



Staff Report

TO: Mayor, and City Council Members
FROM: Elizabeth Gibbs, Community Services Director
DATE May 19, 2020
SUBJECT: Phase I Findings of the Comprehensive Operations Analysis

Background and Analysis:

In October 2019, City Council awarded a contract to Moore & Associates, Inc. (M&A) to perform a Comprehensive Operations Analysis (COA) of the City's public transit fixed routes, commuter routes, and paratransit services. The scope of services included three phases with the first phase being data collection and analysis.

Some of the key findings from the data collection are summarized below:

Boardings and Alightings by Route and by Stop

Route 2 – The three most active stops on this route are Walmart, Cougar Way/Beaumont, and Casino Morongo;

Route 3 – The three most active stops are Beaumont High School, Walmart, and the Chatigny Recreation Center;

Route 4 - The three most active stops are Walmart, Beaumont Sports Park, and Three Rings Ranch Park;

Route 4A – The most active stop on this route is Beaumont High School;

Route 3/4 Saturday – The two most active stops are Walmart and Beaumont Civic Center;

Route 3/4 Sunday – The two most active stops are Walmart and San Geronio Hospital;

Route 7 – The highest ridership stops in both the morning and afternoon loops are Beaumont High School and Cougar Way/Beaumont, which services Mt. View Middle School;

Route 9 – The highest ridership stop in both the morning and afternoon loops is Beaumont High School;

Commuterlink 120 – The two most active stops are the San Bernardino Transit Center and Walmart;

Commuterlink 125 – The two most active stops are Walmart and Barton Rd/Mt. View, which is a connection point with OmniTrans;

Transfer Analysis

Beaumont Route to Beaumont Route – 42% of all transfers from within the Beaumont system are transferring from the Commuterlink 120;

Beaumont Route to Another Agency – 45% of Beaumont passengers are transferring to Banning routes, with the highest transfers occurring from Routes 2 and 4. Additionally, 50% of Commuterlink 120 passengers are transferring to Metrolink;

On-time Performance

Beaumont Transit system's on-time performance is 57.1%. Local fixed route service had an on-time performance of 61.1%, with school trippers (Routes 7 and 9) performing at 37.5% on-time. The two commuterlink routes operated on-time at 46%; and

Survey Collection Results

A total of 427 surveys were received and reviewed, the majority of which were received from fixed route passengers. A high number of respondents were received directly from a link sent to households with school-aged children.

Overall Preliminary Findings

After reviewing and analyzing the collected data and surveys, several preliminary findings were evident, including:

Beaumont residents' mobility has been negatively impacted by the new interagency agreement with Banning; on-time performance needs improvement; more frequent service is necessary; later service is needed during weekdays; riders would like improvements to bus stops; and some neighborhoods lack transit service.

Summary

Due to COVID-19, M&A is unable to present their findings in person, however, they have prepared a PowerPoint presentation summarizing their findings from Phase I (Attachment A) and staff will present at the council meeting.

Fiscal Impact:

No fiscal impact.

Recommended Action:

Receive and file.

Attachments:

A. PowerPoint Presentation