

Revised Support Material Agenda Item No. 4

Transit Committee Meeting

December 9, 2021

9:00 AM

Location

San Bernardino County Transportation Authority

First Floor Lobby Board Room

1170 W. 3rd Street, San Bernardino, CA 92410

DISCUSSION ITEMS

Transit

4. San Bernardino County Multimodal Transportation Quarterly Update

Receive and file the San Bernardino County Multimodal Transportation Quarterly Update.

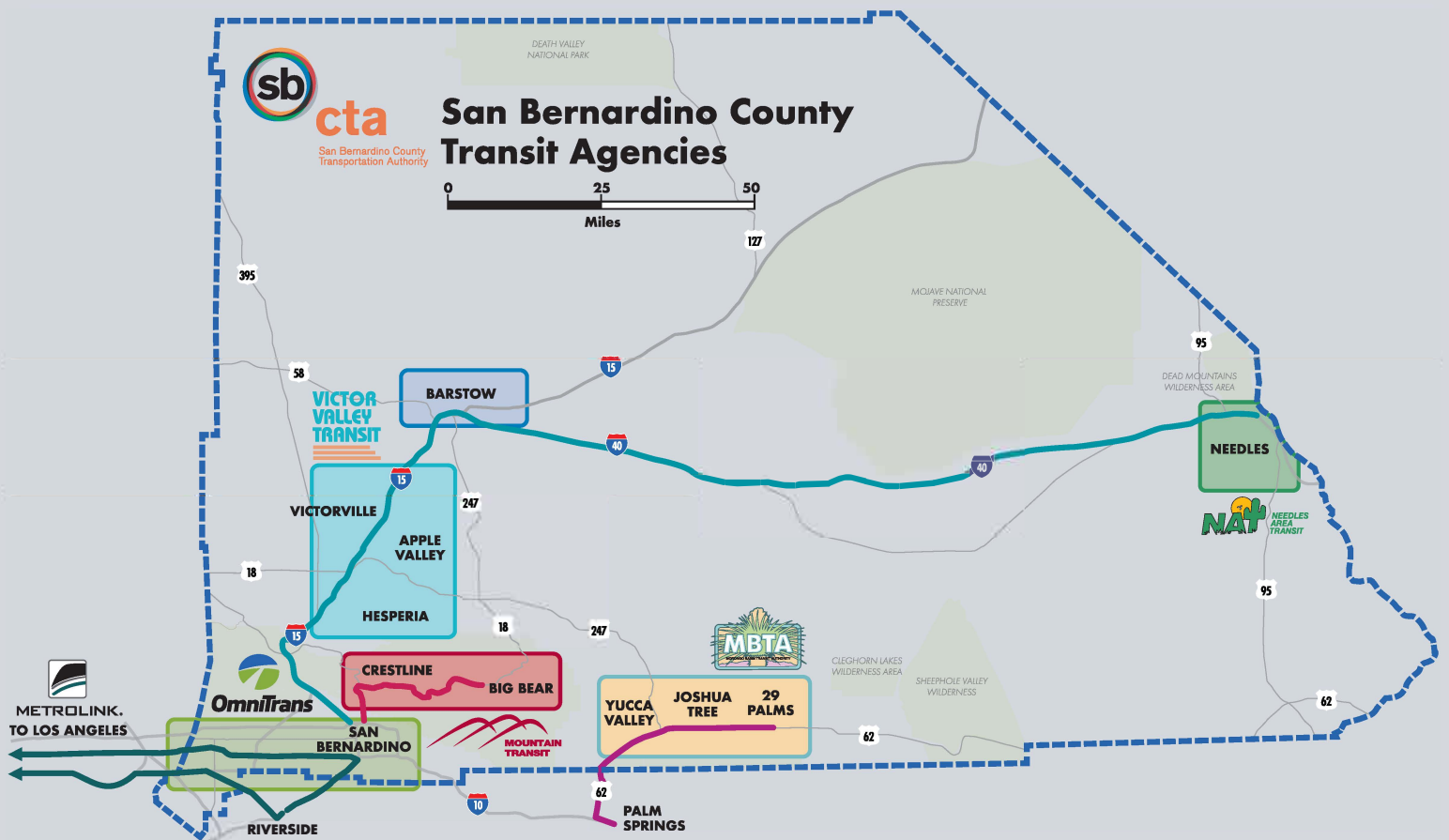
The San Bernardino County Multimodal Transportation Quarterly Update and the corresponding PowerPoint presentation were revised after the agenda was published. The corrected versions are attached.



cta

San Bernardino County
Transportation Authority

San Bernardino County Multimodal Transportation Quarterly Update



Fourth Quarter FY 2020/2021 and First Quarter FY 2021/2022
Volume 3 No. 1



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SAN BERNARDINO COUNTY MULTIMODAL TRANSPORTATION QUARTERLY REPORT

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Introduction

A Two Quarter Review

San Bernardino County Transportation Authority (SBCTA), presents a two-quarter picture in this iteration of the SAN BERNARDINO COUNTY MULTIMODAL TRANSPORTATION QUARTERLY REPORT (Volume 3 No. 1) This covers the fourth quarter of FY 2020/2021 (April, May and June) and the first quarter of FY 2021/2022 (July, August and September). The extended two-quarter period depicts immediate trends and “almost” current conditions, as well as comparison to where we were about a year ago.

This report has two primary purposes in informing San Bernardino County policy makers, members of the general public and interested stakeholders:

1. To provide high-level information about specific transportation services and programs available.
2. To report on current initiatives and to track trends in key performance indicators.

Exhibit 1, San Bernardino County Public Transit Bus Operators



The County's Public Transportation Modes and Programs

San Bernardino County is served by six (6) public transit operators, providing rail, fixed route bus services and ADA complementary paratransit services. The five bus operators are depicted in Exhibit 1.

- **Metrolink** – Providing passenger rail service across a 538-mile network throughout the counties of Los Angeles, Orange, Riverside, San Bernardino and Ventura.
- **Omnitrans** – Providing services in the San Bernardino Valley, connecting to Riverside and Los Angeles Counties.
- **Victor Valley Transit Authority (VVTa)** – Providing services in the greater Victor Valley and the Barstow area, connecting to the San Bernardino Valley.
- **Morongo Basin Transit Authority (MBTA)** – Providing services in Twentynine Palms, Yucca Valley, Joshua Tree and the Morongo Valley communities, connecting to the Coachella Valley.
- **Mountain Transit** – Providing services in the Lake Arrowhead and Big Bear communities, connecting to the San Bernardino Valley.
- **Needles Area Transit Services** – Providing service within the City of Needles and limited connections into Arizona.

Three (3) additional modes of transportation support San Bernardino County residents:

- **Consolidated Transportation Service Agencies (CTSAs) programs** – Specialized transportation operated and administered by Omnitrans and VVTa.
- **Vanpool programs** operated by SBCTA and VVTa.
- **SBCTA's ONT Lyft** – This Lyft subsidy program connects Metrolink stations with Ontario international Airport.

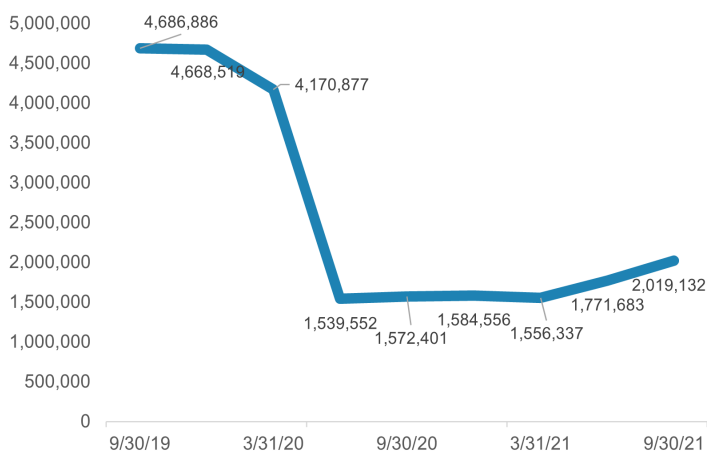
Commentary

Two Quarters of Good News

Recent transit trends bring good news. Transit ridership is growing! This comes after months of declining ridership — as happened across the country — then holding steady, and now, slowly growing over the fifteen months since the March 2020 stay-at-home orders commenced.

Experiences of the individual transit providers and programs are described in the following pages. But overall, the county saw almost 250,000 additional riders in the first quarter FY 21/22 over the prior 4th Quarter FY 20/21 period. This marks the second quarter of modest growth after five declining quarters.

Exhibit 2, Quarterly Systemwide Ridership



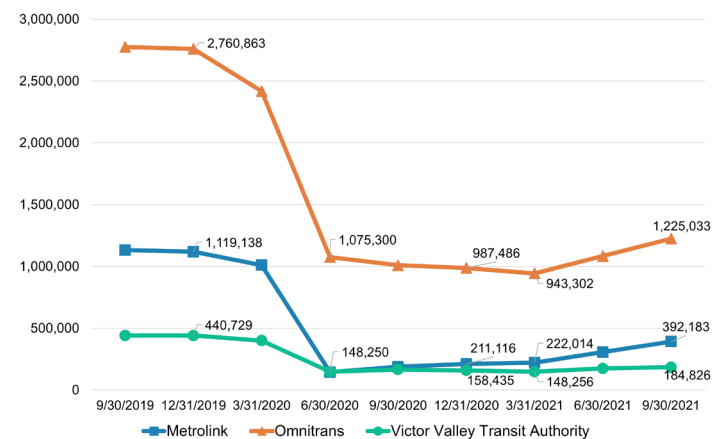
The County's public transportation programs hit their lowest ridership point in the third Quarter FY 20/21 with 1.5 million trips provided across 11 programs, including Metrolink, the fixed route and paratransit operators, the two vanpool programs, SBCTA's ONT Lyft program and the CTSA's. That was 67% below the almost 4.7 million riders more than a year prior, during the 2nd quarter of FY 19/20.

But transit riders are now returning with almost a half million additional trips, ridership reported at 2.02 million in the 1st Quarter FY 20/21, 1.5% above that lowest point of more than a year ago. It may be slow, but ridership is growing!

The largest operators saw steady gains in ridership, providing 1.8 million trips during this reporting period.

Omnitrans trips grew 11% over the prior quarter, to 1.2 million. Metrolink climbed to over 300,000 trips provided on its two lines to San Bernardino (SB and IEOC), 22% over the prior quarter. And Victor Valley Transit Authority grew 5% compared to the prior quarter, providing 184,000 trips in the first quarter.

Exhibit 3, Larger Operators Quarterly Ridership



Among the smaller programs, each of the public transit providers saw increased trip-making, most with single-digit increases over prior quarters. The exception is VVTA's vanpool program which saw the greatest growth, a 12% increase over the prior quarter, as workers began again to return to workplaces. SBCTA's vanpool and the VVTA CTSA programs each saw modest increases while the Omnitrans CTSA saw a decline, with some of its partner programs not returning to operation or not yet reporting as of this writing.

Exhibit 4, Smaller Operators/Programs Quarterly Ridership

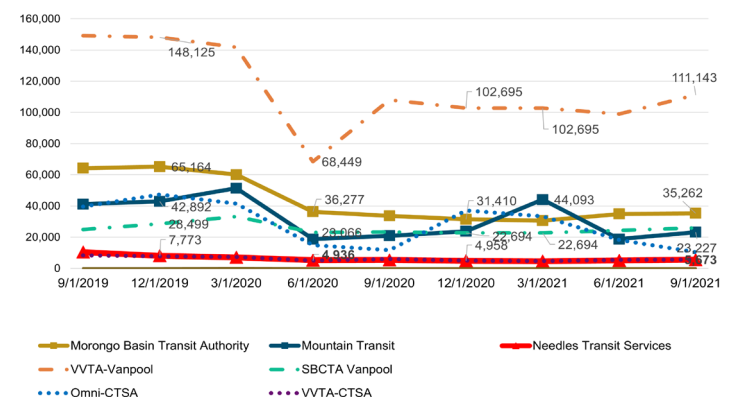
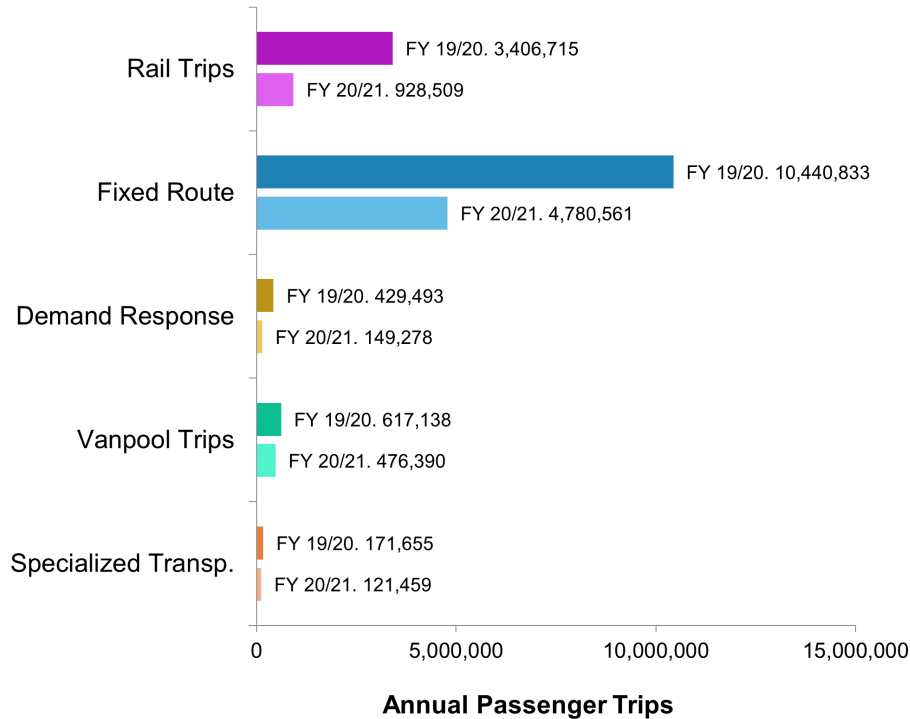


Exhibit 5, Annual Ridership by Mode, FY 19/20 and FY 20/21



Modal Transit Services through the 2020 Pandemic Year

The 6.5 million transit trips provided during FY 20/21 were 47% of the 15 million trips provided in the prior year. For those traveling during the FY 20/21 Pandemic Year, these were important and critical trips made on San Bernardino County's public transportation network.

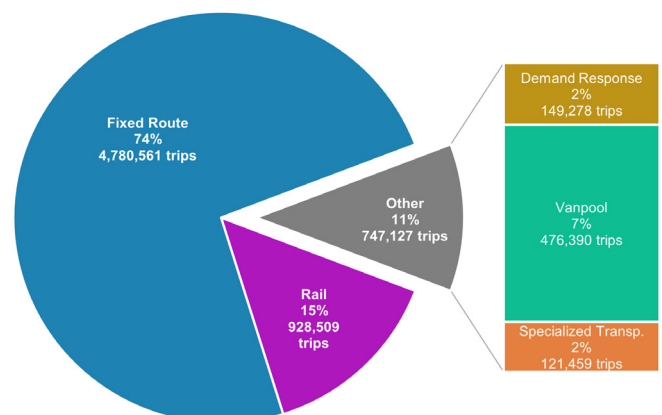
Metrolink rail provided almost 930,000 trips, just 28% of its FY 19/20 level and 15% of all trips. Three out of four trips provided were fixed route trips, totaling 4.8 million trips and 46% of trips in FY 19/20. Demand response trips, including Americans with Disabilities transport, are just 2% of the total; at 480,000 trips, these were 35% below their prior year level, providing essential trips to their riders.

Vanpool trips, now 7% of all trips provided, represented the highest proportion of trip retention, at 77% of their prior FY 19/20 level. This in part reflected SBCTA's start-up of a new vanpool program but also the willingness of essential workers to continue riding with vanpool partners.

Specialized transportation at 2% of all trips provided, when

compared to the prior year, its 120,000 trips represented 70% of prior year trip-making. This high level of retained ridership suggests both the critical nature of these trips and the likelihood that these riders had few alternative transportation options.

Exhibit 6, Trips by Mode, FY 20/21 Total – 6.5 Million Trips



COVID Responses and Current Initiatives

OMNITRANS

Omnitrans introduced service changes in early August 2021 to align with the beginning of the school year. Changes included restoring frequency on several routes and the return of Route 67 serving Fontana and Chaffey College. Another highlight was the launch of Omniride on-demand service in Upland. Omnitrans offered half-off all trips when booking with the app the first month of service.

Additional Omnitrans community initiatives included promoting free rides on Car Free Day on September 22, a county-wide initiative. Omnitrans also promoted their free rides for students program. Students at CSUSB, Chaffey College, Valley College, and Crafton Hills College can get unlimited free rides on Omnitrans with their student ID.

VVTA

VVTA continued focusing on community service throughout the Pandemic, including participating in the Hesperia Days Parade with the Rock'n Our Disabilities Foundation and offering free rides on Car Free Day. VVTA also promoted vaccinations through a partnership with St. Mary Medical Center and SBCTA.

In mid-August 2021, VVTA introduced an enhancement to Route 15 to improve access to Cal State University San Bernardino: the Howling Express runs directly from Cal State San Bernardino at 5:35pm to the Victor Valley Transportation Center every weekday with No Stops in between. CSUSB students ride free on this and all VVTA routes with their Coyote OneCard.

During the first quarter VVTA significantly increased service to respond to reopened schools, although they do remain on a somewhat reduced schedule.

MBTA

MBTA supported the Morongo Basin community during the Pandemic through promoting vaccination events and promoting free rides on Car Free Day with the "Welcome Back" campaign. MBTA also utilized the campaign to target riders that hadn't returned during the Pandemic.

MBTA Transportation Assistant Grant (TAG) grantees are enhancing services to respond to COVID-related need. Reach Out Morongo Basin attributes MBTA's TAG funding to serving 120 home-bound seniors over 28,000 meals during the FY 2020/2021 funding cycle.

MOUNTAIN TRANSIT

The Mountain Transit Board of Directors has recognized the operator's leadership for pursuing projects that support community collaboration. One recent effort is the Free Trolley service for the Big Bear Valley. Approved in August 2021, this two-year transit demonstration project will commence October 2021 and run through October 2023. The project will include an extensive marketing effort and is anticipated to address the increasing concerns of traffic congestion, air quality preservation and reliable transportation for our workforce, residents and visitors in the Big Bear Valley.

NEEDLES TRANSIT SERVICE

The new Shopper Shuttle is connecting Needles residents to desperately needed fresh groceries and other shopping. In July the Shopper Shuttle served 13 passengers averaging 3.25 rides per run, in August it provided 16 one-way trips and in September it provided 26 one-way trips to grocery stores in Fort Mohave.

METROLINK

In October 2021, Metrolink made time adjustments to many trains to increase connectivity and improve on-time performance as they continue to address and improve service recovery. On September 22, 2021, Metrolink participated in Car Free Day which offered a free round-trip to anyone who downloaded and registered to take a trip using the Metrolink mobile app.

Service Levels are Returning

Most of the county's bus operators are ramping service levels back up, evidenced by increasing revenue hours in service, the primary indicator of the volume of transit service available. First quarter of FY 21/22, these 212,000 revenue hours were 24% above the last quarter of FY 19/20, but still 15,000 revenue hours below their pre-Pandemic peak.

Omnitrans slowly added in service each quarter, up 14% from the first quarter of FY 19/20. Omnitrans made substantive service cuts coming into the spring of 2020, part of its Connect Forward service plan and budget re-alignment. As a result, its first quarter FY 21/22 revenue hours or 134,000 are 35% below where they were two years ago, first quarter FY 18/19.

VVTA added almost 60% additional revenue hours in the 4th quarter FY 20/21 compared to a year prior, as it expanded service to serve the return of its student-oriented ridership base. It is still almost 5,000 revenue hours below where it was prior to the Pandemic's onset.

Mountain Transit increased revenue hours 13% over last summer, now about 2,000 revenue hours below its pre-Pandemic peak.

Morongo Basin Transit is 8% above its 4th quarter FY 19/20 operating levels and has returned to its pre-Pandemic base line. Needles Area Transit reduced service 10% over last summer, largely reflecting changes in its demand response program.

Solid Public Transportation Funding

Despite the losses in farebox revenues attending historic transit ridership declines, San Bernardino County's public

transit operators entered this fiscal year anticipating a countywide allocation level of \$100 million among traditional local, state and federal funding sources. This is solid financial footing and due, in part, to decisions taken by individual operators to reduce services to achieve an overall system savings of 1.5% between FY18/19 and FY 19/20.

It is also due to CARES Act fund balances remaining for each provider and additional smaller amounts of funding from the Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) and the American Rescue Plan Act (ARPA), reflected on the individual operator pages following. Together these appropriations exceed \$185 million, with \$55 million allocated for FY 21/22. Over \$30 million in CARES Act funding was spent during this past fiscal year, FY 20/21, to offset the continuing economic impacts of the COVID-19 Pandemic on San Bernardino County's transit operators. SBCTA's Fund Administration has encouraged operators to conserve these funds, where possible, to help weather the still uncertain times ahead.

Of the FY 21/22 total transit allocations of \$155 million, 65% reflects existing local, state and federal funding while 35% represent CARES Act and other Federal Pandemic relief fund balances.

Exhibit 7, FY 21/22 Funding Allocations by Operator

	MBTA	Mountain	Needles	Omnitrans	VVTA	TOTALS	% of Totals
SBCTA Allocations							
Local Funding: Measure I	\$140,500	\$127,050	\$22,400	\$19,632,000	\$1,456,700	\$21,378,650	21%
State Funding: TDA, STA, SGR, LCTOP	\$4,304,651	\$6,090,799	\$278,847	\$21,102,780	\$24,695,869	\$56,472,946	56%
Federal Funding: Includes CMAQ, 5307, 5337, 5339, 5311, 5310	\$612,906	\$990,998	\$43,526	\$7,179,862	\$13,755,159	\$22,582,451	22%
Subtotal						\$100,434,047	65%
CARES/ CRRSAA/ ARPA Act Allocations	\$2,970,766	\$2,897,513	\$326,767	\$41,422,769	\$6,912,903	\$54,530,718	35%
Total FY 2021/2022 Allocations	\$8,028,823	\$10,106,360	\$671,540	\$89,337,411	\$46,820,631	\$154,964,765	100%

“Welcome Back” Marketing Campaign

Clean. Easy. Ready for you.

During early 2021 San Bernardino’s transit operators launched a joint messaging campaign developed by SBCTA’s Multimodal Interconnectivity Working Group to welcome riders back after the pandemic.



Phase 1 – So glad you’re back!

Focused on **Clean**. Assuring riders that it was safe to use transit as all agencies were adhering to APTA’s health and safety commitments.



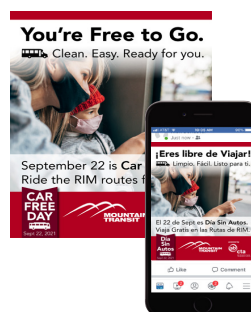
Phase 2 – Mask on? Phone on? Get on and GO!

Focused on **Easy**. Encouraging riders to use the technology tools that make transit easy, while gently reminding them that masks are required.



Phase 3 – You’re Free to Go.

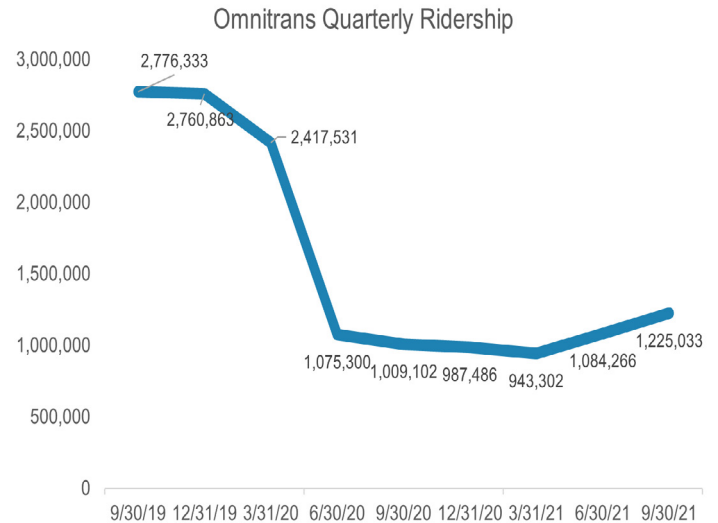
Focused on **Ready for You**. Offering free rides in conjunction with Car Free Day and promoting mobile fare payment options.





Commentary and Trends

After several quarters of decreasing ridership, Omnitrans has experienced some growth over the fourth quarter of FY 20/21 and the first quarter of FY 21/22. The more than 1.2 million trips provided during the first quarter are the highest of the COVID-19 pandemic recovery period and a 13% increase over the previous fourth quarter. The return to in-person classes for grade schools and colleges in September and August 2021 have contributed to the uptick in ridership, leading to increases in revenue hours and miles and positive trends in passenger revenue and per-trip costs.



Performance¹

	4th Quarter (Apr-May-Jun)			1st Quarter (Jul-Aug-Sep)	
	Prior Year FY 19/20	Current Year FY 20/21	% change	Current Year FY 21/22	% change from 4th Quarter
SYSTEM Total Passenger Trips	1,074,920	1,084,266	1%	1,225,033	13%
Fixed-Route Trips	1,063,123	1,064,006	0%	1,195,569	12%
Demand Response Trips	11,797	20,260	72%	29,464	45%
SYSTEM Performance					
Revenue Hours	117,809	127,353	8%	133,971	5%
Passengers per Rev Hour	9.1	8.5	-7%	9.1	7%
Revenue Miles	1,589,124	1,770,612	11%	1,868,519	6%
Passengers per Rev Mile	0.68	0.61	-9%	0.66	7%
Average Trip Length (miles)	5.07	5.65		6.73	19%
OPERATIONS Expense					
Total Operating Cost	\$24,223,611	\$22,723,360	-6%	\$18,599,467	-18%
Passenger Revenue	\$4,778,410	\$2,974,334	-38%	\$4,215,139	42%
Farebox Recovery Ratio Systemwide	19.7%	13.1%	-34%	22.7%	73%
Subsidy per Pass Trip Systemwide	\$18.09	\$18.21	1%	\$11.74	-36%
Fixed-Route Cost per Trip	\$20.83	\$19.35	-7%	\$13.35	-31%
Demand Response Cost per Trip	\$176.57	\$105.28	-40%	\$89.66	-15%
FLEET Characteristics					
Vehicles in Peak Service	(Includes sbX)			(includes sbX)	
Fixed-Route	94			96	
Demand Response	39			40	
Total Vehicles in Peak Service	133			136	
Service Area Square Mileage	463			463	
Vehicles per Square Mile	0.29			0.29	

¹ Extracted from TransTrack Manager Quarterly Scorecard during October 2021.

* High frequencies reduced due to COVID-19 service reductions.



Consolidated Transportation Services Agency

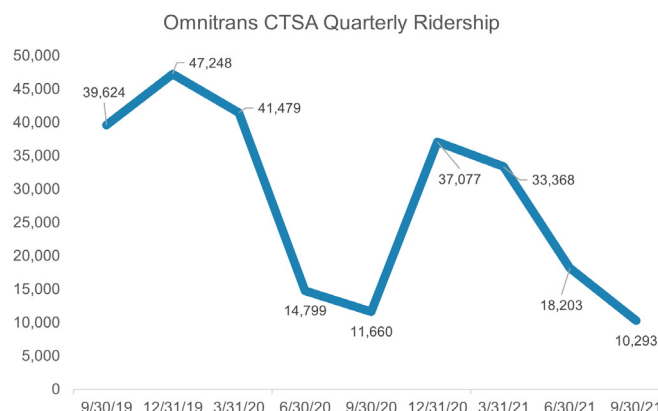
SAN BERNARDINO COUNTY MULTIMODAL TRANSPORTATION QUARTERLY REPORT Public Transit Bus Operators

Commentary and Trends

The CTSA continues to provide services through the Transportation Reimbursement Escort Program (TREP) and its network of specialized transportation providers. In total, the CTSA program experienced an increase of 23% in total trips provided in the fourth quarter of FY 20/21, attributed mostly to partner program providers returning to service that was suspended in the previous fourth quarter of FY 19/20 due to COVID-19 concerns.

The most significant ridership gains in the fourth quarter of FY 20/21 are credited to the City of Grand Terrace, the City of Redlands, the Highland Senior Center, Loma Linda Adult Day Health and the West End YMCA. Food deliveries in the fourth quarter significantly decreased to 1,073 deliveries, compared to the high of 12,399 deliveries during the prior second quarter, during the holiday COVID-19 infection surge of last winter.

At the time of this writing, some performance data are not available for the first quarter FY 21/22 reporting.



Performance

	4th Quarter (Apr-May-Jun)			1st Quarter (Jul-Aug-Sep)	
	Prior Year FY 19/20	Current Year FY 20/21	% Change	Current Year FY 21/22	% change from 4th Quarter
TOTAL TRIPS	14,799	18,203	23%	1,969	-89.2%
TREP Mileage Reimbursement Trips	3,279	3,250	-1%	2,082	-36%
Lyft/Taxi Ride Program Trips*	0	0	—	0	—
Travel Training Program*	0	0	—	0	—
Partners Program Trips**	11,520	14,953	30%	8211	-45%
Anthesis (formerly Pomona Valley Workshop)	2,284	2,289	0%	791	-65%
Central City Lutheran	0	130	—	—	—
City of Grand Terrace	393	1,178	200%	—	—
City of Redlands	148	376	154%	272	-28%
Community Senior Services	4,003	3,599	-10%	1,083	-70%
OPARC	0	2,744	—	733	-73%
City of Chino	2,616	526	-80%	2,059	291%
Highland Senior Center	423	1,100	160%	1,201	9%
Loma Linda University Adult Day Health	1,526	2,749	80%	1,690	-39%
West End YMCA	127	262	106%	382	46%
City of Fontana					
City of Yucaipa					
Foothill AIDS Project					
Food/Grocery Deliveries through Access and Omni Partners				1,703	

New partner. Program launch delayed due to COVID-19 Pandemic.

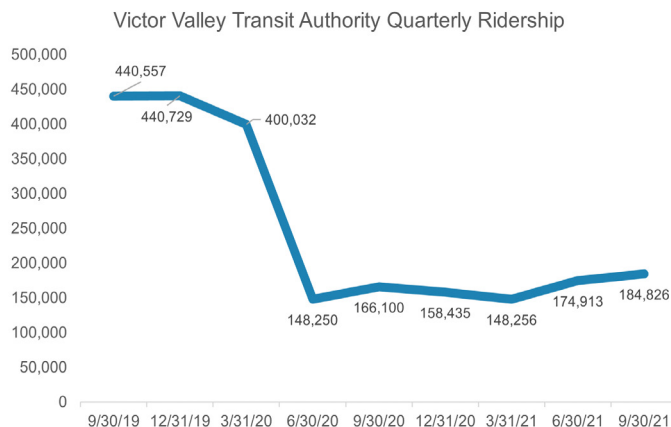
* This program was temporarily suspended for safety/health concerns during the COVID-19 pandemic.

** Some partners have not completed reporting for First Quarter FY 2021/2022. The values presented here use available data as of November 1, 2021.

Commentary and Trends

The Victor Valley Transit Authority experienced positive ridership growth during the fourth quarter of FY 20/21 and first quarter of FY 21/22. Fourth quarter ridership was up 18% from the same time period in the previous year and increased an additional 6% during the first quarter of FY 21/22.

In October of 2021, VVTA reduced service on eight fixed-routes in response to challenges in rebuilding its workforce and to continue to meet the needs of its riders while it trains 19 new bus operators.



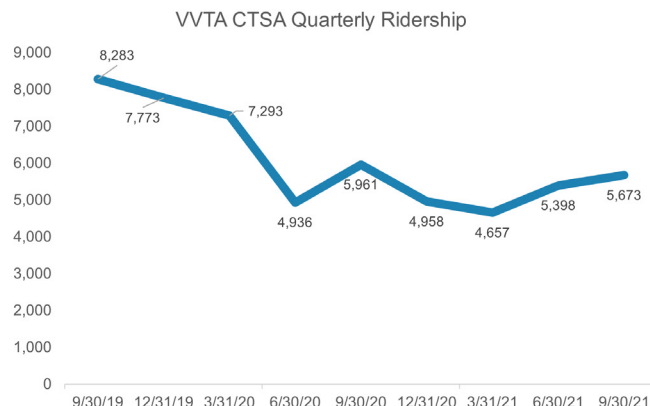
Performance¹

	4th Quarter (Apr-May-Jun)			1st Quarter (Jul-Aug-Sep)	
	Prior Year FY 19/20	Current Year FY 20/21	% change	Current Year FY 21/22	% change from 4th Quarter
SYSTEM Total Passenger Trips	148,250	174,913	18%	184,826	6%
Fixed-Route Trips	132,976	149,055	12%	150,882	1%
Commuter Bus Trips	5,000	8,548	71%	8,964	5%
Demand Response Trips	10,274	17,310	68%	24,980	44%
SYSTEM Performance [excludes vanpool revenue hours & miles]					
Revenue Hours	36,935	58,840	59%	60,811	3%
Passengers per Rev Hour	4.0	3.0	-26%	3.0	2%
Revenue Miles	668,582	1,020,794	53%	1,055,997	3%
Passengers per Rev Mile	0.22	0.17	-23%	0.18	2%
OPERATIONS Expense [excludes vanpool expense & revenue]					
Total Transit Operating Cost	\$5,728,289	\$6,733,447	18%	\$5,115,359	-24%
Passenger Revenue	\$201,737	\$383,010	90%	\$255,653	-33%
Farebox Recovery Ratio Systemwide	3.5%	5.7%	62%	5.0%	-12%
Subsidy/Pass Trip - Systemwide	\$37.28	\$36.31	-3%	\$26.29	-28%
Fixed-Route Cost per Trip	\$31.25	\$41.23	32%	\$27.08	-34%
Commuter Bus Cost per Trip	\$44.94	\$23.80	-47%	\$15.42	-35%
Demand Response Cost per Trip	\$77.26	\$72.56	-6%	\$35.70	-51%
FLEET Characteristics					
Vehicles in Peak Service	Including 7 Evs			Including 7 Evs	
Fixed-Route	47			46	
Commuter	6			6	
Demand Response	32			30	
Total Vehicles in Peak Service	85			82	
Service Area Square Mileage	1,082			1,082	
Vehicles per Square Mile	0.07			0.07	

¹ Extracted from TransTrack Manager Quarterly Scorecard during October 2021.

Commentary and Trends

Total ridership across the CTSA's programs increased by 5% over the fourth quarter of FY 20/21. Trip growth on the Fare Media Scholarship Program and the Trona Community and Senior Center offset the decrease in ridership of several other programs. The Needles Car Share program remains under suspension due to COVID-19 protocols.



Performance

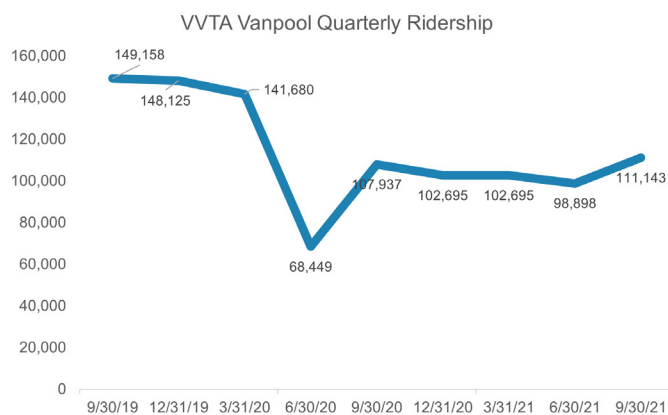
	4th Quarter (Apr-May-Jun)			1st Quarter (Jul-Aug-Sep)	
	Prior Year FY 19/20	Current Year FY 20/21	% change	Current Year FY 21/22	% change from 4t Quarter
TOTAL TRIPS	4,936	5,398	9%	5,673	5%
TRIP Program	3,558	3,012	-15%	2,951	-2%
Nonprofit Providers	1,039	1,201	16%	1,227	2%
<i>Foothill Aids Project</i>		580	—	609	5%
<i>Abundant Living Church</i>		506	—	436	-14%
<i>Trona Community and Senior Center</i>		100	—	172	72%
<i>Bonnie Baker Senior Center</i>		15	—	10	-33%
Travel Training Program	91	224	146%	231	3%
Fare Media Scholarship Program	248	961	288%	1,264	32%
Total CAR TRIPS	176	0	-100%		
Needles CarShare Program	176	<i>Program suspended due to COVID</i>			
TOTAL MILES	77,053	77,171	0%	82,629	7%
TRIP Program	77,053	77,171	0%	82,629	
TOTAL HOURS	47	67	43%	58	-13%
Transit Ambassador Program	47	67	43%	58	-13%

Commentary and Trends

VVTA saw a -24% reduction in vanpools in a year-over-year comparison of fourth quarter 19/20 to fourth quarter 20/21.

This loss is primarily attributed to reduced commuting during the Pandemic. While this program has not yet fully recovered the lost vanpools, VVTA gained 8 vanpools (5% growth) during the first quarter of 21/22.

These 175 vanpools are making more trips — and longer trips — than last year and last quarter. Revenue miles increased and passenger miles increased 14% in a comparison of fourth quarter 20/21 to first quarter 21/22. In this first quarter of 21/22, 111,143 passenger vanpool trips were made, an increase of 12% from the prior quarter.



Performance

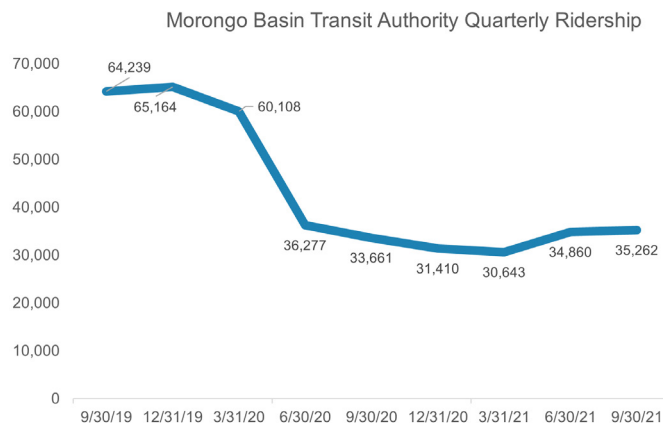
	4th Quarter (Apr-May-Jun)			1st Quarter (Jul-Aug-Sep)	
	Prior Year FY 19/20	Current Year FY 20/21	% change	Current Year FY 21/22	% change from 4th Quarter
Performance					
Number of Vanpools	220	167	-24%	175	5%
Revenue Miles	794,583	1,051,596	32%	1,196,845	14%
Revenue Hours	15,864	21,185	34%	24,134	14%
Unlinked Passenger Trips	68,449	98,898	44%	111,143	12%
Passenger Miles	4,284,775	5,109,442	19%	5,840,929	14%
Subsidies Disbursed	\$231,283	\$249,013	8%	\$255,996	3%
Passenger Fares	\$175,827	\$248,840	42%	\$262,975	6%



Commentary and Trends

Ridership for MBTA's services has grown over the past two quarters, up 14% between the third and fourth quarters of FY 20/21, an additional 1% over the first quarter of FY 21/22. The cost per trips provided in the first quarter increased slightly due to a rise in overall operating costs but passenger revenue increased by 10%.

In October 2021, MBTA shifted to reduced service on Routes 3 and 7 to address driver shortages related to COVID-19.



Performance¹

	4th Quarter (Apr-May-Jun)			1st Quarter (Jul-Aug-Sep)	
	Prior Year FY 19/20	Current Year FY 20/21	% change	Current Year FY 21/22	% change from 4th Quarter
SYSTEM Total Passenger Trips	36,277	34,860	-4%	35,262	1%
Fixed-Route Trips	33,358	30,103	-10%	30,643	2%
Commuter Bus Trips	370	1,574	325%	1,364	-13%
Demand Response Trips	2,549	3,183	25%	3,255	2%
SYSTEM Performance					
Revenue Hours	7,484	8,056	8%	7,983	-1%
Passengers per Rev Hour	4.8	4.3	-11%	4.4	2%
Revenue Miles	145,614	159,897	10%	157,670	-1%
Passengers per Rev Mile	0.25	0.22	-12%	0.22	3%
OPERATIONS Expense					
Total Operating Cost	\$922,389	\$947,508	3%	\$1,057,164	12%
Passenger Revenue	\$25,370	\$53,877	112%	\$59,002	10%
Farebox Recovery Ratio Systemwide	2.8%	5.7%	107%	5.6%	-2%
Subsidy per Pass Trip - Systemwide	\$24.73	\$25.63	4%	\$28.31	10%
Fixed-Route Cost per Trip	\$21.53	\$22.38	4%	\$25.12	12%
Commuter Bus Cost per Trip	\$113.25	\$58.30	-49%	\$73.40	26%
Demand Response Cost per Trip	\$63.72	\$57.20	-10%	\$57.55	1%
TREP Mileage Reimbursement Program					
TREP Clients	139	151	9%	157	4%
TREP Trips	1,759	1,745	-1%	1,810	4%
TREP Miles Reimbursed	29,103	26,062	-10%	28,607	10%
Mileage Reimbursement Cost	\$8,731	\$7,819	-10%	\$8,582	10%
FLEET Characteristics					
Vehicles in Peak Service					
Fixed-Route/Commuter		9			
Demand Response		4			
Total Vehicles in Peak Service		13			
Service Area Square Mileage		1,300			
Vehicles per Square Mile		0.01			

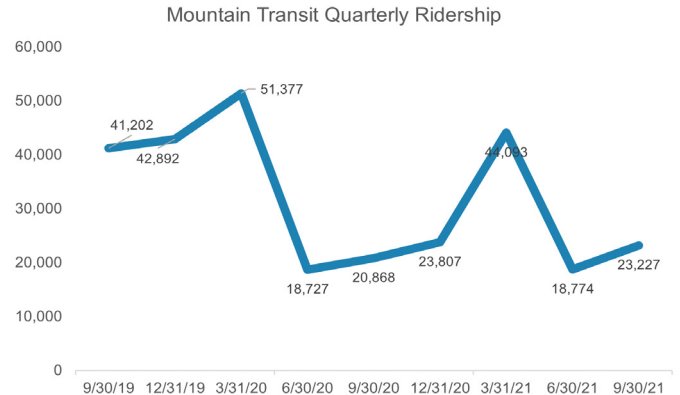
¹ Extracted from TransTrack Manager Quarterly Scorecard during October 2021.



Commentary and Trends

Ridership trends for Mountain Transit services are affected by seasonal demands where winter ridership for the snow season is usually higher than the summer months. A ridership increase of 24% was produced during the fourth quarter of FY 20/21 and the first quarter of FY 21/22, which represents about half of the trips provided in the third quarter of the winter season.

In September 2021, Mountain Transit presented its Short-Range Transit Plan for public comment that proposes to return some service days to its Off-The-Mountain commuter bus services that were reduced from daily service due to low ridership during the Pandemic.



Performance¹

	4th Quarter (Apr-May-Jun)			1st Quarter (Jul-Aug-Sep)	
	Prior Year FY 19/20	Current Year FY 20/21	% change	Current Year FY 21/22	% change from 4th Quarter
SYSTEM Total Passenger Trips	18,727	18,774	0%	23,227	24%
Fixed-Route Trips	15,075	14,584	-3%	17,736	22%
Commuter Bus Trips	922	1,490	62%	2,096	41%
Demand Response Trips	2,730	2,700	-1%	3,395	26%
SYSTEM Performance					
Revenue Hours	6,674	6,912	4%	7,827	13%
Passengers per Rev Hour	2.8	2.7	-3%	3.0	9%
Revenue Miles	96,738	112,567	16%	126,118	12%
Passengers per Rev Mile	0.19	0.17	0%	0.18	10%
OPERATIONS Expense					
Total Operating Cost	\$923,568	\$908,785	-2%	\$859,704	-5%
Passenger Revenue	\$65,528	\$139,885	113%	\$64,408	-54%
Farebox Recovery Ratio Systemwide	7.1%	15.4%	117%	7.5%	-51%
Subsidy per Pass Trip - Systemwide	\$45.82	\$40.96	-11%	\$34.24	-16%
Fixed-Route Cost per Trip	\$33.50	\$35.65	6%	\$29.24	-18%
Commuter Bus Cost per Trip	\$110.19	\$89.62	-19%	\$54.65	-39%
Demand Response Cost per Trip	\$116.12	\$94.54	-19%	\$66.73	-29%
FLEET Characteristics					
Vehicles in Peak Service					
Fixed-Route	9			9	
Demand Response	4			4	
Off the Mountain	4			4	
Trolley Vehicle	4-6			0	
Total Vehicles in Peak Service	21-23			17	
Service Area Square Mileage	269			269	

¹ Extracted from TransTrack Manager Quarterly Scorecard during October 2021.

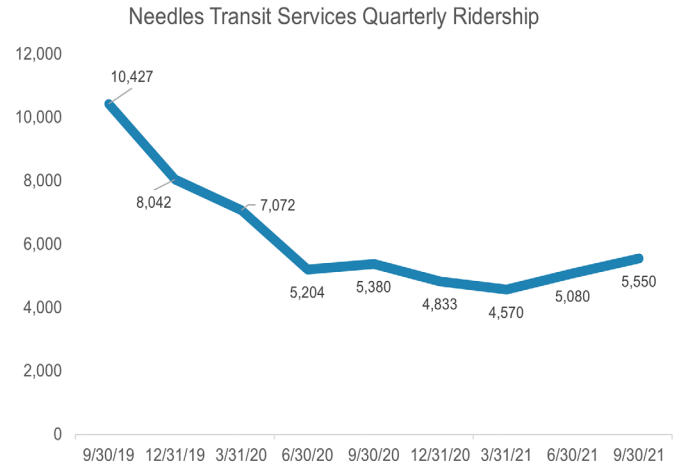


Needles Transit Services

SAN BERNARDINO COUNTY MULTIMODAL TRANSPORTATION QUARTERLY REPORT Public Transit Bus Operators

Commentary and Trends

During the first quarter of FY 21/22, Needles Transit Services had a 9% increase in ridership over the fourth quarter of FY 20/21, driven by an increase of almost 40% in demand response trips. This first quarter performance is an improvement over the system lows during the second and third quarters of FY 20/21. The growth in ridership, combined with an 88% increase in passenger revenue, reduced systemwide per trip costs by 8%.



Performance¹

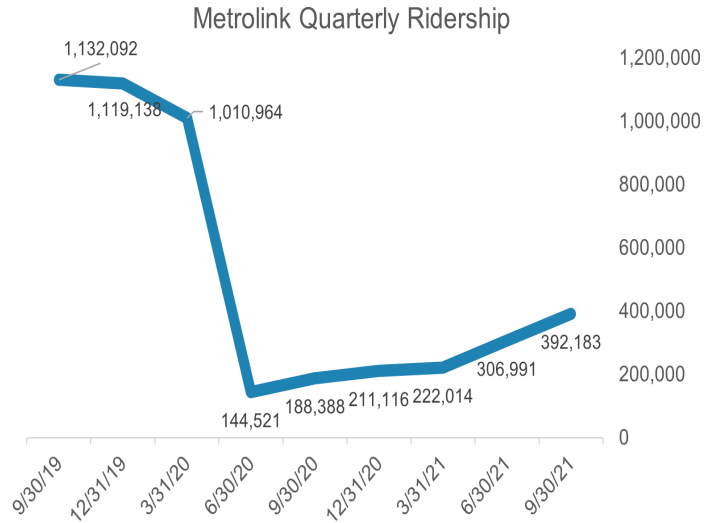
	4th Quarter (Apr-May-Jun)			1st Quarter (Jul-Aug-Sep)	
	Prior Year FY 19/20	Current Year FY 20/21	% change	Current Year FY 21/22	% change from 4th Quarter
SYSTEM Total Passenger Trips	5,204	5,080	-2%	5,550	9%
Fixed-Route Trips	3,935	4,009	2%	4,059	1%
Demand Response Trips	1,269	1,071	-16%	1,491	39%
SYSTEM Performance					
Revenue Hours	1,338	1,200	-10%	1,220	2%
Passengers per Rev Hour	3.9	4.2	9%	4.5	7%
Revenue Miles	16,443	15,285	-7%	15,857	4%
Passengers per Rev Mile	0.32	0.33	5%	0.35	5%
OPERATIONS Expense					
Total Operating Cost	\$128,506	\$125,248	-3%	\$131,340	5%
Passenger Revenue	\$6,486	\$6,147	-5%	\$11,535	88%
Farebox Recovery Ratio Systemwide	5.0%	4.9%	-3%	8.8%	79%
Subsidy per Pass Trip - Systemwide	\$23.45	\$23.45	0%	\$21.59	-8%
Fixed-Route Cost per Trip	\$25.46	\$25.42	0%	\$26.28	3%
Demand Response Cost per Trip	\$22.30	\$21.80	-2%	\$16.55	-24%
FLEET Characteristics					
Vehicles in Peak Service					
Fixed-Route		1		1	
Demand Response		1		1	
Total Vehicles in Peak Service		2		2	
Service Area Square Mileage		31		31	
Vehicles per Square Mile		0.06		0.06	

¹ Extracted from TransTrack Manager Quarterly Scorecard during October 2021.



Commentary and Trends

Metrolink ridership for the three lines that provide service in San Bernardino County have gradually increased each quarter since the onset of the COVID-19 pandemic and statewide stay-at-home orders in March 2020. A total of 392,183 trips were provided in the first quarter of FY 21/22, an increase of 28% over the previous fourth quarter of FY 20/21. Additionally, the growth in ridership increased the number of passenger miles ridden in the first quarter of FY 21/22 and the year-over-year fourth quarter comparison.



Performance¹

	4th Quarter (Apr-May-Jun)			1st Quarter (Jul-Aug-Sep)	
	Prior Year FY 19/20	Current Year FY 20/21	% change	Current Year FY 21/22	% change from 4th Quarter
SYSTEM Passenger Boardings by Line					
TOTAL San Bernardino Line	108,649	213,225	96%	273,429	28%
TOTAL Inland Empire Orange County (IEOC)	35,872	93,766	161%	118,754	27%
Boardings at San Bernardino County Stations:					
San Bernardino Line	54,045	101,877	89%	128,820	26%
IEOC Line	1,152	3,400	195%	3,681	8%
Riverside Line	3,395	5,521	63%	7,326	33%
FINANCIAL - Total San Bernardino Line w/ MOW ¹					
Operating Cost SB Line	\$51,747	\$53,575		N/A	
Farebox Revenue SB Line	\$15,355	\$4,844			
Farebox Recovery Ratio SB Line	29.7%	9%			
FINANCIAL - Total IEOC Line w/ MOW ¹					
Operating Cost IEOC Line	\$27,784	\$28,346		N/A	
Farebox Revenue IEOC Line	\$5,855	\$1,534			
Farebox Recovery Ratio IEOC Line	21.1%	5.4%			
PERFORMANCE MEASURES - San Bernardino Line					
Passenger Miles	4,012,064	8,109,040	102%	10,016,494	24%
Average Passenger Trip Length	36.9	38.1	3%	37.2	-2%
PERFORMANCE MEASURES - IEOC Line					
Passenger Miles	1,243,782	3,359,415	170%	4,114,851	22%
Average Passenger Trip Length	34.7	34.1	-2%	34.9	2%
SERVICE LEVELS					
San Bernardino Line					
# of trains per weekday WB	20	15		15	
# of trains per weekday EB	20	15		15	
# of trains per Saturday WB/EB	10	9		9	
# of trains per Sunday WB/EB	7	7		7	
IEOC Line - with stops in San Bernardino County					
# of trains per weekday WB	8	4		4	
# of trains per weekday EB	8	4		4	
# of trains per weekend WB	2	2		2	
# of trains per weekend EB	2	2		2	

¹ Metrolink conducts reconciliation on an annual, not quarterly, basis. Figures presented here are subject to change following the reconciliation process.



Multimodal Programs

cta

San Bernardino County
Transportation Authority



SAN BERNARDINO COUNTY MULTIMODAL TRANSPORTATION QUARTERLY REPORT Other Modes

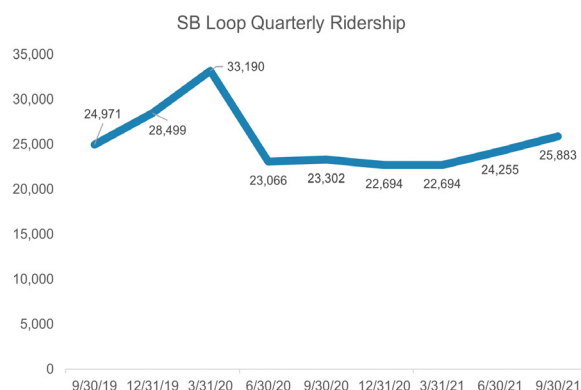


Commentary and Trends SB Loop

During the first quarter of FY 21/22, SBCTA's SB Loop vanpool program recorded the highest number of trips since the onset of COVID-19: an increase of 7% over the fourth quarter of FY 20/21. The program added one additional vanpool in the first quarter to offset the loss of three vanpools during the fourth quarter of 19/20. The first quarter growth in passenger trips resulted in increased passenger miles and passenger revenue, effectively reducing the subsidy and average cost per vanpool trip.

Performance

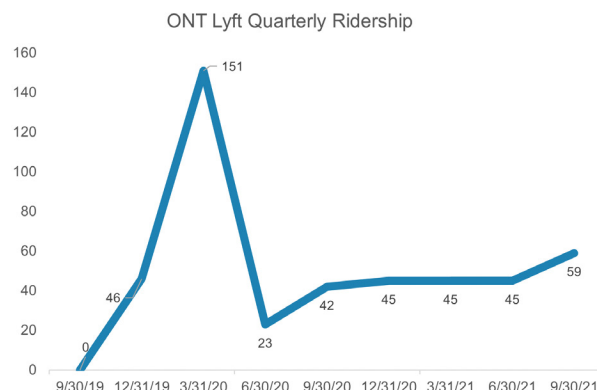
SB Loop	4th Quarter (Apr-May-Jun)			1st Quarter (Jul-Aug-Sep)	
	Prior Year	Current Year		Current Year	% change from
	FY 19/20	FY 20/21	% change	FY 21/22	4th Quarter
SYSTEM Totals					
Number of Vanpools	57	54	-5%	55	2%
Vanpool Passenger Trips	22,907	24,255	6%	25,883	7%
SYSTEM Performance					
Passenger Miles	893,180	986,832	10%	1,064,911	8%
Passengers/Rev Miles	39.0	40.7	4%	41.1	1%
OPERATIONS Expense					
Subsidies Disbursed	\$66,787	\$62,793	-6%	\$63,690	1%
Passenger Revenue	\$171,490	\$195,714	14%	\$202,427	3%
Subsidy per Passenger Trip	\$2.92	\$2.59	-11%	\$2.46	-5%
Average Cost per Passenger Trip	\$10.40	\$10.66	2%	\$10.28	-4%



ONT Lyft

SBCTA's partnership with Lyft to provide trips between Metrolink stations and the Ontario Airport experienced a 3% growth in ridership after three consecutive quarters with no change in ridership. This includes a 32% increase in repeat riders and a significant increase in rides originating from the Montclair Metrolink station. Fourth quarter performance in FY 20/21 is shown to have doubled over the same time period in FY 19/20 which was the first full quarter during the stay-at-home orders for COVID-19.

ONT Lyft	4th Quarter (Apr-May-Jun)			1st Quarter (Jul-Aug-Sep)	
	FY 19/20	FY 20/21	% change	Current Year FY 21/22	% change from 4th Quarter
SYSTEM Passenger Boardings by Line					
TOTAL Rides	23	45	96%	59	31%
Total Rides Redeemed by Mobile App	21	43	105%	58	35%
Total Rides Redeemed by Call Center	22	2	-91%	1	-50%
Repeat Rides	15	31	107%	41	32%
Repeat Riders	5	14	180%	13	-7%
Rides by Origin					
Ontario Airport	12	22	83%	28	27%
Montclair	4	8	100%	20	150%
Rancho Cucamonga	2	9	350%	8	-11%
Upland	1	2	100%	1	-50%
Ontario East	4	3	-25%	2	-33%
Cancelled Rides (by Rider)	0	1	—	0	-100%



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FY 2020/2021 Fourth Quarter Transit & FY 2021/2022 First Quarter Multimodal Transportation Quarterly Update

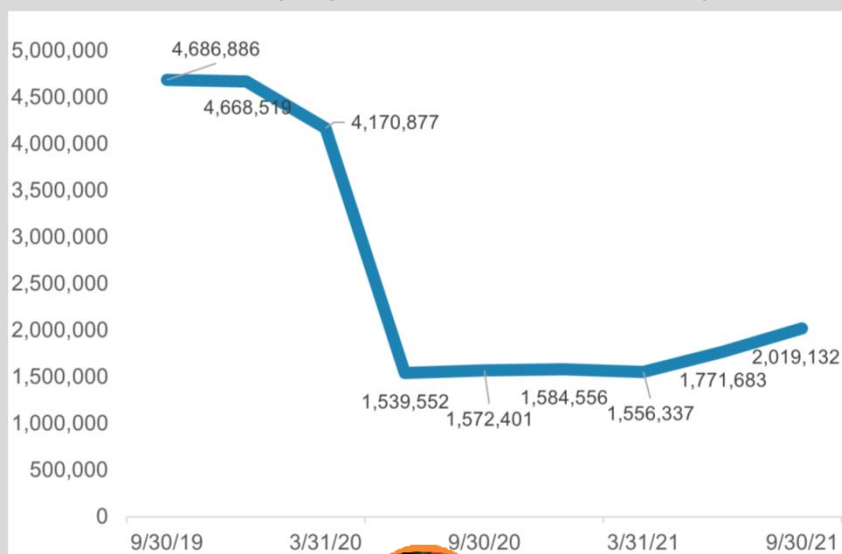
Nicole Soto
Multimodal Mobility Programs Administrator



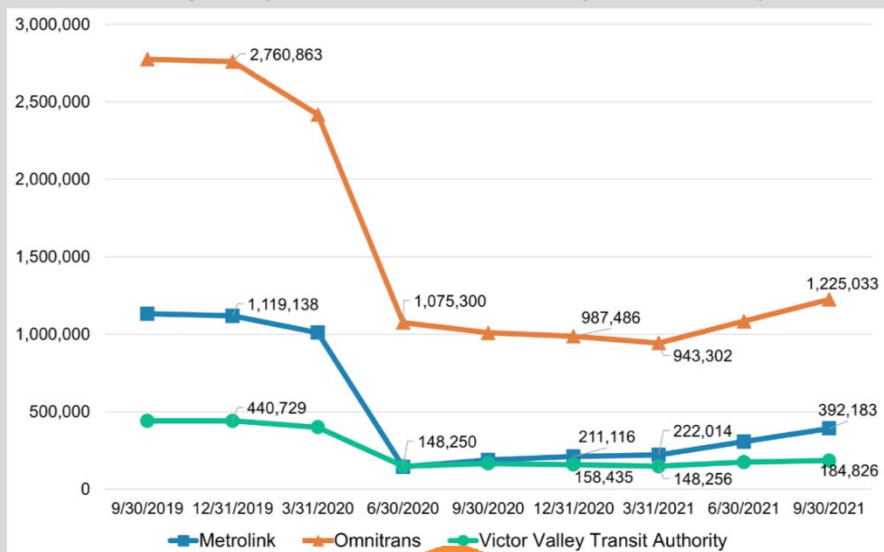
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San Bernardino County
Transportation Authority

Quarterly System-Wide Ridership



Large Operators Quarterly Ridership



Small Operators Quarterly Ridership

