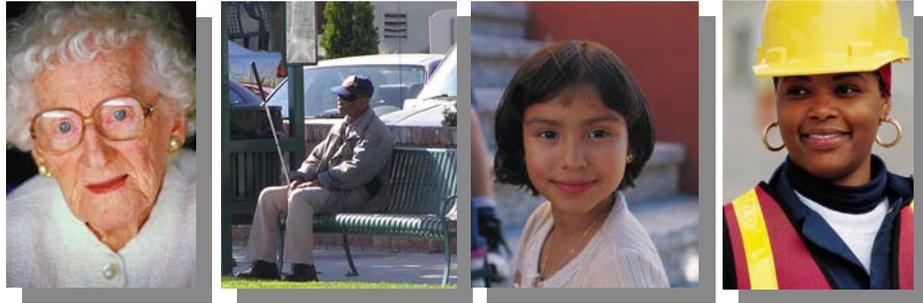




TRANSIT RESOURCE CENTER



Final Report

***Public Transit-Human Services
Transportation Coordination Plan
For
San Bernardino County***

To:
San Bernardino Associated Governments

In conjunction with:



December 17, 2007

This page purposefully left blank

Table of Contents

- Chapter 1 Introduction..... 1-1
- Chapter 2 Coordination Plan Process..... 2-1
- Chapter 3 Synthesis of Opportunities..... 3-1
- Chapter 4 Needles..... 4-1
- Chapter 5 Morongo Basin..... 5-1
- Chapter 6 Barstow..... 6-1
- Chapter 7 Mountains Area..... 7-1
- Chapter 8 Victor Valley..... 8-1
- Chapter 9 San Bernardino Valley..... 9-1
- Appendix A: Summary of FTA 5310, 5316 and 5317 funding
- Appendix B: Measure I summary
- Appendix C: Consolidated Transportation Service Agency
- Appendix D: United We Ride Funding Sources
- Appendix E: Interview Guide
- Appendix F: Action Planning Digests
- Appendix G: Distribution of ACCESS paratransit trips

This page purposefully left blank

1. Introduction

The Safe, Accountable, Flexible, Efficient Transportation Equity Act – *A Legacy for Users* (SAFETEA-LU) requires that projects receiving funds from either Federal Transit Administration (FTA) Section 5310 (Elderly Individuals and Individuals with Disabilities), FTA Section 5316 (Job Access and Reverse Commute), or FTA Section 5317 (New Freedom)¹ be derived from a public transit-human service transportation coordination plan (hereinafter referred to as the coordination plan) beginning in FY 2007.

FTA Section 5310 provides capital assistance for the purchase of vehicles and associated equipment by non-profit agencies for the provision of transportation to elderly individuals and individuals with disabilities for whom mass transportation services are unavailable, insufficient or inappropriate. Under certain circumstances public agencies may receive these funds where it is demonstrated that there are no non-profit organizations readily available to provide the specialized service. The Section 5310 is apportioned to the State of California which conducts an annual competitive application process through the Department of Transportation and project awards are granted by the California Transportation Commission.

The FTA Section 5316 and 5317 are apportioned as follows: 60% to large urban areas (over 200,000 population), 20% to small urban areas (between 50,000 and 200,000) and 20% to rural areas (less than 50,000 population). FTA Section 5316 funds must be used for projects that relate to the development and maintenance of transportation services designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment. Section 5317 must be used for projects for new public transportation services or enhancing paratransit beyond the minimum requirement of the Americans with Disabilities Act of 1990.

The coordination plan has been developed in such a manner that allows for projects to be selected based on how these three program funds will be made available. Specific chapters have been developed by sub-area in order to give consideration to the very unique areas that comprise a County of 20,000 square miles and a population of 1.99 million.

Coordination Plan Requirements

FTA has provided specific guidelines for the preparation of the Coordination Plan. The following are the four key requirements of the Coordination Plan, verbatim from the Circulars for FTA 5310, 5316, and 5317. The plan requirement language is identical in each of the FTA Circulars:

- “(1) An assessment of available services that identifies current transportation providers (public, private, and non-profit);*
- (2) An assessment of transportation needs for individuals with disabilities, older*

¹ For the action planning workshop conducted for the SANBAG Coordination Plan, one-page summaries of the eligible recipients, matching requirements, and eligible uses of the funding source were prepared for FTA 5310, 5316 and 5317. These summaries are included in Appendix A

adults, and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service (Note: If a community does not intend to seek funding for a particular program (Section 5310, JARC, or New Freedom), then the community is not required to include an assessment of the targeted population in its coordinated plan);

(3) Strategies, activities and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and

(4) Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.”

Funding Availability

This plan fulfills the requirements in the SANBAG region for potential applicants to receive FTA 5310, 5316, and 5317 funding. However, throughout the Coordination Plan development process, it was stressed that the funding amounts for these program are relatively low, and should be utilized to help leverage other available federal, state, and local funding sources. The following is a summary of the anticipated funding availability of the FTA 5310, 5316, and 5317 funding.

SANBAG PROJECTIONS FTA 5310, 5316, AND 5317 FUNDING

Area/Federal Fiscal Year	FTA 5316		FTA 5317		FTA 5310	
	2007	2012	2007	2012	2007	2012
	Projected	Projected	Projected	Projected	Projected	Projected
San Bernardino Valley	\$ 898,886	\$ 1,197,265	\$ 354,970	\$ 469,957	Countywide	
Victor Valley UZA	\$ 136,470	\$ 181,771	\$ 57,370	\$ 75,948	Countywide	
San Bernardino County Rural	\$ 81,344	\$ 108,345	\$ 46,052	\$ 60,974	Countywide	
San Bernardino County Total	\$ 1,116,700	\$ 1,487,381	\$ 458,392	\$ 606,879	\$573,816	\$764,598

Locally, Measure I funding is currently utilized to provide fare discounts for seniors and the disabled throughout the County and to support operating expenses. The voters in San Bernardino County recently approved an extension of Measure I, effective in 2010. The following are estimates by sub-area of the Measure I funding available for senior and disabled transportation.²

² A two page handout on Measure I funding was prepared and utilized in the Action Planning Workshops and is included in Appendix B.

<u>Subarea</u>	<u>Estimated FY 2011/12</u>
San Bernardino Valley	
Senior and Disabled	\$7,881,780
CTSA ³	\$2,627,260
Victor Valley	\$ 863,150
Mountains Area	\$ 145,050
Morongo Basin	\$ 198,000
High Desert-Barstow	\$ 145,050
Needles/Colorado River	\$ 21,000

There are also a wide variety of Federal and State funding sources available for the purposes of providing public and human service transportation coordination. A brief summary of the Federal funding sources available were provided in the action planning workshops and are included in Appendix D.⁴

The Transportation Development Act (TDA) provides ¼ cents of the local sales tax for public transportation purposes. In the San Bernardino Valley, Omnitrans and Metrolink utilizes all of the available funds for public transportation purposes. In other sub-areas of the County, the first priority of the TDA funds is for transit purposes. There is an annual process called the Annual Unmet Transit Needs process where SANBAG receives both oral and written testimony on unmet needs from the public. Annually, they review each unmet transit needs request and determine if the need meets the definition of an unmet need. If it is an unmet transit need, SANBAG makes a determination on whether or not the need is reasonable to meet based on a set of criteria. TDA monies can only be utilized for streets and roads purposes if SANBAG finds there are no unmet transit needs that are reasonable to meet. The unmet transit needs and reasonable to meet definitions are provided in Appendix E. There is a sizable amount of TDA monies that is currently being utilized for streets and roads purposes in the Mountain/Desert San Bernardino County. Many of the transportation needs identified in the Coordination Plan might be eligible for TDA funding if there were sufficient evidence presented to SANBAG that the unmet need was reasonable to meet.

Coordination Plan Organization

Chapter 2 provides an overview of the Coordination Plan process, with an emphasis on the extensive public participation process that led to the development of coordination strategies.

Chapter 3 is a synthesis of the strategies developed by sub-area. Consistent themes countywide are described and highlighted. Key priorities are identified.

Chapter 4 presents the transportation needs, coordination opportunities, recommended coordination strategies and priorities for the Needles Area.

³ Consolidated Transportation Service Agency. A description of the CTSA including peer examples is included in Appendix C

⁴ The source of Appendix D on Federal Funding sources is United We Ride.

Chapter 5 presents the transportation needs, coordination opportunities, recommended coordination strategies and priorities for the Morongo Basin.

Chapter 6 presents the transportation needs, coordination opportunities, recommended coordination strategies and priorities for the Barstow Area

Chapter 7 presents the transportation needs, coordination opportunities, recommended coordination strategies and priorities for the Mountains area

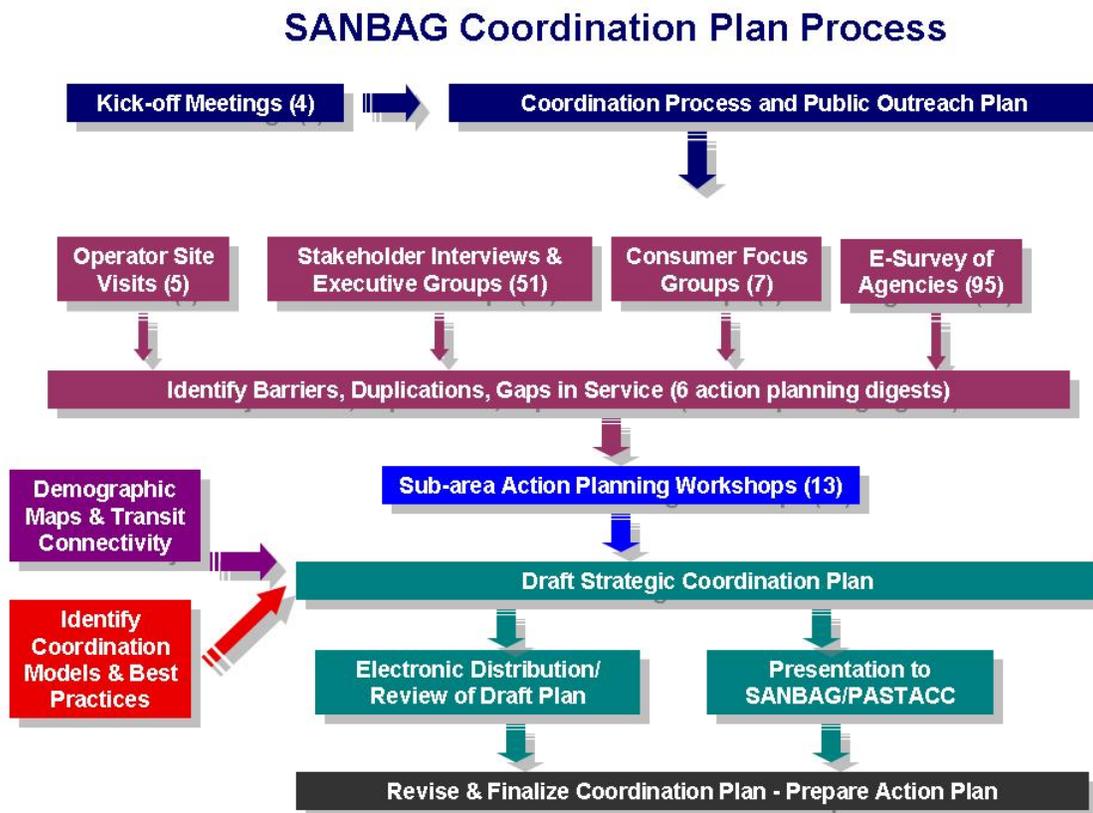
Chapter 8 presents the transportation needs, coordination opportunities, recommended coordination strategies and priorities for the Victor Valley area.

Chapter 9 presents the transportation needs, coordination opportunities, recommended coordination strategies and priorities for the San Bernardino Valley area.

.

2. Coordination Plan Process

The flow chart below summarizes the SANBAG Coordination Plan process. The Coordination Plan preparation process was dominated by active participation of public transportation providers, human service agencies, consumers and agencies representing the interest of seniors, disabled individuals and low income groups.



The following is a summary of the key milestones of the process.

Kickoff Meetings

Five kickoff meetings were held with stakeholders throughout the county. The consultants described the overall goals of the Coordination Plan process, and solicited input on key coordination issues that attendees at the kick-off meetings would like to address. Specific objectives of the meetings were to:

- Enable participants to provide input on the coordination plan process from the very start.
- Identify other stakeholders and organizations to be included in outreach efforts.

- Enable the consulting team to begin to understand the character and makeup of the County's diverse sub-areas.
- Identify broad categories of transportation needs and opportunities.
- Guide the Coordination Process and Outreach Plan.

Kickoff meetings were held in five sub-areas of the County. The number of participants in the kick-off meetings by sub-area were:

- San Bernardino: 32
- Rancho Cucamonga: 14
- Mountains Area: 3
- Victor Valley: 9
- Morongo Basin: 2

A list of agency participants in the Coordination Plan process are included at the beginning of each sub-area chapter, starting with Chapter 4.

Operator Site Visits

Interviews were held with six public transportation operators from January to March 2007

- Management team, Omnitrans
- Transit Manager, Morongo Basin Transit Authority
- Transit Manager, Mountain Area Regional Transit Authority
- Management team, Victor Valley Transit Authority
- Transit Manager, Barstow Area Transit
- Secretary to City Manager, Needles Area Transit

Structured interviews were conducted, with the exception of the Omnitrans management team meeting. The following topical areas were reviewed:

- Overview of service provided
- Constituents
- Transportation needs relevant to seniors, disabled, and low-income persons
- Current and planned interface with human service agency transportation providers
- Funding issues
- Coordination potential

Stakeholder Interviews

Interviews were held with 51 stakeholders that provide human service agency transportation, contract for public or human service transportation, or arrange for public or human service agency transportation. The focus was limited to the three target populations: seniors, disabled, and low-income individuals.

- State agencies
- County Departments
- City representatives
- Senior Center representative
- Community based, non-profit organizations
- Advocacy organizations
- Private transportation providers

Structured interviews were also provided for each of the stakeholder interviews on the following topics:

- Overview of service provided
- Constituents
- Transportation needs relevant to seniors, disabled, and low-income persons
- Current and planned interface with human service agency transportation providers
- Funding issues
- Coordination potential

Detailed notes were prepared on the results of each interview. The notes were utilized for internal planning purposes and were shared with SANBAG staff. The detailed interview guide is included in Appendix E.

Focus Groups

In setting up the stakeholder interviews, the project team also made arrangements with stakeholders to help the consulting team to recruit consumers who currently utilize human service transportation and public transportation services. Focus groups usually consisted of 8-15 participants and were held in:

- Mountain communities
- Victor Valley
- Needles
- Morongo Basin
- Rancho Cucamonga Senior Center
- Fontana Senior Center
- Rolling Start, Inc.

Detailed notes were prepared on the results of each focus group session. The notes were utilized for internal planning purposes and were shared with SANBAG staff.

E-Survey

The questionnaire for the Transportation-Social Service Agency E-Survey was developed with input from the consulting team and SANBAG staff. The questionnaire was designed to capture updated information for the SANBAG database, as well as to expand the information available about the transportation needs, services and funding of the various organizations.

The questionnaire was developed in hard copy and reviewed by the consulting team and SANBAG staff. It was then programmed for on-line data entry. The questionnaire included a complex logic which allowed different types of organizations to be asked relevant questions about the sub-areas they served. The on-line questionnaire was reviewed by Ms. Barlow and several rounds of corrections made, until the logic worked correctly. A link to the e-survey was then provided to SANBAG staff and a small number of agencies for testing. Once minor corrections were made, the survey was approved for implementation.

Invitation to Participate

It was SANBAG's desire to include as many transportation providers and social service agencies in the survey as possible. As a result, e-mail invitations were sent to several lists of organizations, including:

- The SANBAG agency database included 463 names, 215 of which had email addresses. The contacts were sent individual emails, with a designated code which allowed their existing information to be pre-entered in the survey form. (Approximately 40 of these e-mails proved to be invalid).
- SANBAG provided an additional list of approximately 75 names and emails for organizations working with low income and homeless populations. A general access e-mail invitation was sent to these organizations.
- The general access link was also e-mailed to the PASTACC email list of approximately 50 names and to 20 pre-school services departments (for whom invalid e-mails had been included in the original list).

In addition to the e-mail invitations, PASTACC staff also sent postcard invitations, with the general access link, to the PASTACC mailing list.

After the initial e-mail invitation, the consultant sent follow-up reminder emails to all of the valid email addresses, approximately 160.

Completions

The consulting team received 97 completed E-Surveys. Efforts were made to compile the results. The most useful results were the input received on transportation needs and coordination opportunities. The results of this input are included in each of the sub-area chapters.

Mapping of Transit Connectivity and Demographics

A Transit Connectivity Index (TCI) was utilized in the five sub-areas of San Bernardino County to evaluate existing public transit services. This assessment tool measures the service levels of fixed route bus and rail public transit. Transit service levels for the purposes of TCI are based on access, intensity and frequency of transit service in a given Census Block. Access is captured by a quarter mile buffer around each bus route (a half mile radius was used for Metrolink stations). Intensity is based on the number of weekly bus route trips and trains that serve the Census Block. Frequency is the sum of total weekly trips for all routes in both directions within the buffered area. This combined measure results in an index. For a given Census Block, the index accounts for the percentage of land area within walking access to a bus route, the number of bus lines and rail stations, and the frequency of the transit. The Needles services levels, with one bus are too small for the Transit Connectivity Index to be meaningful. Maps of the resulting TCI index are included in the relevant sub-area chapters.

Demographic maps were also prepared for each sub-area:

- Total Population, 2000 Census Block distribution
- Estimated population change 2000-2030
- Population 65+, 2000 Census Block, distribution
- Disabled Population, Census Table P041 Go-Outside-Home Disability Variable
- Percent Population Under 65, 2000 Census Block distribution

All of the above maps were available as a resource at the action planning workshops. The demographic maps of the three target population groups are included in the sub-area chapters.

Action Planning Workshops

The results of the kick-off meetings, stakeholder interviews, and focus groups were utilized to shape action planning digest by sub-area. In consultation with SANBAG staff, it was decided to hold sessions on "hot-topic" subject areas with an invitation list of invited participants. In addition, a general action planning workshop in each sub-area would allow for additional input by participants.

Detailed action planning digest were prepared for each action planning session. The digests are included in Appendix F. The topical areas covered included a summary of:

- Identified Need
- Coordination Opportunity

- Challenge
- Potential Enabling Actions for Discussion
- Potential Funding Sources
- Resources for Workshop
- Homework assignments in advance of action planning workshop
- Invited workshop participants
- Action Planning Workshop Agenda

The following is a list of action planning workshops and the dates they were held:

MORONGO BASIN, August 13, 2007

- Workshop 1: Subscription Trips for Social Service Clients
- Workshop 2: CMCC Students – Evening Transportation

SAN BERNARDINO VALLEY, August 14, 2007

- Workshop 1: Senior Transportation
- Workshop 2: Mobility Training
- Workshop 3: General

VICTOR VALLEY, August 15, 2007

- Workshop 1: Intercity Transportation¹
- Workshop 2: Mobility Training
- Workshop 3: General

MOUNTAINS AREA, August 16, 2007

- Workshop 1: Intercity Transportation
- Workshop 2: General

HIGH DESERT-BARSTOW AREA, August 22, 2007

- Workshop: Intercity Service

COLORADO RIVER-NEEDLES AREA, August 23, 2007

- Workshop 1: Medical Transportation
- Workshop 2: Jobs Transportation

Email invitations were sent to all of the Coordination Plan participants along with the action planning workshop digest. Phone and email reminders generated excellent attendance at all of the workshops. In fact, with one exception, there were more participants at the action planning workshops than invitees as participants often brought colleagues to the open workshops.

¹ Participants referred to intercity service as “off the mountain” and “down the hill service.” This language has been changed to intercity service, unless it is part of a participant quote. In addition the action planning digests in Appendix F retain the participant nomenclature.

The primary goals of the workshop were to generate recommended actions and strategies that could be included in the Coordination Plan. The strategies developed by the participants are included in the sub-area sections of this report.

This page purposefully left blank

3. Synthesis of Opportunities, Strategies, and Priorities

This chapter synthesizes the key findings on transportation needs, strategies and priorities across all six sub-areas of the County. Chapters 4 through 9 present the details of the existing conditions, identified transportation needs of senior, disabled and low-income individuals, coordination opportunities, recommended stakeholder strategies and priorities by sub-area of San Bernardino County.

The key findings, recommended strategies, and priorities can be summarized in six main categories:

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

The transportation needs, coordination opportunities and strategies were derived from the stakeholder interviews, focus groups, and the action planning workshops. At those workshops, the consulting team also received input on priorities. The recommended priorities in each of the six categories described above are the judgement of the consulting team based on all inputs of the Coordination Plan process including the public participation, transit connectivity index, demographic analysis, and growth projections. A subjective scale of priorities has been developed from critical to medium based on the degree to which the strategy provides a direct impact on improving access to human necessities such as medical appointments, trips to the pharmacy, social service agency visits, and grocery store shopping of the target population groups: elderly, disabled, and low-income individuals.

A critical priority would have the most impact on access to medical appointments and crucial social service agency visits for the target population individuals. A critical priority should receive the highest priority for immediate implementation with currently available funds. Critical priorities should not need to wait for the call for projects for FTA 5310, FTA 5316, and FTA 5317 funding. Instead, partners including San Bernardino County, State Department of Rehabilitation, the local transit agency, local cities and social service agencies should bundle together available funding to facilitate early implementation. Use of currently available Transportation Development Act and Measure I funding reserves should be strongly considered for critical priorities.

A very high priority is the second level of priority. These strategies, in the judgement of the consulting team, would have a significant impact on improving access to medical and social service agency appointments of the target population and should have second highest priority for available funding. A very high priority should also be considered for early implementation, but will likely be dependent on applications for additional funding such as FTA 5310, 5316 or 5317 funds.

A high priority is the third level of priority. In most cases, these high priority items will need to have supplemental funding from FTA 5310, 5316, and 5317.

A medium priority, in the judgment of the consulting team, would have a moderate direct impact on the lives of the target population individuals. However, these medium priorities may result in providing improved information or expanded services that could improve the overall delivery of mobility services for a particular area.

1. Inter-City Service to San Bernardino Valley Medical and Social Service Agencies

Existing Conditions and Transportation Needs

The need for transportation service from outlying areas to the medical and social service agencies in the San Bernardino Valley was the most consistent and prevalent theme in the interviews, focus groups and action planning workshops in the Victor Valley, Barstow, Mountain area communities, Morongo Basin, and Needles.

MARTA currently provides general public intercity transportation on weekdays to medical facilities and social services in downtown San Bernardino from Big Bear Lake and Arrowhead/Crestline. Based on an Operational Analysis, the service is being expanded both in the number of runs but also in the number of needed stops to serve target population clients.

In general, there are very little public or private transportation services being offered for needed intercity trips between other outlying areas of the County and needed medical and social service agency destinations. Greyhound does provide limited service from Barstow and Victor Valley, and both agencies and are now subsidizing Greyhound service. The Greyhound trips require another trip by Omnitrans, often with transfers, to medical and social service agency destinations. Superior Shuttle is a private door-to-door transportation service, primarily providing trips to Ontario and Los Angeles airports from the Victor Valley. Superior Shuttle also contracts with the County to transport foster care youth and with the Department of Aging for seniors for \$70-\$80 per trip.

County and social service agencies have a significant number of clients who cannot get to medical or social service agency appointments.

Table 3-1 on the following page provides an overview of existing conditions, identified needs, planned improvements and coordination opportunities.

**Table 3-1
Intercity Service Existing Conditions, Needs, and Opportunities**

Sub-Area	Existing Conditions	Identified Needs	Planned Improvements	Coordination Opportunities
Needles	<ul style="list-style-type: none"> ➤ No Greyhound ➤ No public transportation ➤ Local church has recently discontinued. 	Individuals with Medicare need to get to Ft. Mojave, Bullhead City, San Bernardino Valley for medical appointments; Those with MediCal need to get to San Bernardino Valley.	Senior center van and funding from City of Needles to provide service two days a week to Ft. Mojave and Bullhead City.	<ul style="list-style-type: none"> ➤ Longer term sustainable plan for service to Ft. Mojave and Bullhead City. ➤ Intercity service 1 day a week connecting Needles, Barstow, Victor Valley and SBV
Barstow	<ul style="list-style-type: none"> ➤ Limited Greyhound ➤ No public transportation 	Need for service to Victor Valley and SBV for: <ul style="list-style-type: none"> ➤ Medical appointments ➤ SSI appointments ➤ Court dates ➤ Jury Duty 	<ul style="list-style-type: none"> ➤ Publicize Greyhound subsidy ➤ Vista 5310 vans 	Develop and implement multiple intercity options to offer different mobility choices
Mountains Area	4 RT per day from Arrowhead /Crestline; 2 RT per day from Big Bear to SB Amtrak station	Expand route and schedule to circulate among key destinations – TAD offices, Court, medical facilities.	Operations Analysis Study has recommended expanded schedule and new routing	Agreement with Omnitrans on final bus stop list to better service government and social service agencies.
Morongo Basin	Reach Out Morongo Basin service to medical facilities in the San Bernardino area.	An accessible vehicle, but such a vehicle was donated after the study started		None identified
Victor Valley	Private provider provides service for \$70-\$80 per trip	Need for intercity transportation service for medical appointments at Loma Linda, Arrowhead Medical Center and Colton Eye Clinic.	<ul style="list-style-type: none"> ➤ New Greyhound subsidy ➤ Vista 5310 vans 	Develop and implement multiple intercity transportation options to offer mobility choices to target markets

SBV= San Bernardino Valley
SANBAG= San Bernardino Associated Governments

Coordination Opportunities, Strategies and Priorities

Needles

A primary coordination opportunity is a sustainable plan for service to Ft. Mojave and Bullhead City for medical and work trips. During the action planning workshop in Needles, there was discussion of a short-term implementation plan to utilize the Senior Center van and funding from City of Needles to provide service two days a week from Needles to Ft. Mojave and Bullhead City. SANBAG and City of Needles staff worked cooperatively to develop an operational plan for implementation.

The strategy for service to Ft. Mojave and Bullhead City two days a week is a critical priority that should receive short-term implementation assistance. It was the County of San Bernardino agencies, including the Dept. of Aging and Adult Services, Dept. of Behavioral Health, Transitional Assistance and Dept. of Public Health, that described the existing lack of transportation to medical appointments as being a crises situation. Residents of Needles without access to an automobile currently have no transportation options for non-emergency medical care. A two day a week service operated by the Needles Senior Center would provide a critical transportation option to medical care in Ft. Mojave and Bullhead City.

Recommended Action County departments working with the target populations need to collaborate with City of Needles and SANBAG staff need to communicate the current crisis situation to the Needles City Council. The operations plan developed by SANBAG and City of Needles staff should be implemented immediately. In the long term, if San Bernardino County starts providing adequate health care in the City of Needles, the need may be diminished to one day per week.

A second critical priority that warrants the highest consideration for early implementation is a general public intercity service one day a week connecting Needles, Barstow, Victor Valley and key destinations in the San Bernardino Valley.

Recommended Action: The County Department of Public Works should take the lead role in developing an operating plan and budget for this service. Key partners would be County Department of Aging and Adult Services, Dept. of Behavioral Health, and Dept. of Public Health, California Department of Rehabilitation and SANBAG. Strong consideration should be made of utilizing County LTF funding for 50% of the funding, 25% from Measure I (to buy down participant fares), and the remaining partners and passenger fares should provide the remaining funding.

In the longer term, the project sponsors could consider applying for FTA 5311 (f) funding.

Victor Valley and Barstow

For Victor Valley and Barstow, the primary coordination opportunity is to develop and implement multiple intercity options to offer mobility choices to target markets. The action planning workshops developed a multi-prong approach to providing intercity services to the target populations:

- Subsidized Greyhound tickets
- General public weekday service
- Door-to-door social service agency van service

The “infrastructure” is in place to provide subsidized Greyhound tickets to eligible recipients in both Barstow and the Victor Valley. ***The availability of the Greyhound tickets needs to be promoted to social service agencies and County departments representing seniors, disabled, and low income individuals.*** Sales are very low, and at the Barstow action planning workshop, many participants were unaware of the ticket availability.

Recommended Action: Barstow Area Transit and Victor Valley Transit Authority should each design a one-page flyer that explains the Greyhound subsidy program, and how and where the tickets can be purchased. Social service agencies, social workers, and case managers could then duplicate the flyers and provide the required information. Ideally the flyer would be English on the front and Spanish on the back.

A critical priority is providing general public fixed bus service from Barstow and Victor Valley to medical appointments, social service agency visits, County department appointments, courts and education opportunities in the San Bernardino Valley.

Recommended Action: Participate in unmet needs process to advocate for regular bus service between Barstow and Victorville to the San Bernardino Valley. (Participants will collectively draft a letter including needs data from all agencies).

It is important that all interested stakeholders collectively provide sufficient data on the needs of their clients, specifically the number (or a reasonable range) of daily passengers that might utilize a service and provide that information to SANBAG staff. If collected in an appropriate manner, it will provide the necessary data for SANBAG to make a finding on whether or not the need is reasonable to meet.

There are a number of good examples of intercity transit services that have evolved through the unmet transit needs process as well as through court litigation over utilizing TDA monies for an unmet transit need that is reasonable to meet. These examples include:

- San Luis Obispo Regional Transit Authority
- Butte Regional Transit
- Kern Regional Transit
- Breeze Bus between Lompoc and Santa Maria in Santa Barbara County.

These general public transportation services all fill the gap between rural and suburban locations to major medical facilities and governmental facilities in their respective jurisdictions.

In San Bernardino County and the Victor Valley, there are currently Local Transportation Fund monies that are being utilized for streets and roads purposes. This means that SANBAG, so far, has found that there are no unmet transit needs that are reasonable to meet.

Stakeholders participating in the Coordination Plan have actively participated in the 2007 SANBAG unmet needs process requesting intercity general public transit service between Barstow, Victor Valley and key medical and social service destinations in the San Bernardino Valley. The Coordination Plan process has shown there is an unmet transit need. The decision on whether or not the need is reasonable to meet is up to the SANBAG Board. Stakeholders should carefully review the SANBAG findings for reasonable to meet to ensure that the calculations of expected farebox recovery are reasonable estimates. If stakeholders support or oppose the reasonable to meet findings, it is important to advocate that position at a SANBAG Board meeting.

The unmet needs process is an annual process. If stakeholders participating in the Coordination Plan agree or disagree with the decisions of the SANBAG Board in 2007, they will have another opportunity to provide oral and written testimony in any year thereafter. Quantification of actual client needs will be critical to SANBAG in making the reasonable to meet determinations.

A third very high priority is the provision of door-to-door van service by a private non-profit agency. At the action planning workshop, the following strategy was developed: "Vista Guidance Center" will soon have five 5310 vans which will be used to bring passengers from outlying communities to services in Victorville and San Bernardino. They are looking to coordinate with other agencies for utilization and operations funding. Potential strategies include:

- Collective funding of operations by multiple agencies
- Purchase of "seats" by other agencies with clients who can use the services
- Use of Veterans volunteer drivers
- Application for a mobility manager position to coordinate utilization of the vans by various agencies
- Vista needs technical support to plan operations.

Recommended Action: SANBAG and PASTACC should provide technical assistance to Vista Guidance to develop an operations and funding plan for the use of the 5310 vans in order to provide transportation to critical destinations. This service should be designed to serve individuals who require scheduled demand response service.

Summary of Consultant Recommendations on Priorities for Intercity Services

Table 3-2 provides a summary of the priority strategies for intercity services to key destinations in the San Bernardino Valley.

**Table 3-2
Intercity Transit Services to Key SBV Destinations
Priorities**

Strategy	Needles	Barstow	Mountains Area	Morongo Basin	Victor Valley
1 day a week inter-city service linking Needles, Barstow, VV and SBV	Critical	Very High			Medium
Senior center van and funding from City of Needles TDA funds to provide service two days a week to Ft. Mojave and Bullhead City.	Critical				
Coordinate with non-profits to provide or expand down-the-hill service		Very High		Medium	Very High
Expand and publicize Greyhound Subsidy plan		Medium			High
Unmet needs process for public transportation to medical and social service destinations in SBV	Critical	Critical			Critical
Expand existing routes, schedule and stops to better service target populations			Very High		

2. Travel Training

Existing Conditions and Identified Needs

In general, there is a low-level effort by public transportation and social service agencies to provide mobility or travel training. Travel training is primarily utilized to train senior or disabled paratransit users in how to utilize fixed-route services in order to expand their mobility choices.

The techniques and practices for travel training are well-established and widely accepted as beneficial. User fears of losing ADA Paratransit eligibility, institutional regulations and cash flow issues for reimbursement to service providers are barriers that need to be constructively addressed before a coordinated effort is deemed feasible.

Table 3-3 provides a summary of the existing conditions, identified needs, coordination opportunities for travel training.

Table 3-3

Travel Training Existing Conditions, Needs and Coordination Opportunities

Sub-Area	Existing Conditions	Identified Needs	Coordination Opportunities
Victor Valley	Created and distributed DVD on Travel Training	<ul style="list-style-type: none"> ➤ More comprehensive mobility training opportunities ➤ Paratransit and fixed-route driver sensitivity training 	Marshal available mobility training resources from VVTA, California Department of Rehabilitation, the Inland Regional Center and other organizations to formulate an integrated and comprehensive mobility training program in the Victor Valley.
San Bernardino Valley	Omnitrans provides train the trainer services	<ul style="list-style-type: none"> ➤ Disabled individuals not eligible for Access need mobility training ➤ Sensitivity training of Omnitrans Drivers 	Increase usage of Omnitrans fixed route services by persons with disabilities by broadening the availability of mobility for disabled individuals, including Inland Regional Center clients.

The current status of travel training is that agencies pretty much provide services for their own clientele. The e-survey found that in the San Bernardino Valley, for example, four providers offer travel training for their clients, with only one agency offering mobility training services to clients of other agencies.

Coordination Opportunities, Strategies and Priorities

In the action planning workshops, there were several excellent strategies that were intended for adoption in a specific sub-area. However, the consulting team feels that these strategies in particular have regional application and should be considered for implementation countywide.

Creation of a DVD travel training program that could be broadly distributed for use by various populations is a very high priority that would have regional application and use throughout the County. It is also possible that a web-based solution could have wider dissemination.

Recommended Action: The six transit operators in San Bernardino County should collaboratively apply for FTA 5317 grant funding for a travel training DVD. The operators and the producers of the DVD may be able to tailor specific segments of the DVD to local transit operator

conditions. Omnitrans could be the lead applicant for the grant application and coordinate the effort.

Development of Trainer Certification program that would meet everyone's needs then conduct of Train the Trainer program is a very high priority. This is a strategy that was developed in the Victor Valley, but certainly has a regional application across San Bernardino County. A Trainer Certification program would provide training and experience standards for individuals to be qualified Travel Trainers. These individuals would then be certified throughout San Bernardino County to provide travel training services.

The strategy recommended by the Victor Valley participants is to create a Train the Trainer program. This would enable trainers who directly provide travel training to consumers to become certified. However, the Trainer Certification program could also be utilized to provide certification to vendors utilized by social service agencies and County and State departments providing travel training services.

Recommended Action: SANBAG should convene a working group consisting of three transit providers, two County agencies, one State agency (Department of Rehabilitation), Inland Regional Center, and two private non-profits with travel training experience to design a travel training certification program.

Development of a Youth/Senior Travel Training Partnership is a very high priority. Use young adults who are "street-smart" to travel train others as part of their work experience.

This strategy was developed in the San Bernardino Valley action planning workshop, but certainly has a potential application in other sub-areas of the County.

Recommended Action: Potential partners in this effort should meet and determine the objectives of the effort. Estimates should be made for the costs of developing the travel training program.

Several other strategies were recommended in the action planning workshops that warrant implementation consideration. The priorities are shown in Table 3-4.

**Table 3-4
Travel Training Strategies and Priorities**

Strategy	Victor Valley	SB Valley	Regional Application
San Bernardino Action Planning Workshop			
Create a DVD travel training program that could be broadly distributed for use by various populations.		Very High	Very High
Youth/Senior Travel Training Partnership. Use young adults who are “street-smart” to travel train others as part of their work experience.		Very High	Medium
Educate drivers about how to communicate with persons with disabilities.		High	High
Provide subsidized rides on fixed route for Access certified riders. Assure them that using fixed route for some trips will not jeopardize their Access certification.		High	Low
Victor Valley Action Planning Workshop			
Put list of mobility trainers on internet.	Medium	Medium	High
Develop Trainer Certification program that would meet everyone’s needs then conduct Train the Trainer program.	Very High		Very High

3. Improve Local Transportation Circulation for Senior and Disabled Populations

Existing Conditions and Identified Needs

There were a number of needs identified in the stakeholder interviews and focus groups that emphasized improved local circulation for senior and disabled populations. Table 3-5 summarizes the identified local circulation needs and coordination opportunities in the San Bernardino Valley, Mountains Area and Morongo Basin.

**Table 3-5
Local Circulation Needs and Coordination Opportunities**

Sub-Area	Existing Conditions	Identified Needs	Coordination Opportunities
San Bernardino Valley	<ul style="list-style-type: none"> ➤ Cities of Rancho Cucamonga, Fontana, Redlands, and Montclair provide senior transportation ➤ ACCESS only available to ADA eligible 	<ul style="list-style-type: none"> ➤ Many other cities in SBV are interested in implementing local senior transportation ➤ Intercity transportation for seniors 	<ul style="list-style-type: none"> ➤ Potential to improve community transportation for seniors by providing support for and coordination of local senior transportation services. ➤ Create a Consolidated Transportation Service Agency (CTSA)
Mountains Area	Service between Crestline and Big Bear Lake is infrequent and requires a difficult transfer	Seniors and other clients would like to be able to travel between the communities for shopping.	Enhanced transportation within the Crestline and Rim areas, as well as the need for more direct transportation between Crestline and Big Bear Lake.
Morongo Basin	Array of mainline fixed route, local routes, commuter, and general public dial-a-ride services	<ul style="list-style-type: none"> ➤ Subscription trips for developmentally disabled individuals ➤ Better access to Copper Mountain College from outlying areas for disabled students 	<ul style="list-style-type: none"> ➤ To address the needs of Hi-Desert Industry clients and others, develop a subscription service policy to provide a limited number of trips to social service agencies on Readi Ride services ➤ Explore evening transit services for disabled students

In the San Bernardino Valley, there was significant discussion about local senior transportation needs. The 2000 Census maps of the distribution of seniors 65+ by sub-area in Chapters 4 to 9 already shows a large concentration of seniors in most sub-areas of the County. The well-known trend of an aging population will simply increase the transportation needs of this target group. The cities of Rancho Cucamonga, Fontana, Redlands, Chino and Montclair provide senior transportation services. Many of the seniors currently being served are increasingly frail, but are not or have not been certified for Omnitrans ACCESS services. A number of other cities are considering if and how they also might provide local senior transportation services.

The local circulation needs in the Mountains area and Morongo Basin were articulated in different ways. In the Mountains Area, enhanced transportation within the Crestline and Rim areas, as well as the need for more direct transportation between Crestline and Big Bear Lake was identified as the prime coordination opportunity. In the Morongo Basin, making subscription trips available for travel to and from a developmentally disabled workshop was a key need identified.

Coordination Opportunities, Strategies and Priorities

Implementation of a Consolidated Transportation Service Agency to support senior, disabled and low-income services is a critical priority and deserves short-term implementation assistance. Action planning participants wanted additional support in development of local senior transportation services. The cities specifically stated any such organizational support should not provide any additional rules or governance. The areas of collaboration of particular interest to the stakeholders included:

- Coordinated Dispatching
- Joint procurement of vehicles
- Collective pool of backup vehicles
- Fund and provide cross-jurisdictional trips

At the action planning workshop, there was discussion of options for a Consolidated Transportation Service Agency that could provide the desired institutional support. Institutional options, including the definition and potential roles of a Consolidated Transportation Service Agency, are discussed in #6 below, institutional capacity building.

Recommended Action: SANBAG should sponsor a comprehensive study on meeting senior transportation needs. There is a need to better define the future demographics of the senior population in the San Bernardino Valley, and to explore the institutional options and mobility strategies in greater detail than can be developed here as part of the Coordination Plan. A good example of a comprehensive Older Americans Transportation Study can be found at: http://www.mtc.ca.gov/library/oats/OATS_FINAL_Report.pdf

A good example of a transit operator generated comprehensive senior mobility plan can be reviewed at: http://www.seniormobilityplan.com/SMAP_COMP.pdf

This study should be commenced in 2008 in order to prepare adequately for the 2010 extension of Measure I.

In the Morongo Basin, there was potential interest to expand the transportation services provided by Reach Out Morongo Basin. Reach Out Morongo Basin currently provides medical transportation for seniors using a 6-passenger mini-van (non-accessible) and staff driver. Once a week they provide service to medical facilities in the San Bernardino area. The strategy would enable Reach Out Morongo Basin to:

- Provide early morning trips for college students from home to Stater Brothers where they could catch MBTA fixed route (5-7 a.m.).
- Transport Hi –Desert Clients to programs in Joshua Tree and Yucca Valley (7-9:30 a.m.)
- Return Trips for Hi-Desert Clients (3 p.m.).
- Provide Evening Service from CMCC to return students home.

In order to accomplish this objective, a Mobility Manager would need to be retained to coordinate and expand the service provision. This is a very high priority in the Morongo Basin, as it would

provide significantly more local transportation choices for the target populations. Discussion of the mobility manager function is found in Section 6, Building Institutional Capacity.

Table 3-6 on the following page summarizes the local circulation strategy priorities.

4. Filling in Gaps for Work trips for Low-income individuals

Existing Conditions and Identified Needs

The need to fill in gaps for work trips for low-income individuals was discussed extensively in the Victor Valley and San Bernardino Valley sub-areas. In the previous section, we discussed the work trip transportation needs of developmentally disabled individuals in the Morongo Basin.

The primary means for the provision of transit work trips is through the existing fixed route networks in both the Omnitrans and Victor Valley service areas. In the San Bernardino Valley for example, 3% of all of the workers in Ontario City and San Bernardino City take transit for work. When looking specifically at workers earning less than \$30,000, 7% of the workers take transit in Ontario City and 11% of the workers in San Bernardino take transit. Omnitrans currently serves as an important mobility option for low income workers.

The Transit Connectivity Index Map shown in Chapter 9 for the San Bernardino Valley shows that the service levels are quite good along major arterials in the Omnitrans service area. Most low income workers, according to the 2000 Census have relatively short commutes with little current use of transit. The data would seem to support a need for better local circulation routes to connect local jobs with residences of low income workers, longer service hours and improved frequencies in order to attract a higher transit market share among low-income workers.

Table 3-7 summarizes the existing conditions, identified needs, planned improvements and coordination opportunities in the Victor Valley and San Bernardino Valley.

**Table 3-6
Local Circulation Strategy Priorities**

Strategy	Morongo Basin	Mountains Area	SBV	Regionwide Application
San Bernardino Valley Action Planning Workshops				
Information Clearinghouse for senior transportation using 211 services.			Very High	Very High
Implement a CTSA to support senior, disabled and low-income services; includes brokerage for non-emergency medical trips*			Very High	Victor Valley
Pass down of retired Omnitrans Access vehicles to non-profits or cities			Medium	Medium
Morongo Basin Action Planning Workshops				
Use deviated fixed routes to service developmentally disabled who are higher function	High			High
Seek future coordination opportunities among MBTA, Inland Regional Center and Hi Desert to provide a limited number of subscription trips on Ready Ride services.	High			None
Expand transportation services provided by Reach Out Morongo Basin using funding from IRC, FTA 5310, 5316 and 5317.	Very High			Not Applicable
Use FTA 5310 or 5317 to get funds for a Mobility Manager to facilitate this expansion.	Very High			Very High
School district buys bus passes for high school drop-outs who are taking classes at college to get their high school diploma.	High			High
Mountains Area Action Planning Workshop				
Implement Operations Analysis route and stop recommendations		Very High		
Create a resource guide that would show Mountains' riders how to get to key locations in San Bernardino Valley using the intercity transit service in conjunction with Omnitrans.		High		Victor Valley and Barstow
Participate in unmet needs process or apply for FTA 5316 funding to ask for later evening service (til 8 p.m.) including Running Springs.		Medium		
Secure 5310 accessible mini-van for use by Rebuilding Mountain Hearts and Lives in conjunction with RIM and other non-profits in the Mountains to fill "hard to serve" transportation needs.		High		High
Provide subsidized bus passes for low income individuals.		Very High		Very High

*Discussed in greater detail in #6. Institutional Capacity Building

**Table 3-7
Existing Conditions and Identified Needs for Low-Income Individuals**

Sub-Area	Existing Conditions	Identified Needs	Planned Improvements	Coordination Opportunities
Victor Valley	Provision of 10 local routes, 3 County Routes, and Direct Access paratransit service	Need local transit service to be more functional for travel to/from work and training programs. Currently can take 2-3 hours to make short trips.	Implementing an array of recommendations from recent Operations Analysis to improve service delivery	Expand transit network, hours of operation and frequency to improve work trip opportunities
San Bernardino Valley	<ul style="list-style-type: none"> ➤ 33 fixed bus routes including 18 routes in the East Valley, 14 routes in the West Valley and 1 regional express route. ➤ ACCESS service for ADA eligible 	<p>Commute service between San Bernardino and Ontario employment locations</p> <p>Need for improved transit connections of low-income neighborhoods with local job opportunities</p>	2007 Operations Analysis has several improvement recommendations	Targeted expansion of local circulation network to better meet needs of low-income populations

Coordination Opportunities, Strategies and Priorities

The biggest impact for low-income populations would be to increase the bus network to better match trip origins and destinations and improve service headways for low income work trips. The analysis of low-income worker trip patterns in the San Bernardino Valley in Chapter 9 shows that many of the low income work trips are local, and would require improved local circulator services with 15-30 minute headways.

Recommended Action: In all future SRTP efforts, data collection efforts should define the origins and destinations patterns of low income workers. Recommendations should be made in the SRTP service and financial plan to expand the local transit networks and service headways for low-income work trips.

For longer trips, a subsidized vanpool program would also have a significant impact on the work trips for low-income workers.

Recommended Action: SANBAG should work closely with one or more transit operators to develop a FTA 5316 grant application to fund low income worker vanpools with a subsidy program element.

A fare structure like the one utilized by Community Transit in Washington encourages a much broader market for vanpools than the traditional long distance vanpools. The fares pay for

operating costs and insurance. The vanpool capital costs are essentially the vanpool subsidy provided to riders. See:
<http://www.commtrans.org/Category/VanpoolsAndServices/docs/VanpoolFareSchedule.pdf>

Table 3-8 highlights the recommended priorities for the low-income worker job access.

**Table 3-8
 Low-Income Worker Job Access
 Priorities**

Strategies¹	Victor Valley	San Bernardino Valley	Regional Application
Victor Valley Action Planning Workshop			
Participate in unmet needs process to encourage increased bus network and frequency of service.	Critical		Very High
Have a feeder service, run by a non-profit, to get people from unserved areas to the bus stop.	High		High
SBV Action Planning Workshop			
Vanpools – low cost leasing and maintenance support to create vanpools among low income workers.		Very High	Very High
Improve local circulation options for low-income populations		High	

5. Information and Referral

Existing Conditions and Identified Needs

Historically, the information and referral system for public transportation and human service transportation is pretty much decentralized in San Bernardino County. However, there have been two significant efforts to coordinate information and referral information in San Bernardino County.

Specialized Transportation Directory

The Year 2005-06 Public and Specialized Transportation Directory is a county-wide directory of agencies and organizations providing transportation services or with a concern for the transportation needs of specialized populations. Updated regularly by PASTACC, the Directory is maintained to assist agencies and residents of the County of San Bernardino in locating available public and other specialized transportation resources, and in compliance with California Government Code §15975.1.

¹ All of these strategies might be eligible for FTA 5316 funding.

2-1-1 San Bernardino County

On September 20, 2006, 2-1-1 San Bernardino County launched and now provides free and confidential information and referrals 24 hours a day, seven days a week. In San Bernardino County, 2-1-1 service is provided by Inland Empire United Way (IEUW), the agency chosen by a broad group of stakeholders to apply to the California Public Utilities Commission to provide this service. The multilingual phone staff undergoes lengthy professional training that prepares them to assess callers' needs and assist them with navigating a maze of human service agencies and programs. 2-1-1 creates the community infrastructure for linking the disparate and sometimes duplicative services of myriad local nonprofits into a more efficient, coordinated network. A review of the 211 website for San Bernardino County reveals that many of the Coordination Plan participants are now included in the 211 website.

Despite the significant amount of information on the 211 website, there is generally a lack of knowledge of many agencies and the clients they serve of their available resources.

Coordination Opportunities, Strategies and Priorities

The following are strategies developed by the stakeholders and participants in the action planning workshops.

Regional

Greater promotion and more widespread use of the 2-1-1 system both to disseminate information and to collect requests for service. This strategy would not have a direct impact on service delivery, but would provide important access to available services countywide. Create a chart showing who provides transportation and where, and distribute the chart widely. The Beverly Foundation and Easter Seals have produced a customizable electronic template that can be used in identifying transportation options that are available to seniors in the typical community. www.beverlyfoundation.org.

Stakeholders also suggested better marketing of available transportation services.

Finally, participants in the action planning workshops suggested creating a shared ride posting system that would:

- Allow trips on existing programs to be bundled
- Facilitate sharing of rides with volunteer drivers

Recommended Action: Due to the countywide nature of the recommendation, transit agencies should partner with 2-1-1 to develop a strategic marketing plan and budget for a more comprehensive expansion of the 2-1-1 services with both public and private transportation providers.

Mountains Area

For the Mountains Area, create a resource guide that would show MARTA riders how to get to key locations in San Bernardino Valley using the intercity transit service in conjunction with Omnitrans. Also enhance the MARTA website to include this information. If and when Needles, Barstow and Victor Valley implement similar intercity transit service, a similar resource guide could be produced for those services.

Recommended Action: MARTA should budget for development of this resource guide in conjunction with implementation of the expanded intercity transit service.

6. Institutional Capacity Building

The previous five categories have focused on specific service delivery and informational strategies. In several cases, the need for improved institutional support to facilitate program development was cited. During the Coordination Plan process, three specific strategies were identified to build institutional capacity:

1. Provide Mobility Management Services:

“Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community....Mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service.”²

2. Provide Transportation Brokerage:

In general, an institutional structure which functions as an interface between transportation providers and users. More specific roles include:

- 1. Coordination of transportation services in a defined area. The transportation broker may centralize vehicle dispatching, recordkeeping, vehicle maintenance, and other functions under contractual arrangements with agencies, municipalities, and other organizations. This type of brokerage may be appropriate when full consolidation of services is not the best option.*
- 2. A method of matching travelers with a variety of transportation providers and modes through use of central dispatching and administrative facilities. Volunteer drivers are often coordinated by a broker. A ridesharing broker provides assistance in forming pools as well as identifying transit options³*

3. Implement a Consolidated Transportation Service Agency:

- *Designated by SANBAG*
- *Can be one of four type of entities:*

² FTA Circular 9045.1 New Freedom Program Guidance, May 1, 2007, pp. III-10 – 11

³ TCRP Report 6, p. 122.

- (a) *A public agency, including a city, county, operator, any state department or agency, public corporation, or public district, or a joint powers entity.*
 - (b) *A common carrier of persons as defined by the Public Utilities Code, engaged in the transportation of persons.*
 - (c) *A private entity operating under a franchise or license.*
 - (d) *A nonprofit corporation.*
- *The transportation planning agency or other designating agency may designate one or more consolidated transportation service agencies.*
 - *A consolidated transportation service agency may file claims under article 4.5 (community transit services defined in regulations for intracommunity trips for those, such as disabled individuals, who cannot utilize regular fixed route service) of the Transportation Development Act for its operating costs, and for its costs in purchasing vehicles and communications and data processing equipment, to the extent specified in other regulatory sections. Limited to up to 5% of Local Transportation Fund monies for all Article 4.5 claims. Claims may also be filed by a consolidated transportation service agency for state transit assistance funds as specified in other regulatory sections.*
 - *The geographic areas of consolidated transportation service agencies may be overlapping. For the purpose of filing claims, the division of responsibility between designated consolidated transportation service agencies shall be by the transportation service provided (i.e., by geographic area, route, time, clientele, etc.) and not by service function (i.e., operation, maintenance, marketing, etc.).*
 - *A consolidated transportation service agency can contract with various contractors to perform different service functions.⁴*

These institutional strategies have nomenclature that has evolved over time based on federal and state laws and regulations. In practice, the meanings are often overlapping and are very complimentary in nature. The strategies are not mutually exclusive, but in fact are very mutually supportive. In general, to the degree that the strategies can be integrated, the more mobility options and choices will be available to seniors, disabled individuals, and persons with low incomes.

San Bernardino Valley

The San Bernardino Valley has the most extensive opportunity to consider a fully integrated institutional approach to this strategy. SANBAG staff suggested the creation of a Consolidated Transportation Service Agency (CTSA) in the San Bernardino Valley. In fact, 2% of the Measure I reauthorization will be allocated to a CTSA. This is over and above the 5% TDA allocation that is available to CTSA under TDA laws and regulations. Under these regulations, SANBAG may

⁴ State Regulations (California Code of Regulations, Title 21, Division 3, Article 7 simplified)

designate one or more CTSA's and they may have overlapping jurisdictions and functions. Encouraging an array of different mobility management functions could be part of the CTSA. In general, mobility management functions provide new options to the public, enhance transportation access for populations beyond those served by one agency, and build coordination among existing public transportation providers and other transportation providers. Transportation brokerage can be thought of as a specific mobility management strategy. Transportation brokerages are best known in the non-emergency medical transportation field. A broker matches service needs with the most-effective service provider. And finally, a transportation brokerage, to be successful needs to have an array of different service providers to choose from. Providing incentives for organizations, both for profit and non-profit, to provide cost-effective service delivery is in the best interest of a transportation brokerage.

In the action planning workshops, three options were discussed for such an integrated approach in the San Bernardino Valley:

- Consolidated Transportation Service Agency (CTSA) with Omnitrans as lead.
- CTSA administered by an independent, non-profit agency.
- Hybrid: independent board with government representation; administered by private non-profit.

At the senior transportation action planning workshop, there was a preference for the hybrid approach that combines a private non-profit, with government representation on the board. At that workshop, participants wanted such a CTSA to provide support and services and strongly expressed sentiment of not wanting additional rules and regulations.

During the Coordination Plan process, there was no single organization or institution identified that could be the "home" of the hybrid CTSA. In fact, there is a significant, underlying tension in the San Bernardino Valley about the roles and responsibilities of Omnitrans ACCESS, the local senior transportation programs, and how cross-jurisdictional non-ADA senior and disabled transportation trips should be delivered. The Coordination Plan process has identified the transportation needs, and has developed specific strategies to meet those needs. At present, there is interest in the 2% Measure I allocation for a CTSA, but there is no organizational plan or leadership on whether or not the CTSA should be a new or existing organization, how it should be governed, and roles and functions that the cities and Omnitrans should play.

Organizational development is a very high priority in building institutional capacity in the San Bernardino Valley.

Recommended Action: SANBAG is responsible for designating one or more CTSA's in San Bernardino County. It has also been responsible for including the 2% Measure I allocation for a CTSA in the expenditure plan, starting in 2010. SANBAG should retain a management consulting firm to further:

- Define the goals and objectives of the CTSA.
- Flesh out the potential organizational options for the San Bernardino Valley.
- Define and reach consensus on the roles and responsibilities of the cities and Omnitrans.

- Recommend the legal organizational structure, e.g. 501 (c) 3.
- Recommend the governance structure.
- Develop a business plan for the first three years of operation.

Victor Valley and Morongo Basin

In the Victor Valley and the Morongo Basin, the strategies developed by the action planning workshop participants included a strategy for a mobility manager to provide the necessary staffing to coordinate public transit and human service transportation services.

In the Morongo Basin, participants suggested applying for FTA 5310 or 5317 for a Mobility Manager to facilitate the expansion of transportation to Copper Mountain Community College and Hi-Desert Industries to:

- Provide early morning trips for college students from home to Stater Brothers where they could catch MBTA fixed route (5-7 a.m.).
- Transport Hi-Desert Clients to programs in Joshua Tree and Yucca Valley (7-9:30 a.m.)
- Return Trips for Hi-Desert Clients (3 p.m.).
- Evening Service from Copper Mountain Community College to return students home.

The recommended strategy was to expand the institutional capacity of Reach Out Morongo Basin. This established private non-profit has an excellent reputation in the community and building additional institutional capacity to match transportation services with transportation needs would be a win-win for all parties involved.

In the Victor Valley, the strategy generated by action planning workshop participants stated that Victor Valley Community Services could become a focal point for a variety of transportation services beyond what the Victor Valley Transportation Authority could provide including:

- Mobility Manager to oversee program.
- Volunteer Driver Service for in town and out of town medical trips.
- Acquire retired vehicle from VVTA.
- User side subsidy for private van when most efficient.
- Coordination of medical trip schedules.

The effort could be funded with 5310 and CDBG funding.

Recommended Action: Both the Victor Valley and Morongo Basin action planning workshop participants need to collaborate to develop a mobility manager application to implement the coordination strategies in their respective sub-areas. Technical assistance should be provided by PASTACC and SANBAG.

This page purposefully left blank

4. COLORADO RIVER (NEEDLES)

Participants

- City of Needles/Needles Area Transit
- McDonald Transit (contract operator of Needles Area Transit)
- Southern Nevada Transit
- Needles Senior Center
- Colorado River Medical Center
- Dept. of Aging and Adult Services, San Bernardino County
- Dept. of Behavioral Health, San Bernardino County
- Transitional Assistance, San Bernardino County
- Dept. of Public Health, San Bernardino County
- Department of Public Works, San Bernardino County
- SANBAG
- Focus Group of Consumers

In several cases, there was more than one participant from the above agencies.

Transportation Services Available

Needles Area Transit provides deviated fixed route service on a single route within Needles. The service operates hourly, 7 a.m. to 7 p.m., Monday through Friday and for 4 hours on Saturday. NAT serves most of the area within the City, with the exception of some trailer parks on the north end of the city.

Dial-a-Ride operates 9:00 a.m. to 1:30 p.m. and is run by the Needles Senior Center. It provides curb-to-curb service within the Needles city limits. The service is for seniors (55+) and persons with disabilities, but is used only by seniors.

A local church (Calvary Chapel Church) had begun providing some medical transportation as part of its mission. It was providing 8-10 out-of-town trips per month, but demand was growing and its resources were exhausted. The service has been discontinued.

There is no Greyhound or other intercity service from Needles.

Review of Demographics of Target Population Groups

In 2000, there were 4,830 residents in the Needles sub-area of the San Bernardino County. The Coordination Plan has three target population groups:

- Seniors: 758 or 16%
- Disabled Who Go Outside Home: 484 or 10% of the population
- Low Income: 1,263 or 26% of the population

Demographic Variable	Needles
Total 2000 population	4,830
Total Population Age 65 Years +	758
Percent Population Age 65 Years +	16%
Total Go-outside-home disability	484
Percent Disabled	10%
Population below Poverty Level	1,263
Percent Below Poverty Level	26%

Transportation Needs among Target Groups

The situation in Needles is, in the words of one of the social service managers, "at crisis." The problem is the result of a reduction in both health care services and limited transportation. The local hospital has built a new facility across the state border (12 miles) in Arizona. The services available at the Needles hospital are now limited and virtually all of the doctors have moved their offices into Arizona. There are few doctors left in Needles and no transportation to the new medical facilities.

Seniors and Persons with Disabilities: Individuals with Medicare need to get to Ft. Mojave (12 miles) and Bullhead City (30 miles) or to Victorville/San Bernardino for even routine medical care.

"I still drive but only locally. I go to Apple Valley to the doctor –it's 378 miles round trip. I pay someone \$75 to take me there once a month. I use to use Greyhound before it was cancelled..."Consumer

Low Income Persons: There are few or no doctors accepting new MediCal patients - even on the Arizona side of the Colorado River. These individuals need to get to Arrowhead Med Center (Colton), Victorville or San Bernardino for care.

"A broken bone can't be set there – one client just let his heal as was because he couldn't get to a hospital..."Aging and Adult Services

"There is a bus to the Veteran's hospital from Laughlin that leaves at 4 a.m. but no way to get there from Needles..."Veteran/Consumer

Job opportunities are in Bullhead City and Laughlin. Only one casino provides work transportation. People also need transportation for shopping and recreation. For example, the only movie theaters are in Arizona.

“The only jobs here are fast food and motels. NAT bus doesn’t run at night, so people have to walk home. One casino (AVI) provides a shuttle that picks people up in Needles. We try to place clients w/o transportation in jobs there...”Transitional Assistance

E-Survey Input on Potential Strategies

An e-survey was distributed to agencies that provide service in the Needles area. The tables at the end of the chapter list the responses to the e-survey. There were 16 respondents who serve clients in the Needles area. The following are the key highlights:

Transportation to Medical Facilities in Arizona

- There are no current service providers from Needles to medical facilities in Arizona.
- Eight agencies expressed a need for service for their clients, with agencies typically needing service for 1 or 2 people per day. One agency has 80 clients who need service.

Transportation to Victor Valley and San Bernardino Valley

- There is no Greyhound service and no other transportation providers with service to the Victor Valley.
- Eight agencies expressed a need for transportation service to the San Bernardino Valley. Clients of the County Aging and Adult Services need to travel 300 plus miles for a trip to the dentist. County Department of Veterans Affairs reports there is a need to transport 30 clients a day to the San Bernardino Valley from Needles. Only two of these agencies have funding to pay for transportation for their clients.

Job Access Transportation

- Public transportation is limited to the City limits of Needles
- Seven agencies expressed a need for job access transportation. This is a significant issue for Transitional Assistance, as there are lots of casino job opportunities, but if a client doesn’t have a workable car, they cannot be placed.

Coordination Opportunities and Strategies

Two action planning workshops were held at Needles Social Services Offices on August 23. The following strategies were developed by the 16 stakeholders participating in the action planning sessions:

Coordination Opportunity #1: Improve medical transportation to hospital and medical facilities in Ft. Mojave, Bullhead, and the San Bernardino Valley.

Residents of Needles need medical transportation both east into Arizona and west into the larger communities of San Bernardino County:

- Arizona destinations include hospitals and medical offices in Ft. Mojave (12 miles) and Bullhead City (30 miles). There are additional medical facilities in Laughlin and Lake Havasu – including a new VA clinic.
- San Bernardino destinations include Arrowhead Medical Center, Loma Linda Hospital and Veterans Hospital.

Strategy: Utilize senior center van and funding from City of Needles TDA funds to provide service two days a week to Ft. Mojave and Bullhead City. Van would make a round trip in the morning (before providing midday service in Needles) and a second round trip after the senior lunch program. The van does not require an interstate license. Advance reservation would be required and the fare would be approximately \$5-\$10 per roundtrip. This could be implemented fairly quickly and would be a good short term solution while the local hospital issues are worked out.

Strategy: Longer term, if demand develops beyond what the 8 passenger van can accommodate, Silver Rider could provide multipurpose trips (medical, shopping, work) connecting Needles, Arizona and Laughlin. They have larger vehicles and an interstate license. Funding this would require bundling of various resources. One potential source might be the Veterans Administration.

Strategy: 5311(f) funded route which would serve the corridor from Needles to San Bernardino via Barstow and Victor Valley.

- Service to Needles is only needed one day a week. Possibly on the other day have the bus pickup along I-15 to serve the small communities along that corridor – including Baker – on a demand basis.
- Need to insure local service connections to intercity route.
- Needs to be wheelchair accessible.
- Possibly break the route into segments to make it easier to operate.

Coordination Opportunity #2: Provide jobs transportation between Needles and Laughlin.

Demand for jobs transportation between Needles and Laughlin, while acute, is very fragmented. Casinos operate a wide variety of shifts, on a 24 hour basis, and the number of residents needing such transportation is relatively small. Because there has been no way to access these jobs in the past, it is unclear how many Needles residents would be able to work in Laughlin.

Strategy: Possible short term strategy would be to expand the TREP program to provide mileage reimbursement for residents who provide regular rides to workers without vehicles. The TAD program provides \$.26 per mile to people in their program. TREP might match that amount increasing the incentive for workers to transport other workers.

Strategy: Longer term, if a Silver Rider route is developed to connect Needles and Laughlin, it would serve some work trips, as well as other trip purposes.

Strategy: The idea was raised of a “van-share” program that would allow a single vehicle to be used by workers on multiple shifts to go back and forth. However, this would require a very high level of
Transit Resource Center, Transit Marketing, CNT

coordination and would necessitate that at least one worker on each shift participate in order to get the vehicle back for the next shift.

Coordination Priorities

Providing transportation service two days a week to Ft. Mojave and Bullhead City to serve medical appointments is a critical priority. SANBAG staff and the City of Needles developed a workable funding and operations plan to utilize the senior van for this purpose. In October 2007, the City of Needles decided against moving forward with implementation because of the pending San Bernardino County takeover of the medical complex in Needles. It is the County Department representatives who participated in this study who told the consulting team that the current situation is a crises situation. Removing these institutional barriers to provide lifeline transportation is a critical priority that needs to be resolved immediately.

Providing a one-day a week intercity service from Needles to Barstow, Victor Valley and San Bernardino Valley medical facilities is also a critical priority. County TDA funds should be provided to implement this service immediately.

Colorado River/Needles Sub-area

Identified Needs to which participants were asked to respond →	Need for transportation to medical facilities in Arizona			Need for transportation to medical facilities in Victor Valley and San Bernardino			Need for jobs access transportation		
Questions asked about each area of need →	Do you offer any transp. services that meet this need?	Describe the service. Who is it available to? And at what cost?	Would you accomodate riders other than your current clients on this service?	Do you offer any transp. services that meet this need?	Describe the service. Who is it available to? And at what cost?	Would you accomodate riders other than your current clients on this service?	Do you offer any transp. services that meet this need?	Describe the service. Who is it available to? And at what cost?	Would you accomodate riders other than your current clients on this service?
PUBLIC TRANSIT AGENCIES									
Needles Area Transit/City of Needles									
OTHER TRANSPORTATION PROVIDERS									
County of San Bernardino Preschool Services Department	Yes		No	No		No	No		No
Questions asked about each area of need →	Do your constituents experience these needs?	Please quantify - how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?	Do your constituents experience these needs?	Please quantify - how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?	Do your constituents experience these needs?	Please quantify - how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?
PUBLIC AGENCIES									
VA Loma Linda	No		No	No		No	No		No
S.B. County Dept of Behavioral Health	No	Provide transp. Only to their own customers for agency appts.	No	No		No	No		No
Dept of Aging & Adult Services	Yes	Daily	No	Yes	Daily	No	Yes	Daily	Not Answered
Employment Services Program	Yes		No	Yes		No	Yes		Yes
County Department of Veterans Affairs	Yes	1-2 per day	No	Yes	30 per day	No	No		
First 5 San Bernardino	No		No	No		No	No		No
IHSS Public Authority	Yes	80	No	Yes	80	No	Yes	50	No
Human Services, San Bernardino County	Yes		No	Yes		No	Yes		No
Transitional Assistance Department (TAD)	No		No	No		No	Yes	low %	No
California Children Services	Yes	25 once or twice a month	No	Yes	1,000 once or twice a week	Yes	No		No
County of San Bernardino- Dept of Childrens Services	Yes	not tracked	Yes	Yes	not tracked	Yes	Yes	not tracked	Yes
PRIVATE, NONPROFIT AGENCIES									
Option House, Inc.	Yes		Yes	Yes		Yes	Yes		Yes
High Desert Resource Network	No			No			No		

Additional Unmet Transportation Needs: Colorado River/Needles

What additional unmet transportation needs do your clients have? Please be as specific as possible and tell us how many individuals this need impacts.

There is no public transportation out of Needles. It is much needed for our customers to get to Bull Head and Fort Mojave.

No public transportation out of city limits. Severly impacts access to medical fcailities as well as shopping. No Dental providers who accept Denti-Cal. Clts must travel 300 plus miles to see a Dentist. No Taxis, No bus services. Senior Van runs M-F, very short hours.

From Needles, Morongo Valley to Loma Linda Children's Hospital and to the LLUMC team center in San Bernardino California - Approx 300 disabled children/families once/twice a month

This page purposefully left blank

5. MORONGO BASIN (JOSHUA TREE)

Participants

The following is a list of participants from the kickoff meetings, stakeholder interviews, focus groups, and action planning workshops in the Morongo Basin:

- Morongo Basin Transit Authority
- Hi-Desert Industries
- Reach Out Morongo Basin
- Copper Mountain College
- Community Outreach
- SANBAG staff
- Focus Group of Consumers

Transportation Services Available

Morongo Basin Transit Authority (MBTA) provides a variety of fixed route and demand response services including:

- Intercity service along the Twentynine Palms Highway Corridor
- Local routes in Twentynine Palms, Yucca Valley and Landers
- Commuter service from Morongo Basin to Palm Springs
- Read Ride general public dial-a-ride service

Hi-Desert Industries uses a fleet of 3 vehicles to provide transportation to approximately 50 of its own clients, primarily persons with developmental disabilities.

Reach Out Morongo Basin provides medical transportation for seniors using a 6-passenger mini-van (non-accessible) and staff driver. Once a week they provide service to medical facilities in the San Bernardino area.

Evaluation of Public Transportation Service Levels

A Transit Connectivity Index was utilized in the five of the six sub-areas of San Bernardino County. This assessment tool measures the service levels of fixed route bus and rail public transit. Transit service levels for the purposes of TCI is based on access, intensity and frequency of transit service in a given Census Block. Access is captured by a quarter mile buffer around each bus route (a half mile radius was used for Metrolink stations). Intensity is based on the number of weekly bus route trips and trains that serve the Census Block. Frequency is the sum of total weekly trips for all routes in both directions within the buffered area. This combined measure results in an index. For a given Census Block, the index accounts for the percentage of land area within walking access to a bus route, the number of bus lines and rail stations, and the frequency of the transit.

The map on the following page shows the TCI for the Morongo Basin. High transit service levels are provided along the Highway 62 corridor between Yucca Valley and Twentynine Palms and to the

military base also in Twentynine Palms. Outside this narrow corridor, fixed route service levels are non-existent or poor.

Review of Demographics of Target Population Groups

There was a population of 46,178 in the Morongo Basin as of the 2000 Census. There are three target markets of the Coordination Plan:

- Seniors: 6,187 or 13% of the population
- Disabled who go outside the home: 2,962 or 6% of the population
- Low Income: 7,363 or 16% of the residents were below the Poverty Level in 2000.

Demographic Variable	Morongo Basin
Total 2000 population	46,178
Total Population Age 65 Years +	6,187
Percent Population Age 65 Years +	13%
Total Go-outside-home disability	2,962
Percent Disabled	6%
Population below Poverty Level	7,363
Percent Below Poverty Level	16%

A series of maps following this page provide detail on the distribution of the target populations in 2000.

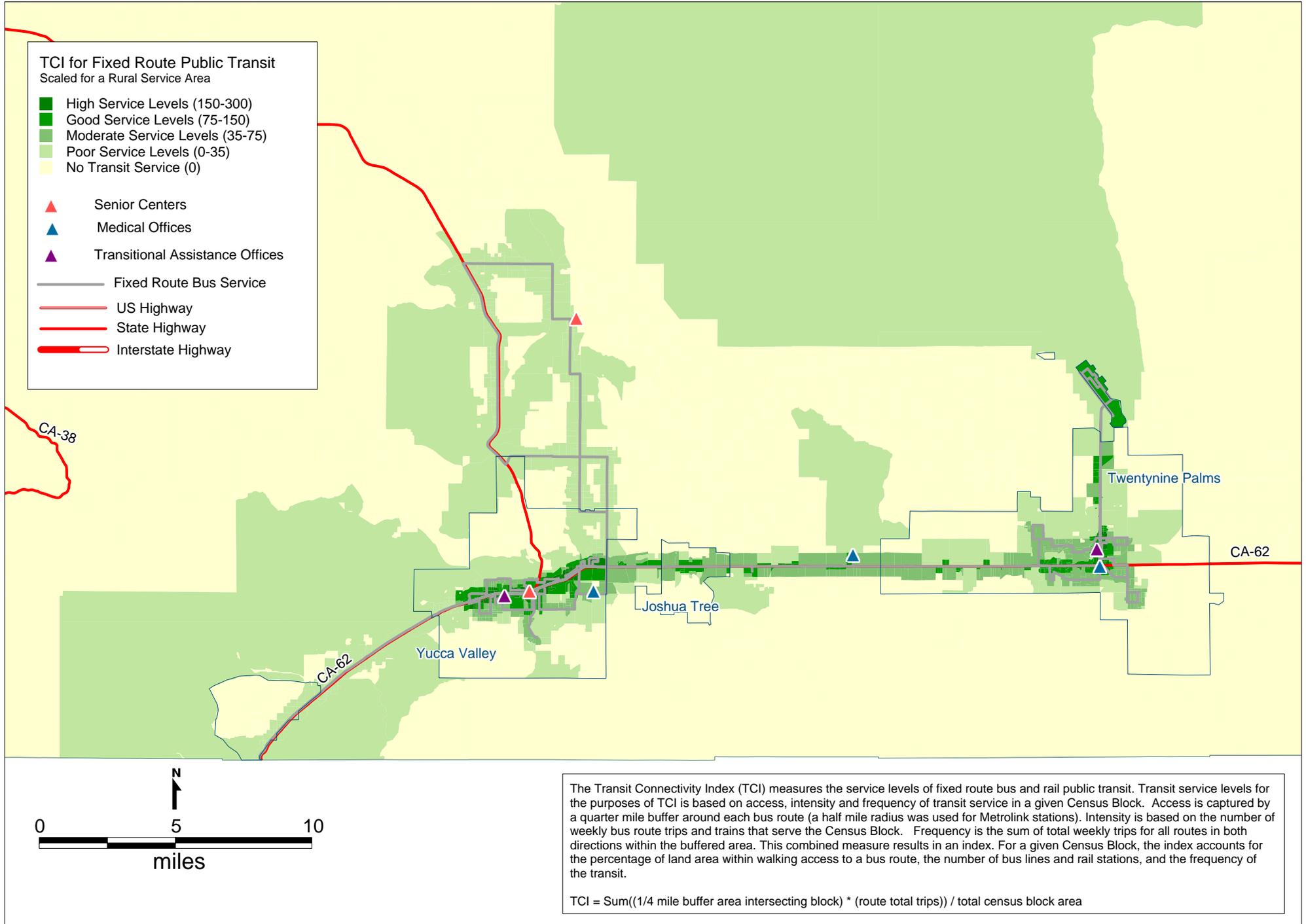
Transportation Needs Among Target Groups

College Students. Copper Mountain College has expressed a need for improved transit service to the college in the evenings (after 4:30 p.m.) and on Saturdays. Growth in affordable housing in Landers and Wonder Valley is increasing transit needs in those communities. Better links with the college are desired.

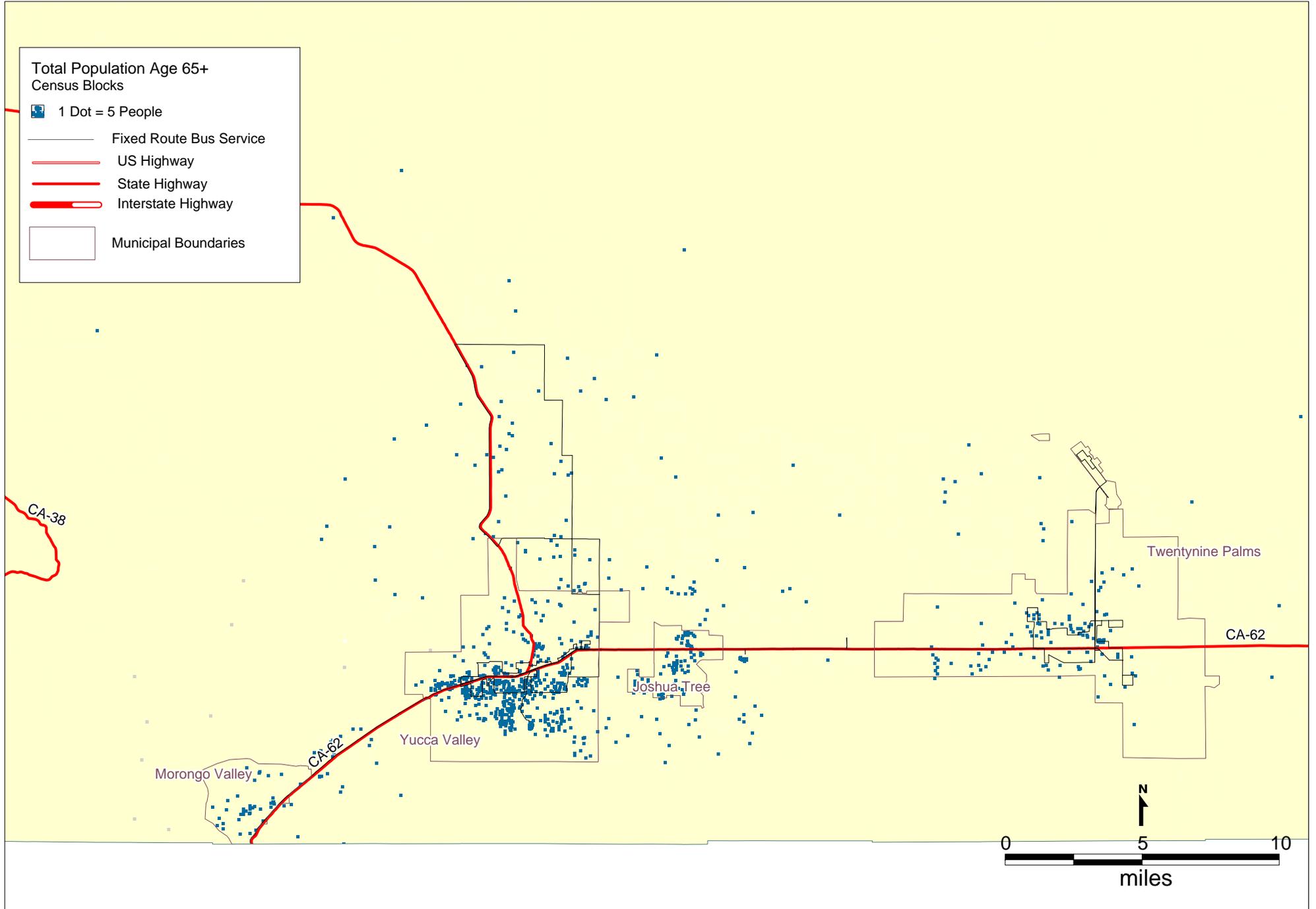
“There is a critical need for improved public transportation access to Copper Mountain College in order to help improve enrollment. Transportation is a real barrier at the moment...”Copper Mountain College

Persons with Disabilities. Hi-Desert Industries client population is growing, expected to reach 100 within 10 years. They are unable to accommodate the increased need for door-to-door transportation to their work vocational center.

Morongo Basin - Transit Connectivity Index

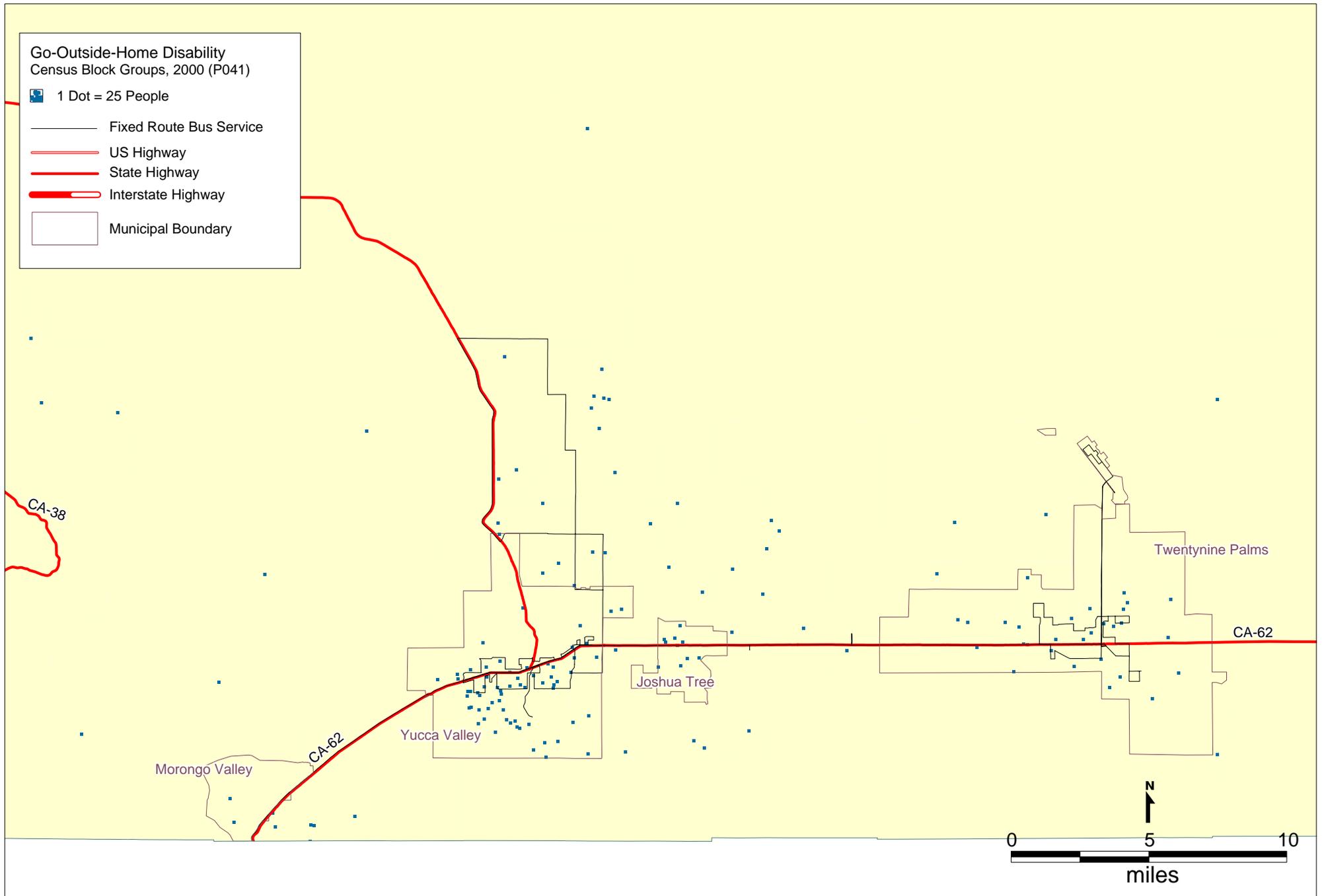


Morongo Basin - Total Population Age 65+

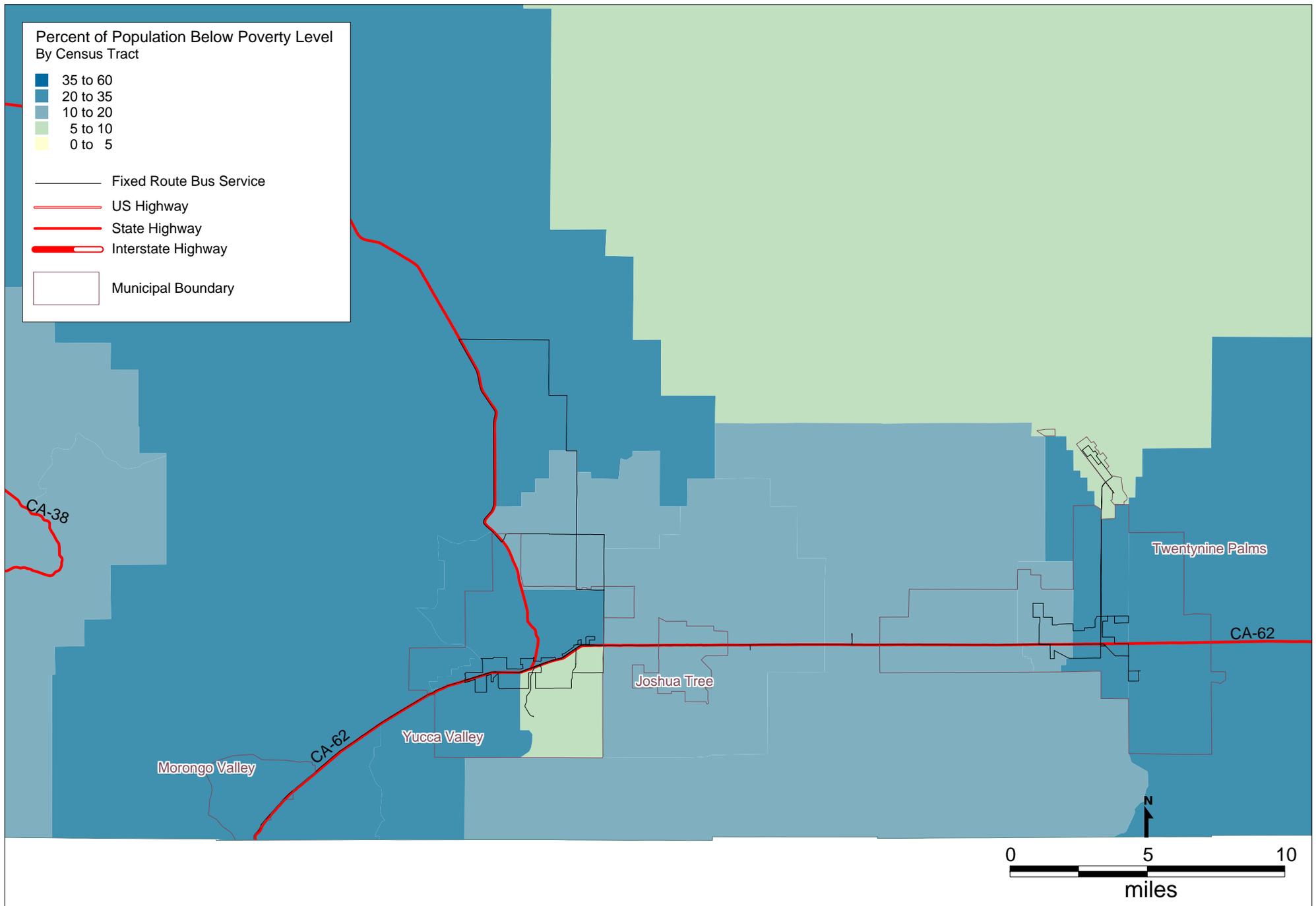


Morongo Basin - Disabled Persons

Based on Census Table P041 Go-Outside-Home Disability Variable



Morongo Basin - Percent Population Below Poverty Level



“There is limited sidewalk and safe access to many of the MBTA bus stops, so even clients who could use fixed route service do not do so...”Hi-Desert Industries

Seniors and General Public. Consumers feel that Read-Rides service needs to be expanded to provide more service in the afternoons and on weekends. In addition, the population is growing and expanding, (particularly in the Wonder Valley area), resulting in a need to expand the service area for Read-Rides.

“With the incredible growth in the Morongo Basin, there is a need to expand the boundaries of where Read-Ride serves. Many of the newer growth areas are not being served, and needs are really growing in the outlying areas where housing is the most affordable...”Consumers

E-Survey Input on Potential Coordination Opportunities

An e-survey was distributed to agencies that provide service to the Morongo Basin. The table at the end of this chapter lists the responses to the potential coordination opportunities in the e-survey. There were 20 respondents who serve clients in the Morongo Basin. The following are the key highlights:

Work Transportation For Developmentally Disabled

- Hi-Desert Industries provides transportation services to the developmentally disabled.
- Seven agencies expressed a need for work transportation for developmentally disabled clients, but only one agency had funds to pay for the service.

Transportation To Copper Mountain College

- Seven agencies expressed a need for transportation to Copper Mountain College. An example is the County Department of Veterans Affairs that needs to transport 5 clients daily to Copper Mountain College.
- Only two agencies had funds available to pay for transportation services to Copper Mountain College.

General Comments on Unmet Needs

Needs expressed for better coverage and improved frequencies of MBTA services.

Coordination Opportunities and Strategies

Two action planning workshops were held at Copper Mountain College on August 13th. The following strategies were developed by the six stakeholders participating in the action planning sessions:

Identified Coordination Opportunity #1: To address the needs of Hi-Desert Industry clients and others, there is the potential to develop a subscription service policy to provide a limited number of trips to social service agencies on Readi Ride services.

Hi-Desert Industries has two sets of clients who need to get to sheltered workshop facilities in Joshua Tree and Yucca Valley from throughout the Morongo Basin. Clients must arrive by 8:30 and 9:00 a.m. They are unable to walk to bus stops and Readi Rides is booked up (can not guarantee delivery time).

MBTA has a higher cost structure. Would take 5 ½ hours of service, 2 vehicles to provide service. Estimated cost \$85,800 per year.

IRC funds Hi-Desert Industries to provide transportation. Concern that the available funds are only about half of MBTA cost. Would IRC be willing to pay MBTA full cost to provide service?

Strategy: Use deviated fixed routes to serve clients who are higher functioning.

- Deviated fixed routes could pick up clients at their door in Landers and take them to the workshop. This could be arranged as a regular ride (they wouldn't need to call every day for a deviation).
- Yucca Valley – 3 to 5 people might be able to use fixed route; possibly a few in Joshua Tree. Bus would get them to the workshop at 8:05 a.m. and would deviate to pick up and drop off at the curb. Hi Desert staff is there by 8 a.m. to meet the clients.

Strategy: Seek future coordination opportunities among MBTA, Inland Regional Center and Hi Desert to provide a limited number of subscription trips on Readi Ride services.

Coordination Opportunity #2: To enhance job and career training opportunities for existing and potential disabled students at CMCC, there is the potential for evening Readi Ride services or a vanpool program, to serve evening classes.

Reach Out Morongo Basin provides medical transportation for seniors locally, and one day a week out of the area. They will take non-seniors when space is available (usually). They use an older vehicle and could use help with maintenance. They have just been given a wheelchair accessible van.

Strategy: Expand transportation services provided by Reach Out Morongo Basin using funding from IRC, FTA 5310, 5316 and 5317.

- Provide early morning trips for college students from home to Stater Brothers where they could catch MBTA fixed route (5-7 a.m.).
- Transport Hi-Desert Clients to programs in Joshua Tree and Yucca Valley (7-9:30 a.m.)
- Return Trips for Hi-Desert Clients (3 p.m.).

- Evening Service from CMCC to return students home.

Other possible funding partners: School District, CMCC, Calworks, Dept. of Rehab., Morongo Basin Mental Health

Strategy: Use FTA 5310 or 5317 to get funds for a Mobility Manager to facilitate this expansion.

Strategy: School district buys bus passes for high school drop-outs who are taking classes at college to get their high school diploma. Use 5316 funds to double the number of passes they could buy.

Coordination Priorities

In general, the Morongo Basin is a small enough community such that most of the key informants know each other and regularly communicate. This ongoing communication will be important to leverage future available funds.

There is a need to expand the capacity of social service agency transportation in the Morongo Basin. Reach Out Morongo Basin has the leadership and skills required to expand their transportation role in the community. Applying for FTA 5310 or 5317 funds for a Mobility Manager to facilitate an expansion of the Reach Out Morongo Basin transportation services to meet the increasing transportation needs of seniors, disabled individuals and low income individuals would significantly improve the quality of life of those individuals. This is a very high priority. The role that Reach Out Morongo Basin would play is to fill the gaps in transportation service that MBTA cannot fill with public transportation services. The Inland Regional Center needs to be an important funding partner in expanding services for the developmentally disabled population.

Morongo Basin Sub-area

Identified Needs to which participants were asked to respond →	Work Transportation for Developmentally Disabled			Transportation to Copper Mountain College		
Questions asked about each area of need →	Do you offer any transp. services that meet this need?	Describe the service. Who is it available to? And at what cost?	Would you accomodate riders other than your current clients on this service?	Do you offer any transp. services that meet this need?	Describe the service. Who is it available to? And at what cost?	Would you accomodate riders other than your current clients on this service?
PUBLIC TRANSIT AGENCIES						
Morongo Basin Transit Authority	Yes	Deviated Fixed Route Service, available to all.	Yes	Yes	Route 1 offers service to CMC 6 am to 10 pm	Yes
OTHER TRANSPORTATION PROVIDERS						
Reach Out Morongo Basin	No		Yes	No		Yes
VA Loma Linda	No		No	No		No
County of San Bernardino Preschool Services Department	No		No	No		No

Morongo Basin Sub-area

Identified Needs to which participants were asked to respond →	Work Transportation for Developmentally Disabled			Transportation to Copper Mountain College		
Questions asked about each area of need →	Do your constituents experience these needs?	Please quantify - how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?	Do your constituents experience these needs?	Please quantify - how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?
PUBLIC AGENCIES						
Community Outreach Service	No		No	Yes		No
Morongo Basin Community Services Dist.	Yes	daily, minimum several times per week	No	Yes	many of the young adults	No
Department of Behavioral Health	No			Yes		No
Inland Empire Health Plan	Yes		No	No		No
County Department of Veterans Affairs	No		No	Yes	5 per day	No
First 5 San Bernardino	No		No	No		No
IHSS Public Authority	Yes	100	No	No		No
San Bernardino County Human Services Dept.			Yes			Yes
Human Services, San Bernardino County	No		No	Yes		No
Transitional Assistance Department (TAD)	No		No	No		No
California Children Services	No		No	No		No
County of San Bernardino- Dept of Childrens Services	No		No	No		No
PRIVATE, NONPROFIT AGENCIES						
Housing Authority of the County of San Bernardino	Yes		No	Yes		No
Morongo Basin Mental Health Svcs Assn Inc	No		No	Yes	Not known	No
Option House, Inc.	Yes		Yes	Yes		Yes
Goodwill Industries	Yes	20/weekly	No	No		No
High Desert Resource Network	Yes		No	Yes		No

Additional Unmet Transportation Needs: Morongo Basin

What additional unmet transportation needs do your clients have? Please be as specific as possible and tell us how many individuals this need impacts.

Need to go to doctor appointments down below (Coachella Valley, Arrowhead/San Bernardino area). Those living in unincorporated areas of Morongo Basin need basic transportation on a regular basis, including shopping.

We have a limited public transportation serving the main highway area mostly. Low income residents can not afford the service.

Many seniors, low income and/or disabled residents do not have means or access to transportation. Few places to refer them to (recently TREP program) Low income youth can't participate in high school sports or extra-circular activities.

Special Education students requiring transportation to weekly appointments with assistance for the parents/guardians to participate, throughout the county.

From Needles, Morongo Valley to Loma Linda Children's Hospital and to the LLUMC team center in San Bernardino California - Approx 300 disabled children/families once/twice a month

Basic city transportation to and from the grocery store, banking needs, and general shopping. There is a lack of transportation choices for those of our low income population.

Bus system is infrequent and doesn't have enough coverage, especially on the dirt roads. If a person can get to the bus, it may take several hours to get to where they need to go. While waiting for the bus, it is frequently extremely hot in the summer.

6. HIGH DESERT (BARSTOW)

Participating Agencies

The following is a list of participants from the kickoff meetings, stakeholder interviews, focus groups, and action planning workshops:

- Barstow Area Transit (BAT) system
- Vista Guidance Center
- Mojave Valley United Way
- Newberry Senior Center
- Barstow Senior Center
- Best Opportunities
- Desert Manna (Homeless Shelter)
- Transitional Assistance (Hesperia Office), San Bernardino County
- Department of Aging and Adult Services, San Bernardino County
- Department of Public Works, San Bernardino County
- Veterans Affairs, San Bernardino County
- Veterans Advisory Committee
- MV Transportation (contract operator of BAT)
- Beacon Path
- Affordable Housing Resources
- Mojave Valley United Way
- SANBAG staff
- Focus group of consumers

Transportation Services Available

BAT provides fixed route and demand response services in the City of Barstow and the surrounding areas of the County. Services include:

- Five fixed routes: two in central Barstow, two in west Barstow and one on Hwy 58.
- All-Ride general public demand response service in the city. This is available 6-7 a.m. and 7 p.m. to 11:30 p.m., Mon-Sat. and 9:00 a.m. to 11:30 p.m. on Sun and Holidays.
- City DAR serves seniors and disabled persons 7a.m. – 7 p.m., Mon-Fri and 9 a.m. - 7p.m. on Sat. Riders are 20% ADA and 80% seniors (60+).
- County general public DAR serves the rest of the service area 6 a.m. to 10:45 p.m. Mon-Fri, with shorter hours on Sat. and Sun.
- All demand response services take same day reservations with an estimated 40 minute response time (90%). They also take reservations up to 2 weeks ahead, but 99% of trips are same day requests.

Best Opportunities transports their clients (adults with developmental and other disabilities) between home and job sites. They use a fleet of 10 vehicles to provide over 4000 trips per month to 55 clients. Hours are customized to work requirements.

Greyhound provides 5 outbound and 6 inbound trips per day, between Barstow and San Bernardino. Round trip fare is \$38.00. The City of Barstow offers a subsidy.

Other private transportation services provided in area include:

- Rim Rock Convalescent Home has a van with a lift.
- Mountain View Senior Living has a van.
- Veterans Home Bus (does local and out of area trips for its residents).

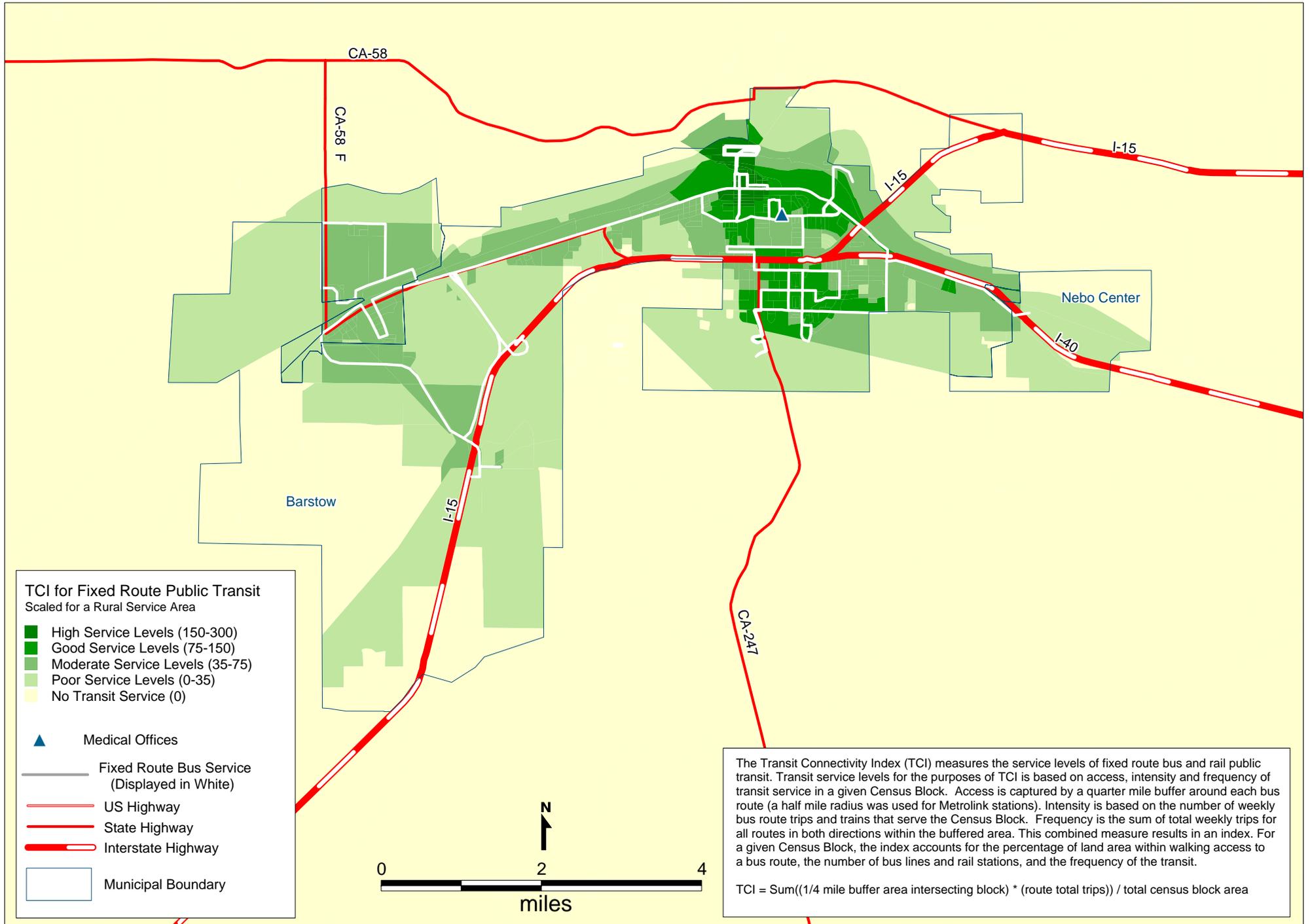
Vista Guidance Center will soon be providing transportation to serve clients at its counseling facility, 90 day residential treatment program and transitional housing in Barstow.

Evaluation of Public Transportation Service Levels

A Transit Connectivity Index (TCI) was utilized in five of six sub-areas of San Bernardino County. This assessment tool measures the service levels of fixed route bus and rail public transit. Transit service levels for the purposes of TCI are based on access, intensity and frequency of transit service in a given Census Block. Access is captured by a quarter mile buffer around each bus route (a half mile radius was used for Metrolink stations). Intensity is based on the number of weekly bus route trips and trains that serve the Census Block. Frequency is the sum of total weekly trips for all routes in both directions within the buffered area. This combined measure results in an index. For a given Census Block, the index accounts for the percentage of land area within walking access to a bus route, the number of bus lines and rail stations, and the frequency of the transit.

On the following page, a map displays the TCI for the City of Barstow. For a rural community, the core population areas of Barstow have high or very high transit service levels. During the key informant interviews and action planning workshops, this finding was summarized by one of the participants: “you can pretty much travel by bus to anywhere within the City of Barstow.” Coupled with general public dial-a-ride into the evenings, service levels within Barstow are excellent. Improvements in longer hours on fixed route to accommodate work trips and more capacity of dial-a-ride services will be evaluated in an upcoming Comprehensive Operations Analysis.

Barstow - Transit Connectivity Index



This page purposefully left blank

Review of Demographics of Population Groups

There was a population of 25,515 in the Barstow sub-area as of the 2000 Census. There are three target markets of the Coordination Plan:

- Seniors: 2,841 or 11% of the population
- Disabled who go outside the home: 1,560 or 6% of the population
- Low Income: 4,692 or 18% of residents were below the Poverty Level in 2000.

Demographic Variable	Barstow Total
Total population	25,515
Total Population Age 65 Years +	2,841
Percent Population Age 65 Years +	11%
Total Go-outside-home disability	1,560
Percent Disabled	6%
Population below Poverty Level	4,692
Percent Below Poverty Level	18%

On the following three pages, the distribution of seniors, disabled, and low-income populations in Barstow are mapped, based on 2000 Census data.

Transportation Needs among Target Groups

All Groups: Need for service to Victor Valley and San Bernardino for:

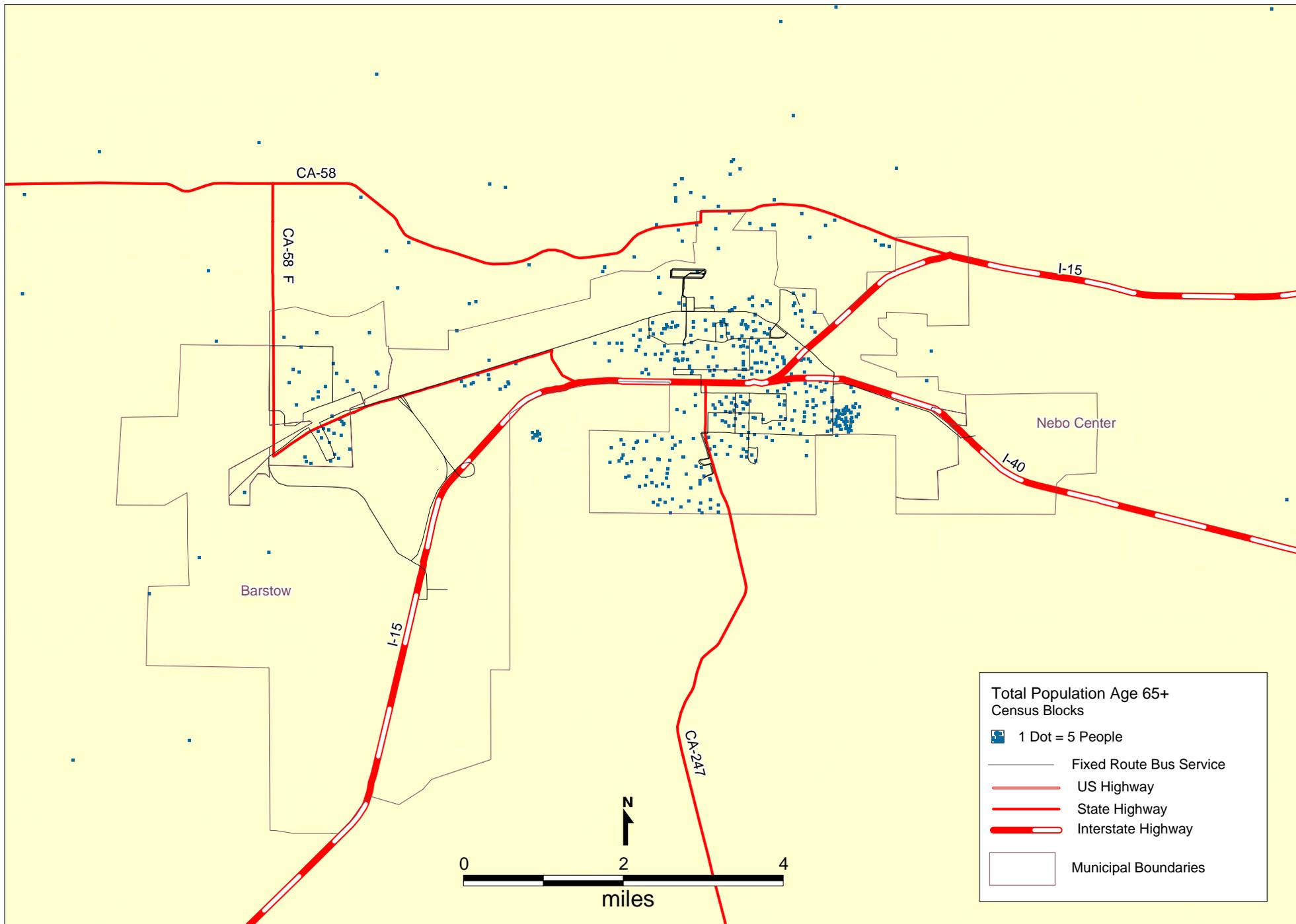
- Medical appointments (Victorville, Apple Valley, Loma Linda, Veterans Hospital, Arrowhead Regional Hospital)
- SSI appointments (Victorville)
- Court dates (Victorville)
- Jury Duty

“SSI appointments are only in Victorville, San Bernardino or Arrowhead. There are no courts in Barstow. Doctors and medical facilities are in Victorville and beyond. You can’t get there...”Desert Manna Homeless Shelter

“My daughter was called for grand jury duty in San Bernardino. Not having a car wasn’t considered an acceptable excuse for not going...”Consumer

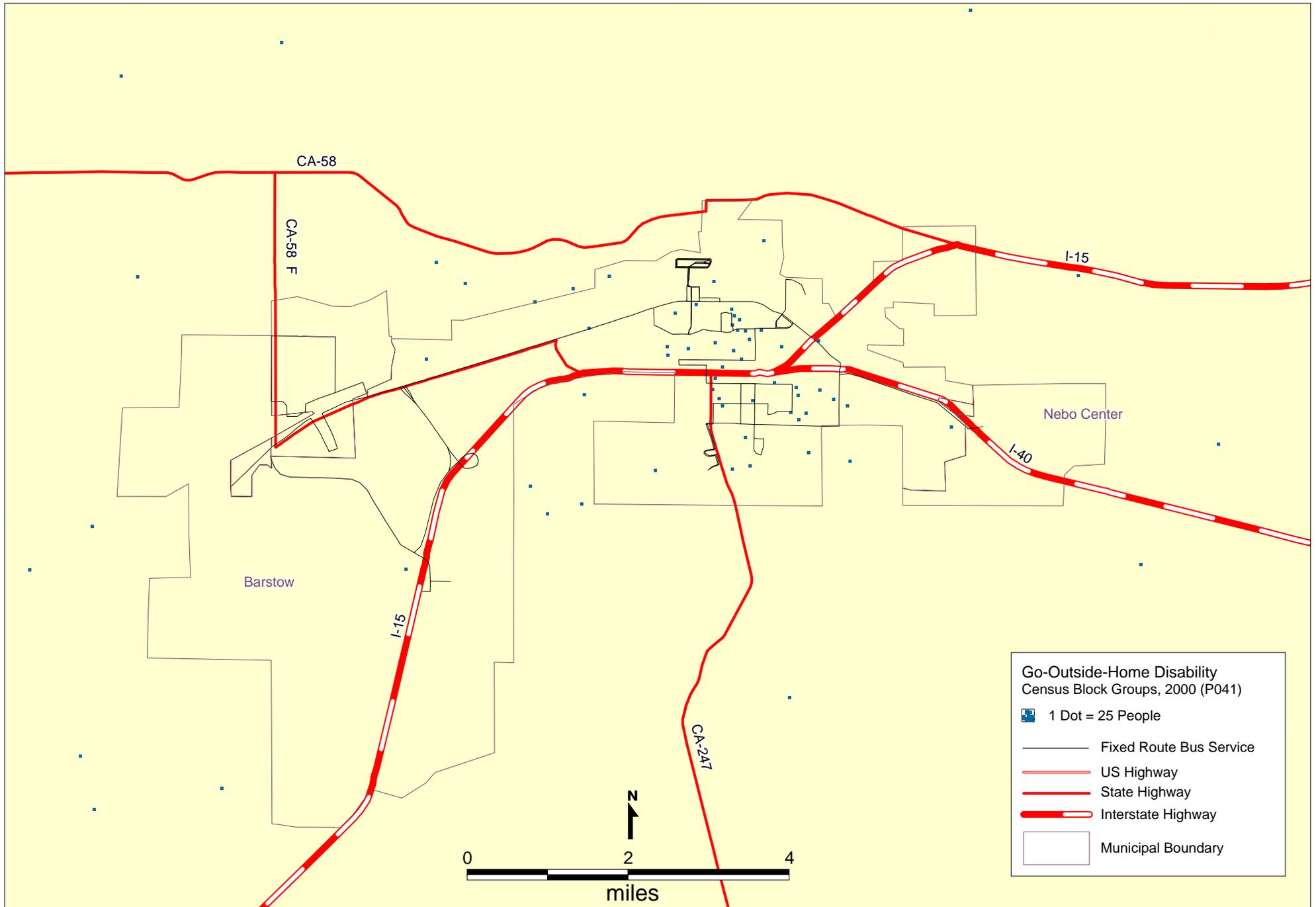
This page purposefully left blank

Barstow - Total Population Age 65+

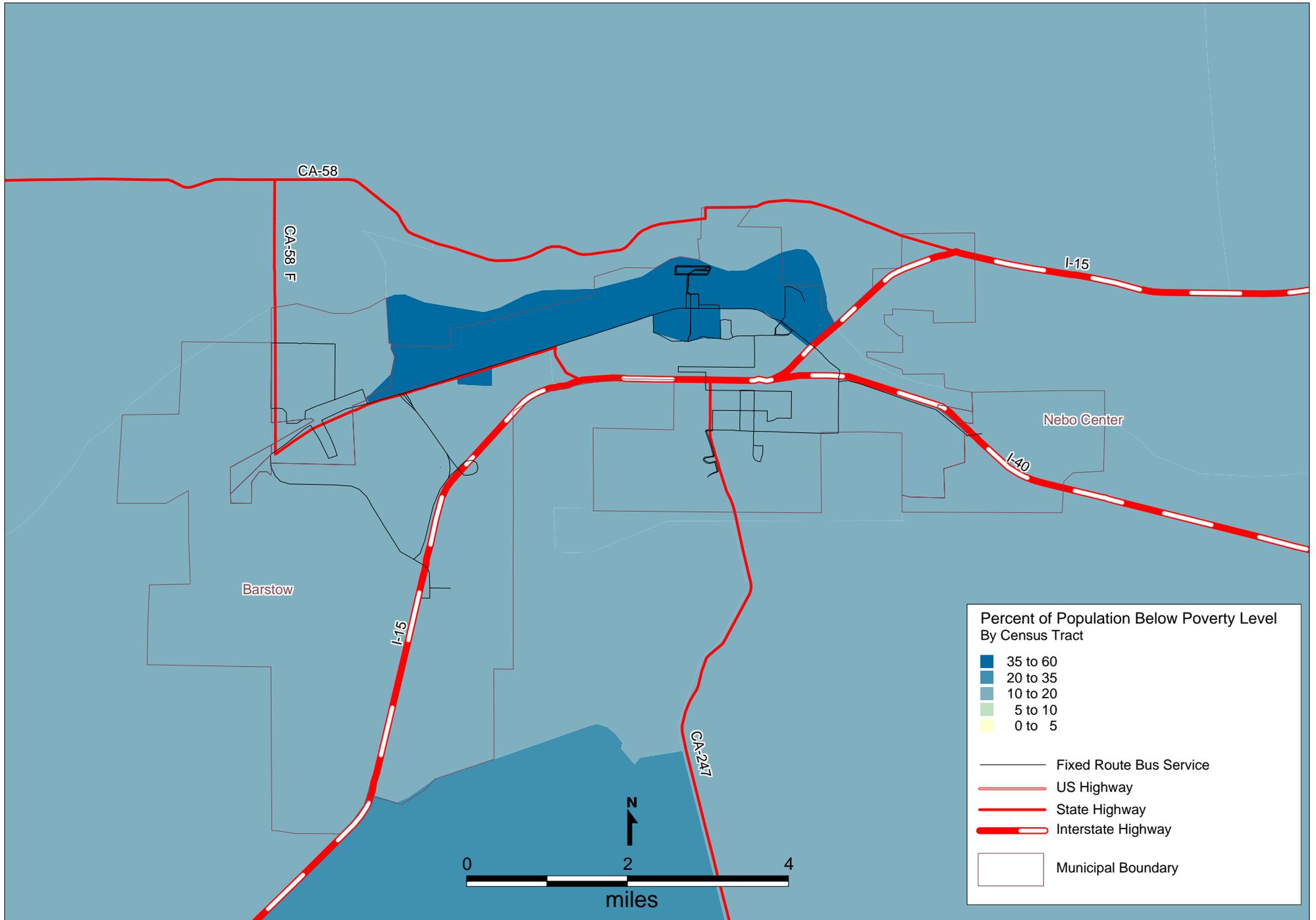


Barstow - Disabled Persons

Based on Census Table P041 Go-Outside-Home Disability Variable



Barstow - Percent Population Under Poverty Level



This page purposefully left blank

Low Income Persons: Fixed Route span of service is too short for most work trips. (BAT hope to address this in upcoming service review.)

Seniors and Persons with Disabilities: Inability of DAR to meet all demand. Seniors complain of long waits. According to BAT , most of the peak demand is 7-9 p.m. – and they cannot always accommodate all riders.

E-Survey Profile

An e-survey was distributed to agencies that provide service to the Barstow sub-area. The tables at the end of the chapter list the responses to the e-survey. There were 22 respondents who serve clients in the Barstow sub-area. The following are the key highlights:

Need for Intercity Transportation to San Bernardino Valley

- Barstow Area Transit estimates a demand of 500 passengers every two weeks for service to the San Bernardino Valley.
- 15 other agencies cite a need for intercity transit service to key medical and social service agency destinations in the San Bernardino Valley at varying demand levels from 10 clients a month to 150 clients once or twice a month. Collectively, there is a significant unmet need for intercity transportation.

Transit Service to Victor Valley

- 14 agencies cite a need for intercity transit service to Victor Valley with varying demand levels from 5-10 a day to 80 total clients that need the service.
- Only 4 of the agencies have funding available to serve intercity trips to Victor Valley

Other Unmet Needs

- There are significant waiting periods to access the dial-a-ride services
- Need for evening and weekend services for developmentally disabled clients

Coordination Opportunity and Strategies

One action planning workshop was held at the Barstow Ramada Inn on August 22nd. The following strategies were developed by the six stakeholders participating in the action planning sessions:

Identified Coordination Opportunity #1: Potential for intercity service to accommodate medical and social service appointments in Victorville and the San Bernardino Valley. Three possible options were identified during the key informant interview process: 1) Coordinate with Vista,. 2) Provide subsidized Greyhound tickets, 3) A 5311(f) intercity transit service between Needles,

Barstow, Victorville, and San Bernardino perhaps two days a week. Key destinations include Loma Linda, Arrowhead and Veterans Hospitals and government offices in San Bernardino. This is the primary coordination opportunity identified for Barstow.

Strategy: Provide discounted Greyhound tickets for trips from Barstow to Victorville and San Bernardino. The city of Barstow already does this however it is a “well kept secret” and has been little used. The availability of these tickets needs to be more broadly communicated both to social service providers and potential users. Omnitrans tickets need to be provided along with the Greyhound ticket.

This type of service is an option for some segments (homeless, veterans) who make infrequent trips. However, it is not useful for seniors and for those with disabilities for whom getting from the Greyhound station to their ultimate destination would be overly difficult.

Strategy: Vista Guidance Center will soon have five 5310 vans which will be used to bring passengers from outlying communities to services in Victorville and San Bernardino. They are looking to coordinate with other agencies for utilization and operations funding. Potential strategies include:

- Collective funding of operations by multiple agencies.
- Purchase of “seats” by other agencies with clients who can use the services.
- Use of Veterans Volunteer Drivers.
- Application for a mobility manager position to coordinate utilization of the vans by various agencies.
- Vista needs technical support to plan operations.

Strategy: 5311(f) funded route which would serve the corridor from Needles to San Bernardino via Barstow and Victor Valley.

- Need to insure local service connections to intercity route.
- Needs to be wheelchair accessible.
- Possibly break the route into segments to make it easier to operate.

Strategy: Participate in unmet needs process to advocate for regular bus service between Barstow and Victorville. (Participants will collectively draft a letter including needs data from all agencies).

Strategy: Have a mobility manager or broker identify the best transportation option for a given trip (Greyhound, Vista or other agency van, intercity bus, etc.) and schedule the trip. The broker would also be an information clearinghouse.

Strategy: Change county rules regarding insurance to allow coordinated uses of agency vehicles. Currently “insurance” limits who county agencies can or can’t transport.

Strategy: Coordinate with medical providers to insure that clients can get appointments on days there is transportation available.

Coordination Priorities

There is a significant demand for intercity service between Barstow and the Victor Valley and Barstow and the San Bernardino Valley to key medical and social service agency destinations. All of the strategies identified in the action planning workshops would help to fill this critical gap in service delivery. The strategy that would have the greatest impact on the target populations is general public fixed route intercity service among Barstow, Victor Valley, and the key San Bernardino Valley destinations. The tables at the end of this chapter begin to document the demand for these services.

High Desert/Barstow Sub-area

Identified Needs to which participants were asked to respond →	Need for Down the Hill Transportation			Need for Transportation from Barstow to Victor Valley		
Questions asked about each area of need →	Do you offer any transp. services that meet this need?	Describe the service. Who is it available to? And at what cost?	Would you accomodate riders other than your current clients on this service?	Do you offer any transp. services that meet this need?	Describe the service. Who is it available to? And at what cost?	Would you accomodate riders other than your current clients on this service?
PUBLIC TRANSIT AGENCIES						
Barstow Area Transit/City Dial-a-Ride	Yes	500 people every two weeks	No	Yes	500 people every two weeks	No
Barstow Area Transit/County DAR	Yes	500 people every two weeks	No	Yes	750 people at least every 2 weeks	No
Barstow Area Transit/Fixed Route	Yes	500 people every two weeks	No	Yes	750 people at least every 2 weeks	No
OTHER TRANSPORTATION PROVIDERS						
Trona Community Sr. Ctr. Operations	Yes	Provide transp., with reservation, to Dr. appts and airports.	Yes		We take clients to Victorville and Barstow as needed.	
VA Loma Linda	No		No	No		No
B.E.S.T. Opportunities	No		No	No		Yes
Vista Guidance Centers	Yes	We will offer this service when we get our vehicles.	Yes	No	We will not be having regular trips yet. Only on an as-need basis.	Yes

High Desert/Barstow Sub-area

Identified Needs to which participants were asked to respond →	Need for Down the Hill Transportation			Need for Transportation from Barstow to Victor Valley		
Questions asked about each area of need →	Do your constituents experience these needs?	Please quantify - how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?	Do your constituents experience these needs?	Please quantify - how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?
PUBLIC AGENCIES						
California Children Services	Yes	150 once/twice a week	No	Yes	50 once or twice a week	No
County Department of Veterans Affairs	Yes	45 - 50 monthly	No	Yes	5-10 per day	No
County of San Bernardino- Dept of Childrens Services	Yes	not tracked	Yes	Yes	not tracked	Yes
First 5 San Bernardino	No		No	No		No
Human Services, San Bernardino County	Yes		No	Yes		No
IHSS Public Authority	Yes	80	No	Yes	80	No
Inland Empire Health Plan	Yes		Yes	Yes		Yes
San Bernardino County Human Services Dept.			Yes			Yes
Transitional Assistance Department (TAD)	Yes	low %	No	Yes	low %	No
PRIVATE, NONPROFIT AGENCIES						
Barstow Senior citizens Center	Yes	2000 on a daily need	No	Yes	2000 on a daily need	No
Goodwill Industries	No		No	No		No
High Desert Resource Network	Yes		No	Yes		No
Housing Authority of the County of San Bernardino	Yes	10. Possibly more	No	Yes	10. Possibly more	No
New Hope Village, Inc.	Yes	varies	No	Yes	varies	No
Option House, Inc.	Yes		Yes	Yes		Yes
County of San Bernardino Preschool Services Department	No		No	Yes		No
PRIVATE, FOR PROFIT AGENCIES						
Superior Shuttle Company	Yes		No	Yes	approx 1 or 2 per month	No

Additional Unmet Transportation Needs: High Desert/Barstow

What additional unmet transportation needs do your clients have? Please be as specific as possible and tell us how many individuals this need impacts.

- 1) 250 people at least every 2 weeks to the San Bernardino valley area
- 2) More bus shelters and bus benches
- 3) More bus stop signs

- 1) More bus shelters and bus benches
- 2) More transit service information available at different locations, like bus shelters
- 3) 250 people at least every 2 weeks to the San Bernardino Valley area
- 4) More bus stop signs so people will know where to catch the bus

We often don't have enough available drivers for the amount of clients.

Disabled clients could benefit from transportation for social activities after our program is closed. Most of our clients walk to and from their friends houses at night and weekends.

From Needles, Morongo Valley to Loma Linda Children's Hospital and to the LLUMC team center in San Bernardino California - Approx 300 disabled children/families once/twice a month

People have to wait extended periods of time to use the dial a ride system. Not unusual to wait up to several hours.

If these services are presented, perhaps more would respond to use the services.

We serve the homeless population.

7. MOUNTAINS (CRESTLINE, BIG BEAR LAKE)

Participants

The following is a list of participants from the kickoff meetings, stakeholder interviews, focus groups, and action planning workshops:

- Big Bear Lake (BBL) Senior Center
- Mountain Area Regional Transit Authority (MARTA)
- Rim Family Services
- Citica
- Rebuilding Mountain Hearts and Lives
- Crest Forest Senior Citizens
- Department of Rehabilitation, State of California
- Public Works Department, San Bernardino County
- SANBAG
- Focus Group of Consumers

Transportation Services Available

Transit services within the Mountain area are provided by MARTA.

- MARTA provides six round trips daily from Crestline/Arrowhead and from Big Bear Lake to the San Bernardino Valley. There are plans to expand this service.
- There is one very long local route that serves from East of Crestline, along the Rim to Running Springs. The route makes five round trips per day...but not every community is served on every trip. Service is from about 6:15 a.m. to 6:15 p.m.
- Big Bear Valley has two shorter routes – a local and an express with service from 6:15 a.m. to 6:15 p.m.
- Trips between Crestline area and BBL can be made by transferring at Running Springs from the Crestline Arrowhead Route to the twice a day BBL-San Bernardino Route.
- General Public Dial-A-Ride service is operated in BBL, Crestline, Arrowhead and Running Springs and does advance and same day reservations.

There are few social service transportation resources in the Mountains area.

Evaluation of Public Transportation Service Levels

A Transit Connectivity Index (TCI) was utilized in five of six sub-areas of San Bernardino County. This assessment tool measures the service levels of fixed route bus and rail public transit. Transit service levels for the purposes of TCI are based on access, intensity and frequency of transit service in a given Census Block. Access is captured by a quarter mile buffer around each bus route (a half mile radius was used for Metrolink stations). Intensity is based on the number of weekly bus route trips and trains that serve the Census Block. Frequency is the sum of total weekly trips for all routes in both directions within the buffered area. This combined measure results in an index. For a given Census Block, the index accounts for the percentage of land area

within walking access to a bus route, the number of bus lines and rail stations, and the frequency of the transit.

The TCI for the Mountains sub-area is displayed on the following page. According to the TCI Index, fixed-route service levels are good to moderate in the Crestline and Arrowhead areas. Service levels in the Big Bear Lake area are more moderate.

Review of Demographics of Target Population Groups

There was a population of 35,494 in the Mountains Area sub-area as of the 2000 Census. There are three target markets of the Coordination Plan:

- Seniors: 4,101 or 12% of the population
- Disabled who go outside the home: 1,397 or 4% of the population
- Low Income: 3,262 residents or 9% were below the Poverty Level in 2000.

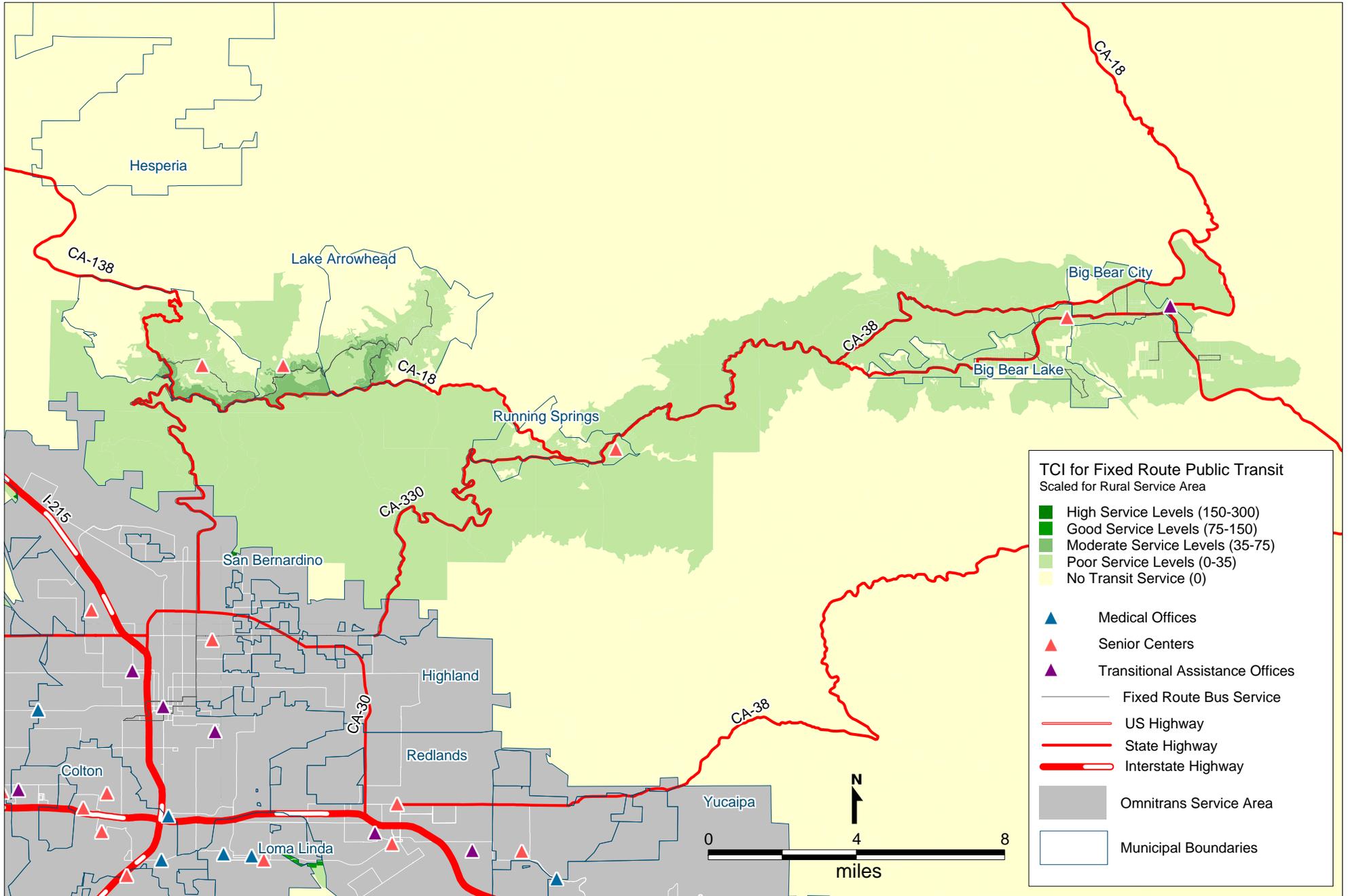
Demographic Variable	Mountain Area
Total population	35,494
Total Population Age 65 Years +	4,101
Percent Population Age 65 Years +	12%
Total Go-outside-home disability	1,397
Percent Disabled	4%
Population below Poverty Level	3,262
Percent Below Poverty Level	9%

A series of maps follow that provide detail on the distribution of the target populations in 2000.

Transportation Needs among Target Groups

All Groups: There are a variety of reasons for which residents need transportation “off the mountain” to the San Bernardino Valley. These include medical appointments, social service appointments and court dates. However, making the connection between MARTA and Omnitrans to travel to the key destinations (medical facilities, TAD offices, Social Security, Courts) is seen as too difficult for many seniors, persons with disabilities and low income individuals.

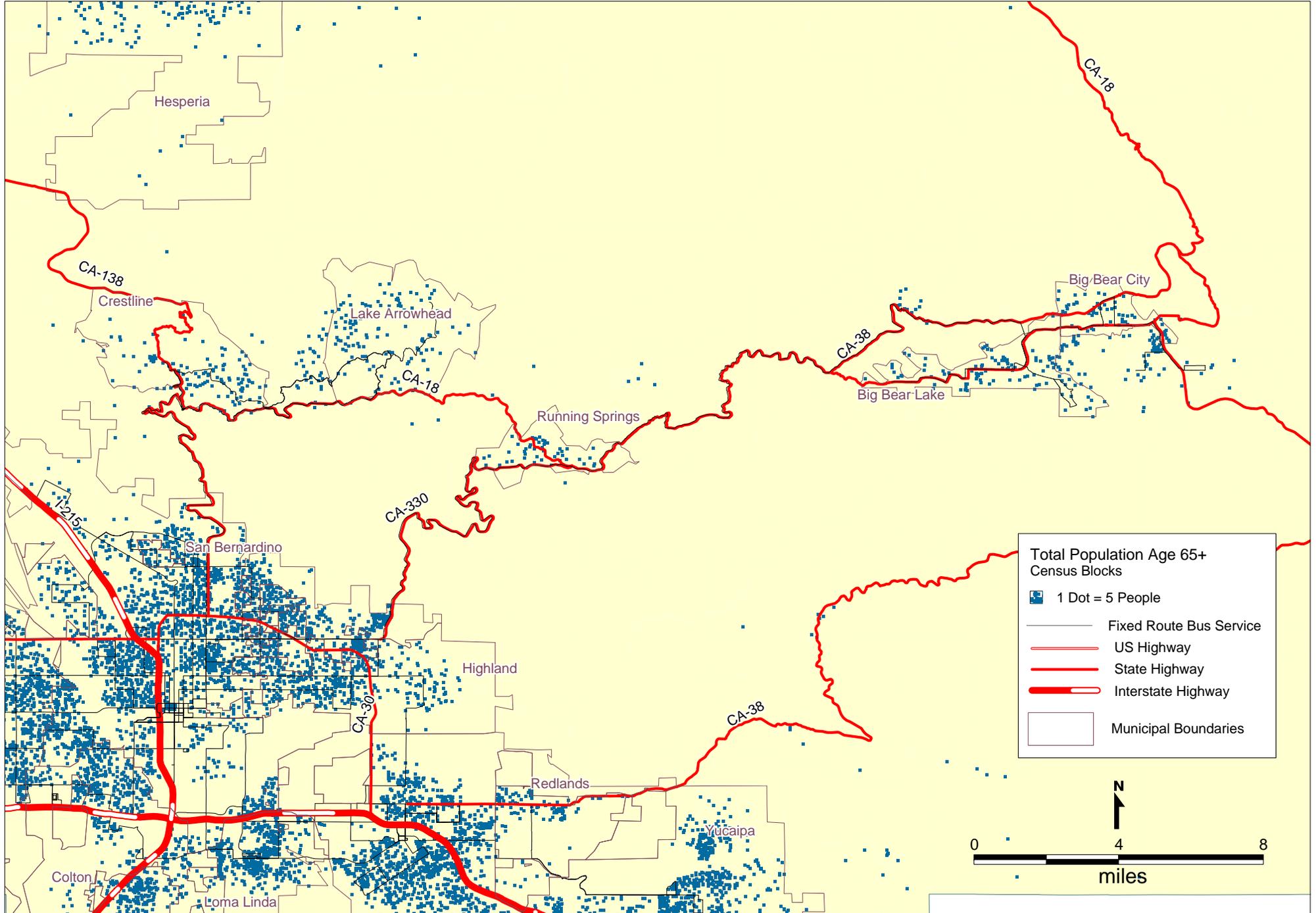
Mountain Area - Transit Connectivity Index



The Transit Connectivity Index (TCI) measures the service levels of fixed route bus and rail public transit. Transit service levels for the purposes of TCI is based on access, intensity and frequency of transit service in a given Census Block. Access is captured by a quarter mile buffer around each bus route (a half mile radius was used for Metrolink stations). Intensity is based on the number of weekly bus route trips and trains that serve the Census Block. Frequency is the sum of total weekly trips for all routes in both directions within the buffered area. This combined measure results in an index. For a given Census Block, the index accounts for the percentage of land area within walking access to a bus route, the number of bus lines and rail stations, and the frequency of the transit.

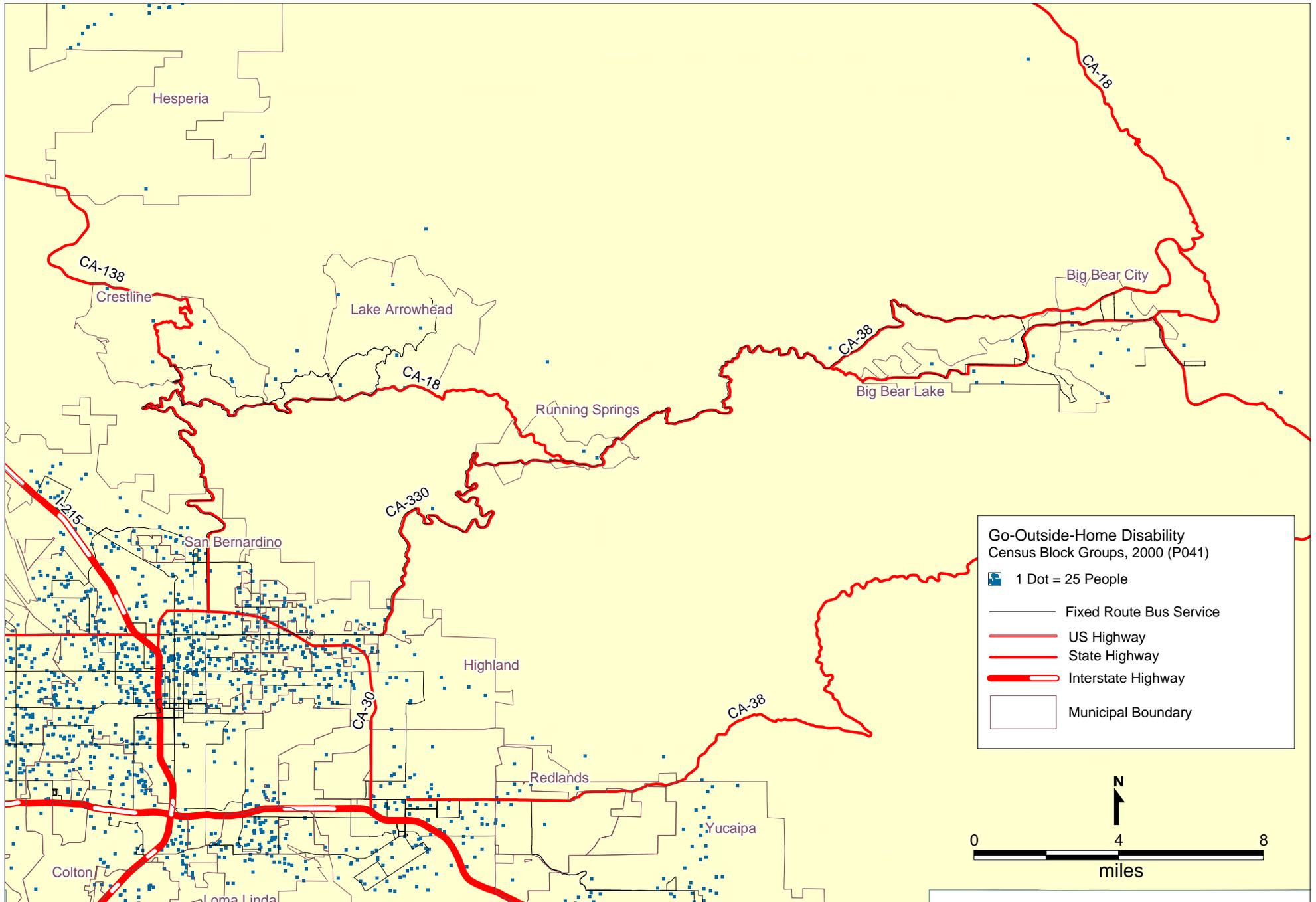
$$TCI = \text{Sum}((1/4 \text{ mile buffer area intersecting block}) * (\text{route total trips})) / \text{total census block area}$$

Mountain Area - Total Population Age 65+

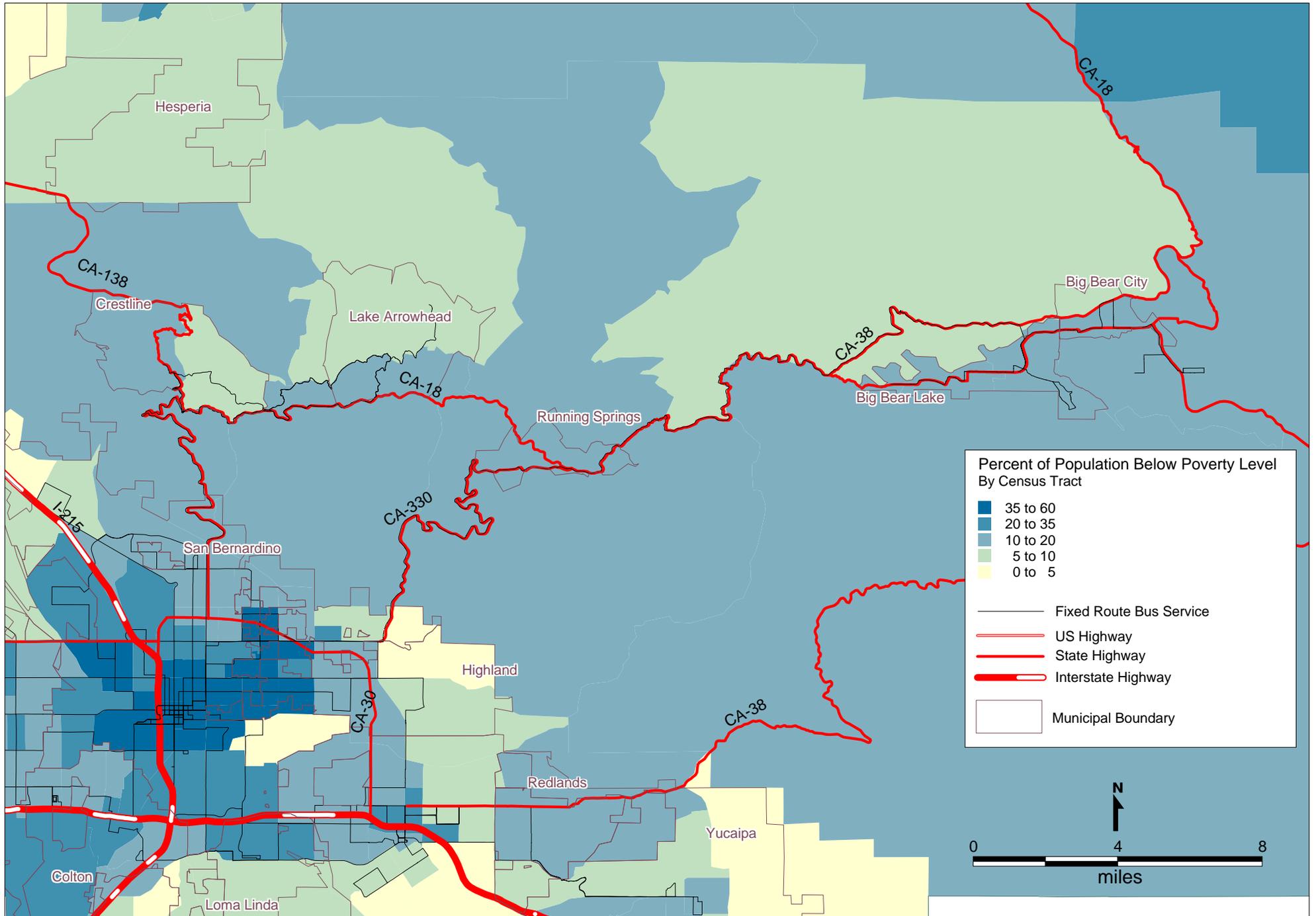


Mountain Area - Disabled Persons

Based on Census Table P041 Go-Outside-Home Disability Variable



Mountain Area - Percent Population Under Poverty Level



“People can’t get “off the mountain” to file for necessary welfare benefits, or go to court. Clients have limited capabilities to figure out how to link from MARTA to local transit services once they get dropped in San Bernardino...”Rim Family Services

“Transportation off the mountain is a big problem. People have trouble connecting to local services once they are in San Bernardino...”Rebuilding Mountain Hearts and Lives

Transit services in the Crestline area and the Rim communities are very limited in terms of hours, frequency and coverage.

“There are women who would come to the Senior Citizens Club, but they don’t have transportation. There used to be people who used MARTA to the Senior Center, but not now. Second Thursday of each month is the County luncheon which is well attended. Have only seen MARTA there once in the last few months...”Crest Forest Senior Citizens

Service between Crestline and Big Bear Lake is infrequent and requires a difficult transfer. Seniors and other individuals would like to be able to travel between the communities for shopping.

“Seniors would like service from Crestline to BBL for shopping – without having to transfer at Running Springs. Even one day a week would be good...”Consumer

“In the winter, MARTA won’t go to Running Springs, where many low income people live, after dark...”RIM Family Services

Low Income Individuals: A large number of individuals need to go to Rim Family Services regularly for a variety of counseling services. It is difficult to get there on either the fixed route (no stop) or Dial-a-Ride services (limited hours).

Many low income individuals cannot afford even the modest fares charged by MARTA.

“Teens needing to get to and from our after school programs (drugs, anger management). They can ride here on the school bus but getting home is difficult. Some of our daytime clients can use MARTA, but there is no stop at RIM’s offices...so they have to schedule DAR. Would be wonderful if there were a MARTA stop closer...”RIM Family Services

“Many of our clients can’t afford the \$2 per trip MARTA fare...”RIM Family Services

E-Survey Input on Potential Coordination Opportunities

An e-survey was distributed to agencies that provide service to the Mountain Areas sub-area. The tables at end of this chapter list the responses to the e-survey. There were 20 respondents who serve clients in the Mountains Area. The following are the key highlights:

Intercity Transportation

- Since MBTA currently provides intercity service from both Lake Arrowhead/Crestline and Big Bear Lake, most of the input had to do with more direct service to medical facilities, and weekend service.
- Nine public agencies and six private non-profit agencies cited a need for down-the hill transportation.

Need for Transportation to RIM

- Four agencies cited a need for service to Rim and all have funding available to pay for the service.

Need for Transportation Between Crestline/Lake Arrowhead and Big Bear Lake

- Five agencies cited a need for the service from Crestline/Arrowhead to BBL, and three could pay for the service.
- One agency cited that they served 150 clients in need of medical services in Big Bear Lake and/or social services. Linkages to shopping was also requested.

Other Unmet Needs

A few examples from the tables at the end of this chapter:

- “Need transportation to the clinic here for medical care, more transit service especially on weekends; service to low income Spanish speaking individuals; Latino individuals do not use transportation because no one speaks Spanish”
- “Most of RMHL clients are disabled, seniors, or low-income families, many of which have young children. They need transportation to government agencies, hospitals, doctor appointments, day care, shopping (food & clothes) and general transportation.”

Coordination Opportunities and Strategies

Two action planning workshops were held at fire station community rooms in Lake Arrowhead and Crestline on August 16, 2007. The following strategies were developed by the ten stakeholders participating in the action planning sessions:

Coordination Opportunity #1: Intercity service to the San Bernardino Valley for medical and social service agency trips. Transferring from MARTA to Omnitrans and figuring out how to get to their destination is beyond the capabilities of many seniors and social service clients. When

added trips are implemented, extend service in San Bernardino to circulate among key destinations – TAD offices, Court, medical facilities. Implementation details are critical in meeting needs of clients of Mountain Area social service agencies. The participants at the action planning workshop agreed that the routing and schedule proposed in the MARTA Comprehensive Operations Analysis would greatly enhance the off the mountain service.

Strategy: Implement the recommendations with bus stops at these locations:

- St. Bernardines
- DMV
- Courthouse (downtown San Bernardino)
- Carousel Mall (downtown San Bernardino)
- Gilbert & Waterman (Counseling Center)
- Wal-Mart (transfer to Beaver Clinic)
- 40th and Waterman (transfer to Omnitrans)
- San Bernardino Valley Community College/University – stops or transfers

Strategy: Create a resource guide that would show Mountains’ riders how to get to key locations in San Bernardino Valley using the Off the Mountain service in conjunction with Omnitrans. Provide information in English and Spanish. Also enhance MARTA website to include this information.

Coordination Opportunity #2: Enhanced transportation within the Crestline and Rim areas, as well as the need for more direct transportation between Crestline and Big Bear Lake.

Strategy: Participate in unmet needs process to ask for later evening service (until 8 p.m.) including Running Springs.

Strategy: Secure 5310 accessible mini-van for use by Rebuilding Mountain Hearts and Lives in conjunction with RIM and other non-profits in the Mountains to fill “hard to serve” transportation needs.

Strategy: Improve service between Crestline and Big Bear Lake. Planned MARTA schedule change and addition of another OTM trip will address this. Need shelter or better transfer point for connection between the two routes.

Strategy: Provide subsidized bus passes for low income individuals.

Strategy: Add MARTA bus stop at RIM’s offices. They will even adjust program times to accommodate bus schedule.

Strategy: Place bus stop signs at all MARTA stops on the mountain and along the intercity routes

Coordination Priorities

Implementation of the recommendations of the Operations Analysis to expand the route, add stops, and increase the number of runs to two round trips a day from both Crestline/Lake Arrowhead and Big Bear Lake would have the most significant impact on the target populations.

Acquisition of an accessible mini-van for use by Rebuilding Mountain Hearts and Lives in conjunction with RIM and other non-profits in the Mountains to fill “hard to serve” transportation needs is also a very high priority for serving the needs of the target populations.

MARTA has plans to improve the connections between Crestline/Lake Arrowhead and Big Bear Lake, which will close a gap in the existing transit network and provide a significant number of trips to the target populations.

Mountains Sub-area

Identified Needs to which participants were asked to respond →	Need for Down the Hill Transportation			Need for Transportation to RIM Counseling Center			Need for Transportation between Crestline and Big Bear Lake		
Questions asked about each area of need →	Do you offer any transp. services that meet this need?	Describe the service. Who is it available to? And at what cost?	Would you accomodate riders other than your current clients on this service?	Do you offer any transp. services that meet this need?	Describe the service. Who is it available to? And at what cost?	Would you accomodate riders other than your current clients on this service?	Do you offer any transp. services that meet this need?	Describe the service. Who is it available to? And at what cost?	Would you accomodate riders other than your current clients on this service?
OTHER TRANSPORTATION PROVIDERS									
VA Loma Linda	No		No	No		No	No		No
County of San Bernardino Preschool Services Department	No		No	No		No	No		No
Questions asked about each area of need →	Do your constituents experience these needs?	Please quantify - how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?	Do your constituents experience these needs?	Please quantify - how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?	Do your constituents experience these needs?	Please quantify - how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?
PUBLIC AGENCIES									
Big Bear Valley Recreation and Parks: Senior Center	Yes	100	No	No		No	No		No
California Children Services	Yes	50 once or twice a month	No	Yes	50 once or twice a month	Yes	No		No
County Department of Veterans Affairs	Yes	10-15 per day	No	No			No		
County of San Bernardino- Dept of Childrens Services	Yes	not tracked	Yes	Yes	not tracked	Yes	Yes	not tracked	Yes
Department of Behavioral Health	No			Yes		No	No		
First 5 San Bernardino	No		No	No		No	No		No
Human Services, San Bernardino County	Yes		No	Yes		No	No		No
IHSS Public Authority	Yes	60	No	No		No	Yes	25	No
Inland Empire Health Plan	Yes		Yes	Yes		No	No		No
Mountains Community Hospital	Yes	10-15 pts per week	No	No		No	No		No
San Bernardino County Human Services Dept.			Yes			Yes	No		No
Transitional Assistance Department (TAD)	Yes	Significant %	No	No		No	Yes	Significant %	No

Mountains Sub-area

Identified Needs to which participants were asked to respond →	Need for Down the Hill Transportation			Need for Transportation to RIM Counseling Center			Need for Transportation between Crestline and Big Bear Lake		
Questions asked about each area of need →	Do your constituents experience these needs?	Please quantify - how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?	Do your constituents experience these needs?	Please quantify - how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?	Do your constituents experience these needs?	Please quantify - how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?
PRIVATE, NONPROFIT AGENCIES									
Colton Clinical Services	Yes	8 ongoing	No	Yes	5 ongoing	No	No		No
Family Service Association of Redlands	Yes	very limited	No	No		No	No		No
Foothill AIDS Project	Yes	10 clients, weekly	Yes	Yes	5 clients, monthly	No	No		No
High Desert Resource Network	Yes		No	Yes		No	Yes		No
Option House, Inc.	Yes		Yes	Yes		Yes	Yes		Yes
Rebuilding Mountain Hearts & Lives	Yes	Most all families (500) have some need such as agency, medical, educational, employment.	No	Yes	Most all (300) ind do not have transportation to services or cannot afford private cars	No	Yes	150 need medical services in BBL and/or social services. Others shopping is requested.	No

Additional Unmet Transportation Needs: Mountains Area

What additional unmet transportation needs do your clients have? Please be as specific as possible and tell us how many individuals this need impacts.

More direct transportation to doctor's offices down-the-hill. Most of the seniors I deal with are afraid of being stranded down the hill if they rely on the buses in San Bernardino. I also have funding shortages.

Special Education students requiring transportation to weekly appointments with assistance for the parents/guardians to participate, throughout the county.

Need transportation to the clinic here for medical care, more transit service especially on weekends; service to low income Spanish speaking individuals; Latino individuals do not use transportation because no one speaks Spanish

Access to County Hospital 24 hours a day from anywhere in the county.

200 clients need increased transportation access between eastern San Bernardino County (SB City) and western San Bernardino County (Ontario, Rancho Cucamonga) weekly.

Most of RMHL clients are either disabled, seniors, or low-income families, many of which have young children. They need transportation to gov agencies, hospitals, doctor appts, day care, shopping (food & clothes) and general transportation.

This page purposefully left blank

8. VICTOR VALLEY

Participants

The following is a list of participants from the kickoff meetings, stakeholder interviews, focus groups, and action planning workshops:

- Victor Valley Transit Authority
- Aging and Adult Services, San Bernardino County
- Transitional Assistance (ESPCaIWORKS), San Bernardino County
- Department of Behavioral Health, San Bernardino County
- Rolling Start
- Dept. of Public Works, San Bernardino County
- Victor Valley Community Services
- Inland Regional Center
- Telecare
- Hand to Hand Outreach
- High Desert Resource Network
- Superior Shuttle
- Department of Rehabilitation, State of California
- Head Start

Transportation Services Available

VVTA provides both fixed route and ADA paratransit service within the Victor Valley area. Their services include:

- 10 local routes within the Victorville/Apple Valley area
- 3 County Routes including service to Helendale, Lucerne Valley, Baldy Mesa, Phelan and Wrightwood.
- Direct Access ADA paratransit service.

Greyhound service connects Victorville with San Bernardino and Barstow. (Round trip fare to San Bernardino is \$28).

Superior Shuttle is a private door-to-door transportation service, primarily providing trips to Ontario and Los Angeles airports. Superior also contracts with the County to transport foster care youth and with the Department of Aging for seniors. (\$70-\$80 for trips “down the hill”)

Client only transportation is provided by Head Start, Hand to Hand Outreach and Precious Cargo.

Evaluation of Public Transportation Service Levels

A Transit Connectivity Index was utilized in five of six sub-areas of San Bernardino County. This assessment tool measures the service levels of fixed route bus and rail public transit. Transit service levels for the purposes of TCI are based on access, intensity and frequency of transit service in a given Census Block. Access is captured by a quarter mile buffer around each bus

route (a half mile radius was used for Metrolink stations). Intensity is based on the number of weekly bus route trips and trains that serve the Census Block. Frequency is the sum of total weekly trips for all routes in both directions within the buffered area. This combined measure results in an index. For a given Census Block, the index accounts for the percentage of land area within walking access to a bus route, the number of bus lines and rail stations, and the frequency of the transit.

On the next page, the map shows the Transit Connectivity Index for the Victor Valley. The map illustrates large areas of the Victor Valley where there is little or no fixed route access. While there are pockets of good and moderate service levels, service is mostly concentrated along major arterial corridors. Generally poor service levels and lack of connectivity was also reported in the key informant and focus groups.

An analysis of paratransit trips was also conducted in the Victor Valley. The illustrative map that follows shows the wide dispersion and relatively long paratransit trips in the Victor Valley to the Vocational Improvement Program.

Review of Demographics of Target Population Groups

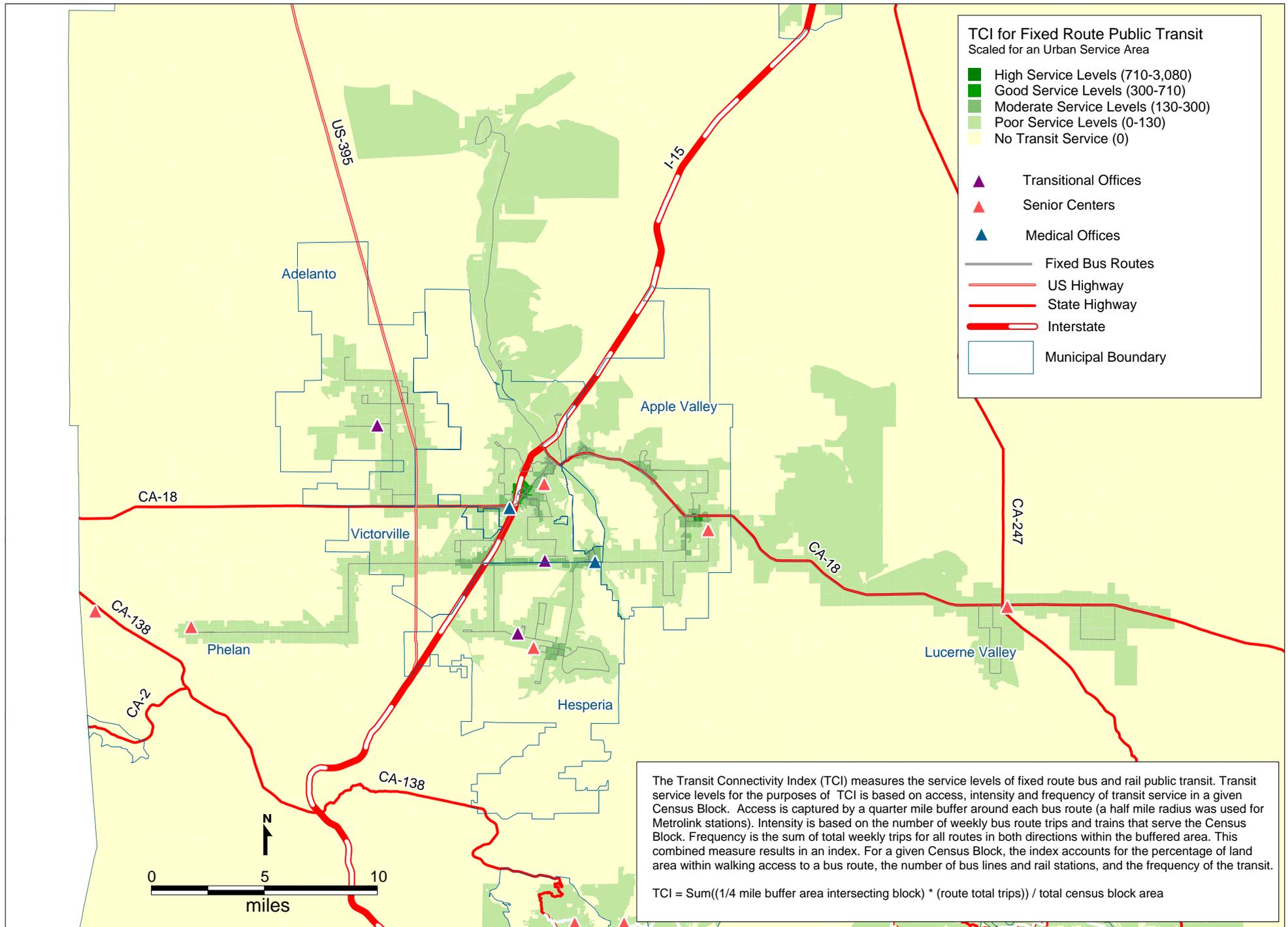
There was a population of just over 200,000 in Victor Valley sub-area of San Bernardino County as of the 2000 Census. There are three target markets of the Coordination Plan:

- Seniors: 22,645 or 11% of the population
- Disabled who go outside the home: 13,499 or 7% of population
- Low Income: 34,134 or 17% of the population

Demographic Variable	Victor Valley
Total population	201,501
Total Population Age 65 Years +	22,645
Percent Population Age 65 Years +	11%
Total Go-outside-home disability	13,499
Percent Disabled	7%
Population below Poverty Level	34,134
Percent Below Poverty Level	17%

A series of maps on the following pages provide detail on the distribution of the target populations in 2000.

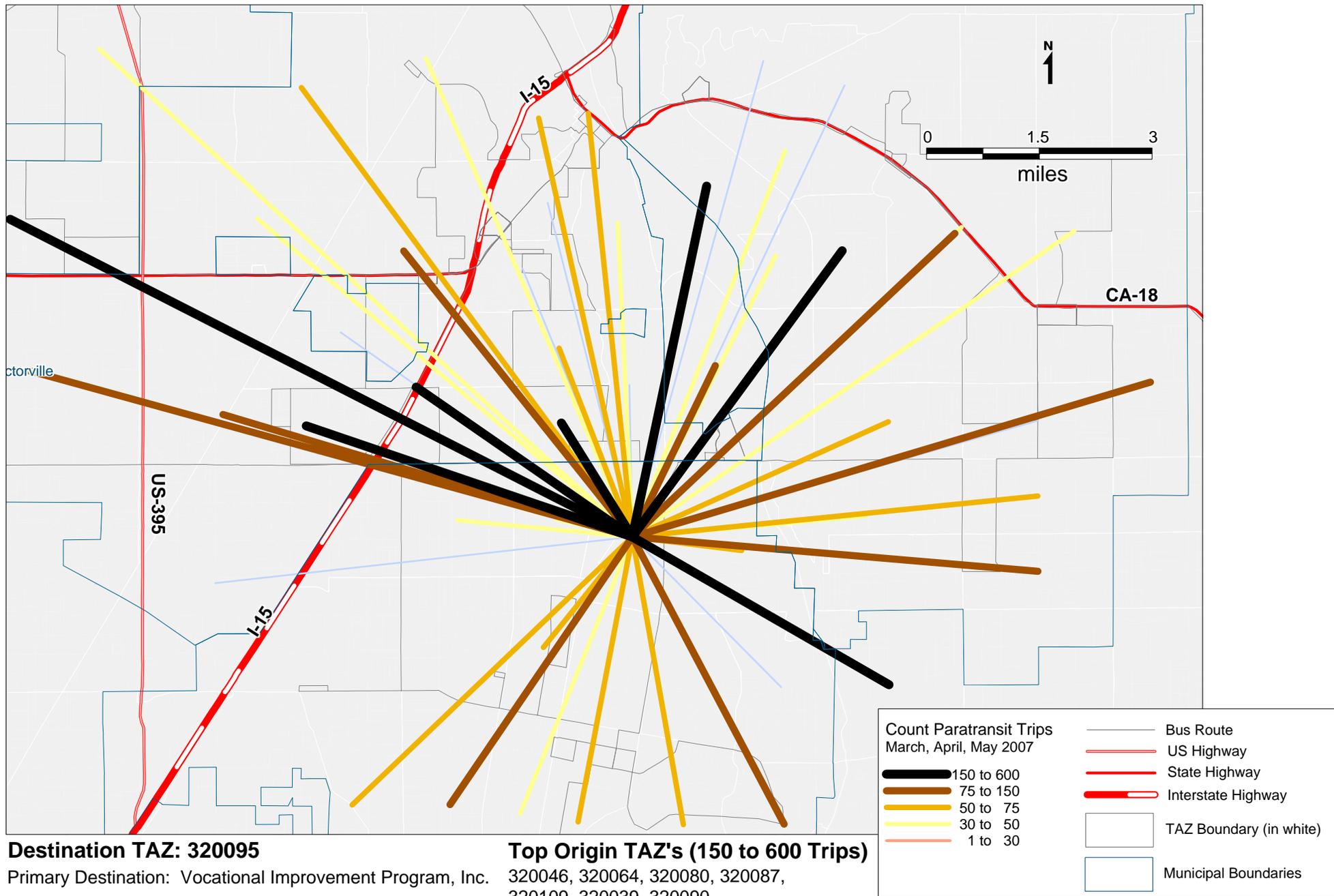
Victor Valley - Transit Connectivity Index



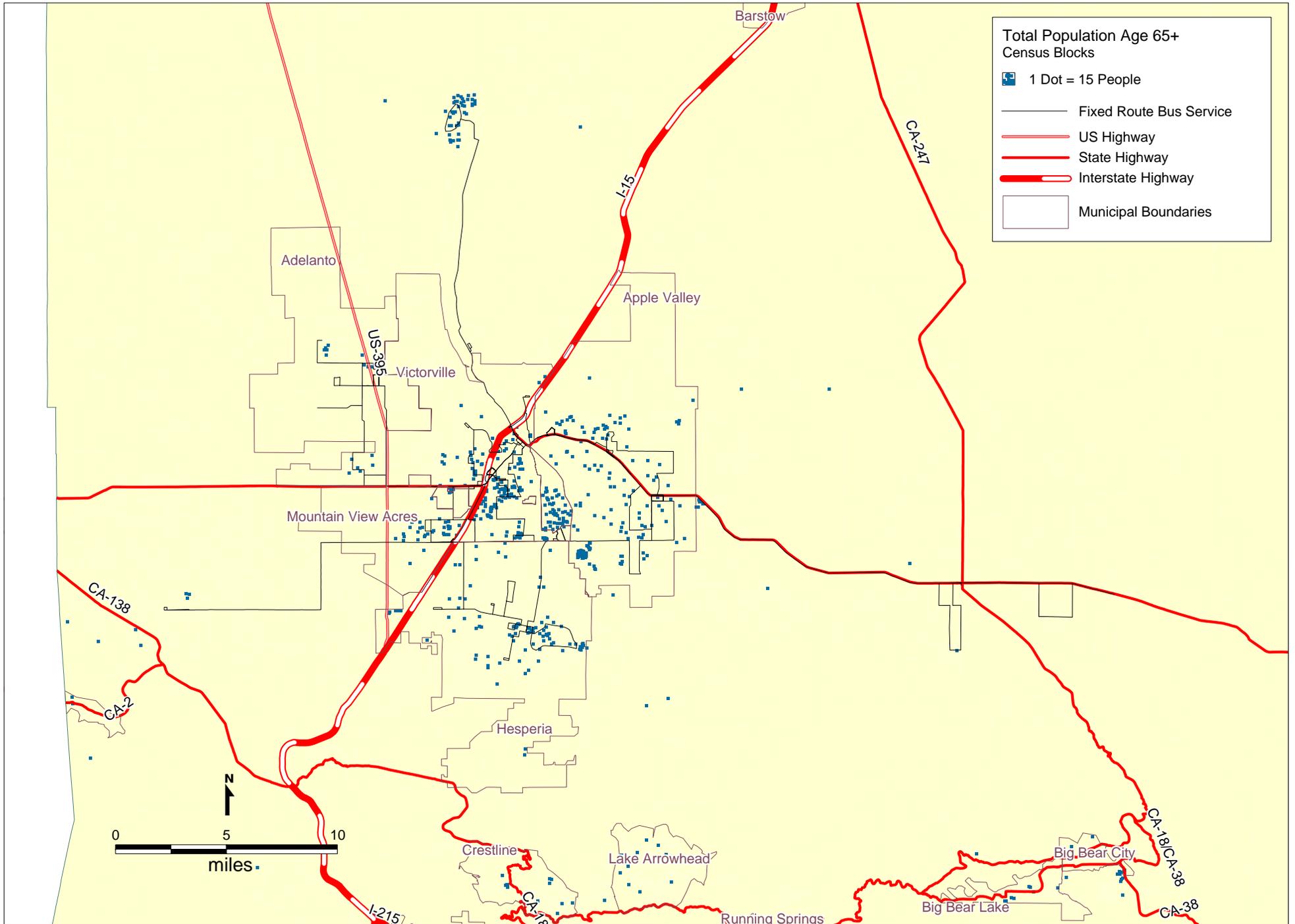
The Transit Connectivity Index (TCI) measures the service levels of fixed route bus and rail public transit. Transit service levels for the purposes of TCI is based on access, intensity and frequency of transit service in a given Census Block. Access is captured by a quarter mile buffer around each bus route (a half mile radius was used for Metrolink stations). Intensity is based on the number of weekly bus route trips and trains that serve the Census Block. Frequency is the sum of total weekly trips for all routes in both directions within the buffered area. This combined measure results in an index. For a given Census Block, the index accounts for the percentage of land area within walking access to a bus route, the number of bus lines and rail stations, and the frequency of the transit.

$$TCI = \frac{\text{Sum}((1/4 \text{ mile buffer area intersecting block}) * (\text{route total trips}))}{\text{total census block area}}$$

Victor Valley - Paratransit Trips to TAZ 320095

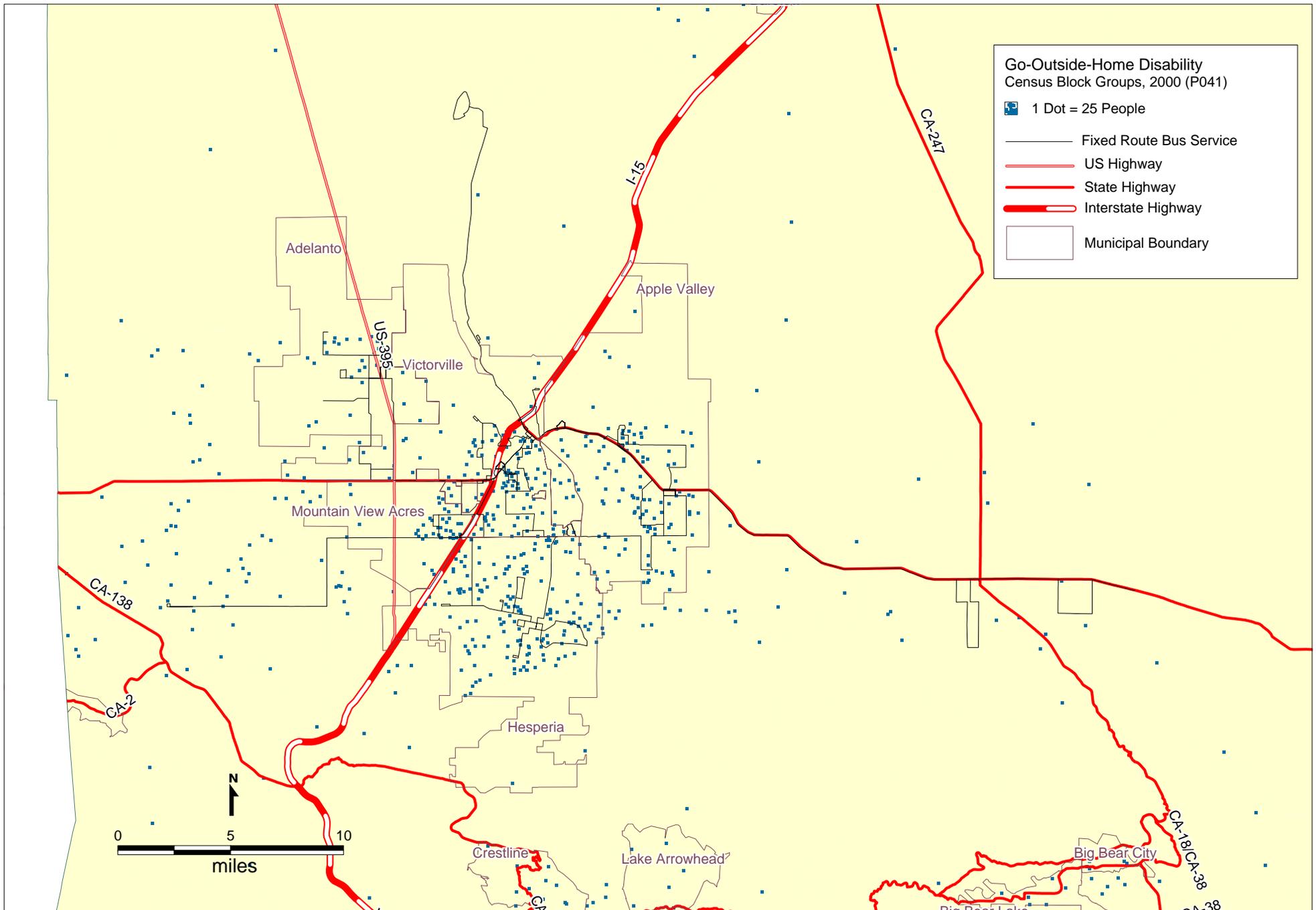


Victor Valley - Total Population Age 65+

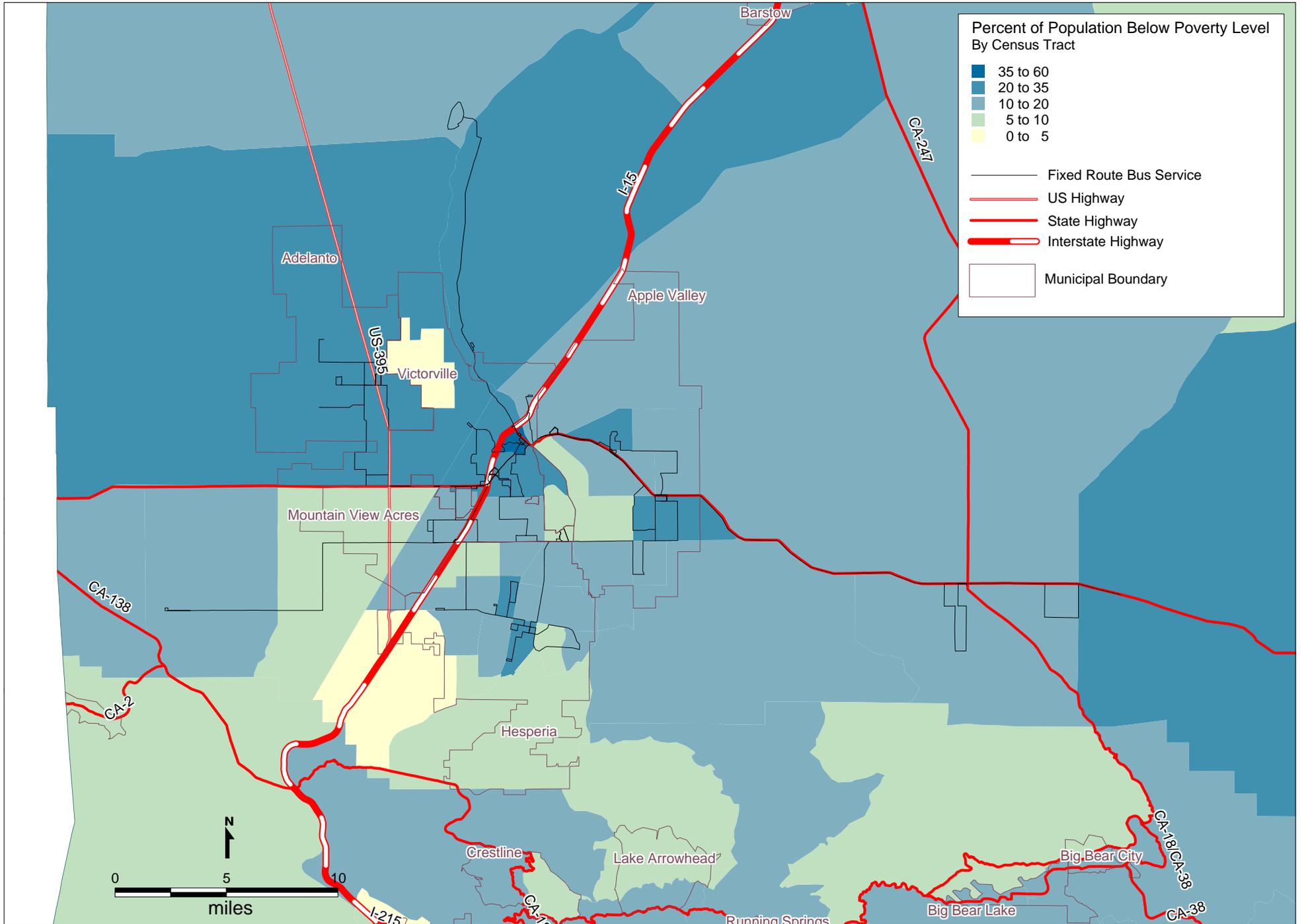


Victor Valley - Disabled Persons

Based on Census Table P041 Go-Outside-Home Disability Variable



Victor Valley - Percent Population Under Poverty Level



This page purposefully left blank

Transportation Needs among Target Groups

Seniors and Persons with Disabilities: Need for service “intercity transportation” for medical appointments at Loma Linda, Arrowhead Medical Center and Colton Eye Clinic.

“We get lots of requests for transportation down the hill but there is no funding to provide it...”Victor Valley Community Services Senior Referral Program

“We get lots of calls for medical transportation trips down the hill, but the \$70-\$80 charge is prohibitive to the seniors and disabled individuals who call. We would be interested in providing a group service if a subsidy could be provided...”Superior Shuttle

Desire for General Public Dial-a-Ride service to provide transportation to local medical and other appointments. Getting from the neighborhood to the bus stop can be difficult because of the low density development within the area.

“Lack of general public DAR is the most pervasive problem. The Victor Valley is huge and growing the fixed routes only cover a limited area. Many clients are very low income and only find housing in lower cost, remote areas. A GP DAR service would be extremely helpful, even if only served as a feeder to mainline fixed route services...”California Department of Rehabilitation

Persons with Disabilities: Paratransit Certification can be difficult to acquire even for individuals for whom fixed route service is very hard to use. Many bus stops are not accessible, and individuals in wheelchairs often have to travel on the roadway to get to the bus stop. Consumers report that fixed route drivers are insensitive to disabled riders, make rude comments and sometimes pass them up.

“Getting to VVTA offices to complete an ADA Paratransit application is a problem. Clients have to jump through significant hoops to get certification, and it takes way too long. Many of client needs are immediate...” California Dept of Rehabilitation

“Often the lifts don’t work or drivers drive past you [referring to VVTA fixed route]. She has applied for ADA twice but been denied. She can’t use her electric chair in the rain. And she has to travel on the roadway on Hesperia Rd. to get to the bus stop. She’s afraid that the transportation changes proposed will cut out her stop altogether...” Disabled Consumer

Low Income Individuals and Persons with Disabilities: Need local transit service to be more functional for travel to/from work and training programs. Currently, it can take 2-3 hours to make short trips due to route structure and low frequency of service. Service hours are too short for many jobs and there is no Sunday service.

“Public Transportation to employment is a huge issue. Reliability and availability are significant issues for their clients. It can take 2-3 hours to commute relatively short

distances on VVTA routes, because of transfers, and long headways...” California Dept of Rehabilitation

“I didn’t believe my clients when they told me how long it took to get there on the bus. So I road from Apple Valley (92307) to the office in Hesperia. Took 3 hours. The mall is the focus of all routes – everything goes there first. But the bus stops running before the mall closes at 9 p.m., so even those with jobs at mall have problems....” TAD Case Worker

All Groups: Need for “immediate needs transportation,” both locally and “intercity transportation,” to get social service agency clients to employment interviews, social service agency eligibility screening, non-emergency medical transportation, etc.

E-Survey Input on Potential Coordination Opportunities

An e-survey was distributed to agencies that provide service to the Victor Valley. The tables at the end of the chapter list the responses to the e-survey. There were 23 respondents who serve clients in the Victor Valley. The following are the key highlights:

Need for Medical Intercity Transportation

- VVTA responses to the e-survey indicate that they estimate a demand of 300 weekly fixed route users and 200 paratransit users for intercity medical transportation.
- Victor Valley Perinatal Program provides service for their clients. Vista Guidance Center is planning to provide paratransit service when its 5310 vans arrive.
- Nine public agencies and seven additional private, non-profit agencies cite a need for intercity medical transportation. Several of these agencies have provided estimates of demand for such a service, ranging from 20-30 per day for Veterans Affairs to a “significant %” for Transitional Assistance.

Need for Non-Medical Intercity Transportation

- VVTA estimates a demand of 2000 monthly trips for non-medical transportation.
- A total of 18 agencies, 9 public and 9 private non-profit, cite a need for non-medical intercity transportation . Several agencies quantified their ongoing demand, but many others were not able to estimate the demand.
- Only three public agencies have funding to pay for intercity non-medical transportation.
- The Victor Valley Council on Aging noted that the discontinued commuter service used to serve some of this need: “I have 250 persons who I asked about the need to travel down the hill to appointments.” They all said, “they used the Commuter service while it was operating and wished it was still operating”.

Job Access Transportation

- VVTA estimates a market of 5,000 job access trips.
- Thirteen agencies expressed a need for job access transportation and two said they had funds to pay for it.

Enhanced Local Transportation Service

- Nine agencies cited a need for enhanced local transportation, but were mostly unable to document the potential demand for such services.

Immediate Needs Transportation

- Thirteen agencies cited a need for immediate needs transportation, but were generally unable to document the potential demand.
- Six of the above agencies had funding to pay for immediate needs transportation if it were available.

Mobility Training

- VVTA currently provides this service, and the market is approximately 1,000 of their ridership.
- Nine agencies would take advantage of a coordinated mobility training program if it were available.

Coordination Opportunities and Strategies

Three action planning workshops were held at Apple Valley City Hall on August 15th. The following strategies were developed by the 15 stakeholders participating in the action planning sessions:

Identified Coordination Opportunity #1: There are a variety of opportunities for providing intercity medical transportation to Loma Linda, Veteran's Hospital, Arrowhead Medical Center and Colton Eye Clinic, and to other immediate needs destinations.

Strategy: VVTA has begun subsidizing Greyhound tickets with a subsidy level level of 50%. Need local bus service to/from Greyhound Station. Social service providers don't trust Direct Access to make the connection. Need to distribute PDF poster about subsidy program to all agencies.

Strategy: Victor Valley Community Services could become a focal point for a variety of transportation services beyond what VVTA can provide. Specific suggestions included.

- Mobility Manager to oversee implementation of mobility strategies
- Volunteer Driver Service for in town and out of town medical trips
- Get retired vehicle from VVTA
- User side subsidy for private van when most efficient
- Coordination of medical trip schedules

Jump start effort with 5310 and CDBG funding. Create an advisory board to initiate effort.

Strategy: Work through unmet needs process to reinstate an intercity transit route to the San Bernardino Vally. Key destinations would include:

- Arrowhead Regional Medical Center
- Loma Linda
- VA Hospital
- Kaiser
- University
- Downtown SB (Government Offices)
- Connections with Omnitrans

Identified Coordination Opportunity #2: Improved mobility training provides the opportunity to increase access to VVTA transit services by disabled individuals. There is the potential to marshal available mobility training resources from VVTA, California Department of Rehabilitation, the Inland Regional Center and other organizations to formulate an integrated and comprehensive mobility training program in the Victor Valley.

Strategy: Develop Trainer Certification program that would meet everyone's needs then conduct Train the Trainer program. Participants: DOR, DOA, IRC, VVTA, County One-Stop Center, Workforce Investment. Who to take lead? Possibly ROP or Rolling Start?

Strategy: Put list of mobility trainers on internet.

Other Identified Opportunities: A number of strategies were also developed to improve the coordination of public and private transportation in the Victor Valley sub-area:

Strategy: Centralized dispatching for agency vehicles to coordinate resources.

Strategy: Volunteer driver program.

- Mileage reimbursement
- Utilize church volunteers
- Liability insurance

Strategy: Service from Barstow to Loma Linda and VA. Possibly as part of a larger intercity medical transportation route.

Strategy: Provide transit tickets for homeless and reduced fares for low income individuals for immediate transportation needs.

Strategy: Participate in unmet needs process to encourage increased bus network and frequency of service.

Strategy: Have a feeder service, run by a non-profit, to get people from un-served areas to the bus stop.

Strategy: Sensitivity training for VVTA drivers possibly utilizing Rolling Start

Strategy: Improve communications. Hi-Desert Resource Network can do e-blast to agencies. Use 2-1-1 system.

Coordination Priorities

Implementation of a weekday general public fixed route service to key medical and social service agencies is a critical unmet need from the Victor Valley. In the judgement of the consulting team this is a critical priority that needs immediate attention. Public and private non-profit agencies should document the actual number of one-way monthly trips, whether or not the client could use fixed route or needs paratransit service, origins and destinations of trips during a sample month. Public and private agencies are meeting on an ongoing basis in the Victor Valley, and this documentation of demand should be a high priority. SANBAG staff can utilize this information to determine if the service meets reasonable to meet criteria. Public and social service agencies should be willing to guarantee a local contribution for the farebox recovery.

Once Vista Guidance service receives its van, it will play an important role in providing paratransit service to clients who need curb-to-curb or in some cases door-to-door service for public and private social service agency clients.

Victor Valley Sub-area

Identified Needs to which participants were asked to respond →	Need for Medical Down the Hill Transportation			Need for Non-Medical Down the Hill Transportation			Need for Jobs Access Transportation		
Questions asked about each area of need →	Do you offer any transp. services that meet this need?	Describe the service. Who is it available to? And at what cost?	Would you accomodate riders other than your current clients on this service?	Do you offer any transp. services that meet this need?	Describe the service. Who is it available to? And at what cost?	Would you accomodate riders other than your current clients on this service?	Do you offer any transp. services that meet this need?	Describe the service. Who is it available to? And at what cost?	Would you accomodate riders other than your current clients on this service?
PUBLIC TRANSIT AGENCIES									
Victor Valley Transit Authority paratransit	Yes	200 monthly	No	No		No	No		No
V VTA/ Regional Fixed Route	Yes	300 at least weekly	No	Yes	2000 monthly	No	Yes	5000 daily	Yes
OTHER TRANSPORTATION PROVIDERS									
VA Loma Linda	No		No	No		No	No		No
B.E.S.T. Opportunities	No		Yes	No		Yes	No		Yes
Vista Guidance Centers	Yes	We will be offering this service when we get our transportation	Yes	Yes	We will offer this when we get our transportation	Yes	No		
American Youth Soccer Organization (AYSO) Region 665	No		Not Answered	No			No		
Victor Valley Perinatal TX Program	Yes	Taken clients to Arrowhead due to 5150 or need for immediate psych meds. (Urgent needs)☐ (clinic clients only; no cost)	No	Yes	Indiv. clients transported to: Legal Aid, Dental appts., Housing Authority, Children's Fund, Court, Residential Substance Abuse facilities, (our clients only-no cost)	No	No		No

Victor Valley Sub-area

Identified Needs to which participants were asked to respond →	Need for Medical Down the Hill Transportation			Need for Non-Medical Down the Hill Transportation			Need for Jobs Access Transportation		
Questions asked about each area of need →	Do your constituents experience these needs?	Please quantify - how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?	Do your constituents experience these needs?	Please quantify - how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?	Do your constituents experience these needs?	Please quantify - how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?
PUBLIC AGENCIES									
Arrowhead Regional Medical Center	Yes	every week	No	Yes		No	No		Not Answered
California Children Services	Yes	2,000 once/twice a week	Yes	Yes	2,000 once to twice a week	No	No		No
County Department of Veterans Affairs	Yes	20-30 per day	No	Yes	15 per day	No	Yes	10-15 per day	No
County of San Bernardino- Dept of Childrens Services	Yes	not tracked	Yes	Yes	not tracked	Yes	Yes	not tracked	Yes
DCS	Yes	10							
Department of Behavioral Health	No		No	Yes	unk	No	Yes		No
First 5 San Bernardino	No		No	No		No	No		No
Human Services, San Bernardino County	Yes		No	Yes		No	Yes		No
IHSS Public Authority	Yes	200	No	No		No	Yes	150	No
Inland Empire Health Plan	Yes	can't quantify	Yes	Yes	can't quantify	Yes	Yes		No
San Bernardino County Human Services Dept.				Yes		Yes			Yes
Transitional Assistance Department (TAD)	Yes	Significant %	No	Yes	low %	No	Yes	Significant %	No
PRIVATE, NONPROFIT AGENCIES									
Colton Clinical Services	Yes	10-12 ongoing	No	Yes	10-12 ongoing	No	No		No
Superior Shuttle company	Yes	frequent inquiries	No	Yes	frequent inquiries	No	No		
Catholic Charities San Bernardino/Riverside	Yes	41	No	Yes	21	No	Yes	19	No
Foothill AIDS Project	No		No	Yes	10 clients, weekly	No	No		No
Goodwill Industries	No		No	Yes	5/weekly	No	Yes	20/daily	No
High Desert Resource Network	Yes		No	Yes		No	Yes		No
Housing Authority of the County of SAn Bernardino	Yes	10 constituents. At least one to two times/ month, possibly more	No	Yes	10 constituents. One to two times per month, possibly more	No	Yes	5 constituents. Possibly more	No
Option House, Inc.	Yes		Yes	Yes		Yes	Yes		Yes
Victor Valley Community Services Council
Victor Valley Regional Council on Aging	Yes		No	Yes		No	Yes		No

Victor Valley Sub-area

Identified Needs to which participants were asked to respond →	Need for Enhanced Local Bus Service			Immediate Needs Transportation			Need for Mobility Training		
Questions asked about each area of need →	Do you offer any transp. services that meet this need?	Describe the service. Who is it available to? And at what cost?	Would you accomodate riders other than your current clients on this service?	Do you offer any transp. services that meet this need?	Describe the service. Who is it available to? And at what cost?	Would you accomodate riders other than your current clients on this service?	Do you offer any transp. services that meet this need?	Describe the service. Who is it available to? And at what cost?	Would you accomodate riders other than your current clients on this service?
PUBLIC TRANSIT AGENCIES									
Victor Valley Transit Authority paratransit	Yes	200 daily	No	Yes	10 per day	No	.	.	.
V VTA/ Regional Fixed Route	Yes	1000 daily	Yes	Yes	500 week	No	Yes	1000	No
OTHER TRANSPORTATION PROVIDERS									
VA Loma Linda	No		No	No		No	No		No
B.E.S.T. Opportunities	No		Yes	No		Yes	Yes	Transport disabled adults in our programs. No cost to client. We receive funding for the service through our State funded programs.	Yes
Vista Guidance Centers	No	We will provide transportation for doctor's appointments, courts and other social service agencies appointments to our clients	Yes		We are not ready to serve general transit riders. We will provide non-emergency medical transportation for our clients and hopefully the low-income public.	Yes	No		Yes
American Youth Soccer Organization (AYSO) Region 665	No			No			No		
Victor Valley Perinatal TX Program	No		No	Yes	Case managers transport individual clients to various appointments such as Social Security, Food Banks, Dental/Dr appts, Court, DMV, Housing.	No	No		No

Victor Valley Sub-area

Identified Needs to which participants were asked to respond →	Need for Enhanced Local Bus Service			Immediate Needs Transportation			Need for Mobility Training		
Questions asked about each area of need →	Do your constituents experience these needs?	Please quantify how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?	Do your constituents experience these needs?	Please quantify how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?	Do your constituents experience these needs?	Please quantify how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?
PUBLIC AGENCIES									
California Children Services	No		No	Yes	500 once to twice a month	Yes	Yes	300 once to twice a week	No
County Department of Veterans Affairs	Yes	20-30 per day	No	Yes	20-25 per day	Yes	Yes	5-10 per day	Yes
County of San Bernardino- Dept of Childrens Services	Yes	not tracked	Yes	Yes	not tracked	Yes	No		No
Department of Behavioral Health	Yes		No	Yes		No	Yes		No
First 5 San Bernardino	No		No	No		No	No		No
Human Services, San Bernardino County	Yes		No	Yes		No	No		No
IHSS Public Authority	Yes	200	No	Yes	150	No	Yes	80	No
Inland Empire Health Plan	Yes		No	Yes		Yes	Yes		Yes
San Bernardino County Human Services Dept.	Yes		Yes			Yes			Yes
Transitional Assistance Department (TAD)	Yes	Significant %	No	Yes	unknown	No	Yes	low %	No
PRIVATE, NONPROFIT AGENCIES									
Colton Clinical Services	No		No	No		No	Yes	5 ongoing	No
Superior Shuttle company	No			No			No		
Foothill AIDS Project	No		No	No		No	No		No
Goodwill Industries	No		No	Yes	15/weekly	No	Yes	5/weekly	Yes
High Desert Resource Network	Yes		No	Yes		No	Yes		No
Housing Authority of the County of SAN Bernardino	Yes	10. Possibly more	No	Yes	20 Possibly more, if the services were available	No	No		No
Option House, Inc.	Yes		Yes	Yes		Yes	Yes		Yes
Victor Valley Regional Council on Aging	Yes		No	Yes		No	Yes		No

Additional Unmet Transportation Needs: Victor Valley

What additional unmet transportation needs do your clients have? Please be as specific as possible and tell us how many individuals this need impacts.

Down the hill non emergency medical. About 500 per month

Disabled clients could benefit from transportation for Social activities after our program is closed. Most of our clients walk to and from their friends houses at night and weekends.

Transportation to soccer games for underprivileged kids who do have adequate transportation. And transportation for our VIP soccer players that are mentally or physically disabled, including wheelchair bound players. We provide transportation to about 10

Desert Community very spread out with poor public transportation. Need improved public transit so that clients can also use for attending meetings and for recreational destinations.

From Needles, Morongo Valley to Loma Linda Children's Hospital and to the LLUMC team center in San Bernardino California - Approx 300 disabled children/families once/twice a month

Special Education students requiring transportation to weekly appointments with assistance for the parents/guardians to participate, throughout the county.

200 clients need increased transportation access between eastern San Bernardino County (SB City) and western San Bernardino County (Ontario, Rancho Cucamonga) weekly.

If these services are presented, perhaps more would respond to use the services.

I have 250 persons who I asked about the need to travel down the hill to appointments. They all said, "they used the Commuter service while it was operating and wished it was still operating".

9. SAN BERNARDINO VALLEY

Participants

The following is a list of participants from the kickoff meetings, stakeholder interviews, focus groups, and action planning workshops:

State or State Sponsored

- Department of Rehabilitation, San Bernardino Office, State of California
- Colton-Redlands-Yucaipa Regional Occupational Program

San Bernardino County Departments

- Aging and Adult Services
- Behavioral Health
- Transitional Assistance
- Department of Public Health- Healthy Communities
- Senior Affairs Commission,
- Department of Public Works
- Workforce Development
- Board of Supervisor Ovitt office

Cities

- City of Fontana/Fontana Senior Center
- City of Rancho Cucamonga/Rancho Cucamonga & Fontana Family YMCA
- City of Redlands/Redlands Recreation, Redlands Police Department
- City of Upland
- City of Redlands
- City of Ontario
- City of Highland/Highland Senior Center
- City of Colton
- City of San Bernardino
- City of Grand Terrace
- City of Chino
- City of Chino Hills
- City of Montclair

Other Public Agencies

- Omnitrans
- San Bernardino Valley College
- San Bernardino County Unified School District

Private Non-Profits or For-Profit (not connected to City Program)

- Community Senior Services & Inland Hospice Association
- Rolling Start, Inc.

- Tectrans AKA Diversified Paratransit
- OPARC Ontario
- Inland Empire Health Plan (IEHP)
- Inland Empire United Way

Focus Groups

- Seniors at Rancho Cucamonga Senior Center
- Seniors at Fontana Senior Center
- Consumers , Transitional Assistance, San Bernardino

Transportation Services Available

Omnitrans is the public transit provider for the San Bernardino Valley area. They provide both fixed route service and Access paratransit services throughout the San Bernardino Valley.

The Omnitrans service area is 480 square miles. Omnitrans provides 33 fixed bus routes including 18 routes in the East Valley, 14 routes in the West Valley and 1 regional express route. The fixed routes included 15 base routes in the main travel corridors, 16 local routes in the various communities, and one peak hour tripper.

Omnitrans Access provides a combination of subscription and ADA paratransit services. The subscription service is available to persons with an Omnitrans disability photo identification card. Access is provided on a curb-to-curb basis. Service is provided 7 days, with core service being provided from 7:00 a.m. and to 6:00 p.m. on weekdays. Non-core service is provided in early morning and late evening on weekdays and on weekends between 7:00 a.m. and 7:00 p.m.. ADA certified persons can ride Omnitrans Access at all times, while non-ADA and social service riders may only ride during core hours.

Several Cities within the San Bernardino Valley have implemented special transportation services for seniors.

- Rancho Cucamonga & Fontana Family YMCA provides transportation to Rancho Cucamonga seniors (60+) within the Rancho Cucamonga area (to senior center, medical appointments and shopping) and to the Kaiser facility in Fontana.
- The City of Fontana's Senior Center provides transportation to seniors (55+) and persons with disabilities who reside in Fontana. Transportation is provided to the senior center, medical appointments and shopping within the City of Fontana only.
- The Redlands Police Department operates a demand response service for Redland seniors who are 55+.
- The City of Chino Hills also provides senior transportation to the Senior Center, shopping and medical appointments within the City.

There are a limited number of private companies which contract to provide transportation to the Inland Regional Center, Inland Empire Health Plan and other organizations. One of these that participated in the Coordination Plan process is Diversified Pomona Transit.

Evaluation of Public Transportation Service Levels

A Transit Connectivity Index was utilized in five of six sub-areas in San Bernardino County. This assessment tool measures the service levels of fixed route bus and rail public transit. Transit service levels for the purposes of TCI are based on access, intensity and frequency of transit service in a given Census Block. Access is captured by a quarter mile buffer around each bus route (a half mile radius was used for Metrolink stations). Intensity is based on the number of weekly bus route trips and trains that serve the Census Block. Frequency is the sum of total weekly trips for all routes in both directions within the buffered area. This combined measure results in an index. For a given Census Block, the index accounts for the percentage of land area within walking access to a bus route, the number of bus lines and rail stations, and the frequency of the transit.

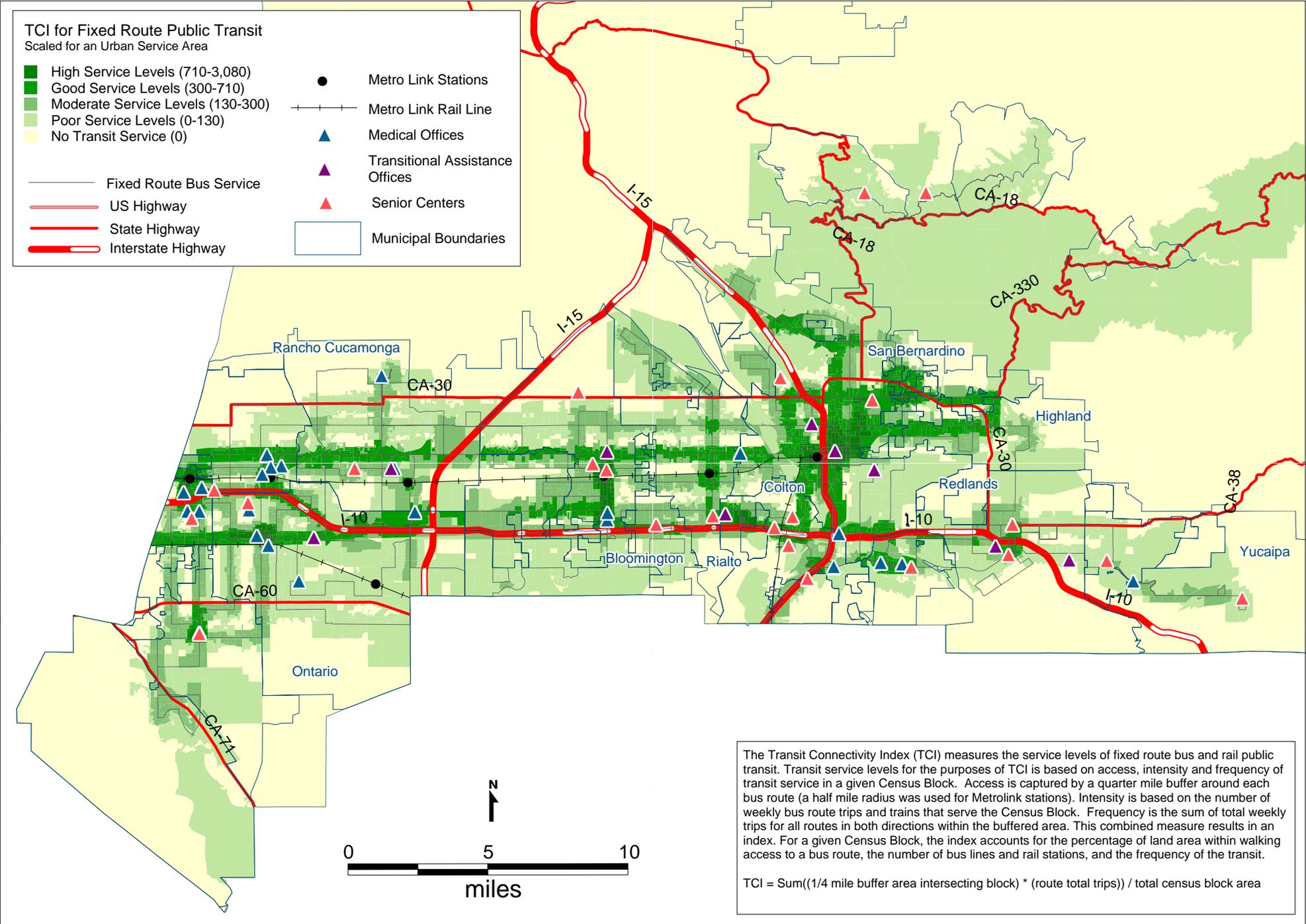
The map on the next page shows the Transit Connectivity Index in San Bernardino Valley. The map indicates there is excellent and good service levels in the downtown San Bernardino area and major arterial corridors. Most medical offices, Transitional Assistance offices, and senior centers have high levels of services. Omnitrans has traded off good service levels along major arterials with less coverage in more suburban locations in order to maximize productivity.

The next two maps on the following pages show the distribution of work trips of low income workers from the cities of Ontario and San Bernardino. The maps show the modal shares of driving and public transit for workers earning \$30,000 or less. In the San Bernardino Valley for example, 3% of all of the workers in Ontario City and San Bernardino City take transit for work. When looking specifically at workers earning less than \$30,000, 7% of the workers take transit in Ontario City and 11% of the workers in San Bernardino take transit. Omnitrans currently serves as an important mobility option for low income workers.

A three month sample of trips on ACCESS services was also obtained. The diffused distribution patterns to two of the highest destination, OPARC employment services, and Daybreak ADHC are shown in Appendix G.

This page purposefully left blank

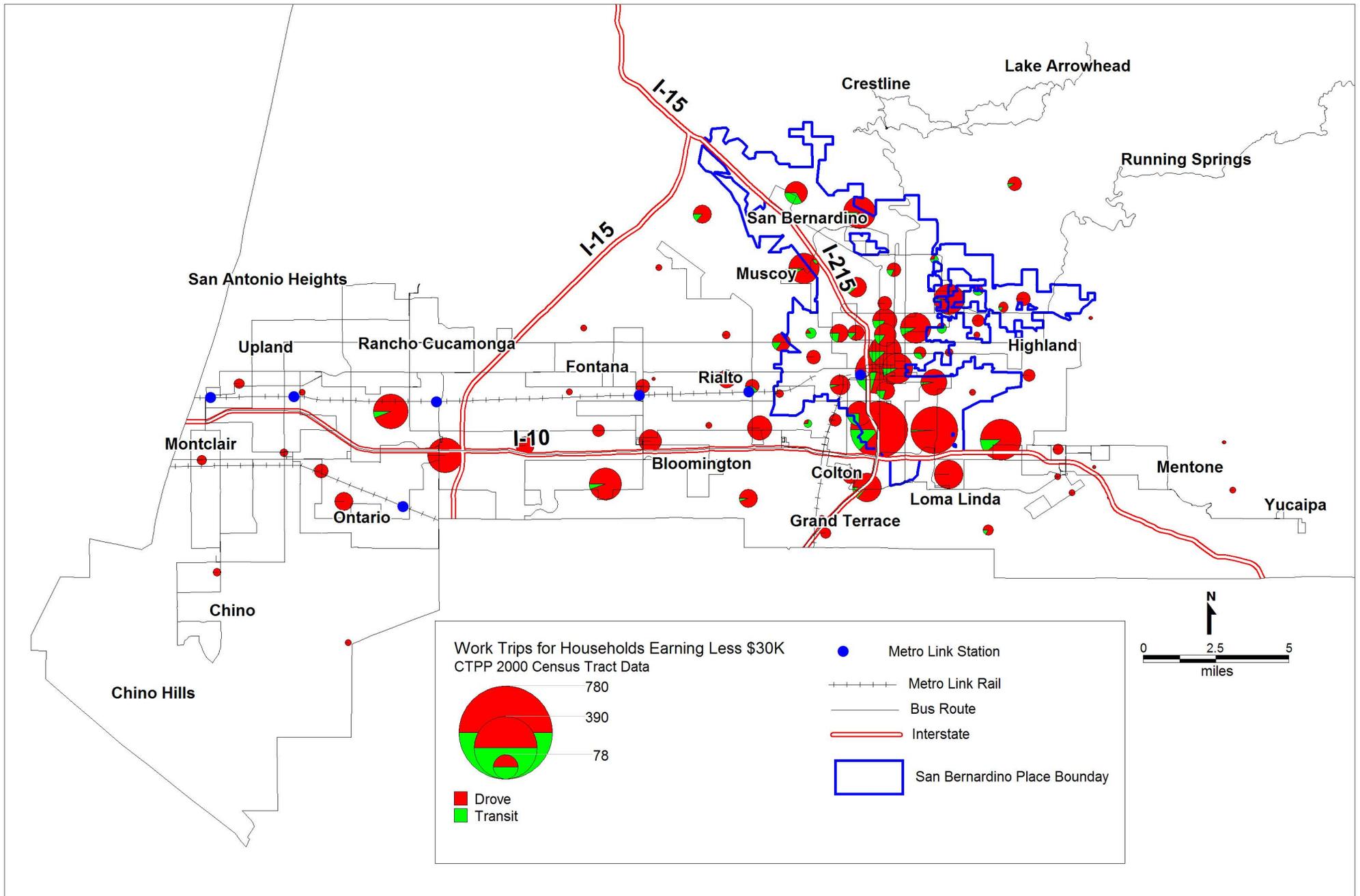
San Bernardino Valley - Transit Connectivity Index



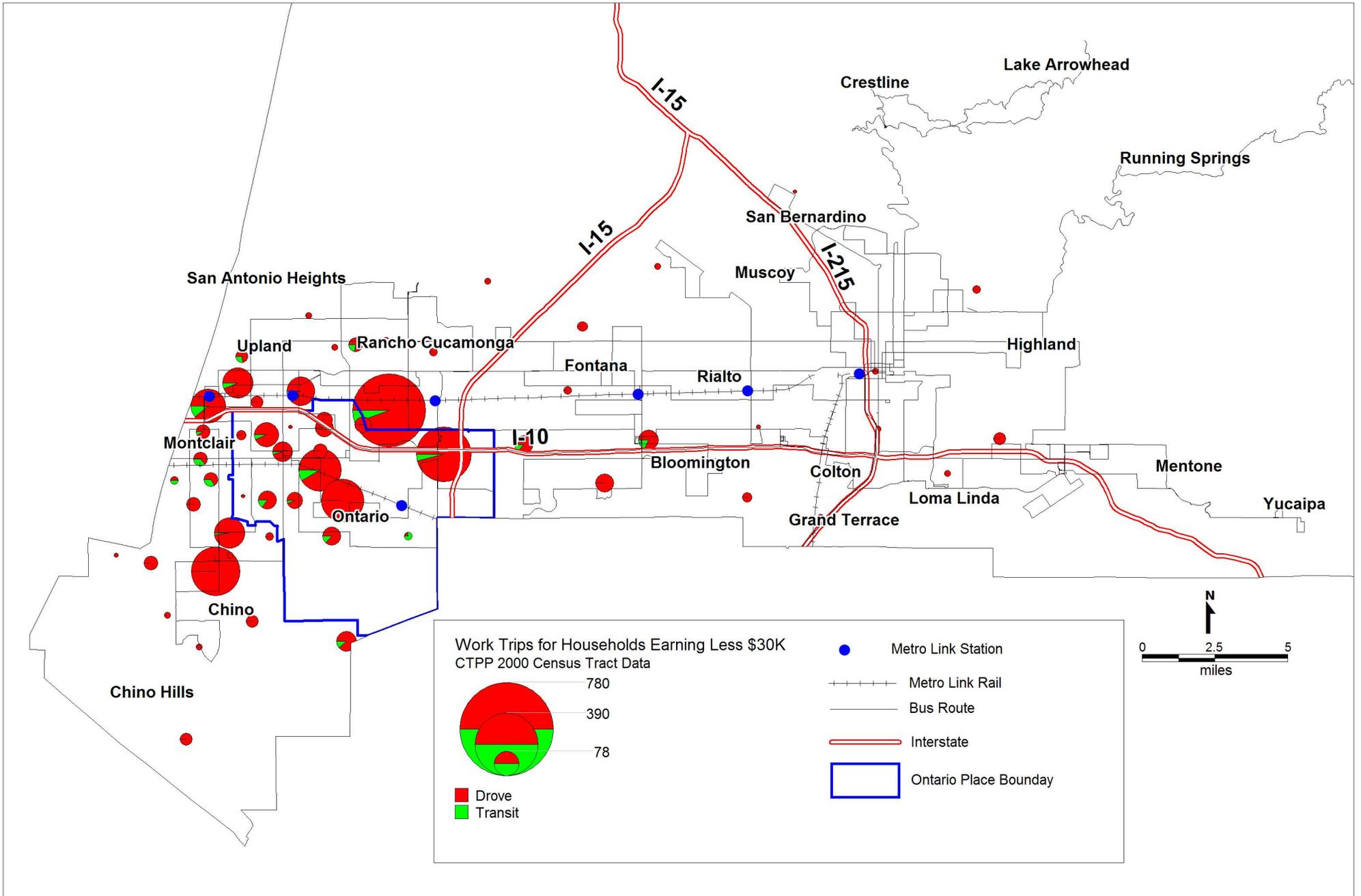
The Transit Connectivity Index (TCI) measures the service levels of fixed route bus and rail public transit. Transit service levels for the purposes of TCI is based on access, intensity and frequency of transit service in a given Census Block. Access is captured by a quarter mile buffer around each bus route (a half mile radius was used for Metrolink stations). Intensity is based on the number of weekly bus route trips and trains that serve the Census Block. Frequency is the sum of total weekly trips for all routes in both directions within the buffered area. This combined measure results in an index. For a given Census Block, the index accounts for the percentage of land area within walking access to a bus route, the number of bus lines and rail stations, and the frequency of the transit.

$$TCI = \text{Sum}((1/4 \text{ mile buffer area intersecting block}) * (\text{route total trips})) / \text{total census block area}$$

Work Trip Destinations by Mode for San Bernardino Population Earning Less Than or Equal to \$30,000



Work Trip Destinations by Mode for Ontario Population Earning Less Than or Equal to \$30,000



This page purposefully left blank

Review of Demographics of Target Population Groups

There was a population of 1,702,053 in the San Bernardino Valley as of the 2000 Census. There are three target markets of the Coordination Plan:

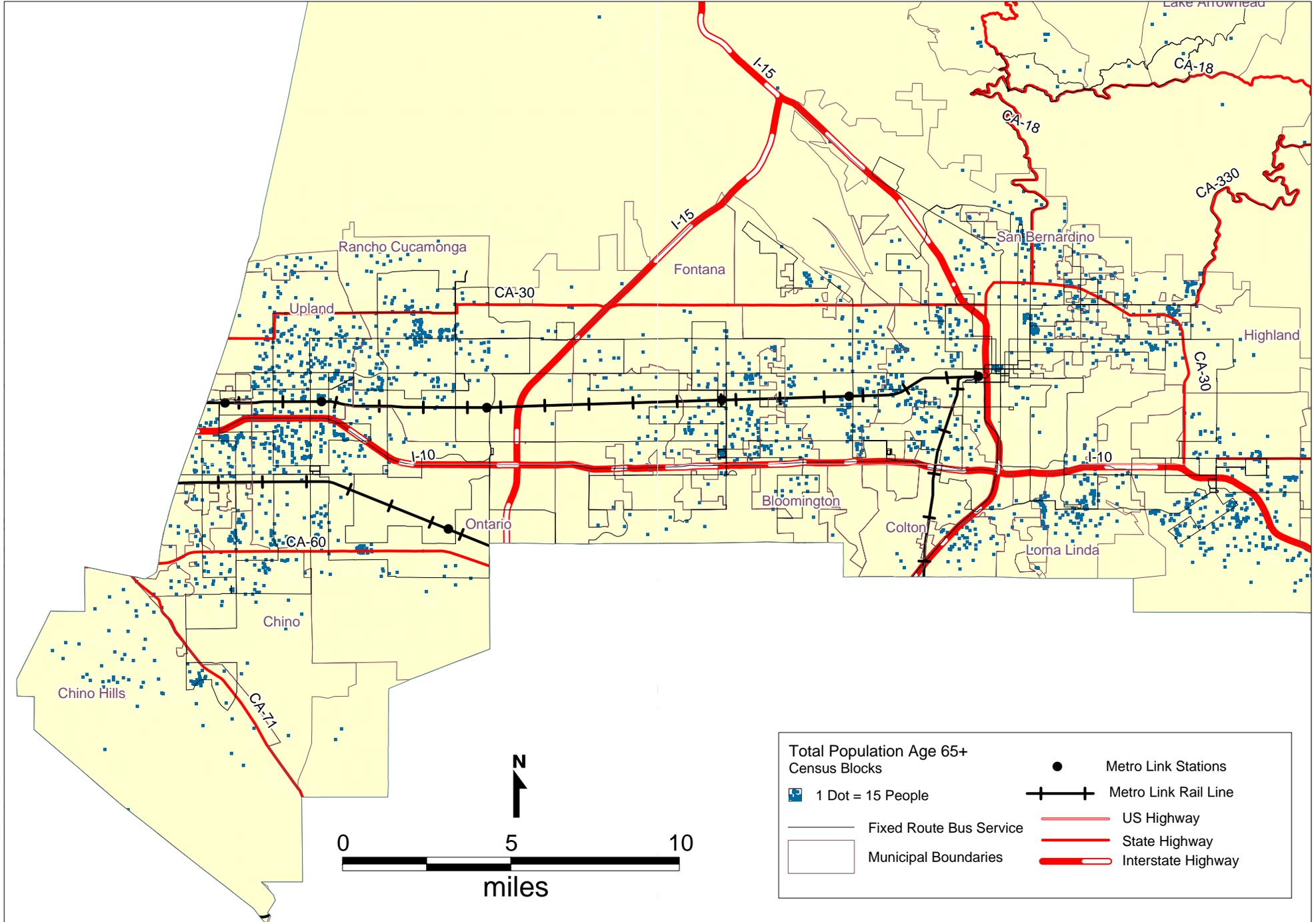
- Seniors: 131,665 or 8% of the population
- Disabled who go outside the home: 122,981 or 7% of the population
- Low Income: 267,282 or 16% residents were below the Poverty Level in 2000.

Demographic Variable	San Bernardino Valley
Total population	1,702,053
Total Population Age 65 Years +	131,665
Percent Population Age 65 Years +	8%
Total Go-outside-home disability	122,981
Percent Disabled	7%
Population below Poverty Level	267,282
Percent Below Poverty Level	16%

The maps on the following three pages show the 2000 distribution of seniors, persons with disabilities, and low-income individuals in the San Bernardino Valley.

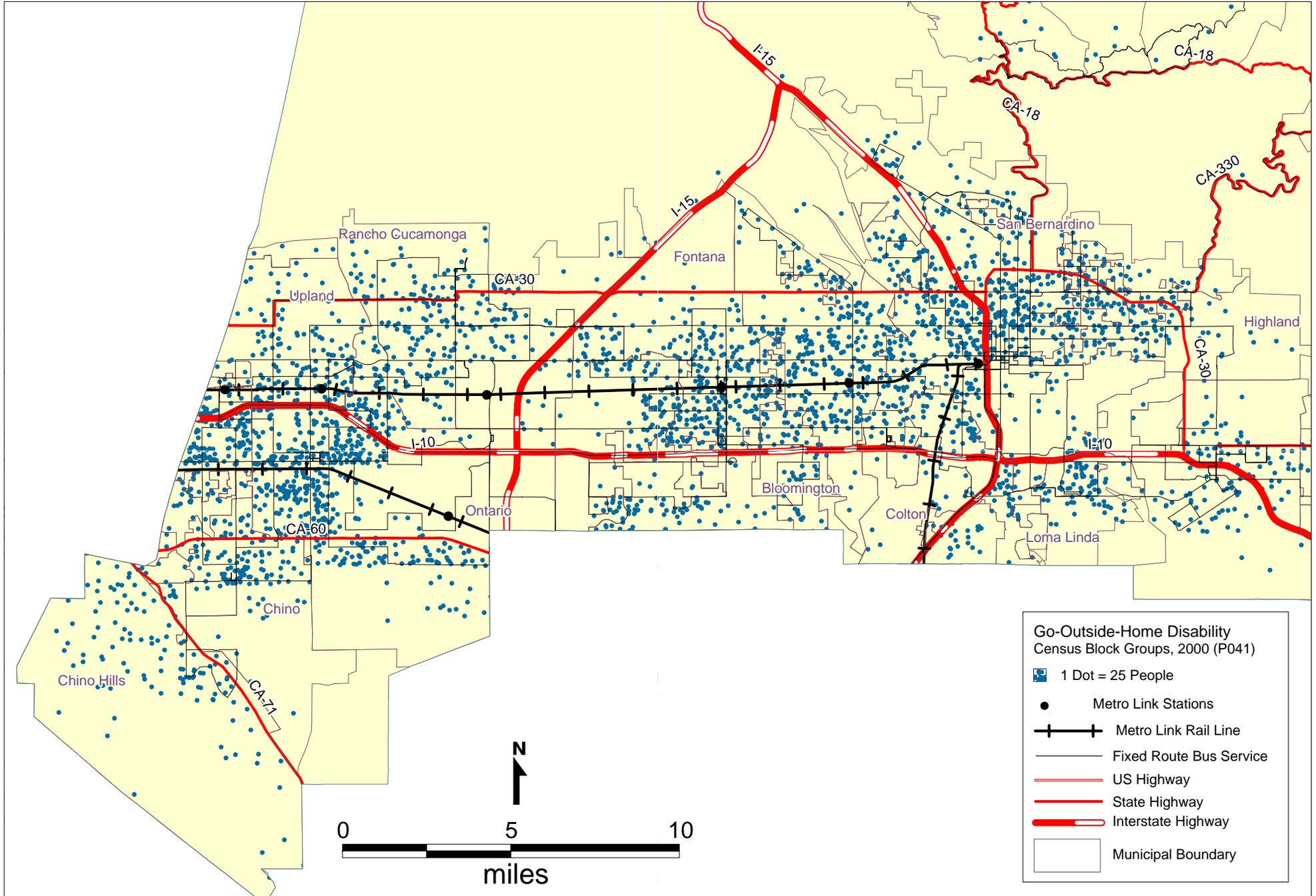
This page purposefully left blank

San Bernardino Valley - Total Population Age 65+

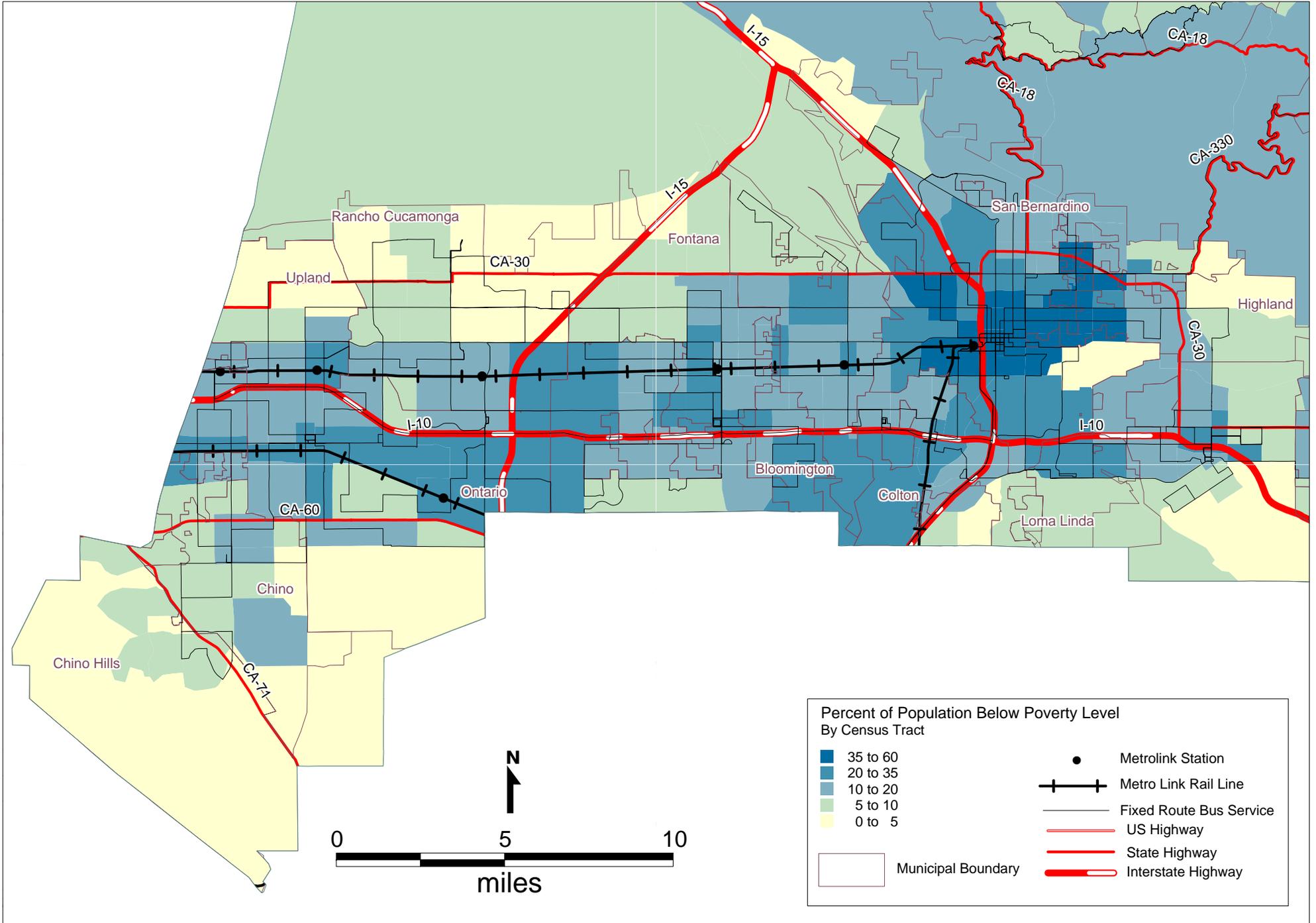


San Bernardino Valley - Disabled Persons

Based on Census Table P041 Go-Outside-Home Disability Variable



San Bernardino Valley - Percent Population Under Poverty Level



This page purposefully left blank

Transportation Needs among Target Groups

Persons with Disabilities: Need for increased reliability and flexibility of ACCESS services. Users and stakeholders perceive that the ACCESS pickup window is far broader than the +/- 20 minute policy and that communicating with ACCESS to get a “realistic” pickup time when vehicles are off schedule is difficult. In particular, there is not a way to reach ACCESS after 5 p.m. and riders are sometimes “stranded.”

“Many regular employers don’t want to spend required extra time with employees with developmental disabilities who arrive early or leave late because of ACCESS time window...” OPARC

“What’s advertised as 20 minute window on either side (early or late) of pick-up / drop-off time is realistically more like 30 to 45 minutes either way...” OPARC

“Some employers won’t hire anyone whose main source of transportation is ACCESS, because their reputation is so poor...” Disabled Consumer

“ACCESS claims to have 6.25% no show rate, but we question how this is calculated and strongly feel that many of these are those left behind, or who gave up because bus was tremendously late....” Rolling Start

“People give up after service is so late, and then they get counted as a no-show...” Disabled Consumer

“Access only waits three minutes for a passenger. But you have to wait for them for 40 minutes. They should call to find out if the person is coming. I’ve seen them leave people often. People can’t wait outside because of weather – heat or rain – and they can’t always get out to bus in 3 minutes. Need call service to notify people to go outside when bus is near...” Disabled Consumer in San Bernardino

“Access requires you to book your return trip when you make the reservation. If you miss your return trip – because your doctor is running late – you are stuck. They make you wait hours or say they can’t get you. The doctor’s office closes and I am left waiting outside...” Disabled Consumer in Fontana

Need for greater sensitivity from Omnitrans drivers.

“I tried using Omnitrans to save money. The Omnitrans driver yelled at me and told me I don’t look blind. He said, “I hate people like you that take advantage of the system.” Now I am afraid to use Omnitrans because I don’t want to be embarrassed...” Legally Blind Rider

Inaccessible path of travel makes using fixed route service difficult or impossible for many persons with disabilities. Limited wheelchair capacity and inoperable wheelchair lifts, are other barriers to greater use of Omnitrans.

Senior Citizens: The expanding senior population is making the need for senior transportation one of the most critical transportation issues within the San Bernardino Valley area. In a survey of 20,000 seniors, conducted by the Department of Aging and Adult Services, transportation was the third most important issue for seniors (behind housing and medical care).

Most seniors are unfamiliar with or unable to utilize fixed route services, and ACCESS will not be able to meet the growing demand.

Senior Citizens using the city sponsored senior services were extremely complimentary of the quality and responsiveness of the services. However, they had transportation needs, particularly medical appointments, which involved traveling outside of the city boundaries served by each agency. Also, the hours of service offered by these programs are quite limited and seniors wished to be able to travel later in the day (until 5 or 6 p.m.)

Desirable service characteristics for senior oriented services were identified by stakeholders to include:

- Assistance for frail seniors
- Service to regional medical facilities
- Reasonable travel times on vehicle
- Span of service that accommodates medical, shopping and recreational travel.
- Accommodation for wheelchairs and walkers.
- Vehicles large enough to allow easy access (mini-buses rather than vans).

Low Income Individuals: The sprawling development in the area means that bus trips are often long and time consuming. While able-bodied riders can get to most places they need to go, some destinations “aren’t worth the trip.”

Asked where they would look for jobs when they finished the WEX program, Transitional Assistance clients in San Bernardino said they would look around San Bernardino. They would not look in Ontario, even though there are many more jobs there, because it takes over 2 hours to get there on the bus.

“The combination of multi-bus trips and low frequencies mean that trips by bus can take 2-3 hours. Connections between cities are particularly bad. It can take 2-3 hours to go short distances. For example I checked on a trip from Colton to Redlands (about 9 miles). Had to leave at 4:33 a.m. to get to work by 7:45 a.m....” TAD Case Worker

Non-emergency medical transportation services are extremely limited. IEHP, the Inland Regional Centers and other agencies buy bus tickets for members, where the trip is viable. However, they often need to contract with private providers, of whom there are only a few. Private providers are not willing to do short trips, as they are not lucrative enough.

E-Survey Input on Potential Coordination Opportunities

An e-survey was distributed to agencies that provide service to the San Bernardino Valley. The tables at the end of the chapter list the responses to the e-survey. There were 45 respondents who serve clients in the San Bernardino Valley. The following are the key highlights:

Job Access Transportation

- None of 8 transportation providers serve job access trips, although one respondent plans to and will open seats to other agencies when the agency receives its FTA 5310 vans.
- 15 agencies reported a need for job access transportation and six have funding available to pay for their clients if service were available.

Senior Transportation

- One non-profit agency provides senior transportation and the service is only available to his clients.
- 16 respondents experience the need for senior transportation, representing approximately 4,500 seniors. Six of these agencies have funding available to fund transportation if it were available.

Mobility Management

- Four providers offer mobility training for their clients, with only one agency offering mobility training services to clients of other agencies.
- Of 20 agencies expressing a need for mobility training services, only 4 have funding available to pay for these services.

Additional Unmet Needs

- While no transportation brokerage services are currently available, all but a few respondents indicated an interest in this service. Nine of these agencies said they had funding to pay for their clients participating in a brokerage effort.
- Seniors 60+ request transportation to doctor appointments, grocery stores, etc. but are not able to find transportation they can afford. The West End of San Bernardino County has a huge senior population that fall into this category. Several cities emphasized the need for providing local transportation for seniors, and a sustainable funding source.
- Recognizing that transit service cannot meet all needs, a major county agency requested low-income vehicle assistance.

- Improved linkages between eastern and western San Bernardino Valley was stressed.
- The need for better local transit circulation connecting the grocery stores, banks, library, etc. was mentioned several times.

Coordination Opportunities and Strategies

Three action planning workshops were held at SANBAG offices on August 14th. The following strategies were developed by the 50 stakeholders participating in the action planning sessions:

Identified Coordination Opportunity #1: Potential to improve community transportation for seniors by providing support for and coordination of local senior transportation services. Cities of Fontana, Rancho Cucamonga and Redlands currently operate senior transportation services. Montclair has a general public dial-a-ride used mostly by seniors. They would like assistance with how to handle cross jurisdictional trips, operations funding and information distribution.

Strategy: Information Clearinghouse for senior transportation using 211 services.

Strategy: Implement a Consolidated Transportation Service Agency (CTSA). A CTSA can be designated by SANBAG and receive up to 5% of Transportation Development Act monies. The handout provided to action planning participants is included in the Appendix. In San Bernardino Valley, 2% of the Measure I extension is included in the expenditure plan for a CTSA. Three institutional models were described to action planning participants:

- Consolidated Transportation Service Agency (CTSA): Omnitrans leads
- CTSA administered by an independent, non-profit agency.
- Hybrid: Independent Board with government representation; administered by private non-profit.

Action planning participants wanted a CTSA to provide support, not rules or governance. The action planning workshop participants liked the hybrid concept. Conceptually, this would be a non-profit but with representatives from the various jurisdictions and from Omnitrans. It is possible to have different CTSA's for clusters of cities. Possible functions of the CTSA:

- Coordinated Dispatching
- Joint procurement
- Collective pool of backup vehicles

Potential additional funding sources: CBDG's, Dept. of Aging, Medical Facilities (fund regional medical trips).

Strategy: Pass down of retired Omnitrans Access vehicles to non-profits or cities providing senior transportation.

Identified Coordination Opportunity #2: Potential to increase usage of Omnitrans fixed route services by persons with disabilities by broadening the availability of mobility for disabled individuals, including Inland Regional Center clients. Simultaneously enhance sensitivity training for Omnitrans personnel to encourage usage of Omnitrans by disabled riders. Need a mobility training program that is sustainable/on-going and that addresses attitude (drivers), physical access to buses and communications (between users and Omnitrans). Mobility training could enhance usage for some groups, but not for all.

Dept. of Rehab has funding for job-coaching which includes mobility training; contract with vendors of which there are few. Dept. of Aging does not have funding for this.

Strategy: Create a DVD training program that could be broadly distributed for use by various populations. Build upon currently available DVD resources. (However, those with disabilities are likely to need customized training with a mobility trainer).

Strategy: Conduct team trainings to train both users and drivers.

- Rolling Start can provide sensitivity/travel training, but needs funds to do so. They have a staff of eight. Don't have local match money, but can provide in-kind services.

Strategy: Youth/Senior Travel Training Partnership. Use young adults who are "street-smart" to travel train others as part of their work experience.

Strategy: Educate drivers about how to communicate with persons with disabilities. For example, have cards to give hearing impaired persons with fare info, have a checklist for common questions.

Strategy: Provide free rides on fixed route for Access certified riders. Assure them that using fixed route for some trips will not jeopardize their Access certification.

Seniors don't use the bus for a variety of reasons – fear, frailty, difficulty being out in the heat. They are more comfortable with local senior services.

Strategy: Support local senior oriented transportation services to keep seniors off of Access. Find funding so that these services can be expanded to include weekends/Sundays.

Identified Coordination Opportunity #3 Establish a transportation brokerage to assist agencies in purchasing coordinated transportation services for non-emergency medical and other trip purposes.

Strategy: CTSA to broker transportation and provide support services for new transportation providers. A transportation brokerage is an organization which identifies and matches potential user needs with available transportation services.

- Liability Insurance
- Liability protection for volunteer drivers

- Maintenance
- Vehicle procurement
- After hours service

Identified Coordination Opportunity #4: Improve information access and market of available public and human service agency transportation

Strategy: Transportation Information and Referral. Use 211 system both to disseminate information and to collect requests for service. Create a chart showing who provides transportation and where, and then distribute chart widely.

Strategy: Better market available transportation services to overcome stigma.

Strategy: Create a shared ride posting system that would:

- Allow trips on existing programs to be bundled
- Facilitate sharing of rides with volunteer drivers

Strategy: Vista volunteered that they will soon be providing service from Barstow using 5310 vehicles and will be open to transporting other riders on a scheduled basis.

Identified Coordination Opportunity #5: Improve the availability of public transportation, especially for low income workers.

Strategy: Vanpools – low cost leasing and maintenance support to create vanpools among low income workers.

Coordination Priorities

The recommended priorities are the judgement of the consulting team of the strategies that will have the biggest impact on the target populations. In the San Bernardino Valley, there is a need to develop an institutional structure that will provide leadership in coordinating community. The creation of a CTSA with a hybrid Board of Directors would provide a needed forum to move the above strategies to reality. The functions of the CTSA that would have the most impact on the target populations:

- Brokerage for non-emergency transportation service.
- Support the growing senior transportation service needs by providing support in funding, coordinated dispatching, joint procurement, and collective pool of backup vehicles.
- Build capacity of additional non-public transportation providers in the San Bernardino Valley.
- Partner with 211 to disseminate information about available services
- Development of a comprehensive mobility training program that would include training on how to utilize local community circulators and Omnitrans fixed route services. Sensitivity training would also be provided to both fixed route and paratransit drivers.

San Bernardino Valley Sub-area

Identified Needs to which participants were asked to respond →	Jobs Access Transportation			Senior Transportation			Mobility Training		
Questions asked about each area of need →	Do you offer any transp. services that meet this need?	Describe the service. Who is it available to? And at what cost?	Would you accomodate riders other than your current clients on this service?	Do you offer any transp. services that meet this need?	Describe the service. Who is it available to? And at what cost?	Would you accomodate riders other than your current clients on this service?	Do you offer any transp. services that meet this need?	Describe the service. Who is it available to? And at what cost?	Would you accomodate riders other than your current clients on this service?
PUBLIC TRANSIT AGENCIES									
Omnitrans Access (paratransit)	No			No			No		
Omnitrans/OMNILINK (General public dial-a-ride)	No		No	No			Yes	unknown, based on comments received for expanded hours	No
OTHER TRANSPORTATION PROVIDERS									
The Rock Church And World Outreach Center	No		No	No		No	Yes	Transportation to church at no cost	No
San Bernardino County Department of Behavioral Health	No		No	No			No		
STAR Program	No		No	No		No	No		No
VA Loma Linda	No		No	No		No	No		No
Community Hospital of San Bernardino	No	Transportation is provided for patients who require daily support for behavioral issues. The cost of transportation is absorbed as part of the hospital operations budget.	No	No		No	No		No
OPARC	No		No	Yes	Available to current, officially enrolled clients.	No	Yes	Available to enrolled seniors with disabilities.	No
Upland Manor	No		No	No		No	No		No
Vista Guidance Centers	No	When we get vehicles, we will provide service to our low-income clients to appts. with social service agencies, doctors, and courts.	Yes	No		Yes	Yes	We will work in collaboration with the City of Redlands to serve the seniors in this community.	Yes

San Bernardino Valley Sub-area

Identified Needs to which participants were asked to respond →	Jobs Access Transportation			Senior Transportation			Mobility Training		
Questions asked about each area of need →	Do your constituents experience these needs?	Please quantify - how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?	Do your constituents experience these needs?	Please quantify - how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?	Do your constituents experience these needs?	Please quantify - how many constituents experience this need and how frequently?	If service were available to meet this need, is funding available to pay for it?
PUBLIC AGENCIES									
Arrowhead Regional Medical Center									
California Children Services	Yes	100 once a month	Yes	Yes	2,500 once a week	Yes	No		No
City of Ontario	Yes	not sure	No	Yes	not sure	No	Yes	almost daily request by seniors	Yes
City of Rancho Cucamonga	No		No	Yes	12/annually	No	Yes	2,000/annually	No
County Department of Veterans Affairs	Yes	no data	No	No			Yes	12,000	No
County of San Bernardino- Dept of Childrens Services	Yes	not tracked	Yes	No		No	No		No
DAAS Senior Info and Assistance	No		No	No		No	Yes	75-100 calls per month	No
DCS	No		No	Yes	30/2xmo	Yes	Yes	50-75/weekly	Yes
Department of Behavioral Health	No		No	Yes	50	No	No		No
Economic Development Agency - City of San Bernardino	No		No	Yes		No	Yes		No
First 5 San Bernardino	No		No	No		No	No		No
Grand Terrace Senior Center	No		No	Yes	a few/ occasionally	No	Yes	many, frequently	No
Housing Authority County of San Bernardino	No		Yes	Yes	4 needs	Yes	No		Yes
Housing Authority of the County of San Bernardino	No		No	No		No	No		No
Human Services, San Bernardino County	Yes		No	No		No	Yes		No
IHSS Public Authority	Yes	300	No	Yes	150	No	Yes	800	No
Inland Empire Health Plan				Yes	Can't quantify.	Yes	Yes	Can't quantify.	No
Redlands Unified Adult Education	No	Don't know	No	Yes	25	No	Yes	Don't know	No
Rialto Senior Center	No		No	No		No	Yes	About 25% of our seniors are being driven to the center.	No
San Bernardino County Human Services Dept.			Yes	No			No		
Transitional Assistance Department (TAD)	Yes	Unknown	No	Yes	Small poulation	No	Yes	Small Number	No

San Bernardino Valley Sub-area

Identified Needs to which participants were asked to respond →	Jobs Access Transportation		Senior Transportation		Mobility Training				
PRIVATE, NONPROFIT AGENCIES									
catholic charities san bernardino/riverside	Yes	57	Yes	No	37	No	Yes	30	No
Family Service Association of Redlands	Yes	Do not directly count but very common	No	No		No	Yes	City of Redlands has a program - no count	No
Foothill AIDS Project	No		No	Yes	400 clients, weekly	Yes	No		No
Goodwill Industries	No		No	Yes	65/Daily	No	No		No
Highland Dist. Council on Aging	No	Our constituents are retired	No	Yes	1500	No	Yes	2000	No
Kids Come First Community Clinic	No		No	No		No	No		No
Matrix Institute	Yes		No	No		No	No		No
Option House, Inc.	Yes		Yes	Yes		Yes	Yes		Yes
Rebuilding Mountain Hearts & Lives	Yes	Clients have daily needs, public agencies & medical appts. Almost the entire population has a need at different times	No	No		No	No		No
Redlands Community Hospital	Yes		No	Yes	25 on a continual basis	No	Yes	10 on a continual basis	No
Salem Christian Homes, Inc.	No		No	Yes	10, yearly	No	No		No
Int. Pentecostal City Mission Church	Yes	250	No	Yes	50	No	Yes	150	No
PRIVATE, FOR PROFIT AGENCIES									
Colton Clinical Services	Yes	50+ ongoing	No	Yes	100+ ongoing	No	Yes	20-40 ongoing	No
Housing Authority of the County of San Bernardino	Yes		No	Yes		No	Yes		No

Additional Unmet Transportation Needs: San Bernardino Valley

They need transportation to the County Hospital

Please note that I did not have information on budgets for transportation. I answered all such questions as "0" because the computer format required a number as an answer.

We need more vehicles equipped to transport people who use wheelchairs.

From Needles, Morongo Valley to Loma Linda Children's Hospital and to the LLUMC team center in San Bernardino California - Approx 300 disabled children/families once/twice a month
Ontario is in the final stages of developing a limited senior transportation program to get seniors to senior center and back home for lunch program. Need a more comprehensive program with funding to sustain. Although no official needs survey has been c

Transportation services outside the City limits of Rancho Cucamonga for life sustaining and enhancing activities such as shopping, medical appointments, cultural activities, sport activities, visiting family & friends. Impact - 2,000

Seniors 60+ request transportation to doctor appointments, grocery stores, etc. but are not able to find transportation they can afford. The West End of San Bernardino County has a huge senior population that fall into this category. They simply want/need

Special Education students requiring transportation to weekly appointments with assistance for the parents/guardians to participate, throughout the county.

Door to door appointments service - wheelchair access/assistance

It is not possible to give a number, but we have those who need to do daily things such as shopping, medical appointments, etc. Also, simply transportation to the Senior center. We used to have Dial-a-cab and another door to door shuttle service. Now,

I have many single parent female clients that need vehicles for work and for transportation for school children, Doctor visits etc. It would be nice to have some sort of program for low-income vehicle assistance for working low-income individuals.

To get from the students' residences to the school. We have recently moved 4 miles west from Lugonia and Orange to California and Redlands Blvd. Low income ESL students especially from the north Redlands area who have no transportation.

Seniors don't drive any longer because of their vision, health issues or they're just too nervous to drive. There is a need in Rialto for public transportation forseniors.

Access to County Hospital 24 hours a day from anywhere in the county.

200 clients need increased transoprtation access between eastern San Bernardino County (SB City) and western San Bernardino County (Ontario, Rancho Cucamonga) weekly.

Transportation for patients and family members(all our patients are under 18) for medical referrals beyond the West End region of SBO County, including into LA County. Taxis are too expensive, busses are too time-consuming and cumbersome for moms with ill

Most of RMHL clients are either disabled, seniors, or low-income families, many of which have young children. They need transportation to gov agencies, hospitals, doctor appts, day care, shopping (food & clothes) and general transportation.

Primary need is for medical and dental, including local pharmacy for routine meds.

Late night and early morning transportation, especially on weekends is difficult. For example someone living in north Ontario who wants to attend a RC Quakes games can only get to the game but not home if using the fixed route b

Approximately 50 to 100 of our clients do not have transportation to and from the grocery store or to seek medcial care at the hospital or outlying clinics.

Many patients either take the bus that entails hours for a round trip, or are unable to physically take a regular bus. We do refer people to the para bus service that needs to be expanded. Approximately 180 of the clinic's patients are disabled. Approxima

Basic city transportation to and from the grocery store, banking needs, and general shopping. There is a lack of transportation choices for those of our low income population.

Appendix A
FTA 5310, 5316 and 5317 Funding

Federal Funding Program Description

Public Transportation and Human Service Coordination

(From SAFETEA-LU Circulars for Programs 5310, 5316, and 5317)

JARC-Funded Eligible Activities (Section 5316)

Program goal: The goal of Job Access and Reverse Commute (JARC) is to improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals and to transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities. Toward this goal, the Federal Transit Administration (FTA) provides financial assistance for transportation services planned, designed, and carried out to meet the transportation needs of eligible low-income individuals, and of reverse commuters regardless of income

Capital, planning and operating assistance to support:

- Late-night and weekend service
- Guaranteed ride home service
- Shuttle service
- Expansion fixed-route public transit routes
- Demand-responsive van service
- Ridesharing and carpooling activities
- Transit-related aspects of bicycling
- Local car loan programs

Promotion through marketing efforts, of the:

- Use of transit by workers for non-traditional work schedules
- Use of transit voucher programs by appropriate agencies for welfare recipients and other low-income individuals
- Development of employer-provided transportation shuttles, ridesharing, carpooling
- Use of transit pass programs

Enhancing local coordination effort by:

- Supporting new mobility management and coordination programs among public transportation providers and other human service agencies. Providing transportation mobility management is an eligible capital cost.
- Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community. For example, a non-profit agency could receive JARC funding to support the administrative costs of sharing services it provides to its own clientele with other low-income individuals and coordinate usage of vehicles with other non-profits, but not the operating costs of the service.

Federal/Local Matching: JARC funds may be used to finance capital, planning and operating expenses. The Federal share of eligible capital and planning costs may not exceed 80 percent of the net cost of the activity. The Federal share of the eligible operating costs may not exceed 50 percent of the net operating costs of the activity. The local match must be from non-Federal DOT funds. Income from contracts to provide human service transportation may be used either to reduce the net project cost (treated as revenue) or to provide local match for JARC operating assistance.

Eligible Subrecipients: (See circular for primary recipient)

- Private non-profit organizations
- State or local governmental authority
- Operators of public transportation services, including private operators of public transportation services

New Freedom Program Eligible Activities (Section 5317)

Program Goal: The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. Lack of adequate transportation is a primary barrier to work for individuals with disabilities. The 2000 Census showed that only 60 percent of people between the ages of 16 and 64 with disabilities are employed. The New Freedom formula grant program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the ADA of 1990.

New Public Transportation Services Beyond the ADA

- Enhancing public transportation services beyond minimum requirements of the ADA
- Feeder services to commuter rail, commuter bus, intercity rail and intercity bus stations
- Accessibility improvements to transit and intermodal stations not designated as key stations
- Travel training

New Public Transportation Alternatives Beyond the ADA

- Purchase of vehicles to support new accessible taxi, ride sharing and/or vanpooling programs
- Support of the administration and expenses related to new voucher programs for transportation services offered by human services providers
- Support of new volunteer driver and aide programs

Supporting new mobility management and coordination programs:

- Promotion, enhancement and facilitation of access to transportation services, including integration and coordination of services for individuals with disabilities, older adults and low income individuals
- Planning and implementation of coordinated services
- Support of State and local coordination policy bodies and councils
- Operation of transportation brokerages
- Provision of coordination services – Transportation Management Organizations and Human Services Organization's customer-oriented travel navigator systems
- One-stop traveler call centers
- Operational planning for intelligent transportation technologies

Federal/Local Matching Requirements: New Freedom funds may be used to finance capital and operating expenses. The Federal share of eligible capital and planning costs may not exceed 80 percent of the net cost of the activity. The Federal share of the eligible operating costs may not exceed 50 percent of the net operating costs of the activity. The local match must be from non-Federal DOT funds. Income from contracts to provide human service transportation may be used either to reduce the net project cost (treated as revenue) or to provide local match for New Freedom operating assistance.

Eligible Subrecipients: (See circular for primary recipient)

- Private non-profit organizations
- State or local governmental authority
- Operators of public transportation services, including private operators of public transportation services

Elderly Individuals and Individuals with Disabilities – Section 5310

Program Goal: The Section 5310 program is to improve mobility for elderly individuals and individuals with disabilities throughout the country. Toward this goal, FTA provides financial assistance for transportation services planned, designed, and carried out to meet the special transportation needs of elderly individuals and individuals with disabilities in all areas—urbanized, small urban, and rural. The program requires coordination with other Federally-assisted programs and services in order to make the most efficient use of Federal resources.

Eligible Capital Expenses may include:

- Buses
- Vans
- Radios and communications equipment
- Vehicle shelters
- Wheelchair lifts and restraints
- Vehicle rehabilitation, manufacture and overhaul
- Preventative maintenance, as defined in the NTD
- Extended warranties which do not exceed the industry standard
- Computer hardware and software
- Initial component installation costs
- Vehicle procurement, testing, inspection and acceptance costs
- Lease of equipment
- Introduction of new technology
- Transit related intelligent transportation systems
- Supporting new mobility management and coordination programs (essentially the same as New Freedom 5317 description)

Federal/ Local Matching Requirements: According to Caltrans, eligible agencies can receive up to 88.53% in federal funds and must provide at least 11.47% in local match.

Eligible Subrecipients (State of California is primary recipient):

- Private non-profit organizations.
- Governmental authorities that certify to the chief executive officer of a State that no non-profit corporations or associations are readily available in an area to provide the service; and
- Governmental authorities approved by the State to coordinate services for elderly individuals and individuals with disabilities.

**SANBAG PROJECTIONS
FTA 5310, 5316, AND 5317 FUNDING**

Area/Federal Fiscal Year	FTA 5316 JARC			FTA 5317 New Freedom			FTA 5310		
	2006	2007	2012	2006	2007	2012	2006	2007	2012
	Actual	Projected	Projected	Actual	Projected	Projected	Actual	Projected	Projected
San Bernardino Valley	\$ 861,433	\$ 898,886	\$ 1,197,265	\$ 341,823	\$ 354,970	\$ 469,957	Countywide		
Victor Valley UZA	\$ 130,784	\$ 136,470	\$ 181,771	\$ 55,245	\$ 57,370	\$ 75,948	Countywide		
San Bernardino County Rural	\$ 77,955	\$ 81,344	\$ 108,345	\$ 44,346	\$ 46,052	\$ 60,974	Countywide		
San Bernardino County Total	\$ 1,070,172	\$ 1,116,700	\$ 1,487,381	\$ 441,414	\$ 458,392	\$ 606,879	\$ 549,294	\$ 573,816	\$ 764,598

Appendix B

Measure I Summary

Measure I Expenditure Plan
Effective April 1, 2010
Senior and Disabled Transit Service

San Bernardino Valley Expenditure Plan: 8% of revenue collected in the Valley Subarea shall fund Senior and Disabled Transit Service. 6% of revenue collected in the Valley Subarea in this category shall be expended to reduce fares and enhance service for senior citizens and persons with disabilities. Eligible expenditures in the Senior and Disabled Transit Service category shall include: (1) The provision of funding to off-set a portion of future senior and disabled fare increases that would apply to fixed route, Community Link and complementary paratransit services. (2) The provision of local funds to help off-set operating and capital costs associated with special transit services provided by transit operators, cities and non-profit agencies for seniors and persons with disabilities. (3) At least 2% of the revenue collected in the Valley Subarea in this category will be directed to the creation of a Consolidated Transit Service Agency which will be responsible for the coordination of transit services provided to seniors and persons with disabilities.

Mountain/Desert Expenditure Plan: 5% of revenue collected within each subarea shall be reserved in an account for Senior and Disabled Transit Service. Senior and Disabled Transit is defined as contributions to transit operators for fare subsidies for senior citizens and persons with disabilities or enhancements to transit service provided to seniors and persons with disabilities. In the Victor Valley subarea, the percentage for Senior and Disabled Transit Service shall increase by .5% in 2015 with additional increases of .5% every five years thereafter to a maximum of 7.5%. Such increases shall automatically occur unless each local jurisdiction within the subarea makes a finding that such increase is not required to address unmet transit needs of senior and disabled transit users. In the North Desert, Colorado River, Morongo Basin, and Mountain Subareas, local representatives may provide additional funding beyond 5% upon a finding that such increase is required to address unmet transit needs of senior and disabled transit services. All increases above the 5% initial revenue collected for Senior and Disabled Transit Service shall come from the general Local Street Projects category of the subarea.

Revenue Estimates by Subarea for the 30 years of the extension of Measure I are attached.

Measure I Estimates - Seniors and Disabled									
Year	Total	SB Valley	2% CTSA	6% S & D	Col River	Mor Basin	Mtns	No Desert	V Valley
2010/11	\$124,966,000	\$9,997,280	\$2,499,320	\$7,497,960	\$20,750	\$158,100	\$136,000	\$190,400	\$800,800
2011/12	\$131,363,000	\$10,509,040	\$2,627,260	\$7,881,780	\$21,000	\$168,500	\$145,050	\$198,900	\$863,150
2012/13	\$137,865,000	\$11,029,200	\$2,757,300	\$8,271,900	\$21,400	\$179,300	\$154,450	\$207,500	\$928,850
2013/14	\$144,533,000	\$11,562,640	\$2,890,660	\$8,671,980	\$21,400	\$190,600	\$164,300	\$216,200	\$998,450
2014/15	\$150,554,000	\$12,044,320	\$3,011,080	\$9,033,240	\$21,450	\$201,300	\$173,600	\$223,850	\$1,066,450
2015/16	\$156,324,000	\$12,505,920	\$3,126,480	\$9,379,440	\$21,450	\$211,900	\$182,900	\$231,000	\$1,248,940
2016/17	\$162,158,000	\$12,972,640	\$3,243,160	\$9,729,480	\$21,400	\$222,850	\$192,500	\$238,200	\$1,328,415
2017/18	\$168,124,000	\$13,449,920	\$3,362,480	\$10,087,440	\$21,350	\$234,250	\$202,450	\$245,450	\$1,412,235
2018/19	\$169,904,000	\$13,592,320	\$3,398,080	\$10,194,240	\$20,750	\$240,050	\$207,600	\$246,550	\$1,463,385
2019/20	\$171,726,000	\$13,738,080	\$3,434,520	\$10,303,560	\$20,200	\$246,000	\$212,900	\$247,650	\$1,516,625
2020/21	\$178,438,000	\$14,275,040	\$3,568,760	\$10,706,280	\$20,200	\$259,150	\$224,400	\$255,800	\$1,762,800
2021/22	\$185,287,000	\$14,822,960	\$3,705,740	\$11,117,220	\$20,200	\$272,850	\$236,400	\$264,000	\$1,876,860
2022/23	\$192,197,000	\$15,375,760	\$3,843,940	\$11,531,820	\$20,150	\$286,950	\$248,800	\$272,200	\$1,996,260
2023/24	\$197,465,000	\$15,797,200	\$3,949,300	\$11,847,900	\$19,900	\$298,900	\$259,350	\$277,950	\$2,103,000
2024/25	\$202,760,000	\$16,220,800	\$4,055,200	\$12,165,600	\$19,700	\$311,150	\$270,200	\$283,650	\$2,214,180
2025/26	\$207,849,000	\$16,627,920	\$4,156,980	\$12,470,940	\$19,400	\$323,400	\$281,000	\$289,000	\$2,521,285
2026/27	\$213,035,000	\$17,042,800	\$4,260,700	\$12,782,100	\$19,150	\$336,100	\$292,200	\$294,450	\$2,649,725
2027/28	\$214,569,000	\$17,165,520	\$4,291,380	\$12,874,140	\$18,550	\$343,200	\$298,600	\$294,750	\$2,736,500
2028/29	\$216,146,000	\$17,291,680	\$4,322,920	\$12,968,760	\$18,000	\$350,500	\$305,150	\$295,100	\$2,826,590
2029/30	\$221,407,000	\$17,712,560	\$4,428,140	\$13,284,420	\$17,750	\$364,050	\$317,150	\$300,450	\$2,968,810
2030/31	\$226,647,000	\$18,131,760	\$4,532,940	\$13,598,820	\$17,500	\$377,850	\$329,400	\$305,700	\$3,355,870
2031/32	\$231,989,000	\$18,559,120	\$4,639,780	\$13,919,340	\$17,200	\$392,100	\$342,050	\$311,000	\$3,522,120
2032/33	\$237,436,000	\$18,994,880	\$4,748,720	\$14,246,160	\$16,950	\$406,900	\$355,200	\$316,400	\$3,696,280
2023/34	\$242,986,000	\$19,438,880	\$4,859,720	\$14,579,160	\$16,700	\$422,150	\$368,800	\$321,850	\$3,878,630
2034/35	\$248,643,000	\$19,891,440	\$4,972,860	\$14,918,580	\$16,450	\$438,000	\$382,850	\$327,300	\$4,069,590
2035/36	\$255,129,000	\$20,410,320	\$5,102,580	\$15,307,740	\$16,250	\$455,650	\$398,550	\$333,800	\$4,587,525
2036/37	\$257,255,000	\$20,580,400	\$5,145,100	\$15,435,300	\$15,750	\$465,850	\$407,750	\$334,550	\$4,743,150
2037/38	\$259,374,000	\$20,749,920	\$5,187,480	\$15,562,440	\$15,300	\$476,200	\$417,100	\$335,250	\$4,903,500
2038/39	\$266,059,000	\$21,284,720	\$5,321,180	\$15,963,540	\$15,100	\$495,250	\$434,050	\$341,800	\$5,157,450
2039/40	\$272,888,000	\$21,831,040	\$5,457,760	\$16,373,280	\$14,900	\$515,000	\$451,700	\$348,450	\$5,424,075

Source: SANBAG

This page purposefully left blank

Appendix C
Consolidated Transportation Service Agency

Consolidated Transportation Service Agency

1. State Regulations (California Code of Regulations, Title 21, Division 3, Article 7 simplified)

- Designated by SANBAG
- Can be one of four type of entities:
 - (a) A public agency, including a city, county, operator, any state department or agency, public corporation, or public district, or a joint powers entity.
 - (b) A common carrier of persons as defined by the Public Utilities Code, engaged in the transportation of persons.
 - (c) A private entity operating under a franchise or license.
 - (d) A nonprofit corporation.
- The transportation planning agency or other designating agency may designate one or more consolidated transportation service agencies.
- A consolidated transportation service agency may file claims under article 4.5 (community transit services defined in regulations for intracommunity trips for those, such as disabled individuals, who cannot utilized regular fixed route service) of the Transportation Development Act for its operating costs, and for its costs in purchasing vehicles and communications and data processing equipment, to the extent specified in other regulatory sections. Limited to up to 5% of Local Transportation Fund monies for all Article 4.5 claims. Claims may also be filed by a consolidated transportation service agency for state transit assistance funds as specified in other regulatory sections.
- The geographic areas of consolidated transportation service agencies may be overlapping. For the purpose of filing claims, the division of responsibility between designated consolidated transportation service agencies shall be by the transportation service provided (i.e., by geographic area, route, time, clientele, etc.) and not by service function (i.e., operation, maintenance, marketing, etc.).
- A consolidated transportation service agency can contract with various contractors to perform different service functions.

2. Functions and Examples

California CTSA's are of many "flavors" in terms of what functions and services they provide. These can be shared maintenance, marketing, training or service delivery depending on local needs. The following are just two examples of CTSA's that provide an array of services to seniors and the disabled communities.

Paratransit Inc., Sacramento, CA

Paratransit, Inc. was incorporated in 1978 as a private nonprofit corporation to provide demand-responsive transportation service to individuals and agencies serving people with disabilities and the elderly within the Sacramento County urbanized area. The organization was utilized as a coordination model when the California State Legislature approved AB120 and created Consolidated Transportation Services Agencies (CTSA's). In addition to its own ADA paratransit fleet of 150 vehicles, Paratransit Inc.'s

maintenance shop services vehicles for 40 other agencies in the region, and they use the earnings to provide additional rides for its customer base. Paratransit Inc. provides planning and services to twenty four community partners ranging from United Cerebral Palsy to Health For All to the Women's Civic Improvement Center.

Ride On Transportation, San Luis Obispo, CA

Ride-On was started in 1993 in San Luis Obispo County as a transportation cooperative to meet the needs of social service agencies. In addition to being designated as CTSA, it also serves as a transportation management association offering vanpools and special shuttle services to its member organizations. The TMA and Ride-On's Social Service Transportation share vehicles, drivers and operation facilities to keep their costs down. All Ride-On vehicles are equipped with two-way radios and are in contact with a central dispatcher from 6 am to 6 pm Monday through Friday and 7 am to 3 pm on Saturdays. Ride-On offers a senior shuttle, medical shuttle, kids shuttle and visitors shuttle. Ride-On is a very dynamic organization that truly achieved the goals of mobility management by seeking out opportunities to match distinct markets with appropriate services.

This page purposefully left blank

Appendix D
United We Ride Funding Sources

SERVICES PROVIDED BY FEDERAL TRANSPORTATION PROGRAMS
SOURCE: UNITED WE RIDE

	Reimbursed Costs (Fares, Gas, Bus Pass, etc.)	Mobility Mgt/Travel Training/O and M	Operate Vehicles (Direct or Contract)	Purchase Vehicles (public/nonprofit)
HEALTH AND HUMAN SERVICES				
<i>Administration for Children and Families</i>				
Social Service Block Grant	X		X	X
Child Care and Development Block Grant	X			
Head Start			X	X
Refugee and Entrant Assistant Discretionary Grants				
Refugee and Entrant Asst. State Administered Programs	X			
Refugee and Entrant Targeted Assistance	X			
Refugee and Entrant Asst. Voluntary Agency Programs	X			
State Developmental Disabilities Council and Protection & Advocacy	X	X	X	

	Reimbursed Costs (Fares, Gas, Bus Pass, etc.)	Mgt/Trave Training/O and M	Operate Vehicles (Direct or Contract)	Purchase Vehicles (public/nonprofit)
Healthy Start Initiative			X	
Ryan White Care Act Programs				
<i>Substance Abuse and Mental Health Services Administration</i>				
Community Mental Health Services Block Grant	X	X		
Prevention and Texas Block Grant	X	X		
<i>Centers for Medicaid and Medicare</i>				
Medicaid	X			
State Health Insurance Program	X			
Home and Community Based Waiver	X	X		
<i>Health Resources and Services Administration</i>				
Community Health Centers	X		X	
Healthy Communities Program	X		X	

	Reimbursed Costs (Fares, Gas, Bus Pass, etc.)	Mgt/Travel Training/O and M	Operate Vehicles (Direct or Contract)	Purchase Vehicles (public/nonprofit)
Maternal and Child Health Block Grant	X			
Rural Health Care Network	X		X	X
Rural Health Care Outreach Program			X	
Healthy Start Initiative			X	
Ryan White Care Act Programs				
<i>Substance Abuse and Mental Health Services Administration</i>				
Community Mental Health Services Block Grant	X	X		
Prevention and Texas Block Grant	X	X		

DEPARTMENT OF EDUCATION				
Voluntary Public School Choice	X	X		
IDEA		X		

	Reimbursed Costs (Fares, Gas, Bus Pass, etc.)	MobilityMgt/Travel Training/ O and M	Operate(Direct or Contract)	PurchaseVehicles (public/nonprofit)
Independent Living for Older individuals Who are Blind		X		
Independent Living State Grants		X		
Vocational Rehab Grants		X		
DEPARTMENT OF LABOR				
<i>Bureau of Indian Affairs</i>				
Indian Employment Training and Related Services	X	X		
Indian Employment Services	X	X		
<i>Employment and Training Administration</i>				
Job Corps	X	X		
Migrant and Seasonal Farm Worker Migrant and Seasonal Farm Worker	X	X		
Native American Employment and Training	X	X		

	Reimbursed Costs (Fares, Gas, Bus Pass, etc.)	Mobility Mgt/Travel Training/O and M	Operate Vehicles (Direct or Contract)	Purchase Vehicles (public/nonprofit)
Welfare to Work Grants for Tribes	X	X		
Welfare to Work for States and Locals	X	X		
Work Incentive Grants	X	X		
Workforce Investment Act Adult Services Program		X		
Workforce Investment Act Adult Dislocated Worker Program		X		
Workforce Investment Act Youth Activities		X		
<i>Veterans Programs</i>				
Veterans Employment Program		X		
Homeless Vet Project				
DEPARTMENT OF TRANSPORTATION				
Elderly and Persons with Disability				X

	Reimbursed Costs (Fares, Gas, Bus Pass, etc.)	Mobility Mgt/Travel Training/O and M	Operate Vehicles (Direct or Contract)	Purchase Vehicles (public/nonprofit)
Non-Urbanized Formula (rural)			X	X
Urbanized Formula				X
New Freedom Program			X	X
Capital Discretionary Program			X	X
HOUSING AND URBAN DEVELOPMENT				
<i>Community Planning and Development</i>				
Community Development Block Grant			X	X
Housing for Ind. w/AIDS	X		X	X
Supportive Housing Programs			X	
Principal and Interest				
Revitalization of Severely Distressed Housing	X			
Medical Care Benefits	X		X	X

	Reimbursed Costs (Fares, Gas, Bus Pass, etc.)	Mobility Mgt/Travel Training/O and M	Operate Vehicles (Direct or Contract)	Purchase Vehicles (public/nonprofit)
Social Security Administration				
Ticket to Work Program	X			
U.S. Department of Agriculture				
Food stamp and Employment Training Program	X			

O:\TPM\Performance Agreement\UNITED WE RIDE\Coordination-UWR\CCAM2006\policy\FEDERAL TRANSPORTATION SERVICES MATRIX (6)MB.doc

Appendix E

Stakeholder Interview Guide

SANBAG Coordination Plan Stakeholder Interview Outline

Constituents

- Who are their constituents – demographics?
- How many persons do they serve?
- In what service area? If multiple areas, how many clients in each of the sub-areas?

Transportation Needs

- What human services transportation needs exist among their constituents?
Trip purposes, trip length, frequency, key destinations?
- How are these needs currently being met?
- What unmet transportation needs exist and can be anticipated?
- What types of special requirements exist so that these trips cannot be made on the existing public transportation network of scheduled fixed-route and rail service within San Bernardino County?

To the greatest extent possible, needs should be quantified and segmented by the sub-areas of San Bernardino County: San Bernardino Valley, the mountains (Lake Arrowhead to City of Big Bear Lake), Victor Valley, the high desert from Barstow to Needles, and the Morongo Basin (Joshua Tree, Yucca Valley and Twenty-nine Palms).

Involvement in Transportation

- Does their organization provide, purchase or facilitate transportation for constituents?
- If provide transportation:
 - What transportation services do they provide?
 - When, to where, trip purposes?
 - How many trips? (annualize)
 - Profile users.
 - Fleet size
- If purchase transportation:
 - From whom do they purchase transportation services?
 - How many trips? (annualize)
 - When, to where, trip purposes?
 - Profile users.
- If facilitate transportation services:
 - Who provides service?

- Who uses service?
- Who pays for service?
-

Funding Issues.

- What funding sources are currently supporting transportation services that they provide or purchase?
- How much is spent on transportation? How is budgeting handled?
- How effectively are transportation providers capturing or identifying their full costs of providing service?
 - Do these costs include the staff time involved with budgeting, accounting, planning, customer service, and monitoring service delivery?

Coordination Potential: Providers

- Does their organization have an interest and willingness to continue or to broaden their transportation function? Or would they prefer to purchase transportation from another provider?
- Is there potential to provide transportation to groups beyond their own clients or current riders?
- Is there potential for coordination in other areas – driver training, dispatch training, maintenance at a centralized facility, shared dispatching, etc.
- Is there an opportunity for more effectively utilize existing public transportation service to provide some of your trips?
 - -purchase of weekly or monthly transit passes?
 - -expansion of paratransit services to meet my client needs?
 - -collaboration on where routes go or different types of services
 - -other?
- How do you and your clients currently get information about available transportation services?
 - How useful and easy to access is the information available?
 - Is there potential for improving access to information on other transportation resources available to you? -Web access – Centralized information #?
- Is there a potential for pooling your funding resources with other agencies to get more bang for the buck? (or simply ask your second bullet point below to providers)
- What have been the barriers to coordination of human service and public transit services in the past? Your ideas for overcoming those barriers
- Would they be the one to make decisions about coordination? If not, who?

Coordination Potential: Non-Providers

- What opportunities do they see for coordination of efforts?
- Would they be willing to pool their transportation funding with other organizations to fund services that would benefit multiple client groups?
- Would they be the one to make decisions about coordination? If not, who?

Appendix F
Action Planning Workshop Digests

ACTION PLANNING WORKSHOP

DOWN THE HILL TRANSPORTATION SERVICE

FROM BARSTOW AND NEEDLES

WEDNESDAY, AUG. 22, 2007

1:00-3:00 PM

BARSTOW RAMADA INN

1511 E. MAIN ST., BARSTOW

The workshop is being held as important input to the SANBAG Public Transit and Human Service Transportation Coordination Study.

Identified Need

“Down the Hill” service for seniors to medical facilities and low income individuals to medical and social service appointments.

Coordination Opportunity

Three possible options have been identified: 1) Coordinate with Vista. 2) Provide subsidized greyhound tickets 3) A 5311(f) intercity transit service between Needles, Barstow, Victorville, and San Bernardino perhaps two days a week.

Primary Challenges

1) Vista service may be strictly demand response without a regular schedule which would facilitate coordination of trips. 2) Lack of awareness of current Greyhound subsidy, and it may not be deep enough to be affordable for some groups. 3) The long potential intercity route from Needles, Barstow, and Victorville to San Bernardino could require overnight stays by Needles residents.

Potential Enabling Actions for Discussion

It is unlikely that any one of the coordination opportunities will meet all of the needs. Some of the opportunities are dependent on outside agencies, such as Greyhound. The goal of the workshop would be identify one to three opportunities that could work, with a specific action plan leading to implementation. Some redundancy of service will provide users more transportation options.

Potential Supplemental Funding

Opportunities exist for bundling existing resources (e.g Department of Rehabilitation and Health and Human Service transportation funds) and potential new funding sources including Federal Transit Administration (FTA) 5310 , FTA 5311 (f) and FTA 5317 funding.

Resources for Workshop

Summary of key findings of stakeholder interviews and results of e-survey of public and private agencies relevant to this expressed need.

Homework Assignments in Advance of Action Planning Meeting

- TRC team: Preparation of a succinct digest of the three coordination opportunities, including service description, service requirements, barriers, and current status.
- State and social service agencies: Estimates of average monthly “down the hill” trips, categorized by “immediate need” and “scheduled” with list top five primary destinations.

Invited Workshop Participants

- Cliff Chambers, Transit Resource Center
- Selena Barlow, Transit Marketing;
- Cheryl Harrison, City of Barstow
- Maurine White, Vista Guidance Center
- Karin Etheridge, Best Opportunities
- Emma Gross, Desert Manna
- Representative, State Dept. of Rehabilitation
- Sue Scott, Mariah Funderburg and Paula McGrew, Dept. of Aging and Adult Services
- Michael Macintyre and Ana Aranda, Dept. of Behavioral Health
- Julie Bigham, Transitional Assistance
- Andrea Wade, Dept. of Public Health
- Peggy Teal, United Way
- Dee Peabody, Barstow Senior Center
- Art Schroeder Barstow Senior Center
- Cherie Schroeder, Newberry Senior Center
- Ethel Bussman Barstow Office Manager
- SANBAG staff

Action Planning Workshop Agenda

1. Review of stakeholder and e-survey results in Barstow
2. Review of coordination opportunity digest: discussion
3. Quantification of needs: state and social service agencies
4. Funding opportunities
5. Matching services to “immediate” and “scheduled” needs.
6. Prioritization of service development
7. Elements to include in the Public Transit- Human Services Transportation Coordination Plan
8. Action plan and responsibilities

HIGH DESERT (BARSTOW)

Following is a brief summary of findings from stakeholder interviews and consumer focus groups conducted in the Barstow area in Spring of 2007 to assess the transportation needs of seniors, persons with disabilities and low income individuals.

Participating Agencies

Barstow Area Transit System (BATS)
Transitional Assistance (Hesperia Office)
Vista Guidance Center
Mojave Valley United Way
Newberry Senior Center
Barstow Senior Center
Best Opportunities
Desert Manna (Homeless Shelter)

Transportation Services Available

BATS provides fixed route and demand response services in the City of Barstow and the surrounding areas of the County. Services include:

- Five fixed routes: two in central Barstow, two in west Barstow and one on Hwy 58.
- All-Ride general public demand response service in city. Available 6-7 a.m. and 7 p.m. to 11:30, Mon-Sat. and 9:00 a.m. to 11:30 p.m. on Sun and Holidays.
- City DAR serves seniors and disabled 7am – 7 pm, Mon-Fri and 9 am - 7pm on Sat. Riders are 20% ADA and 80% seniors (60+).
- County general public DAR serves the rest of the service area 6 a.m. to 10:45 p.m. Mon-Fri, with shorter hours on Sat. and Sun.
- All demand response services take same day reservations with an estimated 40 minute response time (90%). Also take reservations up to 2 weeks ahead, but 99% of trips are same day requests.

Best Opportunities transports their clients (adults with development and other disabilities) between home and job sites. Use a fleet of 10 vehicles to provide over 4000 trips per month to 55 clients. Hours are customized to work requirements.

Greyhound provides 5 outbound and 6 inbound trips per day, between Barstow and San Bernardino. Round trip fare is \$38.00. City of Barstow offers a subsidy.

Other private transportation services provided in area:

- Rim Rock Convalescent Home has a van with a lift
- Mountain View Senior Living has a van
- Veterans Home Bus (does local and out of area trips for its residents)

Vista Guidance Center will soon be providing transportation to serve clients at its counseling facility, 90 day residential treatment program and transitional housing in Barstow.

Transportation Needs among Target Groups

All Groups: Need for service to Victor Valley and San Bernardino for:

- Medical appointments (Victorville, Apple Valley, Loma Linda, Veterans Hospital, Arrowhead Regional Hospital)
- SSI appointments (Victorville)
- Court dates (Victorville)
- Jury Duty

SSI appointments are only in Victorville, San Bernardino or Arrowhead. The are courts in Victorville. Doctors and medical facilities are in Victorville and beyond. You can't get there....Desert Manna Homeless Shelter

My daughter was called for grand jury duty in San Bernardino. Not having a car wasn't considered an acceptable excuse for not going...Consumer

Low Income Persons: Fixed Route span of service is too short for most work trips. (BATS hopes to address this in upcoming service review.)

Seniors and Persons with Disabilities: Inability of DAR to meet all demand. Seniors complain of long waits. BATS says most peak is 7-9 p.m. – and they cannot always accommodate all riders.

Coordination Opportunities

Potential for “down the hill” service to accommodate medical and social service appointments.

Possible strategies:

- Coordinate with Vista Guidance Center to provide service with their new 5310 vehicles
- Subsidize Greyhound tickets
- Pursue 5311(f) funding to provide intercity service between Needles, Barstow, Victor Valley and San Bernardino.

ACTION PLANNING WORKSHOP

IMPROVING ACCESS FOR STUDENTS WITH DISABILITIES TO COPPER MOUNTAIN COMMUNITY COLLEGE

MONDAY, AUG. 13, 2007

12:30 PM-2:00 PM

COPPER MOUNTAIN COMMUNITY COLLEGE LIBRARY

6162 ROTARY WAY

JOSHUA TREE, CA

The workshop is being held as important input to the SANBAG Public Transit and Human Service Transportation Coordination Study.

Identified Need

The lack of non-auto mobility options in the evening are a significant barrier to attendance at Copper Mountain Community College (CMCC).

Coordination Opportunity

Enhance job and career training opportunities for existing and potential disabled students at CMCC through supplemental evening Ready Ride services or a shared ride program, particularly to serve evening classes.

Key Challenges

Evening dial-a-ride services typically have low productivity and high costs per trip. The biggest barrier to vanpool programs is qualified drivers and institutional support. Insurance typically requires drivers to be at least 25 years old.

Potential Enabling Actions for Discussion

During the stakeholder interview meeting, two service delivery options were identified that best match the market need: 1) enhanced evening Ready Ride service or 2) Campus or MBTA sponsored vanpool program. The actions are not mutually exclusive as vanpools typically service longer trips. The enhanced Ready Ride service could potentially be similar to a school bus route based on the passenger users in the semester. Operational details would need to be worked out. A demonstration project to either the Landers or Wonder Valley area might be the most beneficial. Reach Out 29 could be a partner in facilitating economic opportunities for program participants.

Potential Supplemental Funding

Collaborative funding effort among CMCC, MBTA, Federal Transit Administration (FTA) 5316 or 5317, and Health and Human Service (HHS) funds.

Resources for Workshop

- Summary of key findings of stakeholder interviews; results of e-survey of public and private agencies relevant to this expressed need.
- June 2007 Operations Analysis.
- Transit Connectivity Index from GIS mapping work; population and demographic maps.

Recommended Homework Assignments in Advance of Action Planning Meeting

(Cliff Chambers will call agencies to discuss on August 2-3)

- TRC team: 1) Follow-up discussions with CCMC and MBTA staff (complete)
- CMCC: 1) Plot map (AAA map is fine) of cross streets of residential location of existing 140 disabled students.
- 2) Review and suggest potential changes to agreement with MBTA
- 3) Prepare a brief presentation on how improved transportation would improve access to CCMC classes and training for potential work opportunities.
- MBTA: 1) Determine the costs of extending two Ready Ride vans to 10 pm five days a week. Discuss farebox recovery requirements.
- 2) Determine consistency with results of the June 2007 Operations Analysis.

Invited Workshop Participants

- Cliff Chambers, Transit Resource Center
- Selena Barlow, Transit Marketing
- Joe Meers, MBTA
- Jackie Hanselman, CCMC with Disabled CCMC student representative(s)
- Sandy Fleck, Reach Out Morongo Basin
- SANBAG staff

Action Planning Workshop Agenda

1. Discussion of transportation needs to CCMC
2. Discussion of pros and cons, costs and benefits for serving those needs
3. Consensus on preferred option: refine description for coordination plan
4. Potential partnership arrangements
5. Elements to include in the Public Transit- Human Services Transportation Coordination Plan
6. Identify next steps with roles and responsibilities

MORONGO BASIN (JOSHUA TREE)

Following is a brief summary of findings from stakeholder interviews and consumer focus groups conducted in the Morongo Basin area in Spring of 2007 to assess the transportation needs of seniors, persons with disabilities and low income individuals.

Participating Agencies

Morongo Basin Transit Authority
Hi-Desert Industries
Reach Out Morongo Basin
Copper Mountain College
Focus Group of Consumers

Transportation Services Available

Morongo Basin Transit Authority (MBTA) provides a variety of fixed route and demand response services including:

- Intercity service along the Twentynine Palms Highway Corridor
- Local routes in Twenty Nine Palms, Yucca Valley and Landers
- Commuter service from Morongo Basin to Palm Springs
- Readi Ride general public dial-a-ride service

Hi-Desert Industries uses a fleet of 3 vehicles to provide transportation to approximately 50 of its own clients, primarily persons with developmental disabilities.

Reach Out Morongo Basin provides medical transportation for seniors using a 6-passenger mini-van (non-accessible) and staff driver. Once a week they provide service to medical facilities in the San Bernardino area.

Transportation Needs among Target Groups

College Students. Copper Mountain College has expressed a need for improved transit service to the college in the evenings (after 4:30 p.m.) and on Saturdays. Growth in affordable housing in Landers and Wonder Valley is increasing transit needs in those communities. Better links with the college are needed.

There is a critical need for improved public transportation access to Copper Mountain College in order to help improve enrollment. Transportation is a real barrier at the moment...Copper Mountain College

Persons with Disabilities. Hi-Desert Industries client population is growing, expected to reach 100 within 10 years. They are unable to accommodate the increased need for door-to-door transportation to their work vocational center.

There is limited sidewalk and safe access to many of the MBTA bus stops, so even clients who could not use fixed route service do not do so...Hi-Desert Industries

Seniors and General Public. Consumers feel that Read-Rides service needs to be expanded to provide more service in the afternoons and on weekends. In addition, the population is growing and expanding, (particularly in the Wonder Valley area), resulting in a need to expand the service area for Read-Rides.

With the incredible growth in the Morongo Basin, there is a need to expand the boundaries of where Read-Ride serves. Many of the newer growth areas are not being served, and needs are really growing in the outlying areas where housing is the most affordable...Consumers

Coordination Opportunities

To address the needs of Hi-Desert Industry clients and others, there is the potential to develop a subscription service policy to provide a limited number of trips to social service agencies on Ready Ride services.

To enhance job and career training opportunities for existing and potential disabled students at CMCC, there is the potential for evening Ready Ride services or a vanpool program, to serve evening classes.

ACTION PLANNING WORKSHOP

SUBSCRIPTION TRIPS FOR SOCIAL SERVICE AGENCIES IN THE MORONGO BASIN

MONDAY, AUG. 13, 2007

10:30 AM-12:00 PM

COPPER MOUNTAIN COMMUNITY COLLEGE LIBRARY

6162 ROTARY WAY

JOSHUA TREE, CA

The workshop is being held as important input to the SANBAG Public Transit and Human Service Transportation Coordination Study.

Identified Need

Provide opportunities for the developmentally disabled to utilize public transportation services for work trips.

Coordination Opportunity

Develop a subscription service policy to provide a limited number of trips to social service agencies on Ready Ride services.

Challenge

Morongo Basin Transit Authority (MBTA) only has one Ready Ride vehicle in the Joshua Tree area, so capacity to provide subscription service with the existing fleet would be a significant issue.

Potential Enabling Actions for Discussion

Purchase an additional dial-a-ride bus for Ready Ride subscription service. Provide a limited number of subscription service trips for approximately 10-15 Hi-Desert, Angel View and potentially other social service agency clients on Ready Ride services. Develop subscription service policy. Discuss long-term service delivery options.

Potential Funding Sources

Collaborative funding effort involving Inland Regional Center (IRC) funding, Federal Transit Administration (FTA) 5317, Health and Human Services (HHS) funding, and MBTA Transportation Development Act (TDA) \ funds. Allocations and details would need to be worked out.

Resources for Workshop

- Summary of key findings of stakeholder interviews and focus group; results of e-survey of public and private agencies relevant to this expressed need.
- June 2007 Operations Analysis.

- Transit Connectivity Index from GIS mapping work; and demographic and population projection maps.

Homework assignments in advance of action planning workshop

(Cliff Chambers will call agencies to discuss on August 2-3)

- TRC team:
- 1) Research on referenced Palm Desert model (complete, summary will be sent in advance of workshop)
 - 2) Phone interview with Angel View (complete)
 - 3) Phone interview with Virgil De White (complete)
- Hi-Desert:
- 1) On a AAA or similar map, plot the existing client residential location (nearest cross street for privacy)
 - 2) Meet internally to discuss what subscription fares would be desirable.
- MBTA:
- 1) Internally consider subscription trip policy
 - 2) Identify other subscription trip needs throughout Morongo Basin
 - 3) Determine capital and operating costs of a single Ready Ride van operating 5 hours per day.
- IRC:
- 1) Document benefits to IRC of Palm Desert model.

Invited workshop participants

- Cliff Chambers, Transit Resource Center
- Selena Barlow, Transit Marketing
- Joe Meers, MBTA
- Karri Grimes and Virgil De White, Hi-Desert Industries
- Tiki S. Thompson, Inland Regional Center
- SANBAG staff

Action Planning Workshop Agenda

1. Summarize Hi-Desert Transportation Needs: Results of stakeholder interviews, focus groups and e-survey results.
2. MBTA Ready Ride service: current constraints and challenges
3. Review map of location of Hi-Desert and Angel View clients
4. Review of Coachella Valley Subscription Trip Model
5. Discussion of Subscription Trip opportunities among Hi-Desert Industries, IRC and MBTA
6. Review funding opportunities
7. Elements to include in Public Transit-Human Services Coordination Plan
8. If included, identify next steps with roles and responsibilities

ACTION PLANNING WORKSHOP

“DOWN THE HILL” TRANSPORTATION FROM THE MOUNTAIN AREAS FOR MEDICAL AND SOCIAL SERVICE CLIENTS

THURSDAY, AUG. 16, 2007

9:00 - 10:30 AM

FIRE STATION #91 (COMMUNITY ROOM)

301 SOUTH STATE HWY 173

LAKE ARROWHEAD, CA

The workshop is being held as important input to the SANBAG Public Transit and Human Service Transportation Coordination Study.

Identified Need

“Down the Hill” service for medical and social service agency trips. Transferring from MARTA to Omnitrans and figuring out how to get to destination is beyond the capabilities of many seniors and social service clients.

Coordination Opportunity

When added trips are implemented, extend service in San Bernardino to circulate among key destinations – TAD offices, Court, medical facilities. Implementation details are critical in meeting needs of clients of Mountain Area social service agencies.

Key Challenge

The needs are being addressed as part of the Operational Analysis currently being conducted by Nelson/Nygaard. This workshop will provide opportunity for direct input into the implementation details by key social service agencies representing potential users.

Potential Enabling Actions for Discussion

This meeting will provide the opportunities for social service agencies to give input on the final details of the routes, stops, schedules, fares, and information dissemination of the revised service.

Potential Supplemental Funding

Assuming a mix of disabled individuals and work trips, a blend of Federal Transit Administration (FTA) 5316 and 5317 funds and Health and Human Services (HHS) funds could be utilized to fund the extension.

Workshop Resources

- Summary of key findings of stakeholder interviews and results of e-survey of public and private agencies relevant to this expressed need.
- Mountain Area Operational Analysis, May 2007;
- Transit Connectivity Index map; and population and demographic maps.

Invited Workshop Participants

- Cliff Chambers, Transit Resource Center
- Selena Barlow, Transit Marketing
- Kathy Hawksford, MARTA
- Rohan Kuruppu, Omnitrans
- Kris Scullin, Rim Family Services
- David Stuart, Rebuilding Mountain Hearts and Lives
- SANBAG staff

Action Planning Workshop Agenda

1. Review of stakeholder interview and e-survey findings relevant to “off-the-hill” service
2. Route, stops, and schedule of “off-the-hill” service
3. Social service agency input into implementation details
4. Plans for information dissemination.
5. Elements to include in the Public Transit- Human Services Transportation Coordination Plan
6. Follow-up action plan

MOUNTAINS (CRESTLINE, BIG BEAR LAKE)

Following is a brief summary of findings from stakeholder interviews and consumer focus groups conducted in the Mountain communities in Spring of 2007 to access the transportation needs of seniors, persons with disabilities and low income individuals.

Participating Agencies

Big Bear Lake Senior Center
 Mountain Area Regional Transit Authority (MARTA)
 Rim Family Services
 Rebuilding Mountain Hearts and Lives
 Crest Forest Senior Citizens
 Focus Group of Consumers

Transportation Services Available

Transit services within the Mountain area are provided by MARTA.

- MARTA provides two trips per day “off the mountain,” from Crestline/Arrowhead and from BBL. There are plans to expand this service.
- There is one very long local route that serves from East of Crestline, along the Rim to Running Springs. The route makes five round trips per day...but not every community is served on every trip. Service is from about 6:15 a.m. to 6:15 p.m.
- Big Bear Valley has two shorter routes – a local and an express with service from 6:15 a.m. to 6:15 p.m.
- Trips between Crestline area and BBL can be made by transferring at Running Springs from the Crestline Arrowhead Route to the twice a day BBL-San Bernardino Route.
- General Public Dial-A-Ride service is operated in BBL, Crestline and Arrowhead and Running Springs and does advance and same day reservations.

There are few social service transportation resources in the Mountains area.

Transportation Needs among Target Groups

All Groups: There are a variety of reasons for which residents need transportation “off the mountain” to the San Bernardino Valley. These include medical appointments, social service appointments and court dates. However, making the connection between MARTA and Omnitrans to travel to the key destinations (medical facilities, TAD offices, Social Security, Courts) is seen as too difficult for many seniors, persons with disabilities and low income individuals.

People can't get “off the mountain” to file for necessary welfare benefits, or go to court. Clients have limited capabilities to figure out how to link from MARTA to local transit services once they get dropped in San Bernardino....Rim Family Services

Transportation off the mountain is a big problem. People have trouble connecting to local services once they are in San Bernardino...Rebuilding Mountain Hearts and Lives

Transit services in the Crestline area and the Rim communities are very limited in terms of hours, frequency and coverage.

There are women who would come to the Senior Citizens Club, but they don't have transportation. There used to be people who used MARTA to the Senior Center, but not now. Second Thursday of each month is the County luncheon which is well attended. Have only seen MARTA there once in the last few months....Crest Forest Senior Citizens

Service between Crestline and Big Bear Lake is infrequent and requires a difficult transfer. Seniors and other would like to be able to travel between the communities for shopping.

Seniors would like service from Crestline to BBL for shopping – without having to transfer at Running Springs. Even one day a week would be good...Consumer

In the winter, MARTA won't go to Running Springs, where many low income people live, after dark...RIM Family Services

Low Income Individuals: A large number of individuals need to go to Rim Family Services regularly for a variety of counseling services. It is difficult to get there on either the fixed route (no stop) or Dial-a-Ride services (limited hours).

Many low income individuals cannot afford even the modest fares charged by MARTA.

Teens needing to get to and from our after school programs (drugs, anger management). They can ride here on the school bus but getting home is difficult. Some of our daytime clients can use MARTA, but there is no stop at RIM's offices...so they have to schedule DAR. Would be wonderful if there were a MARTA stop closer....RIM Family Services

Many of our clients can't afford the \$2 per trip MARTA fare....RIM Family Services

Coordination Opportunities

Potential to extend MARTA's down the hill service in San Bernardino to circulate among key destinations – TAD offices, Court, medical facilities.

Potential for a collaborative effort among MARTA, the Senior Center, Rebuilding Mountain Hearts and Lives and RIM to manage, operate and fund enhanced service between Crestline and Big Bear Lake.

TRANSPORTATION COORDINATION WORKSHOP
MOUNTAINS SUB-AREA
THURSDAY, AUG. 16, 2007
1:00 PM
FIRE STATION #26
23407 CREST FOREST DRIVE
CRESTLINE, CA

The workshop is being held as important input to the SANBAG Public Transit and Human Service Transportation Coordination Study. This study will provide the foundation for the allocation of funds for federal transportation programs including 5310 (Elderly and Disabled Transportation), 5316 (Job Access Reverse Commute) and 5317 (New Freedoms).

AGENDA

1. Overview of SANBAG Public Transit and Human Service Transportation Coordination Study Status
2. Review of key finds from countywide outreach effort – including kick-off meetings, stakeholder interviews, e-survey, and transit connectivity index analysis.
3. Identified transportation needs, coordination opportunities and key challenges within this sub-area. This workshop will particularly address the need for enhanced transportation within the Crestline and Rim areas, as well as the need for more direct transportation between Crestline and Big Bear Lake.
4. Summary of key points from action planning workshops.
5. Group Discussion: Transportation needs and potential projects not discussed in #4, particularly projects eligible for FTA 5316, Job Access Reverse Commute (JARC) funding.¹
6. Group Discussion: Elements participants would like to see included in Public Transit and Human Service Transportation Coordination Plan.
7. Overview of next phase of study and opportunities for further input.

¹ A fact sheet on primary funding resources and their eligibility will be sent out in advance of the workshop. The goal of the JARC program is to improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals and to transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities.

ACTION PLANNING WORKSHOP

JOBS ACCESS TRANSPORTATION

NEEDLES AREA TO LAUGHLIN AND BULLHEAD CITY

THURSDAY, AUG. 23, 2007

2:00 PM

SOCIAL SERVICES

1300 BAILEY, NEEDLES, CA

The workshop is being held as important input to the SANBAG Public Transit and Human Service Transportation Coordination Study.

Identified Need

Jobs Access transportation from Needles to Laughlin (NV) and Bullhead City (AZ).

Coordination Opportunity

Provide fixed route bus, subscription bus or vanpool service (with paid driver?) from Needles to Laughlin (NV) and Bullhead City.

Primary Challenge

Willingness of City of Needles to support. Who would be applicant and recipient of 5316 grant?

Potential Supplemental Funding

Federal 5316 funding.

Resources for Workshop

Summary of key findings of stakeholder interviews and results of e-survey of public and private agencies relevant to this expressed need.

Homework in advance of Action Planning Workshop

- TRC team: research on potential demand for employment transportation on a daily or weekly basis. Current commute modes.
- City of Needles: internal discussion on willingness to support such a program and become the grant recipient.

Invited Workshop Participants

- Cliff Chambers, Transit Resource Center
- Selena Barlow, Transit Marketing
- SANBAG Staff

- Cheryl Sallis, City of Needles
- Julie Bigham, Transitional Assistance
- Representatives of major employers in Laughlin and Bullhead City
- Debbie Dauenhauer, Silver Rider
- Representative, McDonald Transit

Action Planning Workshop Agenda

1. Quantification of needs: result of TRC team research
2. Discussion of feasibility and costs of matching service needs with appropriate service option.
3. Funding opportunities
4. Elements to include in the Public Transit- Human Services Transportation Coordination Plan
5. Action plan and responsibilities

ACTION PLANNING WORKSHOP

NON-EMERGENCY MEDICAL TRANSPORTATION

NEEDLES AREA TO ARIZONA

THURSDAY, AUG. 23, 2007
NOON (LUNCH PROVIDED)
SOCIAL SERVICES, 1300 BAILEY, NEEDLES, CA

The workshop is being held as important input to the SANBAG Public Transit and Human Service Transportation Coordination Study.

Identified Need

Medical transportation to Arizona

Coordination Opportunity

Use senior center van or contractor provided service to provide transit 1-3 days a week to medical destinations in Ft. Mohave and Bullhead City – open to general public.

Key Challenges

Would have to reallocate resources from current local service. City Manager's desire is not to allow shopping trips outside of Needles.

Potential Supplemental Funding

Potential opportunities may exist for bundling existing resources from State Department of Rehabilitation transportation, Inland Regional Center, County agencies and Health and Human Services with potential new funding sources including FTA 5311 (f) and FTA 5317 funding.

Resources for Workshop

Summary of key findings of stakeholder interviews and results of e-survey of public and private agencies relevant to this expressed needs; population and demographic maps

Homework Assignments in Advance of Action Planning Meeting

- TRC Team: Research interstate public transportation regulatory barriers. Work with senior center to estimate daily cost of providing service.
- All potential partners: Estimate average number of weekly number of clients who would need medical transportation to both Ft. Mohave and Bullhead City.

Invited Workshop Participants

- Cliff Chambers, Transit Resource Center
- Selena Barlow, Transit Marketing
- Clifford Greable, Needles Senior Center
- Representative, Calvary Chapel Church

- Cheryl Sallis, City of Needles
- Representative from County Hospital
- Mariah Funderburg, Christopher Tarr, Paula McGrew, Dept. of Aging and Adult Services
- Michael Macintyre, Dept. of Behavioral Health
- Ana Aranda, Dept. of Behavioral Health
- Julie Bigham, Transitional Assistance
- Andrea Wade, Dept. of Public Health
- Debbie Dauenhauer, Silver Rider
- Representative, McDonald Transit
- Tony McDonald, HSS
- Lance Ross, Colorado River Medical Center
- SANBAG Staff

Action Planning Agenda

1. Review of stakeholder and e-survey results in Needles
2. Quantification of needs: State, County and social service agencies
3. Discussion of feasibility and costs of utilizing senior center van for service to Arizona two days a week.
4. Funding opportunities
5. Elements to include in the Public Transit- Human Services Transportation Coordination Plan
6. Action plan and responsibilities

COLORADO RIVER (NEEDLES)

Following is a brief summary of findings from stakeholder interviews and consumer focus groups conducted in the Needles area in Spring of 2007 to assess the transportation needs of seniors, persons with disabilities and low income individuals.

Participating Agencies

City of Needles/NAT
Needles Senior Center
Colorado River Medical Center
Dept. of Aging and Adult Services
Dept. of Behavioral Health
Transitional Assistance
Dept. of Public Health
Focus Group of Consumers

Transportation Services Available

Needles Area Transit provides deviated fixed route service on a single route within Needles. The service operates hourly, 7 a.m. to 7 p.m., Monday through Friday and for 4 hours on Saturday. NAT serves most of the area within the City, with the exception of some trailer parks on the north end of the city.

Dial-a-Ride operates 9:00 a.m. to 1:30 p.m. and is run by the Needles Senior Center. It provides curb-to-curb service within the Needles city limits. The service is for seniors (55+) and persons with disabilities, but is used only by seniors.

A local church (Calvary Chapel Church) has begun providing some medical transportation as part of its mission. It has been providing 8-10 out-of-town trips per month, but demand is growing and it is exhausting its resources.

There is no Greyhound or other intercity service from Needles.

Transportation Needs among Target Groups

The situation in Needles is, in the words of one of the social service managers, "at crisis." The problem is the result of a reduction in both health care services and limited transportation. The local hospital has built a new facility across the state border (12 miles) in Arizona. The services available at the Needles hospital are now limited and virtually all of the doctors have moved their offices into Arizona. There are few doctors left in Needles and no transportation to the new medical facilities.

Seniors and Persons with Disabilities: Individuals with Medicare need to get to Ft. Mojave (12 miles) and Bullhead City (30 miles) or to Victorville/San Bernardino for even routine medical care.

I still drive but only locally. I go to Apple Valley to the doctor –it's 378 miles round trip. I pay someone \$75 to take me there once a month. I use to use Greyhound before it was

cancelled...Consumer

Low Income Persons: There are few or no doctors accepting new MediCal patients - even on the Arizona side of the Colorado River. These individuals need to get to Arrowhead Med Center (Colton), Victorville or San Bernardino for care.

A broken bone can't be set there – one client just let his heal as was because he couldn't get to a hospital...Aging and Adult Services

There is a bus to the Veteran's hospital from Laughlin that leaves at 4 a.m. but no way to get there from Needles....Veteran/Consumer

Job opportunities are in Bullhead City and Laughlin. Only one casino provides transportation. People also need transportation for shopping and recreation. Only movie theaters are in Arizona.

The only jobs here are fast food and motels. NAT bus doesn't run at night, so people have to walk home. One casino (AVI) provides a shuttle that picks people up in Needles. We try to place clients w/o transportation in jobs there....Transitional Assistance

Coordination Opportunities

Needles Senior Center Vans are only used 9 a.m. to 1:30 p.m. and ridership is very light (5-6 people per day). Potential to use them for medical trips to Arizona facilities.

Sliver Rider – 5013C in Laughlin – has an interstate permit and is providing a variety of transportation services in Nevada, Utah and Arizona. It provides Laughlin-Needles service to bring seniors to the Social Security office, weekly. Potential to expand this service to include trips from Needles for medical and or work purposes.

TRANSPORTATION COORDINATION WORKSHOP

SAN BERNARDINO VALLEY SUB-AREA

TUESDAY, AUG. 14, 2007

3:00 PM

SANBAG OFFICES AT SANTA FE DEPOT

1170 W. 3RD STREET, 2ND FLOOR

SAN BERNARDINO, CA 92410

The workshop is being held as important input to the SANBAG Public Transit and Human Service Transportation Coordination Study. This study will provide the foundation for the allocation of funds for federal transportation programs including 5310 (Elderly and Disabled Transportation), 5316 (Job Access Reverse Commute) and 5317 (New Freedoms).

Agenda

1. Overview of SANBAG Public Transit and Human Service Transportation Coordination Study Status
2. Review of key finds from countywide outreach effort – including kick-off meetings, stakeholder interviews, e-survey, and transit connectivity index analysis.
3. Identified transportation needs, coordination opportunities and key challenges within this sub-area.
4. Summary of key points from action planning workshops.
5. Group Discussion: Transportation needs and potential projects not discussed in #4, particularly projects eligible for FTA 5316, Job Access Reverse Commute (JARC) funding.¹
6. Group Discussion: Elements participants would like to see included in Public Transit and Human Service Transportation Coordination Plan.
7. Overview of next phase of study and opportunities for further input.

¹ A fact sheet on primary funding resources and their eligibility will be sent out in advance of the workshop. The goal of the JARC program is to improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals and to transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities.

SAN BERNARDINO VALLEY

Following is a brief summary of findings from stakeholder interviews and consumer focus groups conducted in the San Bernardino Valley area in Spring of 2007 to assess the transportation needs of seniors, persons with disabilities and low income individuals.

Participating Agencies

Colton-Redlands-Yucaipa Regional Occupational Program
Community Senior Services & Inland Hospice Association
Department of Rehabilitation, San Bernardino Office, State of California
Focus Group of Seniors, Rancho Cucamonga Senior Center
Focus Group of Seniors, Fontana Senior Center
Focus Group of Consumers, Transitional Assistance, San Bernardino
Fontana Senior Center
Omnitrans
OPARC Ontario
Rancho Cucamonga & Fontana Family YMCA
Redlands Recreation, Redlands Police Department
Rolling Start, Inc.
San Bernardino County Transitional Assistance, San Bernardino Office
San Bernardino County Department of Public Health- Healthy Communities
San Bernardino County Senior Affairs Commission
San Bernardino Valley College
Tectrans AKA Diversified Pomona Transit

Transportation Services Available

Omnitrans is the public transit provider for the San Bernardino Valley area. They provide both fixed route service and Access paratransit services throughout Ontario, San Bernardino, Redlands, Fontana. The Omnitrans service area is 480 square miles and serves a population of 1.4 million. Omnitrans provides 33 fixed bus routes including 18 routes in the East Valley, 14 routes in the West Valley and 1 regional express route. The fixed routes included 15 base routes in the main travel corridors, 16 local routes in the various communities, and one peak hour tripper.

Omnitrans Access provides a combination of subscription and ADA paratransit services. The subscription service is available to persons with an Omnitrans disability photo identification card. Access is provided on a curb-to-curb basis. Service is provided 7 days, with core service being provided from 7:00 am and to 6:00 pm on weekdays. Non-core service is provided in early morning and late evening on weekdays and on weekends between 7:00 am and 7:00 pm. ADA certified persons can Access during all times, while non-ADA and social service riders may only ride during core hours.

Several Cities within the San Bernardino Valley have implemented special transportation services for seniors.

- Rancho Cucamonga & Fontana Family YMCA provides transportation to Rancho Cucamonga seniors (60+) within the Rancho Cucamonga area (to senior center, medical appointments and shopping) and to the Kaiser facility in Fontana.

- The City of Fontana's Senior Center provides transportation to seniors (55+) and persons with disabilities who reside in Fontana. Transportation is provided to the senior center, medical appointments and shopping within the City of Fontana only.
- The Redlands Police Department operates a demand response service for Redland seniors who are 55+.
- The City of Chino Hills also provides senior transportation to the Senior Center, shopping and medical appointments within the City.

There are a limited number of private companies which contract to provide transportation to the Inland Regional Center, Inland Empire Health Plan and other organizations. One of these is Diversified Pomona Transit.

Transportation Needs among Target Groups

Persons with Disabilities: Need for increased reliability and flexibility of ACCESS services. Users and stakeholders perceive that the ACCESS pickup window is far broader than the +/- 20 minute policy and that communicating with ACCESS to get a "realistic" pickup time when vehicles are off schedule is difficult. In particular, there is not way to reach ACCESS after 5 p.m. and riders are sometimes "stranded."

Many regular employers don't want to spend required extra time with employees with developmental disabilities who arrive early or leave late because of ACCESS time window...OPARC

What's advertised as 20 minute window on either side (early or late) of pick-up / drop-off time is realistically more like 30 to 45 minutes either way...OPARC

Some employers won't hire anyone whose main source of transportation is ACCESS, because their reputation is so poor...Disabled Consumer

ACCESS claims to have 6.25% no show rate, but we question how this is calculated and strongly feel that many of these are those left behind, or who gave up because bus was tremendously late....Rolling Start

People give up after service is so late, and then they get counted as a no-show...Disabled Consumer

Access only waits three minutes for a passenger. But you have to wait for them for 40 minutes. They should call to find out if the person is coming. I've seen them leave people often. People can't wait outside because of weather – heat or rain – and they can't always get out to bus in 3 minutes. Need call service to notify people to go outside when bus is near...Disabled Consumer in San Bernardino

Access requires you to book your return trip when you make the reservation. If you miss your return trip – because your doctor is running late – you are stuck. They make you wait hours or

say they can't get you. The doctor's office closes and I am left waiting outside....Disabled Consumer in Fontana

Need for greater sensitivity from Omnitrans drivers.

I tried using Omnitrans to save money. The Omnitrans driver yelled at me and told me I don't look blind. He said, "I hate people like you that take advantage of the system." Now I am afraid to use Omnitrans because I don't want to be embarrassed....Legally Blind Rider

Inaccessible path of travel makes using fixed route service difficult or impossible for many persons with disabilities. Limited wheelchair capacity and inoperable wheelchair lifts, are other barriers to greater use of Omnitrans.

Senior Citizens: The expanding senior population is making the need for senior transportation one of the most critical transportation issues within the San Bernardino Valley area. In a survey of 20,000 seniors, conducted by the Department of Aging and Adult Services, transportation was the third most important issue for seniors (behind housing and medical care).

Most seniors are unfamiliar with or unable to utilize fixed route services, and ACCESS will not be able to meet the growing demand.

Senior Citizens using the city sponsored senior services were extremely complimentary of the quality and responsiveness of the services. However, they had transportation needs, particularly medical appointments, which involved traveling outside of the city boundaries served by each agency. Also, the hours of service offered by these program are quite limited and seniors wished to be able to travel later in the day (until 5 or 6 p.m.)

Desirable service characteristics for senior oriented services were identified by stakeholders to include:

- Assistance for frail seniors
- Service to regional medical facilities
- Reasonable travel times on vehicle
- Span of service that accommodates medical, shopping and recreational travel.
- Accommodation for wheelchairs and walkers.
- Vehicles large enough to allow easy access (mini-buses rather than vans).

Low Income Individuals: The sprawling development in the area means that bus trips are often long and time consuming. While able-bodied riders can get to most places they need to go, some destinations "aren't worth the trip."

Asked where they would look for jobs when they finished the WEX program, Transitional Assistance clients in San Bernardino said they would look around San Bernardino. They would not look in Ontario, even though there are many more jobs there, because it takes over 2 hours to get there on the bus.

The combination of multi-bus trips and low frequencies mean that trips by bus can take 2-3 hours. Connections between cities are particularly bad. Can take 2-3 hours to go short

distances. For example I checked on a trip from Colton to Redlands (about 9 miles). Had to leave at 4:33 a.m. to get to work by 7:45 a.m....TAD Case Worker

Non-emergency medical transportation services are extremely limited. IEHP, the Inland Regional Centers and other agencies buy bus tickets for members, where the trip is viable. However, they often need to contract with private providers, of whom there are only a few. Private providers are not willing to do short trips, as they are not lucrative enough.

Coordination Opportunities

Potential to improve community transportation for seniors by providing support for and coordination of local senior transportation services.

Potential to increased usage of Omnitrans fixed route services by persons with disabilities by broadening the availability of mobility for disabled individuals, including Inland Regional Center clients. Simultaneously enhance sensitivity training for Omnitrans personnel to encourage facilitate usage of Omnitrans by disabled riders.

Establish a transportation brokerage to assist agencies in purchasing coordinated transportation services for non-emergency medical and other trip purposes.

ACTION PLANNING WORKSHOP

EXPANDING MOBILITY TRAINING OPPORTUNITIES

TUESDAY, AUG. 14, 2007
12:30 – 2:30 PM (LUNCH SERVED)
SANBAG OFFICES AT SANTA FE DEPOT
1170 W. 3RD STREET, 2ND FLOOR
SAN BERNARDINO, CA 92410

The workshop is being held as important input to the SANBAG Public Transit and Human Service Transportation Coordination Study.

Identified Need

Broaden availability of mobility training opportunities for disabled individuals to help them utilize Omnitrans services more fully. Also provide mobility training for Regional Center service providers.

Coordination Opportunity

Ongoing training of disabled individuals who might utilize fixed route services.

Challenges

Marshalling resources for a comprehensive mobility training program. Providing Omnitrans' drivers with sensitivity training to the needs of disabled passengers. (There were several anecdotal stories of disabled individuals during the stakeholder interviews and focus groups who tried using Omnitrans service and came away feeling embarrassed and not wanting to try again.)

Enabling Actions for Discussion

The techniques and practices for mobility or travel training are well-established and widely accepted as beneficial. User fears of losing ADA Paratransit eligibility, institutional regulations and cash flow issues for reimbursement to service providers are barriers that need to be constructively addressed before a coordinated effort is deemed feasible.

Potential Supplemental Funding

FTA 5317 funds and possibly FTA 5316 if employment access is identified as a priority. In the future, Measure I funding could also be utilized.

Resources for Workshop

- Summary of key findings of stakeholder interviews.
- Results of e-survey of public and private agencies relevant to this expressed need.
- Omnitrans: Comprehensive Operational Assessment and Short Range Transit Plan, Draft Access Service Plan, January 2007.
- Transit Connectivity Index based on GIS Mapping; demographic and population maps..

Recommended Homework Assignments in Advance of Action Planning Meeting

- TRC: benefits and costs of mobility training programs elsewhere.
- Partners with existing mobility training resources: 1) concise description of existing mobility training resources, current programs, and markets served. 2) provide estimate of average cost per mobility trainee 3) description of existing and projected future (5 year) mobility training needs; 4) paragraph on vision of ideal mobility training program
- Partners without existing mobility training resources: 1) description of existing and projected future (5 year) mobility training needs; 2) paragraph on vision of ideal mobility training program

Invited Workshop Participants

- Cliff Chambers, Transit Resource Center
- Selena Barlow, Transit Marketing
- Rohan Kuruppu, Omnitrans
- Representative from State Dept. of Rehabilitation
- Representative of Dept. of Aging and Adult Services
- Representative from Dept. of Behavioral Health
- Tiki S. Thompson, Inland Regional Center;
- Representative from Rolling Start, Inc.
- Ron Wolff, Butch Jones, Corina Garay, OPARC
- SANBAG staff

Action Planning Workshop Agenda

1. Discussion of existing mobility training resources and needs.
2. Discussion of key features of mobility training program.
3. Discussion of pros and cons of decentralized versus centralized mobility training programs.
4. Institutional options for coordinated mobility training effort: discuss and identify areas of consensus.
5. Elements to include in the Public Transit--Human Services Transportation Coordination Plan
6. Next steps: action plan

ACTION PLANNING WORKSHOP

“DOWN THE HILL MEDICAL” TRANSPORTATION FROM VICTOR VALLEY

WEDNESDAY, AUG. 15, 2007

9:00 – 11:00 AM

APPLE VALLEY CITY HALL

14599 DALE EVANS PKWY

APPLE VALLEY, CA

The workshop is being held as important input to the SANBAG Public Transit and Human Service Transportation Coordination Study.

Identified Need

Medical transportation “down the hill” from the Victor Valley to Loma Linda, Veteran’s Hospital, Arrowhead Medical Center and Colton Eye Clinic. Existing airport van service does provide service, but at \$75-\$85 per trip, is not affordable to most seniors and disabled individuals.

A corollary need is for “down the hill” immediate transportation needs, including transit daily passes and taxi vouchers for social service agencies clients with immediate needs for employment interviews, social service agency eligibility screening, non-emergency medical transportation, etc. The immediate need transportation program should also be available for trips within the Victor Valley Transit Authority service area.

Coordination Opportunities

A number of coordination possibilities have been discussed:

- VVTA purchases bulk Greyhound tickets and make them available to social service agencies on a “per ticket” basis.
- Victor Valley Community Services could operate van with volunteer drivers for down the hill transportation.
- User-side subsidy with a private transportation provider.
- Two or three day per week rural fixed route on fixed schedule connecting, Needles, Barstow, Victory Valley and San Bernardino.
- General public intercity bus service between Victor Valley and San Bernardino.

Primary Challenge

Each of the above opportunities has it own unique institutional and funding barriers. The primary challenge is to provide enough mobility choices and options to meet the most critical “down the hill” transit needs

Enabling Actions for Discussion

It is unlikely that any one of the coordination opportunities will meet all of the needs. Some of the opportunities are dependent on outside agencies, such as Greyhound. The goal of the workshop would be identify 2-3 opportunities that could work, with a specific action plan leading to implementation.

Opportunities exist for bundling existing resources (e.g Department of Rehabilitation and Health and Human Services transportation funds) and potential new funding sources including FTA 5311 (f) and FTA 5317 funding.

Resources for Workshop

- Summary of key findings of stakeholder interviews and focus groups.
- Results of e-survey of public and private agencies relevant to this expressed need.
- October 2006 Growth and Operations Analysis.
- Transit Connectivity Index and demographic maps.

Recommended Homework Assignments in Advance of Action Planning Meeting

- TRC team: Preparation of a succinct digest of the five coordination opportunities, including service description, service requirements, barriers, and current status.
- State and social service agencies: Estimates of average monthly “down the hill” trips, categorized by “immediate need” and “scheduled” with list top five primary destinations.

Invited Workshop Participants

- Cliff Chambers, Transit Resource Center
- Selena Barlow Transit Marketing
- Kevin Kane, VVTA
- Julie Rohner, Victor Valley Community Services
- Representative from State Dept. of Rehabilitation
- Crystal Anderson, Dept. of Aging and Adult Services
- Representative from Dept. of Behavioral Health
- Private Transportation Providers
- Julie Williams, Rolling Start
- SANBAG Staff

Action Planning Workshop Agenda

1. Review of stakeholder and e-survey results in Victor Valley.
2. Review of coordination opportunity digest: discussion.
3. Quantification of needs: state and social service agencies.
4. Funding opportunities.
5. Matching services to “immediate” and “scheduled” needs.

6. Prioritization of service development.
7. Elements to include in the Public Transit- Human Services Transportation Coordination Plan.
8. Action plan and responsibilities.

VICTOR VALLEY

Following is a brief summary of findings from stakeholder interviews and consumer focus groups conducted in the Victor Valley area in Spring of 2007 to assess the transportation needs of seniors, persons with disabilities and low income individuals.

Participating Agencies

Victor Valley Transit Authority
Transitional Assistance (ESPCalWORKS)
Victor Valley Community Services
Superior Shuttle
California Department of Rehabilitation
Head Start

Transportation Services Available

VVTA provides both fixed route and ADA paratransit service within the Victor Valley area. Their services include:

- 10 local routes within the Victorville/Apple Valley area
- 3 County Routes including service to Helendale, Lucerne Valley, Baldy Mesa, Phelan and Wrightwood.
- Direct Access ADA paratransit service.

Greyhound service connects Victorville with San Bernardino and Barstow. (Round trip fare to San Bernardino is \$28).

Superior Shuttle is a private door-to-door transportation service, primarily providing trips to Ontario and Los Angeles airports. Superior also contracts with the County to transport foster care youth and with the Department of Aging for seniors. (\$70-80 for trips “down the hill”)

Client only transportation is provided by Head Start, Hand to Hand Outreach and Precious Cargo.

Transportation Needs among Target Groups

Seniors and Persons with Disabilities: Need for service “down the hill” for medical appointments at Loma Linda, Arrowhead Medical Center and Colton Eye Clinic.

We get lots of requests for transportation down the hill but there is no funding to provide it.....Victor Valley Community Services Senior Referral Program

We get lots of calls for medical transportation trips down the hill, but the \$70-\$80 charge is prohibitive to the seniors and disabled individuals who call. We would be interested in providing a group service if a subsidy could be provided...Superior Shuttle

Desire for General Public Dial-a-Ride to provide transportation to local medical and other appointments. Getting from the neighborhood to the bus stop can be difficult because of the low density development within the area.

Lack of general public DAR is the most pervasive problem. The Victor Valley is huge and growing the fixed routes only cover a limited area. Many clients are very low income and only find housing in lower cost, remote areas. A GP DAR service would be extremely helpful, even if only served as a feeder to mainline fixed route services...California Department of Rehabilitation

Persons with Disabilities: Paratransit Certification can be difficult to acquire even for individuals for whom fixed route service is very hard to use. Many bus stops are not accessible, and individuals in wheelchairs often have to travel on the roadway to get to the bus stop. Consumers report that fixed route drivers are insensitive to disabled riders, make rude comments and sometimes pass them up.

Getting to VVTA offices to complete a ADA Paratransit application is a problem. Clients have to jump through significant hoops to get certification, and it takes way too long. Many of client needs are immediate...California Dept of Rehabilitation

Often the lifts don't work or drivers drive past you [referring to VVTA fixed route]. She has applied for ADA twice but been denied. She can't use her electric chair in the rain. And she has to travel on the roadway on Hesperia Rd. to get to the bus stop. She's afraid that the transportation changes proposed will cut out her stop altogether....Disabled Consumer

Low Income Individuals and Persons with Disabilities: Need local transit service to be more functional for travel to/from work and training programs. Currently can take 2-3 hours to make short trips due to route structure and low frequency of service. Service hours are too short for many jobs and there is no Sunday service.

Public Transportation to employment is a huge issue. Reliability and availability are significant issues for their clients. It can take 2-3 hours to commute relatively short distances on VVTA routes, because of transfers, and long headways...California Dept of Rehabilitation

I didn't believe my clients when they told me how long it took to get there on the bus. So I road from Apple Valley (92307) to the office in Hesperia. Took 3 hours. The mall is the focus of all routes – everything goes there first. But the bus stops running before the mall closes at 9 p.m., so even those with jobs at mall have problems....TAD Case Worker

All Groups: Need for "immediate needs transportation," both locally and "down the hill," to get social service agency clients to employment interviews, social service agency eligibility screening, non-emergency medical transportation, etc.

Coordination Opportunities

There are a variety of opportunities for providing medical transportation “down the hill” to Loma Linda, Veteran’s Hospital, Arrowhead Medical Center and Colton Eye Clinic, and to other immediate needs destinations.

- VVTA purchases bulk Greyhound tickets and make them available to social service agencies on a “per ticket” basis.
- Victor Valley Community Services could operate van with volunteer drivers for down the hill transportation.
- User-side subsidy with a private transportation provider.
- Two or three day per week rural fixed route on fixed schedule connecting, Needles, Barstow, Victory Valley and San Bernardino.
- General public intercity bus service between Victor Valley and San Bernardino.

Improved mobility training provides the opportunity to increase access to VVTA transit services by disabled individuals. There is the potential to marshal available mobility training resources from VVTA, California Department of Rehabilitation, the Inland Regional Center and other organizations to formulate an integrated and comprehensive mobility training program in the Victor Valley.

TRANSPORTATION COORDINATION WORKSHOP

VICTOR VALLEY SUB-AREA
WEDNESDAY, AUG. 15, 2007
3:00 PM

APPLE VALLEY CITY HALL
14599 DALE EVANS PKWY
APPLE VALLEY, CA

The workshop is being held as important input to the SANBAG Public Transit and Human Service Transportation Coordination Study. This study will provide the foundation for the allocation of funds for federal transportation programs including 5310 (Elderly and Disabled Transportation), 5316 (Job Access Reverse Commute) and 5317 (New Freedoms).

Agenda

1. Overview of SANBAG Public Transit and Human Service Transportation Coordination Study Status
2. Review of key finds from countywide outreach effort – including kick-off meetings, stakeholder interviews, e-survey, and transit connectivity index analysis.
3. Identified transportation needs, coordination opportunities and key challenges within this sub-area.
4. Summary of key points from action planning workshops.
5. Group Discussion: Transportation needs and potential projects not discussed in #4, particularly projects eligible for FTA 5316, Job Access Reverse Commute (JARC) funding.¹
6. Group Discussion: Elements participants would like to see included in Public Transit and Human Service Transportation Coordination Plan.
7. Overview of next phase of study and opportunities for further input.

¹ A fact sheet on primary funding resources and their eligibility will be sent out in advance of the workshop. The goal of the JARC program is to improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals and to transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities.

ACTION PLANNING WORKSHOP

MOBILITY TRAINING IN THE

VICTOR VALLEY TRANSIT AUTHORITY SERVICE AREA

WEDNESDAY, AUG. 15, 2007

1:00 – 2:30 PM

APPLE VALLEY CITY HALL

14599 DALE EVANS PKWY

APPLE VALLEY, CA

The workshop is being held as important input to the SANBAG Public Transit and Human Service Transportation Coordination Study.

Identified Need

Provide improved mobility training opportunities to increase access to VVTA transit services by disabled individuals.

Coordination Opportunities

Marshal available mobility training resources from VVTA, California Department of Rehabilitation, the Inland Regional Center and perhaps others to formulate an integrated and comprehensive mobility training program in the Victor Valley.

Primary Challenge

Building trust of the disabled community and social service agencies that the mobility training program will offer mobility benefits for at least some of the trips currently provided on Direct Access.

Enabling Actions for Discussion

The techniques and practices for mobility or travel training are well-established and widely accepted as beneficial. User fears of losing ADA Paratransit eligibility, institutional regulations and cash flow issues for reimbursement to service providers are barriers that need to be constructively addressed before a coordinated effort is deemed feasible.

Potential Supplemental Funding

FTA 5317 funds and possibly FTA 5316 if employment access is identified as a priority. In the future, Measure I funding could also be utilized.

Resources for Workshop

- Summary of key findings of stakeholder interviews and focus groups.
- Results of e-survey of public and private agencies relevant to this expressed need.

- October 2006 Growth and Operations Analysis.
- Transit Connectivity Index and demographic maps.

Recommended Homework Assignments in Advance of Action Planning Meeting

- TRC: benefits and costs of mobility training programs elsewhere.
- Partners with existing mobility training resources: 1) concise description of existing mobility training resources, current programs, and markets served. 2) provide estimate of average cost per mobility trainee 3) description of existing and projected future (5 year) mobility training needs; 4) paragraph on vision of ideal mobility training program
- Partners without existing mobility training resources: 1) description of existing and projected future (5 year) mobility training needs; 2) paragraph on vision of ideal mobility training program

Invited Workshop Participants

- Cliff Chambers, Transit Resource Center
- Selena Barlow Transit Marketing
- SANBAG Staff
- Kevin Kane, VVTA
- Representative from State Dept. of Rehabilitation
- Crystal Anderson, Dept. of Aging and Adult Services
- Representative from Dept. of Behavioral Health
- Tiki Thompson, Inland Regional Center
- Julie Williams, Rolling Start, Inc.

Action Planning Workshop Agenda

1. Discussion of existing mobility training resources and needs.
2. Discussion of key features of mobility training program.
3. Discussion of pros and cons of decentralized versus centralized mobility training programs.
4. Institutional options for coordinated mobility training effort: discuss and identify areas of consensus.
5. Elements to include in the Public Transit- Human Services Transportation Coordination Plan.
6. Next steps: action plan.

SAN BERNARDINO COUNTY - REGIONAL

Following is a brief summary of findings from stakeholder interviews conducted with agencies which provide services countywide.

Participating Agencies

Inland Empire Health Plan
 Inland Regional Center
 San Bernardino County Preschool Services Department
 San Bernardino County Workforce Development Department
 San Bernardino County Transitional Assistance Program, Human Services Department
 San Bernardino County Regional Parks Department
 San Bernardino County Department of Public Works
 San Bernardino Department of Public Health
 San Bernardino County HSS - Department of Aging and Adult Services
 Vista Guidance Centers

Transportation Service Available

A number of organizations are involved in providing or purchasing transportation in various sub-areas:

- Inland Regional Center purchases transportation for about 3500 constituents
- Head Start provides transportation for about 1000 of its 5000 students
- IEHP purchases transit tickets and/or contracts for transportation for clients in several sub-areas.
- Vista Guidance Centers will soon be provide transportation for its clients, and possibly other individuals, throughout much of the county.

Transportation Needs among Target Groups

Low Income Individuals: Jobs access transportation needs to be provided between areas where low income residents live and where job opportunities exist. Key inter-city corridors where transit service is needed include:

- San Bernardino to Ontario
- Victorville to San Bernardino

Service needs to be enhanced to industrial areas where new jobs are developing. Frequency of service needs to be such that it can support multiple destination trips, e.g. job search, or day care drop off on the way to work.

Non-Emergency Medical: Regional transportation to medical facilities in other communities was a need expressed by all groups in communities throughout the county. Medical insurance generally mandates where consumers go for care and these trips are often very difficult or impossible to make using the existing public transit network.

Coordination Opportunities

Enhance both work and medical access by identifying and facilitating transportation services in key inter-city corridors.

This page purposefully left blank

Appendix G
Distribution of ACCESS Paratransit Trips

This page purposefully left blank

San Bernardino Valley - Paratransit Trips to TAZ 280052

