



Item #

May 1, 2015

MEMO TO: VENTURA COUNTY TRANSPORTATION COMMISSION
FROM: VICTOR KAMHI, BUS TRANSIT DIRECTOR
SUBJECT: FISCAL YEAR 2015/2015 TRANSPORTATION DEVELOPMENT ACT (TDA) UNMET TRANSIT NEEDS FINDINGS

RECOMMENDATION

- Approve the Fiscal Year (FY) 2015/2016 Unmet Transit Needs Findings. (Attachment A)
- Adopt Resolution No. 2015-XX (Attachment B)

BACKGROUND

VCTC has been designated by the State as the Regional Transportation Planning Agency (RTPA) for Ventura County. One of the RTPA responsibilities is administration of the Transportation Development Act (TDA) which is a major source of transportation funding for the cities and County of Ventura. Each year, Public Utilities Code (PUC) Section 99401.5 (c) requires the VCTC as the TPA to hold at least one public hearing pursuant to Section 99238.5 to solicit comments on the Unmet Transit Needs that may exist within the jurisdictions and that may be reasonable to meet by establishing or contracting for new public transportation, or specialized transportation, or by expanding existing services.

All Unmet Transit Needs that are reasonable to meet must be funded before any allocation is made from TDA funds to the cities/County for streets and roads pursuant to PUC Section 99401.5 (e). Under Section 99238 (c) (2), the Public Utilities Code specifies that the area's social service transportation advisory council, the Citizen's Transportation Advisory Committee/Social Service Transportation Advisory Committee (CTAC/SSTAC) in our County, has the responsibility to participate in the annual process and must review and recommend action by VCTC on the findings. While other VCTC advisory committees (such as TRANSCOM) may review the findings, this is done at the discretion of VCTC and is not required by statute. A panel consisting of a number of the VCTC Commissioners is appointed annually by the VCTC Chairman to act as the hearing board. The full VCTC then considers all the input from the public, transit stakeholders and the advisory groups as it adopts the findings.

According to the California Public Utilities Code (PUC) Section 99401.5 (d) the Commission must find by adopting a resolution that either:

- There are no Unmet Transit Needs;
- There are no Unmet Transit Needs that are reasonable to meet; or,
- There are Unmet Transit Needs, including needs that are reasonable to meet.

The resolution approving the findings must include information that provides the basis for the Commission decision. In accordance with PUC Section 99401.5 (c) the Commission adopted definitions of “Unmet Transit Need” and “Reasonable to Meet” at the January 5, 1996 VCTC meeting and revised these definitions at its December 6, 2013 meeting. The Commission reaffirmed the definitions at its regular meeting on December 5, 2014. The definitions are included in the Findings (Attachment B)

“Unmet Transit Need”:

The Commission approved a definition of unmet transit needs with was expanded to give specific examples of what are or aren’t transit needs under the TDA, which is admittedly a narrower definition than might be assumed by the general public. Also, it is now clearly quantified what the threshold is for “substantial” community support, i.e., 15 requests from the general public and/or 10 requests for service for transit-challenged persons. The Definition is as follows:

UNMET TRANSIT NEED

Public transportation services identified by the public with sufficient broad-based community support that have not been funded or implemented. Unmet transit needs identified in a government-approved plan meet the definition of an unmet transit need. Sufficient broad-based community support means that persons who will likely use the service on a routine basis demonstrate support: at least 15 requests for general public service and 10 requests for disabled service.

Includes:

- *Public transit services not currently provided to reach employment, medical assistance, shop for food or clothing, to obtain social services such as health care, county welfare programs and education programs. Service must be needed by and benefit the general public.*
- *Service expansions including new routes, significant modifications to existing routes, and major increases in service hours and frequency*

Excludes:

- *Operational changes such as minor route changes, bus stop changes, or changes in schedule*
- *Requests for extended hours or days of service*
- *Service for groups or individuals that is not needed by or will not benefit the general public*
- *Comments about vehicles, facilities, driver performance and transit organizational structure*
- *Requests for better coordination*
- *Requests for reduced fares and changes to fare restrictions*
- *Improvements funded or scheduled for implementation in the following year*
- *Future transportation needs*
- *Duplication or replacement of existing service*

“Reasonable to Meet”:

The criteria used to determine if transit requests are “reasonable” has been simplified and more importantly quantified to remove the subjective elements. The quantified elements now include an analysis of service requests in terms of feasibility, timing, equity, cost-effectiveness and service effectiveness. The criteria as follows:

“REASONABLE TO MEET”

Outcome	Definitions	Measures & Criteria
Equity	The proposed service will not cause reductions in existing transit services that have an equal or higher priority	Measures: Vehicle revenue service hours and revenue service miles. Criteria: Transit vehicle service hours and miles will not be reduced on existing routes to fund the proposed service
Timing	The proposed service is in response to an existing rather than future transit need	Criteria: Same as definition that proposed service is in response to an existing rather than future transit need; based on public input
Feasibility	The proposed service can be provided with the existing fleet or under contract to a private provider	Measure: Vehicle spare ratio: Transit system must be able to maintain FTA's spare ratio requirement of 20% (buses in peak service divided by the total bus fleet cannot fall below 20%). If less than 20%, can additional buses be obtained (purchased or leased) or can service be provided under contract to a private provider?
Feasibility	There are adequate roadways to safely accommodate transit vehicles	Measure & Criteria: Route inspection to determine adequacy of infrastructure to accommodate transit vehicles and passengers.
Cost Effectiveness	The proposed service will not unduly affect the operator's ability to maintain the required passenger fare ratio for its system as a whole	Measure: Total estimate annual passenger fare revenue divided by total annual operating cost (the entire service including the proposed service) Criteria: fare revenue/operating cost cannot fall below the operator's required passenger fare ratio.
Cost Effectiveness	The proposed service will meet the scheduled passenger fare ratio standards described in Attachment A	Measures and criteria below
Service Effectiveness	Estimated passengers per hour for the proposed service will not be less than the system-wide average after three years.	Measure: Passengers per hour. Criteria: Projected passengers per hour for the proposed service is not less than 70% of the system-wide average (without the proposed service) at the end of 12 month of service, 85% at the end of 24 months of service, and 100% at the end of 36 months of service.

PASSENGER FARE RATIOS

It is desirable for all proposed transit services in urban areas to achieve a 20% passenger fare ratio by the end of the third year of operation. A passenger fare ratio of 10% is desired for special services (i.e., elderly and disabled) and rural area services*. More detailed passenger fare ratio standards, which will be used to evaluate services as they are proposed and implemented, are described below. Transit service both urban and rural areas, per state law, may obtain an “intermediate” passenger fare ratio.

Urban Service	Rural Service	Recommended Action
New Service Performance Criteria: End of Twelve Months		
Less than 6%	Less than 3%	Provider may discontinue service
6% or more	3% or more	Provider will continue service, with modifications if needed
New Service Performance Criteria: End of Twenty-four Months		
Less than 10%	Less than 5%	Provider may discontinue service
10% or more	5% or more	Provider will continue service, with modifications if needed
New Service Performance Criteria: End of Thirty-Six Months **		
Less than 15%	Less than 7%	Provider may discontinue service
15% to 19%	7% to 9%	Provider may consider modifying and continue service
20% or more	10% or more	Provider will continue service, with modifications if needed
<i>*Per statute the VCTC may establish a lower fare for community transit (dial-a-ride) services.</i>		
<i>**A review will take place after 30 months to develop a preliminary determination regarding the discontinuation of proposed services</i>		

DISCUSSION

While the requirement for the County Unmet Transit Needs (UTN) process remains in California State law, as a result of other state laws, the ramifications of the UTN process have changed. The Gold Coast Transit District (including the cities of Oxnard, Ventura, Port Hueneme and Ojai, and the entire County unincorporated area), and also, the cities of Simi Valley and Thousand Oaks are now required to use all their TDA funds for public transit purposes. Therefore, the determination of no unmet needs prior to expenditure of TDA funds for street and road purposes is no longer relevant to those agencies and, in effect, this means the unmet needs findings are advisory for those agencies. The other incorporated cities in the County (Camarillo, Fillmore, Moorpark and Santa Paula) are still able to use TDA funds for street and road purposes and therefore require a VCTC UTN finding before the use of their TDA funds for street purposes. While Gold Coast Transit, and the Cities of Thousand Oaks and Simi Valley all welcome public input from any source, it is important to note that those agencies receive comments from a number of sources, none having higher or lower priorities than those received in the VCTC UTN process. Because by state law those agencies must use all their TDA funds for transit, there is no requirement for them to consider the findings as anything but advisory.

The VCTC definitions of Unmet Transit Needs and the public participation process approved by the Commission reflects the changed conditions, and is intended to continue to be a public process to receive comments, concerns, and needs. The new process focuses on providing those agencies which must use all their TDA funds for public transit with the comments the VCTC UTN process received.

This year's Unmet Transit Needs process included a number of community outreach "listening sessions" were held in various parts of the County. These sessions were participant-friendly and intended to encourage public discussion.

1. Public Session # 1 held on January 26, 2015. 6:30 - 7:30 PM, at Moorpark City Hall Community Meeting Room.
2. Public Session # 2 held on January 27, 2015. 6:30 - 7:30 PM, at the Oxnard Transportation Center (OTC), in conjunction with Gold Coast Transit Districts Short Range Transit Plan outreach meeting
3. Public Session # 3 held on January 28, 2015, 6:30 - 7:30 PM, at the Santa Paula Community Center.

The required Commission Public Hearing was held on Monday, February 9, 2015, 1:30 – 3 PM at Camarillo City Hall Council Chambers. At the hearing, the Hearing Board consisting of Commissioners Bryan MacDonald, Brian Humphrey, and Jim White received a summary of the process; comments received to date, and then received public comments from six speakers along with nine written comments. A total of 14 citizens attended the meeting.

The Unmet Transit Needs public comment period was open through February 16, 2015. By the time the hearing was closed, over 100 individuals and groups had submitted material to VCTC, including letters, e-mails, phone calls, and comments at the public hearing, or attended Unmet Transit Needs meetings. A total of 134 comments were received.

In reviewing the comments/requests received, it is important to note that of "Unmet Transit Needs" is not mode specific. It addresses the trip, not the type of service. Therefore, the determination of an Unmet Transit Need is based on whether the trip can be made, not the type of service or vehicle (train, bus, paratransit). The service provider determines the most efficient and effective manner and mode to provide the service.

The Citizens Transportation Advisory Committee/Social Service Transportation Advisory Committee (CTAC/SSTAC) met on April 14, 2015 to review the recommendations, draft findings, and summary of comments. CTAC/SSTAC [REDACTED]

Also, the VCTC Transit Operators Advisory Committee (TRANSCOM) reviewed the draft report on April 9, 2015. TRANSCOM comments were [REDACTED].

Following action by the VCTC Unmet Transit Needs Hearing Board on April 20, 2015, the recommendations will be transmitted to the Commission for action at their May 1, 2015 meeting.

Testimony Received:

While some testimony was very specific about a particular problem in one area, only 35 comments could be considered other than “operational”. In addition, there were several requests for intercounty service into Los Angeles County, or points further (Disneyland in Orange County). While the Commission can consider those requests, the TDA law clearly states that it is the intent of the Act to provide for transit services within the County, and the Commission can have only started intercounty service with the participation of the partnering county. There also were a number of comments requesting services which already existed. While a number of the comments were general in nature, and did not specify times, routes, or even locations, there were a number of requests for single occupant-on demand and “door-thru-door” services. These are not public transit services, but effectively taxi service. While VCTC has funded, using Federal Transit Administration grants social service/elderly-Handicapped Section 5310/17 funds, services provided by social service providers, this is not “public transit. There were also several requests for more transit marketing. Finally, there were several comments regarding fares or a desire to have fare free services provide to some groups or classes of riders.

As typically occurs, most of the comments received concerned operational changes. These comments are being referred directly to the appropriate transit provider to address as part of their continuing planning efforts. Also expected, none of the comments received met the approved thresholds for an Unmet Transit Need. The individual agencies do consider the comments, along with others received through their individual outreach programs as they proceed with their service planning.

While not unmet transit needs, the most frequent comments were received for three issues this year; the creation of transit service for workers, especially at the Camarillo Outlet Mall; expanded Ojai Trolley service, specifically into Oak View; and improved transit service to Oxnard College (primarily a lengthening of the service time; which is an operations improvement). The VCTC is considering, on April 3, creation of a demonstration project to provide work trips from South Oxnard and the Oxnard Transportation Center to employment sites in Camarillo using “cap and trade” funds.

In general, the verbal and written testimony given through the public hearing process supported the continuation of existing and programmed transit services and programs. For the most part the people testifying considered all existing transit services as a “baseline” saying that the services needed to be kept. It is therefore recommended that all general public bus transit systems and services currently in operation be found to be unmet transit needs as part of the FY 2015/2016 findings.

Attachment A

RESOLUTION NO. 2015-0

**A RESOLUTION OF THE VENTURA COUNTY
TRANSPORTATION COMMISSION APPROVING
UNMET TRANSIT NEEDS FINDINGS FOR FISCAL YEAR 2015/2016**

- I. THE VENTURA TRANSPORTATION COMMISSION DOES HEREBY FIND THE FOLLOWING FACTS AND DECLARE THAT SAID FACTS ARE MATERIAL TO ITS DETERMINATIONS MADE HEREIN:**
- A. The Ventura County Transportation Commission ("VCTC") is the county transportation commission created for Ventura County pursuant to Public Utilities § 130000, et seq.
 - B. Pursuant to Government Code § 29532.4(b), and notwithstanding Government Code § 29532, the transportation commission was created in the County of Ventura by Division 12 (commencing with § 130000) of the Public Utilities Code.
 - C. In § 99222 of the Mill-Alquist-Deddah Act (commonly known as the Transportation Development Act, or "TDA"- Public Utilities Code § 99200, et seq.) the Legislature found and declared:
 - 1) It is the interest of the State that funds available for transit development be fully expended to meet the transit needs that exist in California, and,
 - 2) Such funds be expended for physical improvement to improve the movement of transit vehicles, the comfort of patrons, and the exchange of patrons from one transportation mode to another."
 - D. In furtherance of the aforesaid findings and declarations, pursuant to Public Utilities Code § 99230, the designated Transportation Planning Agency ("TPA") is required to annually determine the amount of local transportation funds ("LTF") to be allocated to each claimant within its jurisdiction.
 - E. The Public Utilities Code requires that the local TPA allocate LTF in order of priority set by statutes (Public Utilities Code § 99233.1 through 99233.5, 99233.7 through 99233.9 and statutes referenced therein.)
 - F. Public Utilities Code § 99401.5 requires that:
 - "Prior to making any allocation not directly related to public transportation services, specialized transportation services, or facilities provided for the exclusive use of pedestrians and bicycles, the transportation planning agency shall annually do all of the following:
 - 1) Consult with the social services transportation advisory council established pursuant to Public Utilities Code 99238.
 - 2) Identify the transit needs of the jurisdiction which have been considered as a part of the transportation planning process, including the following:
 - a) An annual assessment of the size and location of identifiable groups likely to be transit disadvantaged,
 - b) An analysis of the adequacy of existing public transportation services and specialized transportation services, including privately and publicly provided services necessary to implement... the federal Americans with Disabilities Act of 1990... and persons of limited means.

- c) An analysis of the potential alternative public transportation and specialized transportation services and service improvements that would meet all or part of the transit demand.
- 3) Identify the unmet transit needs of the jurisdiction and those needs that are reasonable to meet. The transportation planning agency shall hold at least one public hearing pursuant to [Public Utilities Code] Section 99238.5 for the purpose of soliciting comments on the unmet transit needs that may exist within the jurisdiction, and that might be reasonable to meet by establishing or contracting for new public transportation and specialized transportation services or by expanding existing services. The definition adopted by the transportation planning agency for the terms 'unmet transit needs' and 'reasonable to meet' shall be documented by resolution or in the minutes of the agency. The fact that an identified transit need cannot be fully met based on available resources shall not be the sole reason for finding that a transit need is not reasonable to meet. An agency's determination of needs that are reasonable to meet shall not be made by comparing unmet transit needs with the need for streets and roads.
- 4) Adopt by resolution finding for the jurisdiction after consideration of all available information compiled pursuant to subdivisions (a), (b), and (c). The finding shall be that (1) there are no unmet transit needs, (2) there are no unmet transit needs that are reasonable to meet, or (3) there are unmet transit needs, including needs that are reasonable to meet. The resolution shall include information provided pursuant to subdivisions shall include information provided pursuant to subdivisions (a), (b), and (c) which provides that basis for finding.
- 5) If the transportation planning agency adopts a finding that there are unmet needs, including needs that are reasonable to meet, then the unmet needs shall be funded before any allocation is made for streets and roads within the jurisdiction.
- G. Public Utilities Code § 99401.6 provides inter alia that:
"Upon adoption of a funding ... that there are no unmet needs or that there are no unmet needs that are reasonable to meet, the transportation planning agency may allocate funds for local streets and roads."
- H. A public hearing, as required by Public Utilities Code § 99401.5(c), was held on February 4, 2013, with a subcommittee of VCTC's Commissioners sitting as the hearing board.
- I. The social services transportation advisory council for Ventura County is the Citizens Transportation Advisory Committee/Social Services Transportation Advisory Council ("CTAC/SSTAC"), which has the obligation, pursuant to Public Utilities Code § 99238 (c).(1), to participate in the annual process and to review and recommend to VCTC on the unmet transit needs findings.
- J. The CTAC/SSTAC participated in the annual process by reviewing the public testimony, VCTC staff analysis and recommendations. On April 14, 2015, the CTAC/SSTAC met and [REDACTED].
- Although not required by law, VCTC staff recommendations regarding unmet transit needs in FY 2015/2015 were also reviewed by the Transit Operators Advisory Committee of VCTC ("TRANSCOM") on April 9, 2015.
- K. VCTC has reviewed and incorporates by reference in this Resolution its approvals of the following:
- The definition of "unmet transit needs" adopted by VCTC on January 5, 1996 VCTC meeting, revised at its December 6, 2013 meeting and reaffirmed at its December 5, 2014 meeting ; and,

- The definition of “reasonable to meet” adopted by VCTC on January 5, 1996 VCTC meeting, revised at its December 6, 2013 meeting and reaffirmed at its December 5, 2014 meeting.
- L. In compliance with Public Utilities Code § 99401.5 (b) (1)(2)(3), VCTC has reviewed and incorporated by reference:
- The verbal and written testimony submitted at the Unmet Transit Needs public hearings held by VCTC Hearing Board on February 9, 2015 and submitted to VCTC through February 16, 2015;
 - The TDA rules and regulations;
 - The VCTC Staff Report, dated May 1, 2015 (hereinafter, the “Staff Report”);
 - Local and short range plans as described in the Staff Report; and
 - Recommendations from the CTAC/SSTAC and TRANSCOM.
- M. In addition, in compliance with Public Utilities Code § 99401.5(b)(1)(2)(3), VCTC has reviewed all existing transit operations, the documentation on file in the office of VCTC, along with existing programs previously reviewed and approved by VCTC, including, but not limited to:
- Dial-A-Ride Center (VCTC Transit Information Center)
Ventura County Passport (Smart Card) Program
Go Ventura Internet Program
VCTC Social Service Token Program

II. NOW, THEREFORE, THE VENTURA COUNTY TRANSPORTATION COMMISSION DOES HEREBY RESOLVE AND ADOPT ALL OF THE FOLLOWING FOR FISCAL YEAR 2015/2015

There are no Unmet Transit Needs that are reasonable to meet, based on the following actions:

1. Continue all existing bus services substantially as they exist.
2. Continue and improve all public senior and disabled services in all jurisdictions in the County substantially as they exist. Work to implement the recommendations of the VCTC Countywide Human Services Transportation and Transit Services Coordination Study.
3. Monitor the service demonstrations on the VCTC 126 (expanded hours and extension to Piru), the Gold Coast Transit District Route 22 (Wells Center-Nyeland Acres) to determine if a transit need which is reasonable to meet exists.
4. Continue the Ventura County interagency bus transfer program.
5. Monitor implementation of the Heritage Valley “Valley Express” transit service.
6. Monitor the Saturday and expanded hours of service (including the Metrolink shuttle) in Thousand Oaks, and summertime beach shuttle bus service.
7. Monitor the Saturday and expanded hours of service in Moorpark.
8. Monitor the Sunday and expanded hours of service in Camarillo.
9. Monitor Ojai trolley bus summertime Saturday service to Lake Casitas.
10. Monitor Camarillo CSUCI/Old Town Trolley
11. Work with all the public transit providers in Ventura County to replace the GoVentura Smartcard.

BE IT FURTHER RESOLVED THAT:

1. The Chair shall execute this Resolution on behalf of VCTC and the Clerk of the Board shall attest to her signature and the adoption of this resolution.

2. The Executive Director shall before August 15, 2015 forward to the Department of Transportation on behalf of VCTC all of the following:
 - a. A copy of the notice of hearing and proof of publication and a description of the actions taken to solicit citizen participation pursuant to Public Utilities Code Section 99238.5;
 - b. A copy of the Resolution or minutes documenting VCTC's definitions of "unmet transit needs" and "reasonable to meet", as determined pursuant to Public Utilities Code (use the symbol) 99401.5; and
 - c. A copy of this Resolution adopted as required by Public Utilities Code § 99401.5(d).

Executed this 1st day of May, 2015

PETER FOY, CHAIR, VCTC

ATTEST:

Donna Cole, Clerk of the Commission

APPROVED AS TO FORM

Steven T. Mattas, General Counsel

Date

Attachment B

FY 2015/2015 UNMET TRANSIT NEEDS FINDINGS



MAY 1, 2015

DRAFT

VENTURA COUNTY TRANSPORTATION COMMISSION
FY 2015/2015 UNMET TRANSIT NEEDS FINDINGS

BACKGROUND

Public Utilities Code (PUC) Section 99401.5(c) requires the transportation planning agency (VCTC) to hold at least one public hearing pursuant to Section 99238.5 to solicit comments on the Unmet Transit Needs that may exist within the jurisdiction and that may be reasonable to meet by establishing or contracting for new public transportation, or specialized transportation, or by expanding existing services.

All Unmet Transit Needs that are reasonable to meet must be funded before any allocation is made to streets and roads pursuant to PUC Section 99401.5(e). Under Section 99238(c)(2), the Public Utilities Code specifies that the social service transportation advisory council, Citizen's Transportation Advisory Committee/Social Service Transportation Advisory Committee (CTAC/SSTAC) in our County, has the responsibility to participate in the annual process and must review and recommend action by VCTC on the findings. Other advisory groups can also review the findings but it is not required by statute. A panel consisting of a number of the VCTC Commissioners is appointed annually by the VCTC Chairman to act as the hearing board. The full VCTC then considers all the input from these sources as well as the public and adopts the findings.

According to the California Public Utilities Code (PUC) Section 99401.5 (d) the Commission must find by adopting a resolution that either:

- There are no Unmet Transit Needs;
- There are no Unmet Transit Needs that are reasonable to meet; or,
- There are Unmet Transit Needs, including needs that are reasonable to meet.

The resolution approving the findings must include information that provides the basis for the Commission decision. In accordance with PUC Section 99401.5(c) the Commission adopted definitions of "Unmet Transit Need" and "Reasonable to Meet" at the January 5, 1996 VCTC meeting and revised these definitions at its December 6, 2013 meeting, and reaffirmed December 5, 2014.

Following are the adopted definitions of "Unmet Transit Need" and "Reasonable to Meet":

VCTC Definition Of Unmet Transit Needs (adopted December 6, 2013, reaffirmed December 5, 2014)

Public transportation services identified by the public with sufficient broad-based community support that have not been funded or implemented. Unmet transit needs identified in a government-approved plan meet the definition of an unmet transit need. Sufficient broad-based community support means that persons who will likely use the service on a routine basis demonstrate support: at least 15 requests for general public service and 10 requests for disabled service.

INCLUDING:

- Public transit services not currently provided to reach employment, medical assistance, shop for food or clothing, to obtain social services such as health care, county welfare programs and educational programs. Service must be needed by and benefit the general public.
- Service expansions including new routes, significant modifications to existing routes, and major increases in service hours and frequency.

EXCLUDING:

- Operational changes such as minor route changes, bus stop changes, or changes in schedule.

- Requests for extended hours or days of service.
- Service for groups or individuals that is not needed by or will not benefit the general public.
- Comments about vehicles, facilities, driver performance and transit organizational structure.
- Requests for better coordination.
- Requests for reduced fares and changes to fare restrictions.
- Improvements funded or scheduled for implementation in the following year.
- Future transportation needs.
- Duplication or replacement of existing service.

It must be stressed that these definitions are intended to be helpful to the public and stakeholders and are not intended to exclude or minimize the testimony received because the comment submitted does not exactly fit the definition. The intention of the Commission is to work with the cities/County to ensure maximum public input and that all reasonable transit concerns are addressed.

Consistent with Public Utilities Code Section 99401.5, the Commission must use the adopted definitions of “Unmet Transit Need” and “Reasonable To Meet” and give special consideration to the transit needs of senior citizens, the mentally/physically challenged and persons of limited means. Also consistent with Public Utilities Code Section 99401.5, the hearing board shall not make its recommendation, nor shall the Commission make its determination of needs that are reasonable to meet, by comparing Unmet Transit Needs with the need for streets and roads. PUC Section 99401.5(c) also states that the fact that an identified transit need cannot be fully met based on available resources shall not be the sole reason for finding that a transit need is not reasonable to meet.

Following is the adopted definition of “Reasonable to Meet”, and “Attachment A” which establishes the passenger fare ratio for new transit services in Ventura County.

Evaluation Criteria for “Reasonable to Meet”

Title	Outcome	Definitions	Measures & Criteria
Equity Factor	Equity	The proposed service will not cause reductions in existing transit services that have an equal or higher priority.	Equity Measures: Vehicle revenue service hours and revenue service miles. Criteria: Transit vehicle service hours and miles will not be reduced on existing routes to fund the proposed service
Timing Factor	Timing	The proposed service is in response to an existing rather than future transit need.	Criteria: Same as definition that proposed service is in response to an existing rather than future transit need; based on public input.
Feasibility Factor (vehicle availability)	Feasibility	The proposed service can be provided with the existing fleet or under contract to a private provider.	Measure: Vehicle spare ratio. Criteria: Transit system must be able to maintain FTA's spare ratio requirement of 20% (buses in peak service divided by the total bus fleet cannot fall below 20%). If less than 20%, can additional buses be obtained (purchased or leased) or can service be provided under contract to a private provider?
Feasibility (infrastructure)	Feasibility	There are adequate roadways to safely accommodate transit vehicles	Measure & Criteria: Route inspection to determine adequacy of infrastructure to accommodate transit vehicles and passengers.
Cost Effectiveness (overall fare ratio)	Cost Effectiveness	The proposed service will not unduly affect the operator's ability to maintain the required passenger fare ratio for its system as a whole.	Measure: Total estimated annual passenger fare revenue divided by total annual operating cost (the entire service including the proposed service) Criteria: fare revenue/operating cost cannot fall below the operator's required passenger fare ratio.
Cost Effectiveness (service fare ratio)	Cost Effectiveness	The proposed service will meet the scheduled passenger fare ratio standards described in Attachment A.	Measures and criteria in Attachment A.
Service Effectiveness	Service Effectiveness	Estimated passengers per hour for the proposed service will not be less than the system-wide average after three years.	Measure: Passengers per hour. Criteria: Projected passengers per hour for the proposed service is not less than 70% of the system-wide average (without the proposed service) at the end of 12 months of service, 85% at the end of 24 months of service, and 100% at the end of 36 months of service.

Attachment A

It is desirable for all proposed transit services in urban areas to achieve a 20% passenger fare ratio by the end of the third year of operation. A passenger fare ratio of 10% is desired for special services (i.e. elderly and disabled) and rural area services. (1) More detailed passenger fare ratio standards, which will be used to evaluate services as they are proposed and implemented, are described below. Transit serving both urban and rural areas, per state law, may obtain an "intermediate" passenger fare ratio.

END OF TWELVE MONTHS

Performance Level		
Urban Service	Rural Service	Recommended Action
Less than 6%	Less than 3%	Provider may discontinue service
6% or more	3% or more	Provider will continue service, with modifications if needed

END OF TWENTY-FOUR MONTHS

Performance Level		
Urban Service	Rural Service	Recommended Action
Less than 10%	Less than 5%	Provider may discontinue service
10% or more	5% or more	Provider will continue service, with modifications if needed

END OF THIRTY-SIX MONTHS (2)

Performance Level		
Urban Service	Rural Service	Recommended Action
Less than 15%	Less than 7%	Provider may discontinue service
15-20%	7- 10%	Provider may consider modifying and continue Service
20% or more	10% or more	Provider will continue service, with modifications if needed

(1) Per statute the VCTC may establish a lower fare for community transit (dial-a-ride) services.

(2) A review will take place after 30 months to develop a preliminary determination regarding the discontinuation of proposed services.

In addition to all verbal and written testimony submitted and staff responses to testimony submitted, and to meet the requirements of PUC Section 99401.5(b) (1)(2)(3), the following information is available at VCTC's office, and was used in developing the findings:

- TDA rules and regulations

Local and regional plans, including the following (Note that SCAT is the former name of Gold Coast Transit):

- Short Range Transit Plans and budget information for transit operators (1999)
- FTA Section 15 (National Transit Data Base) reports
- Ventura County Congestion Management Plan (2006)
- Ventura County Congestion Management Plan (2009)
- Ventura County Comprehensive Rail Plan (1995)
- SCAG Regional Transportation Plan
- SCRRA's (Metrolink) 1402 Plan
- SCRRA's Draft Strategic Plan
- SCRRA's FY 2014/14 Budget
- SCRRA's FY 2014/15 Budget
- Caltrans State Rail Plan for the Pacific Surfliners
- Coast Rail Corridor Plan
- Ventura/Santa Barbara Rail Study Final Report – SCAG (March 2008)
- VCTC AB 120 Plan (last amended 2001)
- Simi Valley Transit Five Year Service and Funding Plan 2005-2010 (2005)
- VCTC Countywide Human Services Transportation and Transit Services Coordination Study (2007)
- VCTC Countywide Human Services Transportation and Transit Services Coordination Study update (2012)
- Proposal Paper for Coordinated Paratransit Service Plan for Western Ventura County
- SCAT's Coordinated Paratransit Service Plan for Western Ventura County
- SCAT Public Transit Service Delivery Plan (April 2000)
- City of Thousand Oaks March 2, 2002 Memorandum regarding expansion of the Thousand Oaks Transportation (TOT) System
- Ojai Valley Transit Needs Assessment (June 2004) Final Report
- SCAT Origin/Destination and Transfer Study final report (July 2004)
- SCAT System wide Fare Policy Study (April 2003)
- VCTC Title VI Civil Rights Program (April 2009)
- Santa Paula Branch Line Rail Study – SCAG/VCTC (March 2007)
- SCAG 2008 Regional Transportation Plan
- SCAG 2012-2035 Regional Transportation Plan
- VCTC Title VI Program (February 6, 2009)
- VCTC Title VI VISTA Proposed Fare Increase Evaluation (2009)
- VCTC Title VI VISTA Proposed Coastal Transfer Fee Evaluation (September 2012)
- VCTC Limited English Proficiency Plan (2011)
- Ventura County Transit Investment Study (December 4, 2009)
- VISTA 2012 Onboard Rider Survey
- VISTA 2014 Onboard Rider Survey
- City of Moorpark Transit Evaluation (December 2010)
- County of Ventura/City of Thousand Oaks document Consolidation of Dial-a-Ride Services in Unincorporated Areas. (2010)
- City of Thousand Oaks Transit Action Plan (April 2010)
- Gold Coast Transit Vineyard Avenue and Wells Road Community Based Transit Plan (December 30, 2010)
- City of Ojai Report of Recommendations from the Ad Hoc Transit Committee (Dec 2011)
- Gold Coast Transit 2010 TDA Triennial Performance Audit

- VCTC 2010 TDA Triennial Performance Audit
- California Lutheran University Public Transportation Needs Assessment Survey Analysis (2012) and Employee home locations and trip times spreadsheet
- VCTC Heritage Valley Transit Study Final Report March 2013
- Gold Coast Transit Fixed-Route Service Planning guidelines & Evaluation Policy (February 5, 2015)

In addition to the documentation in the files of Ventura County Transportation Commission (listed above), information provided through the existing programs has also been reviewed by VCTC such as:

- Dial-A-Ride Center
- Ventura County GOVENTURA (Smart Card) Program
- Go Ventura Internet Program
- East County (ADA) Paratransit Transfer program
- VCTC Social Service Token (ticket) Program
- VISTA Ongoing Transit Services
- TDA Financial Audits, Article 8(c)

The resolution approving the findings must include information that provides the basis for the Commission decision. In accordance with PUC Section 99401.5(c) the Commission adopted definitions of “Unmet Transit Need” and “Reasonable to Meet” at the January 5, 1996 VCTC meeting and revised these definitions at its December 6, 2013 meeting, and reaffirmed December 5, 2014.

This year’s Unmet Transit Needs process included a number of community outreach “listening sessions” were held in various parts of the County. These sessions were participant-friendly and intended to encourage public discussion.

4. Public Session # 1 held on January 26, 2015. 6:30 - 7:30 PM, at Moorpark City Hall Community Meeting Room.
5. Public Session # 2 held on January 27, 2015. 6:30 - 7:30 PM, at the Oxnard Transportation Center (OTC), in conjunction with Gold Coast Transit Districts Short Range Transit Plan outreach meeting
6. Public Session # 3 held on January 28, 2015, 6:30 - 7:30 PM, at the Santa Paula Community Center.

The required Commission Public Hearing was held on Monday, February 9, 2015, 1:30 – 3 PM at Camarillo City Hall Council Chambers. At the hearing, the Hearing Board consisting of Commissioners Bryan MacDonald, Brian Humphrey, and Jim White received a summary of the process; comments received to date, and then received public comments from six speakers along with nine written comments. A total of 14 citizens attended the meeting.

The Unmet Transit Needs public comment period was open through February 16, 2015. By the time the hearing was closed, over 100 individuals and groups had submitted material to VCTC, including letters, e-mails, phone calls, and comments at the public hearing, or attended Unmet Transit Needs meetings. A total of 134 comments were received.

In reviewing the comments/requests received, it is important to note that of “Unmet Transit Needs” is not mode specific. It addresses the trip, not the type of service. Therefore, the determination of an Unmet Transit Need is based on whether the trip can be made, not the type of service or vehicle (train, bus, paratransit). The service provider determines the most efficient and effective manner and mode to provide the service.

The Citizens Transportation Advisory Committee/Social Service Transportation Advisory Committee (CTAC/SSTAC) met on April 14, 2015 to review the recommendations, draft findings, and summary of comments. CTAC/SSTAC [REDACTED]

Also, the VCTC Transit Operators Advisory Committee (TRANSCOM) reviewed the draft report on April 9, 2015. TRANSCOM comments were [REDACTED].

Following action by the VCTC Unmet Transit Needs Hearing Board on April 20, 2015, the recommendations will be transmitted to the Commission for action at their May 1, 2015 meeting.

Testimony Received:

While some testimony was very specific about a particular problem in one area, only 35 comments could be considered other than “operational”. In addition, there were several requests for intercounty service into Los Angeles County, or points further (Disneyland in Orange County). While the Commission can consider those requests, the TDA law clearly states that it is the intent of the Act to provide for transit services within the County, and the Commission can have only started intercounty service with the participation of the partnering county. There also were a number of comments requesting services which already existed. While a number of the comments were general in nature, and did not specify times, routes, or even locations, there were a number of requests for single occupant-on demand and “door-thru-door” services. These are not public transit services, but effectively taxi service. While VCTC has funded, using Federal Transit Administration grants social service/elderly-Handicapped Section 5310/17 funds, services provided by social service providers, this is not “public transit. There were also several requests for more transit marketing. Finally, there were several comments regarding fares or a desire to have fare free services provide to some groups or classes of riders.

As typically occurs, most of the comments received concerned operational changes. These comments are being referred directly to the appropriate transit provider to address as part of their continuing planning efforts. Also expected, none of the comments received met the approved thresholds for an Unmet Transit Need. The individual agencies do consider the comments, along with others received through their individual outreach programs as they proceed with their service planning.

While not unmet transit needs, the most frequent comments were received for three issues this year; the creation of transit service for workers, especially at the Camarillo Outlet Mall; expanded Ojai Trolley service, specifically into Oak View; and improved transit service to Oxnard College (primarily a lengthening of the service time; which is an operations improvement). The VCTC is considering, on April 3, creation of a demonstration project to provide work trips from South Oxnard and the Oxnard Transportation Center to employment sites in Camarillo using “cap and trade” funds.

In general, the verbal and written testimony given through the public hearing process supported the continuation of existing and programmed transit services and programs. For the most part the people testifying considered all existing transit services as a “baseline” saying that the services needed to be kept. It is therefore recommended that all general public bus transit systems and services currently in operation be found to be unmet transit needs as part of the FY 2015/2016 findings.

The Citizens Transportation Advisory Committee/Social Service Transportation Advisory Committee (CTAC/SSTAC) met on April 14, 2015 to review the recommendations, draft findings, and summary of comments. CTAC/SSTAC [REDACTED]

Also, the VCTC Transit Operators Advisory Committee (TRANSCOM) reviewed the draft report on April 9, 2015. TRANSCOM commented that [REDACTED].

RECOMMENDED FINDINGS:

1. Continue all existing bus services substantially as they exist.
2. Continue and improve all public senior and disabled services in all jurisdictions in the County substantially as they exist. Work to implement the recommendations of the VCTC Countywide Human Services Transportation and Transit Services Coordination Study.

3. Monitor the service demonstrations on the VCTC 126 (expanded hours and extension to Piru), the Gold Coast Transit District Route 22 (Wells Center-Nyeland Acres) to determine if a transit need which is reasonable to meet exists.
4. Continue the Ventura County interagency bus transfer program.
5. Monitor implementation of the Heritage Valley "Valley Express" transit service.
6. Monitor the Saturday and expanded hours of service (including the Metrolink shuttle) in Thousand Oaks, and summertime beach shuttle bus service.
7. Monitor the Saturday and expanded hours of service in Moorpark.
8. Monitor the Sunday and expanded hours of service in Camarillo.
9. Monitor Ojai trolley bus summertime Saturday service to Lake Casitas.
10. Monitor Camarillo CSUCI/Old Town Trolley
11. Work with the all the public transit providers in Ventura County to replace the GoVentura Smartcard.

After adopting the recommendations listed above, and based on the analysis of the written and verbal testimony provided to the Commission:

1. Find by VCTC Resolution #2015-0X that there are no Unmet Transit Needs that are reasonable to meet.

In addition to the above findings, VCTC will continue efforts to meet the following goals from prior hearings:

- A. Continue to pursue and identify funding to allow local agencies to install more bus benches and shelters, and transit information signs, where warranted and feasible. Standards to determine when and where a bus shelter or bus bench is warranted should be adopted and used to implement future placement.
- B. Continue to improve schedule coordination and transfer connections between different bus systems where operationally feasible.
- C. Continue to adjust fixed route transit services, stops and schedules throughout Ventura County as needed and operationally feasible.
- D. Continue community outreach and marketing efforts to increase awareness of the availability of transit services for the general public, seniors, and disabled, to be coordinated by VCTC.
- E. Continue operation of NEXTBUS countywide and provide additional NEXTBUS signs at appropriate locations.
- F. Continue to ensure that bus stops and bus signage, vehicles, and operations are all in compliance with the Americans with Disabilities Act (ADA) requirements.
- G. Continue to assist social service agencies in obtaining grant funding for equipment and rolling stock, utilizing Federal Section 5310 and any other funds available for those purposes.
- H. Encourage cities, transit providers, and social service agencies to implement elements of the VCTC Countywide Human Services Transportation and Transit Services Coordination Study.
- I. Continue discussions and possible studies cooperatively with the City of Santa Clarita to determine the potential demand and feasibility for jointly funding transit services connecting Fillmore with Santa Clarita.
- J. complete a countywide transit study to identify short range and long range transit needs.
- K. Continue to encourage AMTRAK, LOSSAN, and Caltrans Division of Rail to adjust the schedule times of the Surfliner to better serve commuters traveling between Ventura and Santa Barbara Counties.
- L. Formally comment during the CEQA process regarding the potential difficulties and costs of providing transit services to low income housing and other public facilities with high transit dependent use which are not sited at locations served or easily served by public transit.
- M. Support cost-effective actions to increase bike capacity on the transit system.
- N. Encourage transit trips over auto usage during this time of heightened public awareness of the cost of fuel.
- O. Seek financial support from the cities/County to provide subsidized fares for low income passengers who are transferring between local transit systems and VISTA.

- P. Work with LOSSAN, Caltrans, Amtrak, and Metrolink to improve rail safety and maintain or increase speeds on the rail services.
- Q. Encourage VCTC and the ADA providers in the county continue to improve transfers and transfer locations for inter-agency ADA trips.
- R. Continue to integrate evening meetings in different parts of the county as part of future Unmet Transit Needs process.

After adopting the recommendations listed above, and based on the analysis of the written and verbal testimony provided to the Commission:

Find by VCTC Resolution #2015-0X that there are no Unmet Transit Needs, including needs that are reasonable to meet.

Analysis of Testimony Received:

All comments received in the 2015 VCTC Unmet Needs Process were reviewed to determine if they meet the definition of an Unmet Transit Need. Those comments that are determined to be either new services which did not meet the minimum criteria as an Unmet Transit Need, or are operational, are being forwarded to the appropriate transit agency for consideration as part of their future planning and scheduling activities. Following the Hearing Board action, contact will be made to the commenter regarding the recommended action. Those comments which meet the criteria as an Unmet Transit Need will be evaluated against the seven adopted "Reasonable to Meet" criteria. Those projects which meet all the criteria will be recommend as Unmet Transit Needs which are Reasonable to Meet. In the case of the cities of Moorpark, Camarillo, Fillmore, and Santa Paula, if a comment is found to be an Unmet Transit Needs which is Reasonable to Meet, the VCTC will withhold any TDA street and road funds until the agency demonstrates it will meet the transit service need. In all other parts of the County, the finding will be conveyed to the appropriate agency for their consideration. Finally, for those comments which are found to be not reasonable to meet due to one or more of the "Reasonable to Meet" criteria will also be conveyed to the appropriate agency for their consideration.

There were no comments received by the VCTC which met the definition of an Unmet Transit Need. A matrix of comments is attached which summarized the comments received, and includes recommendations.

Attachment C
MATRIX OF COMMENTS

	NAME/CITY/DATE/CONTACT	COMMENT(S)	AREA / AGENCY	ROUTE	OPERATIONAL?	UNMET TRANSIT NEED
2	Mary Justice, Camarillo 3/17/2014 phone call	wants a bus direct from Las Posas at Arneill (Camarillo) to The Collection (Oxnard)	Camarillo	NA	Yes	No
3a	Kathleen Ninneman, Camarillo 4/14/2014 phone call	wants weekday Camarillo DAR service to run until 9:30p to accommodate retail workers at Camarillo Outlets	Camarillo	DAR	Yes	No
3b	Kathleen Ninneman, Camarillo 4/14/2014 phone call	commented that Camarillo Fixed Route does not serve the Camarillo Outlets and the Target shopping center and is not useful for the large amounts of workers that need transit to those centers	Camarillo	DAR/ Trolley	Yes	No
49	name unknown, Camarillo 02/11/15 phone call	wants fixed route bus service to/from Rancho Adolfo Mobile Home Park	Camarillo	DAR	Yes	No

The comments received were insufficient to demonstrate the public with sufficient broad-based community support, which requires that persons who will likely use the service on a routine basis demonstrate support: at least 15 requests for general public service and 10 requests for disabled service. They are not Unmet Transit Needs.

	NAME/CITY/DATE/CONTACT	COMMENT(S)	AREA / AGENCY	ROUTE	OPERATIONAL?	UNMET TRANSIT NEED
8a	Aracely Preciado, Oxnard 6/16/14 email	wants bus service from Oxnard to Camarillo outlets for work trips	Camarillo, Gold Coast Transit District (VCTC)	NA	No	No
8b		wants bus service from Oxnard to Camarillo-area industrial areas for work trips	Camarillo, Gold Coast Transit District (VCTC)	NA	No	No
61	Jessica Aparicio, Oxnard 02/16/15 CAUSE postcard	wants transportation to Camarillo Outlets from Oxnard for work, would like the route to be faster to get to work on time.	Camarillo, Gold Coast Transit District (VCTC)	NA	No	No

62	Jessica Lopez, Oxnard 02/16/15 CAUSE postcard	wants a direct route from Oxnard to the Camarillo Outlets for work.	Camarillo, Gold Coast Transit District (VCTC)	NA	No	No
63	Joaquin Osuna, Oxnard 02/16/15 CAUSE postcard	wants a bus route from Oxnard to the Camarillo Outlets.	Camarillo, Gold Coast Transit District (VCTC)	NA	No	No
64	Michael Parisiano, Pt. Hueneme 02/16/15 CAUSE postcard	wants a direct bus to Mobile Avenue in Camarillo.	Camarillo, Gold Coast Transit District (VCTC)	NA	No	No
65	Christopher Palms, Oxnard 02/16/15 CAUSE postcard	wants direct transportation from Oxnard to Camarillo/Camarillo Outlets for work and shopping trips.	Camarillo, Gold Coast Transit District (VCTC)	NA	No	No
79	Letter from CAUSE	wants improved public transportation from Oxnard to Camarillo Outlets for Oxnard residents, young workers, Latinos and low income workers.	Camarillo, Gold Coast Transit District (VCTC)	NA	No	No
57	Maria Gutierrez, Oxnard 02/16/15 CAUSE postcard	wants bus service to Camarillo, especially the Outlets.	Camarillo, Gold Coast Transit District (VCTC)	NA	No	No

The comments received were insufficient to demonstrate the public with sufficient broad-based community support, which requires that persons who will likely use the service on a routine basis demonstrate support: at least 15 requests for general public service and 10 requests for disabled service. They are not Unmet Transit Needs. VCTC has received comments regarding this potential service in prior years, and based on staff analysis, has recommended a demonstration of a commuter service from South/Central Oxnard to Camarillo using "Cap-and-Trade" funds.

	NAME/CITY/DATE/CONTACT	COMMENT(S)	AREA / AGENCY	ROUTE	OPERATIONAL?	UNMET TRANSIT NEED
21	Lindsay Thompson, Oak View 1/20/15 email	Wants the Ojai Trolley to extend service to Oak View.	County	NA	No	No
29	Barbara Kennedy, Oak View Park and Resource Center 02/03/15 letter	Wants the Ojai Trolley to extend service into Oak View, dropping or/picking up at the Oak View Park and Resource Center at 555 Mahoney Avenue.	County	NA	No	No

30a	Kim Maxwell, Ojai Valley Little League 02/04/15 email	Wants the Ojai Trolley to extend service into Oak View, near schools, community centers, little league fields, Park and Resource Center and/or Ojai Valley Ranch market.	County	NA	No	No
30b		Wants the possible Ojai Trolley service extension into Oak View to pick up & drop off at the skate park in Ojai.	County	NA	No	No
31	Sharon Dykstra, Oak View Library 02/04/15 email	Wants basic, direct service to/from the libraries in Oak View via the Ojai Trolley as the current public transit option to/from the Oak View library entails Ojai Trolley, Gold Coast Transit routes and a moderate/difficult walk (no sidewalk access either) that patrons with disabilities might not be able to endure.	County	NA	No	No
50a	Nicholas Oatway, Ojai 2/12/15 email	wants regular service to/from the east end of the Ojai Valley, by the Ojai Trolley	County	NA	No	No
50b	Nicholas Oatway, Ojai 2/12/15 email	wants the Ojai Trolley to stop along Grand Ave., McAndrew Road, and Thatcher Road with a loop that included Reeves Road to serve the upper campus of Ojai Valley School.	County	NA	No	No
56	Elaine Needham, Ojai 02/14/15 email	wants expanded bus and trolley service in the Ojai Valley area.	County	NA	No	No
81	Joe Sohm, Oak View 02/09/15 public comment Camarillo Public Hearing	wants the Ojai Trolley to extend service into Oak View and the entire Ojai Valley, including Meiners Oaks.	County	NA	No	No
82	Lindsay Thompson, Oak View 02/09/15 public comment Camarillo Public Hearing	wants the Ojai Trolley to extend service into Oak View, to include stops at the Burnham Road area and the Oak View Resource Center.	County	NA	No	No

83	Barbara Kennedy, Oak View Park & Resource Center 02/09/15 public comment Camarillo Public Hearing	wants the Ojai Trolley to extend service into Oak View and include a stop at 555 Mahoney Road, the Oak View Resource Center.	County	NA	No	No
85	Sharon Dykstra, Oak View 02/09/15 public comment Camarillo Public Hearing	would like public transportation to be extended to Oak View Public Library, which is a tenant at the Oak View Public Resource Center, because there are steep hills and lack of sidewalks/lighting, which prohibit limited mobility patrons or parents with young children from walking to/from the nearest bus stop	County	NA	No	

The comments received were insufficient to demonstrate the public with sufficient broad-based community support, which requires that persons who will likely use the service on a routine basis demonstrate support: at least 15 requests for general public service and 10 requests for disabled service. They are not Unmet Transit Needs.

	NAME/CITY/DATE/CONTACT	COMMENT(S)	AREA / AGENCY	ROUTE	OPERATIONAL?	UNMET TRANSIT NEED
32b	names unknown, Moorpark 02/03/15 email	Wants the timetables for Moorpark Transit routes to be adjusted to be more accurate.	Moorpark City Transit	NA	Yes	No
32c	names unknown, Moorpark 02/03/15 email	Wants a bus pass for students in Moorpark area.	Moorpark City Transit	NA	Yes	No
32d	names unknown, Moorpark 02/03/15 email	Wants the Moorpark Route 1 serving the Collins/Campus Park Drive stop to be more timely-this bus is late 3 out of 5 days.	Moorpark City Transit	Route 1	Yes	No
32e	names unknown, Moorpark 02/03/15 email	Wants the bus to stop being late.	Moorpark City Transit	NA	Yes	No
32f	names unknown, Moorpark 02/03/15 email	Wants more residential bus stops within less of a walking distance for people trying to ride very early in the morning.	Moorpark City Transit	NA	Yes	No

32g	<i>names unknown, Moorpark</i> 02/03/15 email	Wants a Saturday route bus stop at the Villa del Arroyo Mobile Home Park on Arroyo Drive.	Moorpark City Transit	NA	No	No
32h	names unknown, Moorpark 02/03/15 email	Wants a Saturday route bus stop at the Villa del Arroyo Mobile Home Park on Arroyo Drive.	Moorpark City Transit	NA	No	No
32i	names unknown, Moorpark 02/03/15 email	Wants more frequent service/stops on Saturdays.	Moorpark City Transit	NA	Yes	No
33	Anna Moore, Moorpark 01/26/15 public comment Moorpark Listening Session	Wants DAR service in Moorpark to be improved, she has made reservations and the driver either show up late, at the wrong address or skip picking her up entirely.	Moorpark City Transit	DAR	Yes	No
54a	names unknown, Moorpark 02/12/15 email	wants buses to be on time more	Moorpark City Transit	NA	Yes	No
54b	names unknown, Moorpark 02/12/15 email	wants a seven day a week stop at Country Trail Park	Moorpark City Transit	NA	No	No
54c	names unknown, Moorpark 02/12/15 email	wants buses to run on time	Moorpark City Transit	NA	Yes	No
54d	names unknown, Moorpark 02/12/15 email	wants buses to run sooner	Moorpark City Transit	NA	Yes	No
54e	names unknown, Moorpark 02/12/15 email	wants service to Moorpark College on Saturday for the zoo	Moorpark City Transit	Route 2	No	No
54f	names unknown, Moorpark 02/12/15 email	wants longer Saturday and Sunday hours	Moorpark City Transit	Route 2	Yes	No
23a	David Kropp, Moorpark 01/21/15 email	Wants every bus stop to have a bench for patrons so they don't have to stand to wait for the bus	Moorpark City Transit	NA	Yes	No
23b	David Kropp, Moorpark 01/21/15 email	Wants stops to be closer together, less than a quarter mile away from each other	Moorpark City Transit	NA	Yes	No
23c	David Kropp, Moorpark 01/21/15 email	wants greater coverage of stops in residential neighborhoods	Moorpark City Transit	NA	Yes	No

The comments received were insufficient to demonstrate the public with sufficient broad-based community support, which requires that persons who will likely use the service on a routine basis demonstrate support: at least 15 requests for general public service and 10 requests for disabled service. They are not Unmet Transit Needs. Of the comments received pertaining to Moorpark Transit, only four were not operational improvements.

	NAME/CITY/DATE/CONTACT	COMMENT(S)	AREA / AGENCY	ROUTE	OPERATIONAL?	UNMET TRANSIT NEED
25	Sarah Otterstrom, Ventura 01/26/15 email	Wants a bus to run to/from Ventura/Ojai every thirty minutes or less, currently the service is too infrequent for parents to get to/from work but need flexible schedule for kids.	GCTD	16	Yes	No
55	Joan Englander, Ojai 02/15/15 email	wants night time public transportation for seniors in Ojai Valley area.	GCTD? Ojai Trolley?	NA	Yes	No
66	Sandra Song, Port Hueneme 02/16/15 CAUSE postcard	wants improved transit to/from Oxnard College	GCTD		NA	No
67	Ormar Long, Port Hueneme 02/16/15 CAUSE postcard	wants service later in the evening.	GCTD?	NA	NA	No
71	John Wilson, Oxnard 02/16/15 CAUSE postcard	wants buses to Oxnard College to run later, after 9:30.	GCTD		Yes	No
72	Regina Smith, Oxnard 02/16/15 CAUSE postcard	wants buses to run later than 9:30 for students who have late classes at night, so they don't have to depend on a ride.	GCTD		Yes	No
73	Sala Carrillo, Oxnard 02/16/15 CAUSE postcard	wants later bus service to Oxnard College.	GCTD		Yes	No
74	name & area unknown 02/16/15 CAUSE postcard	wants later bus service to Oxnard College at 10:00 p.m.	GCTD		Yes	No
75	Catherine, Oxnard 02/16/15 CAUSE postcard	wants a bus to run after 9:30 p.m. to/from Oxnard College.	GCTD		Yes	No
76	Sala Hukafony, Port Hueneme 02/16/15 CAUSE postcard	wants a bus service to run later from Oxnard College.	GCTD		Yes	No
77	Mary Sicle, Port Hueneme 02/16/15 CAUSE postcard	wants later bus service for her daughter, who goes to school at night	GCTD?	NA	NA	No

		and works at night				
78a	Barbara Ontiveros, Oxnard 02/16/15 CAUSE postcard	wants buses to be running at least until 11:00 p.m.	GCTD?	NA	NA	No
26	Theresa McGee, Ventura County Office of Education 01/27/15	Wants a new bus stop on Camino Del Sol/Juanita Street in Oxnard and to have this stop added, because currently, special needs students have to walk to Gonzalez, Rose of Colonia Streets which is too far for special needs students.	GCTD	2	Yes	No
35	Joel Henderson, Oxnard 01/27/15 public comment Oxnard Listening Session	Wants better/faster service from the OTC to downtown Ventura.	GCTD	6	Yes	No
39b	Michael Howard Robert Gaynor, Oxnard 01/27/15 public comment Oxnard Listening Session	Wants a GCTD express bus line from VTC to the OTC	GCTD	6	Yes	No
37	Deborah Khora 01/27/15 public comment Oxnard Listening Session	Wants a bus stop at Harbor Blvd. and Pierpont area (Seaward Ave.) in Ventura that connects to bus routes to Main and Thompson Streets.	GCTD	NA	No	No
38	Carie Bristow, Ventura 01/27/15 public comment Oxnard Listening Session	Wants a bus route in Ventura Harbor area because the Trolley does not operate late enough and is often not dependable.	GCTD	NA	No	No
58	Julia Torres, Oxnard 02/16/15 CAUSE postcard	wants service to Ventura and Port Hueneme.	GCTD	NA	NA	No
56	Elaine Needham, Ojai 02/14/15 email	wants expanded bus and trolley service in the Ojai Valley area.	County? GCTD?	NA	No	No
27	Janice Peyton, Fresenius Medical Services 01/28/15 email	Wants dialysis patients who use the ACCESS bus service to be provided assistance boarding the bus - from the lobby area of their clinic onto the bus, or from the bus into the clinic lobby area.	GCTD	ACCESS	Yes	No

27a	Janice Peyton, Fresenius Medical Services 01/28/15 email	Wants ACCESS service for Ojai area to be increased.	GCTD	ACCESS	Yes	No
80c	Tammy Glenn, Caregivers 02/12/15 email	wants increase in Dial-a-ride service from east end of Ventura, on the way to Saticoy.	GCTD	ACCESS	NA	No

The comments received were insufficient to demonstrate the public with sufficient broad-based community support, which requires that persons who will likely use the service on a routine basis demonstrate support: at least 15 requests for general public service and 10 requests for disabled service. They are not Unmet Transit Needs.

	NAME/CITY/DATE/CONTACT	COMMENT(S)	AREA / AGENCY	ROUTE	OPERATIONAL?	UNMET TRANSIT NEED
4	Raquel Arias, American Cancer Society 05/06/14 email	wants expansion of service for cancer patients in active treatment	NA	NA	NA	No
5	Susan Kapadia, Ojai Cares date unknown, letter	wants compassionate care transportation for cancer patients, to/from treatment destinations	NA	NA	NA	No
7	Marion Holzwarth, VC Area Agency on Aging 6/13/2014	Wants VCTC to present seniors mobility options after they stop driving and how seniors can safely ride the bus on inter-city trips.	VCTC	NA	Yes	No
24	Terry Griffins, Catholic Charities - PASSI	Wants direct transportation for seniors (not shared ride) for frail elderly over eighty years of age, as they may not have local transportation resources or physical stamina to be on the bus for long periods of time, potentially without access to a restroom.	NA	NA	Yes	No
39c	Michael Howard Robert Gaynor, Oxnard 01/27/15 public comment Oxnard Listening Session	Wants to eliminate wheelchair service and that persons who board buses in wheelchairs stay in the seat on their wheelchair and scooter.	NA	NA	NA	No

80d	Tammy Glenn, Caregivers 02/12/15 email	wants Dial-a-ride to come to the door of a pick up to assist patrons with limited mobility.	NA	NA	NA	No
80e	Tammy Glenn, Caregivers 02/12/15 email	wants the discontinued transportation booklet to be re-created, which would outline transportation.	NA	NA	NA	No
84c	Sunil Trivedi, Moorpark 02/09/15 public comment Camarillo Public Hearing	wants the transfer process to be improved for ADA riders who have to take multiple buses to get from East County into Ventura	NA	NA	NA	No
86	Jan Peyton, Fresenius Medical Care 02/09/15 public comment Camarillo Public Hearing	wants ACCESS/Medical/ADA Certified transit services to provide better service in providing assistance to frail/unsteady patients from curb to curb so assistance in/out of the clinic lobby areas and onto/off of the transportation vehicle used because people can't get on/off the vehicles and also get into/out of the clinic lobby areas.	NA	NA	Yes	No
27	Janice Peyton, Fresenius Medical Services 01/28/15 email	Wants dialysis patients who use the ACCESS bus service to be provided assistance boarding the bus - from the lobby area of their clinic onto the bus, or from the bus into the clinic lobby area.	GCTD	ACCESS	Yes	Np

The comments received were insufficient to demonstrate the public with sufficient broad-based community support, which requires that persons who will likely use the service on a routine basis demonstrate support: at least 15 requests for general public service and 10 requests for disabled service. They are not Unmet Transit Needs. A number of the comments address the needs of persons who are unable to use either public transit or the "ADA complementary Paratransit", but are looking for a service which is beyond what public transit agencies can provide. VCTC has funded, using Federal Transit Administration Section 5310/17 grant funds for non-transit agencies providing transportation services to elderly and disabled, two "demonstration" programs to address this issue. The programs are a driver reimbursement program through the MMA, and a taxi subsidy program through the Area Agency on Aging.

NAME/CITY/DATE/CONTACT	COMMENT(S)	AREA / AGENCY	ROUTE	OPERATIONAL?	UNMET TRANSIT NEED
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87	Dan Davidowicz, Simi Valley 02/09/15 public comment Camarillo Public Hearing	wants the Simi Valley Dial-a-ride to go to Chatsworth so the transfer process is easier for ADA/Disabled patrons who need to get to LA County's paratransit ACCESS service.	Simi Valley	ADA DAR	No	No
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	NAME/CITY/DATE/CONTACT	COMMENT(S)	AREA / AGENCY	ROUTE	OPERATIONAL?	UNMET TRANSIT NEED
88b	Jayne Messier, Thousand Oaks 02/16/15 via fax	wants improved bus service/scheduling to the Goebel Senior Center in Thousand Oaks	Thousand Oaks Transit	Route 2	Yes	No

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	NAME/CITY/DATE/CONTACT	COMMENT(S)	AREA / AGENCY	ROUTE	OPERATIONAL?	UNMET TRANSIT NEED
11	Debra Wolcott 05/21/14 email	heard comments that it would be good if VCTC Hwy 101 service ran on Sunday	VCTC	VCTC Hwy 101	No	No
12	name & area unknown 07/01/14 phone call	wants NB Hwy 101 11:38 am bus leaving the Oaks (TO) to stop at Carmen Plaza (Cam) around 12-12:30 p.m. for seniors who want to attend lunch events at the Senior Center, Civic Center and Conference Center, etc.	VCTC	VCTC Hwy 101	Yes	No

13	Lynn, Moorpark/SB 07/2/14 phone call	wants the 6:44 East County SB bus to connect with Hwy 101 at Oaks Mall (currently misses connection by four minutes, EC bus arrives 7:42 am and Hwy 101 departs at 7:38 am).	VCTC	VCTC Hwy 101/VCT C East	Yes	No
84d	Sunil Trivedi, Moorpark 02/09/15 public comment Camarillo Public Hearing	wants all Highway 101 routes include a flag stop at Ventura College	VCTC	VCTC Highway 101	Yes	No
48	Tami Alvarez, Ventura 02/05/15 email	wants a bus stop or flag stop from Camarillo in front of Community Memorial Hospital or on 147 N. Brent Street for commuters to/from work.	VCTC	VCTC Highway 101	Yes	No
28a	Janice Peyton, Fresenius Medical Services 01/28/15 email	Wants a flag stop at Ventura College, on the VISTA 101 route that picks up at the Oaks Mall at 9:38a heading north.	VCTC	VCTC Highway 101	Yes	No
20	Rebecca Kelleher, Ventura 1/13/15 email	Wants an a.m. route to pick up in Ventura at the Transit Center (at 7:30 a.m.) that then will drop off either at the Camarillo Transfer Center or onto Flynn at 8:00 a.m.	VCTC	VCTC Highway 101	Yes	No
15	Teresa Beardshear, Oxnard 08/04/2014 phone call	Wants more morning service on VISTA Highway 101 Southbound route. There is no bus between 6:33am and 8:20am. Also wants the 8:20am (or additional A.M. buses) to stop at the Conejo Industrial Park.	VCTC	VCTC Highway 101	Yes	No
28b	Janice Peyton, Fresenius Medical Services 01/28/15 email	Wants all of the VISTA bus routes to stop at Ventura College	Yes	VCTC	Highway 126 Highway 101	No

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service on a routine basis demonstrate support: at least 15 requests for general public service and 10 requests for disabled service. They are not Unmet Transit Needs.

	NAME/CITY/DATE/CONTACT	COMMENT(S)	AREA / AGENCY	ROUTE	OPERATIONAL?	UNMET TRANSIT NEED
6	name & area unknown 6/27/2014 voicemail	There is a bus from Carpinteria/Maple to Ventura at 5:10pm but most of us get out of work too late (around 5:30pm) and cannot catch this bus. There is not another bus to Ventura until almost 7 o'clock. There should be a trip in between.	VCTC	Coastal Express SB	Yes	No
10	Phi Pluong, Oxnard 05/05/14 email	wants an additional stop on the NB Coastal Express, in Carpinteria on/near Lambert Road.	VCTC	Coastal	Yes	No
14	name & area unknown 07/31/14 walk-in comment	Wants earlier service from Ventura to Santa Barbara. Specifically for the 5:30am bus from Santa Clara/Oak to stop at Gutierrez/Garden. Also suggested alternate stop of Gutierrez/Laguna to improve routing back to freeway if this is the only stop made in downtown Santa Barbara.	VCTC	Coastal Express NB	Yes	No
16	Milton Bagley, Carpinteria 07/23/14 phone call	Wants additional service in general between Ventura and Carpinteria on the VISTA Coastal Express Route. Also, specifically, wants the 3:44pm Southbound bus to stop in Carpinteria.	VCTC	Coastal Express	Yes	No
39a	Michael Howard Robert Gaynor, Oxnard 01/27/15 public comment Oxnard Listening Session	Wants the bus driver "Rene" to stop speeding in Santa Barbara and the governor used to limit the speed of the bus is a farce and cover up.	VCTC	Coastal Express	Yes	No

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	NAME/CITY/DATE/CONTACT	COMMENT(S)	AREA / AGENCY	ROUTE	OPERATIONAL?	UNMET TRANSIT NEED
18	Carlos Lopez 01/06/15 phone call	Wants later bus service from Fillmore to Ventura and says it is "unfair that there is only bus service westbound but not eastbound".	VCTC	Highway 126	Yes	No
19a	name unknown, Fillmore/Piru 12/16/14 phone call	Wants the VCTC 126 bus that departs Piru at 6:40am to be on time in arriving at Ventura College, at 8:00am, not after the 8:00am bell.	VCTC	Highway 126	Yes	No
19d	name unknown, Fillmore/Piru 12/16/14 phone call	Wants a VCTC 126 one-seat trip from Piru to Ventura College.	VCTC	Highway 126	Yes	No
19c	name unknown, Fillmore/Piru 12/16/14 phone call	Wants more VCTC 126 stops in Piru near Pacific.	VCTC	Highway 126	Yes	No

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	NAME/CITY/DATE/CONTACT	COMMENT(S)	AREA / AGENCY	ROUTE	OPERATIONAL?	UNMET TRANSIT NEED
1	Michael Louthian, unknown 3/17/2014 email	wants later service on the weekend from Oxnard to Woodland Hills, a bus that leaves Oxnard after or around 5:00pm	VCTC	Conejo Connection	No	No

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	NAME/CITY/DATE/CONTACT	COMMENT(S)	AREA / AGENCY	ROUTE	OPERATIONAL?	UNMET TRANSIT NEED
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9a	Jerry Martin, Rail PAC & NARP 4/28/14 email	wants a commuter bus between Santa Paula, Santa Clarita and Van Nuys.	NA	NA	No	No
9b	Jerry Martin, Rail PAC & NARP 4/28/14 email	wants VISTA service to link to Amtrak and Metrolink, at the Van Nuys Amtrak Station, and go to Piru/SP/Fillmore area, Magic Mountain	NA	NA	No	No
17	Nancy Osgood 12/05/14 phone call	Wants Metrolink weekend service to attend theater in downtown Los Angeles, go to Disneyland, and Angel baseball games in Anaheim.	NA	NA	NA	No
43	Roger Pech, Fillmore 01/28/15 public comment Santa Paula Listening Session	Wants a route from Fillmore to Santa Clarita for students who go to College of the Canyons.	NA - out of service area	NA	No	No
44	Tony Felix, Fillmore 01/28/15 public comment Santa Paula Listening Session	Wants the Highway 126 service to be extended toward Valencia and Santa Clarita so citizens can have access to schools, jobs and universities located in Santa Clarita.	NA - out of service area	NA	No	No
45	Justinne Lopez, Fillmore 01/28/15 public comment Santa Paula Listening Session	wants the Highway 126 service to be extended toward Valencia and Santa Clarita so citizens can have access to schools, jobs and universities located in Santa Clarita.	NA - out of service area	NA	No	No
47	Daniel Gonzalez, Fillmore 01/28/15 public comment Santa Paula Listening Session	wants the Highway 126 service to be extended toward Valencia and Santa Clarita so citizens can have access to schools, jobs and universities located in Santa Clarita.	NA - out of service area	NA	No	No
51	Steve Nagan, unknown 02/09/15 email	wants the Highway 101/Conejo Connection to provide service to LAX	NA - out of service area		Yes	No

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Needs. In addition, these comments were for services beyond Ventura County, which require participation from affected counties before any service could be considered.

	NAME/CITY/DATE/CONTACT	COMMENT(S)	AREA / AGENCY	ROUTE	OPERATIONAL?	UNMET TRANSIT NEED
27a	Janice Peyton, Fresenius Medical Services 01/28/15 email	Wants ACCESS service for Ojai area to be increased.	GCTD	ACCESS	Yes	No

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34	Name unknown, Moorpark 01/26/15 public comment Moorpark Listening Session	Wants more direct service to/from Moorpark/Fillmore.	Fillmore/ Moorpark	NA	No	No
36	Frank Lopez 01/27/15 public comment Oxnard Listening Session	Wants VISTA to link Moorpark, CSUCI, Oxnard, Ventura, Colleges and Camarillo ROP.	Moorpark - GCTD-Camarillo	NA	No	No
52a	Dot, Piru 02/09/15 phone call	wants cheaper fare to get her to Gardens of the World in Thousand Oaks	NA	NA	Yes	No

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	NAME/CITY/DATE/CONTACT	COMMENT(S)	AREA / AGENCY	ROUTE	OPERATIONAL?	UNMET TRANSIT NEED
13a	Lynn, Moorpark/SB 07/2/14 phone call	wants Nextbus stop # to be listed on schedules	NA	NA	Yes	No
19b	name unknown, Fillmore/Piru 12/16/14 phone call	Wants improved connection between DAR services from Piru to Fillmore, then connecting to VCTC 126 bus in Fillmore.	HV Transit	Valley Express DAR	Yes	No

19e	name unknown, Fillmore/Piru 12/16/14 phone call	Wants improved connections between HV DAR and GCTD Access service and wait time at transfer point is too long.	Heritage Valley	DAR	Yes	No
22	Annette Cardona, Fillmore 1/20/15 phone call	Wants free transit for seniors between Piru and Fillmore.	Heritage Valley	Valley Express	NA	No
32a	names unknown, Moorpark 02/03/15 email	Wants heavily advertised "free day" to attract riders, promoted well in advance so people can prepare mentally.	NA	NA	Yes	No
40a	Sheryl Hamlin, Santa Paula 01/28/15 public comment Santa Paula Listening Session	Wants integrated route planning like found on transit511.org.	NA	NA	Yes	No
40b	Sheryl Hamlin, Santa Paula 01/28/15 public comment Santa Paula Listening Session	Wants commuter rail service from Santa Paula to/from Oxnard Metrolink or Amtrak.	NA	NA	No	No
40c	Sheryl Hamlin, Santa Paula 01/28/15 public comment Santa Paula Listening Session	Wants VCTC to "make peace" with the Fillmore and Western Railway.	NA	NA	NA	No
41	Marshall Roath 01/28/15 public comment Santa Paula Listening Session	Wants rail service.	NA	NA	NA	No
42	Joanna Gentry, Santa Paula 01/28/15 public comment Santa Paula Listening Session	Wants a commuter train service to connect Santa Paula with the Oxnard Transportation Center.	NA	NA	NA	No
46	Kay Salas, Santa Paula 01/28/15 public comment Santa Paula Listening Session	wants more time for wheelchair bound riders to board the buses.	VCTC Intercity? HV Transit?	VCTC 126? Valley Express?	Yes	No
52b	Dot, Piru 02/09/15 phone call	wants to have later Gold Coast Access service (after 7:00pm) at Wells Rd [GCT ACCESS runs	HV DAR	Valley Express DAR	Yes	No

		until 10 pm, Valley Express DAR stops at 7 pm]				
53c	Dot, Piru 02/09/15 phone call	wants drivers to load her scooter for her and not park in gravelly areas that she then has to walk in.	HV DAR	Valley Express DAR	Yes	No
53	Laura Kimmerly, Thousand Oaks 02/09/15 phone call	wants VISTA to be free for ADA Certified riders because it is free for ADA Certified riders to ride the other, local bus.	VCTC	NA	Yes	No
59	Eduardo Navarro, Oxnard 02/16/15 CAUSE postcard	wants more buses, buses that are clean with nice drivers	NA	NA	NA	No
60	Rick, Camarillo 02/16/15 CAUSE postcard	lives in Camarillo, sometimes uses Gold Coast buses, not too often.	NA	NA	NA	No
68	Linda Poer, Oxnard 02/16/15 CAUSE postcard	wants to work on "this buses thing here" so everyone can be happy.	NA	NA	NA	No
69	name & area unknown 02/16/15 CAUSE postcard	wants more lighting on Ventura Road and Wooley Road.	Oxnard	NA	NA	No
70	Gabriel Lope, Oxnard 02/16/15 CAUSE postcard	has to pay adult price for kids and wants the bus to run a little longer.	NA	NA	NA	No
78b	Barbara Ontiveros, Oxnard 02/16/15 CAUSE postcard	wants a debit card because buses shouldn't "to adult fee for children, it's not right"	NA	NA	NA	No
80a	Tammy Glenn, Caregivers 02/12/15 email	wants more free bus passes	NA	NA	NA	No
80b	Tammy Glenn, Caregivers 02/12/15 email	wants free tickets to improved transportation for wheelchair bound riders between Santa Paula and Ventura, for medical appointments	Heritage Valley	Valley Express DAR	NA	No
84a	Sunil Trivedi, Moorpark 02/09/15 public comment Camarillo Public Hearing	wants to combine the East County and Highway 101 bus routes, to include direct routes	VCTC	VCTC East, Highway	Yes	No

		into Ventura.		101		
84b	Sunil Trivedi, Moorpark 02/09/15 public comment Camarillo Public Hearing	wants to add "run #" to the bus schedules	NA	NA	NA	No
88a	Jayne Messier, Thousand Oaks 02/16/15 via fax	wants pedestrian "on demand" crosswalk installed at High Street and Metrolink Station, to connect with Moorpark Transit and VISTA buses.	NA	NA	NA	No
88c	Jayne Messier, Thousand Oaks 02/16/15 via fax	wants one communication center for all Ventura County to help passengers plan their travel.	NA	NA	NA	No

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