVES OFFERED BY COMPANY OR OTHER AGENCY
8. ENJOY THE COMPANY AND TALKING TO SOMEBODY
9. PARK & RIDE LOTS ARE FULL
10. REFUSE /DON'T KNOW
11. OTHER

OTHER LINE = 117
(Multiple Response)

(DON'T READ PRECODED RESPONSES)

SKIP BEFORE Q39 IF Q<17> NE 5 THEN GO 41

40. HOW MANY MINUTES IS YOUR DOOR-TO-DOOR COMMUTE FROM
HOME TO WORK WHEN YOU USE OMNITRANS ?

1. 15 OR LESS
2. 16 TO 30
3. 31 TO 45
4. 46 TO 60
5. 61 TO 90
6. OVER 90 MINUTES

41. WHY DO YOU RIDE METROLINK ?

1. NO OTHER WAY TO GET TO WORK
2. COST OF THE COMMUTE
3. SHORTEST TRAVEL TIME
4. SAFETY / SECURITY
5. COMFORT AND RELAXATION / STRESS RELIEF
6. PARKING UNAVAILABLE OR TOO EXPENSIVE
7. PROTECT ENVIRONMENT, REDUCE POLLUTION, SAVE ENERGY
8. INCENTIVES OFFERED BY COMPANY OR OTHER AGENCY
9. ENJOY THE COMPANY AND TALKING TO SOMEBODY
10. PARK & RIDE LOTS ARE FULL
11. REFUSED / DON'T KNOW
12. OTHER

OTHER LINE = 118
(Multiple Response)

(DON'T READ PRECODED RESPONSES)

SKIP BEFORE Q41 IF Q<17> NE 6 THEN GO 43

42. HOW MANY MINUTES IS YOUR DOOR-TO-DOOR COMMUTE FROM
HOME TO WORK WHEN YOU RIDE METROLINK ?

1. 15 OR LESS
2. 16 TO 30
3. 31 TO 45
4. 46 TO 60
5. 61 TO 90
6. OVER 90 MINUTES

43. WHY DO YOU BICYCLE OR WALK TO WORK ?

1. NO OTHER WAY TO GET TO WORK
2. COST OF THE COMMUTE
3. NEED VEHICLE DURING WORKDAY / TRAVEL AS PART OF WORKDAY
4. NEED VEHICLE BEFORE OR AFTER WORK
5. WORK HOURS / SCHEDULE
6. CAN GET HOME IF EMERGENCY / CAN COME AND GO AS I PLEASE
7. COMFORT AND RELAXATION / STRESS RELIEF
8. PARKING UNAVAILABLE OR TOO EXPENSIVE
9. PROTECT ENVIRONMENT, REDUCE POLLUTION, SAVE ENERGY
10. INCENTIVES OFFERED BY COMPANY OR OTHER AGENCY
11. REFUSED / DON'T KNOW
12. OTHER

OTHER LINE = 119
(Multiple Response)

(DON'T READ PRECODED RESPONSES)

SKIP BEFORE Q43 IF Q<17> NE 7 THEN GO 45

44. HOW MANY MINUTES IS YOUR DOOR-TO-DOOR COMMUTE FROM
HOME TO WORK WHEN YOU BICYCLE OR WALK ?

1. 15 OR LESS
2. 16 TO 30
3. 31 TO 45
4. 46 TO 60
5. 61 TO 90
6. OVER 90 MINUTES

45. WHAT DO YOU MEAN WHEN YOU SAY YOU HAVE NO OTHER WAY
TO GET TO WORK ?

1. DON'T OWN A CAR / HAVE NO CAR
2. NO PUBLIC TRANSIT SERVICE AVAILABLE
3. PUBLIC TRANSIT IMPRACTICAL DUE TO SCHEDULE
4. HOME IS TOO FAR FROM PUBLIC TRANSIT ROUTE / STOP
5. JOB IS TOO FAR FROM PUBLIC TRANSIT ROUTE / STOP
6. DRIVING IS FASTEST AND EASIEST OPTION
7. NEVER CONSIDERED OTHER OPTIONS
8. TOO FAR TO BIKE / WALK
9. NEED CAR DURING WORKDAY
10. NOBODY TO CARPOOL WITH
11. NO PLACE TO PARK
12. REFUSED / DON'T KNOW

(Multiple Response)

SKIP BEFORE Q45 IF Q<31> NE 1
AND Q<33> NE 1
AND Q<35> NE 1
AND Q<37> NE 1
AND Q<39> NE 1
AND Q<41> NE 1
AND Q<43> NE 1 THEN GO 46

46. WHAT KIND OF STOPS DO YOU ROUTINELY MAKE DURING YOUR COMMUTE ?

1. DROP OFF OR PICK UP CHILD
2. DROP OFF OR PICK UP OTHER DEPENDENT (RELATIVE, FRIEND, PET)
3. SHOPPING
4. PERSONAL BUSINESS ERRANDS (BANK, POST OFFICE, ETC.)
5. PERSONAL HEALTH CARE (DOCTOR, GYM, SPA, PHARMACY)
6. CIVIC / SOCIAL ENGAGEMENT

(Multiple Response)

SKIP BEFORE Q46 IF Q<31> NE 4
AND Q<33> NE 6
AND Q<35> NE 6 THEN GO 47

47. IS THERE FREE, ALL-DAY PARKING AT OR NEAR YOUR JOB SITE ?

1. YES
2. NO

SKIP BEFORE Q47 IF Q<17> NE 1 THEN GO 50

48. IF ONE ACTION WOULD ENCOURAGE YOU TO MAKE A DIFFERENT CHOICE
FOR COMMUTING, WHAT WOULD IT BE ?

1. CASH INCENTIVE FOR CAR OR VANPOOLING
2. MORE PARK-AND-RIDE-LOTS
3. NEW BUS SERVICE
4. NEW RAIL SERVICE
5. MORE H.O.V. LANES
6. OTHER

OTHER LINE = 121

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

49. IF YOU COULD NOT GET TO WORK BY DRIVING ALONE, WHAT WOULD
BE YOUR FIRST CHOICE OF HOW TO GET THERE ?

1. BUS
2. CARPOOL
3. VANPOOL
4. RAIL TRANSIT
5. SHARE RIDE WITH FAMILY / FRIEND
6. SHARE RIDE WITH CO-WORKER
7. WORK FROM HOME / TELECOMMUTE
8. BIKE / WALK
9. NOTHING
10. OTHER

OTHER LINE = 122

(DON'T READ PRECODED RESPONSES)

50. WHEN YOU CARPOOL OR VANPOOL, HOW MANY PEOPLE TOTAL ARE
USUALLY IN THE VEHICLE, INCLUDING YOU AND THE DRIVER ?

1. 2
2. 3
3. 4
4. 5 OR MORE

SKIP BEFORE Q50 IF Q<17> NE 2
AND Q<17> NE 3
AND Q<17> NE 4 THEN GO 52

51. WITH WHOM DO YOU USUALLY CARPOOL / VANPOOL?

1. HOUSEHOLD MEMBERS
2. NON-HOUSEHOLD FAMILY MEMBERS
3. CO-WORKERS
4. FRIENDS, ACQUAINTANCES, NEIGHBORS
5. SOMEONE FROM A COMMUTER MATCHLIST
6. CASUAL CARPOOL WITH DIFFERENT PERSON DAILY
7. OTHER
8. REFUSED / DON'T KNOW

OTHER LINE = 123
(Multiple Response)

52. DOES YOUR EMPLOYER ENCOURAGE YOU AND OTHER EMPLOYEES
TO CARPOOL OR VANPOOL ? IF YES, HOW ?

1. NO
2. YES - FREE OR SUBSIDIZED BUS PASS
3. YES - PRE-TAX COMMUTER BENEFITS (WAGeworks, ETC.)
4. YES - FREE OR RESERVED CAR/VANPOOL PARKING
5. YES - PARTICIPATE IN RIDESHARE PROGRAM
6. YES - OTHER

OTHER LINE = 124
(Multiple Response)

(DON'T READ PRECODED RESPONSES)

53. DOES YOUR EMPLOYER ALLOW YOU TO WORK AT HOME OR
TELECOMMUTE DURING WORKDAYS INSTEAD OF GOING TO
YOUR JOB SITE ?

1. YES
2. NO

SKIP AFTER Q53 IF Q<53> EQ 2 THEN GO 55

54. HOW MANY DAYS PER MONTH ARE YOU ALLOWED TO TELECOMMUTE
OR WORK AT HOME ?

(IF GIVEN A RANGE, ASK FOR AN AVERAGE)

55. WHAT WOULD HELP YOU DECIDE TO TAKE PUBLIC TRANSPORTATION ?

1. IF BUS SERVICE WERE CLOSER TO MY HOME
2. IF I LIVED CLOSER TO METROLINK / RAIL STATION
3. IF THERE WERE SERVICE CLOSER TO WORK
4. IF THERE WERE BUS SERVICE TO PARK-AND-RIDE
5. IF EMPLOYER PAID FOR TRANSIT PASS
6. IF IT REDUCED MY COMMUTE TIME
7. IF IT REDUCED MY COMMUTE COST
8. NOTHING
9. OTHER

OTHER LINE = 125
(Multiple Response)

(PROMPT ONLY IF NO ANSWER)

SKIP BEFORE Q55 IF Q<17> EQ 5 THEN GO 56
SKIP BEFORE Q55 IF Q<17> EQ 6 THEN GO 56

56. WHAT WOULD HELP YOU DECIDE TO CARPOOL OR VANPOOL ?

1. IF I KNEW SOMEBODY WHO WANTED TO DO IT
2. IF I COULD FIND SOMEBODY TO CARPOOL WITH
3. IF I COULD FIND A VANPOOL
4. IF MY EMPLOYER HAD INCENTIVES
5. IF MY WORK SCHEDULE WERE MORE FLEXIBLE
6. IF IT SAVED MONEY ON COMMUTE OR PARKING
7. IF IT SAVED TIME ON COMMUTE OR PARKING
8. NOTHING
9. OTHER

OTHER LINE = 126
(Multiple Response)

(PROMPT ONLY IF NO ANSWER)

SKIP BEFORE Q56 IF Q<17> EQ 2 THEN GO 57
SKIP BEFORE Q56 IF Q<17> EQ 3 THEN GO 57
SKIP BEFORE Q56 IF Q<17> EQ 4 THEN GO 57

57. COMMUTER BUS SERVICE ON I-215 SOUTH TO THE SAN BERNARDINO
/ RIALTO AREA

1. YES
2. NO

58. COMMUTER BUS SERVICE ON I-215 SOUTH TO THE RIVERSIDE /
FONTANA AREA

1. YES
2. NO

59. COMMUTER BUS SERVICE ON I-15 SOUTH TO THE RANCHO
CUCAMONGA / ONTARIO AREA

1. YES
2. NO

60. COMMUTER BUS SERVICE ON I-15 SOUTH TO LA COUNTY

1. YES
2. NO

61. COMMUTER BUS SERVICE ON I-15 NORTH TO BARSTOW

1. YES
2. NO

62. PLEASE STOP ME WHEN I REACH YOUR AGE GROUP

1. UNDER 20
2. 20 - 24
3. 25 - 34
4. 35 - 44
5. 45 - 54
6. 55 - 64
7. ABOVE 65
8. REFUSED

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

63. WHICH BEST DESCRIBES YOUR COMBINED HOUSEHOLD INCOME ?

1. UNDER \$15,000
2. \$15,000 TO \$24,999
3. \$25,000 TO \$34,999
4. \$35,000 TO \$49,999
5. \$50,000 TO \$74,999
6. \$75,000 TO \$99,999
7. \$100,000 TO \$149,999
8. \$150,000 OR ABOVE
9. DON'T KNOW/REFUSED

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

64. DO YOU RENT OR OWN YOUR PLACE OF RESIDENCE ?

1. RENT
2. OWN
3. REFUSED

65. TO WHICH OF THE FOLLOWING ETHNIC GROUPS DO YOU BELONG ?

1. WHITE, NOT HISPANIC OR LATINO
2. HISPANIC / LATINO
3. AFRICAN AMERICAN / BLACK
4. ASIAN / PACIFIC ISLANDER
5. AMERICAN INDIAN / NATIVE AMERICAN
6. OTHER
7. REFUSED / DON'T KNOW

OTHER LINE = 129

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

66. GENDER (OBSERVED)

1. MALE
2. FEMALE

Appendix D

Household Survey Questionnaire

Victor Valley Long Distance Commuter Needs Assessment
Tech Memo #2

SAN BERNARDINO ASSOCIATED GOVERNMENTS (SANBAG)

QUESTIONNAIRE WITH SKIP PATTERNS

(10:54:38 22 JUN 2009)

QUESTIONNAIRE = VVALL

VERSION : 0

```
*****
*                                     *
* _____ APPROVED AS IS          *
*                                     *
* _____ APPROVED WITH CHANGES AS NOTED *
*                                     *
* _____ SEND ANOTHER DRAFT       *
*                                     *
*                                     *
* _____ SIGNATURE                 *
*****
```

0. ENTER ANY KEY TO PROCEED:

*

1. OK, GREAT. TO MAKE SURE WE REACH A BALANCED SAMPLE OF
VICTOR VALLEY RESIDENTS, CAN YOU PLEASE TELL ME YOUR
HOME ZIP CODE ?

1. 92301
2. 92307
3. 92308
4. 92340
5. 92344
6. 92345
7. 92368
8. 92371
9. 92392
10. 92393
11. 92394
12. 92395
13. OTHER
14. NO WORKERS/WORK OUTSIDE VICTOR VALLEY
15. 92372 (PINION HILLS)
16. 92329 (PHELAN PO BOX)

OTHER LINE = 101

SKIP AFTER Q1 IF Q<1> EQ 13 THEN GO END

*

2. ARE YOU OR ANY MEMBER OF YOUR HOUSEHOLD CURRENTLY
EMPLOYED AT A FULL-TIME (35+ HOURS PER WEEK) JOB ?

1. YES
2. NO

Victor Valley Long Distance Commuter Needs Assessment
Tech Memo #2

SAN BERNARDINO ASSOCIATED GOVERNMENTS (SANBAG)

(IF OTHER PERSON IN HOUSEHOLD IS EMPLOYED, ASK TO SPEAK TO HIM/HER)
(VERIFY EMPLOYMENT STATUS OF OTHER PERSON WHEN S/HE COMES TO PHONE)

SKIP AFTER Q2 IF Q<2> EQ 1 THEN GO 4

*

3. HAVE YOU OR ANY MEMBER OF YOUR HOUSEHOLD WORKED FULL-TIME
AT SOME POINT IN THE LAST YEAR AND ARE CURRENTLY SEEKING
EMPLOYMENT ?

1. YES
2. NO

(IF OTHER PERSON IN HOUSEHOLD WORKED, ASK TO SPEAK TO HIM/HER)
(VERIFY EMPLOYMENT STATUS OF OTHER PERSON WHEN S/HE COMES TO PHONE)

SURVEYOR NOTE: IF 'YES' THEN FOLLOWING QUESTIONS ABOUT WORK SITE
WILL BE ASKED IN PAST-TENSE; E.G. 'WORKED' INSTEAD
OF 'WORK'

SKIP AFTER Q3 IF Q<3> EQ 2 THEN GO END

*

4. IS THIS WORK LOCATED OUTSIDE OF VICTOR VALLEY ?

1. YES
2. NO

NOTE: IF MULTIPLE JOB SITES, IS IT PRIMARILY OUTSIDE OF
VICTOR VALLEY ?

SKIP AFTER Q4 IF Q<4> EQ 2 THEN GO END

*

5. WHAT IS THE ZIP CODE WHERE YOU WORK ?

1. OTHER TO ENTER ZIP CODE
2. DON'T KNOW
3. MULTIPLE WORK LOCATIONS (SALES/CONSTRUCTION/ETC)

OTHER LINE = 102

SKIP AFTER Q5 IF Q<5> EQ 3 THEN GO 12

*

6. IN WHICH COUNTY DO YOU WORK ?

1. SAN BERNARDINO
2. RIVERSIDE
3. LOS ANGELES

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4. ORANGE
5. OTHER

OTHER LINE = 103

SKIP AFTER Q6 IF Q<6> EQ 1 THEN GO 7
SKIP AFTER Q6 IF Q<6> EQ 2 THEN GO 9
SKIP AFTER Q6 IF Q<6> EQ 3 THEN GO 10
SKIP AFTER Q6 IF Q<6> EQ 4 THEN GO 11
SKIP AFTER Q6 IF Q<6> EQ 5 THEN GO 12

*

7. IN WHICH AREA OF SAN BERNARDINO COUNTY DO YOU WORK . . . ?

1. NORTH OF VICTOR VALLEY IN THE BARSTOW AREA,
2. NORTHWEST OF VICTOR VALLEY IN THE EDWARDS AIRBASE AREA, OR
3. SOUTH OF VICTOR VALLEY (SAN BERNARDINO/OTHER AREA)
4. OTHER

OTHER LINE = 104

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

SKIP AFTER Q7 IF Q<7> NE 3 THEN GO 12

*

8. WHICH CITY IS IT CLOSEST TO ?

1. SAN BERNARDINO OR HIGHLAND
2. REDLANDS OR LOMA LINDA
3. FONTANA
4. RIALTO OR COLTON
5. ONTARIO
6. RANCHO CUCAMONGA, UPLAND OR MONTCLAIR
7. CHINO OR CHINO HILLS
8. OTHER

OTHER LINE = 105

SKIP AFTER Q8 GO 12

*

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9. IN WHICH RIVERSIDE COUNTY AREA IS YOUR WORK LOCATED . . . ?

1. RIVERSIDE
2. MORENO VALLEY, OR
3. CORONA
4. OTHER

OTHER LINE = 106

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

SKIP AFTER Q9 GO 12

*

10. IN WHICH LA COUNTY AREA IS YOUR WORK LOCATED . . . ?

1. EAST LA COUNTY OFF THE 210
2. EAST LA COUNTY OFF THE 10
3. DOWNTOWN LA COUNTY
4. OTHER LA COUNTY

OTHER LINE = 107

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

SKIP AFTER Q10 GO 12

*

11. IN WHICH ORANGE COUNTY AREA IS YOUR WORK LOCATED . . . ?

1. IRVINE SPECTRUM AREA
2. AIRPORT/SOUTH COAST PLAZA AREA
3. NORTH ORANGE COUNTY, OR
4. SOUTH COUNTY
5. OTHER

OTHER LINE = 108

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

*

12. HOW MANY YEARS HAVE YOU LIVED IN VICTOR VALLEY ?

1. 1 OR LESS
2. 2
3. 3
4. 4
5. 5
6. 6-10
7. 11-15
8. 16-20
9. 21 OR MORE

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10. REFUSED / DON'T KNOW

*

13. HAS YOUR WORK LOCATION CHANGED SINCE YOU MOVED TO VICTOR VALLEY ?

1. YES

2. NO

SKIP AFTER Q13 IF Q<13> EQ 2 THEN GO 15

*

14. IS YOUR NEW WORK LOCATION CLOSER TO OR FURTHER AWAY
FROM YOUR HOME ?

1. CLOSER

2. SAME DISTANCE

3. FURTHER

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

*

15. HOW WOULD YOU RATE YOUR COMMUTE TO WORK; WOULD YOU SAY
IT IS . . . ?

1. EASY

2. MODERATE, OR

3. DIFFICULT

4. DON'T KNOW/REFUSED

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

*

16. HOW SATISFIED ARE YOU WITH THE RANGE OF TRANSPORT OPTIONS
AVAILABLE FOR YOUR COMMUTE; WOULD YOU SAY YOU ARE . . . ?

1. SATISFIED

2. NEUTRAL, OR

3. DISSATISFIED

4. DON'T KNOW/REFUSED

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

*

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17. NOW I AM GOING TO READ YOU A LIST OF WAYS PEOPLE MIGHT GET TO WORK.
FOR EACH ONE, PLEASE TELL ME IF YOU TYPICALLY GET TO WORK THIS WAY.

1. DRIVE ALONE (CAR OR MOTORCYCLE)
2. DRIVE OR RIDE WITH FAMILY OR FRIENDS
3. CARPOOL WITH COWORKERS (RIDESHARE)
4. VANPOOL
5. RIDE OMNITRANS BUS
6. RIDE METROLINK
7. BICYCLE OR WALK
8. WORK AT HOME OR TELECOMMUTE
9. OTHER

NOTE: IF MULTIPLE MODES FOR SAME TRIP ON SAME DAY; WHICHEVER IS
FOR LONGEST PART OF TRIP. E.G. IF DRIVE AND TAKE METROLINK,
THEN METROLINK.

OTHER LINE = 109
(Multiple Response)

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

*

18. DRIVE ALONE (CAR OR MOTORCYCLE)

1. 1 OR FEWER
2. 2
3. 3
4. 4
5. 5 OR MORE

SKIP BEFORE Q18 IF Q<17> NE 1 THEN GO 19

*

19. DRIVE OR RIDE WITH FRIENDS OR FAMILY

1. 1 OR FEWER
2. 2
3. 3
4. 4
5. 5 OR MORE

SKIP BEFORE Q19 IF Q<17> NE 2 THEN GO 20

*

20. CARPOOL IN AN EMPLOYER OR RIDESHARE ORGANIZED CARPOOL

1. 1 OR FEWER
2. 2
3. 3
4. 4
5. 5 OR MORE

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SKIP BEFORE Q20 IF Q<17> NE 3 THEN GO 21

*

21. COMMUTE IN A VANPOOL

1. 1 OR FEWER
2. 2
3. 3
4. 4
5. 5 OR MORE

SKIP BEFORE Q21 IF Q<17> NE 4 THEN GO 22

*

22. COMMUTE IN AN OMNITRANS BUS

1. 1 OR FEWER
2. 2
3. 3
4. 4
5. 5 OR MORE

SKIP BEFORE Q22 IF Q<17> NE 5 THEN GO 23

*

23. RIDE METROLINK

1. 1 OR FEWER
2. 2
3. 3
4. 4
5. 5 OR MORE

SKIP BEFORE Q23 IF Q<17> NE 6 THEN GO 24

*

24. COMMUTE BY BICYCLE OR WALKING

1. 1 OR FEWER
2. 2
3. 3
4. 4
5. 5 OR MORE

SKIP BEFORE Q24 IF Q<17> NE 7 THEN GO 25

*

25. TELECOMMUTE, OR WORK AT HOME ON A REGULAR WORKDAY INSTEAD OF
COMMUTING TO WORK

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1. 1 OR FEWER
2. 2
3. 3
4. 4
5. 5 OR MORE

SKIP BEFORE Q25 IF Q<17> NE 8 THEN GO 26

*

26. DO YOU USE A PARK AND RIDE LOT AS PART OF YOUR COMMUTE ?

1. YES
2. NO

SKIP BEFORE Q26 IF Q<17> NE 3
AND Q<17> NE 4
AND Q<17> NE 5
AND Q<17> NE 6 THEN GO 28
SKIP AFTER Q26 IF Q<26> EQ 2 THEN GO 28

*

27. WITH WHICH OF THE FOLLOWING MODES OF TRANSPORTATION DO YOU
TYPICALLY USE A PARK-AND-RIDE LOT ?

1. CARPOOL (EMPLOYER OR RIDESHARE)
2. VANPOOL
3. OMNITRANS BUS
4. METROLINK
5. OTHER

OTHER LINE = 110
(Multiple Response)

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

*

28. AT WHAT TIME DO YOU TYPICALLY LEAVE HOME TO COMMUTE TO
YOUR WORK LOCATION ?

1. BEFORE 5:00 AM
2. BETWEEN 5-5:59 AM
3. BETWEEN 6-6:59 AM
4. BETWEEN 7-7:59 AM
5. BETWEEN 8-9:59 AM
6. BETWEEN 10AM-11:59AM
7. BETWEEN NOON-5:59PM
8. BETWEEN 6PM-MIDNIGHT

(DON'T READ PRECODED RESPONSES)

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*

29. AT WHAT TIME DO YOU TYPICALLY LEAVE WORK TO RETURN HOME ?

1. BETWEEN NOON - 2:59PM
2. BETWEEN 3-4:59PM
3. BETWEEN 5-5:59PM
4. BETWEEN 6-6:59PM
5. BETWEEN 7-7:59PM
6. BETWEEN 8-9:59PM
7. BETWEEN 10-11:59PM
8. BETWEEN MIDNIGHT-5:59AM
9. BETWEEN 6AM-11:59AM

*

30. WHAT IS THE MAIN FACTOR DETERMINING WHAT TIME OF DAY
YOU MAKE YOUR COMMUTE ?

1. TRAFFIC
2. HOURS OF WORK SHIFT
3. BUS / TRAIN SCHEDULE
4. CHILD CARE / SCHOOL HOURS
5. PERSONAL PREFERENCE
6. OTHER
7. REFUSED

OTHER LINE = 111

*

31. WHY DO YOU DRIVE ALONE ?

1. NO OTHER WAY TO GET TO WORK
2. SHORTEST TRAVEL TIME
3. NEED VEHICLE DURING WORKDAY / TRAVEL AS PART OF WORKDAY
4. NEED VEHICLE BEFORE OR AFTER WORK
5. SAFETY / SECURITY
6. WORK HOURS / SCHEDULE
7. CAN GET HOME IF EMERGENCY / CAN COME AND GO AS I PLEASE
8. COMFORT AND RELAXATION / STRESS RELIEF
9. LOVE TO DRIVE / ENJOY PRIVATE TIME IN CAR/ DON'T LIKE
TO BE DEPENDENT ON OTHERS / CONVENIENT DRIVING OWN CAR
10. INCENTIVES OFFERED BY COMPANY OR OTHER AGENCY
11. REFUSED / DON'T KNOW
12. OTHER

OTHER LINE = 112

(Multiple Response)

(DON'T READ PRECODED RESPONSES)

SKIP BEFORE Q31 IF Q<17> NE 1 THEN GO 33

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SAN BERNARDINO ASSOCIATED GOVERNMENTS (SANBAG)

*

32. HOW MANY MINUTES IS YOUR DOOR-TO-DOOR COMMUTE FROM
HOME TO WORK WHEN YOU DRIVE ALONE ?

1. 15 OR LESS
2. 16 TO 30
3. 31 TO 45
4. 46 TO 60
5. 61 TO 90
6. OVER 90 MINUTES

*

33. WHY DO YOU DRIVE OR RIDE WITH FAMILY OR FRIENDS ?

- 1.NO OTHER WAY TO GET TO WORK
- 2.COST OF THE COMMUTE
- 3.SHORTEST TRAVEL TIME
- 4.FREE PARKING AT WORK
- 5.NEED VEHICLE DURING WORKDAY / TRAVEL AS PART OF WORKDAY
- 6.NEED VEHICLE BEFORE OR AFTER WORK
- 7.SAFETY / SECURITY
- 8.WORK HOURS / SCHEDULE
- 9.CAN GET HOME IF EMERGENCY / CAN COME AND GO AS I PLEASE
10. COMFORT AND RELAXATION / STRESS RELIEF
11. LOVE TO DRIVE / ENJOY PRIVATE TIME IN CAR/ DON'T LIKE
TO BE DEPENDENT ON OTHERS / CONVENIENT DRIVING OWN CAR
12. PROTECT ENVIRONMENT, REDUCE POLLUTION, SAVE ENERGY
13. INCENTIVES OFFERED BY COMPANY OR OTHER AGENCY
14. ENJOY THE COMPANY AND TALKING TO SOMEBODY
15. REFUSED / DON'T KNOW
16. OTHER

OTHER LINE = 113
(Multiple Response)

(DON'T READ PRECODED RESPONSES)

SKIP BEFORE Q33 IF Q<17> NE 2 THEN GO 35

*

34. HOW MANY MINUTES IS YOUR DOOR-TO-DOOR COMMUTE FROM
HOME TO WORK WHEN YOU DRIVE WITH FAMILY OR FRIENDS ?

1. 15 OR LESS
2. 16 TO 30
3. 31 TO 45
4. 46 TO 60
5. 61 TO 90
6. OVER 90 MINUTES

*

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SAN BERNARDINO ASSOCIATED GOVERNMENTS (SANBAG)

35. WHY DO YOU DRIVE OR RIDE IN AN EMPLOYER / RIDESHARE CARPOOL ?

1. NO OTHER WAY TO GET TO WORK
2. COST OF THE COMMUTE
3. SHORTEST TRAVEL TIME
4. FREE PARKING AT WORK
5. NEED VEHICLE DURING WORKDAY / TRAVEL AS PART OF WORKDAY
6. NEED VEHICLE BEFORE OR AFTER WORK
7. SAFETY / SECURITY
8. COMFORT AND RELAXATION / STRESS RELIEF
9. PARKING UNAVAILABLE OR TOO EXPENSIVE
10. PROTECT ENVIRONMENT, REDUCE POLLUTION, SAVE ENERGY
11. INCENTIVES OFFERED BY COMPANY OR OTHER AGENCY
12. ENJOY THE COMPANY AND TALKING TO SOMEBODY
13. REFUSED / DON'T KNOW
14. OTHER

OTHER LINE = 114
(Multiple Response)

(DON'T READ PRECODED RESPONSES)

SKIP BEFORE Q35 IF Q<17> NE 3 THEN GO 37

*

36. HOW MANY MINUTES IS YOUR DOOR-TO-DOOR COMMUTE FROM
HOME TO WORK IN AN EMPLOYER / RIDESHARE CARPOOL ?

1. 15 OR LESS
2. 16 TO 30
3. 31 TO 45
4. 46 TO 60
5. 61 TO 90
6. OVER 90 MINUTES

*

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SAN BERNARDINO ASSOCIATED GOVERNMENTS (SANBAG)

37. WHY DO YOU USE A VANPOOL ?

1. NO OTHER WAY TO GET TO WORK
2. COST OF THE COMMUTE
3. SHORTEST TRAVEL TIME
4. FREE PARKING AT WORK
5. SAFETY / SECURITY
6. COMFORT AND RELAXATION / STRESS RELIEF
7. PARKING UNAVAILABLE OR TOO EXPENSIVE
8. PROTECT ENVIRONMENT, REDUCE POLLUTION, SAVE ENERGY
9. INCENTIVES OFFERED BY COMPANY OR OTHER AGENCY
10. ENJOY THE COMPANY AND TALKING TO SOMEBODY
11. REFUSED / DON'T KNOW
12. OTHER

OTHER LINE = 115
(Multiple Response)

(DON'T READ PRECODED RESPONSES)

SKIP BEFORE Q37 IF Q<17> NE 4 THEN GO 39

*

38. HOW MANY MINUTES IS YOUR DOOR-TO-DOOR COMMUTE FROM
HOME TO WORK WHEN YOU USE A VANPOOL ?

1. 15 OR LESS
2. 16 TO 30
3. 31 TO 45
4. 46 TO 60
5. 61 TO 90
6. OVER 90 MINUTES

*

39. WHY DO YOU RIDE THE OMNITRANS BUS ?

1. NO OTHER WAY TO GET TO WORK
2. COST OF THE COMMUTE
3. SAFETY / SECURITY
4. COMFORT AND RELAXATION / STRESS RELIEF
5. PARKING UNAVAILABLE OR TOO EXPENSIVE
6. PROTECT ENVIRONMENT, REDUCE POLLUTION, SAVE ENERGY
7. INCENTIVES OFFERED BY COMPANY OR OTHER AGENCY
8. ENJOY THE COMPANY AND TALKING TO SOMEBODY
9. PARK & RIDE LOTS ARE FULL
10. REFUSE /DON'T KNOW
11. OTHER

OTHER LINE = 117
(Multiple Response)

(DON'T READ PRECODED RESPONSES)

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SAN BERNARDINO ASSOCIATED GOVERNMENTS (SANBAG)

SKIP BEFORE Q39 IF Q<17> NE 5 THEN GO 41

*

40. HOW MANY MINUTES IS YOUR DOOR-TO-DOOR COMMUTE FROM
HOME TO WORK WHEN YOU USE OMNITRANS ?

1. 15 OR LESS
2. 16 TO 30
3. 31 TO 45
4. 46 TO 60
5. 61 TO 90
6. OVER 90 MINUTES

*

41. WHY DO YOU RIDE METROLINK ?

1. NO OTHER WAY TO GET TO WORK
2. COST OF THE COMMUTE
3. SHORTEST TRAVEL TIME
4. SAFETY / SECURITY
5. COMFORT AND RELAXATION / STRESS RELIEF
6. PARKING UNAVAILABLE OR TOO EXPENSIVE
7. PROTECT ENVIRONMENT, REDUCE POLLUTION, SAVE ENERGY
8. INCENTIVES OFFERED BY COMPANY OR OTHER AGENCY
9. ENJOY THE COMPANY AND TALKING TO SOMEBODY
10. PARK & RIDE LOTS ARE FULL
11. REFUSED / DON'T KNOW
12. OTHER

OTHER LINE = 118
(Multiple Response)

(DON'T READ PRECODED RESPONSES)

SKIP BEFORE Q41 IF Q<17> NE 6 THEN GO 43

*

42. HOW MANY MINUTES IS YOUR DOOR-TO-DOOR COMMUTE FROM
HOME TO WORK WHEN YOU RIDE METROLINK ?

1. 15 OR LESS
2. 16 TO 30
3. 31 TO 45
4. 46 TO 60
5. 61 TO 90
6. OVER 90 MINUTES

*

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SAN BERNARDINO ASSOCIATED GOVERNMENTS (SANBAG)

43. WHY DO YOU BICYCLE OR WALK TO WORK ?

1. NO OTHER WAY TO GET TO WORK
2. COST OF THE COMMUTE
3. NEED VEHICLE DURING WORKDAY / TRAVEL AS PART OF WORKDAY
4. NEED VEHICLE BEFORE OR AFTER WORK
5. WORK HOURS / SCHEDULE
6. CAN GET HOME IF EMERGENCY / CAN COME AND GO AS I PLEASE
7. COMFORT AND RELAXATION / STRESS RELIEF
8. PARKING UNAVAILABLE OR TOO EXPENSIVE
9. PROTECT ENVIRONMENT, REDUCE POLLUTION, SAVE ENERGY
10. INCENTIVES OFFERED BY COMPANY OR OTHER AGENCY
11. REFUSED / DON'T KNOW
12. OTHER

OTHER LINE = 119
(Multiple Response)

(DON'T READ PRECODED RESPONSES)

SKIP BEFORE Q43 IF Q<17> NE 7 THEN GO 45

*

44. HOW MANY MINUTES IS YOUR DOOR-TO-DOOR COMMUTE FROM
HOME TO WORK WHEN YOU BICYCLE OR WALK ?

1. 15 OR LESS
2. 16 TO 30
3. 31 TO 45
4. 46 TO 60
5. 61 TO 90
6. OVER 90 MINUTES

*

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SAN BERNARDINO ASSOCIATED GOVERNMENTS (SANBAG)

45. WHAT DO YOU MEAN WHEN YOU SAY YOU HAVE NO OTHER WAY
TO GET TO WORK ?

1. DON'T OWN A CAR / HAVE NO CAR
2. NO PUBLIC TRANSIT SERVICE AVAILABLE
3. PUBLIC TRANSIT IMPRACTICAL DUE TO SCHEDULE
4. HOME IS TOO FAR FROM PUBLIC TRANSIT ROUTE / STOP
5. JOB IS TOO FAR FROM PUBLIC TRANSIT ROUTE / STOP
6. DRIVING IS FASTEST AND EASIEST OPTION
7. NEVER CONSIDERED OTHER OPTIONS
8. TOO FAR TO BIKE / WALK
9. NEED CAR DURING WORKDAY
10. NOBODY TO CARPOOL WITH
11. NO PLACE TO PARK
12. REFUSED / DON'T KNOW

(Multiple Response)

SKIP BEFORE Q45 IF Q<31> NE 1
AND Q<33> NE 1
AND Q<35> NE 1
AND Q<37> NE 1
AND Q<39> NE 1
AND Q<41> NE 1
AND Q<43> NE 1 THEN GO 46

*

46. WHAT KIND OF STOPS DO YOU ROUTINELY MAKE DURING YOUR COMMUTE ?

1. DROP OFF OR PICK UP CHILD
2. DROP OFF OR PICK UP OTHER DEPENDENT (RELATIVE, FRIEND, PET)
3. SHOPPING
4. PERSONAL BUSINESS ERRANDS (BANK, POST OFFICE, ETC.)
5. PERSONAL HEALTH CARE (DOCTOR, GYM, SPA, PHARMACY)
6. CIVIC / SOCIAL ENGAGEMENT

(Multiple Response)

SKIP BEFORE Q46 IF Q<31> NE 4
AND Q<33> NE 6
AND Q<35> NE 6 THEN GO 47

*

47. IS THERE FREE, ALL-DAY PARKING AT OR NEAR YOUR JOB SITE ?

1. YES
2. NO

SKIP BEFORE Q47 IF Q<17> NE 1 THEN GO 50

*

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SAN BERNARDINO ASSOCIATED GOVERNMENTS (SANBAG)

48. IF ONE ACTION WOULD ENCOURAGE YOU TO MAKE A DIFFERENT CHOICE
FOR COMMUTING, WHAT WOULD IT BE ?

1. CASH INCENTIVE FOR CAR OR VANPOOLING
2. MORE PARK-AND-RIDE-LOTS
3. NEW BUS SERVICE
4. NEW RAIL SERVICE
5. MORE H.O.V. LANES
6. OTHER

OTHER LINE = 121

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

*

49. IF YOU COULD NOT GET TO WORK BY DRIVING ALONE, WHAT WOULD
BE YOUR FIRST CHOICE OF HOW TO GET THERE ?

1. BUS
2. CARPOOL
3. VANPOOL
4. RAIL TRANSIT
5. SHARE RIDE WITH FAMILY / FRIEND
6. SHARE RIDE WITH CO-WORKER
7. WORK FROM HOME / TELECOMMUTE
8. BIKE / WALK
9. NOTHING
10. OTHER

OTHER LINE = 122

(DON'T READ PRECODED RESPONSES)

*

50. WHEN YOU CARPOOL OR VANPOOL, HOW MANY PEOPLE TOTAL ARE
USUALLY IN THE VEHICLE, INCLUDING YOU AND THE DRIVER ?

1. 2
2. 3
3. 4
4. 5 OR MORE

SKIP BEFORE Q50 IF Q<17> NE 2
AND Q<17> NE 3
AND Q<17> NE 4 THEN GO 52

*

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SAN BERNARDINO ASSOCIATED GOVERNMENTS (SANBAG)

51. WITH WHOM DO YOU USUALLY CARPOOL / VANPOOL?

1. HOUSEHOLD MEMBERS
2. NON-HOUSEHOLD FAMILY MEMBERS
3. CO-WORKERS
4. FRIENDS, ACQUAINTANCES, NEIGHBORS
5. SOMEONE FROM A COMMUTER MATCHLIST
6. CASUAL CARPOOL WITH DIFFERENT PERSON DAILY
7. OTHER
8. REFUSED / DON'T KNOW

OTHER LINE = 123

(Multiple Response)

*

52. DOES YOUR EMPLOYER ENCOURAGE YOU AND OTHER EMPLOYEES
TO CARPOOL OR VANPOOL ? IF YES, HOW ?

1. NO
2. YES - FREE OR SUBSIDIZED BUS PASS
3. YES - PRE-TAX COMMUTER BENEFITS (WAGEWORKS, ETC.)
4. YES - FREE OR RESERVED CAR/VANPOOL PARKING
5. YES - PARTICIPATE IN RIDESHARE PROGRAM
6. YES - OTHER

OTHER LINE = 124

(Multiple Response)

(DON'T READ PRECODED RESPONSES)

*

53. DOES YOUR EMPLOYER ALLOW YOU TO WORK AT HOME OR
TELECOMMUTE DURING WORKDAYS INSTEAD OF GOING TO
YOUR JOB SITE ?

1. YES
2. NO

SKIP AFTER Q53 IF Q<53> EQ 2 THEN GO 55

*

54. HOW MANY DAYS PER MONTH ARE YOU ALLOWED TO TELECOMMUTE
OR WORK AT HOME ?

(IF GIVEN A RANGE, ASK FOR AN AVERAGE)

*

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SAN BERNARDINO ASSOCIATED GOVERNMENTS (SANBAG)

55. WHAT WOULD HELP YOU DECIDE TO TAKE PUBLIC TRANSPORTATION ?

1. IF BUS SERVICE WERE CLOSER TO MY HOME
2. IF I LIVED CLOSER TO METROLINK / RAIL STATION
3. IF THERE WERE SERVICE CLOSER TO WORK
4. IF THERE WERE BUS SERVICE TO PARK-AND-RIDE
5. IF EMPLOYER PAID FOR TRANSIT PASS
6. IF IT REDUCED MY COMMUTE TIME
7. IF IT REDUCED MY COMMUTE COST
8. NOTHING
9. OTHER

OTHER LINE = 125
(Multiple Response)

(PROMPT ONLY IF NO ANSWER)

SKIP BEFORE Q55 IF Q<17> EQ 5 THEN GO 56
SKIP BEFORE Q55 IF Q<17> EQ 6 THEN GO 56

*

56. WHAT WOULD HELP YOU DECIDE TO CARPOOL OR VANPOOL ?

1. IF I KNEW SOMEBODY WHO WANTED TO DO IT
2. IF I COULD FIND SOMEBODY TO CARPOOL WITH
3. IF I COULD FIND A VANPOOL
4. IF MY EMPLOYER HAD INCENTIVES
5. IF MY WORK SCHEDULE WERE MORE FLEXIBLE
6. IF IT SAVED MONEY ON COMMUTE OR PARKING
7. IF IT SAVED TIME ON COMMUTE OR PARKING
8. NOTHING
9. OTHER

OTHER LINE = 126
(Multiple Response)

(PROMPT ONLY IF NO ANSWER)

SKIP BEFORE Q56 IF Q<17> EQ 2 THEN GO 57
SKIP BEFORE Q56 IF Q<17> EQ 3 THEN GO 57
SKIP BEFORE Q56 IF Q<17> EQ 4 THEN GO 57

*

57. COMMUTER BUS SERVICE ON I-215 SOUTH TO THE SAN BERNARDINO
/ RIALTO AREA

1. YES
2. NO

*

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SAN BERNARDINO ASSOCIATED GOVERNMENTS (SANBAG)

58. COMMUTER BUS SERVICE ON I-215 SOUTH TO THE RIVERSIDE /
FONTANA AREA

1. YES
2. NO

*

59. COMMUTER BUS SERVICE ON I-15 SOUTH TO THE RANCHO
CUCAMONGA / ONTARIO AREA

1. YES
2. NO

*

60. COMMUTER BUS SERVICE ON I-15 SOUTH TO LA COUNTY

1. YES
2. NO

*

61. COMMUTER BUS SERVICE ON I-15 NORTH TO BARSTOW

1. YES
2. NO

*

62. PLEASE STOP ME WHEN I REACH YOUR AGE GROUP

1. UNDER 20
2. 20 - 24
3. 25 - 34
4. 35 - 44
5. 45 - 54
6. 55 - 64
7. ABOVE 65
8. REFUSED

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

*

63. WHICH BEST DESCRIBES YOUR COMBINED HOUSEHOLD INCOME ?

1. UNDER \$15,000
2. \$15,000 TO \$24,999
3. \$25,000 TO \$34,999
4. \$35,000 TO \$49,999
5. \$50,000 TO \$74,999
6. \$75,000 TO \$99,999
7. \$100,000 TO \$149,999
8. \$150,000 OR ABOVE

Victor Valley Long Distance Commuter Needs Assessment
Tech Memo #2

SAN BERNARDINO ASSOCIATED GOVERNMENTS (SANBAG)

9. DON'T KNOW/REFUSED

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

*

64. DO YOU RENT OR OWN YOUR PLACE OF RESIDENCE ?

1. RENT
2. OWN
3. REFUSED

*

65. TO WHICH OF THE FOLLOWING ETHNIC GROUPS DO YOU BELONG ?

1. WHITE, NOT HISPANIC OR LATINO
2. HISPANIC / LATINO
3. AFRICAN AMERICAN / BLACK
4. ASIAN / PACIFIC ISLANDER
5. AMERICAN INDIAN / NATIVE AMERICAN
6. OTHER
7. REFUSED / DON'T KNOW

OTHER LINE = 129

(READ PRE-CODED RESPONSES-EXCEPT FOR 'DON'T KNOW', 'REFUSED', ETC)

*

66. GENDER (OBSERVED)

1. MALE
2. FEMALE

*

APPENDIX C

TECHNICAL MEMORANDUM #3

SERVICE ALTERNATIVES ANALYSIS

SAN BERNARDINO ASSOCIATED GOVERNMENTS (SANBAG)

Victor Valley Long Distance Commuter Needs Assessment

Tech Memo #3: Service Alternatives Analysis

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August 2009

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Table of Contents

	Page
Chapter 1. Commuter Demand Forecast.....	1
1.1. Victor Valley Commuters Analysis	1
1.2. Commuter Market Demand Estimates	20
Chapter 2. Commute Alternatives.....	31
2.1. Identification of Service Strategies.....	31
2.2. Screening of Alternatives	36
2.3. Identification of Alternative Strategies.....	38
2.4. Cost Benefit Analysis.....	41
2.5. Evaluation of Alternative Strategies	45
Chapter 3. Community Outreach Plan.....	46
3.1. Introduction.....	46
3.2. Outreach Strategy	46
Fact Sheet Content DRAFT	49
Are you a long distance commuter?	49
We Need Your Input!	49

Table of Figures

Figure 1: Victor Valley Area Mode Split – Stated and Adjusted	2
Figure 2: San Bernardino Valley Mode Split – Stated and Adjusted	3
Figure 3: Adjusted Mode Split by San Bernardino Valley Area	3
Figure 4: Los Angeles County Mode Split – Stated and Adjusted	4
Figure 5: Adjusted Mode Split by Los Angeles County Area	4
Figure 6: Riverside County Mode Split – Stated and Adjusted	5
Figure 7: Orange County Mode Split – Stated and Adjusted	5
Figure 8: Alternative Commute Modes by Employment Destination Area	6
Figure 9: Commute Ease	8
Figure 10: Commute Options Satisfaction.....	9
Figure 11: Commute Departure Times.....	10
Figure 12: Door-to-Door Commute Time.....	11
Figure 13: What would make you change?	12
Figure 14: Household Income	13
Figure 15: Gender.....	14
Figure 16: Potential for Transit Service and/or Rideshare Strategies	19
Figure 17: Base Mode Split for Commuter Transit Service.....	22
Figure 18: Preliminary Demand Estimates (Steps 1-3)	24
Figure 19: Percent of Victor Valley Residents Working Outside of the Victor Valley (Step 4)	25
Figure 20: Victor Valley Residents Working Outside of the Victor Valley (Step 4)	26
Figure 21: Adjustments to Base Transit Mode Split (Step 6)	27
Figure 22: Adjustments to Base Carpool Mode Split (Step 6)	28
Figure 23: Adjustments to Base Vanpool Mode Split (Step 6).....	29
Figure 24: Summary of Demand Estimates (Steps 7)	30
Figure 25: Commuter Rail and Express Bus Alternatives.....	33
Figure 26: Commuter Rail and Express Bus Alternatives Screening.....	37
Figure 27: Commuter Service Alternatives.....	39

Figure 28: Patronage Impacts of Alternatives42
:Figure 29: Patronage Impacts of Alternatives42
Figure 30: Capital Costs44
Figure 31: Cost per Rider45

Chapter 1. Commuter Demand Forecast

1.1. Victor Valley Commuters Analysis

The following section continues the analysis of the Victor Valley Household Survey results presented in Technical Memorandum #2. In particular, it analyzes responses by cross-tabulating key characteristics of the commute and commuter profiles with employment destination areas. Major employment areas identified outside the Victor Valley include:

- The San Bernardino Valley
- Los Angeles County
- Riverside County
- Orange County

Key characteristics of the commute and commuter profiles in the Victor Valley Household Survey include:

- Travel mode split
- Ease of the commute
- Satisfaction with available commute options
- AM departure time
- Door-to-door travel time
- Household income
- Gender

Also included is a cross-tab analysis by employment destination area of what options or conditions would make commuters switch from their current mode to other alternative modes.

Household Survey Mode Split Results

Mode split is the percentage of commuters who use various travel modes – single occupant autos, transit, rideshare, vanpool, etc. – to make their trip. The household survey asked respondents to state their most important commute-to-work travel mode from a list of options.

If respondents indicated more than one mode, they were asked to choose the mode for which they spent the longest time traveling on. Multiple mode responses were discouraged and in theory not allowed, however results show that a significant number of respondents stated two and up to three different commute modes in their daily travel-to-work routines. The figures below present a comparative analysis of responses by treating multiple mode responses in two different ways – stated mode split and adjusted mode split. The ‘stated mode split’ takes into account all responses as single mode responses, where respondents stating more than one mode or multiple modes were counted as individual entries, thus each mode was counted as a single trip mode. The ‘adjusted mode split’ takes into account multiple mode responses as one discrete group or mode option. Multiple mode responses were not included as an option in the survey questionnaire, so mode split responses were adjusted to create a new group. By comparing mode split responses in these two-ways we can more effectively track single mode use, and understand what mode combinations commuters are using to

go to work by employment destination area. It is worth noting that multiple mode responses are likely under-represented in the response sample given that respondents were discouraged to state them in the first place. Had they had the option to state all that apply, we may be seeing a bigger percent of people using multiple modes.

Victor Valley Mode Split

The stated mode split responses for all Victor Valley workers commuting outside of the area show that 64% of respondents drive alone, 26% carpool, 3% vanpool, 3% use transit, and 2% telecommute. All together, the alternative commute modes add up to 32% of all workers in the Victor Valley area.

The adjusted mode split responses show that 65% of respondents drive alone, 14% carpool, 3% vanpool, 0.5% use Metrolink, 0.5% use other (most likely telecommute), and 17% of respondents take multiple modes. The interesting finding from this data is that most commuters utilizing multiple modes appear to be combining drive alone with carpool/vanpool, and only a small portion combines drive alone with transit.

Figure 1: Victor Valley Area Mode Split – Stated and Adjusted

Stated – Each part of multiple modes counted separately			Adjusted – Multiple mode trips counted as a category		
Mode Utilized (all)	Count	Percent	Mode Utilized (adjusted)	Count	Percent
Drive alone	184	64%	Drive alone	157	65%
Carpool with friends/family	27	9%	Carpool with friends/family	13	5%
Carpool with coworkers	50	17%	Carpool with coworkers	22	9%
Vanpool	10	3%	Vanpool	7	3%
Omnitrans	4	1%	Metrolink	1	0%
Metrolink	6	2%	Other	1	0%
Telecommute	5	2%	Multiple modes	40	17%
Other	1	0%	Total	241	100%
Total	287	100%			

San Bernardino Valley Mode Split

Figure 2 below shows the comparative mode split analysis for workers going to the San Bernardino Valley. The stated mode split shows that 71% of respondents drive alone, 26% carpool, 1% takes transit, 1% telecommutes, and 1% uses other modes. All told, the alternative commute modes add up to 27% of commuters to San Bernardino.

Figure 2: San Bernardino Valley Mode Split – Stated and Adjusted

Stated – Each part of multiple modes counted separately

Mode Utilized (all)	Count	Percent
Drive alone	82	71%
Carpool with friends/family	13	11%
Carpool with coworkers	17	15%
Omnitrans	1	1%
Telecommute	1	1%
Other	1	1%
Total	115	100%

Adjusted – Multiple mode trips counted as a category

Mode Utilized (adjusted)	Count	Percent
Drive alone	77	74%
Carpool with friends/family	8	8%
Carpool with coworkers	10	10%
Other	1	1%
Multiple modes	8	8%
Total	104	100%

The adjusted mode split shows that 74% of respondents drive alone, 18% carpool, 1% uses other modes, and 8% use multiple modes. It appears that most commuters utilizing multiple modes are combining drive alone with carpooling. Figure 3, shows the adjusted mode split by employment area within the San Bernardino Valley.

Figure 3: Adjusted Mode Split by San Bernardino Valley Area

Work Location	Drive Alone	Carpool w/ Friends & Family	Carpool w/ Coworkers	Other	Multiple Modes	Work Location Total
San Bernardino / Highland	75%	7%	7%	0%	11%	100%
Redlands / Loma Linda	64%	9%	18%	0%	9%	100%
Fontana	79%	7%	7%	0%	7%	100%
Rialto / Colton	57%	14%	29%	0%	0%	100%
Ontario	74%	5%	5%	5%	11%	100%
Rancho Cucamonga / Upland / Montclair	84%	5%	5%	0%	5%	100%
Chino / Chino Hills	60%	20%	20%	0%	0%	100%
Total	74%	8%	10%	1%	8%	100%

Los Angeles County Mode Split

Figure 4 below shows the comparative analysis for those commuters going to Los Angeles County. The stated mode split shows that 53% of respondents drive alone (much lower than the 71% going to San Bernardino), 28% carpool, 10% vanpool, 7% take transit, and 1% telecommutes. All told, alternative commute modes add up to 45% of commuters to Los Angeles County. These results reaffirm initial findings of the household survey that indicated a higher propensity of carpooling, and vanpooling when commutes were longer in distance, had higher congestion levels, and therefore alternative commute modes afforded tangible gains in travel time and cost.

Figure 4: Los Angeles County Mode Split – Stated and Adjusted

Stated – Each part of multiple modes counted separately			Adjusted – Multiple mode trips counted as a category		
Mode Utilized (all)	Count	Percent	Mode Utilized (adjusted)	Count	Percent
Drive alone	36	53%	Drive alone	27	52%
Carpool with friends/family	6	9%	Carpool with friends/family	3	6%
Carpool with coworkers	13	19%	Carpool with coworkers	4	8%
Vanpool	7	10%	Vanpool	4	8%
Omnitrans	2	3%	Multiple modes	14	27%
Metrolink	3	4%	Total	52	100%
Telecommute	1	1%			
Total	68	100%			

The adjusted mode split table shows that 52% of commuters to Los Angeles County drive alone, 14% carpool, 8% vanpool, and 27% utilize multiple modes. It appears from the analysis that most multiple mode commuters combine primarily drive alone with carpool and a small proportion combine drive alone with transit. Vanpool seems to be a standalone mode for the most part, where there is door-to-door pick-up and drop-off, and no other commute modes are involved. Figure 5, shows the adjusted mode split by major employment destination in Los Angeles County.

Figure 5: Adjusted Mode Split by Los Angeles County Area

Work Location	Drive Alone	Carpool w/ Friends & Family	Carpool w/ Coworkers	Vanpool	Multiple Modes	Work Location Total
I-210 Freeway	60%	20%	20%	0%	0%	100%
I-10 Freeway	44%	0%	0%	0%	56%	100%
Downtown Los Angeles	36%	14%	0%	29%	21%	100%
Other LA County	63%	0%	13%	0%	25%	100%
Total	52%	6%	8%	8%	27%	100%

Riverside County Mode Split

Figure 6 below shows the comparative analysis for those commuters going to downtown Riverside and other locations in Riverside County. The stated mode split shows that 68% of commuters drive alone and that the other 32% carpool either with friends or family or with a coworker. No other mode was reported most likely due to the limited number of respondents in the sample (25 cases).

The adjusted mode split shows that 71% of commuters drive alone (similar to the drive alone mode split to San Bernardino), 10% carpool, and 19% utilize multiple modes. From the sample data, all commuters utilizing more than one mode are combining drive alone with carpool.

Figure 6: Riverside County Mode Split – Stated and Adjusted

Stated – Each part of multiple modes counted separately			Adjusted – Multiple mode trips counted as a category		
Mode Utilized (all)	Count	Percent	Mode Utilized (adjusted)	Count	Percent
Drive alone	17	68%	Drive alone	15	71%
Carpool with friends/family	2	8%	Carpool with coworkers	2	10%
Carpool with coworkers	6	24%	Multiple modes	4	19%
Total	25	100%	Total	21	100%

Orange County Mode Split

Figure 7 below shows the comparative mode split analysis for VV long-distance commuters going to Orange County. The stated mode split shows that 48% drive alone, 24% carpool, 5% vanpool, 14% use Metrolink, and 10% telecommute. All told, alternative commute modes add up to 43% of commuters. Although the sample cases are limited the results appear consistent with the pattern observed for Los Angeles County and they confirm the attractiveness of carpool, vanpool, and transit for commutes that are longer in distance and that travel on high congestion corridors like the I-10, I-210, and SR 91 freeways.

The adjusted mode split shows that 40% of commuters drive alone, 14% carpool, 7% vanpool, 7% take Metrolink, and 33% utilize multiple modes. Multiple mode commuters are combining primarily drive alone with carpool and to a lesser extent drive alone with transit (Metrolink). As we saw for the results in Los Angeles County, vanpool is a standalone mode, but most importantly the prevalence of multiple-mode commutes increases when commutes are longer in distance and on high congestion conditions.

Figure 7: Orange County Mode Split – Stated and Adjusted

Stated – Each part of multiple modes counted separately			Adjusted – Multiple mode trips counted as a category		
Mode Utilized (all)	Count	Percent	Mode Utilized (adjusted)	Count	Percent
Drive alone	10	48%	Drive alone	6	40%
Carpool with friends/family	2	10%	Carpool with friends/family	1	7%
Carpool with coworkers	3	14%	Carpool with coworkers	1	7%
Vanpool	1	5%	Vanpool	1	7%
Omnitrans	0	0%	Metrolink	1	7%
Metrolink	3	14%	Multiple modes	5	33%
Telecommute	2	10%	Total	15	100%
Total	21	100%			

Summary of Findings

- Drive alone rates are higher for commuters going to the San Bernardino Valley and Riverside County
 - Carpooling rates are higher than average to San Bernardino Valley, most likely due to the presence of large employers scattered throughout the valley, and active ridesharing programs coordinated by SANBAG.
- Drive alone rates are lower for commuters going to Los Angeles County and Orange County
 - Carpool and vanpool combined rates are higher for commuters going to Los Angeles and Orange Counties, due to the higher incidence in vanpools. This may reflect the subsidies being offered to vanpool users by the Los Angeles County and Orange County metropolitan transportation authorities.
 - Most vanpools are going to these two counties, most likely due to traffic congestion, distance, and the savings in travel time that vanpools afford by traveling on HOV lanes
- Multiple modes (i.e. drive alone and Metrolink or drive alone and carpool/vanpool) rates are higher going to Los Angeles, Riverside, and Orange Counties
 - Most likely due to traffic congestion on major freeways connecting the region (i.e. I-10, SR-60, SR 91, I-15, I-210, and I-215).
- Lower drive alone rates and higher carpool/vanpool rates are also explained by higher employment concentrations at faraway destinations (such as downtown Los Angeles, the Irvine Spectrum Triangle, and downtown Riverside), and higher restrictions on parking.
- The differences observed confirm that distance, travel time, and congestion characteristics influence mode choice
 - Drive alone is preferred for trips where traffic congestion is less significant, making faster travel possible.
 - Carpool is preferred for trips where traffic congestion is a factor and sharing a ride is perceived as a significant benefit in terms of travel time savings or cost savings.
 - Vanpool is preferred for trips where traffic congestion and distance are significant factors and sharing a ride is perceived as a significant cost savings benefit.
 - Transit (Metrolink in particular) is also preferred under these same conditions.

Figure 8 below summarizes the findings of this analysis. As stated before alternative commute modes to drive alone increase when commute conditions in the form of distance, travel time, and congestion increase. The use of multiple commute modes also increases under these conditions.

Figure 8: Alternative Commute Modes by Employment Destination Area

Commuter Group	Sample Cases	Non-SOV Modes	Carpool	Vanpool	Transit	Multiple Modes
Victor Valley Area	287	32%	26%	3%	3%	17%
San Bernardino Valley	115	27%	26%	0%	1%	8%
Los Angeles County	68	45%	28%	10%	7%	27%
Riverside County ¹	25	32%	32%	0%	0%	19%
Orange County ¹	21	43%	24%	5%	14%	33%

1. Sample cases for Riverside and Orange Counties are small and likely not statistically significant

Commute Characteristics and Commuter Profile Results

Figures 9 to 15 on the following pages provide a comparative analysis of household survey results for each commuter group (or employment destination area) for selected characteristics of the commute and commuter profile characteristics, including:

- Ease of the commute (how easy)
- Satisfaction with available commute options
- AM departure time
- Door-to-door travel time
- Household income
- Gender

Also included is a cross-tab analysis by employment destination area of what options or conditions would make commuters switch from their current mode to other alternative modes.

A summary of findings by employment destination area is included at the end of this section.

Figure 9: Commute Ease

San Bernardino Valley – all areas

Work Location	Easy	Moderate	Difficult	Total
San Bernardino / Highland	36%	54%	11%	100%
Redlands / Loma Linda	27%	64%	9%	100%
Fontana / Rialto / Colton	38%	43%	19%	100%
Ontario / Chino / Chino Hills	33%	46%	21%	100%
R. Cucamonga / Upland / Montclair	42%	47%	11%	100%
Total	36%	49%	15%	100%

Los Angeles County – all areas

Work Location	Easy	Moderate	Difficult	Total
I-210 Freeway	20%	60%	20%	100%
I-10 Freeway	22%	56%	22%	100%
Downtown Los Angeles	36%	36%	29%	100%
Other LA County	21%	46%	33%	100%
Total	25%	46%	29%	100%

Riverside County – county wide

Work Location	Easy	Moderate	Difficult	Total
Riverside	17%	67%	17%	100%
Moreno Valley	33%	50%	17%	100%
Corona	25%	63%	13%	100%
Total	24%	62%	14%	100%

Orange County – county wide

Work Location	Easy	Moderate	Difficult	Total
Irvine Spectrum Triangle	0%	50%	50%	100%
Airport / South Coast Plaza	0%	67%	33%	100%
North Orange County	14%	57%	29%	100%
Total	13%	53%	33%	100%

Figure 10: Commute Options Satisfaction

San Bernardino Valley – all areas

Work Location	Satisfied	Neutral	Dissatisfied	Refused / Don't Know	Total
San Bernardino / Highland	43%	25%	25%	7%	100%
Redlands / Loma Linda	27%	18%	55%	0%	100%
Fontana / Rialto / Colton	33%	33%	33%	0%	100%
Ontario / Chino / Chino Hills	29%	46%	25%	0%	100%
R. Cucamonga / Upland / Montclair	26%	47%	26%	0%	100%
Total	33%	35%	31%	2%	100%

Los Angeles County – all areas

Work Location	Satisfied	Neutral	Dissatisfied	Refused / Don't Know	Total
I-210 Freeway	60%	20%	20%	0%	100%
I-10 Freeway	22%	11%	67%	0%	100%
Downtown Los Angeles	43%	29%	29%	0%	100%
Other LA County	8%	33%	54%	4%	100%
Total	25%	27%	46%	2%	100%

Riverside County – county wide

Work Location	Satisfied	Neutral	Dissatisfied	Refused / Don't Know	Total
Riverside	17%	17%	67%	0%	100
Moreno Valley	67%	0%	33%	0%	100
Corona	13%	63%	13%	13%	100
Total	29%	33%	33%	5%	100

Orange County – county wide

Work Location	Satisfied	Neutral	Dissatisfied	Refused / Don't Know	Total
Irvine Spectrum Triangle	0%	0%	75%	25%	100%
Airport / South Coast Plaza	67%	0%	33%	0%	100%
North Orange County	14%	29%	57%	0%	100%
Total	20%	13%	60%	7%	100%

Figure 11: Commute Departure Times

San Bernardino Valley – all areas

Work Location	Before 5:00am	5:00 - 5:59am	6:00 - 6:59am	7:00 - 7:59am	8:00 - 9:59am	10:00 – 11:59am	12:00 - 5:59pm	6:00pm or later	Total
San Bernardino / Highland	7%	7%	54%	7%	14%	0%	7%	4%	100%
Redlands / Loma Linda	9%	9%	36%	18%	9%	0%	18%	0%	100%
Fontana / Rialto / Colton	38%	10%	14%	14%	10%	0%	10%	5%	100%
Ontario / Chino / Chino Hills	38%	13%	17%	8%	13%	0%	8%	4%	100%
R. Cucamonga / Upland / Montclair	11%	26%	42%	11%	11%	0%	0%	0%	100%
Total	21%	13%	34%	11%	12%	0%	8%	3%	100%

Los Angeles County – all areas

Work Location	Before 5:00am	5:00 - 5:59am	6:00 - 6:59am	7:00 - 7:59am	8:00 - 9:59am	10:00 – 11:59am	12:00 - 5:59pm	6:00pm or later	Total
I-210 Freeway	20%	60%	20%	0%	0%	0%	0%	0%	100%
I-10 Freeway	33%	11%	33%	0%	22%	0%	0%	0%	100%
Downtown LA	57%	0%	14%	0%	7%	0%	21%	0%	100%
Other LA County	38%	38%	8%	8%	0%	8%	0%	0%	100%
Total	40%	25%	15%	4%	6%	4%	6%	0%	100%

Riverside County – county wide

Work Location	Before 5:00am	5:00 - 5:59am	6:00 - 6:59am	7:00 - 7:59am	8:00 - 9:59am	10:00 – 11:59am	12:00 - 5:59pm	6:00pm or later	Total
Riverside	17%	17%	17%	50%	0%	0%	0%	0%	100%
Moreno Valley	0%	50%	17%	33%	0%	0%	0%	0%	100%
Corona	25%	13%	25%	0%	25%	0%	13%	0%	100%
Other	0%	100%	0%	0%	0%	0%	0%	0%	100%
Total	14%	29%	19%	24%	10%	0%	5%	0%	100%

Orange County – county wide

Work Location	Before 5:00am	5:00 - 5:59am	6:00 - 6:59am	7:00 - 7:59am	8:00 - 9:59am	10:00 – 11:59am	12:00 - 5:59pm	6:00pm or later	Total
Irvine S. Triangle	25%	0%	50%	0%	0%	25%	0%	0%	100%
Airport / South Coast Plaza	33%	67%	0%	0%	0%	0%	0%	0%	100%
N. Orange County	86%	0%	0%	0%	0%	0%	14%	0%	100%
Total	60%	13%	13%	0%	0%	7%	7%	0%	100%

Figure 12: Door-to-Door Commute Time

San Bernardino Valley – all areas

Work Location	16 - 30 minutes	31 - 45 minutes	46 - 60 minutes	61 - 90 minutes	Over 90 minutes	Total
San Bernardino / Highland	14%	59%	23%	5%	0%	100%
Redlands / Loma Linda	0%	38%	25%	25%	13%	100%
Fontana / Rialto / Colton	13%	50%	31%	0%	6%	100%
Ontario / Chino / Chino Hills	5%	42%	37%	11%	5%	100%
R. Cucamonga / Upland / Montclair	25%	38%	19%	19%	0%	100%
Total	12%	48%	27%	10%	4%	100%

Los Angeles County – all areas

Work Location	16 - 30 minutes	31 - 45 minutes	46 - 60 minutes	61 - 90 minutes	Over 90 minutes	Total
I-210 Freeway	0%	0%	67%	33%	0%	100%
I-10 Freeway	0%	13%	50%	13%	25%	100%
Downtown Los Angeles	0%	0%	0%	33%	67%	100%
Other LA County	5%	5%	26%	26%	37%	100%
Total	3%	6%	31%	25%	36%	100%

Riverside County – county wide

Work Location	16 - 30 minutes	31 - 45 minutes	46 - 60 minutes	61 - 90 minutes	Over 90 minutes	Total
Riverside	0%	0%	33%	50%	17%	100%
Moreno Valley	0%	0%	50%	25%	25%	100%
Corona	17%	0%	50%	17%	17%	100%
Total	6%	0%	41%	35%	18%	100%

Orange County – county wide

Work Location	16 - 30 minutes	31 - 45 minutes	46 - 60 minutes	61 - 90 minutes	Over 90 minutes	Total
Irvine Spectrum Triangle	0%	0%	25%	50%	25%	100%
Airport / South Coast Plaza	0%	0%	50%	50%	0%	100%
North Orange County	0%	25%	0%	50%	25%	100%
Total	0%	10%	20%	50%	20%	100%

Figure 13: What would make you change?

San Bernardino Valley – all areas¹

Work Location	Cash Incentive	New Bus Service	New Rail Service	More HOV Lanes	Other	Total
San Bernardino / Highland	36%	5%	23%	5%	32%	100%
Redlands / Loma Linda	0%	13%	50%	13%	25%	100%
Fontana / Rialto / Colton	6%	13%	44%	6%	31%	100%
Ontario / Chino / Chino Hills	11%	5%	42%	16%	26%	100%
R. Cucamonga / Upland / Montclair	25%	19%	19%	6%	25%	100%
Total	20%	10%	33%	9%	28%	100%

Los Angeles County – all areas

Work Location	Cash Incentive	New Bus Service	New Rail Service	More HOV Lanes	Other	Total
I-210 Freeway	0%	0%	33%	0%	67%	100%
I-10 Freeway	0%	0%	38%	13%	50%	100%
Downtown Los Angeles	17%	0%	50%	0%	33%	100%
Other LA County	21%	11%	32%	5%	32%	100%
Total	14%	6%	36%	6%	39%	100%

Riverside County – county wide

Work Location	Cash Incentive	New Bus Service	New Rail Service	More HOV Lanes	Other	Total
Riverside	33%	0%	50%	0%	17%	100%
Moreno Valley	75%	0%	0%	0%	25%	100%
Corona	0%	0%	50%	0%	50%	100%
Total	29%	0%	41%	0%	29%	100%

Orange County – county wide

Work Location	Cash Incentive	New Bus Service	New Rail Service	More HOV Lanes	Other	Total
Irvine Spectrum Triangle	0%	25%	50%	0%	25%	100%
Airport / South Coast Plaza	0%	0%	50%	0%	50%	100%
North Orange County	0%	0%	75%	0%	25%	100%
Total	0%	10%	60%	0%	30%	100%

¹ For the four counties combined, a total of 60 people responded “Other”

- 62% said “nothing” would make them change. Of these, about 10 of the respondents said that they require a vehicle for their jobs.
- 18% said that moving their job closer to them might make them consider changing
- 5% said all of the above
- 15% - various reasons, including need to build more freeways

Figure 14: Household Income

San Bernardino Valley – all areas

Work Location	Under \$15k	\$15 to \$25k	\$25 to \$35k	\$35 to \$50k	\$50 to \$75k	\$75 to \$100k	\$100 to \$150k	\$150k +	Total
San Bernardino / Highland	0%	4%	11%	21%	21%	11%	14%	14%	100%
Redlands / Loma Linda	9%	0%	0%	9%	18%	9%	36%	0%	100%
Fontana / Rialto / Colton	0%	5%	14%	19%	19%	29%	5%	10%	100%
Ontario / Chino / Chino Hills	0%	4%	4%	21%	29%	17%	17%	0%	100%
R. Cucamonga / Upland / Montclair	5%	5%	11%	5%	32%	11%	11%	5%	100%
Total	2%	4%	9%	16%	24%	16%	14%	7%	100%

Los Angeles County – all areas

Work Location	Under \$15k	\$15 to \$25k	\$25 to \$35k	\$35 to \$50k	\$50 to \$75k	\$75 to \$100k	\$100 to \$150k	\$150k +	Total
I-210 Freeway	0%	20%	20%	0%	20%	0%	40%	0%	100%
I-10 Freeway	0%	0%	11%	0%	11%	11%	22%	11%	100%
Downtown LA	0%	0%	0%	14%	50%	7%	21%	0%	100%
Other LA County	4%	4%	8%	13%	13%	42%	17%	0%	100%
Total	2%	4%	8%	10%	23%	23%	21%	2%	100%

Riverside County – county wide

Work Location	Under \$15k	\$15 to \$25k	\$25 to \$35k	\$35 to \$50k	\$50 to \$75k	\$75 to \$100k	\$100 to \$150k	\$150k +	Total
Riverside	0%	0%	0%	0%	33%	50%	17%	0%	100%
Moreno Valley	0%	17%	17%	17%	0%	17%	17%	17%	100%
Corona	0%	0%	0%	25%	25%	13%	25%	0%	100%
Total	0%	5%	5%	14%	24%	24%	19%	5%	100%

Orange County – county wide

Work Location	Under \$15k	\$15 to \$25k	\$25 to \$35k	\$35 to \$50k	\$50 to \$75k	\$75 to \$100k	\$100 to \$150k	\$150k +	Total
Irvine S. Triangle	0%	0%	0%	25%	0%	0%	50%	25%	100%
Airport / South Coast Plaza	0%	0%	0%	33%	0%	0%	0%	33%	100%
N. Orange County	0%	0%	0%	14%	29%	43%	0%	0%	100%
Total	0%	0%	0%	20%	13%	20%	20%	13%	100%

Figure 15: Gender

San Bernardino Valley – all areas

Work Location	Male	Female	Total
San Bernadino / Highland	46%	54%	100%
Redlands / Loma Linda	45%	55%	100%
Fontana / Rialto / Colton	67%	33%	100%
Ontario / Chino / Chino Hills	67%	33%	100%
R. Cucamonga / Upland / Montclair	47%	53%	100%
Total	55%	45%	100%

Los Angeles County – all areas

Work Location	Male	Female	Male
I-210 Freeway	60%	40%	100%
I-10 Freeway	78%	22%	100%
Downtown Los Angeles	71%	29%	100%
Other LA County	54%	46%	100%
Total	63%	37%	100%

Riverside County – county wide

Work Location	Male	Female	Total
Riverside	50%	50%	100%
Moreno Valley	83%	17%	100%
Corona	38%	63%	100%
Total	57%	43%	100%

Orange County – county wide

Work Location	Male	Female	Total
Irvine Spectrum Triangle	75%	25%	100%
Airport / South Coast Plaza	67%	33%	100%
North Orange County	57%	43%	100%
Total	60%	40%	100%

Summary of Findings

This section summarizes the analysis of household survey results by identifying employment destination group differences in terms of commute characteristics, commuter profile, and likely preferences for potential transit service and/or rideshare strategies.

San Bernardino Valley (all areas)

San Bernardino/Highlands

- Moderate to easy commute, generally satisfied with available options
- High drive alone rates, average carpooling rates
- Over 80% of all one-way trips are less than 1 hour, a small portion 5% over 90 minutes
- AM departure times highly concentrated at 6-7 A.M., more than 50%
- More discretionary market, less bound by strict work shifts
- Relatively higher paying jobs, about 60% over \$50k, close to 30% over \$100k
- Largely female group
- Cash incentives for carpool/vanpool and other options (i.e. telecommute)
- Low support for bus or HOV, moderate support for rail

Redlands/Loma Linda

- Moderate to easy commute, but generally dissatisfied with available options
- Lower than average drive alone rates, and high carpooling rates
- One-third of trips are over 1 hour (dissatisfaction) with 13% over 90 minutes
- AM departure times are mostly within the regular peak 6-8 A.M., with some trips in the midday
- Less discretionary market, highly bound by work shifts
- High proportion 36% of high paying jobs (over \$100k) and lower middle of the road salaries 27% between \$50-100k
- Largely female group working in health, services and education
- High support for rail service and other options
- Higher support for bus and HOV

Fontana/Rialto/Colton

- Moderate to easy commute, evenly split between satisfied, neutral, and dissatisfied
- Relatively high drive alone rates and high carpooling rates
- Over 80% of trips are made within 1 hour, only 6% are over 90 minutes
- Departure times are highly concentrated at pre-dawn, before 6 A.M. (48%), with relatively higher number of trips during midday and evening (14%)
- Market highly bounded by work shift hours

- Higher proportion (38%) of low paying jobs (less than 50k), with 48% of jobs in the 50-100k bracket
- Largely male group working in industrial/manufacturing jobs
- Low support for incentives and higher support for bus
- High support for rail and other options

Ontario/Chino/Chino Hills

- Mostly moderate to easy commute, although difficult group not small
- Generally OK and neutral about available options
- Slightly smaller drive alone rates, and slightly larger carpool, and multiple mode
- About 80% commute times within 30-60 minutes, with 16% over 90 minutes (slightly higher than average)
- 50% of commuters departing before 6 A.M., only 25% in the regular AM Peak (6-8 am), 12% midday/off-peak
- Market highly bounded by work shift hours, less discretionary
- About 30% of low-paying jobs (\$50k or less), with 8% below 35K, 45% in the \$50-100k bracket
- Male dominated market at industrial/manufacturing jobs
- High support for rail service and HOV lanes, and other
- Low support for bus and cash incentives

Rancho Cucamonga/Upland/Montclair

- Moderate to easy commute, with respondents generally neutral or satisfied with their options
- High drive alone rates and lower carpool and multiple mode rates
- 62% of trips take less than 45 minutes with 25% less than 30 minutes. 80% take less than 1 hour
- Majority of trips 53% depart within traditional peak 6-8 A.M., with 37% departing at pre-dawn
- More discretionary market, high proportion bounded by schedules, but significant group avoiding traffic
- Household income evenly distributed across brackets, mixed job market (retail, services, industrial)
- Largely female group in retail and services jobs
- High support for bus service and cash incentives, and other options
- Lower support for rail and HOV lanes

Los Angeles County (all areas)

I-210 Freeway Corridor

- Mostly moderate commute and highly satisfied with commute options

- High carpooling rates and relatively high drive alone
- Commute times mostly within 45-60 minutes (67%)
- Departure times mostly before 6:00 A.M. (80%)
- Market evenly distributed between traffic and fixed schedule
- Even mix of job classes and household incomes
- Male dominated market
- Support for rail but mostly other options

I-10 Freeway Corridor

- Mostly moderate commute, however highly dissatisfied with available options
- High rates of multiple modes (drive alone/carpool and drive alone/rail)
- Trip durations mostly within 1 hour (63%) but 25% over 90 minutes
- Majority of trips departing before 7:00 A.M. (77%) and significant portion departing in the between 7-9 A.M. (23%)
- Less discretionary and high rates of fixed schedule jobs
- Mixed job market and income groups
- Highly male dominated due to distance and type of job (industrial)
- High support for new rail service, other options and HOV lanes
- Low support for bus or incentives

Downtown Los Angeles

- Evenly split between easy, moderate, difficult, although easy group is proportionally higher, which explains general satisfaction with commute options
- Low drive alone rate, high carpooling, vanpooling, and multiple mode rates
- All trips over 1 hour long, with 67% over 90 minutes
- Majority of trips departing before 5:00 A.M. (57%) and significant portion departing in the afternoon (21%) possibly to janitorial/kitchen service jobs
- Traffic is major reason for departure times, largely flexible market
- Most household incomes in the \$50-100k bracket (57%), with over 20% high paying jobs (over \$100k)
- Largely male dominated, distance, corporate, government jobs
- High support for rail service, other options and slightly higher support for incentives

Other LA County Areas

- Moderate to difficult commute and highly dissatisfied with commute options
- High drive alone rate, carpooling and multiple mode rates
- 63% of trips beyond 1 hour with 37% beyond 90 minutes
- 75% of commuters depart home before 6:00 A.M.

- Largely driven by work shifts and less discretionary than expected
- Relatively higher proportion 29% of low paying jobs (less than \$50k) and 60% middle income bracket
- Higher female participation, due to wider mix of jobs (retail, services, health, other)
- High support for other options and rail, but proportionally bigger for bus and cash incentives

Riverside County (county wide)

Riverside, Moreno Valley, Corona

- Mostly moderate and easy to all areas of the county
- Evenly split between satisfied, neutral, and dissatisfied, higher satisfaction to Moreno Valley, high dissatisfaction to Riverside
- High drive alone rate 71% and high multiple modes rate 19%, carpool about average 10%
- Long commute times 41% within 45-60 minutes, 53% over 1-hour, and 18% over 90 minutes. Longer to Riverside and shorter to Corona
- 43% depart before 6:00 A.M. and another 43% depart between 6-8 A.M. Riverside mostly within 6-8 A.M. while Moreno Valley mostly before 6 A.M., higher midday group to Corona
- Combination of discretionary and fixed work shift schedules, higher fixed shift in Riverside and more discretionary in Corona
- Evenly distributed, 24% in low paying jobs (less than \$50k), 47% in the middle income bracket, and 24% in the high income bracket. Higher middle-income in Riverside, higher low income in Moreno Valley, mixed in Corona
- Even gender split in Riverside, largely male in Moreno Valley (industrial/manufacturing), and largely female in Corona (services, distribution centers)
- High support for rail service, cash incentives, and other options. More inclined to incentives in Moreno Valley, and more inclined to other options in Corona

Orange County (county wide)

Irvine Spectrum, Airport/South Coast Plaza, North Orange County

- Moderate to difficult commute, particularly difficult to Airport/South Coast Plaza and Irvine Spectrum Triangle
- High level of dissatisfaction with available options (60%) in all areas
- Low drive alone rate (40%) and high multiple mode, carpool, vanpool, and Metrolink rates. Carpool/vanpool significantly higher in North Orange County. Multiple modes high at Irvine
- Commute times mostly over 1 hour (70%) with 20-25% over 90 minutes in all areas, but particularly in South Orange County
- 87% departures before 7:00 A.M. with 60% before 5:00 A.M., the other 13% travel in the midday. North Orange County is high in early shifts and midday shifts. Irvine is big in discretionary riders departing between 6-7 A.M.

- Even split between traffic and work shift. Irvine is highly about traffic while North Orange County is highly bounded by work shifts
- Even split across income categories with Irvine commuters in the high income bracket and North County commuters in the middle income bracket
- High male participation in all areas, specially Irvine, due to corporate jobs, and distance
- High support for new rail service and other options. Higher support for rail in north county, higher support for bus in Irvine, high support for other options at Airport/South Coast Plaza

Potential for Alternative Commute Strategies

Figure 16 below provides a condensed summary of the findings by destination area listed in the previous section. A scoring methodology was utilized to filter through the characteristics of the commute, commuter profiles, and potential support for alternative commute programs and service strategies. Each characteristics was given a value of 1 to 4 and then condensed into two separate scores: a market potential score (based on commute characteristics and commuter profile), and an alternative commute support score based on stated program preferences.

Figure 16: Potential for Transit Service and/or Rideshare Strategies

Employment Destination	Satisfaction with Commute Options	Drive Alone Mode Split	Non-SOV Mode Split	Door-to-Door Commute Time	Departure Times Clustering	Household Income Clustering	Gender	Support for Cash Incentives and HOV Lanes	Support for Bus and Rail	Market Score for Potential Service	Alt. Commute Options Support
San Bernardino Valley											
San Bernadino / Highland	3	3	1	2	3	2	2	3	1	●	●
Redlands / Loma Linda	2	1	3	3	2	1	1	2	3	●	●
Fontana / Rialto / Colton	2	2	2	2	3	3	3	1	3	●	●
Ontario / Chino / Chino Hills	2	2	2	1	3	2	3	2	2	●	●
R. Cucamonga / Upland / Montclair	2	3	1	1	2	2	1	2	2	●	●
Los Angeles County											
I-210 Freeway	3	2	3	2	3	2	3	3	2	●	●
I-10 Freeway	1	1	3	3	4	2	3	1	3	●	●
Downtown Los Angeles	2	1	4	4	3	1	3	3	3	●	●
Other LA County	1	2	2	4	4	2	2	3	3	●	●
Riverside County	2	3	1	3	3	2	2	3	3	●	●
Orange County	0	1	4	4	4	2	3	3	3	●	●

Satisfaction with Commute Options: 1 = low satisfaction; 4 = high satisfaction

Drive Alone Mode Split: 1 = low % mode split; 4 = high % mode split

Non-SOV Mode Split: 1 = low % mode split; 4 = high % mode split

Door-to-Door Commute Time: 1 = high % of trips under 1 hour; 4 = high % of trips over 1.5 hours

Departure Time Clustering: 1 = spread over a long AM peak period 5-8 am; 4 = concentrated on a short AM peak period 5-6 am

Household Income Clustering: 1 = high % of high income brackets (over \$100k); 4 = high % of low income brackets (less than \$50k)

Gender: 1 = high % of females; 4 = high % of males. Industry research has found that males are more likely to travel longer distances and use alternative modes for that trip than females. Females are more likely to drive alone to be able to juggle work/family roles.

Support for Cash Incentives and HOV Lanes: 1 = low level of support; 4 = high level of support

Support for New Bus and/or Rail Service: 1 = low level of support; 4 = high level of support

Market Score for Potential Services: balance need for commute alternatives with attitudinal conditions by adding 'green' columns and subtracting 'red' columns for overall score. Overall score bracketed in 3 percentiles (less than 33%, 33% to 66%, and more than 66%)

Alternative Commute Options Support Score: add support for all alternative programs 'yellow' columns. Overall score bracketed in 3 percentiles

1.2. Commuter Market Demand Estimates

This section presents *revised* demand estimates for commuter transit service to and from the Victor Valley. Preliminary estimates were first developed for 2010 in Technical Memorandum #1. Following an evaluation of the VV long-distance commuter household survey, stakeholder interviews and a review of SCAG's travel demand model, revised demand estimates were developed. Demand estimates are developed for transit service and non-transit modes (carpool and vanpool), both assumed to be based out of park and ride facilities in the Victor Valley. As noted earlier, existing park and ride capacity in the Victor Valley is limited, so additional park and ride capacity, or informal park and ride or home pick-up activity, is assumed in order to ensure adequate capacity for transit, carpool or vanpool services.

Methodology

The revised demand estimates were conducted in essentially the same steps as the preliminary demand estimates with several adjustments. It will be noted where adjustments were made to the preliminary demand estimates.

Step 1: Determine Victor Valley Population in 2010

Utilizing projected population data from SCAG, an estimate of total population in the Victor Valley was developed (see Figure 18 on page 24). Because projections are not developed for Phelan and Wrightwood, the population in these communities was estimated from other sources.

REVISION: Preliminary demand estimates in Tech Memo #1 included the community of Lucerne Valley. This community was taken out of the revised demand estimates since it is located outside of the Victor Valley and was not surveyed as part of the VV long-distance commuter household survey.

Step 2: Estimate the Percent of Workers in the Victor Valley

This step involves three separate filters to arrive at an estimate of how many people in the Victor Valley are employed (see Figure 18 on page 24):

- The percent of the total population in the Victor Valley that is over 16 (working age) was determined using 2000 US Census data.
- The percent of all people over 16 that are in the labor force was determined from the 2007 American Community Survey. People who are not in the labor force include those that are retired or are not looking for employment.
- The estimated unemployment rate in the Victor Valley (11.8%) was estimated from the Quarterly Economic Report developed for SANBAG. This rate is an average from January 2009 data for the entire Inland Empire area.

REVISION: Instead of using the age distribution for each community from the 2000 US Census, the age distribution data for the revised demand estimates are from the more recent 2005-2007 American Community Survey.

Step 3: Estimate the Number of Victor Valley Workers Who Work Outside of the Victor Valley

This step utilizes the 2009 Victor Valley Household Survey as opposed to the 2000 Census Journey-to-Work data to estimate how many Victor Valley residents are employed outside of the Victor Valley. On average, approximately 50 percent of all workers in the Victor Valley commute outside of the area for their jobs (see Figure 18 on page 24).

Step 4: Estimate Distribution of Victor Valley Workers Outside of the Victor Valley

This step utilizes 2000 Census Journey-to-Work data as well as data from the VV household survey to estimate where Victor Valley workers who work outside of the Victor Valley are commuting for their jobs (see Figure 19 and Figure 20 on pages 25 and 26). Employment destinations outside of the Victor Valley were grouped based on their proximity. Workers outside of the Victor Valley were segmented into the following 17 geographic areas:

- Los Angeles County
- Ontario
- San Bernardino / Highland
- Barstow area
- Moreno Valley/Riverside
- Fontana
- Rancho Cucamonga / Upland / Montclair
- Orange County
- Redlands / Loma Linda
- Chino / Chino Hills
- Rialto / Colton / Grand Terrace
- Southwest Riverside County (Corona / Norco area)
- San Bernardino Mountains
- Needles / Yucca Valley / Twentynine Palms
- Yucaipa / Banning Pass
- Coachella Valley
- San Diego County

REVISION: The revised demand estimates use the household survey and the Journey-to-Work data to develop a blended trip distribution rate to each of the geographic areas listed above.

Step 5: Estimate a “Base” Mode Split for Commuter Transit Service and Shared-Ride Commuters

Transit Mode Split

Because it is difficult to estimate a mode split for a service that does not exist, other transit operations set in urban contexts similar to that of the Victor Valley can help estimate what percent of commuters might be willing to utilize a commute-oriented transit service if it were available. The percent of workers who used commuter rail was compiled from five cities in California that are located in the periphery (exurbs) of the Los Angeles and San Francisco Urban Regions and that have experienced rapid growth in the last two decades (boomburbs) just like the Victor Valley area.

Commuter rail was used as a proxy for commute-oriented transit service towards the main urban centers in the region, because it is possible to isolate this mode split using US Census 2000 data. The average mode split for the six peers was about 1%. Thus, the base mode split estimate for new

commuter transit service from the Victor Valley area was set at 1%. The six peers analyzed and the data behind the mode split estimate are presented in Figure 17 below.

Figure 17: Base Mode Split for Commuter Transit Service

Peer City	Total Workers (excluding those who "work at home")	Commuters who said they got to work by "railroad"	Mode Split
Lancaster	41,254	220	0.5%
Palmdale	41,120	274	0.7%
Oxnard	68,100	44	0.1%
Santa Clarita	71,624	676	0.9%
Redwood City	38,033	887	2.3%
Gilroy	18,286	309	1.7%
Average for Six Peer Cities			1.0%

Carpool / Vanpool Mode Split

Since Victor Valley residents are actively commuting in shared ride situations (carpools and vanpools), the Victor Valley Household Survey provides the most accurate and up-to-date information on commute modes made outside of the Victor Valley. Based on this survey, 16% of all commuters who work outside of the Victor Valley carpool to their jobs, while another 3% of commuters commute in a vanpool.

REVISION: Instead of using the 2005-2007 American Community Survey to estimate carpool / vanpool mode splits (17.8% combined for the Victor Valley area), the household survey conducted specifically for this study was used, which identified a combined 19% mode split.

Step 6: Adjust Base Mode Split for Each Geographic Area Outside of the Victor Valley

The next step was to adjust the base mode split (1% for transit, 16% for carpool and 3% for vanpool) for each of the geographic areas listed above. The base mode split was adjusted using the following factors (see Figure 21 on page 27):

- **Traffic Congestion.** Because congestion is a key driver of transit demand and ridesharing arrangements around the region, the base mode split was adjusted up as much as 2% depending on the severity of traffic congestion in the primary corridor between the Victor Valley and each major employment destination area.
- **Employment Density.** Because some of the geographic areas are smaller and have varying levels of employment density, the base mode split was adjusted up as much as 1% if employment density was high in the destination area. For example, downtown areas received a higher percent adjustment than industrial/warehousing areas due to the inherent employment densities involved.
- **Distance/Travel Time.** Distance to final destination is also a contributing factor in determining demand for a commute oriented transit service and/or ridesharing arrangement. Generally, people with longer commutes are more attracted to commuter mode alternatives to driving alone due to the cost reduction benefits and travel time reduction benefits of high occupancy vehicles. As much as 1.5% adjustments were made for areas that are a significant distance from the Victor Valley, such as Los Angeles and Orange Counties.

- **Connecting Transit Service.** The level of transit service connections available in the destination area can also enhance transit demand for commuter transit. The base mode split in areas with good connecting transit service was adjusted up as much as 0.5%.

Step 7: Estimate the Number of Non-SOV Commuters

Once the transit, carpool and vanpool base mode split has been adjusted for all areas outside of the Victor Valley, an estimate was developed of the total number of commuters who are potential users of transit, carpool or vanpool from the Victor Valley. This estimate is simply a calculation of the adjusted mode split for each area outside of the Victor Valley times the number of Victor Valley workers who work in that area. A “low” and “high” range (plus or minus 20%) was then developed based on this figure.

Figures 18 through Figure 24 on the following pages summarize the potential demand estimates of alternative commute modes by employment destination area.

Figure 18: Preliminary Demand Estimates (Steps 1-3)

Source/Estimate	Adelanto	Apple Valley	Hesperia	Victorville	Phelan / Wrightwood	Total
2010 Estimated Population <i>(from the Southern California Association of Governments)</i>	40,742	71,630	102,895	106,649	25,000	346,916
% 2010 Population 16 years and older <i>(from 2005-2007 American Community Survey)</i>	67.0%	62.0%	64.0%	62.0%	64.0%	
2010 Population 16 years and older	27,093	44,339	65,441	66,229	15,881	218,984
% in labor force ¹ <i>(from 2005-07 American Community Survey)</i>	54.3%	56.5%	60.0%	55.1%	56.5%	
2010 Population in labor force	14,712	25,045	39,275	36,485	8,969	124,486
Estimated 2010 unemployment <i>(from Jan 2009 Quarterly Economic Report)</i>	11.8%	11.8%	11.8%	11.8%	11.8%	
2010 Population Employed	12,976	22,090	34,640	32,180	7,910	109,797
% of workers employed outside of the Victor Valley ² <i>(2009 Victor Valley Household Survey)</i>	50.0%	50.0%	50.0%	50.0%	50.0%	
Workers Employed Outside of the Victor Valley	6,488	11,045	17,320	16,090	3,955	54,898

1. From the 2005-07 American Community Survey, the percent of Victor Valley population in the labor force (57% on average for the entire valley) is consistent with the findings of the Household Survey reported in Tech Memo #2, where 50 percent of households had at least one member employed full-time.
2. From US Census 2000 Journey to Work data, the percent of workers employed outside of the Victor Valley (39% of workers and 22% of the population) appears to be lower than the findings reported in the Household Survey, where on average 50 percent of all Victor Valley households with at least one member fully employed were employed outside the area (25% of all households).

Figure 19: Percent of Victor Valley Residents Working Outside of the Victor Valley (Step 4)

	Live in ↓				
Work in ↓	Adelanto	Apple Valley	Hesperia	Victorville	Phelan / Wrightwood
Los Angeles County	27%	20%	26%	10%	21%
Ontario	10%	13%	6%	9%	10%
San Bernardino / Highland	10%	10%	16%	13%	12%
Barstow	8%	9%	3%	21%	10%
M. Valley/Riverside	5%	4%	8%	6%	6%
Fontana	5%	7%	3%	6%	5%
Rancho Cucamonga / Upland / Montclair	8%	8%	17%	8%	10%
Orange County	6%	6%	5%	5%	6%
Redlands / Loma Linda	5%	5%	2%	5%	4%
Chino / Chino Hills	4%	2%	3%	3%	3%
Rialto / Colton / Grand Terrace	5%	5%	6%	6%	5%
SW Riverside Co.	4%	5%	0%	2%	2%
San Bern. Mtns.	1%	1%	1%	2%	1%
Needles / Yucca Valley / Twentynine Palms	1%	1%	1%	2%	1%
Yucaipa / Banning Pass	1%	1%	1%	1%	1%
Coachella Valley	1%	1%	1%	1%	1%
San Diego County	0%	1%	1%	1%	1%

Source: US Census 2000 Journey to Work data

These percentages are consistent with the results of the Victor Valley Household Survey, where 60% of commuters stay within San Bernardino County, 23% of commuters go to Los Angeles County, 10% got to Riverside County, and 7% to Orange and San Diego Counties.

Figure 20: Victor Valley Residents Working Outside of the Victor Valley (Step 4)

	Live in ↓					
Work in ↓	Adelanto	Apple Valley	Hesperia	Victorville	Phelan / Wrightwood	Total
Los Angeles County	1,777	2,196	4,541	1,621	826	10,962
Ontario	622	1,458	1,069	1,487	378	5,014
San Bernardino / Highland	641	1,125	2,796	2,162	491	7,216
Barstow	500	1,007	602	3,366	408	5,883
M. Valley/Riverside	345	480	1,444	953	237	3,459
Fontana	347	780	448	916	205	2,695
Rancho Cucamonga / Upland / Montclair	508	888	2,918	1,260	401	5,974
Orange County	412	624	932	837	223	3,029
Redlands / Loma Linda	299	586	415	855	174	2,330
Chino / Chino Hills	278	202	471	415	113	1,481
Rialto / Colton / Grand Terrace	335	594	971	899	215	3,013
SW Riverside Co.	228	504	37	248	97	1,115
San Bern. Mtns.	50	150	114	276	45	635
Needles / Yucca Valley / Twentynine Palms	42	105	211	255	44	657
Yucaipa / Banning Pass	46	136	99	203	37	521
Coachella Valley	38	142	114	173	36	502
San Diego County	20	66	136	164	27	413
Total	6,488	11,045	17,320	16,090	3,955	54,898

Source: US Census 2000 Journey to Work data

Figure 21: Adjustments to Base Transit Mode Split (Step 6)

Geographic Area	Base Mode Split	Adjustments to Base Mode Split				Total Adjustments	Modified Mode Split
		Congestion Levels (0.50%)	Employment Density (0.50%)	Distance (0.50%)	Connecting Transit Service (0.50%)		
Los Angeles County	1.00%	2.50%	1.50%	2.00%	1.00%	7.00%	8.00%
Ontario	1.00%	0.50%	0.50%	0.50%	0.00%	1.50%	2.50%
San Bernardino / Highland	1.00%	1.50%	1.00%	1.00%	0.50%	4.00%	5.00%
Barstow	1.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.00%
M. Valley/Riverside	1.00%	2.00%	0.50%	1.50%	0.50%	4.50%	5.50%
Fontana	1.00%	0.50%	0.50%	0.50%	0.50%	2.00%	3.00%
Rancho Cucamonga / Upland / Montclair	1.00%	1.00%	0.50%	0.50%	0.50%	2.50%	3.50%
Orange County	1.00%	2.50%	1.50%	2.00%	1.00%	7.00%	8.00%
Redlands / Loma Linda	1.00%	2.00%	0.50%	1.50%	0.50%	4.50%	5.50%
Chino / Chino Hills	1.00%	0.50%	0.00%	0.50%	0.00%	1.00%	2.00%
Rialto / Colton / Grand Terrace	1.00%	0.50%	0.50%	0.50%	0.50%	2.00%	3.00%
SW Riverside Co.	1.00%	1.50%	0.00%	1.00%	0.00%	2.50%	3.50%
San Bern. Mtns.	1.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.00%
Needles / Yucca Valley / Twentynine Palms	1.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.00%
Yucaipa / Banning Pass	1.00%	1.00%	0.00%	1.00%	0.00%	2.00%	3.00%
Coachella Valley	1.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.00%
San Diego County	1.00%	2.50%	1.50%	2.00%	1.00%	7.00%	8.00%

Figure 22: Adjustments to Base Carpool Mode Split (Step 6)

Geographic Area	Base Mode Split	Adjustments to Base Mode Split				Total Adjustments	Modified Mode Split
		Congestion Levels (0.50%)	Employment Density (0.50%)	Distance (0.50%)	Connecting Transit Service (0.50%)		
Los Angeles County	16.00%	2.50%	1.50%	2.00%	1.00%	7.00%	23.00%
Ontario	16.00%	0.50%	0.50%	0.50%	0.00%	1.50%	17.50%
San Bernardino / Highland	16.00%	1.50%	1.00%	1.00%	0.50%	4.00%	20.00%
Barstow	16.00%	0.00%	0.00%	0.00%	0.00%	0.00%	16.00%
M. Valley/Riverside	16.00%	2.00%	0.50%	1.50%	0.50%	4.50%	20.50%
Fontana	16.00%	0.50%	0.50%	0.50%	0.50%	2.00%	18.00%
Rancho Cucamonga / Upland / Montclair	16.00%	1.00%	0.50%	0.50%	0.50%	2.50%	18.50%
Orange County	16.00%	2.50%	1.50%	2.00%	1.00%	7.00%	23.00%
Redlands / Loma Linda	16.00%	2.00%	0.50%	1.50%	0.50%	4.50%	20.50%
Chino / Chino Hills	16.00%	0.50%	0.00%	0.50%	0.00%	1.00%	17.00%
Rialto / Colton / Grand Terrace	16.00%	0.50%	0.50%	0.50%	0.50%	2.00%	18.00%
SW Riverside Co.	16.00%	1.50%	0.00%	1.00%	0.00%	2.50%	18.50%
San Bern. Mtns.	16.00%	0.00%	0.00%	0.00%	0.00%	0.00%	16.00%
Needles / Yucca Valley / Twentynine Palms	16.00%	0.00%	0.00%	0.00%	0.00%	0.00%	16.00%
Yucaipa / Banning Pass	16.00%	1.00%	0.00%	1.00%	0.00%	2.00%	18.00%
Coachella Valley	16.00%	0.00%	0.00%	0.00%	0.00%	0.00%	16.00%
San Diego County	16.00%	2.50%	1.50%	2.00%	1.00%	7.00%	23.00%

Figure 23: Adjustments to Base Vanpool Mode Split (Step 6)

Geographic Area	Base Mode Split	Adjustments to Base Mode Split				Total Adjustments	Modified Mode Split
		Congestion Levels (0.50%)	Employment Density (0.50%)	Distance (0.50%)	Connecting Transit Service (0.50%)		
Los Angeles County	3.00%	2.50%	1.50%	2.00%	1.00%	7.00%	10.00%
Ontario	3.00%	0.50%	0.50%	0.50%	0.00%	1.50%	4.50%
San Bernardino / Highland	3.00%	1.50%	1.00%	1.00%	0.50%	4.00%	7.00%
Barstow	3.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.00%
M. Valley/Riverside	3.00%	2.00%	0.50%	1.50%	0.50%	4.50%	7.50%
Fontana	3.00%	0.50%	0.50%	0.50%	0.50%	2.00%	5.00%
Rancho Cucamonga / Upland / Montclair	3.00%	1.00%	0.50%	0.50%	0.50%	2.50%	5.50%
Orange County	3.00%	2.50%	1.50%	2.00%	1.00%	7.00%	10.00%
Redlands / Loma Linda	3.00%	2.00%	0.50%	1.50%	0.50%	4.50%	7.50%
Chino / Chino Hills	3.00%	0.50%	0.00%	0.50%	0.00%	1.00%	4.00%
Rialto / Colton / Grand Terrace	3.00%	0.50%	0.50%	0.50%	0.50%	2.00%	5.00%
SW Riverside Co.	3.00%	1.50%	0.00%	1.00%	0.00%	2.50%	5.50%
San Bern. Mtns.	3.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.00%
Needles / Yucca Valley / Twentynine Palms	3.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.00%
Yucaipa / Banning Pass	3.00%	1.00%	0.00%	1.00%	0.00%	2.00%	5.00%
Coachella Valley	3.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.00%
San Diego County	3.00%	2.50%	1.50%	2.00%	1.00%	7.00%	10.00%

Figure 24: Summary of Demand Estimates (Steps 7)

Geographic Area	Estimated Transit Commuters	Estimated Carpool Commuters	Estimated Vanpool Commuters	TOTAL Estimated Non-SOV Commuters	PERCENT Estimated Non-SOV Commuters	Demand Estimate Range	
						LOW Estimated Non-SOV Commuters	HIGH Estimated Non-SOV commuters
Los Angeles County	877	2,521	1,096	4,495	41.0%	3,596	5,393
Ontario	125	878	226	1,229	24.5%	983	1,474
San Bernardino / Highland	361	1,443	505	2,309	32.0%	1,847	2,771
Barstow	59	941	176	1,177	20.0%	941	1,412
M. Valley/Riverside	190	709	259	1,159	33.5%	927	1,390
Fontana	81	485	135	701	26.0%	561	841
Rancho Cucamonga	209	1,105	329	1,643	27.5%	1,314	1,971
Orange County	242	697	303	1,242	41.0%	994	1,490
Redlands / Loma Linda	128	478	175	780	33.5%	624	937
Chino / Chino Hills	30	252	59	341	23.0%	272	409
Rialto	90	542	151	783	26.0%	627	940
Colton / Grand Terrace	39	206	61	307	27.5%	245	368
Upland	6	102	19	127	20.0%	102	152
SW Riverside Co.	7	105	20	131	20.0%	105	158
San Bern. Mtns.	16	94	26	135	26.0%	108	163
Needles / Yucca Valley / Twentynine Palms	5	80	15	100	20.0%	80	120
Yucaipa / Banning Pass	33	95	41	169	41.0%	135	203
Total	2,498	10,733	3,596	16,827	30.7%	13,462	20,193
Mode Split (Out of all VV Commuters)	5%	20%	7%	31%		25%	37%

Demand estimates across modes are consistent with the comparative mode split analysis by employment area presented at the beginning of this chapter. In general, 32% of Victor Valley residents commute outside of the area on modes other than drive alone; 26% of them carpool, 3% vanpool, and 3% take transit. The estimates herein assume that new transit services and vanpool programs will be available which explains increases in mode share for transit and vanpool, but at the expense of carpool. The drive alone mode split remains the same.

Chapter 2. Commute Alternatives

2.1. Identification of Service Strategies

The following chapter identifies a full range of potential service alternatives for Victor Valley long-distance commuters based on the findings of the household survey, analysis by employment destination area, and demand estimates by travel mode. Two major strategies have been utilized for the identification of alternatives:

- Developing a full range of potential service options by destination market, including commuter rail, express bus, and ridesharing programs along the I-15 and I-215 corridors going to the San Bernardino Valley, Riverside County and Orange County, and along the I-10 and I-210 corridors going to Los Angeles County
- Emphasizing a combination of these transit service supply strategies with other transportation demand management strategies such as developing satellite office centers in the Victor Valley Area for those that can telecommute and/or work remotely.

Commuter Rail Service

The first set of options is to develop new commuter rail service along the Amtrak passenger rail line connecting San Bernardino with Victorville. This service mode could be implemented to the following market destinations:

- **San Bernardino:** Victorville Amtrak Station to San Bernardino Amtrak/Metrolink Station, along existing Amtrak Southwest Chief Line
- **Riverside:** Victorville Amtrak Station to Riverside Amtrak/Metrolink Station via San Bernardino, along existing Amtrak Southwest Chief Line
- **Redlands:** Victorville Amtrak Station to Redlands Station via San Bernardino Amtrak/Metrolink Station, assumes new rail service between San Bernardino and Redlands currently under study

Both the San Bernardino and Riverside stations connect with commuter rail service to Los Angeles and Orange County. Commuter rail service to Los Angeles is provided on the Metrolink San Bernardino and Riverside Line and to Orange County is provided on the Metrolink 91 and Inland Empire Lines.

No direct commuter rail service is proposed from Victorville to Los Angeles or Orange County given that Metrolink serves these markets adequately and that travel times from Victorville would not be competitive with other modes (i.e. Express Bus).

It must be noted that due to the elevation change between Victorville and San Bernardino the rail route is necessarily circuitous to achieve a gradient that can be traversed by trains. As a result, the travel time between Victorville and San Bernardino is currently at 70 to 75 minutes. Given the current alignment and track speed restrictions caused by the grade this is unlikely to change without a very significant investment in a new rail alignment with new track.

In addition, the capital cost of acquiring new rolling stock equipment and the cost of operating minimal service (two AM trips and two PM trips) at current Metrolink cost rates (over \$500 per hour) make this option prohibitively expensive – well over \$1 million per year in operating costs.

Express Bus Service

The second set of options identifies a full range of new express bus service routes – point to point connections with a very limited number of stops (no more than two), to a number of employment and transit destinations in the San Bernardino Valley area as well as a few critical connections to Los Angeles and Riverside County employment and transit centers. The following markets have been identified for evaluation of potential express bus service:

- **Downtown San Bernardino:** Victor Valley to downtown San Bernardino, stopping at the Transit Mall, and with distribution to locations outside downtown via Omnitrans buses, in particular via the sbX BRT service up and down the E Street corridor
- **Downtown Riverside:** Victor Valley to downtown Riverside, stopping at the Downtown Terminal and the Riverside Metrolink Station, with distribution via Riverside Transit buses and University of California Riverside shuttles
- **Loma Linda:** Victor Valley to Loma Linda with stops at the San Bernardino Transit Mall and the VA Hospital and Loma Linda University
- **Redlands:** Victor Valley to Redlands Transit Center with stops at the VA Hospital and Loma Linda University and distribution to Redlands University and locations outside downtown via Omnitrans buses
- **Rancho Cucamonga:** Victor Valley to Rancho Cucamonga Metrolink station with no intermediate stops, but circulation and distribution to employment sites north and east of the station
- **Ontario Mills:** Victor Valley to the Ontario Mills Transit Center with no intermediate stops, but circulation and distribution to employment sites east and south of the mall and connections to Omnitrans buses
- **Ontario Airport:** Victor Valley to Ontario Airport Industrial Area with stops at the East Ontario Metrolink Station and circulation and distribution to employment sites east and south of the station
- **East Ontario:** Victor Valley to East Ontario (Jurupa & Etiwanda Avenues) with no intermediate stops but circulation and distribution to employment sites north and south of this intersection
- **Montclair:** Victor Valley to Montclair Metrolink Station and Transit Center, stopping at the Ontario Mills Transit Center and with possible extension to downtown Claremont. Distribution is provided by Omnitrans buses and with connections to Foothill Silver Streak service
- **South Fontana:** Victor Valley to South Fontana Transit Center (Kaiser Foundation Hospital), stopping at Fontana Metrolink and Transit Center, with distribution via Omnitrans buses
- **Colton:** Victor Valley to Colton (Arrowhead Medical Center), stopping at South Fontana Transit Center and distribution via Omnitrans buses
- **Pomona:** Victor Valley to Pomona Metrolink Station and Transit Center, stopping at Montclair Metrolink Station and distribution via Omnitrans buses and Metro Express Bus 484

- **Corona:** Victor Valley to Corona, stopping at the North Main Corona Metrolink Station and distribution via Riverside Transit
- **Moreno Valley:** Victor Valley to Moreno Valley Mall, stopping at the Riverside Downtown Terminal and distribution via Riverside Transit and circulation to employment sites
- **El Monte Bus Station:** Victor Valley to El Monte Bus Station, stopping at Ontario Mills TC and Montclair Metrolink and TC, and offering connections to Omnitrans buses, the Foothill Silver Streak, and several express bus services operated by Metro and Foothill at the El Monte Bus Station to downtown Los Angeles via the El Monte Busway

Figure 25: Commuter Rail and Express Bus Alternatives

Commute Program	Market Size Estimate	Distance in Miles	SOV Travel Time	SOV with Traffic	Mode Travel Time
Commuter Rail					
Rail Service to San Bernardino (Metrolink)	361	40.3	38	67	74
Rail Service to Riverside (Downtown Metrolink)	551	50.5	49	86	93
Rail Service to Redlands	489	49.6	47	83	94
Express Bus					
Express Bus to San Bernardino Transit Mall	361	40.4	39	69	49
Express Bus to Riverside Downtown Terminal	551	50.4	49	86	62
Express Bus to Loma Linda VA Hospital	425	46.4	48	84	60
Express Bus to Redlands TC (Mall)	489	49.7	48	84	60
Express Bus to R. Cucamonga Metrolink	209	42.7	43	76	65
Express Bus to Ontario Mills	230	43.2	42	74	63
Express Bus to E. Ontario Metrolink	125	46.4	47	83	71
Express Bus to Jurupa/Etiwanda Avenue	125	49.4	50	88	75
Express Bus to Montclair Metrolink	658	52.4	51	90	64
Express Bus to S. Fontana TC	120	40.0	46	81	58
Express Bus to Colton Arrowhead MC	80	46.0	44	77	55
Express Bus to Pomona Metrolink (Downtown)	30	56.6	57	100	86
Express Bus to N. Corona Metrolink	242	56.1	55	97	69
Express Bus to Moreno Valley Mall	190	55.5	52	91	78
Express Bus to El Monte Bus Station	877	72.6	69	121	104

Market Size Estimate is derived from the mode split estimates developed in Chapter 1, Figure 24, by employment destination

SOV Travel Time is measured in minutes at free flow conditions

SOV with Traffic is measured in minutes at typical congestion conditions (35 mph speed)

Mode Travel Time (in minutes) assumes a time penalty factor between 1.25 to 1.50 for added circulation and distribution at destination

All express bus services listed above assume departure from the Victor Valley Transportation Center (170 spaces) and stops at the Bear Valley Road/I-5 Park and Ride (230 spaces), and the Joshua Street/Highway 395 Park and Ride (150 spaces).

On the destination end, all express bus routes are assumed to connect with regional transit services and infrastructure and to provide varying levels of circulation and distribution to the final site of employment. More bus circulation and distribution is assumed at industrial/warehousing areas (i.e. East Ontario) where jobs are more dispersed, and less distribution is assumed at downtown employment centers (i.e. San Bernardino) where jobs are more concentrated.

The major challenge for any express bus service from the Victor Valley is that it would collect passengers from dispersed residential locations and distribute them to dispersed employment locations. It is a many-to-many model that appears better suited for vanpools and carpools than for bus-pools. For example, recent commuter express bus implementations such as the Microsoft Connector service in Seattle, WA collect riders from dispersed residential locations but distribute to a highly concentrated employment location. Any viable express services from the Victor Valley would likely have to replicate this model and look for destination areas where employment sites are relatively clustered generating a medium-to-high levels of employment density (jobs per acre) that can be accessible by a short walk or by a short bus route deviation (no more than 20 minutes) to provide adequate passenger distribution.

Other Programs and Strategies

Alternative programs and strategies include the promotion, administration, and marketing of ridesharing – carpooling and vanpooling, a park and ride development and capacity expansion program, and transportation demand management strategies such as telecommuting and development of satellite business centers.

Carpool & Vanpool Ridesharing Service

A third set of options was to augment current ridesharing matching and promotion programs at SANBAG. In particular, the data shows that a large group of commuters utilize carpools and vanpools to get to work, and it suggests that a much larger group of solo drivers and/or infrequent carpools could switch to more frequent carpools and vanpools. As it has been observed previously, vanpools' attractiveness as a travel mode increases with distance, congestion, and perceived savings in travel time and costs. The options considered include:

- Launch (or re-launch) an aggressive ridesharing program that encourages major employers (i.e. 50 employees or more) to subsidize vanpools and transit usage. Local rideshare agencies already promote the modest benefits that accrue to employers that participate in vanpool subsidy programs – lower parking costs, improved employee recruitment, and some modest tax breaks. Given the lack of incentives for local employers to support alternates to single occupant vehicles, it has proven difficult for the county to gain significant financial participation by local employers.

UC Riverside is an example of an organization that sponsors vanpools. It provides a vanpool service for staff, faculty, and all students that serves designated locations throughout the South Coast Air Basin. Participants sign up online and are placed in a vanpool based on their addresses. The cost per person is \$79 a month, which is adjusted annually to cover the costs of leasing and operating the vehicles. Each vanpool has an assigned driver who must pass a physical every two years as well as an alternate driver.

Vanpool vehicles may park at no cost in unreserved faculty/staff lots. Like carpools, faculty and staff participants receive 24 complimentary daily parking permits per year, and are eligible for the university's Guaranteed Ride Home program. In just two years the

university has nearly doubled the number of vans, which currently carry about 200 passengers daily.

San Bernardino County also provides a major vanpool program for its employees, which is described in detail in Technical Memorandum 1.

- Launch a parallel program, directed towards potential riders, that encourages individuals to join carpools and vanpools.
- Provide a monthly subsidy for all vanpool participants. This could be modeled on the Orange County/Los Angeles County programs that provide incentives to vanpool vehicles or to individuals participating in the program.
- Provide a full monthly pass subsidy for transit

In Seattle, King County Metro has instituted the In Motion program, which may serve as a model for similar efforts in the Victor Valley. It is a community-based Transportation Demand Management program that has been rolled out in more than a dozen neighborhoods in King County. In contrast to employer-based programs, In Motion specifically targets non-work trips. For each In Motion program, King County Metro partners with neighborhood groups, non-profits, and other stakeholders to tailor the messaging, incentives, and outreach plan to the specific characteristics of that community. Residents register and pledge to eliminate a certain number of drive-alone trips each week by using some other mode. Then, participants log the trips they make by taking the bus, walking, bicycling, or carpooling instead of driving alone. Registrants earn points for each SOV trip saved, and win prizes such as gift certificates to neighborhood businesses or vouchers for use toward transit fare. All participants receive information, maps, and free bus tickets to encourage trying new travel modes to explore their community. Because the trip logs include round-trip miles traveled, King County Metro can estimate the number of gallons of gas saved and pounds of CO₂ kept out of the atmosphere by each In Motion neighborhood. This evidence quantifies for residents both the financial and environmental impact of their actions. Combined with ongoing newsletters and the opportunity to win prizes, In Motion messaging and incentives work together to encourage individuals' transportation behavior change. While this program focuses on local travel, efforts in Victor Valley that build off neighborhood groups to encourage long-distance commute travel could be organized.

Current technology developments allow the promotion of casual ridesharing through web-based and cellular phone-based social interaction networks, and these are becoming possible by the rapid spread of smart phones and reduced costs of software applications and reduced costs and administrative burden of hosting and updating ridesharing databases.

While vanpool programs and subsidies can be expensive, they may still entail less cost than providing express bus services. This is illustrated in the financial analyses presented later in this report.

Park and Ride Development Program

For any of these programs – commuter rail, express bus, and carpool—to be successful, a necessary expansion of park and ride capacity will be needed. The three existing park and ride lots in the area are operating at or above capacity today and any increase in demand of new express buses and renewed promotion of ridesharing will likely require new capacity. The options considered include:

- Increase capacity at the current park and ride locations via enlargement of park and ride lots where land is available or via construction of parking structures where additional land is not available.
 - The current locations provide the best and most centrally located opportunities to attract and capture the majority of potential users. Developing new park and rides at locations inside the community will likely have limited impacts given the low residential density and high level of dispersion of commuters in the valley area.
- Building up to 1,000 new spaces to accommodate future demand. This number is based on potential daily demand estimates on the recommended service strategies that are provided in the next section (2.2. Screening of Alternatives).

Telecommute & Satellite Business Center Program

A fourth set of options is to develop a strong telecommuting program that could include at least these two strategies:

- Promote flexible schedules and telecommute from home. Develop a program that encourages or requires employers to provide a technology subsidy for purchasing a home computer, or a monthly broadband internet connection.
- Launch a Satellite Business Center program where Victor Valley commuters can go and work remotely. The business center could provide:
 - Private office space and access to phone, internet, faxing, printing, copying, teleconferencing and video conferencing resources
 - And they could be used also as central locations for express bus, carpool, and vanpool activity.

2.2. Screening of Alternatives

Definition of Screening Criteria

A set of screening criteria was defined to select from the transit service alternatives – commuter rail and express bus—described in the previous section. Three screening criteria were utilized:

- **Competitive Travel Time with Solo Driving.** For each transit service alternative identified, the distance from the Victor Valley Transportation Center to its final destination was measured in miles and time (minutes) utilizing Google Maps (see Figure 25).
 - As footnoted in Figure 25, the transit mode travel time was measured in minutes assuming a time penalty factor between 1.25 to 1.50 for added circulation and distribution at the final destination
 - A measure of SOV driving in typical traffic congestion conditions (35 mph speed) was also developed
 - Alternatives were then filtered by comparing Mode Travel Time versus SOV with Traffic travel times. Whenever the Mode Travel Time was less than SOV with Traffic that alternative got a “YES” or a passing mark.

Figure 26: Commuter Rail and Express Bus Alternatives Screening

	Filter 1 Travel Time	Filter 2 Commute Profile & Commuter Support	Filter 3 Estimated Daily Demand	Daily Passenger Demand	Daily Seat Utilization
Commuter Program					
Commuter Rail					
Rail Service to San Bernardino (Metrolink)	NO			217	27%
Rail Service to Riverside (Downtown Metrolink)	NO			331	41%
Rail Service to Redlands	NO			293	37%
Express Bus					
Express Bus to San Bernardino Transit Mall	YES	NO		152	51%
Express Bus to Riverside Downtown Terminal	YES	YES	YES	231	77%
Express Bus to Loma Linda VA Hospital	YES	YES	NO	179	60%
Express Bus to Redlands TC (Mall)	YES	YES	YES	205	68%
Express Bus to R. Cucamonga Metrolink	YES	NO		88	29%
Express Bus to Ontario Mills	YES	NO		96	32%
Express Bus to E. Ontario Metrolink	YES	NO		53	18%
Express Bus to Jurupa/Etiwanda Avenue	YES	NO		53	18%
Express Bus to Montclair Metrolink	YES	YES	YES	276	92%
Express Bus to S. Fontana TC	YES	NO		50	17%
Express Bus to Colton Arrowhead MC	YES	NO		33	11%
Express Bus to Pomona Metrolink (Downtown)	YES	NO		13	4%
Express Bus to N. Corona Metrolink	YES	YES	NO	154	51%
Express Bus to Moreno Valley Mall	YES	YES	NO	80	27%
Express Bus to El Monte Bus Station	YES	NO		368	123%

- Commute Profile and Commuter Support.** From the comparative analysis of household survey results by employment destination area a set of two scores was developed to measure commute characteristics and commuter profiles, and stated preferences and/or support for alternative commute programs and services (see Figure 16). These two scores were utilized as a proxy to filter transit service alternatives for their commute profile conditions and for their support of transit service alternatives.
 - Whenever a transit service alternative served a market that had a medium or better score on both measures (33% or 66% percentile approval) that alternative was given a “YES” or passing mark.
- Market Need and Estimated Daily Demand.** The final screening criteria measured the market viability and potential demand for each remaining transit service alternative. The following method was utilized to establish a viable market demand:
 - Definition of a Minimum Service Level. For transit services to be effective a minimum of 3 trips in the AM and 3 trips in the PM are required to provide adequate span of service during peak periods. For example, 1 trip every 30 minutes for markets where departure times are highly clustered (i.e. 5:00-6:00 A.M.) and 1 trip every hour for those that are less clustered (i.e. 6:00-8:00 A.M.).

- Definition of a Service Utilization Threshold. A minimum service utilization threshold of 60% of seats occupied was established to ensure adequate performance and demand viability for each transit service alternative.
- Daily Demand Estimate. In order to estimate seat utilization a daily demand estimate was developed based on the Market Size Estimate in Figure 25 (which was derived from the mode split estimates by employment destination developed in Chapter 1, Figure 24). Daily Demand Estimates were established by calculating an average use of 3 times per week roundtrip for every commuter in the market.
- Transit Coverage Factor. A factor of one-third (or 0.35) was established, based on previous demand projection experience and survey overstatement of actual mode split, to account for the limited coverage of express bus services when distributing to the final destination of employment and the likely transfer penalty for those ending their trip on a different mode.
- A passing mark or a "YES" was given to transit service alternatives that met or surpassed the 60% seat utilization threshold.

Figure 26 shows that three express bus services met the screening criteria and show potential for successful performance, these services include:

- **Downtown San Bernardino/Riverside:** Victor Valley to downtown Riverside, stopping at the San Bernardino Transit Mall, Riverside Downtown Terminal and the Riverside Metrolink Station, with distribution via Omnitrans buses, Riverside Transit buses and University of California Riverside shuttles
- **Loma Linda/Redlands:** Victor Valley to Redlands Transit Center with stops at the San Bernardino Transit Mall, the VA Hospital and Loma Linda University and distribution to Redlands University and locations outside downtown via Omnitrans buses
- **Montclair Metrolink Station:** Victor Valley to Montclair Metrolink Station and Transit Center, direct service with no intermediate stops. Distribution is provided by Omnitrans buses and with connections to Foothill Silver Streak service

2.3 Identification of Alternative Strategies

Three alternative strategic approaches have been selected for analysis. Each emphasizes a different approach towards satisfying the long-distance commute needs of Victor Valley residents. They are intended to be progressive, where the county could move from the first to second, and then on to the third, as resources and demand allow. With some modification, each package of services could also be implemented separately.

Strategy 1 continues and expands current transportation initiatives. It includes support for carpooling, vanpool matching, Transportation Demand Management activities, and expansion of park and ride capacity.

Strategy 2 would include each of the strategies identified above and supplement these with three regional express routes linking the Victor Valley with San Bernardino, Riverside, Redlands, and the Montclair Metrolink Station. If implemented independently from Strategy 1, additional park and ride capacity would need to be added.

Strategy 3 would provide more frequent service on the routes identified within Strategy 2, and add several new destinations. It also expands the amount of park and ride capacity within the system.

Each alternative is described more fully below. These are intended to be conceptual alternatives that provide general descriptions of approaches that would address the transportation needs of Victor Valley residents. Each would need further refinement.

Figure 27: Commuter Service Alternatives

	Initiative	Activity
1	Rideshare Matching Vanpool Matching Vanpool Subsidy TDM Activities Park and Ride Expansion	Maintain current program Maintain current program. Institute a aggressive program that encourages employers to subsidize vanpool/transit usage. As the technology becomes available, support and promote casual vanpooling. Provide a \$50 monthly subsidy for all vanpool participants. Maintain current program Expand current Victorville and Hesperia park and ride lots, adding 500 additional stalls. This will be done by adding service parking at the Hesperia lot and leased space at the Victorville lot.
2	Worker Driver (WD) Program Express Small Bus Park and Ride Expansion	To reduce costs, utilize 30 passenger vehicles along with part time operators. Design flex routes that combine 1-3 fixed stops with variable drop-off locations within a defined destination zone. Victorville to Downtown Riverside – 3 trips morning and evening with an intermediate stop at the San Bernardino Transit Center. Victorville to the Redlands Transit Center – 3 trips morning and evening with intermediate stops in San Bernardino and Loma Linda. Victorville to the Montclair Metrolink Station and Transit Center – 3 trips morning and evening with no stops. If done independently of Strategy 1, expand the current Victorville and Hesperia park and ride lots, adding 500 additional stalls.
3	Express Bus Express Small Bus (WD Routes) Park and Ride Expansion	Expanded Operations – Operate the San Bernardino, Riverside and Redlands routes described in Strategy 3 as large-scale express routes, operating on a 30-minute headway. This would provide allow 6 morning and 6 evening trips. Victorville to the Corona Metrolink Station – 3 trips morning and evening with an intermediate stop at Ontario Mills Shopping Center. Victorville to the Ontario Mills Shopping Center – 3 trips morning and evening. If done in conjunction with Strategy 1, the continued expansion of the commute travel market will necessitate a second expansion, again 500 stalls. If done independently of the vanpool improvements identified in Strategy 1, expand the current Victorville and Hesperia park and ride lots, adding 500 additional stalls.

These alternatives include several new approaches to satisfying long-distance commute travel demands, including:

- **Casual Vanpooling.** Traditionally, vanpools have been limited to a regular rider base that sign up in advance, ride almost every day, and pay a monthly fee. This would expand vanpool options to individuals who only ride occasionally. They would reserve space on a van only for the days they intend to ride. Special computer software would search for vans, matching the origin-destination and travel time request to determine whether a seat is available. This concept would require some support staff, new computer software, and the active support of the vanpool providers.
- **Pass Subsidies.** As illustrated in the cost-benefit analysis later in this report, vanpools tend to be the most cost-effective public transportation alternatives. Reducing the customer's cost of vanpooling, as a form of incentive, is a way of cost-effectively encouraging alternate modes. A pass subsidy program would extend the new user subsidy program already in place, making the public subsidy permanent. It could be enacted countywide or conducted as a demonstration project limited to the Victor Valley area.
- An intriguing variation of the pass subsidy concept is an employer matching program, designed to encourage local employers to subsidize vanpool usage. As a means of encouraging vanpool subsidies, SANBAG would match any employer subsidy up to a limit. For example, if an employer provides a \$25 subsidy, SANBAG would match that amount. This may be a strategy for enhancing existing partnerships while expanding the vanpool program's reach.
- **Employer Outreach.** While SANBAG already has an extensive program of employer outreach, the addition of casual vanpooling and pass subsidy programs would place new burdens on this effort. Accordingly, we suggest additional staffing will be needed to keep up with demand.
- **Worker-Driver Buses.** Worker driver routes are a strategy for reducing the cost of long-distance commuter services. Much of the cost of these services is typically associated with deadheading buses over long distances. Because commute traffic is often highly directional, a bus may transport a full load of passengers to their worksite. Then, for the sole reason of getting the operator back to the garage, the bus deadheads back. A few hours later, the bus repeats its deadhead, returning to the employment site where customers are now waiting to return home. It is inefficient and drives up the costs of express services.

Worker-driver services attempt to reduce these costs by using part-time operators who have regular jobs at the destination end of the routes. In this case, the worker-driver operator would pick a bus up at the VVTA maintenance facility, deadhead to the route's starting location, operate the service route and then park at the final destination, leaving the bus parked for the day. Kitsap Transit, in Washington State, operates an extensive worker-driver program to the Bremerton Naval Shipyard and may provide a good resource about how such programs operate.

- **Flex Express Routes.** Deviated fixed route services are common service design strategies for local transit services. They are less common for express services but may be a way to overcome the 'many to many' travel demand pattern described in the previous section. Under a flex express system, major destinations would be noted on schedules and always served by the transit route. Other locations would be served on demand. In

the morning, a customer would simply ask the operator to deviate to the 'off route' stop. In the afternoon, he/she would need to call in, asking the operator for the deviated service.

These concepts are offered as a way of starting a conversation about which non-traditional public transportation options may be appropriate for the Victor Valley.

Consideration of Commuter Rail Service

Recognizing that commuter rail service has significant appeal to Victor Valley residents, the project team performed a conceptual review of the likely costs and patronage associated with commuter rail service linking Victorville with San Bernardino.

This service would likely entail significant capital costs. Assuming that a one-way trip via commuter rail would take about 74 minutes, a minimum of two complete train sets would be required. If purchased new, the locomotives would cost about \$4.5 million each, with an additional \$1.3 million for rail cars. Together, two train sets consisting of an engine and two cars each would cost about \$14.2 million. In addition, the operating authority would need to secure operating rights from the rail operator, which would likely entail additional costs.

Commuter rail operating costs are typically measured in terms of the cost of operating a single rail car for one hour. During 2007, the four commuter rail services operating in California experienced an average cost of \$507.58 per rail car hour. Accordingly, a two car train operating from Victorville to San Bernardino, a trip that Amtrak schedules to take 74 minutes, would entail about \$1,250 daily operating cost. If 50 people rode, the operating cost per rider would be about \$25.

A final consideration about commuter rail is the travel time. As noted above, Amtrak schedules 74 minutes for the trip from Victorville to San Bernardino. The same trip can be accomplished by private auto in about 38 minutes. Adding to the inconvenience, because Metrolink does not plan to extend its services to Victorville, continuing rail passengers would be compelled to transfer trains. Most people going to destinations in and around San Bernardino would need to transfer to local buses. All this would make the service very inconvenient, likely reducing its market potential to a point where it would prove extremely difficult to attract 50 riders per train. For all these reasons – relatively high cost combined with long travel times – the project team does not consider commuter rail to be a viable short-term service option unless significant track improvements, aimed at decreasing travel times, are undertaken.

2.4 Cost Benefit Analysis

Demand Estimates

Each component of the three service alternatives outlined above was evaluated to determine likely patronage that would result from its implementation. The table below summarizes the conclusions of that analysis.

Figure 28: Patronage Impacts of Alternatives

Initiative	Total Market	Existing Patronage	Added Market from Initiative
Strategy 1 Alternatives			
Expanded Vanpool Matching	6,226*	3,190	3,036
Vanpool Subsidy			
Strategy 2 Alternatives			
Victorville to Riverside WD Express	551	0	150 ²
Victorville to Redlands WD Express	489	0	150 ²
Victorville to Montclair WD Express	658	0	150 ²
Strategy 3 Alternatives			
Victorville to Riverside Full Express	551	231	166
Victorville to Redlands Full Express	489	205	147
Victorville to Montclair Full Express	658	276	198
Victorville to Corona Metrolink WD Express	367	0	154
Victorville to Ontario Mill Center WD Express	230	0	96

Notes:

Expansion of park and ride capacity, while not listed separately, would be an essential component of most individual strategies.

As express buses are implemented, there will likely be some movement away from vanpools and rideshare options. These have not been estimated.

Total demand based upon the estimates contained in Figure 24.

Vanpool market estimates have been doubled in this table to account for total daily trip making, where one morning and one evening trip is assumed. This is done to allow comparison with estimates of transit patronage.

* These values have been limited to reflect the number of seats available on the smaller vehicles to 80% of seated capacity.

Fixed route cost estimates

The table below summarizes the likely operating costs associated with the fixed route services that were outlined in each of the strategies. The last column on the form, titled 'Cost Above Strategy 2' is the amount of additional cost above Strategy 2 that would be needed to implement the Strategy 3 service levels (more frequent service combined with the routes' operation as traditional express, not worker driver route).

Figure 29: Patronage Impacts of Alternatives

	One-Way Travel Time	Daily Trips	Daily Revenue Hours	Non-Revenue Service	Daily Service Hours	Annual Service Hours	Annual Cost	Cost Above Strategy 2
Worker Driver Routes								
Riverside Downtown Terminal	1.03	6	6.20	0.93	7.13	1,818	\$ 108,875	
Redlands TC (Mall)	1.00	6	6.00	0.90	6.90	1,760	\$ 105,363	
Montclair Metrolink	1.07	6	6.40	0.96	7.36	1,877	\$ 112,387	
Corona	1.15	6	6.90	1.04	7.94	2,023	\$ 121,167	
Ontario Mills	1.05	6	6.30	0.95	7.25	1,847	\$ 110,631	
Full Express Routes								
San Bernardino Transit Mall	0.82	12	9.80	7.84	17.64	4,498	\$ 269,363	\$ 160,488
Riverside Downtown Terminal	1.03	12	12.40	9.92	22.32	5,692	\$ 340,826	\$ 235,463
Redlands TC (Mall)	1.00	12	12.00	9.60	21.60	5,508	\$ 329,832	\$ 217,445

A number of assumptions were employed in developing these operating cost estimates. They include:

- Travel times are based upon drive time estimates contained in Google Maps.
- Worker driver routes assume that services will be operated by individuals working at or near the destination location, as described earlier. This analysis assumes that non-revenue hours will comprise 15% of daily revenue hours.
- Non-revenue hours (time buses are not in revenue service, primarily going to and from the garage) will be 80% of daily revenue hours (the time buses are in passenger service) on traditional express services.
- All express services will operate on weekdays only.
- Operating costs will total \$59.88 per total service hour, VVTA's average operating cost per service hour in 2007 (NTD number), for all express services. Service hours include both revenue and non-revenue hours.
- Strategy 1 includes one additional employee who will be retained by SANBAG to solicit employer subsidies for the vanpool program and to support casual vanpooling. While both initiatives would support multi-modal transportation efforts countywide, they would significantly benefit the Victor Valley efforts and are accordingly included in these estimates. We estimate that the salary, benefits, and associated administrative costs of this position would be approximately \$100,000 per year.
- Strategy 1 also includes a \$50 per month subsidy for vanpools. This could be done as a match to participating employers (our recommended approach) or as a subsidy to individuals. While such a program would need to be implemented countywide, the maximum cost associated with Victor Valley is illustrated below.

Total Victor Valley Vanpool Market (See Figure 24)	3,113
Monthly Subsidy	\$50
Annual Program Cost (Maximum for Identified Market)	\$1,867,100

- This estimate does likely represent a maximum program cost, and could be reduced through program eligibility requirements or employer participation in the subsidy.

Capital cost estimates

- Vehicle Requirements – Given the limited demand on some corridors, it may be possible to reduce some capital costs by utilizing a smaller capacity vehicle. In doing this, SANBAG will need to trade off the capacity, service reliability, and relative comfort of a larger vehicle against the cost savings associated with a smaller vehicle. Similarly, while used buses would entail short-term savings, they would not have the life expectancy of a new bus. Taking these factors into consideration, buses of differing capacity, road worthiness, and life expectancy could be purchased for between \$75,000 and \$550,000. This analysis assumes that SANBAG will employ standard transit 30 or 35 foot vehicles with a 30-person capacity. We estimate the cost to be about \$375,000 per bus.

Strategy 1 Costs - \$0

Strategy 2 Costs – (9 needed for service plus 2 spares) - \$4,125,000

Strategy 3 Costs above those identified in Strategy 2 – (15 plus 2 spares) - \$6,373,000

Thus, full implementation of Strategy 3 would cost about \$10.5 million.

- Anticipated capital facilities – The other major capital cost that any commuter program will need to consider is expanded park and ride facilities. Occasionally, transit agencies are willing and able to grade and sign excess right of way, calling it a park and ride facility with almost no cash outlay. At the other extreme, new structured park and ride capacity can easily cost \$35,000 per stall. Without performing a full scale market analysis, there is no way to determine where Victor Valley will fall on this continuum.

For bus operations, long-term operational efficiencies will be served if existing park and ride facilities are expanded rather than constructing new facilities at other locations. No matter how convenient, there is always a cost associated with deviating services into the facility and waiting while passengers board. These costs can quickly dwarf the capital costs associated with adding onto an existing lot. (These considerations do not apply as strongly to vanpool and rideshare services.)

This analysis assumes that additional park and ride capacity can be developed for about \$10,000 per stall. That may be accomplished by the purchase and development of parcels adjacent to one of the three existing lots in Victor Valley or by securing a long-term lease. (The lease cost would work out to about \$42 per stall per month.)

- Equipment and amenities – Strategy 1 includes development and promotion of casual vanpooling. While software to facilitate this approach is still being developed, and no pricing has yet been announced, we estimate it will cost roughly \$200,000.

Figure 30 below summarizes project capital costs by strategy.

Figure 30: Capital Costs

	Strategy 1	Strategy 2	Strategy 3
Buses		\$ 4,125,000	\$ 6,373,000
Vehicle Life (Years)		15	15
Cost per Year		\$ 275,000	\$ 424,867
Park-and-Ride Expansion	\$ 5,000,000		\$ 5,000,000
Projected Facility Life (Years)	20		20
Cost per Year	\$ 250,000		\$ 250,000
Casual Vanpooling Software	\$ 200,000		
Projected Life of Software	\$ 6		
Cost per Year	\$ 33,333		
Total Projected Capital Costs	\$ 283,333	\$ 275,000	\$ 674,867
Cumulative Annual Costs (All Phases)	\$ 283,333	\$ 558,333	\$ 1,233,200

The final table summarizes the estimated annual cost per additional one-way trip provided under each strategy. It suggests that the vanpool measures contained within Strategy 1 would likely be the most cost-effective strategies. Because of their lower cost structure, the express small bus measures identified in Strategy 2 would cost somewhat more. Traditional express services appear to be the most expensive.

Figure 31: Cost per Rider

	Strategy 1	Strategy 2	Strategy 3
Express Bus Services		\$ 300,284	\$ 871,534
Employer Outreach Coordinator	\$ 100,000		
Vanpool Subsidy	\$ 1,867,100		
Capital Costs	\$ 283,333	\$ 275,000	\$ 674,867
Total Annual Costs (Single Strategy)	\$ 2,250,433	\$ 575,284	\$ 1,546,401
Total Annual Costs (All Strategies)	\$ 2,250,433	\$ 2,825,717	\$ 4,372,118
Patronage (One-Way Trips)			
Vanpools	3,036		
Express Bus Services		450	761
Annual Cost per New One-Way Trip	\$ 741.25	\$ 1,278.41	\$ 2,032.06

If the express bus strategies considered in strategies 2 and 3 are considered together, the annual cost per new one-way trip is \$1473. In short, vanpool strategies appear to be the most cost effective strategy that was considered.

2.5 Evaluation of Alternative Strategies

As noted at the beginning of the last section, the three outlined strategies are intended to illustrate the way that several improvements might be combined to generate significant shifts in commute patterns. At the same time, most of the measures they contain could also be implemented individually, or the strategies could be combined to provide a mix of transportation needs, each designed to address different commuter needs.

The cost-benefit analysis clearly suggests that vanpool strategies will be the most cost-effective service option. Their relatively low cost structure more than compensates for the costs of a subsidy program, even if a majority of subsidy costs would reimburse existing riders. The market analysis also suggests that the pool of likely vanpool riders is larger than the pool of likely transit patrons (3,596 potential vanpool patrons compared to 2,498 potential transit), meaning that more SOV trips reductions are possible through vanpool strategies.

Still, the likely transit market is substantial, if dispersed over the entire metropolitan region. The visibility and market acceptance of regional express bus services provides clear long-term benefits, even if they are difficult to quantify. While costly, a program that combines vanpool with regional express bus services clearly has the greatest long-term ridership generation potential.

The popularity of the three Victor Valley park and ride facilities illustrates the importance of added park and ride capacity. Before any meaningful vanpool or transit improvements are undertaken, expanded park and ride capacity will be essential. As such, this should be the first priority in any long distance commuter transportation program. Without such capacity, the prospects for any express bus or vanpool program will be limited.

Chapter 3. Community Outreach Plan

3.1 Introduction

The Victor Valley region is large, with commuters spread out across a sizeable area. Many workers are long distance commuters who spend considerable travel time in the car, leaving limited hours for other activities during the work week. Given that commuters are not well concentrated and likely have little availability for in-person public participation in a planning process, we project that more traditional community forums would suffer very low rates of participation. Because the cost to coordinate and administer such efforts is high, regardless of attendance, the public involvement effort for this project is focused on a more effective web-based approach that will reach more people at times and places that are convenient for them. Effective community outreach should aim for maximum opportunity in disseminating public information and gathering public comment. To achieve this, a combination of efforts is more effective than any one method.

Accordingly, this public outreach effort will utilize dissemination of a fact sheet that contains project information and website addresses, a simple web page, Survey Monkey, and, potentially a simple on-line discussion forum. This chapter will explore the web-based strategy in greater depth and discuss additional options that could be employed if resources are available.

3.2 Outreach Strategy

The strategy includes creating a fact sheet for public dissemination of project information, website addresses, a Survey Monkey questionnaire, and potentially a simple on-line discussion forum. Note that the drawback of this strategy is that it assumes a good level of computer literacy and computer access within the community to be successful. The strategy will be a challenge for anyone with low literacy and lack of English proficiency. Many people commuting outside the Victor Valley area do not work with computers at their place of employment, and although they may have access to a computer at home, they may not have enough time in their daily routines to surf the web for information on the plan or to respond to even the most rudimentary on-line survey.

The plan is to launch the public involvement effort in early September. The site will be active and maintained throughout the month of September. As with past experiences, we expect the most responses to occur within the two weeks. Note that early September is a tentative date and may be pushed back if issues arise that need resolution prior to launch.

Web Page

A special URL will be purchased for the project, www.victorvalleycommute.com, and hosted through a third party. The web page would be simple and contain the following:

- **Home page:** Basic description of the project, project sponsors, timeline, etc.
- **Downloads:** Here we would have a very brief description of each tech memo and a link to a downloadable PDF.
- **Scenarios:** Here we would have a brief description of each scenario and a map (all in HTML). At the bottom of the page, we would ask people to respond to each scenario by taking the survey (link to Survey Monkey, see below)

- **Contact: (optional)** A feature that would include a name and e-mail address that can be contacted for more information.
- **Discussion Forum: (optional).** There is a forum feature through the hosting company which is being investigated. Alternatively, could create a link to a new blog using Blog Spot (www.blogger.com), which is totally free and pretty easy to set up.

It is assumed the member cities, VVTA, and San Bernardino County would have links to the website prominently placed on each of their respective home pages.

Survey Monkey

On the “scenarios” tab there will be a link to the Survey Monkey questionnaire. Survey Monkey is a free web-based survey service. Nelson\Nygaard will provide the domain that will host the Survey Monkey questionnaire.

On the survey pages participants will answer a number of questions related to their opinions of long distance commute alternatives we specify as well as details of their personal commute patterns. The format will consist of multiple-choice questions. Where appropriate, there may be fill-in the blank at the end for additional feedback, but that will be minimized as to allow for quicker data collection and analysis. While the survey design has not yet been designated, it will take no longer than 5-10 minutes to complete.

We will require responders to establish a password and will restrict responses by IP address to a maximum of two people (allowing up to two people per household), thus preventing one person from responding more than once to further a particular agenda.

Our target is to have 400 total responses to the survey. We expect about 250 in the first week.

Advertising Web Page & Survey Monkey

To alert and advise the community of the web page, we will need to disseminate information containing a link to the website. This is the critical piece of our outreach effort. Because the website will be active and maintained for a limited period, it is important that distribution of the website information is timely and not delayed – and sent to as many people as possible.

Below we identify two methods in which such a campaign can be carried out.

Fact Sheet

The fact sheet explains the project, goals, and provides information on how to access the project website. The fact sheet is intended to do the following:

- Explain the purpose and goals of the study.
- Reach out specifically to long distance commuters traveling outside the Victor Valley area.
- Include a small graphic, such as a map and SANBAG / VVTA logos.
- Enumerate the alternative program solutions we propose based on initial community outreach efforts and other project research.

- Solicit feedback, telling community members their input is critical.
- List the various methods by which they may give feedback.
- Provide the deadline for giving feedback.
- Include a phone number and/or email for questions (optional).

The fact sheet will be printed, likely black and white, double-sided on letter size paper. The fact sheet will be distributed to the public. This is a challenging and time consuming component for any outreach plan. Our suggestions combine electronic and non-electronic distribution:

- Distribute printed fact sheet to, city halls, libraries, human service organizations, job training agencies, and major employers. Ask that major employers distribute the flier to all employees via e-mail (a pdf version will be provided for electronic distribution) .
- Send printed fact sheet to municipalities and ask they include it in newsletters, energy bills, and other regular notices.
- Put printed fact sheet on all cars in the three Victor Valley park and ride lots.
- Post an electronic fact sheet message on Craig's List.
- Email an electronic fact sheet to the Victor Valley Stakeholder list. Ask that they forward the flier to all their contacts and employees.

We anticipate assistance from SANBAG, and VVTA staff in distribution of the flier throughout the community.

Submit Small Newspaper Article or Press Release

In addition to the Fact Sheet, Nelson\Nygaard or SANBAG or VVTA will also submit a press release to local newspapers. The text would include information from the fact sheet. In previous and similar projects, such efforts have proven to generate 1,000 responses within 24 hours. That, of course, depends on the circulation and frequency of the newspaper. The *Victorville Daily Press*, *Hesperia Star*, *Lucerne Valley Leader*, *Desert Dispatch*, *The Review*, *El Mojave*, and Victor Valley Community College *RamPage* are all good options. The *Victorville Daily Press* is a daily paper, the *RamPage* is semi-monthly, and the rest are issued weekly. However, there is no guarantee when and if the release will be published.

Fact Sheet Content DRAFT

Are you a long distance commuter?

The San Bernardino County Association of Governments (SANBAG) and the Victor Valley Transit Authority (VVTA) are exploring commute alleviation strategies for Victor Valley residents who go to work 'down the hill' in the San Bernardino Valley, Riverside, Los Angeles, Orange, or San Diego Counties.

About one-half of all workers in the Victor Valley area go to work 'down the hill' at employment sites that are at least 40 miles away – with many people traveling more than 100 miles each way, every day to work in downtown Los Angeles, Orange County, or San Diego County. Most people going 'down the hill' drive their cars alone contributing to congestion in the I-15 corridor and the Cajon Pass, but most importantly spending a big portion of their day commuting and away from their families, which affects the quality of life and strength of our Valley communities.

If you are commuting outside the Victor Valley, traveling long distances for work, and wish there were other options for your daily commute; we want to hear from you!

We Need Your Input!

The information you provide will help us determine which strategies are best for future investment in transportation infrastructure and commute options for the Victor Valley

Examples of Alternative Commute Options in the Victor Valley

There are a variety of strategies and investment programs that could be implemented to improve your commute, these include:

- New park and ride facilities
- Vanpool and Carpool formation support and subsidies
- Cash incentives through your employer for not driving alone
- Express Bus service

What do you think is best for the Victor Valley and your community?

We have put together a list of potential programs to improve your commute. These programs are based on current commute conditions and locations of employment. We want to evaluate our ideas with you, so we can make the right decision for the Victor Valley community.

We have created a web page where you can get information about the study, provide your comment and thoughts, and evaluate our programs by filling out a brief on-line survey.

Please visit:

www.VictorValleyCommute.com

If you have further questions or would like more information about our study, please contact a project representative at 1-800-000-0000 or send an email to info@XXXX.

Many thanks for taking the time to participate and provide your input!

APPENDIX D

WEBSITE, PUBLIC OUTREACH AND INTERNET SURVEY

Appendix D. Website, Public Outreach and Internet Survey

Website Mock-up



Press Release

News from SANBAG



San Bernardino Associated Governments ■ 1170 W. 3rd Street, 2nd Floor ■ San Bernardino, CA 92410-1715
■ www.sanbag.ca.gov ■ Contact: Jane Dreher, Public Information Officer ■ (909) 884-8276

October 6, 2009– For immediate release

SANBAG Launches Victor Valley Commute Website

San Bernardino Associated Governments (SANBAG) is exploring commute improvement ideas for Victor Valley residents who work 'down the hill' in San Bernardino, Riverside, Los Angeles, Orange, or San Diego Counties.

Details on alternatives under consideration and background about the project are available on the project website:
www.VictorValleyCommute.com.

The website also includes an on-line survey and a chat room where people can share thoughts with the project team and others interested in the project.

About one-half of all workers in the Victor Valley area work at employment sites that are at least 40 miles away – with many people traveling more than 100 miles each way. Many people who make this commute drive their cars through congestion on the I-15 corridor and Cajon Pass. For commuters, this often means spending a big portion of their day away from family and home, affecting quality of life and the strength of Victor Valley communities.

The project has been guided by a steering committee consisting of SANBAG, the four member cities in the Victor Valley (Victorville, Adelanto, Hesperia and the Town of Apple Valley), as well as representatives from the Victor Valley Transit Authority (V VTA) and San Bernardino County.

Three alternative approaches to meet the daily needs of long distance commuters have been selected for further analysis. Each alternative, or strategy, emphasizes a different approach toward satisfying the long-distance commute needs of Victor Valley residents. The strategies are intended to be progressive, where the county could move from the first to second, and then on to the third, as resources become available and demand is appropriate to the service. The strategies range from strengthening current efforts at supporting ridesharing activities to implementation of express bus services to selected locations.

For more information about the strategies under consideration and background on the project, please visit
www.VictorValleyCommute.com.

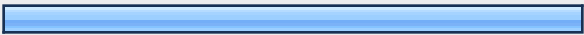

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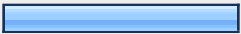
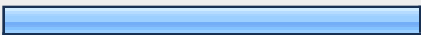
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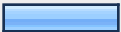







Results of On-line Survey












Verbatim open ended questions 15, 17 and 19 are at the end of the summary

Victor Valley Commuter Needs Survey

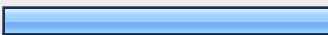
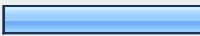



1. For the purpose of this survey, the Victor Valley is the high desert Cities of Victorville, Apple Valley, Adelanto, Hesperia, and the surrounding communities. Do you work outside the Victor Valley?			
		Response Percent	Response Count
Yes		89.4%	381
No		10.6%	45
<i>answered question</i>			426
<i>skipped question</i>			0

2. In a typical week do you use different ways to reach work (drive, ride the bus, carpool, etc.)?			
		Response Percent	Response Count
Yes		36.1%	128
No		63.9%	227
<i>answered question</i>			355
<i>skipped question</i>			71


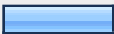
3. Please list all the ways you use in a typical week:			
		Response Percent	Response Count
Drive alone		81.7%	304
Ride motorcycle		2.7%	10
Carpool with friend or family member		17.5%	65
Carpool with coworker		18.8%	70
Vanpool with coworkers		8.3%	31
Vanpool with unrelated group of people		3.0%	11
Bus (VVTA, Omnitrans, Metro, other)		5.6%	21
Commuter Rail (Metrolink)		8.3%	31
Other (bicycle, walk)		0.8%	3
Tele-commute/work from home		2.7%	10
	answered question		372
	skipped question		54



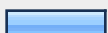




4. Please tell us how you commute to work on the day you chose: (choose only one)			
		Response Percent	Response Count
I use more than one ways to commute in a typical day		7.6%	31
Drive alone		60.5%	247
Ride motorcycle		0.7%	3
Carpool with friend or family member		7.1%	29
Carpool with coworker		11.3%	46
Vanpool with coworkers		5.4%	22
Vanpool with unrelated group of people		2.0%	8
Bus (VVTA, Omnitrans, Metro, other)		3.2%	13
Commuter Rail (Metrolink)		1.5%	6
Other (bicycle, walk)		0.5%	2
Tele-commute/work from home		0.2%	1
	answered question		408
	skipped question		18



5. You indicated you use more than one way to commute to work in a typical day. Please tell us about your trip to work, when you leave your home do you typically?
(choose only one)






		Response Percent	Response Count
Drive alone		50.0%	15
Ride motorcycle		0.0%	0
Carpool with friend or family member		30.0%	9
Carpool with coworker		0.0%	0
Vanpool with coworkers		0.0%	0
Vanpool with unrelated group of people		0.0%	0
Bus (VFTA, Omnitrans, Metro, other)		6.7%	2
Commuter Rail (Metrolink)		10.0%	3
Other (bicycle, walk)		3.3%	1
Tele-commute/work from home		0.0%	0
		answered question	30
		skipped question	396

6. After that do you switch to another way to commute?











		Response Percent	Response Count
Yes		83.3%	25
No		16.7%	5
		answered question	30
		skipped question	396

7. What way to you switch to? (Choose only one)			
		Response Percent	Response Count
Drive alone		3.7%	1
Ride motorcycle		0.0%	0
Carpool with friend or family member		7.4%	2
Carpool with coworker		0.0%	0
Vanpool with coworkers		14.8%	4
Vanpool with unrelated group of people		3.7%	1
Bus (VVTa, Omnitrans, Metro, other)		14.8%	4
Commuter Rail (Metrolink)		51.9%	14
Other (bicycle, walk)		3.7%	1
Tele-commute/work from home		0.0%	0
answered question			27
skipped question			399











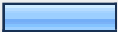
8. On your trip to work do you use a third way, as well?			
		Response Percent	Response Count
Yes		60.0%	15
No		40.0%	10
answered question			25
skipped question			401






9. You indicated that on your trip to work on a typical day you use a third way to reach work, what would that be? (Choose only one)			
		Response Percent	Response Count
Drive alone		0.0%	0
Ride motorcycle		0.0%	0
Carpool with friend or family member		6.3%	1
Carpool with coworker		12.5%	2
Vanpool with coworkers		6.3%	1
Vanpool with unrelated group of people		0.0%	0
Bus (VVTA, Omnitrans, Metro, other)		68.8%	11
Commuter Rail (Metrolink)		6.3%	1
Other (bicycle, walk)		0.0%	0
Tele-commute/work from home		0.0%	0
	<i>answered question</i>		16
	<i>skipped question</i>		410















10. In which County do you work? (Choose only one)			
		Response Percent	Response Count
San Bernardino County	<div><div></div></div>	62.1%	252
Riverside County	<div><div></div></div>	7.4%	30
Los Angeles County	<div><div></div></div>	21.9%	89
Orange County	<div><div></div></div>	4.9%	20
I work in many different locations	<div><div></div></div>	2.2%	9
I work in an area that is not listed	<div><div></div></div>	1.5%	6
	<i>answered question</i>		406
	<i>skipped question</i>		20

11. In which area of San Bernardino County do you work?			
		Response Percent	Response Count
Victor Valley (Adelanto, Apple Valley, Hesperia or Victorville)		15.1%	38
San Bernardino/Highland		41.7%	105
Redlands/Loma Linda		7.9%	20
Fontana/Rialto/Colton		9.5%	24
Rancho Cucamonga/Ontario		15.5%	39
Chino/Chino Hills		0.4%	1
Upland/Montclair		2.8%	7
Barstow/Fort Irwin		3.6%	9
Yucaipa		0.0%	0
Mountain Communities		0.8%	2
Other (please specify)		2.8%	7
	answered question		252
	skipped question		174

12. In which area of Riverside County do you work?			
		Response Percent	Response Count
Riverside	<div><div></div></div>	70.0%	21
Moreno Valley	<div><div></div></div>	6.7%	2
Mira Loma	<div><div></div></div>	10.0%	3
Corona/Norco	<div><div></div></div>	6.7%	2
Perris/Hemet/Sun City	<div><div></div></div>	3.3%	1
Temecula/Murrieta		0.0%	0
Banning/Beaumont		0.0%	0
Coachella Valley		0.0%	0
Other (please specify)	<div><div></div></div>	3.3%	1
	answered question		30
	skipped question		396

13. In which area of Los Angeles County do you work?			
		Response Percent	Response Count
Downtown Los Angeles		20.2%	18
North San Gabriel Valley (I-210 Freeway Corridor)		11.2%	10
South San Gabriel Valley (I-10/SR 60 Freeway Corridors)		9.0%	8
Palmdale/Lancaster/Santa Clarita		2.2%	2
San Fernando Valley/Pasadena/Glendale		9.0%	8
Santa Monica/West Los Angeles/Hollywood		9.0%	8
South/Central Los Angeles		3.4%	3
LAX/South Bay		11.2%	10
Gateway Cities (i.e. Vernon, Commerce, Industry, Montebello, Downey, Norwalk)		6.7%	6
San Pedro/Carson/Wilmington		1.1%	1
Other (please specify)		16.9%	15
		answered question	89
		skipped question	337

14. In which area of Orange County do you work?			
		Response Percent	Response Count
North Orange County (La Habra, Fullerton, Anaheim, Placentia)		45.0%	9
Santa Ana/Tustin/John Wayne Airport		20.0%	4
Irvine Triangle/Lake Forest		25.0%	5
South Coast (Cypress, Westminster, Huntington Beach, Costa Mesa)		5.0%	1
South Orange County (Laguna Beach, Mission Viejo, San Juan Capistrano)		0.0%	0
Other (please specify)		5.0%	1
	<i>answered question</i>		20
	<i>skipped question</i>		406

15. Which of these sectors better describe your job?			
		Response Percent	Response Count
Government		34.1%	137
Financial, Real Estate, and Professional Services		8.2%	33
Retail		3.5%	14
Mobile Sales		0.0%	0
Construction		3.5%	14
Education		11.4%	46
Scientific and Research		1.7%	7
Health and Mental Services		9.2%	37
Hotel/Restaurant/Hospitality		0.7%	3
Industrial and Manufacturing		5.5%	22
Warehousing and Distribution		3.5%	14
Household and Janitorial Services		0.7%	3
Transportation (trucking, airport, railroad, transit, etc.)		6.2%	25
Military (enlisted and civilian)		1.5%	6
Other (please specify)		10.2%	41
	answered question		402
	skipped question		24

16. Please score the likelihood of switching to a different way to reach work (1 = least likely, 5 = most likely) for each of the following transportation programs:							
	Least likely				Most likely	Rating Average	Response Count
More parking spaces available at the existing Victor Valley park and rides lots** to allow you to access carpool, vanpool, and/or express bus services (future possibility) going where you work	28.3% (109)	10.9% (42)	16.6% (64)	16.4% (63)	27.8% (107)	3.04	385
	<i>answered question</i>						385
	<i>skipped question</i>						41

17. If none of the current Park and Ride locations are attractive to you, is there a location in the Victor Valley where you think a Park and Ride should be developed? Please describe that location or provide cross streets and city.		
		Response Count
		87
	<i>answered question</i>	87
	<i>skipped question</i>	339

18. Please score the likelihood of switching to a different way to reach work (1 = least likely, 5 = most likely) for each of the following transportation programs:							
	Least likely				Most likely	Rating Average	Response Count
A cash incentive, \$2 daily, for not driving alone	34.8% (120)	15.7% (54)	18.0% (62)	13.9% (48)	17.7% (61)	2.64	345
A cash incentive, \$4 daily, for not driving alone	22.3% (78)	9.7% (34)	15.4% (54)	16.0% (56)	36.6% (128)	3.35	350
A flexible carpool or vanpool arrangement (for example: to ride at different times of day, or to ride less than 5 times per week)	23.7% (82)	10.4% (36)	18.8% (65)	18.8% (65)	28.3% (98)	3.18	346
A vanpool monthly membership subsidy, \$50 per month	24.1% (82)	14.4% (49)	22.1% (75)	19.4% (66)	20.0% (68)	2.97	340
A vanpool monthly membership subsidy, \$100 per month	25.5% (87)	11.4% (39)	16.1% (55)	17.0% (58)	29.9% (102)	3.14	341
A transit pass subsidy, \$50 per month, for bus or rail	31.4% (104)	15.4% (51)	17.2% (57)	15.7% (52)	20.2% (67)	2.78	331
A transit pass subsidy, \$100 per month, for bus or rail	31.8% (107)	11.6% (39)	15.4% (52)	13.9% (47)	27.3% (92)	2.93	337
Express bus services available to Downtown San Bernardino	47.5% (162)	10.0% (34)	11.7% (40)	8.8% (30)	22.0% (75)	2.48	341
Express bus services available to Downtown Riverside	65.1% (213)	9.2% (30)	9.5% (31)	5.5% (18)	10.7% (35)	1.87	327
Express bus services available to other employment centers in the San Bernardino Valley such as Redlands or Loma Linda	56.5% (186)	11.6% (38)	8.2% (27)	8.5% (28)	15.2% (50)	2.14	329
Express bus services available to connect with Metrolink service (in San Bernardino) going to Los Angeles or Montclair	49.6% (168)	6.8% (23)	8.8% (30)	8.8% (30)	26.0% (88)	2.55	339
Express bus services available to connect with Metrolink service in San Bernardino, Riverside or Corona going to Orange County	57.1% (189)	8.2% (27)	10.3% (34)	8.8% (29)	15.7% (52)	2.18	331
Express bus services available to							

industrial, warehousing and distribution centers in Ontario, Mira Loma, and other locations	58.9% (196)	8.1% (27)	11.7% (39)	6.0% (20)	15.3% (51)	2.11	333
Ability to change your start and end work schedules, if offered by your employer	31.8% (107)	10.4% (35)	14.9% (50)	14.9% (50)	28.0% (94)	2.97	336
Tele-commute /work from home one or two times a week if offered by your employer	26.5% (90)	3.8% (13)	7.7% (26)	13.6% (46)	48.4% (164)	3.53	339
If you were ridesharing, a program to provide a ride home in case of family or other emergency	17.1% (58)	6.8% (23)	13.2% (45)	17.9% (61)	45.0% (153)	3.67	340
There was a charge, \$100 per month, for parking at your site of employment	52.0% (173)	9.9% (33)	11.1% (37)	7.2% (24)	19.8% (66)	2.33	333
There was a charge, \$150 per month, for parking at your site of employment	52.9% (176)	8.1% (27)	8.4% (28)	7.5% (25)	23.1% (77)	2.40	333
Preferred parking was provided for those who vanpool or carpool at your site of employment	38.8% (130)	10.7% (36)	17.3% (58)	9.9% (33)	23.3% (78)	2.68	335
	answered question						377
	skipped question						49



19. Do you have other idea for commute alternatives or incentive programs? Please specify:		
		Response Count
		190
	answered question	190
	skipped question	236


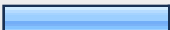
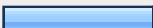

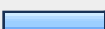

20. If that program was available how likely would you be to change your way of getting to work.							
	Least likely				Most likely	Rating Average	Response Count
(Choose only one)	8.2% (24)	3.7% (11)	9.5% (28)	17.7% (52)	60.9% (179)	4.19	294
	<i>answered question</i>						294
	<i>skipped question</i>						132


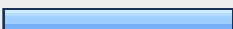
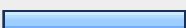

21. If gas prices were to increase to \$5 a gallon, would you reconsider any of the commute alternatives described below?							
	Not at all likely				Very likely	Rating Average	Response Count
Commute more often using a rideshare or transit option. (use scale of not at all likely to very likely as per pervious section)	14.3% (50)	8.6% (30)	14.6% (51)	16.9% (59)	45.7% (160)	3.71	350
Telecommute or use a flexible work schedule. (use scale of not at all likely to very likely as per pervious section)	20.8% (71)	7.0% (24)	14.6% (50)	17.3% (59)	40.4% (138)	3.49	342
Move my home closer to my work. (use scale of not at all likely to very likely as per pervious section)	57.3% (196)	11.1% (38)	9.1% (31)	7.6% (26)	14.9% (51)	2.12	342
Try to find work closer to my current home. (use scale of not at all likely to very likely as per pervious section)	42.9% (148)	10.4% (36)	13.9% (48)	14.5% (50)	18.3% (63)	2.55	345
I would not change my commute habits. (use scale of not at all likely to very likely as per pervious section)	30.2% (102)	13.9% (47)	28.7% (97)	10.4% (35)	16.9% (57)	2.70	338
	<i>answered question</i>						365
	<i>skipped question</i>						61

22. If gas prices were to increase to \$5 a gallon, would you reconsider any of the commute alternatives described below?							
	Not at all likely				Very likely	Rating Average	Response Count
Commute more often using a rideshare or transit option. (use scale of not at all likely to very likely as per pervious section)	15.1% (49)	7.1% (23)	17.0% (55)	17.3% (56)	43.5% (141)	3.67	324
Telecommute or use a flexible work schedule. (use scale of not at all likely to very likely as per pervious section)	24.2% (77)	6.9% (22)	14.8% (47)	13.8% (44)	40.3% (128)	3.39	318
Move my home closer to my work. (use scale of not at all likely to very likely as per pervious section)	57.0% (180)	11.7% (37)	9.5% (30)	6.6% (21)	15.2% (48)	2.11	316
Try to find work closer to my current home. (use scale of not at all likely to very likely as per pervious section)	41.2% (129)	10.5% (33)	17.3% (54)	10.9% (34)	20.1% (63)	2.58	313
I would not change my commute habits. (use scale of not at all likely to very likely as per pervious section)	35.4% (111)	9.6% (30)	27.4% (86)	9.6% (30)	18.2% (57)	2.66	314
	answered question						333
	skipped question						93

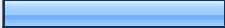













23. If gas prices were to increase to \$6 a gallon, would you reconsider any of the commute alternatives described below?							
	Not at all likely				Very likely	Rating Average	Response Count
Commute more often using a rideshare or transit option. (use scale of not at all likely to very likely as per pervious section)	13.9% (46)	5.1% (17)	12.3% (41)	14.5% (48)	54.2% (180)	3.90	332
Telecommute or use a flexible work schedule. (use scale of not at all likely to very likely as per pervious section)	23.0% (73)	5.4% (17)	11.7% (37)	10.1% (32)	49.8% (158)	3.58	317
Move my home closer to my work. (use scale of not at all likely to very likely as per pervious section)	53.5% (174)	9.2% (30)	8.0% (26)	8.9% (29)	20.3% (66)	2.33	325
Try to find work closer to my current home. (use scale of not at all likely to very likely as per pervious section)	40.4% (129)	8.2% (26)	13.8% (44)	13.5% (43)	24.1% (77)	2.73	319
I would not change my commute habits. (use scale of not at all likely to very likely as per pervious section)	37.3% (119)	8.8% (28)	22.6% (72)	11.0% (35)	20.4% (65)	2.68	319
	answered question						344
	skipped question						82

24. What is your gender?			
		Response Percent	Response Count
Female		56.9%	205
Male		43.1%	155
	answered question		360
	skipped question		66

25. What is your age group?			
		Response Percent	Response Count
16 to 24 years old		5.0%	18
25 to 34 years old		25.1%	91
35 to 44 years old		22.6%	82
45 to 54 years old		28.7%	104
55 to 64years old		15.4%	56
65 years old or more		3.3%	12
		<i>answered question</i>	363
		<i>skipped question</i>	63

26. What is your annual household income?			
		Response Percent	Response Count
\$30,000 or less		12.7%	45
\$30,000 to \$60,000		34.9%	124
\$60,000 to \$90,000		27.9%	99
\$90,000 or more		24.5%	87
		<i>answered question</i>	355
		<i>skipped question</i>	71

Victor Valley Commuter Needs Survey

Which of these sectors better describe your job?			
		Response Percent	Response Count
Government		34.1%	137
Financial, Real Estate, and Professional Services		8.2%	33
Retail		3.5%	14
Mobile Sales		0.0%	0
Construction		3.5%	14
Education		11.4%	46
Scientific and Research		1.7%	7
Health and Mental Services		9.2%	37
Hotel/Restaurant/Hospitality		0.7%	3
Industrial and Manufacturing		5.5%	22
Warehousing and Distribution		3.5%	14
Household and Janitorial Services		0.7%	3
Transportation (trucking, airport, railroad, transit, etc.)		6.2%	25
Military (enlisted and civilian)		1.5%	6
Other (please specify)		10.2%	41
		answered question	402
		skipped question	24

Other (please specify)		
1	Utility	Oct 7, 2009 2:04 AM
2	Veteran Services	Oct 7, 2009 12:34 PM
3	Maintenance director at a retirement community	Oct 11, 2009 5:53 PM
4	automotive engine rebuilding	Oct 12, 2009 6:18 PM
5	Commercial maintenance	Oct 12, 2009 6:20 PM
6	dispatching	Oct 12, 2009 7:23 PM

Other (please specify)		
7	non profit organization	Oct 12, 2009 7:25 PM
8	clerical	Oct 12, 2009 8:35 PM
9	Automotive aftermarket R&D	Oct 12, 2009 8:58 PM
10	Call Center	Oct 13, 2009 12:33 AM
11	paralegal	Oct 13, 2009 4:16 AM
12	retired	Oct 13, 2009 4:46 AM
13	Film Industry	Oct 13, 2009 5:32 AM
14	Aviation Industry	Oct 13, 2009 5:43 AM
15	Law Enforcement	Oct 13, 2009 2:01 PM
16	Internet Company	Oct 13, 2009 2:57 PM
17	City	Oct 13, 2009 3:17 PM
18	INFORMATION TECHNOLOGY (IT)	Oct 13, 2009 3:30 PM
19	Print	Oct 13, 2009 3:46 PM
20	Mortgage Company	Oct 13, 2009 6:18 PM
21	law enforcement	Oct 13, 2009 6:54 PM
22	student	Oct 13, 2009 10:25 PM
23	Superior Court	Oct 13, 2009 10:26 PM
24	University/Education	Oct 13, 2009 11:10 PM
25	Aerospace	Oct 14, 2009 1:28 PM
26	Education - Finance	Oct 14, 2009 6:34 PM
27	Medical Academic	Oct 14, 2009 6:45 PM
28	security	Oct 15, 2009 3:02 PM
29	social services	Oct 15, 2009 6:01 PM
30	Specialty pharmacy	Oct 15, 2009 6:11 PM
31	Civilian contractor working on Government contract	Oct 15, 2009 7:20 PM
32	Retired	Oct 21, 2009 12:05 AM
33	JPA Associate, I process VZ telephone pole repair and replacements.	Oct 21, 2009 12:24 AM
34	entertainment	Oct 21, 2009 10:47 PM
35	Sales	Oct 26, 2009 1:19 PM
36	dept of social service/for deaf and hard of hearing	Nov 3, 2009 5:44 PM
37	AT&T Construction & Engineering division	Nov 3, 2009 8:24 PM
38	Human Service office	Nov 9, 2009 9:50 PM
39	CLERICAL	Nov 12, 2009 5:23 PM
40	graphics industry	Nov 18, 2009 9:00 PM
41	EMT on a private ambulance	Dec 6, 2009 6:07 PM

Victor Valley Commuter Needs Survey

If none of the current Park and Ride locations are attractive to you, is there a location in the Victor Valley where you think a Park and Ride should be developed? Please describe that location or provide cross streets and city.		
		Response Count
		87
	answered question	87
	skipped question	339

Response Text		
1	The Mall parking lot, Winco off of Roy Rogers/Hook and Amargosa, Lay cement on some of all this dirt (wide open areas), build parking lots (land is cheap right now...take advantage), call me at 213-477-0800. We need some help up here. Put a train in soon or a van pool that takes you directly to the metrolink stations, expand the tracks! PLEASE	Oct 7, 2009 2:09 AM
2	no	Oct 8, 2009 4:00 PM
3	Oak Hills/I-15	Oct 8, 2009 5:31 PM
4	no	Oct 8, 2009 11:26 PM
5	Top of pass at Oak Hill Road	Oct 12, 2009 6:19 PM
6	Oak Hill Road and 1-15, Hesperia	Oct 12, 2009 6:23 PM
7	City Hall	Oct 12, 2009 6:26 PM
8	I15 and Oak Hill Road	Oct 12, 2009 6:54 PM
9	Lows/Our vans keep gettin broken into@Bear Balley	Oct 12, 2009 6:55 PM
10	Main And I 15	Oct 12, 2009 7:01 PM
11	air expressway/village drive	Oct 12, 2009 7:26 PM
12	phelan	Oct 12, 2009 8:50 PM
13	I think there needs to be a park and ride on or near Bear Valley Rd. in Apple Valley. It takes 30 to 40 minutes to reach the freeway from East Apple Valley.	Oct 12, 2009 9:47 PM
14	Roy Rogers and 15 freeway	Oct 12, 2009 10:12 PM
15	Main St & I-15	Oct 12, 2009 10:46 PM
16	Stoddard Wells Road/1-15 Freeway, Dale Evans Parkway/1-15 Freeway	Oct 12, 2009 11:41 PM
17	Apple Valley On Bear Valley & Central	Oct 12, 2009 11:46 PM
18	Apple Valley - Bear Valley & Apple Valley Roads	Oct 13, 2009 12:27 AM
19	Dale evans parkway and I-15	Oct 13, 2009 1:11 PM
20	395 and Bear Valley would be good.	Oct 13, 2009 3:31 PM
21	Main and the 15 fwy	Oct 13, 2009 3:39 PM
22	VILLAGE AND AIR EXPRESSWAY	Oct 13, 2009 4:17 PM
23	15 and Main by The Target Center and/or Main Street in Hesperia by City Hall	Oct 13, 2009 6:21 PM
24	NO	Oct 13, 2009 8:37 PM
25	SR138 and I15	Oct 13, 2009 9:44 PM
26	none	Oct 13, 2009 9:59 PM

Response Text		
27	High Desert Juvenile Detention 21101 Dale Evans Pkwy Apple Valley, CA 92307-9356 - (760) 961-6701	Oct 13, 2009 10:27 PM
28	near VV courthouse	Oct 13, 2009 10:27 PM
29	Further East, near the East End of Bear Valley Road or Main St. (Bear Valley Rd. @ Apple Valley Rd. or Main Street @ Rock Springs Rd. or I Ave.)	Oct 13, 2009 11:13 PM
30	no	Oct 14, 2009 12:34 AM
31	I think the park and ride at Bear Valley Road/I-15 Freeway should be secure and bigger	Oct 14, 2009 1:31 PM
32	Victor Valley Mall	Oct 14, 2009 2:23 PM
33	General comment: The park and ride on Armagosa & Bear Valley needs a major face lift. Paving would be ideal, furthermore patrolling of the area is in desperate need. There area many car break-ins and auto thefts. Just recently our Van was vandalized. Our gas line was cut and all our gas was stolen.	Oct 14, 2009 3:55 PM
34	at the corner of Bear valley Road and Hsy 395	Oct 14, 2009 3:59 PM
35	At Main street fwy exit less traffic jamms in this area	Oct 14, 2009 4:41 PM
36	Park and ride requires you to have some one to ride with and I do not want to carpool, I work irregular hours.	Oct 14, 2009 6:34 PM
37	I just think they need a security guard	Oct 14, 2009 7:52 PM
38	Main Street/I-15, 138/I-15	Oct 14, 2009 10:57 PM
39	something closer to the 395 & palmdale rd	Oct 15, 2009 12:31 AM
40	Bear Valley and Apple Valley Roads	Oct 15, 2009 3:03 PM
41	central spot in hesperia or apple valley	Oct 15, 2009 5:35 PM
42	At the area of HWY 138 and the 15 FWY, by McDonalds there.	Oct 15, 2009 6:12 PM
43	Dale Evans Dr. and Hwy 18 Apple Valley	Oct 15, 2009 7:23 PM
44	I15 and Ranchero road in Oak Hills	Oct 15, 2009 8:55 PM
45	15 & 138 Phelan	Oct 17, 2009 3:13 PM
46	Highway 18 anywhere east of I-15	Oct 19, 2009 7:31 PM
47	N/A	Oct 19, 2009 8:24 PM
48	Main & I-15, or Oak hills & I-15	Oct 24, 2009 11:03 PM
49	@ hwy 2 & hwy 138	Oct 26, 2009 12:17 PM
50	I am currently vanpooling with coworkers. We park and ride at the parking lot east of Baja Fresh on Bear Valley Road. It is a good location but not sure if someone will tell us not to do so in the future since it is not a PARK and Ride facility.	Oct 26, 2009 5:16 PM
51	I-15 and Main in Hesperia should be develop	Oct 26, 2009 11:29 PM
52	Between Bear Valley Rd & Luna off the 395.	Oct 27, 2009 3:32 PM
53	Victorville Metrolink/Amtrak Train Station Depot is located at 16858 D St. in Victorville, California 92392 is will be opening year of 2015 of the Metrolink's Inland Empire-Orange County Line	Oct 29, 2009 3:37 AM
54	Victorville Metrolink/Amtrak Train Station Depot is located at 16858 D St. in Victorville, California 92392 is will be opening year of 2015 of the Metrolink's Inland Empire-Orange County Line	Oct 29, 2009 3:41 AM
55	Vista Rd and National Trails Helendale	Oct 29, 2009 10:40 PM
56	Suggestions: Main/ Maple in Hesperia; Main/Cottonwood in Hesperia; Main/Escondido in Hesperia; Ranchero/Escondido in Hesperia	Oct 29, 2009 10:44 PM
57	Main/Maple in Hesperia; Maple/Ranchero in Hesperia; Main/Escondido in Hesperia; Main/15 Frwy in Hesperia	Oct 31, 2009 11:05 PM
58	Phelan	Nov 2, 2009 11:48 PM

Response Text		
59	I believe a park and ride should be placed near 395 and bear valley road on the coner across from the shell. that would get more business for shell and if you make it a bus stop for the school to and the home owners who live in eagle ranch and adelanto and who drive down the hill.	Nov 5, 2009 7:09 PM
60	Bear valley / 395 hwy	Nov 6, 2009 8:51 PM
61	village & mojave	Nov 9, 2009 5:13 PM
62	Anywhere in Apple Valley because the commute down Bear Valley is terrible.	Nov 9, 2009 9:49 PM
63	Near the Courthouse on Civic Drive in Victorville	Nov 9, 2009 9:49 PM
64	Adelanto city	Nov 9, 2009 9:51 PM
65	no	Nov 9, 2009 9:54 PM
66	Main St and 15	Nov 9, 2009 9:56 PM
67	Hesperia, Main Street and the freeway. Provide better security at the park and rides.	Nov 9, 2009 10:06 PM
68	a park and ride that has "paved parking spaces" would be attractive to me	Nov 9, 2009 10:19 PM
69	I had to call the city of Hesperia to fix the lights at the Park and Ride. We had one person fall and had to have six stitches on her lip.	Nov 9, 2009 10:23 PM
70	Highway 138 at I-15	Nov 9, 2009 10:35 PM
71	Main St & I Ave in Hesperia	Nov 9, 2009 10:37 PM
72	HWY 138/15 or HWY138/2	Nov 9, 2009 11:04 PM
73	civic and seneca in victorville	Nov 9, 2009 11:33 PM
74	395/18 adelanto	Nov 11, 2009 8:57 PM
75	I THINK A WELL LITTED AREA THAT IS SAFE AT ALL HOURS.	Nov 12, 2009 5:29 PM
76	Hook & Amagosa	Nov 12, 2009 11:55 PM
77	395 and bear valley	Nov 15, 2009 6:58 AM
78	None	Nov 15, 2009 10:54 PM
79	Main st/15 freeway	Nov 16, 2009 3:51 AM
80	The Joshua and 395 P&R needs to be expanded to at least double it's current size A.S.A.P.	Nov 18, 2009 6:47 PM
81	Hesperia City Hall, Water Dept., and Public Library	Dec 6, 2009 1:47 PM
82	Oak Hill Rd.	Dec 14, 2009 5:05 PM
83	Main/Mariposa in Hesperia or Oak Hill Rd/Amargosa in Oak Hills	Dec 16, 2009 6:55 PM
84	phelan rd and sheepcreek rd in phelan	Dec 19, 2009 10:00 PM
85	Main St/I-15 Freeway in Hesperia	Dec 22, 2009 8:51 PM
86	Apple Valley City Hall / Library or Dale Evans & Hwy. 18	Dec 28, 2009 8:09 PM
87	Off of Main Street behind In/Out Burger of next to Baker's on Main.	Dec 29, 2009 2:14 AM

Victor Valley Commuter Needs Survey

Do you have other idea for commute alternatives or incentive programs? Please specify:		
		Response Count
		190
	answered question	190
	skipped question	236

Response Text		
1	High speed train	Oct 6, 2009 4:36 PM
2	telecommute	Oct 7, 2009 2:15 AM
3	Commuter Train	Oct 7, 2009 12:36 PM
4	DIRECT BUS FROM PARK & RIDE ON 395/15 TO OMNITRANS BLDG SAN BERNARDINO	Oct 8, 2009 3:43 PM
5	commuter bus	Oct 8, 2009 4:52 PM
6	Give Omnitrans employees the same cash incentives/payment for van pools/car pool payment like other state government works receive to pay part of the van pool fees. VS. using the employee pass that allows for free rides in our service area. Comuting from Victorville in a van pool, Omnitrans did not give any incentive to help pay for the fees....and we are a Transit Company!!!! Not fair at all!!!	Oct 8, 2009 5:37 PM
7	Express bus between Hesperia Park & Ride lots and Corona Metrolink	Oct 8, 2009 5:38 PM
8	TO RETURN TO VICTORVILLE AT MIDNIGHT FOR A LOT OF US PM PEOPLE, MANY OF US AT OMNITRANS MONTCLAIR	Oct 9, 2009 5:36 AM
9	Please work with Metrolink to have a train route to Victor Valley to Los Angeles. LA County has one, why not SB County?	Oct 9, 2009 4:32 PM
10	provide a metrolink route that connects the victor valley with san bernardino. if i could hop on the metrolink from victorville, it would save me the hassle of traveling by car to rancho cucamonga and then catching the train to the north pomona station. need a commuter train link to san bernardino or rancho cucamonga	Oct 11, 2009 7:17 AM
11	Need buses going up and down the hill.	Oct 11, 2009 8:38 AM
12	rail service direct to Hobart yard in Los Angeles	Oct 11, 2009 12:47 PM
13	Aircraft available at Hesperia Airport to commute to San Diego Mntgomery Field.	Oct 11, 2009 2:42 PM
14	Company Van Pool for California Steel Industries would be great or some way to get there to the Job	Oct 11, 2009 2:53 PM
15	carpool lane	Oct 11, 2009 5:56 PM
16	monorail	Oct 11, 2009 10:57 PM
17	momorail	Oct 11, 2009 10:57 PM
18	Amtrak from Victorville to San Bernardino Depot with quick commute buses to various sites	Oct 12, 2009 12:13 AM
19	Finish the 210 Metrolink.	Oct 12, 2009 1:09 AM
20	rail to San Bernardino	Oct 12, 2009 3:32 AM
21	BUS SERVICE TO EDWARDS AFB	Oct 12, 2009 4:54 AM
22	stipend to continue carpooling	Oct 12, 2009 6:15 PM

Response Text		
23	A commuter train from the Desert with access near freeway to access to other counties down below not necessarily just for employment purposes	Oct 12, 2009 6:24 PM
24	reimbursement for gas/mileage - current rate of \$0.55/mile	Oct 12, 2009 6:29 PM
25	Bus or Carpool to the East Ontario Metrolink station	Oct 12, 2009 6:30 PM
26	A bus from the high desert to Rancho Cucamonga metrolink station corresponding with the train schedules with a fee of \$75.00 a month	Oct 12, 2009 6:34 PM
27	bus to down town la	Oct 12, 2009 6:59 PM
28	Rail Service to monrovia Arcadia Area	Oct 12, 2009 7:04 PM
29	provide better or more jobs in Victorville area, better education for school children also.	Oct 12, 2009 7:31 PM
30	extend metrolink services to the victor valley to allow us to use Metrolink San Bernardino-LA line	Oct 12, 2009 7:32 PM
31	METROLINK	Oct 12, 2009 7:44 PM
32	Bus service to the Rancho Cucamonga Metrolink train station as was offered several years ago.	Oct 12, 2009 7:53 PM
33	Therre should be a train or bus from the high desert to LA and the Inland Empire or Metrolink Stops like Rancho or Fontana	Oct 12, 2009 7:57 PM
34	no	Oct 12, 2009 8:53 PM
35	Metrolink/Rail service from Bear Valley/395 area of Victorville to Rancho Cucamonga	Oct 12, 2009 9:02 PM
36	rail from the Victor Valley to Metrolink station, Express Bus service to Los Angeles County	Oct 12, 2009 9:27 PM
37	Re-instate the bus service down the hill from various points in the Victor Valley	Oct 12, 2009 9:34 PM
38	I live and work in the Victor Valley. The bus schedule from AV to Hesperia works well for me but the afternoon schedule adds an hour to my ride home. I think the after work schedules could use improvement.	Oct 12, 2009 9:55 PM
39	Metrolink between Victorville and Redlands/Loma Linda	Oct 12, 2009 9:59 PM
40	Train that links to the Metrolink down the Hill	Oct 12, 2009 10:15 PM
41	no	Oct 12, 2009 10:37 PM
42	Bus or van that would leave from hesperia to the Rancho courthouse and back in the evenings	Oct 12, 2009 10:48 PM
43	metro to calif steel	Oct 12, 2009 11:44 PM
44	Commuter Train services to San Bernardino	Oct 13, 2009 12:30 AM
45	VV TO Ontario airport bus (Similar to Van Eyes Flyaway)	Oct 13, 2009 1:12 AM
46	Metrolink, Light Rail, or resume the down the hill bus.	Oct 13, 2009 1:12 AM
47	For me, express bus service is very convenient, I used to take express bus when I was in Los Angeles.	Oct 13, 2009 1:16 AM
48	Metro Link from Victorville to San Bernardino	Oct 13, 2009 2:20 AM
49	a metrolink station in victorville to commute at different hours.	Oct 13, 2009 2:41 AM
50	express train of metrolink to fontana	Oct 13, 2009 4:22 AM
51	express train of metrolink to fontana	Oct 13, 2009 4:28 AM
52	RAIL, we need METROLINK service to go all the way up to VictorValley!	Oct 13, 2009 4:37 AM
53	consider a kind of bus schedule that can go up and down I-15 from as early as 5 am and as late as 8pm	Oct 13, 2009 5:36 AM
54	Metrolink Station in Victorville that travels to San Bernardino	Oct 13, 2009 5:46 AM
55	Express bus service with various specified stops at major areas of San Bernardino.	Oct 13, 2009 6:09 AM
56	Metrolink Service in the Victorvalley	Oct 13, 2009 12:29 PM
57	Metrolink service in the high desert	Oct 13, 2009 1:18 PM

Response Text		
58	Some type of reliable express transportation early enough to catch metrolink trains and secure rides up the hill in events of emergency	Oct 13, 2009 2:16 PM
59	Amtrack	Oct 13, 2009 2:58 PM
60	Van Pool for the City of Ontario	Oct 13, 2009 3:24 PM
61	It would be nice to have a metro train from victorville to rancho cucamonga metro	Oct 13, 2009 3:24 PM
62	We need TRAIN / Metrolink service.. THAT IS THE ONLY GOOD ALTERNATIVE!!!	Oct 13, 2009 3:34 PM
63	express lane for those who carpool	Oct 13, 2009 3:43 PM
64	MetroLink from Victor Valley area to San Bernardino Area	Oct 13, 2009 3:50 PM
65	MORE LOCATION STOPS OR DROP OFF RIGHT AT WORK AND PICK UP RIGHT AT WORK	Oct 13, 2009 4:19 PM
66	I liked the commuter bus from v.v to ontario	Oct 13, 2009 5:10 PM
67	Metrolink here in Hesperia, Victorville or Apple Valley and its done.	Oct 13, 2009 5:37 PM
68	A vanpool that brings me right to my place of employment Wells Fargo Home Mortgage 1003 E. Brier San Bernardino	Oct 13, 2009 6:25 PM
69	Subsidize the cost of an alternative fuel vehicle to be used in a car pool.	Oct 13, 2009 8:44 PM
70	Express Bus Service to Rancho Cucamonga (didn't see it offered)	Oct 13, 2009 9:37 PM
71	Get decent Bus transportation downtown to Union Station in Los Angeles	Oct 13, 2009 10:11 PM
72	If the County of SB would allow court employees to join their vanpools	Oct 13, 2009 10:28 PM
73	Yes! Work with the county and courts management to transfer ALL employees to their closest possible site. Management works against the employees because it is NOT in the MOU. (I guess that is why, basically it is a mystery to us)	Oct 13, 2009 10:33 PM
74	MetroLink train service like the Antelope Valley has.	Oct 13, 2009 10:39 PM
75	A Rail Line from the Victor Valley into San Bernardino with a stop at CSUSB or a rail line to San Bernardino Station with a CSUSB Express Shuttle connection.	Oct 13, 2009 11:17 PM
76	fLEXIBLE SCHEDULES	Oct 13, 2009 11:23 PM
77	online bulletin board to coordinate people with similar commutes who want to ride-share, monitored to assure legitimacy of posts.	Oct 13, 2009 11:34 PM
78	no	Oct 14, 2009 12:40 AM
79	allow employers to count vacation & sick days towards commuting incentives	Oct 14, 2009 2:49 AM
80	Light rail	Oct 14, 2009 3:51 AM
81	Add a Metrolink route from Victorville down Cajon Pass, like Lancaster has!	Oct 14, 2009 2:57 PM
82	I still believe Metrolink would be a great alternative instead of a bus service. Many people in the Victor Valley area would consider taking the train in order to save time and money on gas.	Oct 14, 2009 3:26 PM
83	Bus to downtown Riverside from VVL would be great.	Oct 14, 2009 3:43 PM
84	RAIL to Cal State San Bernardino area / Downtown San Bernardino Metro Rail	Oct 14, 2009 4:05 PM
85	Vans from I15 and 395 to Baseline with change to van to Claremont	Oct 14, 2009 4:22 PM
86	If an express bus to Cal State San Bernardino was made available, I would definitely participate.	Oct 14, 2009 4:26 PM
87	Teleportation	Oct 14, 2009 4:33 PM
88	create more jobs in the high desert will solve the commute problems (i would like to work closer to home)	Oct 14, 2009 4:45 PM
89	Fix the lane merge by glen helen parkway. That is where all the traffic comes from.	Oct 14, 2009 6:38 PM
90	Make them available to everyone in the county, regardless of whether they commute to San Bernardino or Victorville, or the mountains.	Oct 14, 2009 7:54 PM
91	We need a metro link from Victor valley on D St connecting to down the hill Fontana medtro link, not a bus!	Oct 14, 2009 8:03 PM

Response Text		
92	Put a Trolley system like San Diego to go from Victor Valley to San Bernardino	Oct 14, 2009 8:19 PM
93	Though the thought of the Metrolink making that trip is not feasible, per your study, I think that there would be enough people living in the Victor Valley communities that would make it worth the while to do some more research.	Oct 14, 2009 8:39 PM
94	Is there already an express bus route from 395 to CSUSB?, if so it would serve the students as well	Oct 14, 2009 9:06 PM
95	Rail or bus that went where I need to go without change over time or switch buses 57 times or taking forever	Oct 14, 2009 11:00 PM
96	Dedicated bicycle paths that paralleled existing freeways.	Oct 15, 2009 3:05 PM
97	amtrack between fontana and victorville	Oct 15, 2009 5:37 PM
98	subsidy for vanpool fees	Oct 15, 2009 5:51 PM
99	vvt need to expand	Oct 15, 2009 6:03 PM
100	Would like to pair up with another person from my area, going to/close to where I work.	Oct 15, 2009 6:15 PM
101	Tax credits, state and federal based on the number of miles an employee commutes	Oct 15, 2009 7:28 PM
102	Build more freeway lanes and truck bypass lanes and light rail lines	Oct 15, 2009 9:22 PM
103	no	Oct 16, 2009 12:48 AM
104	Flexible time schedules on public transportation or car pools, telecommute from home,	Oct 16, 2009 4:21 PM
105	a metrolink system that is similar to other cities and flexible transit times to meet the needs of commuters	Oct 16, 2009 6:48 PM
106	website that had seats avail and allowed reservations the night prior	Oct 17, 2009 9:30 PM
107	a new road that cuts through the wrightwood or mt baldy mts to cut off time to l.a.	Oct 19, 2009 1:55 AM
108	extending Metrolink service through the Cajon Pass to Hesperia and Victorville with a stop near Cajon Jct.	Oct 19, 2009 6:28 AM
109	Hi-Speed or Other Rail Service From Hi-Desert/Victorville to Glendale/Pasadena/LA County	Oct 19, 2009 7:17 PM
110	Commuter train thru Cajon Pass. Start at train station at 7th and D and end at the MetroLink yard in SB	Oct 19, 2009 7:42 PM
111	Express rail (Metrolink) to San Bernardino	Oct 19, 2009 8:01 PM
112	Provide a place in San bernardino to park a vehicle overnight for day use. Bus would drop people off at this location.	Oct 19, 2009 8:07 PM
113	Have a safe car parking place at destination to leave vehicle (so one could drive to work and back)	Oct 19, 2009 8:32 PM
114	The employer to give out comp time for carpooling each day or week.	Oct 20, 2009 4:20 AM
115	METROLINK UP HERE - ALTHOUGH THEY SAY IT IS NOT POSSIBLE - OR A BUS SERVICE WITH VARYING SCHEDULES GOING TO THE BALDWIN PARK AREA	Oct 20, 2009 3:29 PM
116	Express Commuter Bus to Downtown L.A. that is COMFORTABLE	Oct 20, 2009 9:37 PM
117	Try to get the Metrolink up in Victorville/Apple Valley	Oct 20, 2009 10:09 PM
118	Pot in a rail line to Ft Irwin.	Oct 20, 2009 10:37 PM
119	If regular scheduled service offered which offers connections to VVTA buses, I would ride at least weekly. Greyhound is worse than worthless for returning from down the hill. I am vision impaired and cannot drive.	Oct 21, 2009 12:13 AM
120	Is there a possibility of the train/Amtrak starting from the transportation center doing the Inland Empire/Orange County route. Another doing the Inland to Los Angeles route in a minimal amount of time	Oct 21, 2009 5:04 PM
121	If there was a faster way to get to work and home than a motorcycle I would use it.	Oct 21, 2009 5:24 PM

Response Text		
122	Carpool lanes or Employer Vanpools.	Oct 21, 2009 8:31 PM
123	Carpools for outer regions of the high desert, such as Phelan, Helendale, Wrightwood, Lucerne Valley.	Oct 21, 2009 8:40 PM
124	Bus service to the Rancho Cucamonga Metrolink station.	Oct 21, 2009 10:52 PM
125	something like omnitrans has coming down all day.	Oct 21, 2009 11:29 PM
126	Adding a carpool lane on the 15 freeway	Oct 22, 2009 4:56 PM
127	Bring Back the Victor Valley Commuter	Oct 23, 2009 12:14 AM
128	what a about buses going directly to san bernardino and montclair transfered center for buses and metrolink	Oct 23, 2009 10:36 PM
129	Bottom line, you're just going to have to have more frequent bus service to the ontario/mira Loma industrial area. THOUSANDS of people work there, & there is virtually NO bus service at all, let alone from the hi desert.	Oct 24, 2009 11:09 PM
130	no	Oct 25, 2009 4:17 PM
131	Corporate Incentives for employers to allow commuters to work from home 1 day per week	Oct 26, 2009 1:23 PM
132	Vanpool with coworker is the best way, not wanting to switch	Oct 26, 2009 5:17 PM
133	provide a bus	Oct 26, 2009 11:32 PM
134	incentive from employers for people who carpool/vanpool.	Oct 27, 2009 4:17 PM
135	Bullet Train from LA To Vegas... Once it's built... Victor Valley residents can use it for work.	Oct 28, 2009 8:00 AM
136	not at this time	Oct 28, 2009 7:43 PM
137	you need to make it possible for people with disabilities to connect to the commuter service by having some kind of bus service whether it be cut-aways or something else. please reinstate the commuter service.	Oct 28, 2009 8:44 PM
138	new Victorville Metrolink/Amtrak Station in Victorville, California	Oct 29, 2009 3:41 AM
139	Reinstate commuter bus service from Hi-Desert to San Bernardino Gov't Center downtown.	Oct 29, 2009 5:05 PM
140	Connect rail to Victor Valley like metrolink	Oct 29, 2009 10:44 PM
141	Metrolink from Victorville to San Bernardino and Riverside lines	Oct 31, 2009 6:19 PM
142	If there was a convenient way to get down the hill (bus, etc) and get the Metrolink (SB Line) I would be set... but the schedule has to run until after the last train each day.	Oct 31, 2009 10:21 PM
143	A vanpool that serviced my area of town to my office in Diamond Bar	Oct 31, 2009 11:08 PM
144	bullet train	Nov 3, 2009 7:25 AM
145	express bus to Ontario Mills/CBB Arena area	Nov 3, 2009 4:11 PM
146	Bus service to San Bernardino where you could transfer to Omnitrans & RTA systems and/or Metrolink.	Nov 4, 2009 2:56 AM
147	It would help to have a certain carpool/vanpool section for students at college, for sometimes students would have classwork or something that might keep them later than what time the carpool leaves. Or maybe there was a party and the car pools can pick students up and drive them home for a fee instead of them driving themselves. less drunk driving accidents.	Nov 5, 2009 7:18 PM
148	This is a no brainer-The Metrolink	Nov 6, 2009 5:02 AM
149	Bus, Metrolink (palmdale already have that service) we need it ASAP	Nov 6, 2009 8:56 PM
150	I know this concern is for people who work but just visiting family in LA from Victorville is very difficult without affordable methods of public transportation.	Nov 7, 2009 3:54 AM
151	metro link of some sort	Nov 7, 2009 4:58 AM
152	point to point van or car pools that are easily identifiable.	Nov 9, 2009 4:27 PM
153	metrolink from victorville to existing routes in fontana/ontario	Nov 9, 2009 7:18 PM

Response Text		
154	Vans that are less expensive and provide better hours.	Nov 9, 2009 9:52 PM
155	Metro Link train from High Desert to Loma Linda.	Nov 9, 2009 9:54 PM
156	I remember they used to have a transit bus that left at different times	Nov 9, 2009 9:57 PM
157	no	Nov 9, 2009 9:57 PM
158	A metrolink rail system from the High Desert to San Bernardino, Riverside and L.A.	Nov 9, 2009 10:04 PM
159	Provide transportation to meetings for those of us who commute. I cannot carpool on days when I have meetings in other offices, also when I have to go to my workman's comp appointments.	Nov 9, 2009 10:13 PM
160	The county offer a 4/10 program, then everyone would be on the same time schedule.	Nov 9, 2009 10:26 PM
161	Make available the option of riding in one vanpool in the morning and another in the afternoon.	Nov 9, 2009 10:26 PM
162	Programs originating at 138/I-15. Driving to VV or Hesperia is going the wrong way appx the same distance.	Nov 9, 2009 10:38 PM
163	None, thank you. (By the way, "idea" should be "ideas.")	Nov 9, 2009 10:40 PM
164	An express bus service, as mentioned, would be great. However, I would prefer to drive my own vehicle at least twice a week so I'm not stuck in the office on my lunch hour for everyday of the week.	Nov 9, 2009 10:45 PM
165	flexibility with times in case running late in the morning; cars provided at office to run errands during lunch hour	Nov 9, 2009 11:13 PM
166	make the park n ride location at pilot bigger (this is at the 395 fwy and joshua) also make it more flexible to switch to different vans for specific needs.	Nov 9, 2009 11:40 PM
167	Public Bus transportation to My work Place	Nov 10, 2009 10:49 PM
168	Have a vanpool from Victorville to Santa Monica	Nov 12, 2009 4:11 PM
169	A HIGH DESERT TRANSIT THAT CONNECTS TO THE METROLINK IN ALL DIRECTIONS	Nov 12, 2009 5:31 PM
170	metrolink through the pass	Nov 12, 2009 10:53 PM
171	Bring Commuter Buses Back to High Desert	Nov 13, 2009 12:00 AM
172	they need to bring back a bus that can take you to rancho cucamonga metrolink or montclair	Nov 15, 2009 7:00 AM
173	None	Nov 15, 2009 10:55 PM
174	Link people commuting from same areas to same destination at different times during the day	Nov 16, 2009 3:59 AM
175	VVTA TO OFFER STOPS TO SAN BERNARDINO METROLINK OR RANCHO CUCAMONGA STATION	Nov 16, 2009 9:23 PM
176	metrolink from victorville to los angeles and the cities in between most employers offer reimbursement for alternate forms of transportation but an 1 month free pass for all to try to get the word out. most residents are willing to bypass the expensive cost of gas to enjoy the smooth ride of a metrolink. just have enough parking, a large drop off section, and if possible a coffe shop at the station. this will make the property values soar and will really put victorville on the map. but thats just my thought. metro metro no bus.	Nov 17, 2009 5:27 AM
177	Better train and bus service from the Victor Valley to multiple San Bernardino locations	Nov 17, 2009 3:31 PM
178	Train from Victorville to San Bernardino	Nov 17, 2009 6:03 PM
179	I used metrolink on occassion to LA, service to Rancho or Montclair would be helpful	Nov 21, 2009 3:35 AM
180	Train from victorville to ontario	Dec 2, 2009 3:51 PM
181	I'd like to see Metrolink service from the High Desert to the SB Area. Take the freeway out of the equation.	Dec 2, 2009 5:43 PM

Response Text		
182	work from home, more jobs "Up the hill" with the company I have worked for, for 12 years	Dec 6, 2009 1:49 PM
183	bring the metro railway through victorville from either la or san bernardino and dont have it go through to downtown vv. its too ghetto and far from those near 395	Dec 6, 2009 6:11 PM
184	Metro Link train (different hours of operation) from the High Desert to the San Bernardino station, then can take city buses.	Dec 9, 2009 10:25 PM
185	Metrolink or similar	Dec 13, 2009 4:51 AM
186	Rail service at affordable prices	Dec 16, 2009 7:04 PM
187	None at the moment. Would just like to be able to take a bus down the hill.	Dec 17, 2009 9:39 PM
188	I need a van pool that fits my work early hour work schedule to LAX	Dec 22, 2009 3:44 PM
189	Bus from local transit hub to Metrolink/ Foothill transit busses	Dec 28, 2009 8:13 PM
190	Metrolink	Dec 29, 2009 2:17 AM

Verbatim Comments from Website Discussion Forum

Name: **maggie**

From: victorville

E-mail: [Contact](#)

Comments:

lets face it. the majority of residents living within San Bernardino county are employed in cities several miles away. I believe a Metro-link from Victorville, CA to Downtown, LA will allow more residents to actually enjoy their homes and their families. Right now the commute if your lucky is about 1hr 1/2. Imagine if you could get home in less than an hour, and have a little extra time in the morning. The savings in gas and vehicle maintenance would be tremendous. Lets not forget the benefit of less pollution. Go Metro!!!

Added: November 17, 2009



Submitted by

Name: **Ali**

From: Victorville

E-mail: [Contact](#)

Comments:

The only solution to this problem is to bring Metrolink to the high desert. I'm sure Hesperia or Adelanto would love to be considered for it. When I inquired about it a few years ago, the blew me off with "The Cajon pass is to steep to bring Metrolink up here" We have over 50 trains go through every day and we can send a man to the moon but we can't bring the Metrolink through the Cajon Pass. Unbelievable...



Added: November 6, 2009



Submitted by

Name: **Henry 3 of 3**

From: Victorville

E-mail: [Contact](#)

Comments:

If, indeed, this is a place where those who have the power to execute a point of view and are asking for community opinions. Then, let's just not discuss alternative means of transportation, and simple route lines. There is a demand from the people, that's a given, but a solution for the greater good of this community must be initiated and develop.

Thank you....

Concern, Victorville Resident

Added: October 31, 2009



Submitted by

Name: **Henry 2 of 3**
From: Victorville
E-mail: [Contact](#)

Comments:

There has to be a central point of departure in the Victor Valley and make it convenient for all it's respected residents through out the region. This plan has to make sense for everyones needs not only for those commuters, but also for the daily locals not to mention the weekenders.

Instead, of having three major commuting sectors why not have a "Central?" The High Desert Corridor is being implemented within the local communities why not work with the Cities and promote such a proposition? This makes sense.. And it will work. The great Citizens of the Victor Valley will support and want such a service.

This can be a public/private partnership along with the backing of our First District Supervisor, Honorable Brad Mitzelfelt.

Continuation 3 of 3

Added: October 31, 2009



Submitted by

Name: **Henry 1 of 2**
From: Victorville
E-mail: [Contact](#)

Comments:

They are only two common sense plans that would be cost effective to the Victor Valley, in my opinion. One would be a bus line and the other Van pooling. Unfortunately, not everyone is heading out at the same time or location and vise versa when coming and going to work.

For example: If the destination is at the Rancho Cucamonga, Metrolink Station heading to Los Angeles and back. On any given Friday or a three day weekend, that 15 north right where it merges at the 215. It bottlenecks and you're backed-up as far as the 210. Then, you're right back where you started when you were commuting alone, except with 25-30 other folks who are frustrated with you. "Time, is, of the essence." This wouldn't work....

continuation Henry 2 of 2

Added: October 31, 2009



Submitted by

Name: **Bobbie**
From: Victorville
E-mail: [Contact](#)

Comments:

From June 2003 to December 2004 I appreciated using the Victor Valley Commuter Services from Victorville to San Bernardino or Ontario to go to work in Riverside County. It was a very vital service. The buses were always full to capacity. My job here in Victorville was recently eliminated. Again, I'm having to commute to the Ontario area. I still rely on public transportation. I have to catch a Greyhound bus to San Bernardino then commute on Omni using 2 buses to get to work. It takes me approximately 2 hours to get to work. Because of the limited Greyhound bus schedules returning to Victorville, it takes approximately six hours to return from work. Please consider re-instating the express bus to San Bernardino, Riverside or the Ontario area.

Added: October 31, 2009



Submitted by

Name: **AL**
From: Victorville
E-mail: [Contact](#)

Comments:

I would take advantage of a rideshare program if there was an incentive (reimbursement or something). Been driving to Pomona for more than 6 years now, and one thing to note is that Everyone wants their space, so no matter what methods they try to come up with, people won't use them. Maybe we should hike gas back up to \$5+, people weren't driving as much... i miss that.. =p 🙄

Added: October 27, 2009



Submitted by

Name: **quillann**
From: victorville
E-mail: [Contact](#)

Comments:

well i think we really need that bus cuz i no i do i use to rid it bacc in 2005 befor they stop it and i was mad cuz thats how i got to work down the hill and bacck how cuz i stay in victor ville and worked down the hill but had to quite my job cuz the stoped the bus but please victor ville we need that bus that will help a lot of people and i no a lot of people will ride it to thanks give us back are commute bus 🙄🙄🙄🙄

Added: October 23, 2009



Submitted by

Name: **Michelle**
From: Victorville
E-mail: [Contact](#)

Comments:

I think an Express bus route to go "down the hill" would benefit alot of people that live in the high desert. Job wise,family wise,health wise. plus it would make less people driving on the fwy. 😊

Added: October 22, 2009



Submitted by

Name: **Debi**
From: Phelan
E-mail: [Contact](#)

Comments:

I live in Phelan and would be happy to take advantage of a car pool program. I see enough people in the morning take the same route that I do to work. 😊

Name: **John A. McClanahan**

From: Hesperia
E-mail: [Contact](#)

Comments:

As a former bus operator (7 1/2 years with SCRTD--1967 to 1974) and now unable to drive due to uncorrectable vision problems, I feel a virtual prisoner living here in the victor valley.
My ability to move around utilizing VVTA routes is, at best, quite limiting, but I can accept that, even though I have to walk a mile on Sunday to go to and from church; miss the 8:00PM (7:00 on Saturday bus, and its an expensive cab ride.
The ability to leave VV for any reason is obscenely limited. Greyhound has six daily schedules leaving for down the hill, but only two coming back....the latest to return is about 1PM! Well, then, Amtrak does have one train each way, if you want to go down the hill at 4 AM, or return at about 11PM. Oh, gee, no local buses at those hours...That's OK, a \$20.00 cab ride gets me home. Sure glad, that living on Social Security makes me well able to afford it (sarcasm).

If anyone detects a note of unhappinss here, all I can say is: Very perceptive. 😞

Added: October 20, 2009



Submitted by

Name: **Carl**
From: Adelanto
E-mail: [Contact](#)

Comments:

Practically speaking, I would consider express buses. Rail of any kind would be nice, but I don't see it happening soon. I was around when VVTA offered commuter buses the last time around, but it was not offered frequent enough and at the times when I travel. I commute to L.A. daily and would like to see commuter service from High Desert to Montclair for Metrolink and Foothill Transit connection. Thank you.

Added: October 20, 2009



Submitted by

Name: **raddog876**
From: Wrightwood, CA
E-mail: [Contact](#)

Comments:

What I would like to see is a vanpool/bus coming from Wrightwood down the hill to Rancho Cucamonga, Fontana area. There is a bus that goes down to Victorville, why not one that goes down the hill as well. Also having Metrolink going down the pass would be beneficial to countless people not only in the high desert, but also in the mountain communities as well.

Added: October 19, 2009



Submitted by

Name: **Joe**
From: Victorville
E-mail: [Contact](#)

Comments:

The Times should be as follows for the commuter service going down the hill and up the hill. 5 AM, 6 AM, 9 AM, 1 PM, 4 PM, 5 PM, 6 PM, 9 PM. They should use 16 passenger vehicles in the very beginning then get bigger vehicles if needed. they also need to work with all transportation agencies to help pay for the transit system which I am referring to the commuter service/ everybody service not just for people who go to work. advertise on all vehicles that VVTA operates. there is a lot of people who miss visiting their family down the hill do to the lack of public transit. Also people have doctors appointment down the hill and they have no way to get to their doctors.

Added: October 17, 2009



Submitted by

Name: **Joe**
From: Victorville
E-mail: [Contact](#)

Comments:

VVTA needs to get their act together start advertising on all of the buses and reinstate

the commuter service. They never advertise the commuter service. Also the CS railing connected with local buses. They put the bus stops in locations that were not accessible. There was no reason why they should have purchased those big expensive vehicles when they could have used cutaways then expanded as needed. Advertise is the key word for getting people to use mass transit and to have drivers kicked off passengers who do not follow the rules. All trips should allow passengers to go down the hill or up the hill. They should visit the Metrolink in Riverside and San Bernardino. The cost should be per person normal adult one way \$15.00, round-trip \$22.00. Persons with disabilities/students one way \$9.00 round-trip \$16.00 monthly pass for commuter service only adult \$100.00 persons with disabilities/students. \$60.00.

If need be raise the fares for fixed route and direct access and advertise.

Added: October 17, 2009



Submitted by

Name: **Rich**
From: Victorville
E-mail: [Contact](#)

Comments:

When I talked to the Metrolink people, they said that a commuter Metrolink line down Cajon Pass isn't even on their long-term, 20 year plan. First, they don't own rights to use any of the railway, and second, freight has some type of "priority" based on federal laws. But how was it possible to add multiple new tracks up the pass in the last few years, and not give consideration to a public transportation line? It seems that "out of sight, out of mind" applies to those of us who live in the High Desert.

Added: October 15, 2009



Submitted by

Name: **Adam Strider**
From: Hesperia
E-mail: [Contact](#)

Comments:

Yes, light rail-lines of any sort would be a great service to the desert. As of now, the Southwest Chief is not a viable form of rail transit since it's a long-distance travel train that only goes down one day, and comes up the next. Couple this with the fact that the conductor gives you grief for carrying a "folding bicycle" on the train and that just tears it.

If anything, the existing third rail-line could be used as a semi-dedicated line for a train running from here, down to San Bernardino to link up with the DTLA and OC bound trains.

And instead of starting out with an entire train, perhaps a fleet of "Bud-Rail Diesel Cars" could be utilized.

They seem to work perfectly fine back east.

Oh, and I do work up here, but it would be nice to hop on a train instead of hassle with rental car woes.

Added: October 14, 2009



Submitted by

Name: **John Moore**
From: Hesperia
E-mail: [Contact](#)

Comments:

I think it is time to retain some of the revenue that is spent across the state line in Nevada. I believe we should have a toll booth set up at the boarder of California and Nevada at the state line. Most of the people that drive into Vegas spend on average \$200-\$500 on the adult life there. I don't think it is asking too much to leave a few bucks in California to improve the roads we frequently use to get to our enjoyment. While I often visit Vegas and enjoy the adult life there, there are many residents in the high desert who don't. Often the freeway is congested due to the people like me that leave on a Thursday or Friday to get to Vegas. I'm sure we have technology available to create monthly passes that can be purchased in advance to streamline the toll process.

Added: October 14, 2009



Submitted by

Name: **J**
From: Rancho
E-mail: [Contact](#)

Comments:

A light rail service could potentially run through the Cajon Pass but I don't know how that would conflict with the many freight trains that pass through the area.

Building a whole new line would be extremely costly.

Even if a light rail system could run on the same lines as the freights, it would probably have to go all the way out to San Bernardino and hook-up with the Metrolink station there. So how long would it take for someone who lives in Victor Valley and works in Pomona to get to work? Maybe 2 hours? So how does that compare to driving? It's still time spent away from home.

Added: October 14, 2009



Submitted by

Name: **Rich**
From: Victorville
E-mail: [Contact](#)

Comments:

The Park and Ride lot at Bear Valley and the 15 is an embarrassment! For 6 years now, I've heard that Victorville has the money allocated to fix the lot. They often don't even bother to pick up the bagged trash, trash that was collected by volunteers. It stays

stacked up until the bags rot. The lot is unsafe, the lane markers have faded so badly you cannot see them, and there are potholes and trip hazards everywhere. 1/2 the lot is still not even paved! Yet when you call Victorville or Caltrans, they tell you the same thing every time: The money has been allocated, and work is to start "soon". How soon is that? Isn't 6 years soon enough?

Compare the Victorville lot, owned by Caltrans, to the one in Hesperia, owned by the city. The Hesperia Park and Ride lot is clean, well lit, has a security guard, and is even cleaned on a weekly basis. The Victorville lot has car thefts, damage, terrible lighting, and 1/3 of it floods when it rains. It simply isn't safe.

Name: **Kim**

From: San Bernardino

E-mail: [Contact](#)

Comments:

The rideshare surveys do not take into account people that live in different cities, but take the same route. An example would people that live in Rancho Cucamonga or San Bernardino both take the 15 freeway to get to the High Desert. Could you update the computer system to take this into account.

Also, it would be helpful if offramps could be paved and turned into a rideshare parking lot. A prime example would be the Kenwood offramp or the 138 offramp.

Added: October 13, 2009



Submitted by

Name: **Rhonda**

From: Hesperia

E-mail: [Contact](#)

Comments:

I live in Southeast Hesperia. To get down Main Street to I-15, in the morning and back, is a nightmare. I would like to see a vanpool/commuter parking area, at Hesperia City Hall. One problem with parking in some of the existing lots, to commute, you pray your vehicle is still intact, when you get "Back up the hill." My ultimate wish, is to be able to find any job, "Up the Hill". This would save fuel, wear and tear on myself and my vehicle, spend my money in my "Own community", be closer to my children in case of any emergency, and not travel in the snow, up and down the pass. (just to name a few things)

Added: October 13, 2009



Submitted by

Name: **Jeanne Garcia**

From: Apple Valley

E-mail: [Contact](#)

Comments:

We also need services to Barstow, Yermo and Fort Irwin. 😊

Added: October 12, 2009



Submitted by

Name: **Travis Jones**
From: Hesperia
E-mail: [Contact](#)

Comments:

It would be very beneficial to the high desert community if there was some type of public transit to either a metro link stop like R.C. or Fontana. I could not believe that VVTA stop the commuter bus down the hill. There too many people that live in the High Desert that do not work in the High Desert to not have public transit down the hill. The 15 would be less congested if there was a bus or train service down the hill. I hope the high speed rail train comes soon to help cut my commute. It is the year 2009 and we still have trains that take over an hour to get 30 miles down the hill. We are supposed to be the most powerful nation in the world, but we are still technically behind other countries like France and Japan.

Added: October 12, 2009



Submitted by

Name: **TC**
From: Apple Valley
E-mail: [Contact](#)

Comments:

I agree that a Metrolink line would be beneficial. I used to ride the Metrolink to work when I lived in Orange County. Now I live in Apple Valley and commute to Rancho Cucamonga. If there was a flexible system of mass transit available for less than the cost of gasoline I would use it. I do not always get off work at the same time every night, so I need to have a flexible alternative... and it would need to be relatively quick.

Added: October 12, 2009



Submitted by

Name: **javier**
From: Victorville, California
E-mail: [Contact](#)

Comments:

currently i go to work in Pomona ca. part of my commute has me going down the 15 towards the Rancho Cucamonga Metrolink station. from there, i get on the Metrolink train and get off the north Pomona station where it only takes me less than a few minutes to get to work from the station. i personally would like to see a Metrolink route from Victorville to either San Bernardino or Rancho Cucamonga because personally, i hate driving. i would like to have a complete commute using the train because that would give more time to be relaxed instead of being tense because i am too busy worrying of getting

hit by a car through the cajon pass

Added: October 11, 2009



Submitted by

Name: **RL**
From: Apple Valley, CA

Comments:

What the Victor Valley needs is Metrolink Line to Los Angeles. We have hundreds of commuters each and everyday. Los Angeles County has a route to Antelope Valley, why doesn't SB County have one?

Added: October 9, 2009



Submitted by

Name: **Verretta johnson**
From: Victorville, California
E-mail: [Contact](#)

Comments:

I was a passenger on the VV Commuter, & hated to see it end. When a meeting was held to discuss keeping the service, the district reps that spoke did not understand how important that service was. People with disabilities, students, one/no car families were left to find other ways down the hill. VV Transit did not advertise the service...i.e. bill board or bus wrap with info. After the AM trip down. They were "Out-of-service" when they could have taken fares for people going to Victorville in AM. They could have had special "Trippers" going to Ont. Mills or special events...especially during shopping season. Bottom line, the service was great....the buses were full and the service is needed NOW. The Cajon pass is more congested & dangerous. Omnitrans should have a High Desert Division...they have enough employees who could work closer to home. I would be the first to transfer.

Added: October 8, 2009

