

Appendix C

Public Outreach Summary



C.1.0. Process and Methods

The first round of community outreach was conducted in September 2019. Outreach methods included Route 9 rider surveys, pop-up events, and a community workshop.



Pop-Up Event at Meadowbrook Market

Rider surveys were conducted with the goal of understanding existing rider habits and areas of concern. The survey was given aboard the RTA Route 9 bus from 8 a.m. to 12 p.m. over two weekdays. Translators were available for Spanish speaking riders. The rider surveys provided the team with valuable insight from community members who already use transit despite the barriers.

Pop-up events were run with the intentions of understanding the existing rider habits of the community and the perceived barriers to

frequent transit use. The events allowed the team opportunities engage with community members, answering their questions and surveying their habits.

The events were run over the course of two weekdays at the following locations:

- Moses Schaffer Community Center
- Good Hope Elementary School
- Meadowbrook Market
- Costco (Lake Elsinore)
- La Guadalupana Market



Pop-Up Event at La Guadalupana Market

The first community workshop was held on a weekday in the Moses Schaffer Community Center with the aim of introducing the concept of a multi-modal transit plan and process, understanding community barriers and concerns, and brainstorming solutions. The meeting was attended by community residents, stakeholders, and agency representatives. The meeting provided an opportunity for the public to understand the process of the transit plan and its limitations.



The result of the first round of community outreach revealed pedestrian safety was of primary concern-residents described the sense of danger they felt when traveling to transit stops along Highway 74. There was a common sentiment that drivers along Highway 74. Participants believe drivers are reckless, driving in excess of the speed limit, and disregarding traffic signals. Furthermore, participants believe such driving behavior results in high collisions rates. Another concern that may contribute to collisions is a lack of pedestrian awareness. Residents also reported a feeling of unease for those who walk on the narrow shoulder. They fear that a wrong movement by motorist can lead to severe or fatal injuries.

C.3.0. Advisory Group

- Caltrans
- Riverside County Transportation Department



- Riverside County Flood Control and Water Conservation District
- Riverside Transit Agency
- School District Representatives
- Surrounding City Representatives
- Local residents
- Local school students

Two Advisory Group meetings were held in 2019, the first meeting in June 2019 was to introduce the advisory group to the proposed planning process and receive preliminary input on the plan approach. The second meeting was to receive input from the advisory group on the proposed improvement types that were developed based on community input. Detailed summaries are included below.

1.1 Advisory Group Meeting One

On June 13, 2019 the County of Riverside held an advisory group meeting to kick-off public outreach for the Highway 74 Multi-Modal Transit Plan project. The meeting was approximately two hours and consisted of a brief presentation from the project team as well as an open discussion regarding the Plan, local conditions and areas of concern within the Plan Area, and key focus areas.

Key takeaways from the advisory group during the first meeting included:

- The community has many residents who have only one car, or do not have a family vehicle;
- Stakeholders perceive Highway 74 as unsafe for pedestrians, who often must walk along the shoulder or must cross the highway without a stop sign or traffic light;
- Infrastructure is limited in the corridor;
- Surface water is an important consideration;
- Stakeholder outreach should include parents, talking to those riding the bus within the corridor;
- Elderly and students are key stakeholders have limited transportation options and face challenges reaching transit;
- Consider conditions faced by riders who experience rainy and hot weather.

1.2 Advisory Group Meeting Two

On December 12, 2019 the County of Riverside held a second advisory group meeting to update the group on the findings of the public outreach and receive feedback on potential recommended improvements for the Highway 74 Multi-Modal Transit Plan project. The meeting was approximately 90 minutes and consisted of a brief presentation from the project team as well as an open discussion regarding connections to stops, improvements at stops, roadway extensions at Ethanac and Nicols, roadway safety, and programmatic improvements. Attendees included a number of key stakeholders, including local residents and agency staff.



Key takeaways from the advisory group during the second meeting included:

- **Improvement Prioritization Criteria**
 - Age should be included in the prioritization criteria
- **Improvements to Stops**
 - Lighting needs to be added to increase feeling of safety
 - Loitering needs to be watched and reduced
 - Trash cans should be added
 - Shelters should be a condition of future developments
- **Connections to Stops**
 - Improvements along roads connecting to/adjacent to Highway 74 should be considered
 - Trails may be more feasible than full curb and gutter
 - Development should include future bike lanes when being approved
- **Intersection Improvements**
 - Other regional improvements need to be considered
 - Pedestrian crossings will need a signal
 - Intersection improvements will need to consider roadway width and
- **Programmatic Improvements**
 - Programmatic improvements should include policies to require developers to coordinate improvements when development occurs
 - Connections between public health and alternative transportation should be developed.

C.4.0. Community Outreach

The County engaged the community in a variety of ways during a two-year period of outreach. The initial round of community outreach occurred in 2019, and consisted of a series of mobile workshops, on-board ridership surveys, and a community design charrette. The second round of community outreach was primarily virtual due to the COVID-19 pandemic, and consisted of posters and an on-line survey. The results of this second round of community outreach will be included in the Final Plan.

1.3 Mobile Workshops

Pop-up workshops with surveys were conducted in September 2019. Fifty-six total responses were recorded. Participants were asked which transportation options they use to travel the Highway 74 Corridor and how often. Forty-four respondents stated they travel the corridor in a private automobile at least monthly, while nine carpool. Seven respondents reported they use buses, five respondents reported utilizing rideshare services, and two respondents stated they bicycle the corridor at least monthly.

The mobile workshops asked participants following questions, the results of which are below:

- 1 How old are you?



- 2 Where do you live?
- 3 What mode(s) of travel did you use today?
- 4 Do you travel Route 9 bus?
- 5 Do you know others that use Route 9 bus?
- 6 What would make walking, biking, or riding the bus through Highway 74 corridor better?
- 7 Which of these pedestrian features at or near bus stops are important to you?
- 8 Which of these bicycle features at or near bus stops are important to you?
- 9 What would encourage you want to take the bus more often?
- 10 If you are a parent, what would encourage you to send your child(ren) on the bus?
- 11 What transportation options do you currently use to travel in the Highway 74 Corridor?

Table C-1: Mobile Workshop Question 1 Results

How old are you?	Responses
Prefer not to say	0
80+	2
18-25	3
60-79	13
26-39	14
40-59	23
Total	55

Table C-2: Mobile Workshop Question 2 Results

Where do you live?	Responses
Warm Springs	0
Meadowbrook	4
Lake Elsinore	4
Other	6
Perris	19
Good Hope	21
Total	54

Table C-3: Mobile Workshop Question 3 Results

What mode(s) of travel did you use today?	Responses	Percentage
Other	1	2%
Bicycle	2	4%



Walk	7	13%
Drive with others	14	25%
Drive alone	32	57%
Total	56	100%

Table C-4: Mobile Workshop Question 4 Results

Do you travel Route 9 bus?	Responses	Percentage
Every day	0	0%
A few times per month	1	2%
A business (not in a home)	1	2%
Rarely	6	11%
A few times per week	7	13%
Never	41	73%
Total	56	100%

Table C-5: Mobile Workshop Question 5 Results

Do you know others that use Route 9 bus?	Responses	Percentage
Yes, my children	1	2%
Yes, my family members	6	11%
Yes, my friends	19	34%
No, I don't know anyone that rides the bus	30	54%
Total	56	100%

Table C-6: Mobile Workshop Question 6 Results

What would make walking, biking, or riding the bus through Highway 74 corridor better?	
Responses	
1	Sidewalks, it's a really fast highway
2	More safe
3	Better sidewalk and fair stop signs
4	Reduce speeds, safety
5	Trees
6	Traffic light
7	Not visible, more route stops
8	Safer bike routes
9	Closer bus stops



10	More sidewalks
11	If there were sidewalks, cleaning, and lighting
12	If there were sidewalks it will be better
13	Protect bus stops from rain and weather
14	Sidewalks and more lights
15	Sidewalks
16	Clean sidewalks
17	If there were sidewalks, lighting and if it was clean
18	Sidewalks and it was clean
19	Cutting overgrown vegetation, more sidewalks, more lighting
20	Shaded bus stops
21	Lower speed limit, bike lane, more bus stops

Table C-7: Mobile Workshop Question 7 Results

Which of these pedestrian features at or near bus stops are important to you?	Responses
Improved Crosswalks	22
Sidewalks	37
Street Lighting	37
Total	96

Table C-8: Mobile Workshop Question 8 Results

Which of these bicycle features at or near bus stops are important to you?	Responses
Bikeway (Class IV)	15
Bikeway (Class II)	15
Landscaping	21
Improved Highway Crossing	24
Street Lighting	29
Total	104

Table C-9: Mobile Workshop Question 9 Results

What would encourage you want to take the bus more often?	
Responses	
1	consistent schedule



2	more bus stops
3	would use it for employment, would ride a bike to stop if he had one
4	Better service quality
5	crosswalk
6	better sidewalks, more lights outside, and better highway crossing
7	closer stops
8	Trees
9	losing a car
10	an adventure
11	free bus
12	lighting and more visibility
13	free bus rides
14	that the bus stops more often
15	If there were more stops for example every half hour
16	better connections
17	more education
18	more often
19	offer classes on how to use the bus
20	I'm scared because we need more information
21	more education about how to use the bus
22	more stops every 15-30 minutes
23	have more routes and information
24	more knowledge of bus stops
25	faster routes and safety
26	buses more often
27	light around the bus stop
28	better sidewalks
29	buses more often
30	shade on the bus stop
31	better sidewalks
32	easy access and safety
33	No
34	better sidewalks and improve sidewalks
35	light around the bus stop
36	more information on bus route
37	shade on the bus stops

Table C-10: Mobile Workshop Question 10 Results



If you are a parent, what would encourage you to send your child(ren) on the bus?	
Responses	
1	Feels safe, bus drivers are friendly
2	I wouldn't not alone anyway
3	Yes
4	He feels taking the bus is safe
5	Better safety in the street in any type of way. Make the streets better
6	If safety was improved
7	Safety
8	No
9	Her niece rides the bus to school (college)
10	High speeds make it feel unsafe for children due to stops
11	No, not enough safety
12	Only if they go to school and I couldn't not provide them a ride
13	More information regarding the use
14	Yes
15	Safer
16	Education
17	Knowing how to use the bus
18	More information regarding the use
19	How to use it so they can learn
20	Knowing how to use the bus, more education
21	Faster routes and safety
22	Have bus stops closer to homes
23	Children shouldn't have to pay admission
24	Have crosswalks to get to bus stop
25	Shade on bus stops
26	Have bus stops closer to homes
27	Have crosswalks to get to bus stop
28	Children shouldn't have to pay admission
29	Free bus for children
30	No
31	Never
32	Make the streets better, sidewalks, and light

Table C-11: Mobile Workshop Question 11 Results

What transportation options do you currently use to travel in the Highway 74 Corridor?



	Daily	Weekly	Monthly	Rarely	Never
Car	36	5	3	1	4
Carpool/Vanpool	6	2	1	2	16
Bus	2	3	2	3	18
Rideshare	3	1	1	3	14
Dial-A-Ride	0	0	0	3	18
Bicycling	0	1	1	2	20
Walking	7	3	0	4	14
Other	2	1	0	0	13
Total	56	16	8	18	117

1.4 Ridership Surveys

On-board surveys were conducted on RTA buses traveling RTA Route 9 in September 2019. Thirty-five total responses were recorded. Riders were asked which transportation options they use to travel the Highway 74 Corridor and how often. Nine respondents used cars to travel the corridor at least monthly, four additional respondents utilized carpools, thirty-one used buses, twenty-eight walked. Other respondents (1-2 per category) utilized ridesharing, cycling, and dial-a-ride services at least monthly.

The ridership surveys asked participants the following questions, the results of which are below:

- 1 How old are you?
- 2 How did you travel to the bus stop today?
- 3 Where did your trip start?
- 4 What is your destination?
- 5 Where did you board the bus?
- 6 How frequently do you ride this bus?
- 7 What would make your journey to the bus stop better?
- 8 Which of these pedestrian features at or near bus stops are important to you?
- 9 Which of these bicycle features at or near bus stops are important to you?
- 10 What would make you want to take the bus more often?
- 11 What transportation options do you currently use to travel in the Highway 74 Corridor? How often?

Table C-12: Ridership Survey Question 1 Results

How old are you?	Responses
80+	0
Prefer not to say	0
26-39	6



40-59	8
18-25	9
60-79	10
Total	23

Table C-13: Ridership Survey Question 2 Results

How did you travel to the bus stop today?	Responses	Percentage
Bicycle	1	3%
Car	1	3%
Other	10	29%
Walking	23	66%
Total	35	100%

Table C-14: Ridership Survey Question 3 Results

Where did your trip start?	Responses
Another person's home	0
A business (not in a home)	0
School	0
Work	2
Other	5
Home	28
Total	35

Table C-15: Ridership Survey Question 4 Results

What is your destination?	Responses
Another person's home	2
Home	3
A business (not a home)	3
School	4
Work	10
Other	13
Total	35

Table C-16: Ridership Survey Question 5 Results



Where did you board the bus?	Responses
Moses Schaffer Community Center	0
Good Hope	1
Rosetta Canyon Sports Park	2
Other	2
Good Hope Elementary	3
Meadowbrook Market	3
Lake Elsinore Outlet Center	7
Perris Station Transit Center	12
Total	30

Table C-17: Ridership Survey Question 6 Results

How frequently do you ride this bus?	Responses	Percentage
A few times per month	3	9%
Rarely	3	9%
A few times per week	11	31%
Everyday	18	51%
Total	35	100%

Table C-18: Ridership Survey Question 7 Results

What would make your journey to the bus stop better?	
Responses	
1	Later buses
2	Make bus stops closer and quicker, also dates 1-5 are busy due to elderly social security
3	Shaded bust stops, quicker and more available stops, county should put more SW by schools
4	Sidewalks, and make it easier to get to the bus stops
5	Shade
6	More frequent bus times
7	Shuttle from neighborhoods
8	Less stops in-between destinations
9	Sidewalks and lighting
10	Buses need to be more on time
11	Good service
12	Information, direction, help (guidance), wayfinding
13	Scheduling
14	More options, wants closer bus stops to home



15	Sidewalks
16	More streetlights and sidewalks

Table C-19: Ridership Survey Question 8 Results

Which of these pedestrian features at or near bus stops are important to you?	Responses
Improved Crosswalks	18
Street Lighting	19
Sidewalks	21
Total	58

Table C-20: Ridership Survey Question 9 Results

Which of these bicycle features at or near bus stops are important to you?	Responses
Bikeway (Class II)	2
Landscaping	7
Improved Highway Crossing	9
Street Lighting	10
Bikeway (Class IV)	11
Total	39

Table C-21: Ridership Survey Question 10 Results

What would make you want to take the bus more often?	
Responses	
1	Later buses
2	More stops, more frequent
3	Everything is good as is
4	Bus pass
5	More convenient
6	Destination is far from bus stop
7	More availability
8	If the bus was more direct to the station
9	Weather
10	Improve road quality
11	Less wait times



12	Weekends time schedule changes
13	Wait times
14	Smoother rides
15	Faster routes, not as many buses to take per say
16	Safe sidewalks
17	Security guard, streetlights, bust stop booklet
18	More frequent routes, less time to wait for a bus
19	More bike racks

Table C-22: Ridership Survey Question 11 Results

What transportation options do you currently use to travel in the Highway 74 Corridor? How often?					
	Daily	Weekly	Monthly	Rarely	Never
Car	7	1	1	2	6
Carpool/Vanpool	0	4	0	1	11
Bus	20	9	2	1	3
Rideshare	1	1	0	0	13
Dial-A-Ride	1	0	0	0	14
Bicycling	1	1	0	1	15
Walking	20	5	3	2	5
Other	1	0	1	0	3
Total	51	21	7	7	70



1.5 Community Design Charette

A community design charette was held on September 10, 2019, at which a presentation regarding the plan was shown followed by small group discussions regarding existing and future riders, barriers to transit, and ideas for improving the corridor. Approximately 18 people attended this charette.

C.6.0. Key Findings

Safety

In general, speed along Highway 74 is a problem – drivers are too fast and disregard traffic signals. These safety issues are further compounded by a lack of infrastructure improvements along Highway 74 itself, with its narrow shoulders and the limited amount of lighting.

Access

Access is another key issue. People who utilize Route 9 use the route to travel home, but the route itself is distant from residential neighborhoods in the area. The sidewalk gaps and the lack of bicycle facilities also pose a hindrance to access along Highway 74.

C.7.0. Online Survey

In Spring 2021, an on-line survey was posted on surveymonkey.com in both English and Spanish. Flyers and posters regarding this survey were posted at La Guadalupana Market and the Moses Schaffer Community Center. The survey was also posted on the County's social media pages, as well as in the District 1 Newsletter. No responses were received.

This survey consisted of the following questions:

- 1 What are bus stops in his area missing? Select all that apply.
- 2 What would help connect you to bus stops? Select all that apply.
- 3 On a scale of 1 to 10, with 1 being the least and 10 being the most, how useful are signs to help pedestrians and bicyclists get to where they are going?
- 4 On a scale of 1 to 10, with 1 being the least and 10 being the most, how useful is lighting for people that are walking and biking
- 5 Which type of intersection improvements would work for this area? Select all that apply.
- 6 Which locations might benefit most from improvements (See Map Below)?
- 7 What improvements would you use? Select all that apply.
- 8 Where do you live?
- 9 How old are you? (Optional)
- 10 Do you walk or bicycle to get to places or to exercise?
- 11 Do you take the bus (transit)?