



AGENDA

PASTACC

PUBLIC AND SPECIALIZED TRANSPORTATION ADVISORY AND COORDINATION COUNCIL

*An advisory body to the San Bernardino County Transportation Authority
addressing public transit and specialized transportation needs, issues and opportunities.*

May 14, 2024

10:00 AM

LOCATION:

**SBCTA Board Room, First Floor Lobby Board Room
1170 W. Third Street, San Bernardino, CA. 92410**

TELECONFERENCING WILL BE AVAILABLE AT THE FOLLOWING LOCATIONS:

Basin Transit Operations Center: 62405 Verbena Road Joshua Tree, CA 92252
Big Bear Chamber of Commerce: 630 Bartlett Road, Big Bear Lake, CA 92315
City of Needles Council Chambers: 1111 Bailey Ave., Needles CA 92363
Victor Valley Transit Authority: 17150 Smoke Tree Street, Hesperia, CA 92345

- I. PASTACC CALL TO ORDER, Introductions**
Robin Schlosser, Reach Out Morongo Basin, PASTACC Vice-Chair

- II. APPROVAL OF PASTACC MINUTES, February 13, 2024** *Action*
Chair / Vice Chair

- III. SBCTA MOBILITY NEEDS PUBLIC HEARING**

- IV. PASTACC MEMBERSHIP ITEMS** *Information, Action*
Nancy Strickert, SBCTA

- V. FEDERAL TRANSIT ADMINISTRATION §5310 GRANT PROGRAM** *Information*
Caltrans Call for Projects: *Valarie Smith, Caltrans*

VVTA Designated Recipient Status Update: *Dennis Brooks, AMMA Transit Planning*

- VI. COUNTYWIDE PUBLIC TRANSIT ANTI-HARASSMENT CAMPAIGN *Information*
Valerie Mackintosh, AMMA Transit Planning
- VII. ANNOUNCEMENTS AND MEMBER REPORTS ON ITEMS OF INTEREST *Information*
All
- VIII. PUBLIC COMMENT
Comments related to PASTACC Agenda

NEXT PASTACC MEETING:

Generally, Quarterly at 10:00 a.m. with some variation.

*The next meeting is tentatively scheduled for:
August 13, 2024*

To confirm PASTACC meeting dates and locations, please call SBCTA: (909) 884-8276
Meeting dates will be noticed to those registered for PASTACC mailings.

To register for PASTACC mailings, please contact:
Dennis Brooks: Dbrooks@AmmaTransitPlanning.com

We are happy to make reasonable accommodations for participants attending PASTACC meetings in need of such.

Please advise us of special needs no less than 72 hours prior to the meeting so that the appropriate accommodations can be arranged.

Contact AMMA Transit Planning at Mail@AmmaTransitPlanning.com

Public and Specialized Transportation Advisory and Coordination Council (PASTACC)

Meeting Minutes, February 13, 2024 at the San Bernardino SBCTA Board Room

Attendees:

Voting Member Participants:

- Mountain Transit – Steve Brouard
- Omnitrans – Arianna Maldonado, Ruby Sulca
- Victor Valley Transportation Authority – Marie Downing, Megan Christian, Brandon Johnson, Natisha Lopez
- Anthesis - Shawn Prokopec
- Department of Aging and Adult Services – Danielle De Los Santos
- Foothill AIDS – La Monica Stowers
- Loma Linda Medical Center – Whitney Henderson
- Reach Out Morongo Basin – Robin Schlosser

Other Participants:

VIP Solutions Inc – Leveanna Thomas, Karen Jones, Shirley Yamano
State Council on Developmental Disabilities – Matoya Terrell
Reentry Coordinating Housing and Supportive Services – Anthony Brazier
OPARC – Sonia Borja

Staff Support:

SBCTA – Sandra Castro, Nancy Strickert, Nicole Soto, Victor Lopez
AMMA Transit Planning – Dennis Brooks, Heather Menninger (virtual)

I. Call to Order

The meeting was called to order at 10:04 a.m. by Robin Schlosser, PASTACC Vice Chair.

II. Minutes of February 13, 2024, meeting

PASTACC Minutes of February 13, 2024, were approved without change.

- Approval of the minutes was moved by Shawn Prokopec (Anthesis) and seconded by Arianna Maldonado (Omnitrans).

III. PASTACC MEMBERSHIP MATTERS

Nancy Strickert (SBCTA) – Announced that at the May 2024 meeting there will be two openings for renewal appointments. The At-Large memberships for Loma Linda Medical Center and The Department of Aging and Adult Services will be expiring.

Nancy also announced that SBCTA would like to appoint Reach Out Morongo Basin and its Executive Director Robin Schlosser as permanent Vice Chair. Robin has filled in as temporary Vice Chair in recent meetings.

The item was moved by Marie Downing (VVTA) and seconded by Arianna Maldonado (Omnitrans).

IV. OMNITRANS MEASURE I CALL FOR SPECIALIZED TRANSPORTATION PROJECTS

Arianna Maldonado (Omnitrans) announced that the Omnitrans Measure I call for projects is open right now. The call opened in January 2024 for FY 25-26 funds with \$6 million in funding available. The call is accepting applications for new and expanded projects with two-year funding limits. Operational projects have a limit of \$300,000 with no limit for capital projects, awarded on a need's basis. Proposals are due to Omnitrans on March 6th with award notifications to be released in early May. A technical workshop for successful applicants will be held in June 2024 and new projects will have a July 1st start date. Projects must follow the elderly and disabled eligibility criteria set forth in the program guidelines. Applications are available on the Omnitrans website.

V. UPDATE ON FTA SECTION 5310 FUNDING CYCLE

Dennis Brooks (AMMA) – Provided an update on the recent 5310 call-for-projects process. San Bernardino County applicants were awarded approximately \$3 million in funding. Funding was awarded to four agencies to purchase 17 vehicles for approximately \$2 million; three agencies were awarded operating funds for approximately \$700,000; and a single agency was awarded approximately \$250,000 for a mobility management project. Projects may begin service using these funds once a standard agreement has been executed with Caltrans.

VI. COORDINATED PLAN TOPICS

Heather Menninger (AMMA) - Presented a series of equity topics, growing out of the four goals from the 2020-2024 Coordinated Plan for San Bernardino County, and ways to define and measure equity in transportation from a recent 2023 Mineta Transportation Institute Report. Heather also discussed the ways in which PASTACC could play a role in implementing the strategies presented in each report. Highlights of the presentation included ways to think about service equity and evaluation in adherence to Title VI of the Civil Rights Act and the definitions of equity in transit as defined by the U.S. Department of Transportation.

Dennis Brooks (AMMA) – asked the group to be on the look out for participation requests during the Coordinated Plan process that will commence in FY 24-25. It is imperative that PASTACC members participate as stakeholders in the outreach process and help to connect SBCTA with their clients and constituents to solicit input to the transportation needs for disadvantaged and vulnerable populations.

VII. DEVELOPING PASTACC FIELD TRIP OPPORTUNITIES

Nancy Strickert (SBCTA) – Proposed that we revisit holding PASTACC meetings at different locations at the facilities of PASTACC member agencies. Also in the coming fiscal year, we will begin planning for a PASTACC field trip and will propose a list of activities that could include how to ride transit, paying the fare and boarding a vehicle.

VIII. TRANSPORTATION SERVICE SPOTLIGHT: VIP TRANSPORTATION PROGRAM

Karen Jones (VIP) – Gave a presentation on the highlights of the VIP Solutions program. VIP provides work services for individuals with intellectual disabilities that consist of production settings operated by VIP where assembly, packaging, and other work tasks are completed. VIP provides transportation to 64 individuals to access employment, delivering 450 one-way trips and covering 2,245 miles trips each week. The transportation service area stretches from Pomona to Temecula and Mira Loma to Apple Valley.

IX. ADDITIONAL ITEMS OF INTEREST

Nicole Soto, SBCTA – Distributed copies of the “Where Will You Go?” regional transportation network campaign and asked for support in promoting the campaign. The flyers are available in both English and Spanish and can be downloaded online at www.gosbcta.com/transit.

Dennis Brooks (AMMA) – Announced that the United We Stand Health & Wellness Fair will be held on Saturday February 24th in the City of Bloomington at the Teamsters Local 63 facility. SBCTA will be participating as a vendor, distributing flyers and information on the available transit services in San Bernardino County.

X. ANNOUNCEMENTS AND MEMBER REPORTS ON ITEMS OF INTEREST

Nancy Strickert (SBCTA) – reminded the group that the next PASTACC meeting will include the annual mobility needs public hearing, where members of the public can provide testimony via Zoom at one of the designated meetings locations within their communities.

XI. PUBLIC COMMENT

No Public Comment

Meeting adjourned at 11:23 a.m.

The next PASTACC meeting is tentatively scheduled for: May 14, 2024

Attachments



TELL US ABOUT MOBILITY NEEDS

The San Bernardino County Transportation Authority (SBCTA) invites your input to identify mobility needs in San Bernardino County.

ATTEND SBCTA'S MOBILITY NEEDS PUBLIC HEARING

Tuesday, May 14, 2024 • 10:00 A.M.

SBCTA Board Room:

1170 West 3rd Street, San Bernardino CA 92410-1715, First Floor
(Hearing is part of the regularly scheduled PASTACC meeting)

OR PARTICIPATE FROM A TELECONFERENCE LOCATION:

- ▶ Basin Transit Operations Center: 62405 Verbena Road Joshua Tree, CA 92252
- ▶ Big Bear Chamber of Commerce: 630 Bartlett Road, Big Bear Lake, CA 92315
- ▶ City of Needles Council Chambers: 1111 Bailey Ave., Needles CA 92363
- ▶ Victor Valley Transit Authority: 17150 Smoke Tree Street, Hesperia, CA 92345

Please advise SBCTA of special needs no less than 72 hours prior to the meeting so appropriate accommodations can be arranged: (909) 884-8276

Send Written Comments by June 30, 2024 to:

sbtransit@gosbcta.com

SBCTA Mobility Needs Public Hearing

Attention: Nancy Strickert

1170 W. 3rd Street, 2nd floor, San Bernardino, CA 92410-1715



cta

San Bernardino County
Transportation Authority

San Bernardino County Anti-Harassment/Code of Conduct Campaign

PASTACC

May 14, 2024



Agenda

- About this Developing Anti-Harassment Campaign
- Overview of Outreach and What We Learned
- Questions and Comments
- Next Steps: Code of Conduct Campaign

Why an Anti-Harassment Campaign?

- BART's Not One More Girl Campaign
 - Initiative focused on improving safety for girls and gender expansive youth.



Why an Anti-Harassment Campaign?

- Recovering ridership in San Bernardino County
 - Students Ride Free
 - Regional Transit Network Campaign
- Longstanding safety concerns and perception of safety

Outreach

- CSUSB: students and faculty
- San Bernardino: Young Visionaries – riders/non-riders
- Victorville: VVTA Drivers
- Victorville: Young Visionaries – riders/non-riders and staff
- Morongo Basin: Basin Transit drivers
- Copper Mountain College: students and staff/faculty - Student Government and Pride Club
- Countywide: 2 virtual focus groups (recruited through online survey advertised by all County transit agencies)

Three Audiences with Unique Concerns & Needs

- Drivers
- Riders
- Potential Riders

Drivers

- Concerns
 - Need improved communication
 - Need to feel and be supported by management
- Messages
 - You're not alone
 - What you do is important
 - Your passengers count on you
 - You make a difference
 - "Breaking the ice" / changing the travel experience for youth & others
- Suggested Policies
 - Driver empowerment/discretion to keep bus safe
 - Better communication/fast response to calls for assistance
 - Reduce stress
 - More time in schedule (add minutes)
 - No mandatory 6-day weeks
 - Training – Customer service
 - De-escalation
 - Handling on-bus situations
 - Involving senior drivers in strategies to build patience
 - Increased police support
 - Clear policies, enforcement and support about suspensions

Riders

- Concerns
 - Behavior of other riders
- Messages
 - We're with you.
 - Drivers are allies
 - Cameras
 - Lighting
 - Reporting
 - Increased ambassador presence
 - Rider etiquette in a cool way
 - On bus community
 - Respect
 - Be kind
 - Observe & report?
 - Clarity about policies and procedures and code of conduct
- Bus posters
- On-bus announcements
- Social media messaging
- Website messaging
- Rider-oriented messaging directed thru community stakeholders
- This bus is a safe space: Code of conduct
- Promote how to file a complaint
- Signage and audio announcements about surveillance/cameras
- How to communicate driver is an ally

Potential Riders

- Concerns
 - Huge fears about unknown and other people
- Messages
 - Testimonials by real riders and drivers
 - I ride and you can too
 - Riding benefits
 - Someone else drives
 - Saves me \$s for gas
 - No traffic hassle
- Travel Training Videos
- Testimonial Videos
 - Extension of Where Will You Go campaign, include map
- Distribute through
 - Organic social media
 - Digital advertising
 - Websites
 - Gatekeepers

Safety Enhancements

- Bus Stops – lighting and cameras
 - Particularly rural stops (VVTA)
- Improvements to connectivity and frequency to reduce time spent at stop
- Police or ambassador presence in key areas
- More time in schedule so drivers can wait for people to sit down
- Clear policies and enforcement related to suspending riders
- Clear policies, enforcement, support for drivers for denying service
- Improving/repairing radio systems

What We Learned: Concluding Thoughts

- Reported harassment is largely from other riders; limited sexual harassment reported
- All audiences agree about need for Code of Conduct/Etiquette messaging

Questions or Comments

- Any reactions or comments
- Have clients reported safety concerns related to transit?
- Community engagement:
 - Has your agency encountered similar difficulties?
 - Any solutions or new techniques?

Next Steps: Code of Conduct Campaign

- Next iteration of Regional Transit Network Campaign
 - Countywide effort
 - Utilize design



IT'S EASIER THAN YOU THINK.

Metrolink, Arrow, and six bus systems all come together at the San Bernardino Transit Center. From there, you can make safe, easy, and quick transfers to bus and train systems that'll take you to dozens of San Bernardino County communities plus LA, Orange County, Riverside, the Coachella Valley and beyond. So, where will YOU go?



Public Transit in the San Bernardino Region

Metrolink • Arrow • Omnitrans • VVTA • Mountain Transit • RTA • Sunline • Beaumont Transit

WHERE WILL YOU GO?

Brandon from Barstow needs a checkup at Loma Linda Medical Center. Google Maps shows him the best way there.

He takes VVTA Route 15 from central Barstow to the San Bernardino Transit Center. There, he makes a quick, easy transfer to the sbX Green Line.

Brandon rides sbX directly to the Loma Linda Medical Center and gets a clean bill of health. With the money he saved on gas, he grabs lunch at one of the Hospitality Lane restaurants the sbX serves on his way back to the Transit Center and home.

FREE RIDES REGIONWIDE EARTH DAY APRIL 22

Next Steps: Code of Conduct Campaign

Next iteration of Regional Transit Network Campaign

- Countywide effort
- Utilize design
- Teach how to behave on transit
- Focus on courtesy, behavior we wish to see and community
- No harassment included
- Promote reporting
- June launch



Rider Etiquette

Help make everyone's trip safe and enjoyable.
 Conducta de pasajeros. La buena conducta de los pasajeros asegura que su viaje, y de todos los demás, sea seguro y agradable.



We love music. But the person next to you might not. Please use headphones with your electronic devices.

Nos encanta la música. Pero a la persona a tu lado, tal vez no. Por favor, utiliza audífonos con tus dispositivos electrónicos.



Noise is the music of life, but silence is golden here. Please be respectful.

El ruido es la música de la vida, pero el silencio es oro aquí. Por favor, sea respetuoso.



Respect yourself and others around you. Rude or unruly behavior will not be tolerated.

Respétate a ti y a los alrededor tuyo. No se tolera el comportamiento rudo o grosero.



No feet on seats. Please do not put your feet or shoes on the seats.

No ponga los pies en los asientos. Por favor no ponga los pies o los zapatos en los asientos.



METROLINK

metrolinktrains.com

Contact Us

Questions or feedback:
 call or text

800-371-5465

Safety or security concerns:
 call or text

866-640-5190



Scan QR to call

Emergencies:

dial
911



METROLINK

RIDE WITH RESPECT



Be respectful, be safe and be neat.

 Save priority seating for seniors and people with disabilities.	 Keep aisles and doors clear.	 Keep pets in carriers (except service animals). Animals are not allowed on the seats.	 Don't threaten or intimidate riders or operators.	 Eating/open containers are not allowed on board.
 Don't be so loud that you disturb others.	 Loitering is prohibited at all transit facilities/vehicles.	 All forms of smoking is prohibited. Designated areas are located at each Transit Center.	 Mobility devices must be secured by an Operator.	 Luggage/bags are limited and cannot block an aisle or an additional seat.

We're glad you're riding with us, let us know how we're doing!


Scan me for the full list of rules
(520) 792-9222 • TDD: (520) 628-1565
SunTranInfo@tucsonaz.gov • SunTran.com

VIAJA CON RESPETO



Sea respetuoso, sea seguro y sea ordenado.

 Reserve asientos prioritarios para personas mayores y con discapacidades.	 Mantenga pasillos y puertas despejados.	 Mantenga mascotas en transportadores (excepto animales de servicio). No se permiten animales en los asientos.	 No amenace ni intimide a los pasajeros u operadores.	 No se permite comer o tener recipientes abiertos a bordo.
 No seas tan ruidoso que molestes a los demás.	 Está prohibido merodear en todas las instalaciones de tránsito/vehículos.	 Todas las formas de fumar están prohibidas. Las áreas designadas están ubicadas en cada Centro de Tránsito.	 Los dispositivos de movilidad deben estar asegurados por un Operador.	 Equipaje/dolsas son limitados y no pueden bloquear un pasillo o un asiento adicional.

Nos alegra que viaje con nosotros, ¡cuéntanos cómo es nuestro servicio!


Escanéame para ver las reglas completas
(520) 792-9222 • TDD: (520) 628-1565
SunTranInfo@tucsonaz.gov • SunTran.com

Final thoughts:

- How can we collaborate on promoting safety messages about transit?
- Can you help promote this campaign (once its ready)?