



**UPDATE**  
**to the Public Transit-Human Services Transportation**  
**Coordination Plan**  
**for San Bernardino County**

*Prepared for:*

**San Bernardino Associated Governments**  
**1170 W. 3rd Street**  
**San Bernardino, CA 92410**



*Prepared by:*



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# Update to the Public Transit-Human Services Transportation Coordination Plan for San Bernardino County

## TABLE OF CONTENTS

1.	<b>Introduction: Purpose and Organization of this Update</b>	<b>1</b>
2.	<b>Summary of Recent Needs Assessments and Related Initiatives</b>	<b>2</b>
3.	<b>San Bernardino County Demographics Update</b>	<b>10</b>
4.	<b>Community Outreach Approach and Findings By Sub Area</b>	<b>20</b>
	San Bernardino Valley	21
	Mountain Area	24
	Morongo Basin	25
	Victor Valley	26
	Barstow Area	27
5.	<b>Transit Developments Across the County</b>	<b>27</b>
6.	<b>Updating Priority Areas for Specialized Transportation</b>	<b>32</b>
	Regulatory Direction and Priorities from the 2007 Coordination Plan	32
	Priorities from 210 Coordination Plan Update	32
	<b>APPENDIX - Community Workshops Flyer and Presentation</b>	<b>37</b>

**LIST OF FIGURES AND TABLES**

**TABLES**

Table 1	<b>2010 Survey Respondents</b>	<b>9</b>
Table 2	<b>San Bernardino Countywide Population Change, 2000-2009</b>	<b>10</b>
Table 3	<b>Barstow Subarea Population Change, 2000- 2009</b>	<b>12</b>
Table 4	<b>Newberry-Baker Area Population Change, 2000-2009</b>	<b>12</b>
Table 5	<b>Red Mountain- Trona Population Change, 2000-2009</b>	<b>13</b>
Table 6	<b>Needles City Population Change, 2000-2009</b>	<b>14</b>
Table 7	<b>Morongo Basin Area Population Change, 2000-2009</b>	<b>15</b>

## TABLE OF CONTENTS, CONTINUED

<b>Table 8</b>	<b>Mountain Area Population Change, 2000-2009</b>	<b>16</b>
<b>Table 9</b>	<b>Mt. Baldy - Wrightwood Population Change, 2000-2009</b>	<b>17</b>
<b>Table 10</b>	<b>Victor Valley Population Change, 2000-2009</b>	<b>18</b>
<b>Table 11</b>	<b>San Bernardino Valley Population Change, 2000-2009</b>	<b>19</b>
<b>Table 12</b>	<b>San Bernardino County Target Population Transportation Needs, Resources and Projects / Strategies</b>	<b>35</b>
<b>FIGURES</b>		
<b>Figure 1</b>	<b>San Bernardino County</b>	<b>11</b>
<b>Figure 2</b>	<b>Barstow Area</b>	<b>13</b>
<b>Figure 3</b>	<b>City of Needles</b>	<b>14</b>
<b>Figure 4</b>	<b>Morongo Basin</b>	<b>15</b>
<b>Figure 5</b>	<b>Mountain Area</b>	<b>16</b>
<b>Figure 6</b>	<b>Mt. Baldy - Wrightwood</b>	<b>17</b>
<b>Figure 7</b>	<b>Victor Valley</b>	<b>18</b>
<b>Figure 8</b>	<b>San Bernardino Valley</b>	<b>19</b>

# Update to the Public Transit-Human Services Transportation Coordination Plan for San Bernardino County

## 1. INTRODUCTION: PURPOSE AND ORGANIZATION OF THIS UPDATE

Federal authorizing legislation of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU, Public Law 109-059) linked two existing programs, §5316 – *Job Access and Reverse Commute* and §5310- *Elderly and Persons with Disabilities* capital program, and a new initiative, §5317 *New Freedom* program, through a coordination plan. The intent was to identify the transportation needs of individuals with disabilities, older adults and people with low incomes, doing so between the service sectors of public transportation and human services who do not routinely relate to one another. Further, the plan identifies strategies for meeting these local needs and prioritizes transportation needs and projects for funding and implementation.

As the county transportation commission, the San Bernardino Associated Governments, undertook in 2007 the preparation of its first Public Transportation-Human Services Coordination Transportation Plan, with an extensive almost year-long planning process that culminated in the release of a plan document, dated December 17, 2007 and prepared by Transit Resource Center and Transit Marketing. That comprehensive planning tool has been used in the intervening years in support of *projects derived from the Coordinated Plan*, to provide guidance and the rationale for new transportation services, improvements and grant requests oriented towards the three target populations: individuals with disabilities, older adults and persons of low income.

This Update is prepared to augment the 2007 Public Transportation-Human Services Coordination Plan, serving three purposes:

- 1) To reflect the continually changing scene within the county with regard to transportation demand and resources related to the target populations.
- 2) To document new unmet transportation needs while validating those identified previously.
- 3) Returning to the challenge of prioritizing needs, to restate these so that current and future projects proposed by interested, willing and able parties across San Bernardino County are appropriately deriving projects from this 2011 Coordinated Plan Update.

This 2011 Update continues to rely upon the significant background information of the 2007 Coordinated Plan. Updated here are countywide demographics, presentation of recent community-level needs assessment information and a report upon recent, significant planning documents. A summary discussion addresses current needs and priorities for San Bernardino County specialized transportation.

## 2. SUMMARY OF RECENT NEEDS ASSESSMENTS AND RELATED REPORTS

*This section reports on relevant findings from four key documents prepared during the past several years. Each offers some insight into the complex challenges of moving seniors, persons of low income and persons with disabilities about San Bernardino County. Other needs-oriented information reviewed includes the annual unmet transit needs processes and a 2010 agency survey effort.*

### **SAN BERNARDINO COUNTY LONG RANGE TRANSIT PLAN – INTERIM DRAFT REPORT, OCT. 2009 PARSONS ET AL FOR SAN BERNARDINO ASSOCIATED GOVERNMENTS**

The county transportation commission is required to consider the longer-term transportation needs of its region. The San Bernardino County Long Range Transit Plan proposes strategies for a twenty-five year planning horizon, addressing the challenges, planning needs and projected future conditions as they can be best understood at the time of writing.

Addressing the issue of growth, the report states:

*Population growth has pushed urbanized areas outward into the Victor Valley and the Morongo Basin. As urban expansion occurs further into the county, the sheer size of the county and low density development heavily restricts the role of transit in providing mobility to many of its citizens. As the population of the county ages and minority populations continue to grow, shifting demographics will continue to influence travel behavior and transit's ability to serve regional needs. (ES-1)*

The plan anticipates continuing “explosive” growth that manifests in increases in populations, in the numbers of households, in the numbers of trips and, importantly, transit-related increases of 53% more travel trips by 2035. Planning for such increases is the intent of the Long Range Transit Plan. With a focus primarily on the San Bernardino Valley and the Victor Valley, many of the plan’s recommendations promote “premium transit” including rapid buses and rail services. These mass transit modes are promoted because they may attract those currently driving in private autos onto public transportation.

Faster transit and regionally-oriented mass transit, which characterizes much of the premium transit discussed in SANBAG’s Long Range Transit Plan, will benefit seniors, persons of low-income and those with disabilities where it promotes greater accessibility to regional destinations they may use.

### **SAN BERNARDINO COUNTY AREA AGENCY ON AGING (AAA), PLANNING & SERVICE AREA 20, 2009-2012 AREA PLAN – HUMAN SERVICES DEPT. OF AGING AND ADULT SERVICES, COUNTY OF SAN BERNARDINO**

This AAA Area Plan, which is prepared by the County’s area agency on aging in conformance with the requirements of the Older Americans Act, provides a wealth of information about the County’s residents and aging-oriented services available to them. The Dept. of Aging and Adult Services’ mission is to provide quality services to the County’s well and at-risk elder/ and dependent adult populations.

Transportation is first identified within the AAA Area Plan on page 14, *Section 5-The Planning Process* where the DAAS membership and participation in PASTACC is described. The AAA Area Plan indicates that “staff attends to advocate for improved transportation for the senior and disabled community.” PASTACC is one of a small number of groups identified in this early phase of the plan, the others including the Senior Service Provider Coalition (SSPC), two Prevention and Early Intervention programs, the Multi-Disciplinary Team Meetings (MDTs) and Mental Health Services Act initiatives. The emphasis of many of these is on coordinating services to maximize what might be made available to consumers and clients.

An important dimension of the AAA Area Plan is to report on the findings and priorities of its Needs Assessment process. The 2005 and 2008 processes are reported. In 2005 three categories of need were reported, with transportation at the top of the list. These three were 1) Transportation, 2) housing and 3) medical-dental needs. In relation to transportation, the Plan reported that 1,400 of the respondents said their current transportation was family or friends; that the major unmet transportation need was to medical appointments and the grocery store; and that 80% of respondents said they would not participate in a mature driving class.

This AAA Area Plan identifies transportation as a continuing priority area in which to focus AAA staff time. Building upon the 2005 needs assessment findings and given responses during the 2008 plan update process, the AAA Area Plan identifies as directly relevant to its constituencies SANBAG’s Public Transportation-Human Services Transportation Coordination Plan (2007), reiterating six priority categories important to older adults:

- Intercity service to San Bernardino Valley medical and social service destinations
- Mobility or travel training
- Local circulation [services] among seniors and disabled populations
- Filling in gaps for work trips for low-income individuals
- Information and referral services
- Institutional support, brokerage and mobility management services

The AAA Area Plan also notes that “a common theme discussed at all public hearing was that seniors seem to be unaware of what services are available in their communities.” Reportedly, this relates as much to transportation as it does to other aging population-focused services.

Among the constraints noted by the AAA Area Plan is the problem of limited numbers of services and the difficulty of serving the geography of San Bernardino County, made even more difficult with the relatively few numbers of services and agencies. The impact for transportation is that distances are significant, and access from the outlying area to those services that do exist can be problematic.

**THE INLAND EMPIRE NONPROFIT SECTOR: A GROWING REGION FACES THE CHALLENGES OF CAPACITY, 2009**  
**UNIVERSITY OF SAN FRANCISCO FOR THE JAMES IRVINE FOUNDATION**

This report was undertaken to document and raise awareness of the diverse region's nonprofit sector. This report identifies the strengths and challenges of nonprofit organizations in the Inland Empire and presents strategies for strengthening the nonprofit sector, noting when appropriate differences between the various subregions. Using data from 2000 – 2005, this report examines nonprofit contributions, activities, and changes in this region and compares that to nonprofit sector's throughout the state and other areas of Southern California. It also reports on key financial indicators, such as nonprofit economic contributions and employment, their revenue and funding base.

The two counties comprising the complex Inland Empire, San Bernardino and Riverside, are experiencing population growth that exceeds much growth in California and in the nation: the population of San Bernardino County grew by 15 percent between 2000 and 2005 and that of Riverside County by 26 percent. The nonprofit sector is viewed as essential to this region as it can address challenges and needs presented by the region's immense size, diverse residents, and disproportionate low-income population.

Of great concern to this report, the nonprofit sector reveals limited capacity relative to need, particularly for San Bernardino County. Nonprofits, and the infrastructure to support them, are growing at a much slower pace than the population. While the Inland Empire's nonprofit sector exhibited a more rapid growth than neighboring counties, when the overall 17.6 percent population growth of the region is taken into account, the Inland Empire continues to have much fewer nonprofits per capita than elsewhere. The researchers' examination of nonprofit revenues over the six year term demonstrated that despite the high rate of nonprofits forming, they are not building capacity, particularly in San Bernardino, where organizations of all sizes were less likely than in Riverside to increase revenues.

Several challenges faced by this region include:

- Population growth is expected to continue over the next decade, so the nonprofit community will be further stretched unless it grows in size or numbers
- The nonprofit sector is relatively small and lacking in organizational capacity.
- Due to the scale of the region and vastness of rural, non-urbanized areas, many nonprofits are geographically distant from residents with greatest.
- There is a disparity between the location of nonprofits who serve the most vulnerable populations and where these populations live in the greatest concentrations.
- There is a low density of foundations, requiring that they "serve" much larger populations than foundations in other regions of California. In other words, the nonprofit sector is being asked to do relatively more that its counterparts in other regions.
- These local funders also exhibit weak capacity.

Recommendations highlighted by this report include: developing funding networks; supporting nonprofit capacity builders; developing local foundations; connecting with the religious community; cultivating a regional mindset and informing nonprofits about governmental allocations. On a positive

note, the researchers stated that the rate at which nonprofits are forming and foundations are developing bodes well for the region, suggesting interest in the work of nonprofits among residents.

### **SANBAG'S ANNUAL TRANSIT UNMET NEEDS PROCESS, 2008, 2009 AND 2010**

SANBAG is required by state statute to conduct a formal hearing process that solicits information about transit needs. This allows the county transportation commission, SANBAG, to make a determination as to whether these are unmet transit needs and whether these are transit needs that can be reasonably met. The hearing processes are conducted only in those parts of the county where California Transportation Act, Local Transportation Funds (LTF) are still allocated only in part to public transportation. In the San Bernardino Valley 100 percent of these local return tax revenues are utilized by Omnitrans and by Metrolink. In the mountain and desert regions of San Bernardino County there are still varying splits in use of the LTF funding between public transportation and streets and roads. The annual hearing sites rotate among these subregions of the county and are widely noticed through SANBAG's specialized transit agency database.

Over the last three unmet transit needs cycles, the hearings were conducted for the Upper Desert in Victorville and in Barstow, for the Mountain region in Big Bear City and in Crestline and for the Lower Desert Region in Twentynine Palms and Joshua Tree. The process involves inviting testimony through a wide array of mailing lists and agency contacts, receiving that testimony either in-person at the hearing, by surface mail or by email where a name and local address are provided. Dozens of comments are received in each cycle. All are analyzed against adopted criteria to identify *unmet transit needs* and *unmet transit needs that can reasonably be met*. When a finding of the second category is made, unmet transit needs that can reasonably be met, SANBAG directs the relevant agency to fund the recommended service with LTF dollars. These may include the County of San Bernardino or anyone of the public operators outside of the San Bernardino Valley: Victor Valley Transit Authority, Barstow Area Transit, Mountain Area Regional Transit Authority, Needles Area Transit, or Morongo Basin Transit Authority.

Public testimony varies from year-to-year and by location. However, there are also common and recurring themes that have been heard over the past three annual cycles.

- Inter-community connectivity – For the Victor Valley this has been a continuing message of need from individuals living in the Victor Valley, many traveling south to the San Bernardino Valley but also between Victorville and Barstow. Between the Morongo Basin communities, protecting existing MBTA connectivity to Palm Springs destinations has been repeated, as well as requests to expand the destinations served by MBTA within the greater Coachella Valley. For Mountains residents, it is common to receive requests to protect existing off-the-mountain runs and to increase, and in some cases, make modest changes to the schedule to ensure connectivity with Metrolink.

- Expanded evening and weekend service – Public comments on later evening services are often received, usually relating to community college classes that let out after transit stops running or for workers with 2<sup>nd</sup> shift and retail or restaurant jobs that end later. Weekend service is often mentioned, including expanded Saturday service where it is running and requesting Sunday service in all cases as none of the Upper, Lower Desert or Mountain subarea transit programs operate on Sundays.
- Improvements to the transit networks – Members of the public often have specific comments as to where stops should be placed, where routes should be extended or modified to better serve riders. These are very community specific but often provide useful information to transit planners as to how to improve existing services.
- Increase service frequencies – Given that each of the public operators of MARTA, MBTA, VVTA, BAT and NAT have large service areas and constrained funding levels, services run typically on long headways. Riders often request more frequent service, sometimes just at critical times of the day.
- Service in from outlying areas – The County of San Bernardino has many small communities that lie outside of the existing public transit operators' service areas. Connecting these communities with the nearest public transit service is an ongoing theme, including those such as Landers, Wonder Valley, Flamingo Heights in the Morongo Basin, Hinkely, Yermo and Dagget, among others around Barstow, small Route 66 communities outside of Needles and in the Victor Valley region, El Mirage and Lenwood.
- Non-emergency medical transportation – Related to concerns about service to and from outlying communities, not uncommonly requests for non-emergency medical transportation, life-sustaining transportation come forward. These include from the outlying areas to populated areas and between the major regional medical facilities in the San Bernardino – Arrowhead Medical Center, Kaiser, Loma Linda and the Veteran's Hospital – and the rest of the county.
- Information needs about public transit services – these present in a variety of ways; sometimes it is clear that commenters are unaware of what services already exist. In other cases, it may be that new services or planned services are not well known or well-marketed.

These are among the common, repeating categories of public comment received, many a consequence of the vast geography of this county and the limited funding available to provide public transportation services. But, also, implicit within these are the changing economic circumstances of some persons and the aging or health conditions of others that limit their individual mobility.

**SANBAG PUBLIC TRANSPORTATION NETWORK UPDATE AND AGENCY SURVEY, 2010**

The SB County Public and Specialized Transportation Agency Survey served as SANBAG’s Network update for 2010. In place of the traditional “postcard” update SANBAG sends biennially to update its inventory of public and specialized transportation services available in San Bernardino County, this effort involved a mail-back and internet based survey. The survey asked questions about each organization’s mission and consumers, as well as any transportation services provided. Two open- ended questions allowed responders to record needs and improvements that could benefit their consumers.

The paper survey was mailed to those network entities for whom a mailing address was available, measuring nearly 700 contacts, as well as emailed to a broader list of individuals. The email and paper survey both included a link to the internet version, hosted by Survey Monkey.

Nearly 80 responses were received as of this writing, a small number, yet these responses document current resources and transit gaps throughout the vast county. Responding agencies are presented in Table 1 at the end of this subsection. A highlighted summary of the transportation needs reported through this 2010 survey effort follows.

**County Wide Needs:**

- Medically-related trips from desert, mountain, to and from East Valley areas to destinations that include:
  - Loma Linda University Medical Center
  - Kaiser – Fontana
  - Arrowhead Regional Medical Center
  - Local Specialty clinics
  - Local Doctors’ offices
- Seniors and Persons with Disabilities
  - Transportation for seniors: medical, shopping, senior centers
  - Expanded ADA/ Paratransit services
    - Door-to-door transportation
    - Service area
- Transportation options for persons with developmental disabilities
- Affordability
  - Fare assistance
  - Low or no-cost transportation

**Needs Related to Specific Transit Agencies:**

- Omnitrans
  - Service and frequency
  - Cross-county trips - east valley to west valley work and training
  - Evening transportation
  - Additional bus stops, both more frequent and at areas where buses don't now travel
  - Path of access and bus stop accessibility improvements
- Mountain Area Regional Transit Agency
  - Service and frequency
  - Sunday transportation
  - Evening transportation
  - Additional bus stops, both more frequent and at areas where buses don't now travel
- Morongo Basin Transit Agency
  - Service and frequency
  - Sunday transportation
  - Evening transportation
  - Service coverage: out of the immediate vicinity
- Barstow Area Transit
  - Service and frequency
  - Sunday transportation
  - Evening transportation

**Table 1, 2010 Survey Respondents**

<b>San Bernardino County Public and Specialized Transportation Agency Survey</b>		
Responding Agencies 12/13/2010		
<b>Agency</b>	<b>Department</b>	<b>City</b>
Aging and Adult Services		Yucca Valley
B.E.S.T. Opportunities		Barstow
Barstow Senior Citizen Center		Barstow
Benchmark		Redlands
Bonnie Baker Senior Citizens Club		Big River
Braille Institute of America		Rancho Mirage
California Council of the Blind		Apple Valley
California Department of Transportation, District 8	Division of Program Management	San Bernardino
California MENTOR		Rancho Cucamonga
Calvary Chapel		Rancho Cucamonga
Chino Senior Center		Chino
City of Big Bear Lake	Public Works	Big Bear Lake
City of Chino	Public Works	Chino
City of Chino Hills	Community Development	Chino Hills
City of Colton	Community Services	Colton
City of Highland	Community Development	Highland
City of Loma Linda Senior Center		Loma Linda
City of Montclair	Public Works	Montclair
City of Needles	Transit Services	Needles
City of Rancho Cucamonga	Community Services	Rancho Cucamonga
City of Redlands		Redlands
Colton Clinical		Colton
Colton- Redlands- Yucaipa ROP		Redlands
Community Health Systems, Inc.		Moreno Valley
Department of Rehabilitation	Blind Field Services	Riverside
Desert Manna		Barstow
Family Services Association of Redlands		Redlands
First 5, County of San Bernardino		San Bernardino
Foothill AIDS Project		San Bernardino
H&L Charter		Rancho Cucamonga
High Desert Child, Adolescent and Family Services Center, Inc.		San Bernardino
High Desert Church		Victorville
Home of Neighbotly Service Senior Center		San Bernardino
Inland Empire Health Plan		San Bernardino
Inland Empire Job Corps		San Bernardino
Inland Empire Lighthouse for the Blind		San Bernardino
Inland Temporary Homes		Loma Linda
Inter Valley Health Plan	Health Services	Pomona
IVRS		Upland
Kaiser Permanente Fontana Medical Center	OUC and Transportation	Fontana
Kids Come First		Ontario
LMWS, Inc. Pacific Lifeline		Upland
Loma Linda University Medical Center	Adult Day Health Services	Loma Linda
MBMH	AOD	Joshua Tree
Morongo Basin Transit Authority		Joshua Tree
Mountain Area Regional Transit		Big Bear Lake
National Council of Negro Women		Rialto
New Hope Village, Inc.		Barstow
Omnitrans	Omnilink- Chino Hills	San Bernardino
Omnitrans	Omnilink- Yucaipa	San Bernardino
Omnitrans	Access	San Bernardino
Omnitrans	Fixed Route	San Bernardino
OPARC		Montclair
Pomona Valley Workshop	Anthesis Autism Services	Pomona
Premier Medical Transportation, Inc.	Operations	Colton
Reach Out Morongo Basin		Twentynine Palms
Redlands Fire Department		Redlands
Rolling Start		San Bernardino
Salem Christian Homes Inc.		Chino
San Bernadino County	Aging and Adult Services	San Bernardino
San Bernadino County Human Services	Transitional Assistance Department	San Bernardino
San Bernardino County	Department of Public Works	San Bernardino
San Bernardino County Public Health	Needles Public Health	Needles
San Bernardino County Superintendent of Schools	East Valley SELPA	San Bernardino
San Bernardino County Unified School District	Special Education	San Bernardino
San Bernardino County, Department of Behavioral Health	Barstow Counseling	Barstow
San Bernardino County, Department of Public Health	California Children Services	San Bernardino
San Bernardino County, Transitional Assistance Department	Program Development Division	San Bernardino
Services Center for Independent Living		Claremont
Southern California Presbyterian Homes/ Sycamore Terrace	RSC	Upland
St. Mary Coptic Orthodox Church		Victorville
St. Mary Medical Center		Apple Valley
State Council on Developmental Disabilities	Area Board 12	San Bernardino
Upland Manor		Upland
Victor Valley Transit Authority		San Bernardino

### 3. SAN BERNARDINO COUNTY DEMOGRAPHICS UPDATE

*This section updates the county and sub-area population information, using the most recent information from the American Community Survey (2005-2009), to compare against 2000 Census information. These estimates will have to be further validated when the 2010 Census information becomes available.*

#### San Bernardino Countywide

The Federal Transit Administration has identified three target populations under the SAFETEA-LU programs, Sections 5316, 5317 and 5310. These are persons of low income, persons with disabilities and seniors. This section quantifies San Bernardino County residents within these population groups and considers these in relation to defined sub-areas of the county.

Table 2 identifies these individuals using population counts from the 2000 Census and the 2005-2009 American Community Survey (ACS) estimates. The total population of all San Bernardino residents is estimated to have grown by 280,000 persons over the last ten years which represents a 14 percent increase. The senior population is estimated to have increased by almost 20,000 persons, representing an 11 percent increase and eight percent of the total population. The countywide proportion of low-income individuals is estimated to have dropped one percent, showing only a five percent increase of about 15,000 people.

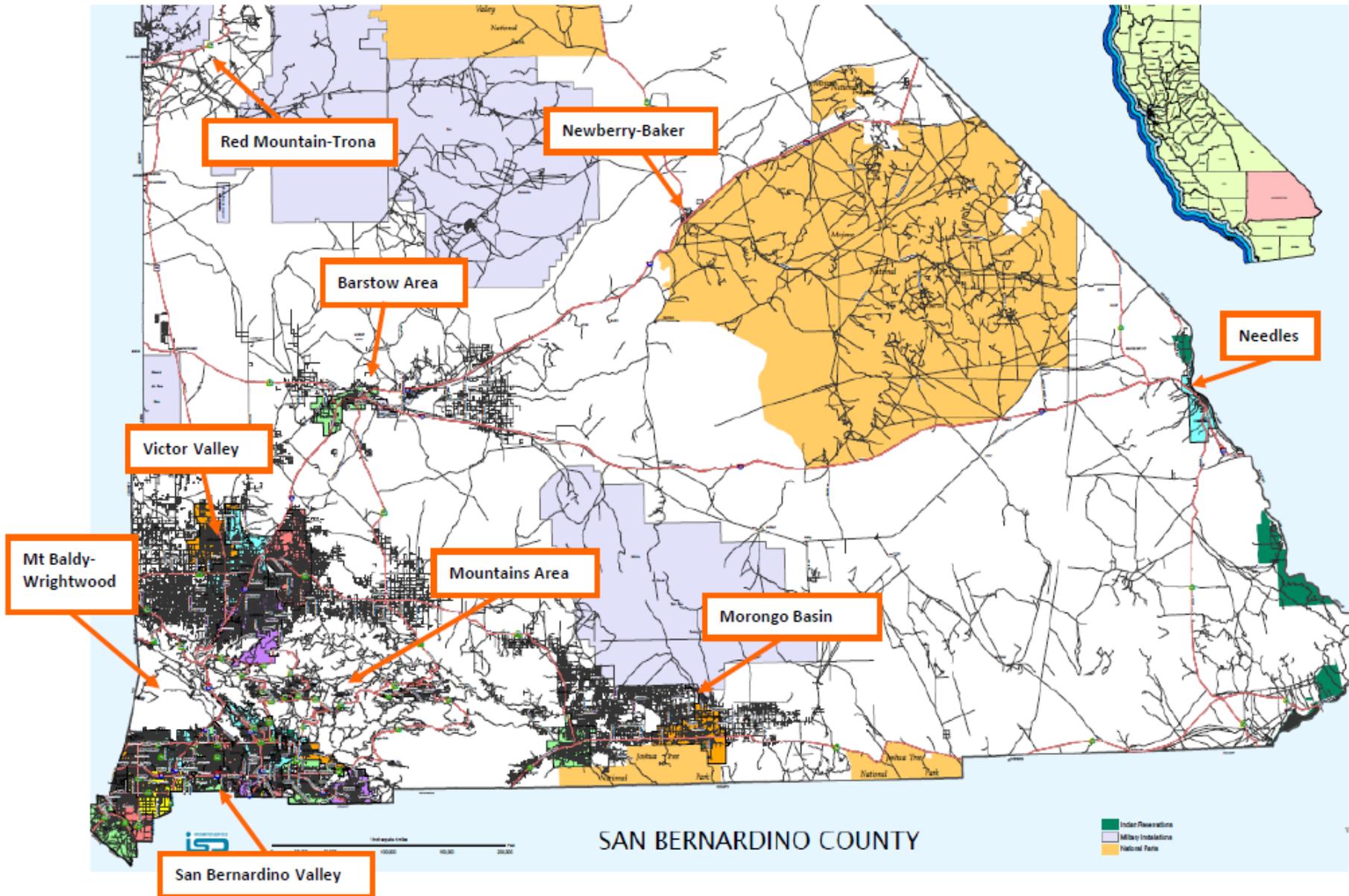
**Table 2, San Bernardino Countywide Population Change, 2000-2009**

<b>San Bernardino County</b>	<b>2000 Census</b>	<b>2009 ACS Estimates</b>	<b>% of Change</b>
Total Population	1,709,434	1,986,635	14%
Total Population Age 65+	145,447	164,059	11%
Percent of population	9%	8%	
Population Below Poverty Level	263,412	278,582	5%
Percent Below Poverty Level	15%	14%	

Census 2000 SF3 - P8 Sex by Age; P87 Poverty Status by in 1999 by Age  
 2005-09 ACS 5 Year Estimates - B01001 Sex by Age; B17001 Poverty Status in the Past 12 Months  
 San Bernardino County, California

Notably, in the 2007 Coordination Plan document, there was extensive use of the 2000 Census variable Go-Outside-the-Home Disability, estimated to be 6.4% of the U.S. adult population age 16 to 64 and 20% of the population age 65 and older. This variable is not reported in this demographics update because its use by the American Community Survey estimates works from a different population universe, now including those in institutions and group quarters. Therefore the numbers are not directly comparable to the 2000 Census. Presented here and in the subarea discussions following are the variables of total population, proportions of persons age 65 and older and number of individuals below the poverty level. Figure 1 following depicts the county as a whole.

Figure 1, San Bernardino County



**BARSTOW SUBAREA AND ADJACENT AREAS**

The Barstow subarea is generally considered the cities of Barstow and Lenwood. This demographic analysis also includes the cities of Newberry and Baker and their surrounding areas, but identifies these individuals in a separate table. A map of the greater Barstow area, Figure 2, follows at the end of this subsection.

While Barstow has shown 13 percent growth, there is estimated to have been a decrease in the senior population by nine percent over the last nine years (Table 3). It is also estimated that half of the projected growth (1,500 persons) were low-income individuals which represents a 23 percent increase from the 2000 Census in persons below the poverty level living in the Barstow area. This represents 22 percent of the county’s total below poverty level population.

**Table 3, Barstow Subarea Population Change, 2000-2009**

<b>Barstow Area</b>	<b>2000 Census</b>	<b>2009 ACS Estimates</b>	<b>% of Change</b>
Total Population	24,114	27,659	13%
Total Population Age 65+	2,894	2,645	-9%
Percent of population	12%	10%	
Population Below Poverty Level	4,654	6,037	23%
Percent Below Poverty Level	19%	22%	

Census 2000 SF3 – P8 Sex by Age; P87 Poverty Status by in 1999 by Age  
2005-09 ACS 5 Year Estimates – B01001 Sex by Age; B17001 Poverty Status in the Past 12 Months  
San Bernardino County – Barstow City, Lenwood CDP

The Newberry-Baker area, east of Barstow, is estimated to have decreased in total population, but increased in senior population by 19 percent and low-income population increased by 34 percent (Table 4). This suggests that the younger adult population living above the poverty line may be leaving the area for other communities with greater employment and educational opportunities.

**Table 4, Newberry-Baker Area Population Change, 2000-2009**

<b>Newberry-Baker CCD</b>	<b>2000 Census</b>	<b>2009 ACS Estimates</b>	<b>% of Change</b>
Total Population	13,617	12,806	-6%
Total Population Age 65+	552	682	19%
Percent of population	4%	5%	
Population Below Poverty Level	1,067	1,609	34%
Percent Below Poverty Level	8%	13%	

Census 2000 SF3 – P8 Sex by Age; P87 Poverty Status by in 1999 by Age  
2005-09 ACS 5 Year Estimates – B01001 Sex by Age; B17001 Poverty Status in the Past 12 Months  
San Bernardino County – Newberry-Baker CCD

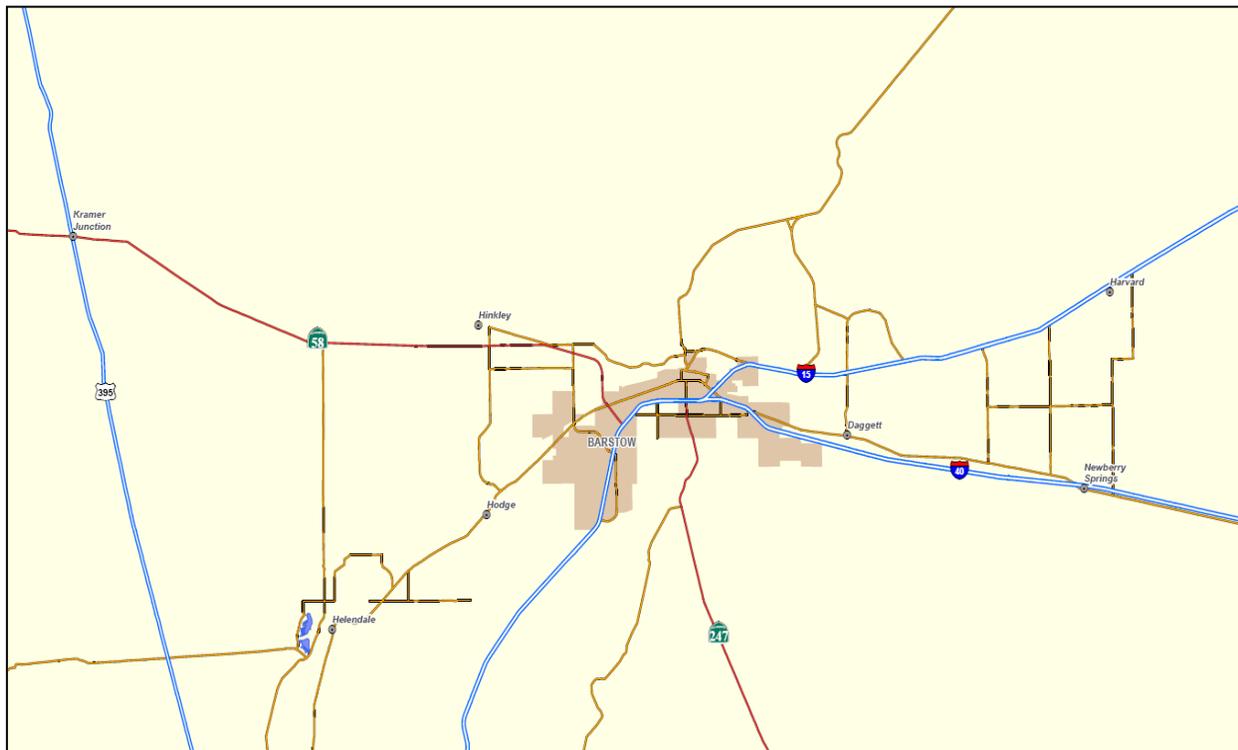
The communities of Red Mountain and Trona are also included in this section, north and east of Barstow (Table 5). This area is estimated to have had a very modest total population growth of about 200 persons. However, the estimated addition of about 85 seniors and 275 low-income individuals suggests an aging population that is being moderately affected by the economic downturn of recent years, compared to these communities' economic base in 2000.

**Table 5, Red Mountain- Trona Population Change, 2000-2009**

<b>Red Mountain – Trona CCD</b>	<b>2000 Census</b>	<b>2009 ACS Estimates</b>	<b>% of Change</b>
Total Population	2,247	2,464	9%
Total Population Age 65+	293	377	22%
Percent of population	13%	15%	
Population Below Poverty Level	422	695	39%
Percent Below Poverty Level	19%	28%	

Census 2000 SF3 – P8 Sex by Age; P87 Poverty Status by in 1999 by Age  
2005-09 ACS 5 Year Estimates – B01001 Sex by Age; B17001 Poverty Status in the Past 12 Months  
San Bernardino County – Red Mountain-Trona CCD

**Figure 2, Barstow Area**



**Colorado River Subarea**

The City of Needles represents the Colorado River sub area of San Bernardino County. This area has a very small population and is located along the border of California and Arizona where separated by the Colorado River

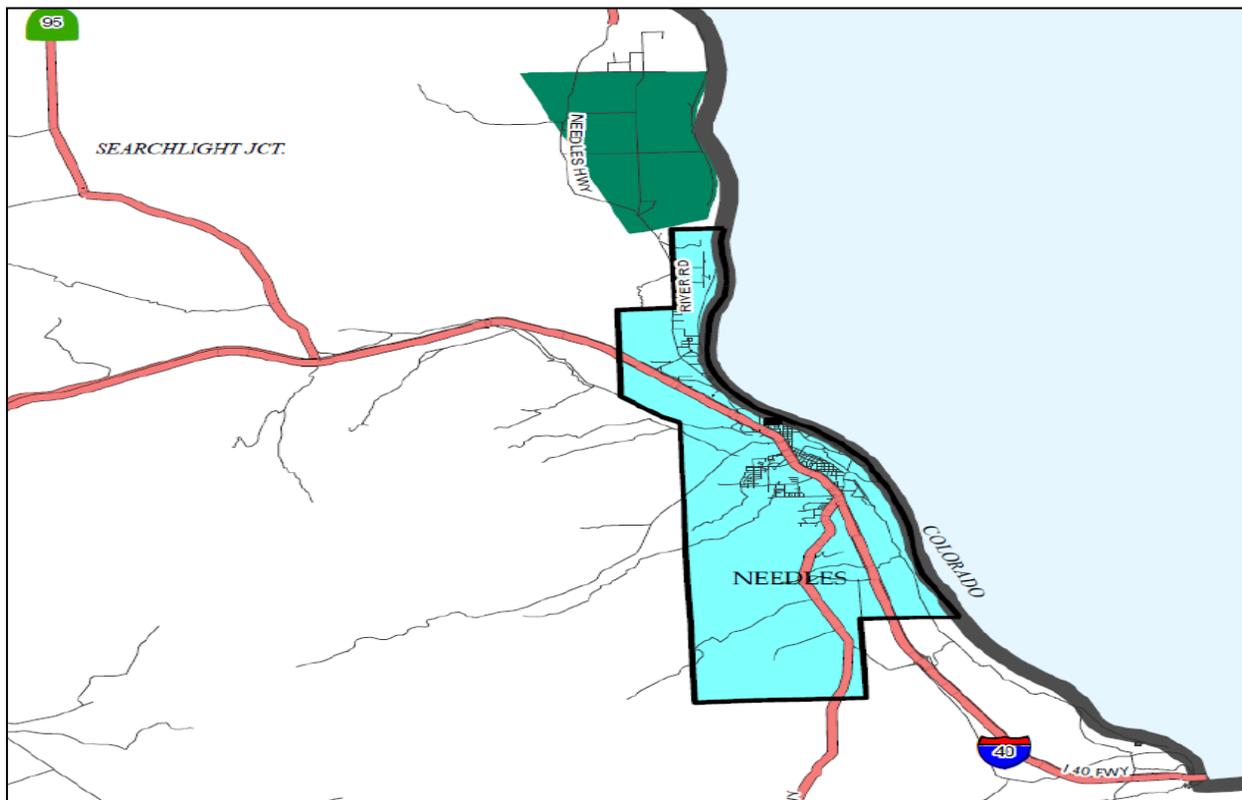
The area is estimated to have grown slightly by 450 persons (Table 6). It is also estimated to have increased its low-income population by 300 persons; an increase of 19 percent and similar to population estimates in most rural areas of the county.

**Table 6, Needles City Population Change, 2000-2009**

<b>Needles</b>	<b>2000 Census</b>	<b>2009 ACS Estimates</b>	<b>% of Change</b>
Total Population	4,852	5,307	9%
Total Population Age 65+	789	761	-4%
Percent of population	16%	14%	
Population Below Poverty Level	1,263	1,567	19%
Percent Below Poverty Level	26%	30%	

Census 2000 SF3 - P8 Sex by Age; P87 Poverty Status by in 1999 by Age  
2005-09 ACS 5 Year Estimates - B01001 Sex by Age; B17001 Poverty Status in the Past 12 Months  
San Bernardino County – Needles City

**Figure 3, City of Needles**



**Morongo Basin Subarea**

The Morongo Basin is the area located east of the San Bernardino Valley and north of the Palm Springs/Coachella Valley area in Riverside County. This generally consists of the cities of Joshua Tree, Twentynine Palms and Yucca Valley; but also includes the surrounding communities of Morongo Valley and the Twentynine Palms Marine base.

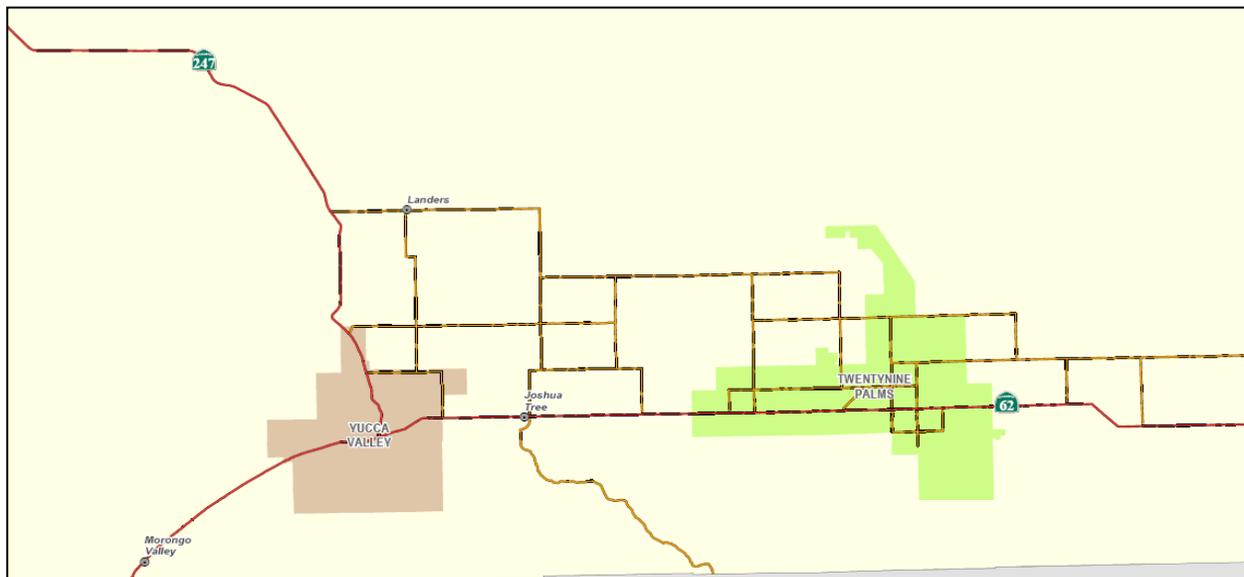
The total population for this area is estimated to have grown by 14 percent, a rate that is similar to the growth in senior population and growth in the County’s overall population (Table 7). The low-income population is estimated to have more modestly increased by seven percent, representing a one percent reduction in proportion of total population.

**Table 7, Morongo Basin Area Population Change, 2000-2009**

Twentynine Palms-Morongo Valley CCD	2000 Census	2009 ACS Estimates	% of Change
Total Population	66,468	76,910	14%
Total Population Age 65+	9,308	10,651	13%
Percent of population	14%	14%	
Population Below Poverty Level	10,417	11,169	7%
Percent Below Poverty Level	16%	15%	

Census 2000 SF3 - P8 Sex by Age; P87 Poverty Status by in 1999 by Age  
2005-09 ACS 5 Year Estimates - B01001 Sex by Age; B17001 Poverty Status in the Past 12 Months  
San Bernardino County – Twentynine Palms-Morongo Valley CCD

**Figure 4, Morongo Basin**



**Mountains Subarea**

The Mountains Subarea of San Bernardino is generally considered the mountain communities of Big Bear, Arrowhead and Crestline and adjacent areas. This section also includes the Mount Baldy and Wrightwood areas located west of Highway Interstate 15.

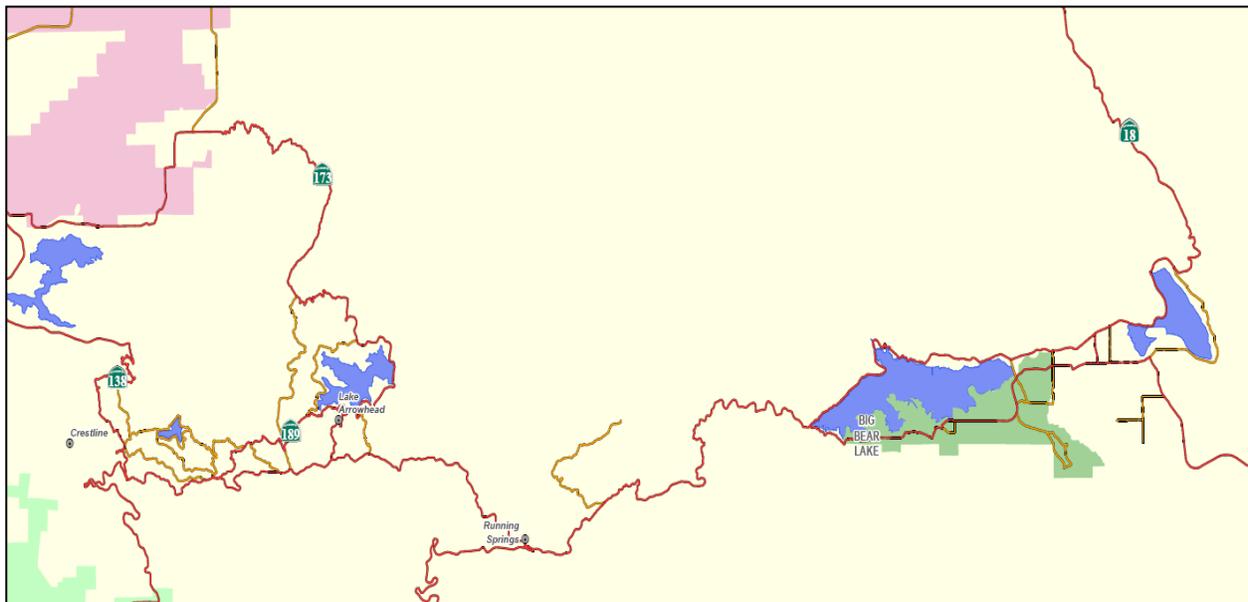
There is estimated to have been a five percent decrease in total population which represents almost 1,700 fewer people (Table 8). During this same time period the senior population has modestly increased by five percent. The most noteworthy change in this area is the low-income population which has nearly doubled since the 2000 census.

**Table 8, Mountain Area Population Change, 2000-2009**

Mountains Area	2000 Census	2009 ACS Estimates	% of Change
Total Population	35,435	33,757	-5%
Total Population Age 65+	4,029	4,260	5%
Percent of population	11%	13%	
Population Below Poverty Level	3,262	5,642	42%
Percent Below Poverty Level	9%	17%	

Census 2000 SF3 - P8 Sex by Age; P87 Poverty Status by in 1999 by Age  
2005-09 ACS 5 Year Estimates - B01001 Sex by Age; B17001 Poverty Status in the Past 12 Months  
San Bernardino County – Big Bear City CDP, Big Bear Lake City, Crestline CDP, Lake Arrowhead CDP, Running Springs CDP,

**Figure 5, Mountain Area**



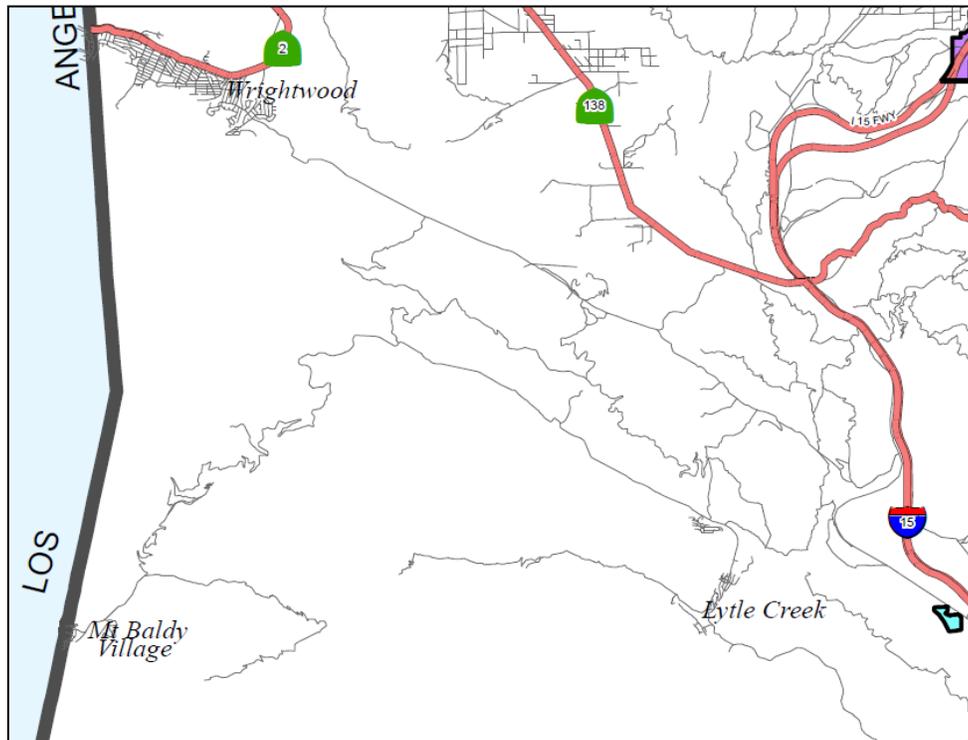
The Mount Baldy and Wrightwood communities are small, and the reported total population has remained constant. However, while the senior population has almost doubled, the low-income has decreased by 41 percent.

**Table 9, Mt. Baldy - Wrightwood Population Change, 2000-2009**

Mt Baldy - Wrightwood CCD	2000 Census	2009 ACS Estimates	% of Change
Total Population	6,032	6,070	1%
Total Population Age 65+	602	1,036	42%
Percent of population	10%	17%	
Population Below Poverty Level	445	263	-41%
Percent Below Poverty Level	7%	4%	

Census 2000 SF3 - P8 Sex by Age; P87 Poverty Status by in 1999 by Age  
2005-09 ACS 5 Year Estimates - B01001 Sex by Age; B17001 Poverty Status in the Past 12 Months  
San Bernardino County – Mount Baldy-Wrightwood CCD

**Figure 6, Mt. Baldy - Wrightwood**



**Victor Valley Subarea**

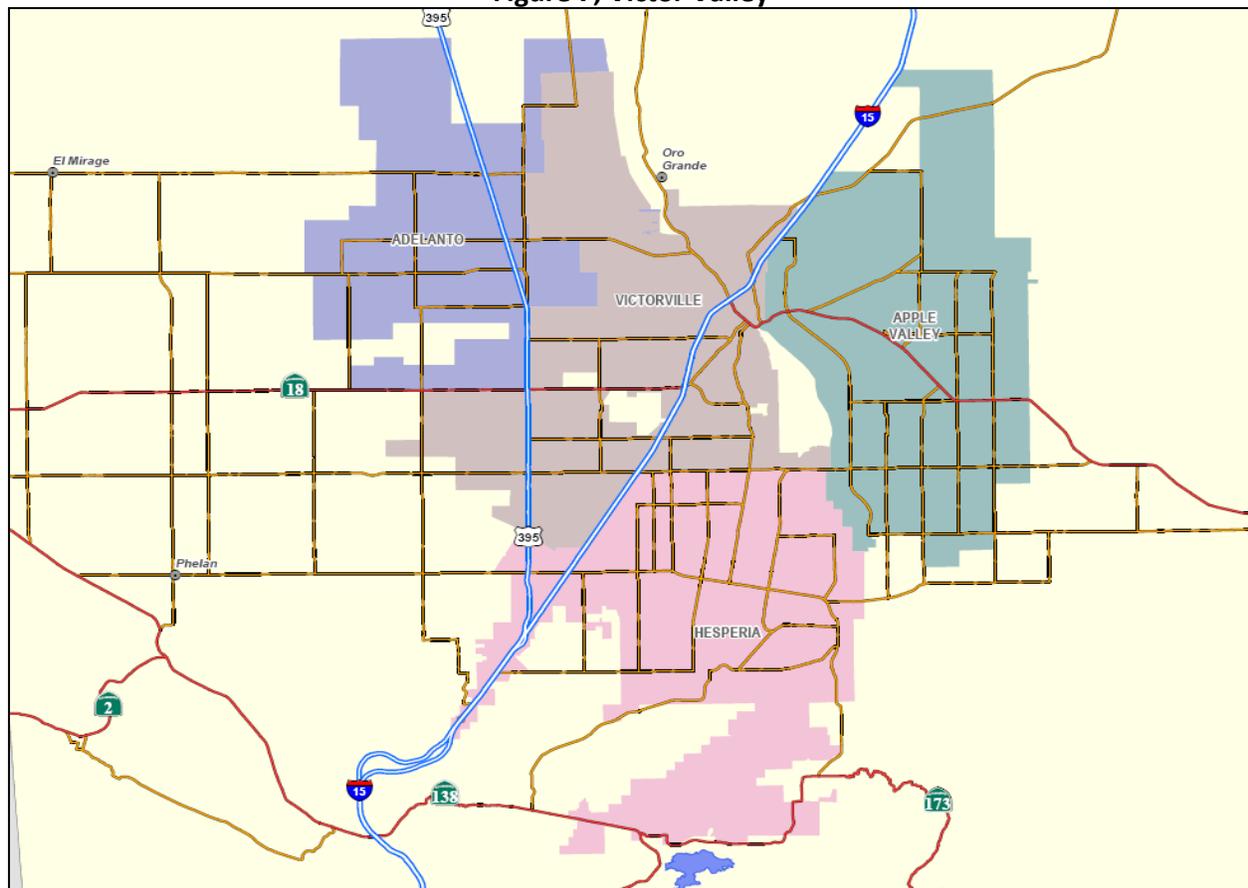
The Victor Valley, the second largest subarea in San Bernardino County, represents a total of 285,000 people, which is an estimated increase of 29 percent since the 2000 Census (Table 10). The senior population has increased by 13 percent but has decreased in proportion to total residents. An increase of 38 percent for low-income individuals is estimated, representing over 20,000 persons and increasing the proportion of total population to 19 percent.

**Table 10, Victor Valley Population Change, 2000-2009**

Victor Valley	2000 Census	2009 ACS Estimates	% of Change
Total Population	201,821	285,232	29%
Total Population Age 65+	22,728	25,991	13%
Percent of population	11%	9%	
Population Below Poverty Level	34,134	55,127	38%
Percent Below Poverty Level	17%	19%	

Census 2000 SF3 - P8 Sex by Age; P87 Poverty Status by in 1999 by Age  
2005-09 ACS 5 Year Estimates - B01001 Sex by Age; B17001 Poverty Status in the Past 12 Months  
San Bernardino County – Adelanto City, Apple Valley Town, Hesperia City, Mountain View Acres CDP, Victorville City

**Figure 7, Victor Valley**



**San Bernardino Valley Subarea**

The San Bernardino Valley is the largest sub area in San Bernardino County and represents the urbanized area between the cities of Chino and Chino Hills on the west end of the county, to the city of Yucaipa on the area’s east end.

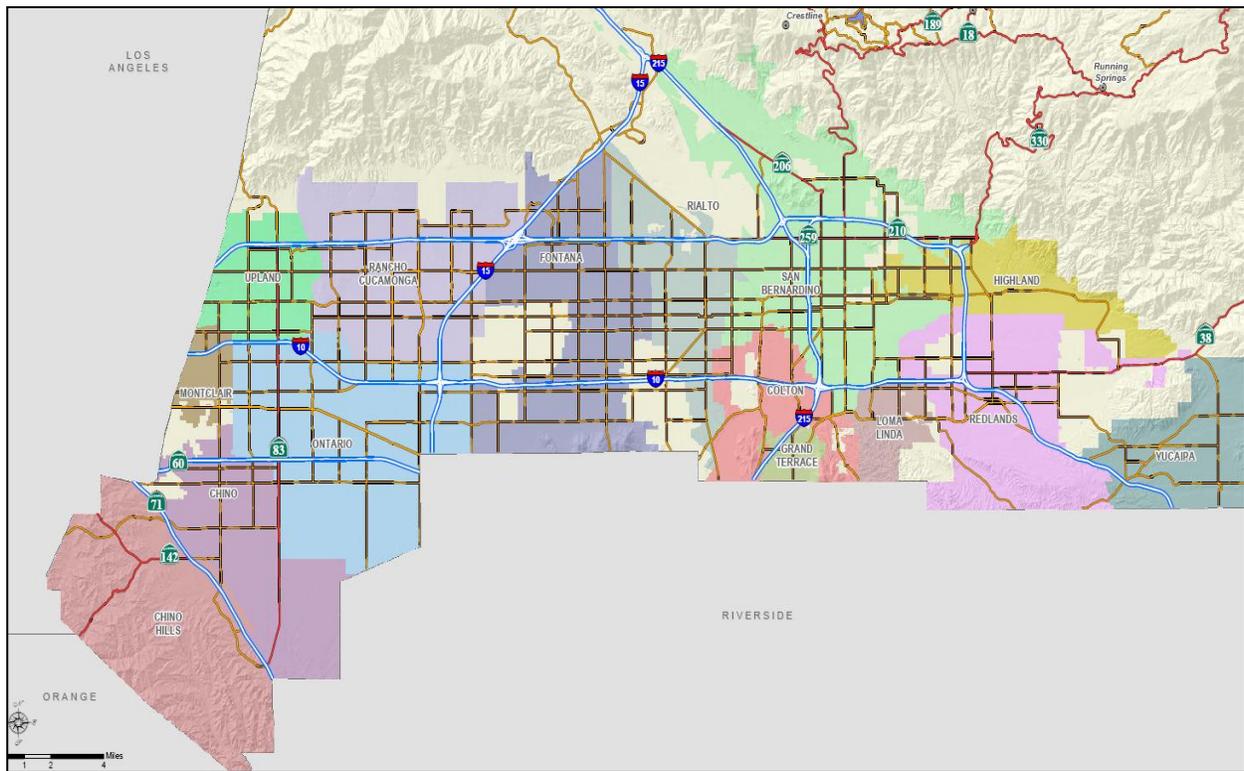
This area is estimated to have grown by nearly 180,000 people since the 2000 census which represents a 12 percent increase (Table 11). The senior population growth is similar in proportion to the total population at seven percent, but, encouragingly, the low-income population is estimated to have decreased by seven percent during a period of time that has economically challenged the majority of the County.

**Table 11, San Bernardino Valley Population Change, 2000-2009**

San Bernardino Valley	2000 Census	2009 ACS Estimates	% of Change
Total Population	1,279,152	1,456,752	12%
Total Population Age 65+	93,758	106,429	12%
Percent of population	7%	7%	
Population Below Poverty Level	198,334	185,320	-7%
Percent Below Poverty Level	16%	13%	

Census 2000 SF3 - P8 Sex by Age; P87 Poverty Status by in 1999 by Age  
2005-09 ACS 5 Year Estimates - B01001 Sex by Age; B17001 Poverty Status in the Past 12 Months  
San Bernardino County – Ontario CCD, San Bernardino CCD, Yucaipa CCD

**Figure 8, San Bernardino Valley**



## 4. COMMUNITY OUTREACH APPROACH AND FINDINGS BY SUB AREA

*This section describes the public involvement activities of this Update effort, undertaken to validate previously identified needs and to surface new needs, resources, project ideas and opportunities. This section summarizes the findings developed through the six workshops, reported by the five San Bernardino County subareas, the San Bernardino Valley, the Victor Valley, Barstow, the Morongo Basin and the Mountains subarea. The symbol > below indicates a potential “project” idea, in response to various needs statements and issues.*

### COMMUNITY WORKSHOPS APPROACH



San Bernardino Associated Governments invites **your** input!

## Community Workshops: Transit

**TRANSIT TOPICS:**

- Share your unmet San Bernardino County transportation needs
- Mobility projects for persons with disabilities
- Mobility projects for persons of low income
- Mobility projects for seniors
- Possible Spring 2011 Grant Projects

**WORKSHOP DATES & LOCATIONS:**

<p><b>East Valley</b> Tuesday, February 1, 2011 10 am – 12 pm Community Benefit Room, Mountain View Plaza, Loma Linda University 11175 Mountain View Drive, Suite M Loma Linda 92354</p>	<p><b>Barstow</b> Friday, February 4, 2011 9 am – 11 pm Barstow Senior Center 555 Melissa Ave Barstow 92311</p>	<p><b>West Valley</b> Thursday, February 10, 2011 10 am – 12 pm Creative Corner Room, Goldy S. Lewis Community Center Rancho Cucamonga 91701</p>
<p><b>Victor Valley</b> Thursday, February 3, 2011 10 am – 12 pm Victorville Helping Hands Kinship Center 18519 Victor St., Suite 208 Victorville 92395</p>	<p><b>Mountain Area</b> Monday, February 7, 2011 2 pm – 4 pm Crestline Library 24105 Lake Gregory Drive Crestline 92325</p>	<p><b>Morongo Basin</b> Friday, February 11, 2011 1 pm – 3pm MBTA Operations Center 62405 Verbena Road Joshua Tree 92552</p>

Invited Audiences: General Public + Human Services Agencies + Public Agencies

For questions, please call:  
Beth Kranda, SANBAG  
San Bernardino Associated Governments  
(909) 824-8276  
A-M-M-A Transit Planning  
(951) 704-1333

**Governments**  
**SANBAG**  
Working Together

With the purpose of identifying and documenting specific transit needs, whether they be new or continuing, six community transit workshops were held across San Bernardino County during the first two weeks of February. Human Service and public agency locations were selected as hosts for these meetings, largely through SANBAG’s PASTACC (*Public and Specialized Transportation Advisory and Coordination Council*) membership. Regions included in this outreach were: the East and West end of the San Bernardino Valley, the Victor Valley, Barstow area, the Mountains area, and the Morongo Basin. Members of the public as well as human and social service agency representative were invited to attend to share transit needs and discuss projects that could address these needs. A flyer was created to advertise these workshops and distributed broadly through email blasts and by posting the flyer at each location and on agency websites.

The workshops were structured to introduce participants to the Public Transit-Human Service Transportation Coordination Plan and its update process, past efforts to identify needs, the upcoming \$5310, \$5316, and \$5317 grant cycles. Discussion was then invited about the transportation needs participants or their consumers experienced. Finally, participants were encouraged to brainstorm potential projects and partnership that could address their community’s needs. A power point template was developed that could be modified for each setting. Over 75 individuals were involved in these small group discussion workshops, held across the county in six different locations.



## SAN BERNARDINO VALLEY FINDINGS

Two workshops were held in the San Bernardino Valley to involve community members from both the East and West ends of the Valley. One workshop was held at Loma Linda University's Community Benefits Department on February 1, 2011 and the other at the Goldy S. Lewis Community Center in Rancho Cucamonga on February 10, 2011.

### Areas of Need by Sub Populations – East San Bernardino Valley

#### Low income individuals

- Enhanced transportation for work-related trips, especially for CalWorks Recipients. This need includes:
  - Increased frequency of buses
  - The East – West connection: Many jobs are based in the Ontario area at warehouse and distribution centers while people are living more to the east, in and around San Bernardino
- Many community college students need fare assistance (City of San Bernardino)
  - Developing routes along schools
  - Subsidize bus fare for community college students
- Transportation for seniors to medical services/destinations:
  - Many Ontario residents traveling elsewhere for medical care in San Antonio, Colton, Loma Linda, Pomona Valley destinations
  - Improve the East – West connection

#### Seniors and people with disabilities

- Door Assistance
  - Door-to-door and door-through-door assistance needs
    - Encourage/expand human service organizations who may already provide these services
- Improve the quality of existing transportation
  - Transitioning capable populations off of paratransit to an appropriate human service option, when possible

#### Seniors

- Grand Terrace: Could OmniGo service be expanded to service grocery stores?
  - Family Services is reducing its service to Blue Mountain Senior Villas and those residents will be impacted.

#### People with disabilities

- Transportation after hospital discharge needed for patients
- Those with behavioral health issues, concerns about 5150 trips, and medical necessity.

### All groups

- Transportation needed from Yucaipa to Redlands
  - Expanded Transportation Options can involve travel training to educate about using alternative modes
    - Yucaipa and Grand Terrace have communities that can benefit from travel training.
- Education about services, routes, and connections
  - Mobility manager/ment projects
  - From the Healthy Communities model: A Health Navigator, a connector and advocate who is a liaison; helps consumer navigate through services, trains community members
  - Travel Training: day trips for students with disabilities
- Path of access issues:
  - Getting to public transit; making it easier
  - Walkability; improving neighborhoods
  - Transit-friendly designs

### **Potential Projects and Partnerships**

- Navigators and travel buddies
- Education/Travel Training
- Ambassador Program
- Educating seniors
- Educating Planners
- Path of access/bus stop improvement
- Bus stop at/close to Yucaipa High School
- Enhanced transportation for seniors
  - Medical and life-sustaining trips

### **Areas of Need by Sub Populations - West San Bernardino Valley**

#### Low income individuals

- Low-income individuals cannot afford to pay more for transportation than they are already paying.
- Particular need for fare assistance to get to colleges, specifically from Chino to Mt. SAC.

#### Seniors

- Difficulty for consumers in the West Valley or in areas of Los Angeles County that border San Bernardino County to get to medical destinations in SB County.
- Difficulty for residents of Upland, Ontario, and Montclair getting to medical destinations in LA County, specifically the Cancer Center.
- Need for escorted and assisted transportation for frail passengers—too weak or sick to use paratransit services.

*Needs related to Silver Fox transportation service – Rancho Cucamonga’s senior center’s transportation:*

- Need for transportation to senior center, to grocery stores, to local doctors’ offices and medical facilities, such as San Antonio Hospital and Kaiser in Upland, and other necessity type trips, such as to pick up prescriptions.
- Need more buses
- Need additional funding
- Additional Silver Fox routes to center are needed—buses are currently filled to capacity.
- Routes are too long resulting in late arrivals
- Some seniors are unable to walk to bus stops
  - Reassess Need
  - Fare increase: what is reasonable and fair to ask? (Seniors present suggest that their peers would be willing to pay for a weekly grocery trip.)
  - County wide program where all cities are involved/partnered?
  - Develop a volunteer driver program
    - One senior in attendance offered that she supported this idea and would be a volunteer.
    - Issues with this type of program involve insurance concerns: would the agency be liable if a volunteer driver were to be involved in an accident

People with disabilities

Areas of concerns regarding ACCESS services (Omnitrans’ ADA complementary paratransit service) for people with disabilities include:

- the wait time: individuals have been required to wait up to 45 minutes to 1 hour
- riders are required to wait at the curb: vehicle will leave without them
- no assistance is provided
- the time it takes to get on and off vehicles
  - Need for coordination and training (sensitivity training for drivers)
    - OPARC does have a driver training module that can be shared.

All groups

-Omnitrans does not provide weekend service in Rancho Cucamonga

## Potential Projects and Partnerships

- Travel Training
  - Omnitrans does have a “Train the Trainer” program and is also willing to go to senior centers for travel training presentations
- Travel Buddies: one-on-one training. This is already informally occurring suggesting there are seasoned riders who would be interested in training their peers.
- Bus pass purchase

## MOUNTAIN AREA FINDINGS

The Mountain Area Workshop was held at the Crestline Library on February 7, 2011.

### Areas of Need by Sub Populations

#### Seniors

- To specialty clinics, Loma Linda, Kaiser, VA, Arrowhead Regional, Redlands Hospital, Beaver Medical Clinic in Highland
- Door-to-Door assistance
- Longer service hours: hospitals may release patients after public transit's service hours
- Transportation Reimbursement Escort Program is available but not well known
  - Outreach project about TREP: how to get the word out!

#### All groups

- No taxis are available in Crestline area
- There is no transportation after 7 pm
  - Residents need to get to Ontario airport
  - Some seniors limit their driving at night
- Need increased runs off the mountain to job sites of connection points during commuter hours—return trip beginning as late as 6 pm.
- Public transit can't service dirt roads or small one-way streets where vehicles can't turn around
  - Need for social/human service agencies to fill in the gaps

### Potential Projects and Partnerships

- Coordinate with local non-profit Mountains, Hearts, Minds
- Education/ Travel Training with Inland Regional Center's Consumers
  - Teach how to take the bus off the mountain and where to connect with other services
- Public transit options for skiers/tourists
  - This can help protect the environment
  - Decrease accidents due to driving on icy roads.
  - Look into connections with airports, especially LAX
- Expand vanpools
  - Needs to accommodate working hours
- Increase connections to Metrolink
- Rimoftheworld.net is frequently visited by mountain area residents to check the weather. This is a potential marketing tool to provide MARTA information and education.
- Continued marketing of TREP program. There is a strong volunteer base in this community.

- Potential of Taxi voucher programs? Taxis can offer door to door service
- Marketing: continued education about what is available: MARTA Dial a Ride in Green Valley
- Improved connectivity: making MARTA connections to providers in the valley more convenient.

## MORONGO BASIN FINDINGS

A workshop for the communities of the Morongo Basin was held at the Morongo Basin Transit Authority's Operations Center in Joshua Tree on February 11, 2011.

### Areas of Need by Sub Populations

#### Low income individuals and seniors

- Transportation from Johnson Valley to Lucerne Valley and Yucca Valley, specifically from Johnson Valley Improvement Association to Yucca Valley and Lucerne Market.
- Expanded service hours in Landers: 8 am – 5 pm on weekdays; some service on weekends
- Hourly service: last afternoon bus is always full
- Expanded Saturday and Sunday Service
- Increased service in Wonder Valley  
(There is one paved road in this community which sits east of Twentynine Palms. Route 34 does provided limited service)
- Expanded senior transportation in Landers to senior center, doctors, work
  - Senior ridesharing program
- Improve connection between MBTA and SunLine Transit Authority (Riverside County) in Palm Springs
  - There are long wait once in Palm Springs, can be difficult for seniors
  - Palm Springs destinations include: Regional Medical Center and Eisenhower Medical Center in Rancho Mirage
    - Senior-oriented agencies assist eligible seniors with enrolling in SunLine's ADA services (SunDial) and encourage them to schedule a SunDial pick-up timed to meet the passenger at the MBTA connection stop.

#### Seniors and people with disabilities

- Cross-county trips (to Riverside County): these long trips and connections can be very difficult for seniors, frail or sick passengers, and people with disabilities.

#### Seniors

- Down the hill transportation to medical destinations, specifically to Arrowhead Regional Medical Center in Colton and other destinations in San Bernardino County and Palm Springs.

### All groups

- Service near Airport in Twentynine Palms
  - Coordinate stop times and bus schedule with flights—partner with pilots
- Accessibility Concerns: Increased safety for passengers/ pedestrians. Berms impede safe access.
  - Bus stop improvement projects.

## Potential Projects and Partnerships

- Review operating costs for small services that are currently in place
- Reach Out Morongo Basin should consider a JARC or NF grant next year.  
(Reach Out is currently transporting consumers once a week to Braille Institute and is maxed out at 12 passengers.
- Human/social service agencies should continue tracking trips that can't be served.

## VICTOR VALLEY FINDINGS

The Victor Valley workshop was hosted by Kinship Support Services' Helping Hands center in Victorville on February 3. Kinship Support Services is a function of SB County CSS.

## Areas of need by sub populations

### Low income individuals

- Development of a volunteer pool for the El Mirage Area Work-TREP
  - Difficulty finding volunteers due to time lag in reimbursement and the reimbursement amount
  - Difficulty finding volunteers with accessible vehicles
- Transportation for college students
  - EL Mirage residents to the nearest community college
  - In Hesperia
  - To the new San Joaquin College
- Increased access to public transit

### Seniors and people with disabilities

- Transportation for life-sustaining trips to maintain independence
- Daily transportation to chemo appointments
- Securing volunteers for programs that are in place( for some agencies, volunteers must be DOJ cleared and willing to commit to a minimum of hours)
- Transportation that is both flexible and offers assistance

### Seniors and All Groups

- Education about how to use transit
  - Travel training presentation for group at regular Monday Helping Hands Kinship meeting

## **Potential Projects and Partnerships**

- SB County CSS could potentially benefit from a small agency vehicle
  - Encourage and support this agency in applying for a 5310 capital grant through CalTrans
- Gas Card Funding for Helping Hands
- Continue to fund and support TREP

## **BARSTOW AREA FINDINGS**

The workshop for the Barstow community was held at the Barstow Senior Center on February 4, 2011.

## **Areas of need by sub populations**

### Low income individuals and All groups

- Transportation from Helendale to Barstow and Ft. Irwin
  - Helendale is a growing community; it began as a retirement community, but is now home to many families, the median age is 45, and a new high school was recently built
- Transportation between Barstow and Fort Irwin
  - Military dependants on base have shopping needs
  - No transportation available to accommodate split shifts (later evening hours) or 4/10 schedules.
  - Many can get transportation to Fort Irwin, but not home at the time they need.
    - Identify appropriate contact on base to develop a partnership
- Park Accessibility Issues: Mojave National Preserve
  - National Parks and Transit grant programs
- Increased transportation to and from Lynwood Outlet shops.
  - There are 24 hour stops to which Barstow residents and can't get to for work when public transit doesn't run.

### Seniors

- Securing Volunteer drivers for local TREP program

## Potential Projects and Partnerships

- Partnership between Desert Discovery Center, Mojave National Preserve, and public transit operators to get public to the national preserve
- Information and/or link on VVTA's website about Mojave National Preserve
- Mojave National Preserve or Discovery Center could acquire retired VVTA vehicle if used for general public
  - Faith based org in Helendale that may be interested in retired VVTA vehicle (Barstow DAAS to get information
- Education about VVTA's Deviated Service in Silverlakes/Helendale
  - Marketing Project, including Visibility Issues: add a bus stop and shelter
- Mobility Management / Coordination
  - VA vehicle is available and already makes trips.
  - Grant funding related to dispatching software
    - Need to provide a network of options
    - Coordinate with medical providers and doctors about scheduling appointments at times with transportation is available for persons traveling by transit.

## Limitation

At this time the San Bernardino County Public Works cannot adequately fund improvements to dirt roads (i.e. paving roads). It can only maintain these roads. This limits the expansion of public transit and pointing towards the importance of human service agencies capacity-building in order to help fill in the gaps.

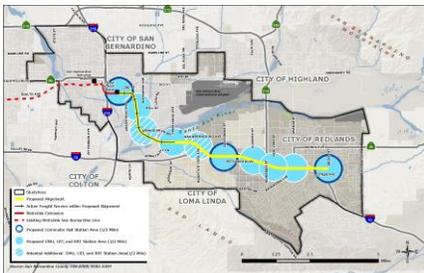
## 5. TRANSIT DEVELOPMENTS ACROSS THE COUNTY

This section reports on the various initiatives SANBAG and its partners undertook throughout the county in response to needs hearings, the 2007 Coordinated Plan process, and routine development and assessment activities. Project that can improve mobility for the Plan's target groups of seniors, persons with disabilities and persons of low-income are summarized here.

**Creation of a Consolidated Transportation Services Agency (CTSA)** The 2007 Coordinated Plan identified the development of a CTSA as a priority. SANBAG used a combination of both JARC and NF funds to fund the CTSA study to determine form and function. After the nearly 2 year project, a new non-profit entity was established, Valley Transportation Services, and has since been designated as the CTSA for the San Bernardino Valley. Valley Transportation Services' goal is to improve transit and mobility for persons with disabilities, seniors and persons of low income. Valley Transportation Services receives funding through Measure I.



**Metrolink 1<sup>st</sup> mile extension/Rialto and E Street Transit Station** The SANBAG Board approved and staff is now working on the expansion of Metrolink from the Santa Fe Depot in San Bernardino to Rialto and E Street in downtown San Bernardino. With this extension also comes the development of a Transit Center at that location that will serve as the transit hub for San Bernardino. Omnitrans local bus and the soon to be completed Bus Rapid Transit Project sbX will now intersect with Metrolink at that station.



**Redlands Rail** This project is the development of a light rail system from the Downtown San Bernardino Rialto and E Street Transit Center to Redlands University. The SANBAG Board recently approved the Redlands Corridor Strategic Plan which breaks the project into phases. Phase 1 relates to the development of the backbone infrastructure, using existing commuter rail cars and locomotives. Phase 2 relates to System Enhancements which

include upgrades to mode type and improvements which included light rail vehicles or the electrification of the line. Phase 3 relates to system expansion to look at future connections to the City of Highland and the San Bernardino International Airport.

**Comprehensive Operational Analyses (COA's)** As part of the regular development of a 5 year planning document for the local transportation agencies, we have included a larger scope to include a 25 year strategic direction in the COA's. COA's currently begin undertaken include Omnitrans and Mountain Area Regional Transit Authority. In FY 2011/12 COA's are scheduled to begin for Victor Valley Transit Authority and Morongo Basin Transit Authority.

**Metrolink Express Train from San Bernardino to L.A.** A new express train from San Bernardino into Los Angeles will begin in June as well as the addition of two additional regular trains. The express train will leave San Bernardino at 5:45am and arrive in Los Angeles by 6:45am, cutting a ½ hour off the travel time. In addition two new regular trains will be added at 2:35pm and 8:50pm.



**B-V Link** In January Victor Valley Transit Authority, working with Barstow Area Transit, introduced limited service between Barstow and Victorville, 3 days per week, 3 trips per day. This service was primarily introduced as being a connection for medically related trips. This is a 3 year demonstration project funded through CMAQ.

**Needles Area Transit connection into Bullhead City** After the completion of the Coordinated Plan in December, SANBAG assisted the City of Needles in the design and funding for limited lifeline medically related trips into and out of Bullhead City, AZ. This service continues to run and has gained some very modest ridership.

**TREP/TREP Work Extension** Working in partnership with the Department of Aging and Adult Services, DAAS has been able to support and expand this volunteer driver reimbursement program for the very rural parts of our county. This is funded through Measure I and will continue to receive funding in the next fiscal year.



**Inland Valley Recovery Services New Freedom Grant** Inland Valley Recovery Services located in Upland was successful in receiving a New Freedom (FTA \$5317) grant for a two year period which included funds for a vehicle, operating costs for two years and SANBAG was able to secure free driver training for IVRS.

**Victor Valley Long Distance Commuter Needs Assessment** SANBAG selected Consultant team Nelson\Nygaard to conduct a comprehensive analysis of Victor Valley residents who commuter along the Interstate 15 Corridor and Cajon Pass to Various works locations. Completed in 2010, the final report included recommendation strategies that could feasibly improve commute conditions, such as expanding vanpool and carpool options. The study was conducted under the guidance of a steering committee with members representing SANBAG, San Bernardino County, VVTA Board of Directors, VVTA staff, the cities of Victorville, Hesperia, Apple Valley and Adelanto, as well as two citizen long-distance commuters.

**VVTA JARC and New Freedom Grants** VVTA applied for and was successful in two JARC and New Freedom (FTA \$51316 and \$5317) applications. One was for increased frequencies on their local routes, which in turn assisted in adding ridership to the system. The second grant was will fund the position of a Mobility Manager, a project which is still pending.

**Omnitrans Travel Training DVD** Omnitrans received funding to develop and produce a travel training DVD which is still available for viewing on their website and is available for any social service programs to use for training individuals on how to ride the bus.

**Omnitrans ADA border boundary extension** Omnitrans applied for dollars to extend the ADA routes beyond the ¼ mile ADA requirement. Although there is a premium fare attached to this enhancement, ADA routes will no longer continue to change when the regular routes change or are modified.

**OmniLink / OmniGo** Omnitrans recently developed the OmniLink/OmniGo circulator routes and received JARC funding for 2 years to continue those community circulators in the cities of Yucaipa, Grand Terrace and Chino Hills. These services differ from the regular fixed route as they use smaller vehicles and make loops within those cities.



## 6. UPDATING PRIORITY AREAS FOR SPECIALIZED TRANSPORTATION

*This concluding section summarizes and prioritizes the specialized transit needs reported through the various reports and outreach efforts documented here. Table 12 in this section demonstrates potential project concepts in relation to target population needs identified through this Update process. A concluding subsection presents current priorities.*

### REGULATORY DIRECTION AND PRIORITIES FROM THE 2007 COORDINATION PLAN

Although it represents a significant challenge, prioritizing implementation of the many needs and project strategies identified through such planning efforts is mandated by FTA circulars for each of the three funding sources linked to the Coordinated Plan, §5310, §5316 and §5317. The FTA circulars for these funding programs all read:

*Chapter V 2 (b) (4): Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.” [FTA C. 9050.1]*

The 2007 Coordination Plan identified a group of six main categories of recommended strategies for priority implementation. Reiterated below, these remain important and critical to the addressing the mobility challenges of San Bernardino County’s seniors, persons with disabilities and persons of low-income. These 2007 priority areas are:

1. Intercity service to San Bernardino Valley medical and social service agency destinations
2. Mobility or travel training
3. Local circulation among senior and disabled populations
4. Filling in gaps for work trips for low-income individuals
5. Information and referral services
6. Institutional support, brokerage and mobility management services

Clearly the community outreach and survey efforts of this Update show these areas continue to be important priorities and organizing concepts, each of which can frame any number of project responses.

### PRIORITIES FROM 2010 COORDINATION PLAN UPDATE

#### About Updated Pictures of Need

The picture emerging from this Update is certainly similar to that documented in 2007. The vast geography of the county remains a strong challenge to public transportation and to many other services where great distances lie between individuals and services they may require in many areas of the county.

Even in the suburban, more populated areas land use practices and low-density housing presents mobility challenges to those who cannot or must cease driving independently. For San Bernardino County's seniors, persons of low-income and those with disabilities, simply getting from here to there is made very difficult by the long distances that are often involved.

For the public transportation providers, the struggle remains to accommodate these distances within resources available. These operators must set service area boundaries and are always limited in terms of both coverage and frequency as each strives to serve populations spread across many square acres. Service limitations present themselves to the public in terms of transit that doesn't run on Saturday or Sunday, stops earlier in the evening than some riders need and may not begin operations sufficiently early for some work-trips to be well served by transit. Continuing support to public transit to sustainably grow its service footprint, both in terms of the physical area of each community and the frequencies of such service, remains important.

The demographics update gives some insight into the challenges facing both public transportation and the human services sector, in relation to the factors of population growth, the aging of the population and the impacts of economic downturn on this County's residents. Senior population does not yet show growth. The aging baby-boomers are not yet presenting; the county level actually demonstrates a decline from 9% to 8% of all residents at age 65 and older. This suggests that much of the in-migration includes non-senior, younger persons who outnumber those aging-in-place.

Similarly, there is one-percentage point decrease in individuals below poverty levels – from 15% to 14% at the countywide level – and this will have to be validated by the 2010 Census reports. And though they may not have increased as a proportion of the whole, this group has grown by 5%, an additional 15,000 persons who are more likely to be transit dependent.

In terms of overall population growth, increases 14% for San Bernardino County's total population is well above the national average population increase of 9.7%, although not in the top quartile of 20% and more increases. The exception to this is the Victor Valley where population growth exceeded 29% between the 2000 census and this 2009 American Community Survey reporting timeframe. So while explosive growth at the county level may have passed, the County must, nonetheless, continue to address all the challenges of growth presents, remaining particularly critical for the subarea of the Victor Valley.

Importantly, growth, seniors and income-levels population indicators changes are more extreme at the more localized and community levels, such as with the Victor Valley's considerable, overall growth. Increases in lowest income population, more seniors and more lower-income seniors do present at the subarea levels, particularly in the outlying and rural communities with declining overall population and those that remain most likely needier. We do not have information about changes in population for individuals with disabilities; however we can surmise that many of the lowest income and some seniors include persons with disabilities. Taken together, these groups include individuals for whom specialized transportation solutions are needed.

Beyond the scope of this Update are some of the larger economic indicators of job development, the impact of the housing crisis on San Bernardino County communities and the developing implications of rising fuel costs. These challenges also point to continuing and significant mobility needs for the County's most vulnerable residents.

One additional finding, among the many reported here, was the Irvine Foundation's report on San Bernardino County's non-profit sector. Of concern, it documents that there is a very low per-capita level of non-profit organizations within San Bernardino County, even as the public sector looks to the private, non-profits to help fill the gaps that it necessarily cannot address. The Irvine Foundation identifies capacity building of the non-profit sector as of considerable importance in helping to address needs and provide those services required by more vulnerable populations that are beyond what the public sector can do.

### **About Responses to Need**

The enthusiasm and creativity of participants in the community outreach process points to the opportunities, even with tight funding envelopes, that do exist to address and respond to need. On the following page, Table 12 attempts to capture such possible projects in relation to consumer groupings, reflecting ideas heard at the workshops, but also responses that are working effectively in other areas of the country.

Clearly there is a wide array of feasible responses, as well as a scale of response, that is possible. This Update has not pursued any estimates of demand for specialized transportation but it has been elsewhere documented that the needs, while significant, are not unending. Modest responses and small projects can make a difference for those who have most specialized transportation need particularly where it may link individuals or connect them to the existing, broader public transportation network.

Any projects that address the needs or concerns of these target groups, that work towards the types and array of solutions identified in Table 12, will serve to improve the mobility of San Bernardino County residents.

**Table 12, San Bernardino County  
Target Population Transportation Needs, Resources and Projects / Strategies**

<b>Target Population</b>	<b>Special Transportation Needs and Concerns</b>	<b>Transportation Modes</b>	<b>Potential Transit or Transportation Projects/ Strategies</b>
<b>Seniors, Able-Bodied</b>	<ul style="list-style-type: none"> <li>- Lack of knowledge about resources.</li> <li>- Concern about safety and security</li> <li>- Awareness that time when driving might be limited.</li> </ul>	<ul style="list-style-type: none"> <li>- Fixed-route transit</li> <li>- Point deviation and deviated FR</li> <li>- Senior DAR by city</li> <li>- Special purpose shuttles: recreation, nutrition, shopping</li> </ul>	<ul style="list-style-type: none"> <li>- Single point of information</li> <li>- Educational initiatives, including experience with bus riding before it is needed.</li> <li>- Buddy programs; assistance in “trying” transit</li> <li>- Transit fairs, transit seniors-ride-free days or common pass</li> </ul>
<b>Seniors, Frail and Persons Chronically Ill</b>	<ul style="list-style-type: none"> <li>- Assistance to and through the door.</li> <li>- Assistance with making trip arrangements</li> <li>- On-time performance and reliability critical to frail users.</li> <li>- Assistance in trip planning needed.</li> <li>- Need for shelters</li> <li>- Need for “hand-off” for terribly frail</li> </ul>	<ul style="list-style-type: none"> <li>- ADA Paratransit</li> <li>- TREP program</li> <li>- Emergency and non-emergency medical transportation</li> <li>- Escort/Companion Volunteer drivers</li> <li>- Special purpose shuttles</li> <li>- Senior DAR by city</li> </ul>	<ul style="list-style-type: none"> <li>- Escorted transportation options</li> <li>- Door-through-door assistance; outside-the-vehicle assistance.</li> <li>- Increased role for volunteers.</li> <li>- Technology that provides feedback both to consumer and to dispatch; procedures to identify frailest users when traveling.</li> <li>- Individualized trip planning and trip scheduling assistance.</li> <li>- Expanded mileage reimbursement program.</li> <li>- Driver sensitivity training.</li> <li>- Appropriately placed bus shelters; clear path.</li> </ul>
<b>Persons with Disabilities</b>	<ul style="list-style-type: none"> <li>- Service quality and reliability</li> <li>- Driver sensitivity and appropriate passenger handling procedure</li> <li>- Concerns about wheelchair capacity on vehicles/ pass-bys</li> <li>- Need for shelters</li> <li>- Sometimes door through door or issues of “hand-off”</li> </ul>	<ul style="list-style-type: none"> <li>- Fixed-route transit</li> <li>- ADA Paratransit</li> <li>- TREP program</li> <li>- Emergency and non-emergency medical transportation</li> <li>- Special purpose shuttles</li> <li>- Escort/Companion</li> </ul>	<ul style="list-style-type: none"> <li>- Single point of information; Information as universal design solution.</li> <li>- Continuing attention to service performance; importance of time sensitive service applications.</li> <li>- Driver education and attention to procedures about stranded or pass-by passengers with disabilities.</li> <li>- Aggressive program of bus shelters.</li> <li>- Vehicles, capital replacement.</li> </ul>
<b>Persons of Low Income and Homeless Persons</b>	<ul style="list-style-type: none"> <li>- Easy access to trip planning information</li> <li>- Fare subsidies (bus tokens or passes) that can be provided in a medium that is not cash</li> <li>- Breaking down the culture of poverty that uses transportation as the difficulty for not moving about the community.</li> <li>- Difficulties of mothers with multiple children</li> <li>- Need to bring along shopping carts</li> <li>- Difficulties with transfers within and between systems; long trips.</li> </ul>	<ul style="list-style-type: none"> <li>- Fixed-route transit</li> <li>- Point deviation and deviated FR</li> <li>- Special purpose shuttles (work, training, special education, Headstart, recreation)</li> <li>- Van pools, ridesharing, car sharing</li> </ul>	<ul style="list-style-type: none"> <li>- Faster regional trip-making- East to West</li> <li>- Creative fare options available to/ thru human services agencies.</li> <li>- Increased quantity of bus tokens available.</li> <li>- Universal pass for services across county.</li> <li>- Bus passes available to those searching for jobs or in job training programs; cost-effective.</li> <li>- Special shuttles oriented to this population’s predictable travel patterns.</li> <li>- Education about transit to case managers, workers with this population.</li> <li>- Feedback to transit planners on demand; continued work to improve transit service levels (coverage, frequency, span of hours)</li> <li>- Training of staff to train consumers</li> <li>- Vanpool assistance, ridesharing connections</li> </ul>
<b>Persons with Sensory Impairments</b>	<ul style="list-style-type: none"> <li>- Difficulty in accessing visual or auditory information.</li> <li>- Possible door-to-door for visually impaired</li> <li>- Driver sensitivity</li> </ul>	<ul style="list-style-type: none"> <li>- Fixed route transit</li> <li>- ADA Paratransit</li> <li>- Demand response</li> <li>- TREP program</li> </ul>	<ul style="list-style-type: none"> <li>- Single point of information; information in accessible formats</li> <li>- Guides (personal assistance) through information</li> <li>- Driver training critical to respond to needs.</li> </ul>
<b>Persons with Behavioral Disabilities</b>	<ul style="list-style-type: none"> <li>- Medications make individuals sun-sensitive and waiting in the sun is not an option.</li> <li>- Medications cause thirstiness; long hour waits in the heat can lead to dehydration.</li> <li>- Mental illnesses can make it frightening to be in public spaces.</li> <li>- Impaired judgment and memory</li> </ul>	<ul style="list-style-type: none"> <li>- Fixed route transit</li> <li>- ADA Paratransit</li> <li>- Special purpose shuttles</li> <li>- Escort/Companion</li> <li>-TREP program</li> </ul>	<ul style="list-style-type: none"> <li>- Possibly special shuttles oriented to this known predictable travel needs.</li> <li>- Driver training projects to provide skills at managing/ recognizing behaviors of clients.</li> <li>- Aggressive program of bus shelters</li> <li>- “Hand-off” can be critical for confused riders, passing them off to a responsible party.</li> <li>- Important that driver understand riders’ conditions.</li> </ul>

## About Updating Priorities for Specialized Transportation Initiatives in San Bernardino County

Given the array of factors presented in this Update, with regard to prioritization of future projects, the following is proposed to help guide SANBAG's project development, funding processes and decision-making with regard to specialized transportation.

1. Continue to **promote projects addressing the six (6) priority categories** identified in the 2007 Public Transit-Human Services Transportation Coordination Plan.
2. Recognizing the continuing challenges faced by low-income populations, actively **promote projects that directly address the needs of lower-income individuals** trying to make work and work-related trips.
3. Recognizing that there are disproportionately few non-profit organizations in the county, promote projects that serve **to build capacity among the non-profit sector** in meeting specialized transportation needs.
4. Recognizing that small projects can make big differences, **promote smaller projects** and work to invite and to fund a mix of larger and smaller scale initiatives.
5. Recognizing the breadth of needs represented by the target populations and given the County's geography, continuing population growth, its residents' income-challenges and the anticipated growing senior population, support projects submitted by **interested, willing and able** organizations that address any aspect of the mobility needs documented.
6. Recognizing that needs exceed resources of any individual sector or organization, **coordination** of effort at all levels is critical to extend scarce resources, to seek additional funds from all possible sources and to give priority scoring to those project that can leverage funding, including in-kind resources, from non-transit sources in support of specialized transportation services.

## APPENDIX COMMUNITY WORKSHOPS FLYER AND PRESENTATION

San Bernardino Associated Governments invites your input!

# Community Workshops: Transit



### TRANSIT TOPICS:

Share your unmet San Bernardino County transportation needs

Mobility projects for persons with disabilities

Mobility projects for persons of low income

Mobility projects for seniors

Possible Spring 2011 Grant Projects

### WORKSHOP DATES & LOCATIONS:

#### **East Valley**

Tuesday, February 1, 2011  
10 am – 12 pm  
Community Benefit Room, Mountain  
View Plaza, Loma Linda University  
11175 Mountain View Drive, Suite M  
Loma Linda 92354

#### **Victor Valley**

Thursday, February 3, 2011  
10 am – 12 pm  
Victorville Helping Hands Kinship Center  
16519 Victor St., Suite 203  
Victorville 92395

#### **Barstow**

Friday, February 4, 2011  
9 am – 11 pm  
Barstow Senior Center  
555 Melissa Ave  
Barstow 92311

#### **Mountain Area**

Monday, February 7, 2011  
2 pm – 4 pm  
Crestline Library  
24105 Lake Gregory Drive  
Crestline 92325

#### **West Valley**

Thursday, February 10, 2011  
10 am – 12 pm  
Creative Corner Room,  
Goldy S. Lewis Community Center  
Rancho Cucamonga 91701

#### **Morongo Basin**

Friday, February 11, 2011  
1 pm – 3pm  
MBTA Operations Center  
62405 Verbena Road  
Joshua Tree 92252

*Invited Audiences:* General Public + Human Services Agencies + Public Agencies



*For questions, please call:*

Beth Kranda, SANBAG  
San Bernardino Associated Governments  
(909) 884-8276

A-M-M-A Transit Planning  
(951) 784-1333



*Last Update: 1/20/11*



## Community Workshops: Transit

Loma Linda University Medical Center  
February 1, 2011




## Introduction

Community Workshops: Transit



### What we are doing today?

- Introductions
- Public Transit-Human Services Coordinated Plan update process
- Discussion of new needs
  - Validating old needs
  - Identifying new needs
- Preparing for upcoming grant opportunities



Community Workshops: Transit



### Coordinated Planning Process

- Federal Transit Administration
  - Implementing new regulatory plan effort
  - Three programs:
    - Section 5316 – Job Access and Reverse Commute
    - Section 5317 – New Freedom
    - Section 5310 – Capital grant program for seniors, persons with disabilities
- Target Populations – persons with disabilities, persons of low income, seniors
- Public Transit-Human Services Coordinated Plan update process for San Bernardino County



Community Workshops: Transit



### Coordinated Planning Process

- Public Transit-Human Services Coordinated Plan update process for San Bernardino County, 07-08
  - Identify needs, resources and service gaps
  - Propose responsive projects
  - Fund with upcoming grant opportunities
- Important Role of Coordination – Federal support
- Now updating Plan “needs” information, as projects “must be derived from the locally-developed coordinated plan”



Community Workshops: Transit



## Past Efforts to Identify Transit Needs



Community Workshops: Transit



**2008 San Bernardino County  
San Bernardino Valley  
Original Coordinated Plan Findings**

- Intercity service to San Bernardino Valley medical and social service agency destinations
  - Coordinating with non-providers to provide Victorville-to-San Bernardino trips
- Mobility or travel training
  - Increasing use of fixed-route by persons with disabilities
  - Using youth who are "street smart" to travel train seniors
  - Developing Trainer Certification program
- Local circulation among senior and disabled populations
  - Rancho Cucamonga, Fontana, Redlands, Montclair interest Local services easily used by seniors

Community Workshops: Transit




7

**2008 San Bernardino County  
San Bernardino Valley  
Original Coordinated Plan Findings, cont.**

- Filling in gaps for work trips for low-income individuals
  - Needing improved connections from San Bernardino to Ontario employment locations
  - Needing improved transit connections from low-income neighborhoods to local job opportunities
  - Increasing van pool options
- Information and referral services
  - Greater promotion of 2-1-1 system to disseminate transportation information
- Institutional support, brokerage and mobility management services
  - Creation of the CTSA for San Bernardino Valley

Community Workshops: Transit




8

**2010 San Bernardino County  
San Bernardino Valley  
Public and Specialized Transportation Agency Survey**

- Medically-related trips
  - Loma Linda University Medical Center
  - Kaiser – Fontana
  - Arrowhead Regional Medical Center
  - Specialty clinics
  - Doctors' offices
- Seniors and Persons with Disabilities
  - Transportation for seniors: medical, shopping, senior centers
  - Expanded ADA/ Paratransit services
    - Door-to-door transportation
    - Service area
  - Transportation options for persons with developmental disabilities

Community Workshops: Transit




9

**2010 San Bernardino County  
San Bernardino Valley  
Public and Specialized Transportation Agency Survey, cont.**

- Omnitrans service and frequency
  - Cross-county trips - east valley to west valley work and training
  - Evening transportation
  - Additional bus stops
  - Path of access and bus stop accessibility improvements
- Affordability
  - Fare assistance
    - Low or no-cost transportation

Community Workshops: Transit




10

**Building Projects to Respond  
to Target Populations'  
Transit Needs**

Community Workshops: Transit




11

**Transportation Initiatives Across San  
Bernardino County**

- Victorville to Barstow – new 3 day-a-week link
- Omnitrans community circulators – OmniGo: Chino Hills, Yucaipa, Grand Terrace
- Inland Valley Recovery Service – vehicle grant and free driver training
- Needles medical trips to Bullhead City
- El Mirage WORK-TREP mileage reimbursement
- Travel training video initiative by Omnitrans  
- [www.omnitrans.org/video/index.html](http://www.omnitrans.org/video/index.html)
- Emerging CTSA – consolidated transportation services agency – for San Bernardino Valley

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12

## Discussion of Transportation Needs of Target Populations

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13

## Discussion Questions

- What types of unmet transit needs do you observe for seniors, persons with disabilities or persons of low-income?
- What would help your agency better meet transportation needs of your clients/ consumers?
- What kinds of response might help address those needs?

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14

## Funding Opportunities on the Horizon

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15

## Upcoming Grant Cycles - Three Federal Programs

- Section 5310 – Capital program - seniors & persons with disabilities
- Section 5316 – Job Access and Reverse Commute (JARC) - low income & work-related trips
- Section 5317 – New Freedom Program- persons with disabilities

### FTA Requirements

- Through a competitive process
- Project must be derived from coordinated plan
- Local agency match is required

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16

## JARC and New Freedom Allocations

San Bernardino Valley			
	2009	2010	2 Year Total
<b>JARC</b>			
Total Allocation	\$1,124,989	\$1,083,565	\$2,208,554
<b>New Freedom</b>			
Total Allocation	\$465,506	\$456,867	\$922,373

Victor Valley			
	2009	2010	2 Year Total
<b>JARC</b>			
Total Allocation	\$175,296	\$167,603	\$342,899
<b>New Freedom</b>			
Total Allocation	\$78,826	\$77,363	\$156,189

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17

## San Bernardino County



Urban/Rural Areas of San Bernardino County




18