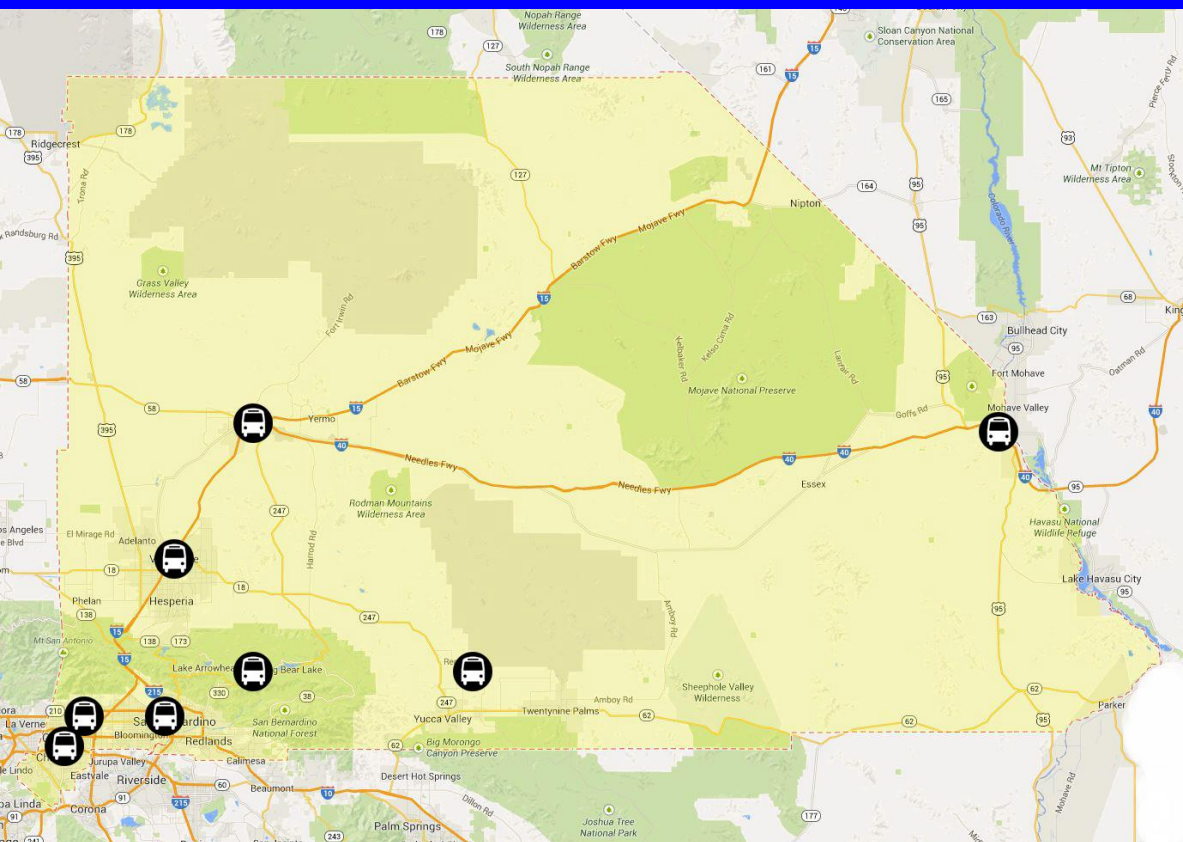


Prepared for:

**Governments
SANBAG
Working Together**

Short Range Transit Plan (S RTP)

Public Participation Plan



Prepared by:



arellano
associates

Presented by:

**PARSONS
BRINCKERHOFF**

OCTOBER 2014

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I. Introduction

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

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

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

II. Local Transit Agencies and Communities

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

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

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

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

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

A. STAKEHOLDER DATABASE

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

B. COMMUNICATION ELEMENTS

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

- Presentation materials
- Coordination with city and transit agency communiqués

C. COMMUNICATION TOOLS

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

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

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

Recommended website content includes:

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

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

IV. Meetings and Other Public Input Opportunities

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

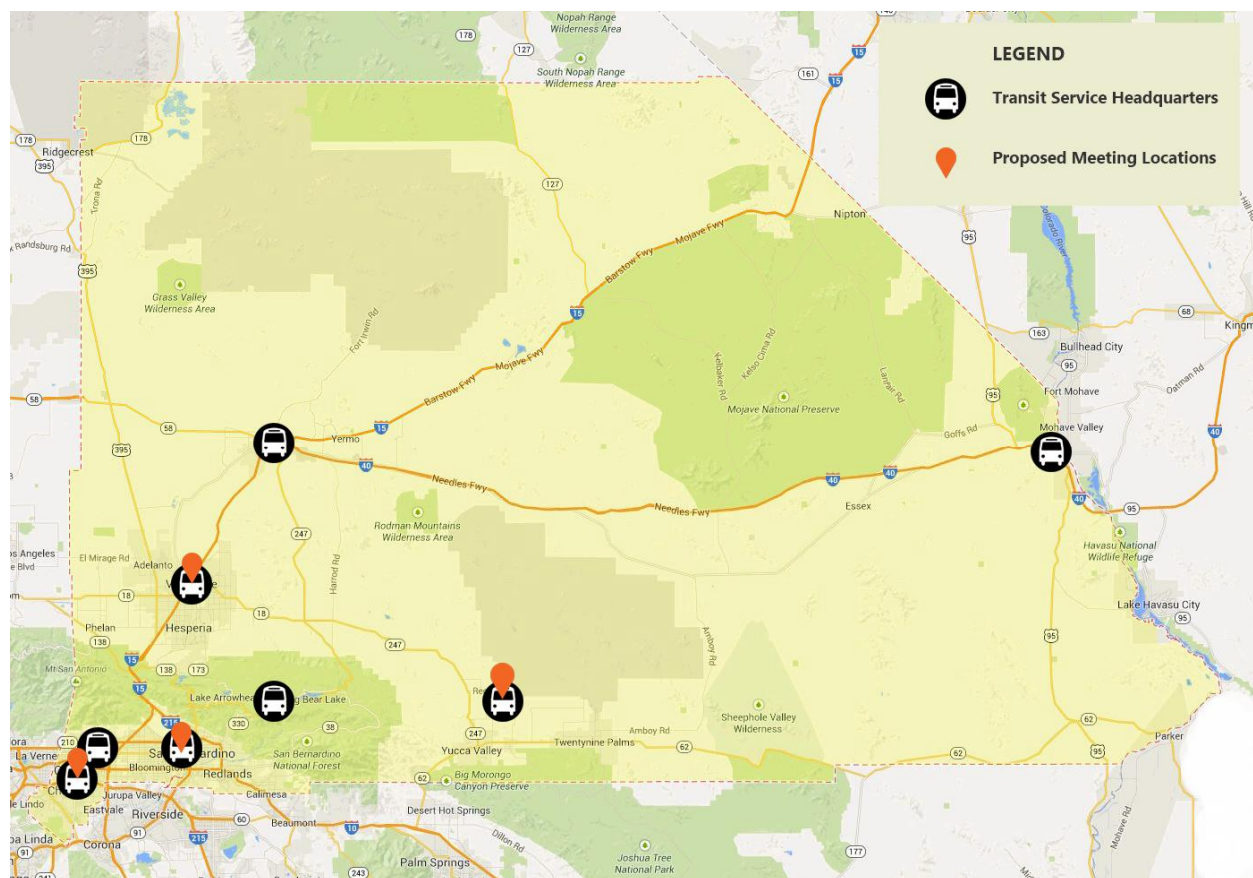
vision. AA will provide support to SANBAG and Parsons Brinckerhoff for the development of messages, meeting format, presentation materials and logistics.

A. COMMUNITY MEETINGS

While there are eight main transit service areas (including SANBAG) included as part of the countywide SRTP, one round of four community meetings at strategic locations throughout the County will be held (see map below).

The community meetings will present the purpose of the countywide SRTP as well as a set of preliminary goals and objectives for public review and input. Public input on unmet regional transit needs will also be sought.

Below are the recommended meeting locations (orange dots) which were selected to ensure that the meetings cover the diverse regions within the expansive County, including SANBAG's sub-regions of West Valley, East Valley, and the Mountain/Desert's west and east points. These are suggested locations that can be adjusted by SANBAG as needed.



This PPP assumes SANBAG will coordinate with the project team to determine the exact meeting locations, and will arrange meeting logistics. The meeting format is anticipated to involve display boards set up around the perimeter of the room for an open house style meeting and a short presentation to

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

B. BRIEFINGS

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

C. SANBAG BOARD AND COMMUTER RAIL AND TRANSIT COMMITTEE

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

D. LOGISTICS

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

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

F. PROJECT TIMELINE

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

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

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

V. Stakeholder Issues, Research and Analysis

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

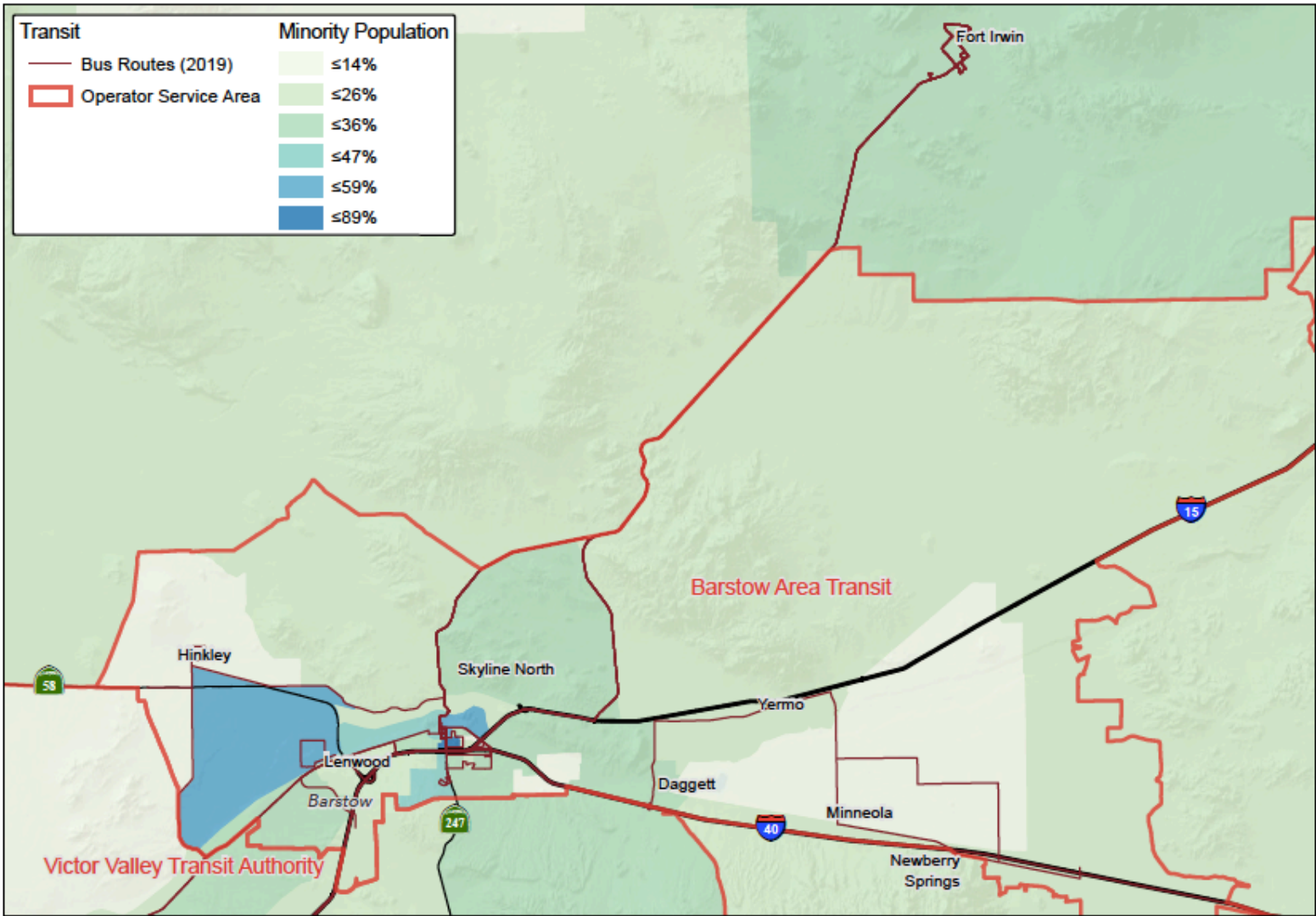
In addition, the AA team will follow and track any community and stakeholder issues that may require attention and/or a response from SANBAG and Parsons Brinckerhoff.

VI. Media Relations Support

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

Attachment C: San Bernardino County Demographic Maps

Barstow Area Minority Populations

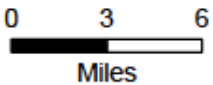


Minority Population

Barstow Area

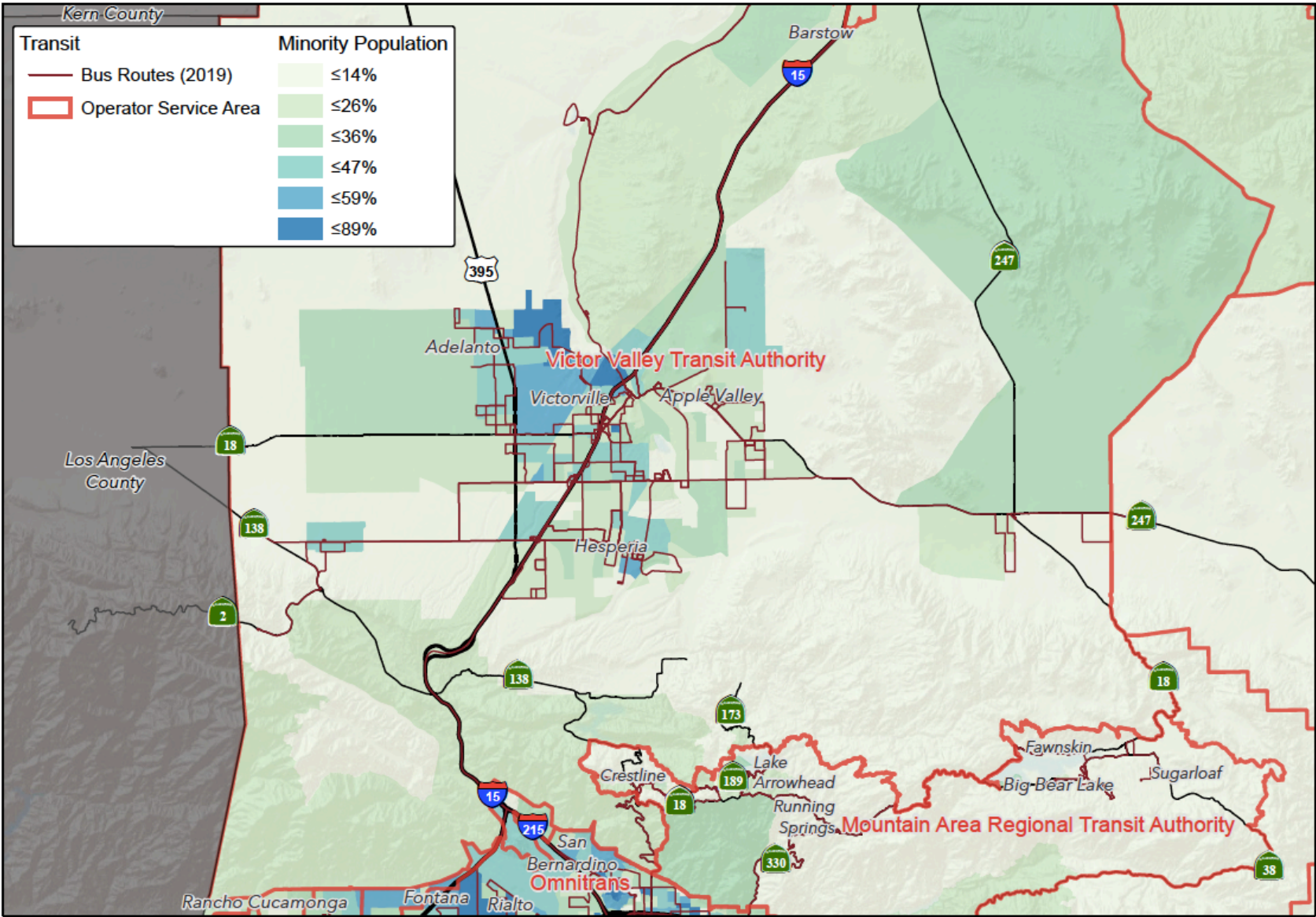
Total Population, per 2010 US Census Block Groups

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Map Date: 08/21/2019

High Desert Minority Populations

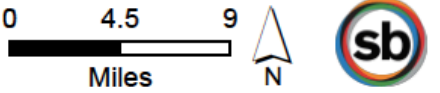


Minority Population

High Desert Area

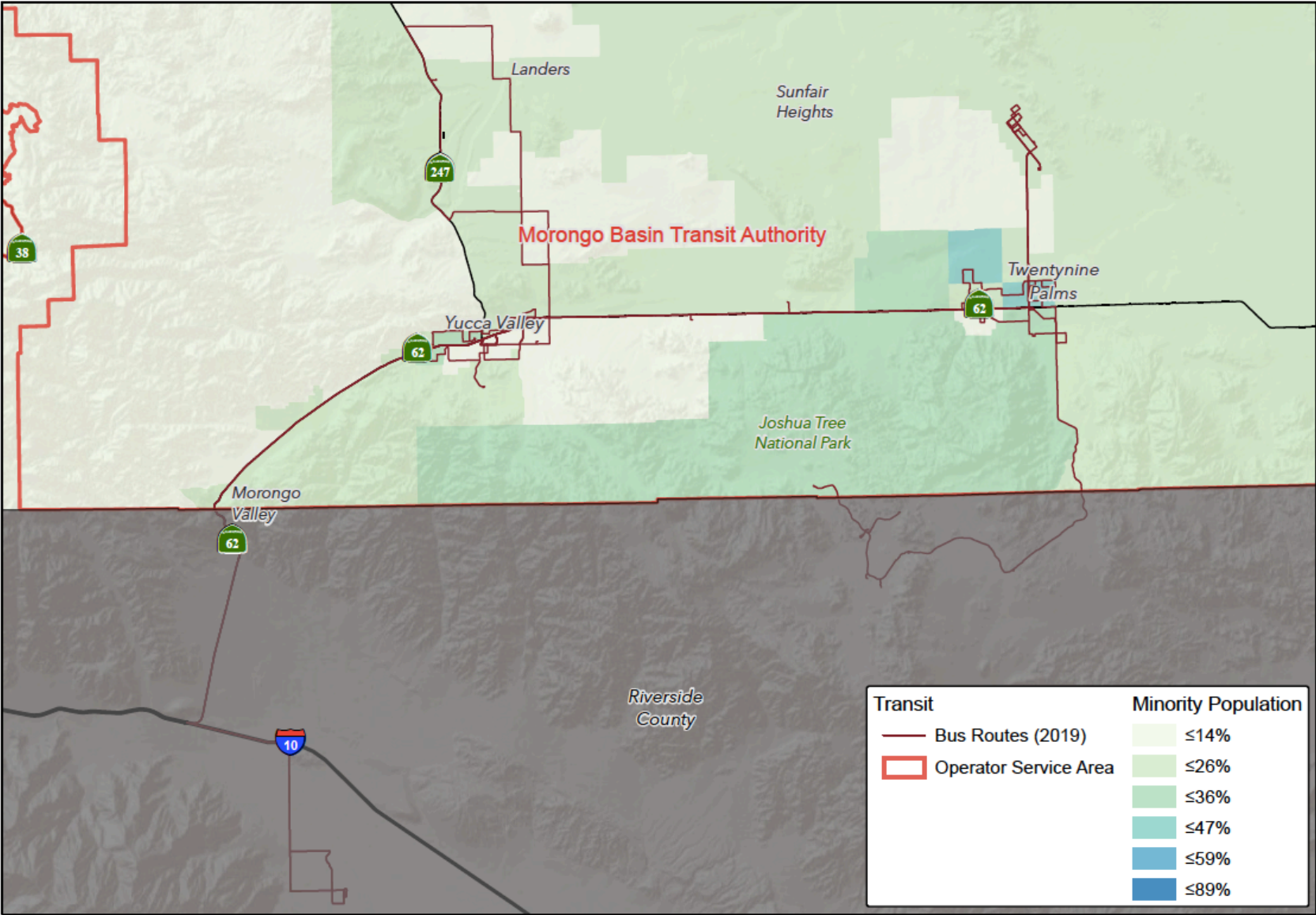
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Morongo Basin Minority Populations

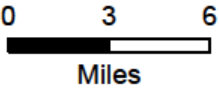


Minority Population

Morongo Basin Area

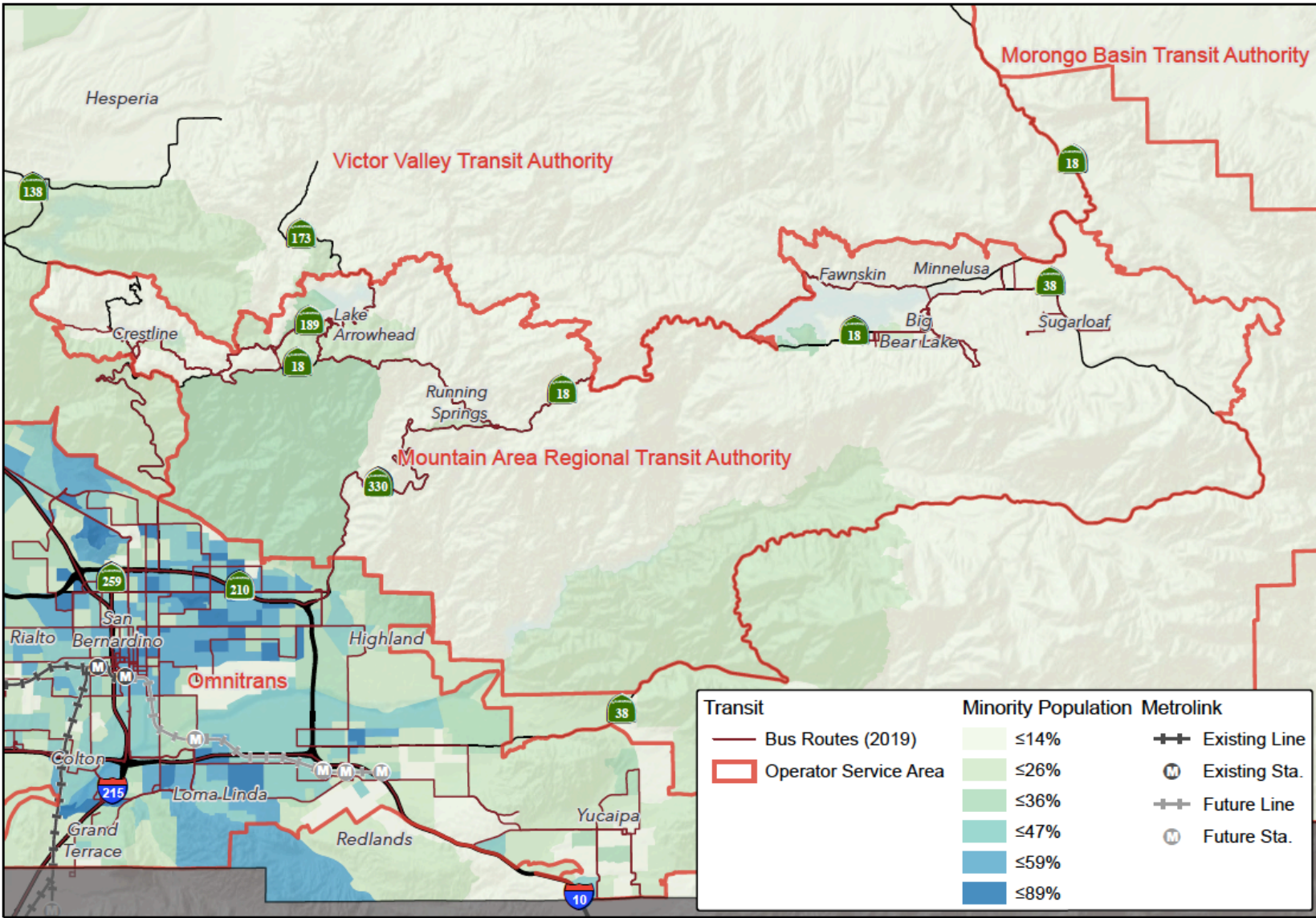
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Mountain Area Minority Populations



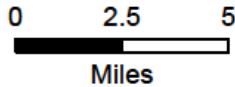
Minority Population

Mountain Area

Total Population, per 2010 US Census Block Groups

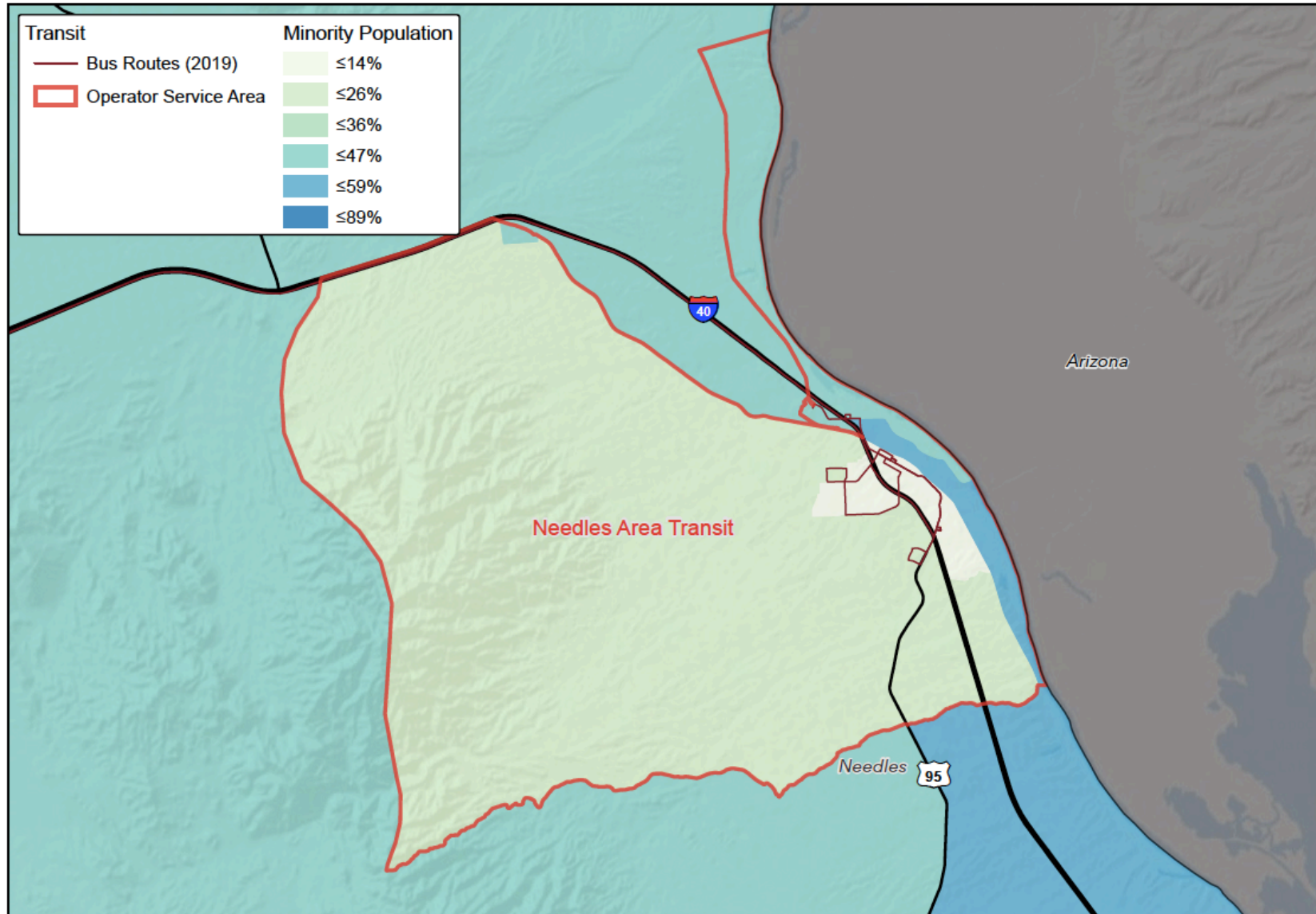
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Needles Area Minority Populations



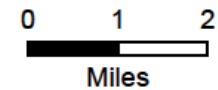
Minority Population

Needles Area

Total Population, per 2010 US Census Block Groups

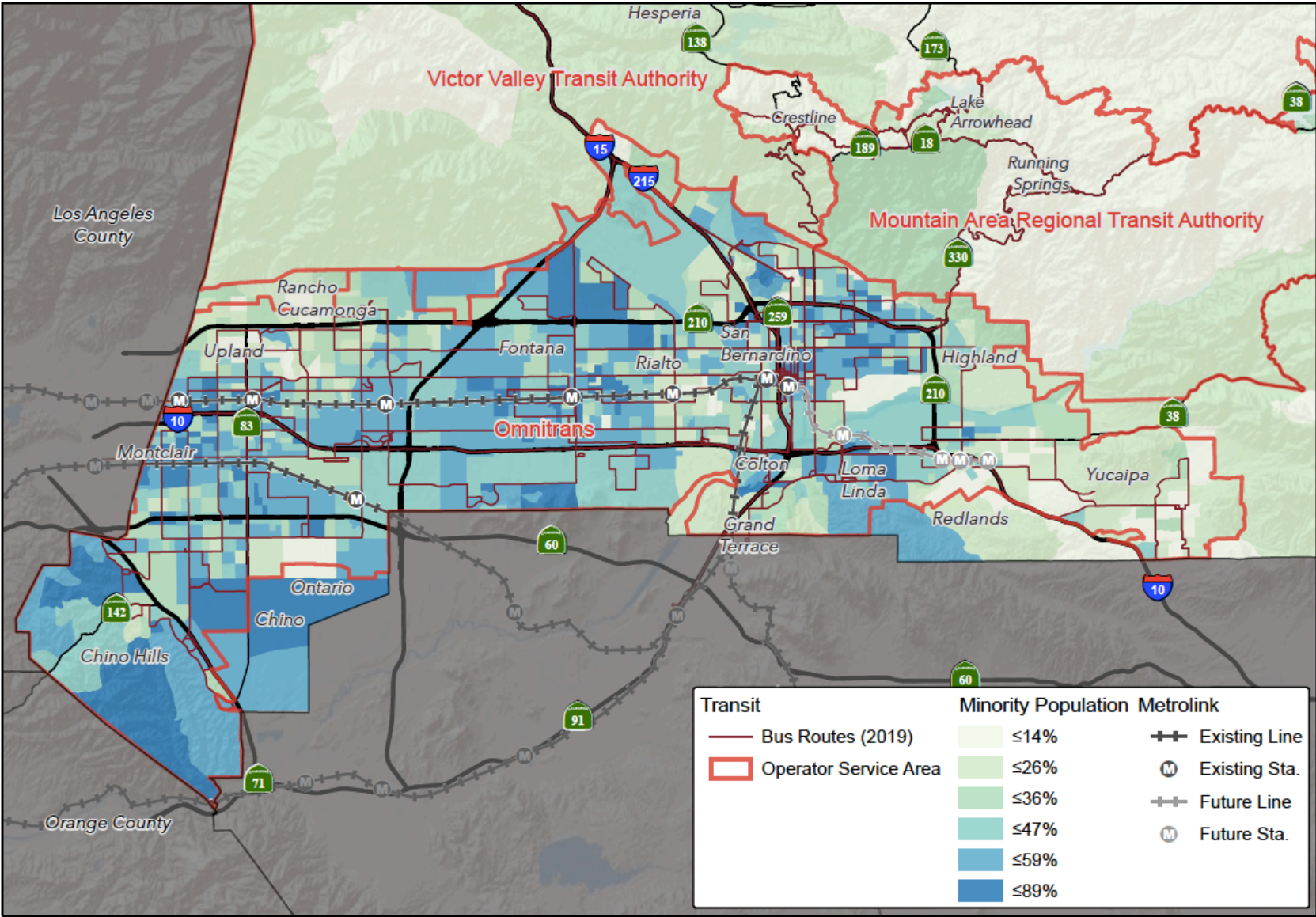
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San Bernardino Valley Minority Populations

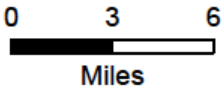


Minority Population

San Bernardino Valley Area

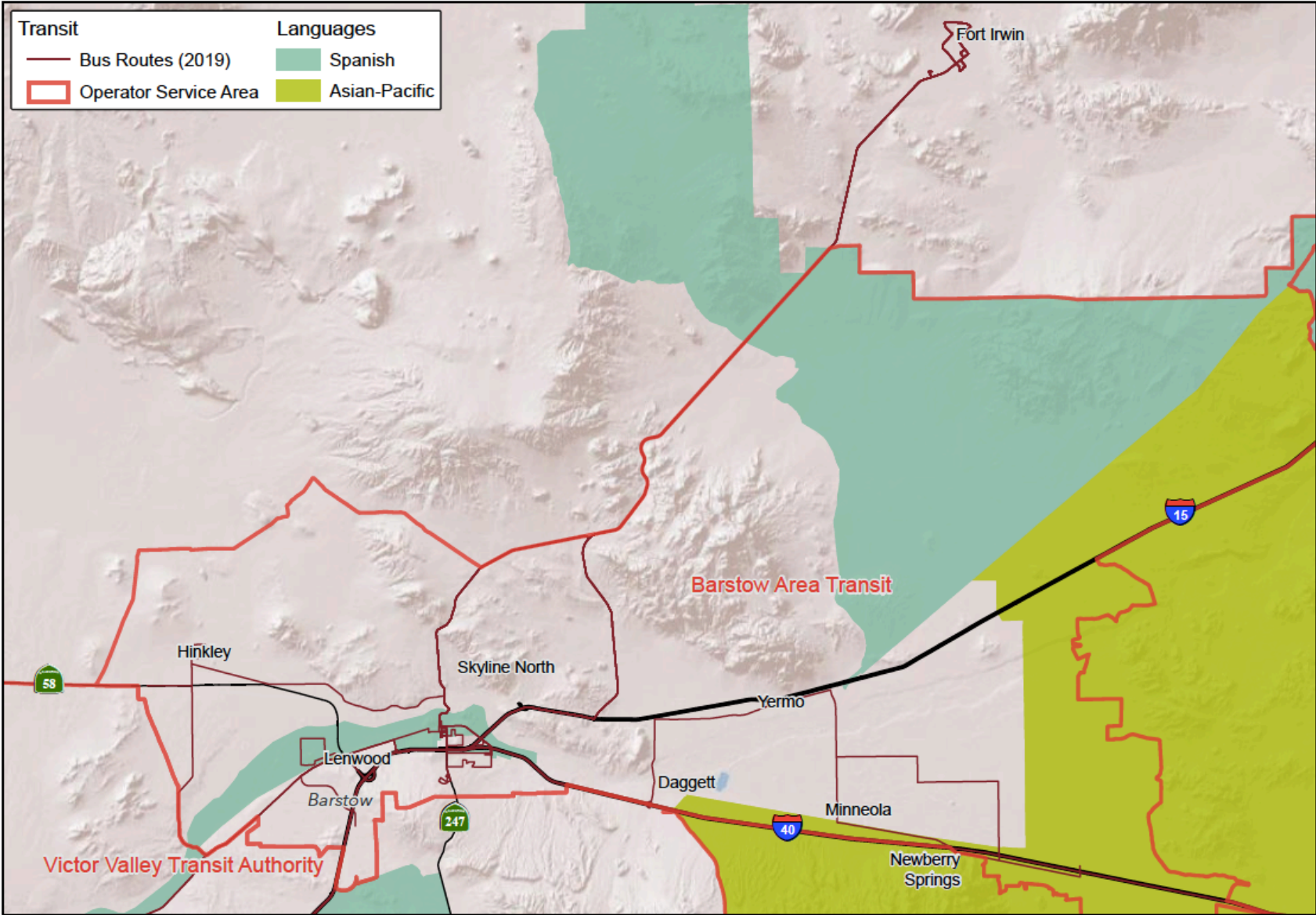
Total Population, per 2010 US Census Block Groups

Source: ACS 2011-15 5-Yr Estimates, #B02001, 201908 Path: K:\Projects\TransitRoutes_190814_CM\TransitRoutes_190814_CM.aprx



Map Date: 08/21/2019

Barstow Area LEP Populations

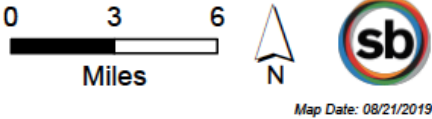


Non-English Primary Languages

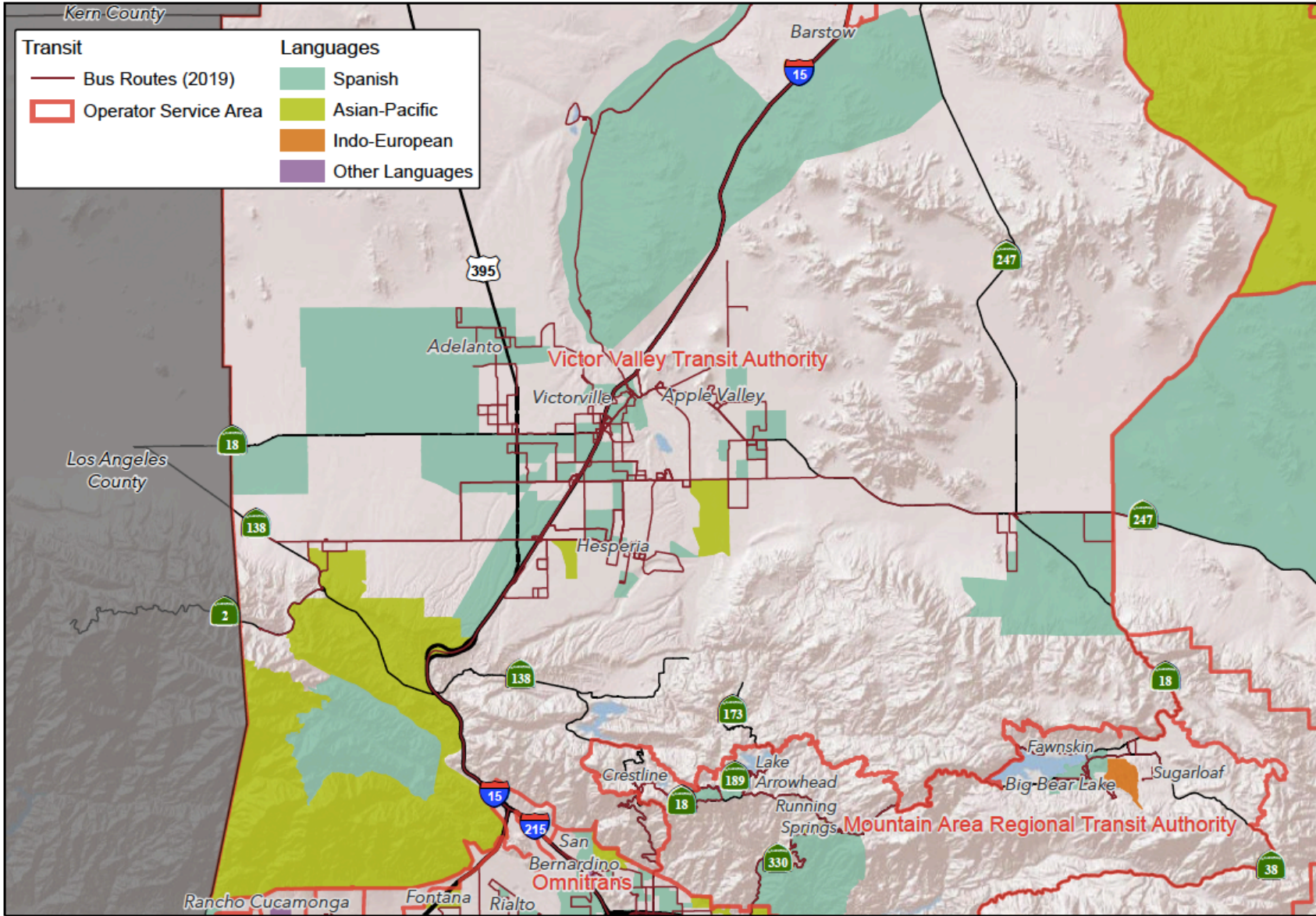
Barstow Area

At 5% and Above per Household, for 2010 US Census Block Groups

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High Desert LEP Populations



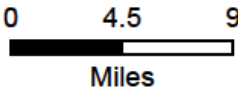
Non-English Primary Languages

High Desert Area

At 5% and Above per Household, for 2010 US Census Block Groups

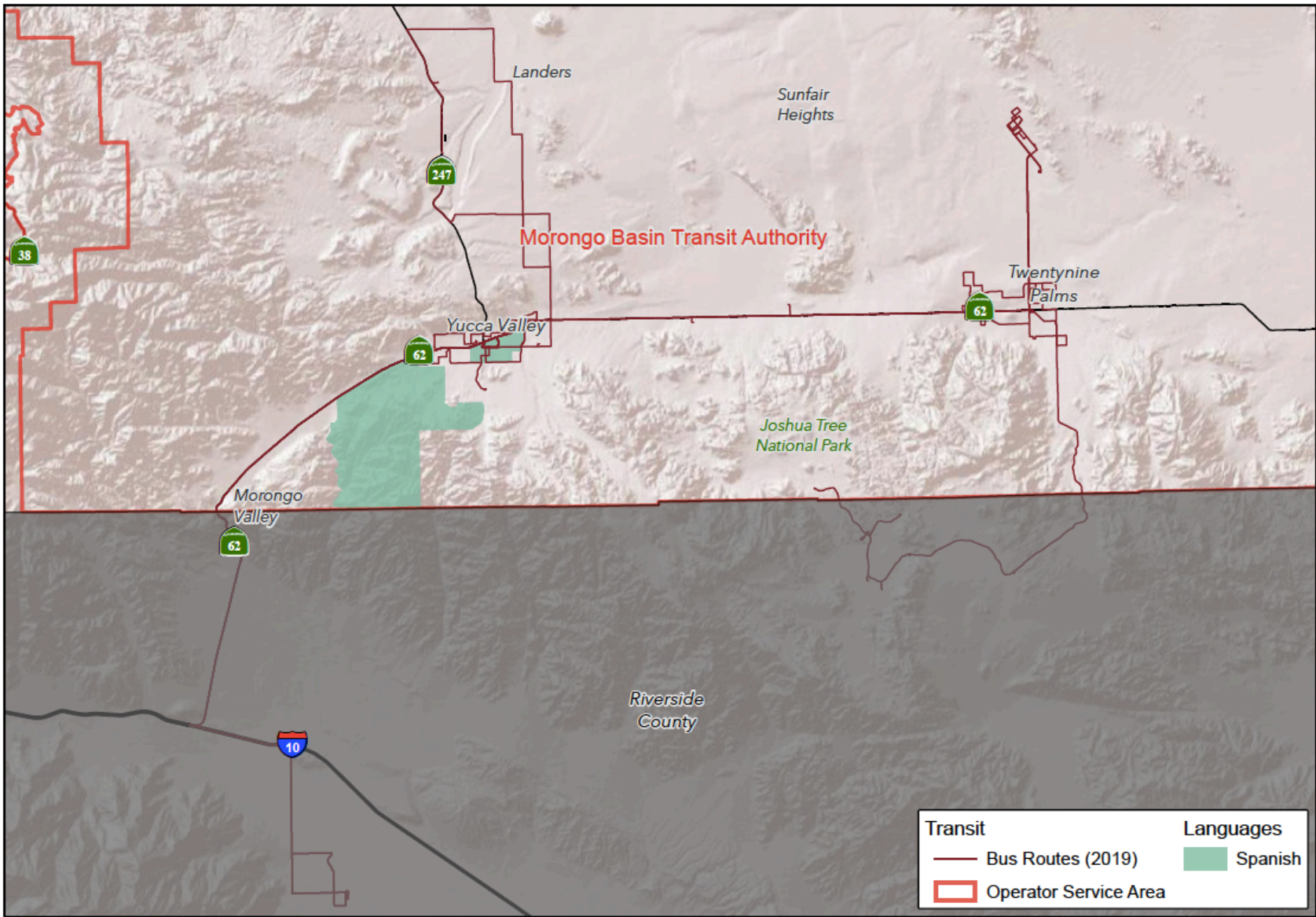
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Morongo Basin LEP Populations



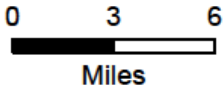
Non-English Primary Languages

Morongo Basin Area

At 5% and Above per Household, for 2010 US Census Block Groups

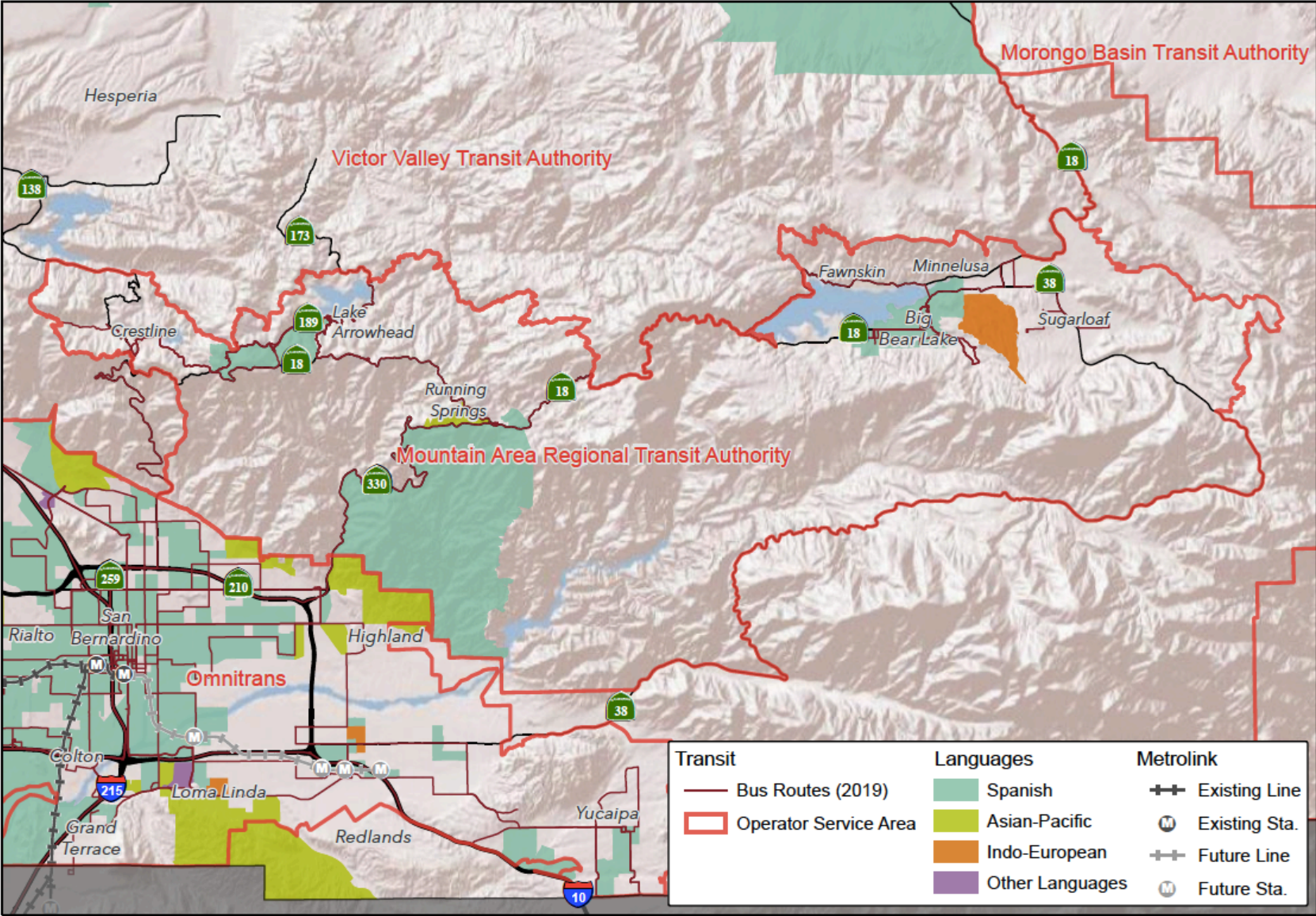
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Map Date: 08/21/2019

Mountain Area LEP Populations



Non-English Primary Languages

Mountain Area

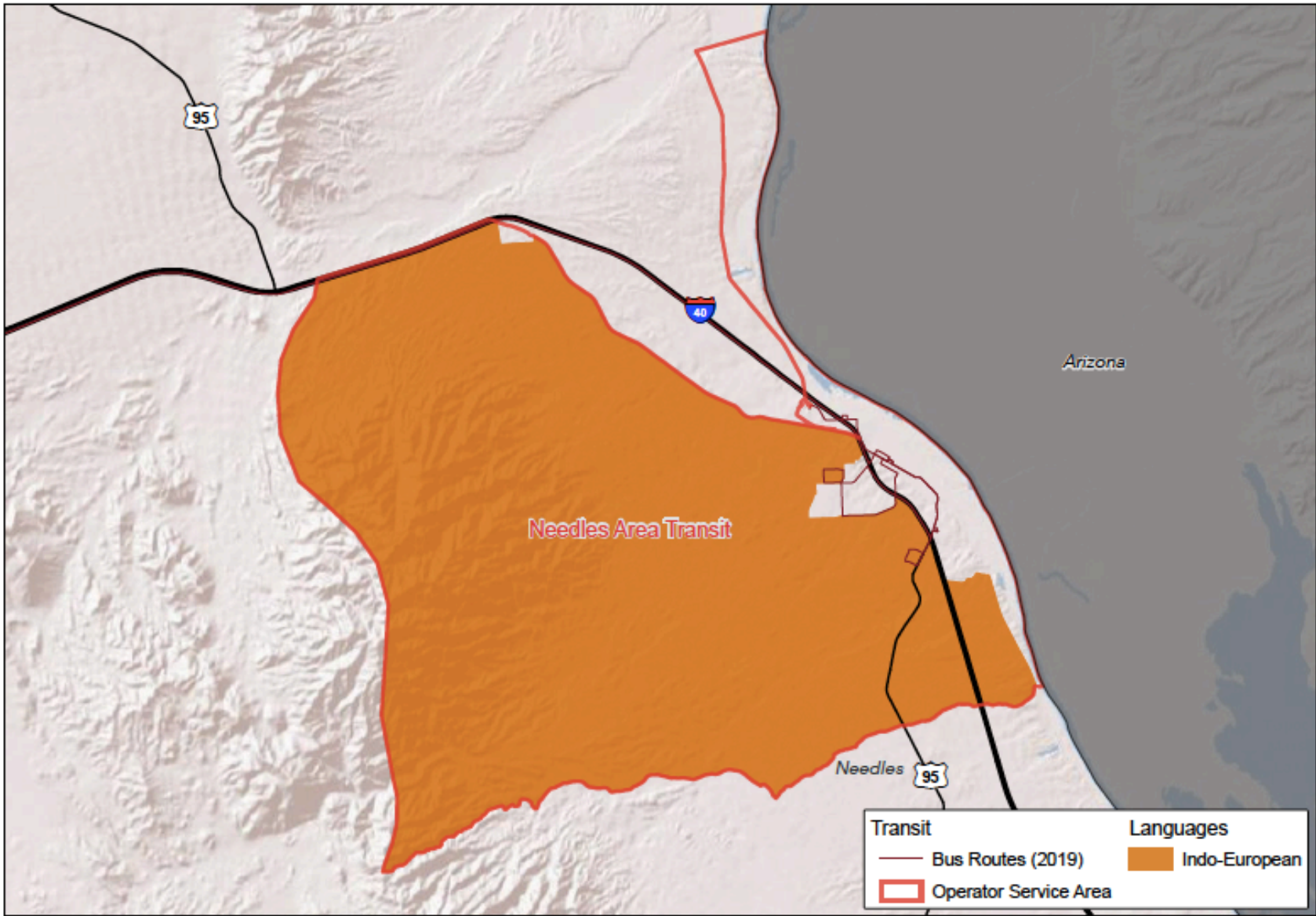
At 5% and Above per Household, for 2010 US Census Block Groups

Source: ACS 2011-15 5-Yr Estimates, #B16002, 201908

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Map Date: 08/21/2019

Needles Area LEP Populations

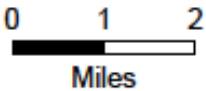


Non-English Primary Languages

Needles Area

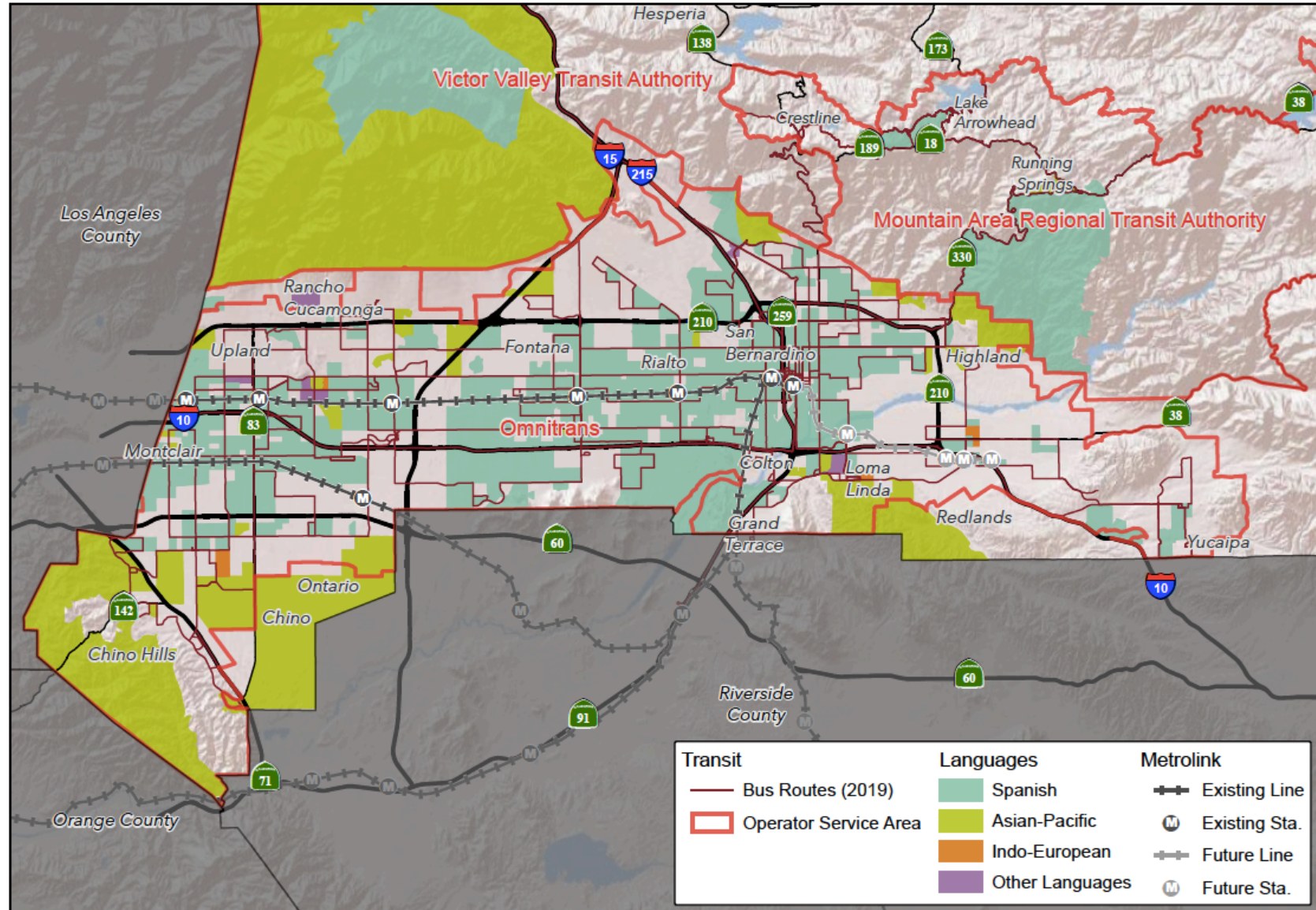
At 5% and Above per Household, for 2010 US Census Block Groups

Source: ACS 2011-15 5-Yr Estimates, #818002, 201908 Path: K:\Project\TransitRoutes_190814_CM\TransitRoutes_190814_CM.aprx



Map Date: 08/21/2019

San Bernardino Valley LEP Populations



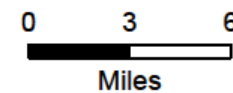
Non-English Primary Languages

San Bernardino Valley Area

At 5% and Above per Household, for 2010 US Census Block Groups

Source: ACS 2011-15 5-Yr Estimates, #B16002, 201908

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Map Date: 08/21/2019

City (SBCTA Board Members)	Limited English Proficient (LEP) Speakers			
	Total Population	LEP Population	2015 ACS 5-Year Estimates	Percent of Total Population
Adelanto	28,255	Spanish or Spanish Creole	4,760	16.85%
		Persian	26	0.09%
		Korean	13	0.05%
		Mon-Khmer, Cambodian	46	0.16%
		Thai	20	0.07%
		Vietnamese	44	0.16%
		Tagalog	34	0.12%
		Other Pacific Island languages	27	0.10%
		Arabic	29	0.10%
		African languages	12	0.04%
		Other and unspecified languages	21	0.07%
		Total LEP Speakers	5,032	17.81%
Apple Valley	66,386	Spanish or Spanish Creole	2,115	3.19%
		Portuguese or Portuguese Creole	14	0.02%
		German	104	0.16%
		Russian	21	0.03%
		Serbo-Croatian	14	0.02%
		Armenian	28	0.04%
		Hindi	15	0.02%
		Chinese	152	0.23%
		Japanese	8	0.01%
		Korean	174	0.26%
		Thai	32	0.05%
		Vietnamese	31	0.05%
		Other Asian languages	41	0.06%
		Tagalog	140	0.21%
		Other Pacific Island languages	1	0.00%
		Other Native North American languages	24	0.04%
		Hungarian	22	0.03%
		Arabic	47	0.07%
		Total LEP Speakers	2,983	4.49%

Appendix D

City (SBCTA Board Members)	Limited English Proficient (LEP) Speakers			
	Total Population	LEP Population	2015 ACS 5-Year Estimates	Percent of Total Population
Barstow	20,676	Spanish or Spanish Creole	1,535	7.42%
		Other Indic languages	37	0.18%
		Chinese	31	0.15%
		Japanese	17	0.08%
		Korean	61	0.30%
		Vietnamese	8	0.04%
		Tagalog	2	0.01%
		Navajo	23	0.11%
		Other Native North American languages	16	0.08%
		Arabic	17	0.08%
		Total LEP Speakers	1,747	8.45%
Big Bear Lake	4,910	Spanish or Spanish Creole	279	5.68%
		Italian	9	0.18%
		Russian	32	0.65%
		Other Indic languages	18	0.37%
		Arabic	28	0.57%
		Total LEP Speakers	366	7.45%
Chino	76,632	Spanish or Spanish Creole	6,736	8.79%
		French (incl. Patois, Cajun)	14	0.02%
		Italian	34	0.04%
		Portuguese or Portuguese Creole	156	0.20%
		German	22	0.03%
		Other West Germanic languages	18	0.02%
		Armenian	38	0.05%
		Persian	13	0.02%
		Gujarati	116	0.15%
		Hindi	44	0.06%
		Other Indic languages	48	0.06%
		Chinese	1,560	2.04%
		Japanese	32	0.04%
		Korean	362	0.47%
		Mon-Khmer, Cambodian	10	0.01%

City (SBCTA Board Members)	Limited English Proficient (LEP) Speakers			
	Total Population	LEP Population	2015 ACS 5-Year Estimates	Percent of Total Population
Chino, Continued	76,632	Hmong	79	0.10%
		Thai	1	0.00%
		Laotian	11	0.01%
		Vietnamese	179	0.23%
		Tagalog	695	0.91%
		Other Pacific Island languages	76	0.10%
		Other Native North American languages	5	0.01%
		Arabic	42	0.05%
		Other and unspecified languages	14	0.02%
		Total LEP Speakers	10,305	13.45%
Chino Hills	72,600	Spanish or Spanish Creole	2,345	3.23%
		French (incl. Patois, Cajun)	6	0.01%
		Italian	6	0.01%
		Portuguese or Portuguese Creole	9	0.01%
		Other West Germanic languages	22	0.03%
		Persian	9	0.01%
		Gujarati	185	0.25%
		Hindi	78	0.11%
		Urdu	15	0.02%
		Other Indic languages	34	0.05%
		Other Indo-European languages	2	0.00%
		Chinese	3,906	5.38%
		Japanese	120	0.17%
		Korean	1,168	1.61%
		Mon-Khmer, Cambodian	7	0.01%
		Thai	68	0.09%
		Laotian	44	0.06%
		Vietnamese	329	0.45%
		Tagalog	855	1.18%
		Other Pacific Island languages	137	0.19%
		Arabic	183	0.25%
		African languages	30	0.04%
		Total LEP Speakers	9,558	13.17%

City (SBCTA Board Members)	Limited English Proficient (LEP) Speakers			
	Total Population	LEP Population	2015 ACS 5-Year Estimates	Percent of Total Population
Colton	48,526	Spanish or Spanish Creole	8,906	18.35%
		German	10	0.02%
		Other West Germanic languages	13	0.03%
		Urdu	78	0.16%
		Other Indic languages	40	0.08%
		Chinese	43	0.09%
		Korean	48	0.10%
		Mon-Khmer, Cambodian	34	0.07%
		Vietnamese	134	0.28%
		Tagalog	207	0.43%
		Other Pacific Island languages	228	0.47%
		Arabic	52	0.11%
		Total LEP Speakers	9,793	20.18%
Fontana	188,452	Spanish or Spanish Creole	38,293	20.32%
		French	97	0.05%
		Italian	20	0.01%
		Portuguese or Portuguese Creole	69	0.04%
		German	8	0.00%
		Russian	23	0.01%
		Other Slavic languages	21	0.01%
		Armenian	32	0.02%
		Persian	183	0.10%
		Gujarati	74	0.04%
		Urdu	60	0.03%
		Other Indic languages	222	0.12%
		Other Indo-European languages	25	0.01%
		Chinese	1,100	0.58%
		Japanese	155	0.08%
		Korean	302	0.16%
		Thai	226	0.12%
		Laotian	49	0.03%
		Vietnamese	359	0.19%
		Other Asian languages	8	0.00%
		Tagalog	1224	0.65%

City (SBCTA Board Members)	Limited English Proficient (LEP) Speakers			
	Total Population	LEP Population	2015 ACS 5-Year Estimates	Percent of Total Population
Fontana, Continued	188,452	Other Pacific Island languages	138	0.07%
		Other Native North American languages	5	0.00%
		Arabic	538	0.29%
		Hebrew	37	0.02%
		African languages	186	0.10%
		Other and unspecified languages	88	0.05%
		Total LEP Speakers	43,542	23.11%
Grand Terrace	11,739	Spanish or Spanish Creole	746	6.35%
		Greek	7	0.06%
		Persian	8	0.07%
		Urdu	12	0.10%
		Other Indic languages	13	0.11%
		Other Indo-European languages	14	0.12%
		Chinese	8	0.07%
		Korean	6	0.05%
		Vietnamese	6	0.05%
		Tagalog	55	0.47%
		Other Pacific Island languages	34	0.29%
		Arabic	32	0.27%
		Total LEP Speakers	941	8.02%
Hesperia	85,151	Spanish or Spanish Creole	8399	9.86%
		French (incl. Patois, Cajun)	6	0.01%
		Other West Germanic languages	10	0.01%
		Russian	134	0.16%
		Other Slavic languages	8	0.01%
		Other Indic languages	53	0.06%
		Chinese	67	0.08%
		Japanese	29	0.03%
		Korean	126	0.15%
		Thai	31	0.04%

City (SBCTA Board Members)	Limited English Proficient (LEP) Speakers				
	Total Population	LEP Population	2015 ACS 5-Year Estimates	Percent of Total Population	
Hesperia Continued	85,151	Vietnamese	293	0.34%	
		Other Asian languages	8	0.01%	
		Tagalog	25	0.03%	
		Arabic	80	0.09%	
		African languages	29	0.03%	
		Total LEP Speakers	9298	10.92%	
Highland	2188	Spanish or Spanish Creole	6	0.27%	
		Total LEP Speakers	6	0.27%	
Loma Linda	22,242	Spanish or Spanish Creole	813	3.66%	
		French (incl. Patois, Cajun)	158	0.71%	
		Italian	17	0.08%	
		German	37	0.17%	
		Russian	16	0.07%	
		Other Slavic languages	113	0.51%	
		Armenian	12	0.05%	
		Hindi	67	0.30%	
		Other Indic languages	229	1.03%	
		Other Indo-European languages	70	0.31%	
		Chinese	350	1.57%	
		Japanese	66	0.30%	
		Korean	405	1.82%	
		Mon-Khmer, Cambodian	46	0.21%	
		Thai	204	0.92%	
		Vietnamese	24	0.11%	
		Other Asian languages	9	0.04%	
		Tagalog	301	1.35%	
		Other Pacific Island languages	326	1.47%	
		Hungarian	50	0.22%	
		Arabic	32	0.14%	
		African languages	114	0.51%	
		Other and unspecified languages	26	0.12%	
		Total LEP Speakers		3,485	15.67%

Appendix D

City (SBCTA Board Members)	Limited English Proficient (LEP) Speakers			
	Total Population	LEP Population	2015 ACS 5-Year Estimates	Percent of Total Population
Montclair	35,268	Spanish or Spanish Creole	7,391	20.96%
		Gujarati	36	0.10%
		Chinese	530	1.50%
		Korean	6	0.02%
		Mon-Khmer, Cambodian	27	0.08%
		Thai	17	0.05%
		Laotian	24	0.07%
		Vietnamese	919	2.61%
		Tagalog	145	0.41%
		Other Pacific Island languages	130	0.37%
		Arabic	34	0.10%
		Total LEP Speakers		9,259
Needles	4,630	Spanish or Spanish Creole	60	1.30%
		Other Indic languages	58	1.25%
		Other Native North American languages	6	0.13%
		Total LEP Speakers		124

City (SBCTA Board Members)	Limited English Proficient (LEP) Speakers			
	Total Population	LEP Population	2015 ACS 5-Year Estimates	Percent of Total Population
Ontario	156,427	Spanish or Spanish Creole	34,067	21.78%
		French (incl. Patois, Cajun)	96	0.06%
		Italian	7	0.00%
		Portuguese or Portuguese Creole	94	0.06%
		German	27	0.02%
		Other West Germanic languages	33	0.02%
		Greek	9	0.01%
		Russian	32	0.02%
		Polish	22	0.01%
		Persian	33	0.02%
		Other Indic languages	80	0.05%
		Other Indo-European languages	48	0.03%
		Chinese	675	0.43%
		Japanese	53	0.03%
		Korean	254	0.16%
		Mon-Khmer, Cambodian	256	0.16%
		Thai	117	0.07%
		Vietnamese	849	0.54%
		Other Asian languages	22	0.01%
		Tagalog	670	0.43%
		Other Pacific Island languages	285	0.18%
		Arabic	27	0.02%
		African languages	120	0.08%
		Total LEP Speakers	37,876	24.21%
Rancho Cucamonga	161,714	Spanish or Spanish Creole	8,980	5.55%
		French (incl. Patois, Cajun)	25	0.02%
		Italian	65	0.04%
		Portuguese or Portuguese Creole	54	0.03%
		German	93	0.06%
		Other West Germanic languages	6	0.00%
		Other Slavic languages	152	0.09%
		Armenian	123	0.08%
		Persian	416	0.26%

Rancho Cucamonga, Continued	161,714	Hindi	84	0.05%
		Urdu	213	0.13%
		Other Indic languages	257	0.16%
		Other Indo-European languages	37	1.95%
		Chinese	3,159	1.95%
		Japanese	63	0.04%
		Korean	1,468	0.91%
		Mon-Khmer, Cambodian	232	0.14%
		Thai	444	0.27%
		Vietnamese	384	0.24%
		Other Asian languages	491	0.30%
		Tagalog	1,118	0.69%
		Other Pacific Island languages	273	0.17%
		Hungarian	18	0.01%
		Arabic	1,052	0.65%
		Other and unspecified languages	28	0.02%
		Total LEP Speakers	19,235	11.89%
Redlands	65,444	Spanish or Spanish Creole	2,315	3.54%
		French (incl. Patois, Cajun)	27	0.04%
		German	73	0.11%
		Scandinavian languages	27	0.04%
		Russian	76	0.12%
		Armenian	73	0.11%
		Persian	133	0.20%
		Hindi	15	0.02%
		Urdu	20	0.03%
		Other Indic languages	11	0.02%
		Other Indo-European languages	95	0.15%
		Chinese	151	0.23%
		Japanese	62	0.09%
		Korean	71	0.11%
		Mon-Khmer, Cambodian	16	0.02%
		Thai	70	0.11%
		Vietnamese	131	0.20%

City (SBCTA Board Members)	Limited English Proficient (LEP) Speakers			
	Total Population	LEP Population	2015 ACS 5-Year Estimates	Percent of Total Population
Redlands, Continued	65,444	Other Asian languages	57	0.09%
		Tagalog	178	0.27%
		Other Pacific Island languages	144	0.22%
		Hungarian	20	0.03%
		Arabic	238	0.36%
		African languages	24	0.04%
		Total LEP Speakers	4,027	6.15%
Rialto	93,336	Spanish or Spanish Creole	19,431	20.82%
		French Creole	95	0.10%
		Portuguese or Portuguese Creole	9	0.01%
		German	13	0.01%
		Polish	9	0.01%
		Persian	47	0.05%
		Other Indic languages	83	0.09%
		Other Indo-European languages	83	0.09%
		Chinese	271	0.29%
		Japanese	22	0.02%
		Korean	30	0.03%
		Mon-Khmer, Cambodian	199	0.21%
		Thai	30	0.03%
		Laotian	35	0.04%
		Vietnamese	60	0.06%
		Tagalog	138	0.15%
		Other Pacific Island languages	234	0.25%
		Hungarian	8	0.01%
		Arabic	43	0.05%
		African languages	1	0.00%
		Total LEP Speakers	20,841	22.33%

City (SBCTA Board Members)	Limited English Proficient (LEP) Speakers			
	Total Population	LEP Population	2015 ACS 5-Year Estimates	Percent of Total Population
San Bernardino	196,026	Spanish or Spanish Creole	35,998	18.36%
		French (incl. Patois, Cajun)	121	0.06%
		Italian	18	0.01%
		German	60	0.03%
		Greek	22	0.01%
		Russian	25	0.01%
		Other Slavic languages	7	0.00%
		Armenian	43	0.02%
		Persian	22	0.01%
		Hindi	31	0.02%
		Urdu	35	0.02%
		Other Indic languages	114	0.06%
		Other Indo-European languages	126	0.06%
		Chinese	507	0.26%
		Japanese	124	0.06%
		Korean	417	0.21%
		Mon-Khmer, Cambodian	454	0.23%
		Hmong	140	0.07%
		Thai	204	0.10%
		Laotian	8	0.00%
		Vietnamese	840	0.43%
		Other Asian languages	29	0.01%
		Tagalog	712	0.36%
		Other Pacific Island languages	602	0.31%
		Hungarian	7	0.00%
		Arabic	598	0.31%
		African languages	142	0.07%
		Total LEP Speakers	41,406	21.12%

City (SBCTA Board Members)	Limited English Proficient (LEP) Speakers			
	Total Population	LEP Population	2015 ACS 5-Year Estimates	Percent of Total Population
Twentynine Palms	22,455	Spanish or Spanish Creole	270	1.20%
		Other West Germanic languages	8	0.04%
		Hindi	42	0.19%
		Japanese	34	0.15%
		Vietnamese	11	0.05%
		Tagalog	153	0.68%
		Other Pacific Island languages	74	0.33%
		Total LEP Speakers	592	2.64%
Upland	70,624	Spanish or Spanish Creole	5,766	8.16%
		French (incl. Patois, Cajun)	10	0.01%
		Italian	26	0.04%
		Portuguese or Portuguese Creole	57	0.08%
		German	33	0.05%
		Other West Germanic languages	6	0.01%
		Russian	9	0.01%
		Armenian	57	0.08%
		Persian	117	0.17%
		Gujarati	30	0.04%
		Urdu	11	0.02%
		Other Indic languages	24	0.03%
		Other Indo-European languages	34	0.05%
		Chinese	826	1.17%
		Japanese	51	0.07%
		Korean	426	0.60%
		Thai	85	0.12%
		Vietnamese	303	0.43%
		Other Asian languages	26	0.04%
		Tagalog	323	0.46%
		Other Pacific Island languages	235	0.33%
		Arabic	343	0.49%
		Hebrew	8	0.01%
		Other and unspecified languages	7	0.01%
		Total LEP Speakers	8,813	12.48%

City (SBCTA Board Members)	Limited English Proficient (LEP) Speakers			
	Total Population	LEP Population	2015 ACS 5-Year Estimates	Percent of Total Population
Victorville	110,052	Spanish or Spanish Creole	13,085	11.89%
		Italian	15	0.01%
		Portuguese or Portuguese Creole	7	0.01%
		German	66	0.06%
		Russian	25	0.02%
		Armenian	28	0.03%
		Gujarati	10	0.01%
		Hindi	3	0.00%
		Chinese	71	0.06%
		Japanese	91	0.08%
		Korean	218	0.20%
		Mon-Khmer, Cambodian	21	0.02%
		Hmong	79	0.07%
		Thai	116	0.11%
		Vietnamese	173	0.16%
		Other Asian languages	21	0.02%
		Tagalog	592	0.54%
		Other Pacific Island languages	95	0.09%
		Other Native North American languages	25	0.02%
		Hungarian	24	0.02%
		Arabic	182	0.17%
		Hebrew	14	0.01%
		African languages	44	0.04%
		Other and unspecified languages	65	0.06%
		Total LEP Speakers	15,070	13.69%

Appendix D

City (SBCTA Board Members)	Limited English Proficient (LEP) Speakers				
	Total Population	LEP Population	2015 ACS 5-Year Estimates	Percent of Total Population	
Yucaipa	49,212	Spanish or Spanish Creole	2,331	4.74%	
		French (incl. Patois, Cajun)	73	0.15%	
		Italian	17	0.03%	
		Portuguese or Portuguese Creole	22	0.04%	
		Other West Germanic languages	16	0.03%	
		Polish	13	0.03%	
		Gujarati	7	0.01%	
		Hindi	307	0.62%	
		Other Indo-European languages	31	0.06%	
		Chinese	105	0.21%	
		Japanese	20	0.04%	
		Korean	66	0.13%	
		Vietnamese	8	0.02%	
		Tagalog	30	0.06%	
		Other Pacific Island languages	48	0.10%	
		Arabic	10	0.02%	
		African languages	22	0.04%	
		Total LEP Speakers		3,126	6.35%
Yucca Valley	19,828	Spanish or Spanish Creole	458	2.31%	
		Other Indic languages	29	0.15%	
		Other Indo-European languages	4	0.02%	
		Korean	48	0.24%	
		Vietnamese	70	0.35%	
		Arabic	64	0.32%	
		Total LEP Speakers		673	3.39%