



2012 Update to the Public Transit – Human Services Transportation Coordination Plan for Ventura County

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2012 Update to the Public Transit – Human Services Transportation Coordination Plan for Ventura County

Table of Contents

Executive Summary	v
I. Introduction – This Update’s Purposes	1
About Federal Statute and Requirement	1
Ventura County’s Coordinated Plan Response	1
This Update's Purposes and Approach	2
II. Context – What’s Happened Since 2007’s Coordinated Plan?	5
Recommendations of the <i>2007 Human Services Transportation and Transit Services Coordination Study</i>	5
Changes in Population	8
Ventura County Work Area Profile	12
III. Resources – What Transportation Exists?	16
Available Public Transportation	16
Ventura County JARC and New Freedom Projects	33
IV. Needs and Gaps – What is Reported Now?	39
Summary of Unmet Transit Needs Hearing Process	39
Callers’ Responses: 2-1-1 Ventura County Transportation Survey	42
Agency Responses Regarding Unmet Needs and Service Gaps	45
V. Updating Coordination Priorities	49
About Responses to Needs and Service Gaps	49
Priorities Moving Forward for Ventura County Target Populations	50
Administrative Direction and Recommendations	53
Appendices	56
Appendix A: Coordinated Plan Flyer/ Initial Announcement	57
Appendix B: Summary of Unmet Transit Needs Comments – 2010, 2011, 2012	58
Appendix C: Project Steering Committee Participants	67
Appendix D: Agency E-Survey Summary	68
Appendix E: Summary of <i>Ventura County Together</i> Discussion	72
Appendix F: Selected Agency Interview Summaries	74
Appendix G: Historical JARC and New Freedom Grant Awards by Project Category	79



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2012 Update to the Public Transit – Human Services Transportation Coordination Plan for Ventura County

Executive Summary

Plan Update Requirement

This document brings current the *2007 Public Transit-Human Services Transportation Coordination Plan for Ventura County*. Required for update every four years, this augments but doesn't replace the extensive work done for Ventura County's first coordinated plan. These Coordinated Plans are intended to promote mobility by identifying needs and transportation service gaps of three targeted populations:

- older persons
- persons with disabilities
- persons of limited means

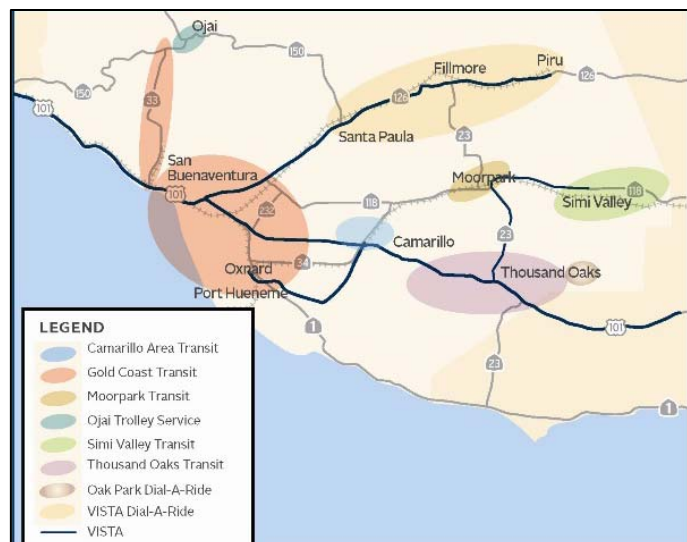
The Coordinated Plan does not provide for funding but helps to guide funding decisions, specifically those related to FTA 5316-*Job Access and Reverse Commute (JARC)*, 5317-*New Freedom* program and the 5310 *Capital Program for Seniors and Persons with Disabilities*. Projects funded from these programs must be "derived from a locally developed, coordinated public transit-human services transportation plan." This plan can also help support and provide rationale for additional funding requests, both by public transit providers and by its human services partners.

Activities Since the 2007 Coordination Plan

Section II of this Update reports on two principal recommendations brought forward from the 2007-2008 coordinated planning process that have guided the implementation activities undertaken since. These recommendations included:

1. Implementing a standard eligibility policy for older adults of 65 years of age for publicly-operated paratransit systems across the county; and
2. Implementing a coordinated approach to automated dispatching and scheduling of trips for public paratransit systems.

Exhibit ES-1, Ventura County Public Transit Service





Directly relevant to this Coordinated Plan, VCTC and the County's paratransit providers worked towards coordinated dispatching and scheduling, with VCTC-sponsored project funding and the initial set-up and installation of Trapeze trip scheduling software. Installation of Trapeze took place between 2008 and 2009 with eight agencies initially participating. While several agencies no longer use Trapeze due to concerns that included budget issues or their individual program needs, six agencies continue: five public paratransit operators and one human service organization. Trip scheduling coordination opportunities remain largely informal, with this software technology horsepower infrequently utilized between systems.

Changes in Population and Demographics

Population changes impact the coordination environment. Ventura County has grown by 8.3% in the past decade, adding another 63,000 new residents. Reported on in Section II are the important changes within this growth among the target group populations:

- **Low-income adults**, ages 18 to 64, are a growing sub-group, increasing by 30% over the past decade and now representing almost 50,000 individuals.
- **Adults with disabilities**, ages 18 to 64, represent almost 8% of the adult population or almost 40,000 persons.
- **Older adults**, ages 65 and older, are now almost 12% of the County's total population, or 94,000 persons. This population has seen nearly a 25% growth in the past decade.
- **Low-income older adults** are the fastest growing sub-group, increasing by almost 60% since 2000.

Analysis of work area profiles from 2010 Census information reported a Ventura County total of 285,670 jobs, with a heavy concentration of employment in the urbanized areas of the county and along major thoroughfares. The majority (57%) of these jobs are held by individuals between 30 and 54 years old. Notably, 19% of these jobs are held by individuals 55 years old and older. The remaining 24% of jobs are held by individuals under 30 years old.

Updated Transportation Resources

Section III provides a detailed inventory of the various modes of transit and transportation available to the public in Ventura County. An overview of the local fixed-route, regional fixed-route, rail, and dial-a-ride services available to Ventura County residents includes:

1. **Local Fixed-Route** - Bus services are provided by Camarillo Area Transit within the city of Camarillo. Moorpark Transit services the city of Moorpark. The Ojai Trolley travels throughout Ojai, Meiners Oaks, and Mira Monte. Simi Valley Transit services are in and around the city of Simi Valley. Thousand Oaks Transit provides fixed route services in and around the city of Thousand Oaks. Gold Coast Transit provides fixed route services within cities of Ojai, Oxnard, Port Hueneme, Ventura and the unincorporated areas between these cities. Greyhound services



are available for long distance trips. Connections to Los Angeles County based Metro Bus and L.A. DOT's Commuter Express can be made at various locations near the eastern borders of Ventura County.

2. **Regional Fixed-Route** - VISTA services are largely between communities: the Coastal Express operating between Ventura, Oxnard, Carpinteria, Santa Barbara and Goleta; on Highway 101 between the west county, Camarillo, and Thousand Oaks; along Highway 126 connecting Santa Paula and Fillmore to Ventura; Cal State University Channel Islands routes serving Oxnard, Camarillo and CSUCI riders; in the east county between Thousand Oaks, Moorpark, and Simi Valley; and a route along the 101 corridor to Warner Center in Los Angeles County.
3. **Rail Transportation** - Commuter rail services are provided by Metrolink and can be accessed at stations in Ventura, Oxnard, Camarillo, Moorpark and Simi Valley. Connections can be made to locations in Los Angeles, Orange, Riverside, and San Bernardino Counties. Amtrak provides transportation for long distance trips nation-wide, and can be accessed in Ventura County at the same locations as Metrolink, with the exception of Ventura where Amtrak stations are separate.
4. **Demand Response** - Between ten providers, there are thirteen demand response programs available throughout the County and serving various population groups. The age threshold for seniors' eligibility varies from 60 to 65 years of age across the various demand response systems. Demand response services include: Camarillo Area Transit Dial-A-Ride (DAR), Camarillo Health Care District, Gold Coast Transit, HELP of Ojai, Moorpark Transit, Oak Park DAR, Oxnard Harbors and Beaches DAR, Simi Valley Transit DAR, Thousand Oaks Transit DAR, VISTA DAR.

The County also offers a transit transfer system that provides free transfers between systems for two buses in a single direction and transfers to Vista's Conejo Connection and Coastal Express, Camarillo Dial-A-Ride and Heritage Valley Dial-A-Ride. These transfers range from \$0.50 to \$1.50.

JARC and New Freedom Projects

Other resources reported in Section III include transportation projects funded through the Federal Transit Administration's *Job Access and Reverse Commute* (JARC) and *New Freedom* programs. Successful projects are selected through a competitive process that is administered by the Ventura County Transportation Commission (VCTC). The JARC program funds transportation-related job access services for low-income individuals. The New Freedom Program seeks to reduce barriers to transportation services and expand mobility options available to people with disabilities beyond the requirements of the Americans with Disabilities Act (ADA). VCTC has administered five calls for projects for these funds, in the urbanized areas and for the rural portions of the County.

Currently, eleven projects have been awarded and are providing service or preparing to start. These projects may receive capital assistance and/or operating funds. They provide or will provide:

- Capacity building through taxi vouchers and ride home support



- Non-emergency medical trips for home-bound adults with disabilities
- Transportation to employment and training sites
- Reverse commute on VISTA buses
- Purchase of accessible taxicabs
- Employee shared ride program for staff of the City of Thousand Oaks
- Travel training materials
- Quality transportation service for individuals transitioning from homelessness to permanent housing
- Continuation or expansion of fixed-route services or new routes

Updated Mobility Needs

For this Coordinated Plan the process to define current mobility needs, as reported in Section IV, involved: a review of three years of VCTC's Unmet Transit Needs testimony; a one-week survey of 2-1-1 callers of whom 25% reported transportation need; an agency survey representing 25,000 person constituency; input from VCTC's project steering committee; and stakeholder focus group discussions.

Section V presents a discussion that compiles the needs identified by these various strategies, presented by sub-areas of the County, by trip-type and within the target populations. Summaries of key mobility needs identified through four needs assessment activities follow.

1. **General Public Input from Unmet Transit Needs Hearings** VCTC is required by law to conduct an annual unmet transportation needs public hearing process to invite comment from the general public. This process results in determinations of unmet transportation needs that are "reasonable to meet." Most needs may well represent unmet transportation needs but are difficult to meet for a variety of reasons, including the high subsidy per rider that might be required or insufficient demonstrated demand for a new service.

Among the transportation needs identified through this process, a summary of the past three years of unmet needs testimonies identified three most commonly heard key areas of need:

- ***Expanded days and hours of service*** – Many comments focused on needing earlier morning service, later evening service or weekend service. These often included educational destinations, employment that began earlier or ended later than available transit and Sunday religious destinations.
- ***Intra-county connections among cities and transit systems*** – Many comments expressed a need for more transit between cities and communities within Ventura County and more connections between transit services. Improved connections between communities included requests for transportation between Oxnard and Camarillo, to Ojai and between Fillmore and Piru, between Somis and Camarillo and



various improved connections between bus services and between transit and Metrolink.

- **Inter-county connections** – Many comments expressed need for more direct service from various parts of Ventura County to destinations in both Santa Barbara County and Los Angeles County. Destinations cited included medical facilities in adjacent counties and work locations.

A variety of other types of need were expressed including more rail, increased frequency of bus service, transit fares too high to be affordable by commenters, improved reliability and safety, increased capacity on certain lines, at certain times, and various improvements to the County's public paratransit programs.

2. **2-1-1 Callers Transportation Survey** Information about mobility needs was brought forward from a new source, a survey conducted by 2-1-1 Ventura County, a program of Interface Children & Family Services in partnership with United Way of Ventura County and First 5 Ventura County. Undertaken in early March 2012, the survey effort was conducted by 2-1-1 Ventura County to inform this Plan Update and VCTC of transportation needs. Almost one-quarter (24%) of 406 callers during one five-day period reported difficulty with transportation. Transportation difficulties were most likely to be with medical trips, reported in 4 out of 10 cases (38.9%). This was followed most closely by work trips (30.8%). Local trips, including grocery and personal business, were difficult for a quarter of these callers, 24.2%. Education trip difficulties were least likely to present difficulty, doing so for 13.7% of callers.

Reasons for transportation difficulties reported by these 2-1-1 callers most commonly included reporting no car (41%), while another 13% couldn't afford the gasoline and 4% couldn't use their car when they wished, were decreasing driving or no longer driving at night. Of those reporting difficulty with public transportation, the most frequent complaint was that they couldn't afford the bus fare (17.9%), followed by difficulties with the particular bus schedule or routing.

This 2-1-1 call population reporting transportation difficulty was generally non-senior adults: 82% were between the ages of 18 and 62, while just 4% were over age 62. More than one-third reported some type of disability (35%), reportedly a much higher proportion than for 2-1-1 callers overall.

3. **Agency Responses through Surveys and Interviews** -- Several mechanisms were undertaken to secure input from human service agencies and organizations working with the Coordinated Plan's target populations. These included establishing a Project Steering Committee of interested parties, undertaking a short agency survey, selected interviews and an extended discussion with Ventura County Together members.

Agency-input opportunities brought back diverse and extensive comment. Needs and service gaps identified three key areas, each somewhat differently reflected among the target groups:



- Expanded Transit Operating Days and Hours
- Improved Connectivity
- Trip-Purpose Based Needs and Other Needs

For individuals of low-income, most articulated needs related to fixed-route services. Very specific connections between communities that cannot now be made were detailed by agency representatives. Other connections relate to the days and time when existing transit operates. Traveling to work is difficult on the days and at the hours necessary for those attempting living wage employment and living in areas beyond the footprint of existing fixed-route service.

For persons with disabilities advocates reported concerns related both to fixed-route and to demand responsive services. Many issues mirrored those of low-income individuals, as many individuals with disabilities are working or seeking work and need transit to retail or other living wage positions that can require early morning, later evening and Sunday travel. Other needs focused on connectivity between dial-a-ride services and need for regional non-emergency medical transportation.

For older adults while some similar needs emerged, most frequently expressed needs involved additional personal assistance. Driver assistance at the curb or to the door was a need. Problems transferring between systems were raised. Concern for seats at bus stops, the difficulties of long waits and long travel times particularly during peak periods, and need for expanded evening and weekend service were among those identified. The cost of fares was reported as a difficulty.

Updated Coordination Priorities

This Update's analysis of public input from a variety of resources identified four themes related to mobility needs and service gaps of the target groups – older persons, persons with disabilities and individuals of low-income. Section IV details the common themes heard from Ventura County's many stakeholders:

1. Regional and inter-city travel.

Coordination of transit services that promotes smooth connections between cities and seeks to increase and speed public transportation between jurisdictions will provide significant benefit to the three target populations.

2. Transit capacity building.

Protecting existing public transportation and growing its capacity wherever possible will provide significant benefit to the three populations.

3. Individualized transit information and assistance.



Defining appropriate ways to provide individualized information and rider assistance will continue to be important in enabling older adults, persons with disabilities and persons of low-income to utilize existing public transportation and to access available specialized transportation.

4. Coordination leadership and administration.

Coordination outcomes that are well-reported within the county and to various constituents' agency representatives will help to expand the mobility of the three target populations.

These themes suggest a framework for prioritizing service solutions, which is the larger purpose of the Coordinated Plan. Section V of this Coordinated Plan Update provides such a framework, presenting four prioritized transportation goals and fifteen objectives by which to move these goals forward. Also highlighted are over two dozen implementing strategies that suggest possible coordinated projects and opportunities. Exhibit ES-2 presents this Update's priorities for improving mobility of the Coordinated Plan's target populations, reflected in the four goals.

Exhibit ES-2, Ventura County Coordinated Plan Prioritized Goals and Objectives
to Improve the Mobility of Three Target Populations

PRIORITIZED TRANSPORTATION GOALS		IMPLEMENTING OBJECTIVES
Goal 1 – Regional and Intercity Travel		1.1 Improve fixed-route connections 1.2 Purpose-specific regional services 1.3 Improve inter-county connectivity
Goal 2 – Transit Capacity Building		2.1 Expand fixed-route service 2.2 Enhance demand responsive services 2.3 Support capital outlays for accessible vehicles, new and replacement 2.4 Promote transit path-of-travel access and bus stop safety
Goal 3 – Individualized Transit Information and Assistance		3.1 Promote information portals 3.2 Promote travel training projects 3.3 Promote Mobility Manager projects 3.4 Individualized transit assistance projects
Goal 4 – Coordination Leadership and Administration		4.1 Promote coordination between public transit and human services organizations 4.2 Maintain key stakeholder contacts 4.3 Conduct Call for projects inviting responses to Coordinated Plan priority areas 4.4 Report on outcomes and successes



These priorities must be sufficiently defined as to provide direction around funding decisions, particularly as resources will always exceed available funds. Coordinated Plan priorities must also be sufficiently flexible and broad-gauged so as to invite new coordinated partnerships. New partnerships and service innovations can help to address identified needs and service gaps. Clearly coordinated activities, that extend the resources of each participant, are desirable and to be promoted.

Direction is offered to two audiences on administrative actions in support of the Plan's goals for mobility improvement. To VCTC it is recommended that:

- County's call for projects parallel the CalTrans JARC/ New Freedom grant process;
- Awards be made with attention to the category of projects, providing priority in areas of: 1) Provision of Trips, 2) Information and Travel Training, and 3) Infrastructure/Capital;
- Regular reporting of outcomes be required of grantees.

For agencies and organizations working with the target populations, the Coordinated Plan encourages action in three areas by which to improve the mobility of their client groups:

- On-going documentation of mobility needs;
- Supporting coordination and information exchange about resources, including pursuing possible JARC or New Freedom projects;
- Using the Coordinated Plan to inform agency strategic planning around constituents' mobility needs.



2012 Update to the Public Transit – Human Services Transportation Coordination Plan for Ventura County

I. Introduction – This Update’s Purposes

About Federal Statute and Requirement

The passage of SAFETEA-LU, signed into law in August 2005, established a new planning requirement at the local level. Federal authorizing legislation of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU, Public Law 109-059) linked two existing programs, §5316 – *Job Access and Reverse Commute* and §5310- *Elderly and Persons with Disabilities* capital program, with a third, a new initiative called §5317 *New Freedom* program, through a coordination plan. The intent was to identify the transportation needs of individuals with disabilities, older adults and persons with low incomes. By identifying such needs, as well as the resources in place to address these, it was anticipated that two service sectors, public transportation and human services, would coordinate to better address these needs. Specifically, federal guidance requires that the plan identifies strategies for meeting local needs and the prioritization of transportation needs and projects for funding through Sections 5310, 5316 or 5317 and that strategies of coordination be a part of the fabric for addressing needs.^{1,2,3}

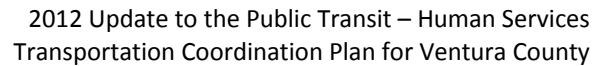
Ventura County’s Coordinated Plan Response

Beginning in 2006, Ventura County Transportation Commission undertook what was initially a Paratransit Plan. Its purpose was to develop and evaluate ways in which to improve the delivery of paratransit services in Ventura County. Aware of a growing older adult population, many riders’ needs for specialized transportation services beyond what public transit operators could provide, and significant levels of confusion and inequity due to the policies of different communities’ transit services, Ventura County Transportation Commission (VCTC) saw value in a coordinated study to improve transit and paratransit services in Ventura County.

¹ CIRCULAR. *FTA C 9070.1F*. U.S. Department of Transportation. Federal Transit. Administration. May 1, 2007
ELDERLY INDIVIDUALS AND INDIVIDUALS WITH DISABILITIES PROGRAM GUIDANCE AND APPLICATION
INSTRUCTIONS.

² CIRCULAR. *FTA C 9050.1*. U.S. Department of Transportation. Federal Transit. Administration. May 1, 2007.
Subject: THE JOB ACCESS AND REVERSE COMMUTE (JARC) PROGRAM GUIDANCE AND APPLICATION
INSTRUCTIONS.

³ CIRCULAR. *FTA C 9045.1*. U.S. Department of Transportation. Federal Transit. Administration. May 1, 2007.
Subject: NEW FREEDOM PROGRAM GUIDANCE AND APPLICATION INSTRUCTIONS.



This Update's Purposes and Approach

Exhibit 1, Ventura County

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- A detailed map of Ventura County, California. The map shows major highways including SR 101, SR 10, SR 12, SR 13, SR 14, SR 15, SR 16, SR 17, SR 18, SR 19, SR 20, SR 21, SR 22, SR 23, SR 24, SR 25, SR 26, SR 27, SR 28, SR 29, SR 30, SR 31, SR 32, SR 33, SR 34, SR 35, SR 36, SR 37, SR 38, SR 39, SR 40, SR 41, SR 42, SR 43, SR 44, SR 45, SR 46, SR 47, SR 48, SR 49, SR 50, SR 51, SR 52, SR 53, SR 54, SR 55, SR 56, SR 57, SR 58, SR 59, SR 60, SR 61, SR 62, SR 63, SR 64, SR 65, SR 66, SR 67, SR 68, SR 69, SR 70, SR 71, SR 72, SR 73, SR 74, SR 75, SR 76, SR 77, SR 78, SR 79, SR 80, SR 81, SR 82, SR 83, SR 84, SR 85, SR 86, SR 87, SR 88, SR 89, SR 90, SR 91, SR 92, SR 93, SR 94, SR 95, SR 96, SR 97, SR 98, SR 99, SR 100. Major cities and towns shown include Ventura, Fillmore, Santa Paula, Moorpark, Simi Valley, Thousand Oaks, Camarillo, Port Hueneme, Agoura Hills, Hidden Hills, Westlake Village, Calabasas, and Los Angeles. The map also shows the Pacific Ocean to the west and south, and the San Gabriel Mountains to the east. A scale bar at the bottom left indicates distances from 0 to 12 miles. A north arrow is located at the bottom left. The map is titled "VENTURA COUNTY" at the top center.

This Update does not replace the work done in 2007 – much of that still stands and it remains a valuable resource document for coordination of transit and paratransit services in Ventura County. The Update does serve, however, to establish current documentation of needs for the three target populations:



older persons, persons with disabilities and persons of low-income. The Update identifies priorities that reflect 2012 funding and service realities and can therefore provide guidance for the use of scarce resources for the next several years.

To develop this 2012 Coordinated Plan Update, VCTC staff and the consultant team undertook the following, with the documentation of these activities presented in Sections II, III and IV following:

- Convening of a Steering Committee, in association with VCTC's Transit Operators Committee (TRANSCOM), to monitor the process and the Update's direction to Ventura County
- Conducting public hearings and community meetings at locations around the County.
- Compilation of existing resource information, including for the County's many public transportation services and for recent years' recipients of the JARC and New Freedom funding.
- Compilation of new census information related to the three target populations.
- Outreach to interested agencies and individual stakeholders through a countywide survey effort and selected agency interviews.
- Coordination with 2-1-1 Ventura County for a Transportation Survey of its callers.

The recommended priorities, presented in Section V, were developed from analysis of these multiple information sources. They were presented to the Update's Steering Committee and shared with the 70 member agency group Ventura County Together, for their comments and reaction.



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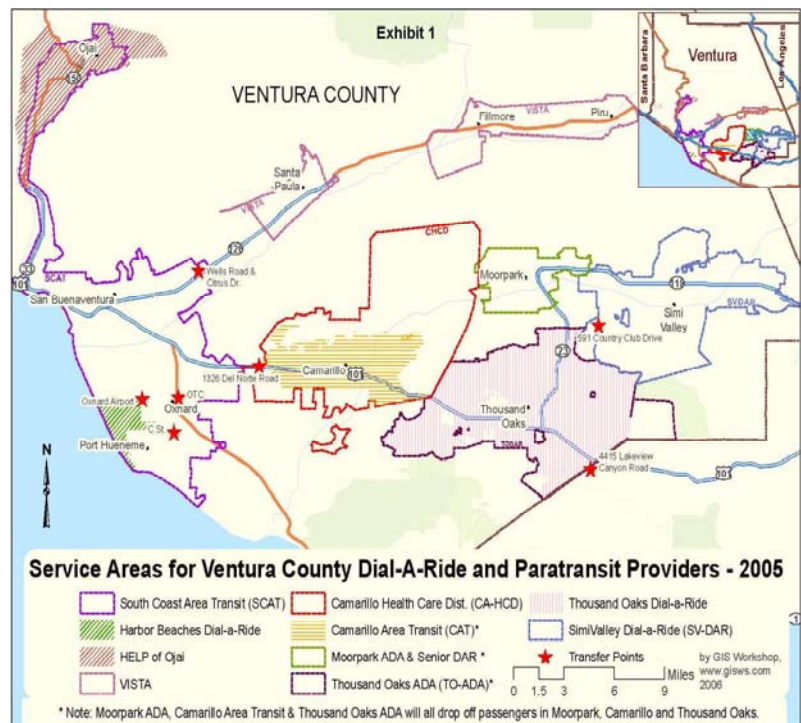
II. Context – What’s Happened Since the 2007 Plan?

Recommendations of the 2007 Human Services Transportation and Transit Services Coordination Study

Exhibit 2, Dial-a-Ride Service Areas from Previous Coordinated Plan

The paratransit services analysis prepared for the previous Coordination Study undertook extensive analyses of the County’s demand responsive programs. A detailed origin and destination analysis of trips provided by ten paratransit providers was prepared to identify where persons routinely traveled from and to using available dial-a-ride services.

Two principal recommendations developed from that study, oriented to the larger goal of improving mobility of paratransit users within Ventura County. These recommendations were:



- 1. Implement a standard age eligibility policy for seniors of 65 years of age, for publicly-operated paratransit systems in Ventura County.** This change will have limited to no impact on existing riders of transit systems, as the few individuals impacted by the changes will be accommodated by the operators.
- 2. Implement a coordinated approach to automated dispatching and scheduling of trips on publicly-operated paratransit systems in the County.** If implemented, this strategy will effectively improve the quality of transportation in a number of ways, particularly for those individuals needing to make inter-jurisdictional trips. By realizing scheduling efficiencies, public systems will have greater flexibility to schedule trips between jurisdictions, minimizing their current efforts to make clear and understandable connections to



neighboring systems. In addition, wait times for riders at transfer points will also be minimized, and their ability to travel throughout the county will be maximized.

Early Scheduling Software Coordination Goals and Investment

An initial investment for a countywide scheduling and trip dispatching system of \$1,861,000 in State Transit Assistance (STA) funding was approved by the VCTC Board in November of 2006. This provided for the software licensing and individual installation in Ventura County's paratransit providers and five years of maintenance and database hosting for: Gold Coast Access, Camarillo Dial-A-Ride, Camarillo Health Care District, HELP of Ojai, Simi Valley Transit, VISTA Dial-A-Ride, the Arc of Ventura County and a combined service for Moorpark Transit and Thousand Oaks Transit operated by Thousand Oaks Transit.

At present, five public transit demand response providers and one human service organization are operating the Trapeze System acquired and installed in 2008/2009. These are:

- Camarillo Dial-A-Ride
- Fillmore Area Transit (FATCO/VISTA DAR)
- Gold Coast Access
- Simi Valley Transit
- Thousand Oaks Transit
- Camarillo Health Care District

Shortly after installation of the Trapeze system, budgetary cutbacks removed the assigned and trained dispatcher for HELP of Ojai and the voluntary staff found the system difficult to manage and consequently pulled out of the program. Resources that had been allocated for HELP of Ojai were then transferred to Simi Valley Transit to assist with fleet expansion.

Moorpark Transit eventually opted out of its service agreement with Thousand Oaks Transit as use of this scheduling software was outside of the scope of the original contract with its paratransit service provider.

The Arc of Ventura County used Trapeze for a number of years after installation but found that the system did not provide a substantial benefit to their organization. The nature of the Arc's non-dynamic trip scheduling and lack of required reporting didn't justify the amount of time required to utilize the system.

Trapeze Version In Use

The software version currently in use by six of the County's paratransit providers remains at Version 7.0 although the most current Trapeze version available is now Version 11.0. The various upgrades and improvements to the software represented by each successive version improve functionality and address the inevitable bugs that surface in earlier versions. The County's paratransit providers have the discretion to migrate to the newer versions of Trapeze but have not yet elected to take advantage of that opportunity. The task to migrate forward becomes more difficult as time passes and the distance between the installed version and the latest version grows.



Trapeze Staffing

VCTC's agreement with the County's paratransit providers was for project funding and initial set up and installation; VCTC's Planning and Technology Director served as the project manager and ongoing contract administrator for Trapeze. The Gold Coast Trapeze specialist, the Paratransit and Special Projects Manager, was selected by the County's paratransit providers' committee to serve as the system administrator with administrative rights to modify system parameters as the operators saw fit. The Gold Coast Paratransit and Special Projects Manager has hosted other agencies at the Gold Coast dispatch facility, to help bring new dispatchers, schedulers or reservations on-board with Trapeze protocols.

The scale of the paratransit operations and the staffing associated with the dispatch function is represented in Exhibit 3 showing the five systems currently using Trapeze and their demand response dispatch-related staff. There are just under 24 identified FTE positions involved with Trapeze daily.

Exhibit 3

Demand Response System	Trapeze Supervision (% FTE)	Call Taker/ Reservations	Trip Schedulers	Dispatchers	2010/2011 One-Way Paratransit Trips
Camarillo DAR	.25 FTE	3 FTEs			55,000
Camarillo Health Care District		1 FTE	2 FTE	2 FTE	10,221
Fillmore Area Transit/ Piru/ Santa Paula		1.75 FTE		0.75 FTE	205,692
Gold Coast/ Access	.30 FTE	2 FTEs	1 FTE	2 FTEs	76,730
Simi Valley		1.5 FTEs		1 FTE	47,054
Thousand Oaks DAR	.35 FTE	4 FTEs		1 FTE	86,332
Totals	0.9	23			481,029

Trapeze Coordination Functions

Improved coordination among the County's paratransit providers was initially anticipated for several areas, made possible by AVL and GIS mapping capabilities of the software and the ability to "see" other operators. These included:

- Improved transfer capabilities were hoped for, between paratransit systems and jurisdictions.
- Improved record keeping was seen as possible where ADA certifications could be recorded into the overall system-level, facilitating eligibility determinations at the operator level.

When the inter operator transfer application was implemented it proved to be cumbersome for the individual operators and they continued the manual process of transfers by telephone and fax. Consequently the transfer application is underutilized and Trapeze use is almost exclusively intra-system.



VCTC staff originally preformed the ADA certification function for the County and has subsequently outsourced those duties to a local contractor. The Trapeze system includes a direct import function from the ADA database as configured in the original Scope of Work. The database schema was provided to the contractor but has not been implemented to date. ADA certifications are still done manually through electronic communications between the contractor and the paratransit providers.

Moving Towards Standardized Eligibility Processes

As part of the study resulting in the 2007 Coordination Plan, Ventura County undertook discussions with its providers related to study recommendations regarding definitions of older persons, recommended at age 65. VCTC on behalf of VISTA and Thousand Oaks implemented this recommendation. Currently three providers have lower age definitions, with Moorpark, Simi Valley and Camarillo defining eligible older riders as persons age 62 and older.

Changes in Population

Population assessments provide a basis for estimating need and demand for transportation services by the three target groups of interest here. Population growth for a given target group provides insight into which modes of transportation may require future enhancement. To assess population growth in Ventura County, estimates from the 2010 American Community Survey three-year estimates (ACS) are contrasted with counts from the 2000 U.S. Census. Changes in population between these two reporting periods are shown in Exhibit 4. At the time of this writing, the 2010 Census demographics were not fully tabulated and results not available for many population subgroups.

Current information places the county's total population at 816,000 million residents, representing an increase of 8.3 percent over the past decade. Ventura County's population is further analyzed for change among subgroups, examined in terms of the adult population ages 18-64 and the senior population ages 65 and over. Both adult and older adult groups are then detailed in terms of the target populations of SAFETEA-LU: low-income persons and persons with disabilities.

- **Low-income** is defined as being at or below the national threshold for poverty based on income and the number of individuals in a household.
- **Persons with disabilities** population estimates are available from the 2010 ACS but cannot be compared to Census 2000 disability figures due to a change in the way these characteristics are counted. This change is primarily within the classifications of disability characteristics and the difficulties that certain disabilities present. The original 2007 Public Transit-Human Services Coordination Plan documented the "go-outside-home" disability characteristic which is not available for 2010 ACS estimates.

Demographic Findings

As noted, the overall County population growth of 8.3 percent is significant, representing the addition of almost 63,000 more individuals in ten years. Findings among the subgroups include:



- The **general adult population, ages 18-64** increased by almost ten percent or 45,343 individuals. This age group represents 62 percent of the county's total population numbering almost 510,000 persons.
- **Low-income adults** increased by 30 percent since the 2000 Census, which correlates to 11,492 individuals and represents 6.1 percent of the current population.
- **Adults with disabilities** total almost eight percent of the adult population and almost five percent of the county's total population at 39,316 persons.
- The **older adult population, age 65 or older**, has increased by nearly 25 percent or 18,507 persons. This represents almost 12 percent of the total population at more than 94,000 persons.
- **Low-income older adults** are the fastest growing population, increasing by almost 60 percent in the last ten years.

Exhibit 5, following, demonstrates the percent change of these target populations over time.

Seniors are further examined by age group, given that frailty increases with age and assuming that older seniors will present greater need for more specialized transportation options than younger seniors. For Ventura County's older adults, this analysis indicates:

- The **youngest older adults, ages 65 to 74**, are the largest senior group representing 53 percent of all seniors.
- The 2010 ACS estimates that almost **a third of all seniors report some form of disability** and, as a group, represent almost four percent of Ventura County's total population. Most frequently reported, among older persons with disabilities, are those seniors who have difficulty walking, hearing or living independently.



Exhibit 4, Target Populations for JARC, New Freedom and Section 5310 Programs

TARGET POPULATIONS for JARC, New Freedom, and Section 5310 Programs					
2000 Census Attribute, Summary File 3 2010 American Community Survey 3-year Estimates	[2000 Census] Ventura County People by Category	% of Total County Population	[2010 ACS] Ventura County People by Category	% of Total County Population	% Change from 2000 to 2010
TOTAL POPULATION [1]	753,197	100.0%	816,034	100.0%	8.3%
ADULTS 18-64 [2]	464,016	61.6%	509,359	62.4%	9.8%
Low-income (ages 18-64) <i>with % of Adults 18-64</i>	38,489 8.3%	5.1%	49,981 9.8%	6.1%	29.9%
Disability (non-institutionalized) Ages 16-64 "go-outside-home" disability (2000) <i>with % of Adults 18-64</i>	29,540 6.4%	3.9%			
Disability (non-institutionalized) Ages 18-64 (2010) <i>with a hearing difficulty</i> <i>with a vision difficulty</i> <i>with a cognitive difficulty</i> <i>with an ambulatory difficulty</i> <i>with a self-care difficulty</i> <i>with an independent living difficulty</i>			39,316 8,249 6,694 15,994 18,402 7,453 13,452	4.8% 1.0% 0.8% 2.0% 2.3% 0.9% 1.6%	
SENIORS [2]	75,582	10.0%	94,089	11.5%	24.5%
<i>Seniors, ages 65-74</i> <i>with % of all seniors</i>	39,661 52.5%		49,732 52.9%		
<i>Seniors, ages 75-84</i> <i>with % of all seniors</i>	26,674 35.3%		31,641 33.6%		
<i>Seniors, ages 85+</i> <i>with % of all seniors</i>	9,247 12.2%		12,716 13.5%		
Low Income Seniors [3] <i>with % of all seniors</i>	4,644 6.1%	0.6%	7,412 7.9%	0.9%	59.6%
Disability (non-institutionalized) Ages 65+ "go-outside-home" disability (2000) <i>with % of all seniors</i>	13,576 18.0%	1.8%			
Disability (non-institutionalized) Ages 65+ (2010) <i>with a hearing difficulty</i> <i>with a vision difficulty</i> <i>with a cognitive difficulty</i> <i>with an ambulatory difficulty</i> <i>with a self-care difficulty</i> <i>with an independent living difficulty</i>			31,614 12,676 5,820 8,001 19,456 7,041 14,341	3.9% 1.6% 0.7% 1.0% 2.4% 0.9% 1.8%	

[1] Census 2000 Summary File 3, Total Population.

[2] Extrapolated from Census 2000 Summary File 3, Sex by Age / B01001 Sex by Age, 2008-2010 American Community Survey 3-year Estimates

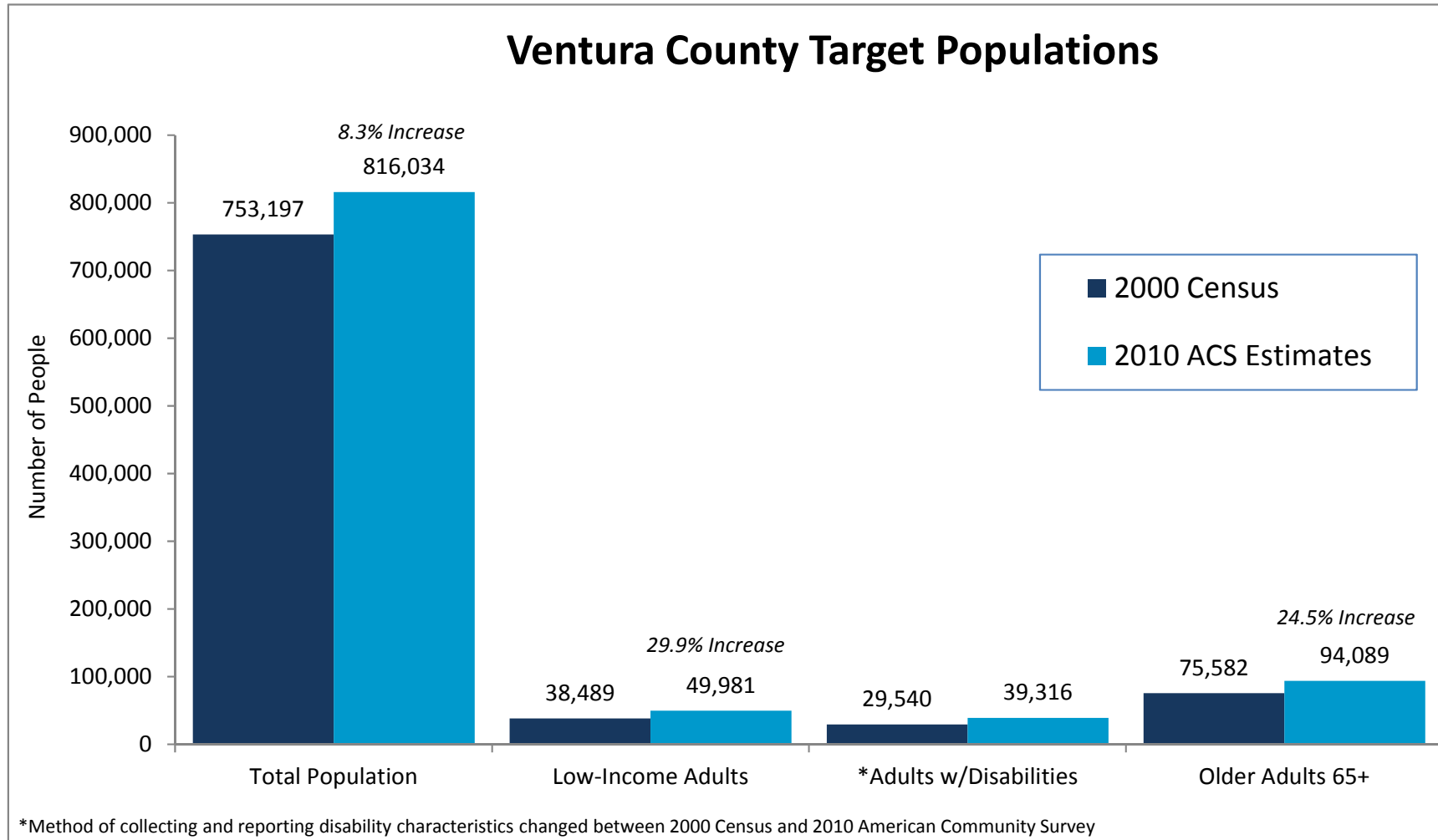
[3] Extrapolated from Census 2000 Summary File 3, Poverty Status in 1999 by age / B17001 Poverty Status in the Past 12 Months by Sex by Age 2008-2010 American Community Survey 3-year Estimates

[4] Extrapolated from Census 2000 Summary File 3, Age by types of disability for the civilian non-institutionalized population 5 years & over with disabilities / S1810 Disability Characteristics - 2008-2010 American Community Survey 3-year Estimates

[5] 2008-2010 American Community Survey 3-year Estimates



Exhibit 5, Ventura County Target Populations: Proportions of Total Population and Percent Change





Ventura County Work Area Profile

In 2010 there were an estimated total of 285,670 jobs in Ventura County according to the State of California Unemployment Insurance Wage Records. This information was recently compiled by the U.S. Census Bureau and published in their “OnTheMap” online mapping and reporting application. The distribution of these jobs is shown on the map presented at the end of this section. This shows a heavy concentration of employment in the urbanized areas of the county and along major thoroughfares. These include Route 101 through Thousand Oaks, Camarillo, Oxnard and Ventura as well as 118 through Moorpark and Simi Valley, 126 through Santa Paula and Fillmore and Highways 1 and 34 through Oxnard.

While male and female workers were both evenly represented, Hispanics and Latinos comprised 37 percent of the labor force. The majority (57%) of all jobs were held by individuals between the ages of 30 and 54 years with an additional 24 percent held by people under the age of 30 and 19 percent by people 55 years of age and older. Additionally, 38 percent workers earned over \$3,333/month, 38 percent earned between \$1,251/month and \$3,333/month and 24 percent earned less than this amount. Finally, the distribution of jobs by industry sector is shown below:

Exhibit 6

Ventura County Jobs by NAICS Industry Sector		
	2010	
	Count	Share
Manufacturing	31,706	11.10%
Health Care and Social Assistance	31,299	11.00%
Retail Trade	28,959	10.10%
Agriculture, Forestry, Fishing and Hunting	28,878	10.10%
Educational Services	26,114	9.10%
Accommodation and Food Services	23,662	8.30%
Professional, Scientific, and Technical Services	15,189	5.30%
Administration & Support, Waste Management and Remediation	15,028	5.30%
Finance and Insurance	14,584	5.10%
Wholesale Trade	12,565	4.40%
Public Administration	12,369	4.30%
Construction	11,314	4.00%
Other Services (excluding Public Administration)	10,590	3.70%
Arts, Entertainment, and Recreation	5,457	1.90%
Information	4,734	1.70%
Transportation and Warehousing	3,886	1.40%
Real Estate and Rental and Leasing	3,492	1.20%
Management of Companies and Enterprises	3,162	1.10%
Utilities	1,594	0.60%
Mining, Quarrying, and Oil and Gas Extraction	1,088	0.40%

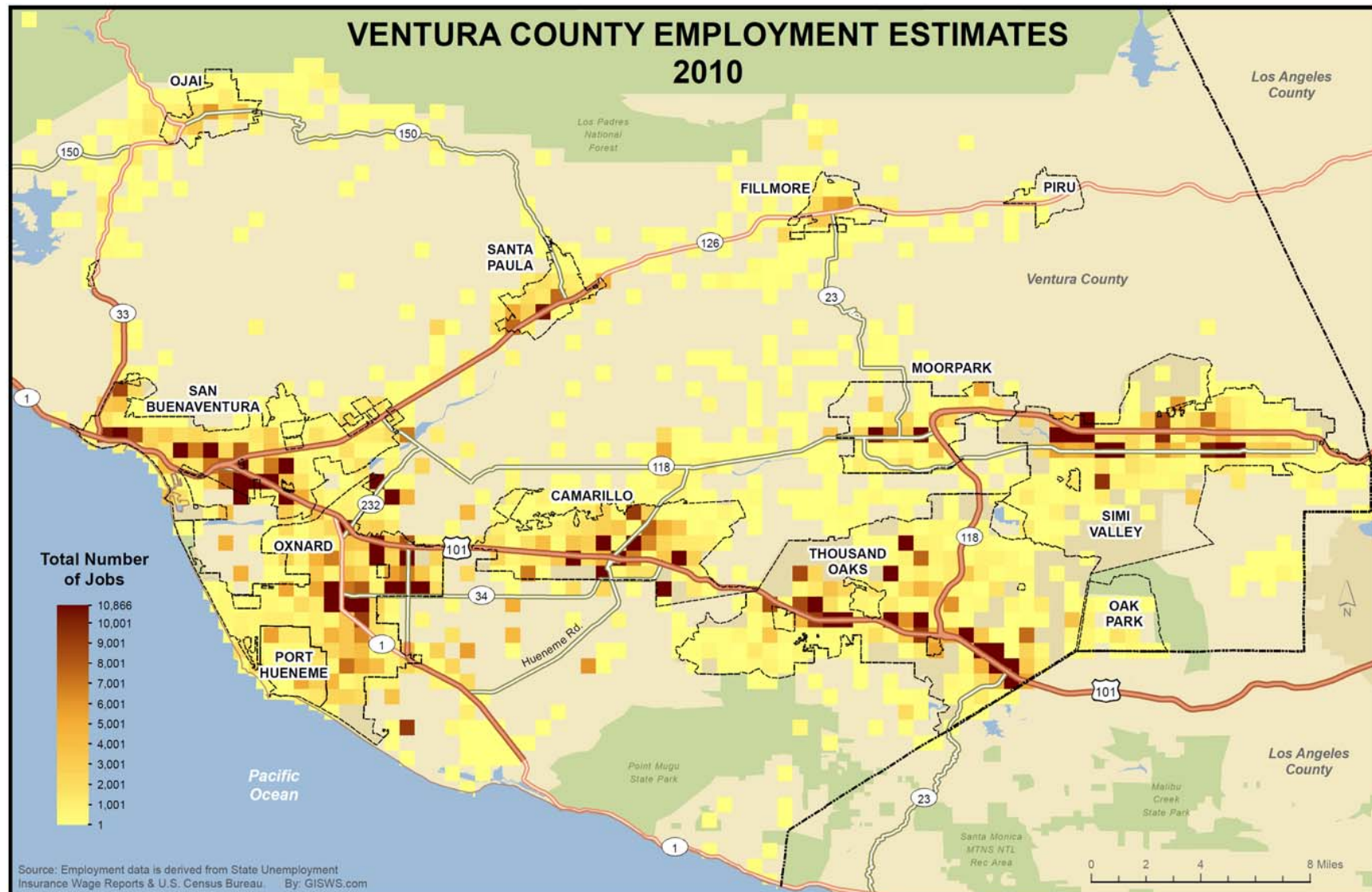


Exhibit 6 indicates that the largest concentration of jobs categorized by North American Industry Classification System (NAICS) industry sector were in manufacturing, as well as health care and social assistance, each accounting for 11 percent of all Ventura County-based workers. These were followed by retail trade and agriculture, forestry, fishing and hunting, each of which accounted for 10 percent of all workers.

The map showing the distribution of all jobs reported in Ventura County follows as Exhibit 7.



Exhibit 7





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III. Resources – What Transportation Exists?

Available Public Transportation

This section documents the available transportation resources in Ventura County, detailing each system's key operating characteristics. These services are grouped by **fixed-route** and **demand response** modes and also include selected intercity rail and bus transportation, presented in Exhibit 8.

The fixed route service mix consists of five local city operators that provide transit within their respective cities. There are two regional systems that provide intercity service throughout Ventura County. Ventura County is also served by commuter rail, offering connections within five counties in the Southern California region, and intercity passenger rail to facilitate longer distance trips nation-wide.

- **Local Fixed-Route** - bus services are provided by: Camarillo Area Transit operating within the city of Camarillo; Moorpark Transit serving the city of Moorpark; the Ojai Trolley traveling throughout Ojai, Meiners Oaks, and Mira Monte; Simi Valley Transit providing service in and around the city of Simi Valley; and Thousand Oaks Transit providing fixed route services in and around the city of Thousand Oaks.
- **Regional Fixed-Route** - bus services are provided by VISTA, which operates a coastal fixed route in the cities of Ventura, Oxnard, Carpinteria, Santa Barbara and Goleta as well as intercity routes that travel between the cities of Ventura County and a route along the 101 corridor to Warner Center in Los Angeles County. Gold Coast Transit provides fixed route services within the cities of Ojai, Oxnard, Port Hueneme, Ventura and the unincorporated areas between these cities. Greyhound services are available for long distance trips and can be accessed at the Oxnard Transportation Center. Connections to Los Angeles County based Metro Bus and L.A. DOT's Commuter Express can be made at various locations near the eastern borders of Ventura County.
- **Rail Transportation** - commuter rail services are provided by Metrolink and can be accessed at stations in Ventura, Oxnard, Camarillo, Moorpark and Simi Valley. Connections can be made to locations in Los Angeles, Orange, Riverside, and San Bernardino Counties. Amtrak provides transportation for long distance trips nation-wide, and can be accessed in Ventura County at the same locations as Metrolink, with the exception of Ventura where Amtrak stations are separate.

The demand response service network is extensive, consisting of nine providers operating thirteen services and serving various population groups. Six systems provide trips to the general public, five systems serve seniors and persons with disabilities, two systems only serve persons with disabilities and one system only serves seniors. The age threshold for seniors' eligibility varies from 60 years of age to 65 years of age across the various demand response systems.



- **Camarillo Area Transit DAR** - provides demand response service to all members of the public, regardless of age or disability, within city limits.
- **Camarillo Health Care District** - Provides door-to-door service to the general public for non-emergency medical trips originating within the health care district
- **Gold Coast Transit** - offers origin to destination service for seniors age 65 or older and persons with disabilities, within the cities of Ojai, Oxnard, Port Hueneme, and Ventura.
- **HELP of Ojai** – offers a door-to-door paratransit service for persons with disabilities and seniors age 60 and older.
- **Moorpark Transit** - runs two DAR systems; a program for seniors age 62 and over and a paratransit service for persons with disabilities, both operating within Moorpark city limits.
- **Oak Park DAR** - offers a curb-to-curb service within Oak Park and Agoura Hills to the general public and appointment based transportation outside of the service area (Westlake Village, Thousand Oaks, Woodland Hills) to seniors age 65 and older and persons with disabilities. This service is operated by Agoura Hills DAR under agreement with Ventura County.
- **Oxnard Harbors and Beaches DAR** - is available to the general public for travel from local beaches, Channel Islands Harbor, and the Oxnard Airport.
- **Simi Valley Transit DAR** - serves seniors age 60 and over and persons with disabilities within the city limits of Simi Valley on an origin to destination basis.
- **Thousand Oaks Transit DAR** - operates an origin to destination program for passengers 65 years and older and those who hold an ADA card. Serves all areas within the city limits of Thousand Oaks as well as the areas of Newbury Park, Ventu Park, Lynn Ranch, Rolling Oaks, Hidden Valley, Lake Sherwood, and Oak Park.
- **VISTA DAR** - operates two systems in Fillmore/Piru and Santa Paula, available to the general public, as well as curb-to-curb service for certified ADA passengers between the cities of Fillmore and Santa Paula. ADA service from either Fillmore or Santa Paula to Ventura is available with 24 hours prior reservation.

Ventura County's Transit Transfer Program

Most transfers between transit systems are free. Transfers to VISTA's Conejo Connection and Coastal Express are \$1.50. Transfers to Camarillo Dial-A-Ride are \$1.00 and transfers to Heritage Valley Dial-A-Ride are \$0.50. Transfers are good for transferring between two buses in a single direction. Boarding a third bus will require the full fare. Transfers are good for 90 minutes and are valid on VISTA, VISTA Dial-A-Ride in Heritage Valley, Camarillo Area Transit, Gold Coast Transit, Moorpark City Transit, Oxnard Harbor & Beaches Dial-A-Ride, Simi Valley Transit, and Thousand Oaks Transit.



Exhibit 8

Camarillo Area Transit - Fixed Route Bus

www.ci.camarillo.ca.us
(805) 988-4CAT

Service Description	Area Served	Days and Hours of Service	Eligibility	Transfer Policy	Fare	Fare Policies	# of Annual One-Way Trips
Fixed Route bus travels in the city of Camarillo, stopping at predetermined locations.	City of Camarillo	Monday - Friday: 8:30 am to 4:30 pm Saturday: DAR only Sunday : None	General Public	No formal transfers to other systems. Accepts Go Ventura Smart Card which is an electronic pass that can be used on all public buses in Ventura county.	Adults / Students: \$1.00 Seniors 55+ and Disabled: \$0.50 Leisure Village residents: Free	The Camarillo Area Transit (CAT) bus system offers a reduced-fare pass program called the "Smartcard". The "Smartcard" can be used as a monthly pass or as a "Debit" card. The monthly pass is \$40 for adults and students and \$20 for seniors and the disabled. Also accepts Go Ventura Smart Card which is an electronic pass that can be used on all public buses in Ventura county.	15,000

Gold Coast Transit - Fixed Route Bus

www.goldcoasttransit.org
(805) 487-4222

Service Description	Area Served	Days and Hours of Service	Eligibility	Transfer Policy	Fare	Fare Policies	# of Annual One-Way Trips
Gold Coast Transit provides fixed-route bus service stopping at predetermined locations.	Cities of Ojai, Oxnard, Port Hueneme and Ventura, and in the unincorporated County areas between the cities.	Monday - Friday: 5:00am to 10:00pm Saturday: 5:15am to 9:15pm Sunday: 6:00am to 9:00pm	General Public	Accepts Go Ventura Smart Card which is an electronic pass that can be used on all public buses in Ventura county. Transit transfer pass: Free round trip ticket on Gold Coast when you present a paid Amtrak ticket.	Cash Fare Adult/Youth - \$1.50 Seniors - age 65-74 - \$0.75 Disabled - \$0.75 Seniors age 75+ - Free Children under 45" tall - Free when accompanied by a paid fare	Adult - 10-ride pass - \$14.00, 20-ride pass - \$26.00, 30- ride pass - \$36.00, Day pass - \$4.00, Monthly pass - \$49.00 Youth - 10-ride pass - \$11.00, 20-ride pass - \$20.50, 30- ride pass - \$29.00, Day pass - \$4.00, Monthly pass - \$38.50 Seniors - 10-ride pass - \$6.50, 20-ride pass - \$12.00, 30- ride pass - \$17.50, Day pass - \$2.00, Monthly pass - \$21.50 Persons with Disabilities - 10-ride pass - \$6.50, 20-ride pass - \$12.00, 30- ride pass - \$17.50, Day pass - \$2.00, Monthly Pass - \$21.50 Also accepts Go Ventura Smart Card.	3,353,539



Moorpark Transit - Fixed Route Bus

www.ci.moorpark.ca.us
(805) 517-6315

Service Description	Area Served	Days and Hours of Service	Eligibility	Transfer Policy	Fare	Fare Policies	# of Annual One-Way Trips
The local fixed route bus for general transportation. There are two fixed routes. Each route consists of a one-way loop of approximately sixteen miles, with about forty stops per route.	City of Moorpark	Monday - Friday 6:00am to 6:00pm	General Public	Free transfers are available between Moorpark City Transit and VISTA bus services.	Regular: \$1.00 (Ages 5-61) Senior Citizen: \$0.50 (Age 62 +) Disabled: \$0.50 Child: Free (5 and under)	Monthly bus passes for adults and students are \$50.00 each. Monthly bus passes for seniors and the disabled are \$25.00 each. Discount ticket books for adults and students are \$10.00 for a pack of eleven tickets. Discount ticket books for seniors and the disabled are \$5.00 for a pack of eleven tickets.	65,033

Ojai Trolley

www.ojaitrolley.com
(805) 646-5581, ext. 207

Service Description	Area Served	Days and Hours of Service	Eligibility	Transfer Policy	Fare	Fare Policies	# of Annual One-Way Trips
The Trolley provides daily fixed-route transportation.	Throughout Ojai, Meiners Oaks, and Mira Monte.	Monday - Friday: 6:45am to 6:00pm Saturday: 8:45am to 5:00pm Sunday: 8:45am to 5:00pm	General Public	Convenient transfers to and from the Ojai Trolley and Gold Coast Transit happen at the Vons stop. If you are transferring from the trolley, ask the driver for a transfer, which will save you \$0.50 off the GCT fare. Riders transferring from GCT to the Trolley that have a transfer can ride the Trolley for free.	General Fare \$1.00 Seniors (65 and over) \$0.50 ADA \$0.25 Medicare Card Holders \$0.25 Children 5 and under Free	Discounted Trolley Tokens are available from the driver or at Ojai City Hall for \$20.00 for 25 Tokens. Trolley Service offers Day Passes for twice the regular fares.	108,000



Thousand Oaks Transit - Fixed Route Bus							
www.toaks.org (805) 375-5473							
Service Description	Area Served	Days and Hours of Service	Eligibility	Transfer Policy	Fare	Fare Policies	# of Annual One-Way Trips
Fixed-route bus service consisting of four routes.	Thousand Oaks and Newbury Park	Monday - Friday 5:00am - 8:00pm Saturday & Sunday No Service	General Public	Free transfers between Thousand Oaks Transit routes, VISTA, and Metro 161	Adult: \$1.50 Seniors 65+: \$0.75 DAR Cardholder: Free ADA Cardholder: Free Transfer between TOT: Free Age 5 and Under: Free	Accepts Go Ventura Smart Card which is an electronic pass that can be used on all public buses in Ventura county.	181,032

Simi Valley Transit - Fixed Route Bus							
www.simivalley.org (805) 583-6456							
Service Description	Area Served	Days and Hours of Service	Eligibility	Transfer Policy	Fare	Fare Policies	# of Annual One-Way Trips
SVT's fixed-route service provides service within the city of Simi Valley and connections with Los Angeles County's METRO in the San Fernando Valley community of Chatsworth. Transportation to communities within Ventura County is made possible through connections with the Ventura County VISTA-EAST at the Simi Valley Town Center Mall	In and around the City of Simi Valley	Monday - Saturday 5:15am to 8:00pm	General Public	Simi Valley Within City Transfer: Free w/ Cash fare. Simi Valley to/from Chatsworth Transfer: Free Has a transfer agreement with Metrolink.	Adult/Student: \$1.25 Senior (60+): \$0.50 Disabled: \$0.50 Medicare: \$0.50 Age 5 years and under: Free City Transfer: Free w/ one paying Adult	Adult/Student Book of Passes \$40.00 Senior/Disabled Book of Passes \$20.00 Smartcard Regular Pass. \$50.00 Smartcard Senior Pass/Disabled Pass. . . \$20.00 Smartcard "E" Purse . . variable Accepts Go Ventura Smart Card which is an electronic pass that can be used on all public buses in Ventura county.	435,416



VISTA - Intercity Fixed Route Bus

www.goventura.org
(800) 438-1112

802,956

Service Description	Area Served	Days and Hours of Service	Eligibility	Transfer Policy	Fare	Fare Policies	# of Annual One-Way Trips
VISTA services are largely between communities: the Coastal Express operating between Ventura, Oxnard, Carpinteria, Santa Barbara and Goleta; on Highway 101 between the west county, Camarillo, and Thousand Oaks; along Highway 126 connecting Santa Paula and Fillmore to Ventura; Cal State University Channel Islands routes serving Oxnard, Camarillo and CSUCI riders; in the east county between Thousand Oaks, Moorpark, and Simi Valley; and a route along the 101 corridor to Warner Center in Los Angeles County.	Between the cities of Ventura County and between neighboring Santa Barbara and Los Angeles Counties.	Monday - Friday 4:30am - 8:00pm CSUCI routes operate until 11:00 p.m. Saturday 6:45am - 6:00pm Conejo Connection does not operate on Saturdays Sunday - Only VISTA 126 provide service between 6:30am - 6:00pm	General Public	Most transfers to Ventura County transit services are free. Transfers to VISTA's Conejo Connection and Coastal Express are \$1.50.	Regular Fare Adult/Student \$1.25 Senior/Disabled/Medicare \$0.60 Child under 5 - Free Regular Monthly Pass: Adult/Student \$50.00 Senior/Disabled/Medicare \$25.00 Premium Monthly Pass Adult/Student \$60.00 Senior/Disabled/Medicare \$38.00 Inter-county monthly bus pass: Adult/Student: \$105.00 Senior/Disabled/Medicare \$52.00 Coastal Express Regular Fare: Adult/Student \$3.00 Senior/Disabled/Medicare \$1.50 Child under 5 - Free	Regular Monthly Pass: Good on all public fixed-route services in Ventura County except Conejo Connection and Coastal Express. Also good on Camarillo Dial-A-Ride. Premium Monthly Pass Good on all public fixed-routes buses in Ventura County except Conejo Connection and Coastal Express. Also good on Santa Paula and Fillmore Dial-A-Rides, and Camarillo Dial-A-Ride. Inter-county monthly bus pass: Good on all public fixed-route buses in Ventura County including VISTA Conejo Connection, VISTA Coastal Express, City of Camarillo Dial-A-Ride. Not valid on Ojai Trolley.	802,956



Transportes Intercalifornias www.intercalifornias.com (805) 486-9805							
Service Description	Area Served	Days and Hours of Service	Eligibility	Transfer Policy	Fare	Fare Policies	# of Annual One-Way Trips
Intercity bus serving destinations from Mexicali and Tijuana Mexico to San Jose , CA and many points between.	San Ysidro, Tijuana, Aeropuerto de Tijuana, Central de Autobuses, Santa Ana, Centro y Este LA, Oxnard, Fresno, Stockton, San José, El Monte, Ontario, Colton, Coachella, Calexico, Mexicali Has bus station in Oxnard	Monday - Friday 4:30am to 8:00pm Saturday - Sunday 4:30am to 8:00pm	General Public		For more information and reservations contact by telephone: 1(800) 486-7208		



Greyhound www.greyhound.com (800) 231-2222							
Service Description	Area Served	Days and Hours of Service	Eligibility	Transfer Policy	Fare	Fare Policies	
Greyhound Lines, Inc. is the largest provider of intercity bus transportation, serving more than 2,300 destinations with 13,000 daily departures across North America.	United States of America, Canada, and Mexico	Greyhound buses travel around the clock, so you can travel by day and enjoy the scenery through wide panoramic windows. Or, select a night service, and relax in a reclining seat with reduced interior lighting.	General Public	Amtrak passengers use Greyhound to make connections to cities not served by rail on Amtrak Thruway service, by purchasing a ticket for the bus connection from Amtrak in conjunction with the purchase of their rail ticket.	Adults An adult is defined as any passenger 12 years or above. Passengers 15 and older may ride unaccompanied by an adult. Children (2-11) Children who have reached or passed their second (2nd) birthday but have not reached their twelfth (12th) birthday will be charged twenty-five percent (25%) less than the full adult fare when accompanied by a passenger paying the full adult fare. One (1) child who has not reached his or her second (2nd) birthday when accompanied by a passenger 15 years of age or older will be carried free when not occupying a seat to the exclusion of another passenger. Seniors (62+) Tickets sold to adults age sixty-two (62) or older will, upon request, be discounted five percent from the unrestricted adult fare.	Tickets can be purchased online, by phone, at a Greyhound terminal or at a Greyhound agency. U.S. Military, 10% Off 10-percent discount off a walk-up (unrestricted) fare U.S. Military, \$198 Round Trip Travel for a maximum fare of \$198 round trip anywhere in the continental United States. Veterans Advantage Discount Card, Save 15 percent on walk-up fares with card. Valid card number and expiration date must be entered. Companion Fare, Companion's ticket is 50-percent off adult fare, when purchased with an adult fare at least 3 or more days in advance of travel. Student Advantage Discount Card, Save 15 percent on unrestricted walk-up fares with card. Valid card number and expiration date must be entered.	25 Million Systemwide Ridership



Metrolink www.metrolinktrains.com (800) 371-LINK (5465)							
Service Description	Area Served	Days and Hours of Service	Eligibility	Transfer Policy	Fare	Fare Policies	
Ventura County is served by Metrolink's Ventura County Line, with stations in Camarillo, East Ventura, Moorpark, Oxnard, and Simi Valley. The Ventura County Line terminates at Los Angeles – Union Station. Additional stations include; Chatsworth, Northridge, Van Nuys, Burbank-Bob Hope Airport, Downtown Burbank, and Glendale. The Ventura County Line operates Monday through Friday..	Ventura County	Monday - Friday	General Public	VCTC allows a free transfer to and from Metrolink with a valid Metrolink fare medium (good on VISTA bus – Metrolink monthly pass to Metrolink station). Simi Valley Transit has a transfer agreement, gets you on the bus, not on Metrolink. VCTC does not offer a transfer pass from its buses to Metrolink.	Metrolink fares are calculated with a distance-based formula using the shortest driving distance between stations, with an 80-mile maximum charge for Monthly Passes. Discounted fares exist for seniors and persons with disabilities exist, generally half the price of regular adult fares. To find out exactly what the price will be for your trip, check out the Price Finder at Metrolink's website.	7-Day Pass Valid for unlimited travel during a seven-day period between station pairs starting on the day when the pass is purchased. Note: there is no weekend Metrolink service on the Ventura Line. Monthly Pass Valid for unlimited travel between the origin and destination stations during the calendar month printed on the pass. Monthly Passes are also valid for unlimited systemwide travel after 7:00 p.m. on Friday until 11:59 p.m. Sunday. Monthly Pass holders can take advantage of the Rail 2 Rail® program, to ride both Metrolink and Amtrak Pacific Surfliner trains between Oxnard and LA Union Station at no additional charge. Monthly Passes are sold from the 15th of the current month to the 14th of the new month.	12 Million total system ridership (FY2010) 1,076,000 Ventura County line (based on Jun 2011 average weekday ridership)



Amtrak www.amtrak.com (800)-872-7245							
Service Description	Area Served	Days and Hours of Service	Eligibility	Transfer Policy	Fare	Fare Policies	
As the nation's intercity passenger rail operator, Amtrak connects America in safer, greener and healthier ways. With 21,000 route miles in 46 states, the District of Columbia and three Canadian provinces, Amtrak operates more than 300 trains each day – at speeds up to 150 mph – to more than 500 destinations. Amtrak also is the operator of choice for state-supported corridor services in 15 states and for four commuter rail agencies.	Amtrak provides passenger rail service to 46 states, the District of Columbia, and Canada. Amtrak stations in Camarillo, Chatsworth, Moorpark, Oxnard, Simi Valley, and Ventura are served by the Pacific Surfliner. Oxnard and Simi Valley are also served by the Coast Starlight. Also provides Amtrak Thruway Bus service that can be accessed at stations in Ventura, Santa Paula, Fillmore, and Oxnard.	Rail: 24/7 Thruway Bus: Ventura County Mon-Sun 6:45am to 3:55pm	General Public	Transit transfer pass: Free round trip ticket on Gold Coast when you present a paid Amtrak ticket.	Determining Fares: Rail Fare: We charge each passenger a rail fare, whether you are traveling in Coach class, Business class or have reserved a sleeping accommodation. Charge for Business Class and Sleeping Accommodations: We charge a separate amount for accommodations when you purchase an upgrade to Business class or to sleeping accommodations. Total Price (with Sleeping Accommodations): The total price for a trip with sleeping accommodations is a combination of Coach class rail fare (usually the lowest available rail fare) plus the accommodations charge. When two or more passengers share a sleeping car, each passenger must pay a rail fare, but only one accommodations charge applies. In other words, the passengers occupying a sleeping car share the accommodations charge. Charges for Other Accommodations: Other accommodations charges may include charges for bringing your vehicle with you (on the Auto Train), or for bringing a bike with you (where permitted).	The California Rail Pass: Allows for up to 7 days of travel in California over a 21-day period for \$159 (adults) \$80 (children 2-15) USA Rail Passes: Passes are available in three travel durations and travel segments throughout the entire United States: 15 days/8 segments 30 days/12 segments 45 days/18 segments Multi-Ride Tickets: Monthly Ticket: The monthly ticket is valid for unlimited travel for an entire calendar month. Ten-Ride Ticket: The ten-ride ticket is valid for ten rides within a 45-day, 60-day or 180-day period depending on your origin and destination cities. Due to state law, tickets for California Thruway services are sold only as part of a rail trip.	29 Million - Systemwide Ridership



Camarillo Area Transit – Dial-a-Ride

www.ci.camarillo.ca.us
(805) 988-4228

Service Description	Area Served	Days and Hours of Service	Eligibility	Reservation Hours	Reservation Policy	Transfer Policy	Fare	Fare Policies	# of Annual One-Way Trips
CAT Dial-A-Ride (DAR) is a curb-to-curb transit service, similar to a taxi service. This service is available to the general public and will take you anywhere within the Camarillo city limits.	City of Camarillo	Monday - Friday: 7:00 am to 9:00 pm Saturday: 8:30 am to 4:00 pm	This service is available to the general public	Monday - Friday: 7:30 am to 5:30 pm Saturday: 8:00 am to 4:00 pm	Reservations may be made from 2 hours to 2 weeks in advance. Rides may be made for any purpose, such as medical appointments, work, shopping or other personal business, with the exception of rides to and from school.	No formal transfers to other systems.	Adults and Students: \$2.00 Seniors, Disabled & Medicare: \$1.50 cash fare. The monthly pass is \$40 for adults and students and \$20 for seniors and the disabled.	The Camarillo Area Transit, (CAT) bus system offers a reduced-fare pass program called the "Smartcard". The "Smartcard" can be used. Also accepts Go Ventura Smart Card.	55,000

Camarillo Healthcare District

www.camhealth.com
(805)-388-1952

Service Description	Area Served	Days and Hours of Service	Eligibility	Reservation Hours	Reservation Policy	Transfer Policy	Fare	Fare Policies	# of Annual One-Way Trips
The Camarillo Health Care District provides door-to-door transportation for non-emergency medical appointments and other activities of daily living, including to and from District programs throughout Ventura County and to Kaiser Hospital in Woodland Hills.	All rides must originate within District boundaries or sphere of influence which includes the Greater Camarillo Area, Somis, and parts of the Las Posas and Santa Rosa Valleys.	Monday - Friday 8:20 am to 4:00 pm	General Public	Monday - Friday 8:00 am to 4:30 pm (805) 388-2529	It is necessary to make your reservation at least 2-3 days in advance, and as much as two weeks in advance.	N/A	General Fares: Camarillo - \$10.00 Oxnard - \$15.00 Ventura - \$20.00 Thous Oaks, Westlake Village - \$15.00 Agoura Hills - \$25.00 West Hills, Wdln Hills Kaiser - \$30.00 ADA Fares: Camarillo - \$3.00 Newbury Park - \$3.00 Thous Oaks, Moorpark, Simi - \$4.50 Westlake Village - \$6.00 Agoura Hills - \$15.00 West Hills, Wdln Hills Kaiser - \$20.00 Newbury Park - \$4.50 Thousand Oaks - \$6.00 Westlake Village - \$7.50	Through a collaborative partnership with the VCTC, a special rate applies for ADA-certified riders for trips to the Conejo Valley. Ticket books are available for pre-purchase, and caregivers or care attendants may accompany the rider at no charge.	10,221



Gold Coast Transit - ACCESS

www.goldcostransit.org
(805) 485-2319 for Oxnard and Port Hueneme
(805) 649-4421 for Ventura and Ojai

Service Description	Area Served	Days and Hours of Service	Eligibility	Reservation Hours	Reservation Policy	Transfer Policy	Fare	Fare Policies	# of Annual One-Way Trips
ACCESS is origin-to-destination public transit service for seniors, 65 and older and people with disabilities that prevent them from using fixed route bus service. Trips are provided to any location within the GCT service area.	Cities of Ojai, Oxnard, Port Hueneme and Ventura, and in the unincorporated County areas between the cities.	Monday - Friday: 5:00am to 10:00pm Saturday: 5:15am to 9:15pm Sunday: 6:00am to 9:00pm	Seniors, 65 and older and people with disabilities that prevent them from using fixed route bus service	Call daily between 8:00 a.m. - 5:00 p.m.	ACCESS riders reserve their trips by phone one day in advance.	N/A	Cash Fare One Way - \$2.70 Senior Nutrition - Free Book of 10 Tickets - \$27.00	Also accepts Go Ventura Smart Card which is an electronic pass that can be used on all public buses in Ventura county.	76,730

HELP of Ojai

www.helpofojai.org
(805) 646-5122

Service Description	Area Served	Days and Hours of Service	Eligibility	Reservation Hours	Reservation Policy	Transfer Policy	Fare	Fare Policies	# of Annual One-Way Trips
Door-to-Door paratransit service	Within the Ojai Valley	Monday - Friday: 8:00am to 4:00pm	Seniors, 60 and older and people with disabilities that prevent them from using fixed route bus service	Reservation required. Same day rides accommodated if space is available.	ACCESS riders reserve their trips by phone one day in advance.	N/A	\$5.00 – Round Trip \$7.00 – Round Trip if wheelchair lift is required	HELP will transport at no cost, those who are unable to pay.	9,700



Moorpark Transit - Paratransit www.ci.moorpark.ca.us (805) 517-6257									
Service Description	Area Served	Days and Hours of Service	Eligibility	Reservation Hours	Reservation Policy	Transfer Policy	Fare	Fare Policies	# of Annual One-Way Trips
Local ADA (Americans with Disabilities Act) Paratransit in the form of a subsidized van for persons with disabilities who are certified by City and VCTC to use the system. Inter-City Paratransit (subsidized origin to destination transit to Thousand Oaks, Westlake, Oak Park and Camarillo, transfers to Simi Valley and Gold Coast Transit) is available through special funding.	The Disabled Paratransit provides origin to destination transportation throughout Moorpark, Thousand Oaks, Westlake, Oak Park and Camarillo.	Monday - Friday 6:00am to 6:00pm	Available to any person qualified with a disability regardless of age.	Monday - Friday 6:00am to 6:00pm	May call the same day at least 2 hours in advance, for travel inside Moorpark. Wheelchair accessible rides are available, but must call at least a day in advance to book. At least a day in advance for inter-City travel. Call at least a day or more in advance if transferring to an adjoining ADA service such as Simi Valley ADA Dial-A-Ride, Gold Coast Access Dial-A-Ride, or Los Angeles County Access Paratransit Service.	Moorepark will arrange transfer with Simi Valley Dial-A-Ride, GCT, and with LA Access	\$3.00 each way for trips to Thousand Oaks/Westlake, and Simi Valley (via transfer point). \$4.50 each way for trips to Camarillo and Oak Park.	Exact change is required	2,138 between Paratransit and DAR services
Moorpark Transit - Senior Dial-a-Ride www.ci.moorpark.ca.us (805) 517-6257									
Service Description	Area Served	Days and Hours of Service	Eligibility	Reservation Hours	Reservation Policy	Transfer Policy	Fare	Fare Policies	2,138 between Paratransit and DAR services
This is a local (Intra-City) Dial-A-Ride service for seniors aged 62+. The senior Dial-A-Ride uses the same vehicles as the ADA service, and is available the same hours as the City bus.	City of Moorpark	Monday - Friday: 6:00 a.m. to 6:00 p.m.	Seniors age 62+	Monday - Friday 6:00am to 6:00pm	Reservations are taken at least two hours in advance. Wheelchair accessible rides are available, but if you are traveling with a wheelchair, call at least a day in advance to book your ride.	N/A	\$1.50 each way	Exact change is required	



Oak Park Dial-A-Ride ci.agoura-hills.ca.us (818) 597-7367									
Service Description	Area Served	Days and Hours of Service	Eligibility	Reservation Hours	Reservation Policy	Transfer Policy	Fare	Fare Policies	# of Annual One-Way Trips
Dial-A-Ride (DAR) curb-to-curb transportation service to the general public in the City of Agoura Hills, Oak Park and in adjacent portions of Los Angeles and Ventura Counties.	Agoura Hills Dial-A-Ride will transport passengers between any two points within the city limits of Agoura Hills, Oak Park, and Malibu Lake. There are also appointment based destinations of interest to Westlake Village, Thousand Oaks and Woodland Hills for an increased fare. Oak Park senior and disabled participants can also travel to any of these appointment based destinations.	7:00 a.m. to 7:00 p.m. Monday-Friday 9:00 a.m. to 5:00 p.m. Saturday	Open to the general public. Oak Park residents that wish to travel outside of Oak Park and Agoura Hills must be 65+ or disabled.	7:00 a.m. to 7:00 p.m. Monday-Friday 9:00 a.m. to 4:00 p.m. Saturdays	Calls for same day service need to be made no later than 6:00 pm (5:00 pm for Malibu Lake, last Malibu Lake pick up is 5:45 pm). No rides will be scheduled after 6:30 pm. Unincorporated Los Angeles County Residents: Service limited to 13 one way trips per person per quarter/no further than Seminole Springs	N/A	Trips into or out of Agoura Hills/Oak Park/Malibu Lake: \$1.50 per one way trip Trips to appointment based destinations Westlake Village/Thousand Oaks/Woodland Hills: \$3.00 per one way trip	Exact fare is necessary. Driver will not provide change.	21,600
Oxnard Harbors and Beaches Dial-A-Ride www.visitoxnard.com (805) 207-0699									
Service Description	Area Served	Days and Hours of Service	Eligibility	Reservation Hours	Reservation Policy	Transfer Policy	Fare	Fare Policies	# of Annual One-Way Trips
Inter-city service to and from local beaches, Channel Islands Harbor, and the Oxnard Airport.	Channel Islands Harbor, and the Oxnard Airport.	Monday - Friday 7:00 a.m.-11:30 p.m.; 1:00 p.m.-5:30 p.m. Saturday 9:00 a.m.-4:30 p.m.	General Public	Monday - Friday 7:00 a.m.-11:30 a.m.; 1:00 p.m.-5:30 p.m. Saturday 9:00 a.m.-4:30 p.m.	Up to 30 minutes in advance if trip can be served.	Allows transfers to VISTA bus	One-Way Fare (Adults): \$2.00; Seniors (65 and older) and persons with disabilities: \$1.50	Does not accept any passes	



Simi Valley Transit – Dial-a-Ride

www.simivalley.org
(805) 583-6464

Service Description	Area Served	Days and Hours of Service	Eligibility	Reservation Hours	Reservation Policy	Transfer Policy	Fare	Fare Policies	# of Annual One-Way Trips
Americans with Disabilities Act/Dial-A-Ride Paratransit services (ADA/DAR) are provided within Simi Valley on a "curb to curb" basis. "Door to door" service is provided upon request during the reservation process.	ADA/DAR service is provided within the Simi Valley City limits, within a ¾-mile corridor along Simi Valley Transit's Fixed Route Services. Transportation service is also available for ADA-certified passengers to the West San Fernando Valley communities of Chatsworth, Thousand Oaks and Moorpark.	Monday - Saturday 5:00am - 8:00pm	Individuals certified under the Americans with Disabilities Act and seniors aged 60 and over.	Requests for DAR Service can be placed between the hours of 8:00 am - 5:00 pm, Monday through Friday for next-day service.	ADA/DAR transportation requests are accepted 1 to 14 days in advance. Same-day requests are accepted on a space available/stand-by basis.	ADA passengers traveling to other parts of Ventura County may connect with Thousand Oaks or Moorpark ADA services in the Simi Valley community of Wood Ranch or at the Simi Valley Town Center Mall. Connections with L.A. County's ADA service at the Metrolink station in Chatsworth.	\$1.50 for each one-way trip. Non ADA-certified passengers may make a suggested donation of \$1.50 for each one-way trip	Books of ten tear-out passes may be purchased for \$15.00. Exact change is required.	47,054



Thousand Oaks Transit – Dial-a-Ride

www.toaks.org
(805) 375-5467
(818) 597-7367

Service Description	Area Served	Days and Hours of Service	Eligibility	Reservation Hours	Reservation Policy	Transfer Policy	Fare	Fare Policies	# of Annual One-Way Trips
The City operates a door-to-door Dial-A-Ride program for passengers 65 years of age or older, or for those who hold an ADA (Americans with Disabilities) card. With Dial-A-Ride you can receive transportation to do errands, go shopping, or for medical appointments.	ADA service is available to all areas within the city limits and the unincorporated areas of Newbury Park, Ventu Park, Lynn Ranch, Rolling Oaks, Hidden Valley, Lake Sherwood and Oak Park.	Monday - Friday 5:00am - 8:00pm Saturday & Sunday 8:00am - 8:00pm	Seniors 62+ Persons with disabilities	Requests for On Demand reservations accepted during the following hours only: Weekdays 7:00am – 1:00pm 3:00pm – 5:00pm Weekends 9:00am – 6:00pm	Subscription – Available for individuals needing transportation at the same time of day, to the same location on a regular basis. Advanced – Reservations made at least the day prior, up to two weeks in advance. Time Call – Same day reservation for a specific time, requested at least two hours in advance. On Demand – A request for ride with no prior notice. Limited to two requests per day. Dispatchers will take reservation calls 30 minutes before to 30 minutes after scheduled hours.	Service to other communities is available under a cooperative agreement between TOT and the other transit providers serving Ventura County. Service is available 8:00 a.m. and 5:00 p.m. Monday – Friday. 24-hour advanced reservations are required. Cost is dependent upon destination, a minimum of \$4.50 each way for service provided by TOT. You may be required to transfer between multiple service providers to reach your final destination.	Fare: \$2.25 On Demand requests subject to a \$1.00 surcharge. Other communities: \$4.50	A City-issued DAR card is required to use the service. Cards are \$4.00 and have no expiration date. Replacement cards are \$2.00.	86,332



VISTA - Fillmore/Piru & Santa Paula – Dial-A-Ride

www.goventura.org
Fillmore/Piru (805) 524-2319
Santa Paula (805) 933-2267

Service Description	Area Served	Days and Hours of Service	Eligibility	Reservation Hours	Reservation Policy	Transfer Policy	Fare	Fare Policies	# of Annual One-Way Trips
VISTA also provides general public Dial-A-Ride service in and between the cities of Fillmore and Santa Paula.	Cities of Santa Paula, Fillmore, and Piru	Fillmore: Monday – Friday, 6 a.m. to 8 p.m., Saturday – Sunday, 7 a.m. to 6 p.m. Piru: Monday – Friday, 6 a.m. to 6 p.m., Saturday – Sunday, 7 a.m. to 6 p.m. Santa Paula: Monday – Friday, 6 a.m. to 7:30 p.m., Saturday – Sunday, 8 a.m. to 5:30 p.m. a.m. to 6 p.m. Santa Paula ADA: Monday – Friday, 7:10 a.m. to 8:02 a.m., 2:30 p.m. to 3:40 p.m.	General public and Seniors 65 years of age and over; Medicare or ADA cardholder	Reservations may be made Monday through Friday, 6:00 a.m. to 7:00 p.m. Reservations for the Fillmore-Piru Dial-A-Ride can also be made on Saturday, 7:00 a.m. to 5:00 p.m. Reservations for Santa Paula Dial-A-Ride can be made on Saturday, 8:00 a.m. to 5:00 p.m.	ADA service from either Fillmore or Santa Paula to Ventura (via transfer to Gold Coast Transit ACCESS at Wells Road in Saticoy) is available with 24 hours prior reservation. Reservations should be made at least 24 hours in advance. Same-day reservations, except to Ventura, will be honored on an as-received basis.	Free transfers between the Dial-A-Ride and VISTA Highway 126 fixed-route service are available for travel to Ventura and beyond. Return transfers from the VISTA Highway 126 service to Dial-A-Ride are 50 cents. ADA-certified passengers may transfer to Gold Coast Transit ACCESS at Saticoy (Wells Road) for travel to Ventura and beyond. Reservations for rides with transfers to GCT ACCESS must be made one day in advance of desired travel date.	Adult/Student \$1.75 Senior/Disabled/Medicare Cardholder \$0.80 Child under 5 Free Transfer from bus to Dial-A-Ride \$0.50 Transfer from Dial-A-Ride to bus Free Dial-A-Ride/126 Day Pass \$3.50 VISTA Dial-A-Ride Monthly Pass Santa Paula and Fillmore Dial-A-Ride Only \$20.00 (All ages)	Day Passes are valid Monday through Friday on the day of purchase only. Dial-A-Ride/ Day Passes are valid on the Fillmore-Piru Dial-A-Ride, Santa Paula Dial-A-Ride and VISTA Highway 126 fixed-route service between Fillmore and Santa Paula. Go Ventura Bus Pass – Monthly Passes are also available for VISTA Dial-A-Ride service.	205,692



Ventura County JARC and New Freedom Projects

Transportation projects funded through the FTA Job Access and Reverse Commute (JARC) and New Freedom programs represent an important means by which to address the mobility needs and service gaps discussed in this Update. Projects are selected through a competitive process that is administered by the Ventura County Transportation Commission (VCTC). Per Federal statute, all successful projects must be derived from a “locally developed coordinated transportation plan”.

The purpose of the JARC program is to fund transportation-related job access services for low-income individuals. The New Freedom Program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the Americans with Disabilities Act (ADA). Eligible applicants could include state or local governmental bodies, MPOs, social services agencies, tribal governments, private and public transportation operators, and nonprofit organizations.

The Ventura County Transportation Commission successfully awarded 15 out of 17 projects, four of these being cancelled post the award process. The remaining 11 projects allocated more than \$1.5 million in JARC and New Freedom funding for projects in the large urban areas of the county and almost \$800,000 for projects awarded in the small urban areas since FY 2008.

This mix of JARC and New Freedom projects can be categorized as either operating assistance, mobility management/travel training, or capital expenditures. Projects are identified by these three categories here and described more fully in Exhibit 9, following.

Operating assistance is for projects that deliver transportation services. The projects funded in this category were:

- **Capacity Building Program** - Responds to individual transportation needs of clients, operated by Ventura County Behavioral Health
- **Medi-Ride** - County-wide door-through-door Non-Emergency Medical Transport (NEMT) service operated by the Ventura County Area Agency on Aging.
- **Employment Transportation Services** - Transportation to and from employment sites, operated by Arc Ventura County.
- **Employer Vanpool** - Employment shared ride program for employees in the city of Thousand Oaks, operated by the City of Thousand Oaks.
- **Gonzalez/Lombard/OTC Service** - Fixed route service, operated by Gold Coast Transit.
- **Work Reliability Transport** - Transportation to housing for RAIN TLC residents, operated by Ventura County Human Services
- **Route "C" Service** - Fixed route service between Simi Valley and San Fernando Valley, operated by Simi Valley Transit.



Mobility Management projects are designed to integrate and coordinate existing public transportation services in order to increase the availability of transit options. Travel training programs are also classified as mobility management and are designed to give riders the skills required to travel safely on fixed-route public transportation. The projects funded in this category were:

- ***Travel Training Program*** - Mobility Management Partners
- ***Travel Training Course*** - Gold Coast Transit

Capital assistance is provided to support the infrastructure of a transportation program with the purchase of a fixed asset such as vehicles or bus stops. The capital projects funded were:

- ***Jobs Access Capital Lease*** – an early capital project utilizing JARC funds
- ***Accessible Cabs*** - The purchase of seven accessible taxi cab vehicles by Ventura Transit Systems
- ***Arc Employment Transportation Service*** – The purchase of vehicles to transport clients to jobs and related locations.

Exhibit 9 following presents additional detail.



Exhibit 9

Urban Projects - JARC and New Freedom								
Project	Agency	Service Description	Call-for-Projects Cycle	Project Start Date	Funding Source	Grant Award	Local Match	Funded Yes/No/Cancel
Travel Training	Ventura County Behavioral Health	To provide education and training to Peer Specialists in accessing public transportation services provided throughout Ventura County	FY 2008	Not Started	JARC/NF	\$55,411	\$55,411	Cancelled
Capacity Building	Ventura County Behavioral Health	Responds to the individual transportation needs of recipients to support medical appointments, and work related needs. Will include guaranteed ride home support, and taxi vouchers.	FY 2008	Not Started	New Freedom	\$87,890	\$21,972	Yes
Travel Training	Mobility Management Partners	Two hour training assessment where a trainer meets with a candidate to determine the person's ability to use public transit systems. If feasible, the candidate then receives on-board training.	FY 2008/10	Oct-08	New Freedom	\$252,893	\$139,507	Yes
Travel Training	HELP of Ojai	This project is designed to encourage seniors to hang up their car keys in a timely manner and remain mobile through use of local transportation options. HELP of Ojai will coordinate travel training with ARC-Ventura, with a series of field trips to educate seniors on riding Transit.	FY 2008	Not Started	New Freedom	\$25,000	\$25,000	Cancelled



Project	Agency	Service Description	Call-for-Projects Cycle	Project Start Date	Funding Source	Grant Award	Local Match	Funded Yes/No/Cancel
Sedans for Expansion	HELP of Ojai	This project will purchase two sedans to increase the ability of HELP to meet trip requests (HELP has ADA accessible vehicles available to meet service requests). This will facilitate increased use of the HELP's door-to-door paratransit service.	FY 2008	Not Started	New Freedom	\$40,000	\$10,000	Cancelled
Jobs Access Service Capital Lease	VISTA	Leasing of buses for reverse-commute service on VISTA buses.	FY 2008	Jul-08	JARC	\$149,270	\$37,318	Yes
Medi-Ride	Ventura County Area Agency on Aging	County-wide door-through-door NEMT service for home bound, disabled adults that are unable to navigate the existing public paratransit system. Includes transportation to Kaiser and V/A facilities in Los Angeles County.	FY 2009/10/11	Jan-10	New Freedom	\$142,000	\$132,000	Yes
Evening Dial-A-Ride	City of Thousand Oaks	Extending Dial-A-Ride service hours until 8:00 pm in the evening.	FY 2009	Not Started	New Freedom	\$47,660	\$15,940	No
Employment Transportation Service	Arc Ventura County	Provides transit services to and from employment sites, as well as volunteer sites that provide job skills training. Included purchase of vehicles.	FY 2008/09/10/11	Jul-08	JARC/NF	\$334,624	\$264,363	Yes



Project	Agency	Service Description	Call-for-Projects Cycle	Project Start Date	Funding Source	Grant Award	Local Match	Funded Yes/No/Cancel
Employer Vanpool	City of Thousand Oaks	Employee shared ride program for staff of the city of Thousand Oaks.	FY 2009/11	Sep-11	JARC	\$257,282	\$97,907	Yes
Travel Training Course	Gold Coast Transit	Develop material including video for travel training course.	FY 2009	Jun-10	New Freedom	\$30,700	\$7,675	Yes
Market/Valentine Shuttle	Gold Coast Transit	New transit route serving various Ventura job centers including the Adult Education Center.	FY 2009	Aug-09	JARC	\$370,000	\$190,000	Cancelled (funded with other funds)
Accessible Cabs	Ventura Transit System	Purchase of (4) wheelchair accessible taxicab vehicles for service to disabled persons.	FY 2010	Oct-11	New Freedom	\$223,953	\$55,989	Yes
Gonzales/Lombard/OTC Service	Gold Coast Transit	One-way loop beginning and ending at the intersection of Gonzales Road/Victoria Bl. Serves Villa Victoria, Prototypes for Women, the Rose Crossing Shopping Center, St. Johns Hospital, Goodwill Industries, Seagate Industrial Park and the OTC.	FY 2011	Jun-10	JARC	\$150,000	\$150,000	Yes
Work Reliability Transport	Ventura County Human Services	Provides safe, reliable, sufficient and convenient transportation service to help RAIN TLC residents move from homelessness to sustainable permanent housing and to maintain or increase income and benefits.	FY 2011	Oct-11	JARC	\$58,000	\$58,000	Yes
Way to Work	Roadrunner	County-wide dial-a-ride service for those who need transportation for employment where VCTC service gaps are recognized.	FY 2011	Not Started	JARC/NF	\$271,350	\$271,350	No



Small Urban Projects - JARC and New Freedom								
Project	Agency	Service Description	Call-for-Projects Cycle	Project Start Date	Funding Source	Grant Award	Local Match	Funded Yes/No
Travel Training	Ventura County Behavioral Health	To provide education and training to Peer Specialists in accessing public transportation services provided throughout Ventura County	FY 2008	Not Started	JARC/NF	\$29,090	\$29,090	Cancelled
Capacity Building	Ventura County Behavioral Health	Responds to the individual transportation needs of recipients to support medical appointments, and work related needs. Will include guaranteed ride home support, bus pass subsidy, and taxi vouchers.	FY 2008	Not Started	New Freedom	\$71,040	\$17,760	Yes
Travel Training	Mobility Management Partners	Two hour training assessment where a trainer meets with a candidate to determine the person's ability to use public transit systems.	FY 2008/10	Oct-08	New Freedom	\$176,108	\$84,759	Yes
Jobs Access Service Capital Lease	VISTA	An early capital project using JARC funds.	FY 2008	Jul-08	JARC	\$178,934	\$53,109	Yes
Employment Transportation Service	Arc Ventura County	Provides transit services to and from employment sites, as well as volunteer sites that provide job skills training.	FY 2008/09/10/11	Jul-08	JARC/NF	\$97,977	\$97,977	Yes
Route C Service	City of Simi Valley	Fixed route bus service between the City of Simi Valley and the western San Fernando Valley community of Chatsworth.	FY 2010	Jul-09	JARC	\$91,000	\$91,000	Yes
Accessible Cabs	Ventura Transit System	Purchase of 3 wheelchair accessible taxicab vehicles for service to disabled persons.	FY 2010	Oct-11	New Freedom	\$223,953	\$55,989	Yes
Way to Work	Roadrunner	County-wide dial-a-ride service for those who need transportation for employment where VCTC service gaps are recognized.	FY 2011	Not Started	JARC/NF	\$717,710	\$717,710	No



IV. Needs and Gaps – What Is Reported Now?

Summary of Unmet Transit Needs Hearing Process

Summarizing Testimony from 2010, 2011, and 2012

VCTC annually conducts an unmet transit needs process, to receive public comments on mobility needs and to determine which satisfy the criteria of unmet transit needs which are reasonable to meet. VCTC holds at least one public hearing each year; in addition to comments made at the public hearings, VCTC also receives public input through mail, email, and telephone.

In recent years, large numbers of individuals have expressed comments about transportation needs and issues. While VCTC has recognized many as potential transportation needs, most have been determined not to meet VCTC's definition of an unmet transit need which is reasonable to meet.

During 2010 and 2011, more than 150 comments and recommendations were made by more than 75 individuals. These covered a wide range of issues and concerns, ranging from the very specific (specific bus stop locations and times) to the more general (such as improved public transportation information). The following discussion also summarizes comments received at two January 2012 unmet transit needs hearings, although it does not include comments received separately during 2012.

Most comments received are considered not to be unmet transit needs that are reasonable to meet. "Unreasonable to meet" may reflect insufficient demonstrated demand for a specific service, would require a subsidy disproportionate to similar services, or would affect the transit system's ability to maintain the required minimum passenger fare ratio. In some cases, requested service exists though not as directly as preferred or not the transportation mode preferred. Sometimes existing service may operate close but not directly to a requested destination. Some public testimony requests are referred to transit systems for review and possible operational modifications but don't result in a finding of "unmet transit need that is reasonable to meet."

Key Issues from Hearing Comments

The most frequently raised issues during recent years' unmet needs process focus on 1) days and hours of transit service, 2) intra-county connections and service and 3) inter-county connections and service. The types of comments received in these three areas are summarized below.

Extended Days and Hours of Service: Comments focused on early morning service, evening service, and weekend service. Individuals requested evening and night service in order to attend night classes at colleges, attend meetings and community activities, go to shopping malls in the evening, go to dinner and a movie in the evening, and, generally, be able to do something at night and get home afterwards. Requests for early morning service (arriving as early as 5 am)



were generally work- or school-related trips, including trips to Moorpark, Simi Valley, Santa Clarita, Santa Barbara, and Camarillo. Several persons identified a need for service on Saturdays and Sundays. Many of the concerns about hours of service included service between different cities and neighboring counties.

Intra-County Connections Among Cities and Transit Systems: There were many concerns about transit service between different cities and communities within Ventura County, and connections between different transit systems. Examples of the concerns included bus service between Oxnard and Camarillo, between Santa Paula and Camarillo, connections to Ojai, connections between Fillmore and Piru, service between Somis and Camarillo, and transit to Rancho Sespe. And there were concerns about transfers and connections between different transit lines and transit systems, including between buses and Metrolink trains.

Inter-County Connections: Needs were expressed by many people for service, especially direct service, between different parts of Ventura County and locations in both Santa Barbara and Los Angeles Counties. Some people expressed interest in train service through Santa Barbara, Ventura, and Los Angeles Counties and train service connecting specific cities (Ventura, Fillmore, Piru) with Santa Clarita and downtown Los Angeles. Most comments about inter-county service focused on bus service from cities in Ventura County with Santa Clarita, Santa Barbara, Agoura Hills, LAX, Burbank, and Woodland Hills. Some commenters mentioned concerns about transportation from Ventura County to hospitals in Los Angeles County including UCLA and Kaiser Woodland Hills.

Other comments focused on specific routes and *areas served by transit, fares, customer service and general comments about transit systems, reliability, capacity, and safety concerns*. There have also been a few statements preferring one mode (fixed route rather than dial-a-ride or trolley or train service). Paratransit concerns focused on connections between systems, hours, customer service, reliability, and very specific recommendations related to medical transportation and transportation for older adults. A few comments have been received about more general concerns including scheduling unmet transit needs hearings, bike path expansion and maintenance, etc. The following summaries identify the typical issues addressed in these areas.

Transportation Modes: Several people expressed an interest in extending Metrolink and in more frequent train service generally. Some Camarillo residents expressed a preference for fixed route in that city rather than exclusively paratransit.

Routes and Stops: Several people expressed the need for service to specific locations including colleges, social service agencies, and employment centers. Many people had concerns about specific routes and possible new or changed stop locations. Some of these concerns related to long walks required to access bus stops. Several persons expressed a desire to see previously-cut service reinstated.



Service Frequency: Many people wanted to see more frequent bus service on specific lines. A few expressed this need in terms of reducing overcrowding.

Fares: Concerns about fares included a general request for lower fares as well as seeing a need to be able to use transfers multiple times and a request for a standard definition of seniors.

Reliability: A few people expressed concern about service reliability, including the need for on-time performance to ensure bus connections, and a need for a back-up system to ensure that persons with disabilities are not stranded in the event of a bus break-down.

Capacity: A few people noted bus lines experiencing overcrowding and saw a need for back-up or additional buses on these lines.

Customer Service and Information: A range of concerns were expressed about driver attitudes and training, better transit marketing, and additional public information about transit.

Safety: A few speakers noted a need for better lighting at specific bus stops with no lighting and a possible need for police patrols at Metrolink stations.

Paratransit Connections: Several persons commented on a need for improved connections between different paratransit systems. There was one recommendation for a countywide paratransit system and a few for direct paratransit between/among cities both within the county and to nearby cities in Los Angeles and Santa Barbara counties.

Paratransit Hours: A few people suggested specific additional days and hours of dial-a-ride service, including service hours enabling a person to travel to and from a job. .

Paratransit Customer Service and Information: A few people expressed a need for additional information about general paratransit and ADA paratransit.

Paratransit Reliability: Some concerns were expressed about a need for more reliable paratransit service and a need for more timely pick-ups of riders.

General Paratransit and Specialized Transportation: There were some requests for very specific transportation for older adults, such as exclusive transit systems, systems not requiring seniors to wait for pick-ups, and door-through-door service. There were also interests in gurney-type transportation and individualized non-emergency medical transportation.

Other: A few people wanted to see city dial-a-ride systems open to the general public.



Callers' Responses: 2-1-1 Ventura County Transportation Survey

Between March 6th and March 15th 2-1-1 Ventura County asked 406 callers if they had difficulty with transportation. Ninety-five (95) callers, or just under a quarter of those asked, indicated they did have difficulty with transportation.

This survey activity was a voluntary effort undertaken by 2-1-1 Ventura County, a program of Interface Children & Family Services in partnership with United Way of Ventura County and First 5 Ventura County, to provide additional understanding to VCTC and its stakeholders about transportation needs of 2-1-1 callers. Key findings follow.

Exhibit 10

2-1-1 Callers Reporting Transportation Difficulty: City of Residence

Caller Locations and Characteristics: The 2-1-1 callers reporting difficulty with transportation were well distributed across the county, although the majority reported Oxnard (41%) or Ventura (24%) as their city of residence (Exhibit 10).

Three-quarters of responding callers were female (77%) and less than one-quarter were male (22%).

Ethnicity or race reported by these callers was most likely to be Caucasian (44%) or Hispanic/Latino (43%). Two percent (2%) of the callers indicated they were African Americans/Black, Asian, multi-ethnic or provided no response. "Other" was reported by 5% of callers.

City	N	% of 95
Oxnard	39	41.1%
Ventura	23	24.2%
Simi Valley	8	8.4%
Camarillo	6	6.3%
Thousand Oaks	5	5.3%
Port Hueneme	4	4.2%
Fillmore	3	3.2%
Santa Paula	3	3.2%
Moorpark	1	1.1%
Newbury Park	1	1.1%
Westlake Village	1	1.1%
No city given	1	1.1%

Exhibit 11

2-1-1 Callers Reporting Transportation Difficulty: Callers Age Ranges

Age	N	% of 95
13-17 years	2	2.1%
18-29 years	27	28.4%
30-54 years	49	51.6%
55-61 years	13	13.7%
62+	4	4.2%

Exhibit 11 shows the age distribution of these callers, more than half of whom were between the ages of 30 and 54. Respondents were predominately non-seniors, with 82% under the age of 55. Among older persons, the majority were young "olders", with 13.7% reporting between ages 55 to 61 and just 4.2% age 62 or older.

In terms of disability, 35% indicated yes, they had some type of disability, while 60% reported no disability and 5% declined to answer.



Exhibit 12

2-1-1 Callers Reporting Transportation Difficulty:
Income Source

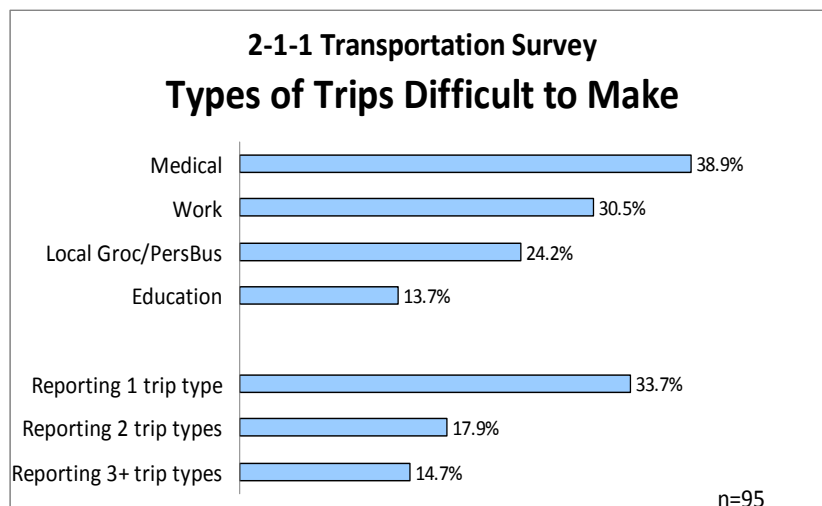
Income Source Reported	N	% of 95
Disability Benefits (SDI SSDSI)	26	27.4%
Employment	26	27.4%
No Income	24	25.3%
Public Assistance (TANF General Relief)	10	10.5%
Other, unspecified	3	3.2%
Retirement income	2	2.1%
Unemployment	2	2.1%
Child Support / Alimony	1	1.1%
Declined to answer	1	1.1%

Income sources were reported by callers indicating some transportation difficulty. The top two most commonly reported sources were: employment and Federal disability benefits (each reported by 27% of these callers), with another quarter (25%) indicating no income. Ten percent reported TANF or General Relief support with smaller percentages indicating other unspecified source, retirement, unemployment insurance or child support (Exhibit 12). Of these callers reporting some type of government support, 40% reported disability benefits, TANF or unemployment insurance. Only

two individuals (2%) indicated they had some type of retirement income. As noted, 27% indicated they were working, however income and wage amounts were not sought by this survey effort.

Exhibit 13

2-1-1 Callers Reporting Transportation Difficulty:
Trip Challenges by Trip Type



Caller Trip Challenges by Trip Type:

Respondents were asked about trips most difficult to make and medical trips were highest among these. Exhibit 13 shows the ranking of these, with almost four in ten respondents indicating that the medical trip was most difficult to make. Such trips are often cross-jurisdictional and may be difficult to make on transit services operating with a single

city. Making transfers can be particularly difficult for an individual who is medically comprised or who may be older and frail. Exhibit 10 shows also that about a third of respondents report just a single trip-type as most difficult to make, with the majority of these being medical trips.



Medical facilities difficult to reach were identified as being in: Camarillo, Moorpark, Oxnard, Ventura, Santa Paula and Simi Valley, as well as the VA Hospital and UCLA in Los Angeles. Types of medical trips identified included doctors' appointments at multiple sites and drug abuse clinics or AA meetings.

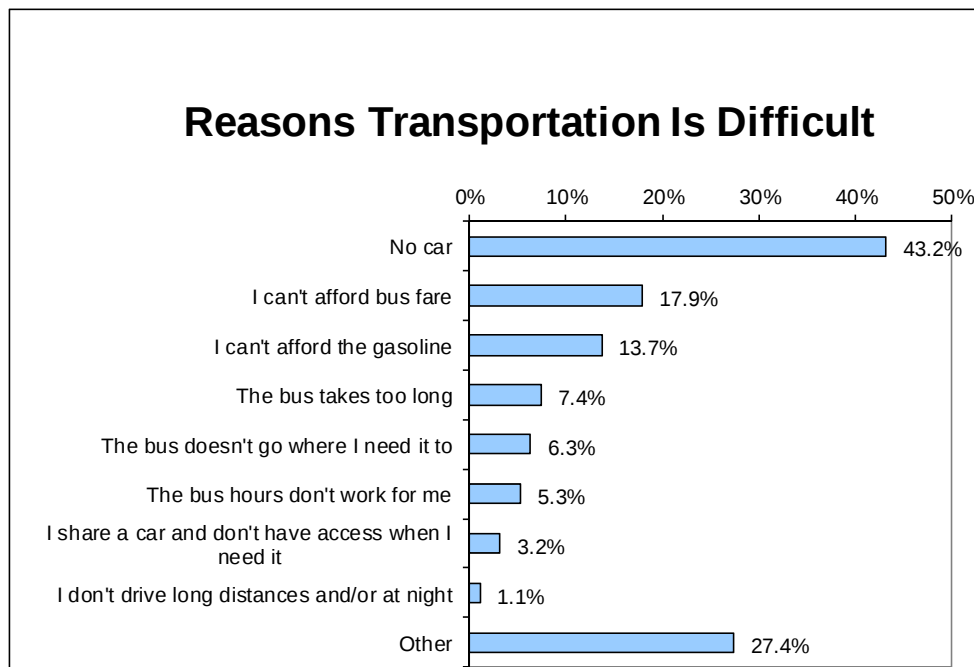
Work trips were identified as most difficult by about a third of these callers, consistent with the fact that a large proportion were working-age. Specific work trips were identified for communities of: Newbury Park, Oxnard, Ventura and Thousand Oaks.

School trips were reported as difficult by 13% of callers. Identified school destinations included Moorpark College, Oxnard College, Ventura, Santa Paula and Simi Valley and trips transporting children to afterschool activities or to and from school.

Fewer than two in ten callers reported multiple trip types difficult to make, selecting from among medical, work local and personal trips and education trips.

Caller Reasons for Transportation Difficulty: Exhibit 14, following, shows callers' reported reasons for their transportation challenges. The lack of a personal automobile was the most common reason for difficulties with transportation (43%). This was followed, at some distance, by difficulty in affording fare (17.9%) or difficulty affording the fuel for their own vehicle (13.7%).

Exhibit 14
2-1-1 Callers Reporting Transportation Difficulty:
Reasons Transportation is Difficult



Between 5% and 6% of callers reported that the bus doesn't travel where or when they need it. Three percent indicated they do have a vehicle but don't always have access to it when they need it. One percent reported they are limiting their driving and don't travel long distances or at night.

"Other" reasons for transportation difficult reported varied widely: caller had broken arm; had Alzheimer's making public transit difficult, homelessness; couldn't afford car registration renewal, or



had other debts; doctor says cannot drive; caller doesn't know the bus routes; uses the bus but it is too long a walk; car impounded from DUI or other debts; medical issues make it difficult to get around; vision problems; vehicle currently not operating.

About the 2-1-1 Survey Process: Agency staff conducting the survey offered several relevant comments.

- Some callers seemed anxious to move back to the reason for their call and may have answered 'no' in order to avoid further questions. Additionally, some callers indicated 'yes' to difficulty, but declined to answer all survey questions.
- 2-1-1 staff found that having the option "No car" for the "biggest problem with transportation" question may have diluted results in other categories. Callers often picked the first option that applied to them, even when presented with additional options, so it is possible that callers with additional challenges – i.e. inconvenient bus schedule service – may have simplified the situation with "No car".
- Identifying specific destination locations for travel was a little tricky. As with most of us, callers need to travel to multiple locations for many reasons, even within the designated categories - multiple doctors, schools for multiple children, etc. It appeared that many callers who identified issues with transportation did not see it as being an issue only for a specific trip, but rather as a more pervasive issue.
- Callers who indicated that they have a disability were more likely to indicate difficulty with transportation. Of the 95 callers with transportation difficulties, 33 callers (34%) indicated that they had a disability and 26 callers (27%) indicated that their primary source of income was disability related benefits. These proportions are higher than those calling 2-1-1 generally but not indicating a transportation need.

Agency Responses Regarding Unmet Needs and Service Gaps

Outreach efforts undertaken to involve agencies representing this plan's target populations included:

- A Project Steering Committee was convened, providing input at the outset of the project and in response to the draft document. Its members are included as Appendix C.
- A short survey available online was promoted through an extensive email blast to stakeholder agencies. The survey's "mini" URL [www.venturaupdate.tk] was distributed to an approximately 100 agency stakeholder list. Twenty-three responses were received, representing 16 agencies. Agencies were asked about their clients' specialized transportation needs and transportation services they provide. Summary results are presented in Appendix D.
- Ventura County Together provided 45 minutes at its February meeting to invite comments from its 70 agency members, and to whom the survey was also distributed. Meeting Summary Notes are presented as Appendix E. This group also reviewed and provided comments on the draft final plan.



- Several agencies were selected for phone interviews to glean more details about the transportation services they provide and/or their understanding of their clients challenges regarding transportation. Interview notes are presented as Appendix F.

From these three diverse, but overlapping data sources, Exhibit 15 at the end of this subsection presents the types of need or gaps in transportation service that were identified on behalf of the particular target population groups. Three categories of need are identified here:

- 1) Expanded Operating Days and Hours;
- 2) Improved Connectivity; and
- 3) Trip Purpose-based Need and Other Needs.

For individuals of low-income, most of the areas of need related to fixed-route services. The Ventura County Together representatives described in detail various connections between communities that cannot now be made due to operating hours or the service areas of existing transit. Traveling to work on the days and at hours necessary is difficult or impossible from a number of areas where low-income persons are living. Costs of fares was an issue too, for the lowest income, usually homeless, individuals. Safety in traveling in public transit, particularly at night or for those with limited English, was consistently raised as a concern.

Persons with disabilities advocates reported concerns related to both fixed-route and to demand responsive service. Many issues mirrored those of low-income, as many of individuals with disabilities are working or seeking work and need transit that can accommodate work schedules. Other needs were clearly focused on connectivity between systems, the particular difficulties of transferring between dial-a-rides, and need for regional non-emergency medical transportation.

Older adults needs identified were similar needs but often involved additional assistance. Driver assistance at the curb or to the door was indicated as important. Problems of transferring between systems were raised. Concern for seats at stops and the difficulties of long waits, including long travel times during peak periods were raised. The cost of fares, particularly on the dial-a-ride services, as well as limited evening, no Saturday and Sunday service were frequently mentioned.

Exhibit 15, following, summarizes these categories of need and gaps in service for the three target groups, developed through the plan's many outreach and public involvement activities.



Exhibit 15

Agency Survey and Interview: Categories / Types of Need Identified	Target Population Group		
	Persons with Disabilities	Older Adults	Persons of Low-Income
1. EXPANDED OPERATING DAYS AND HOURS			
Expanded fixed-route weekend service	X	X	X
Fixed –route past 10 p.m. for community college classes and 2 nd / 3 rd shift jobs	X		X
Evening fixed-route service after 7 p.m.	X	X	X
Early morning fixed-route service, pre 8 a.m.	X		X
After hours dial-a-ride – evenings for Camarillo and weekends for Simi Valley	X	X	X
2. IMPROVED CONNECTIVITY			
Crossing between jurisdictions; crossing city boundaries within the County.	X	X	X
Crossing city boundaries without transfers	X	X	
Increased frequency of inter-jurisdictional services			X
Improved connections between East and West areas of the County	X	X	X
Travel to adjacent counties: Los Angeles and Santa Barbara Counties	X	X	X
Travel to adjacent counties' medical facilities: Kaiser Woodland Hills, VA LA, UCLA	X	X	X
Among particular destinations identified:			
To employment locations outside Camarillo			X
Ojai to Oxnard, Ojai to Ventura; Ojai Park & Ride	X	X	X
Point Mugu	X		
Camarillo Airport	X		
Simi Valley to: Kaiser Woodland Hills, VA LA, UCLA	X	X	X
Travel beyond Moorpark city limits		X	X
El Rio neighborhood (crossing Well Road), Oxnard		X	X
CSU Channel Islands from Santa Clara River Valley			X
Housing developments on Victoria, Oxnard			X
Improved transit timing of Metrolink connections	X		X



Exhibit 15, continued

Agency Survey and Interview: Categories/ Types of Need Identified	Target Population Group		
	Persons with Disabilities	Older Adults	Persons of Low-Income
3. TRIP PURPOSES/ OTHER NEEDS			
Difficulty traveling during peak hours	X	X	
Non-emergency medical transportation (NEMT)	X	X	X
Local doctors, specialty doctors	X	X	
Dialysis trips	X		
Oxnard, Ventura, Santa Paula, Simi Valley, Thousand Oaks	X	X	X
Shopping (grocery) trips and assistance	X	X	
Chained trips, doctor and pharmacy; day care and work or after-school trips with parent and child	X	X	X
Travel training			
For individuals uncertain of fixed-route	X	X	
For older persons introduced to dial-a-ride		X	X
For non-English speaking individuals			X
Costs of fixed-route fare sometimes unaffordable	X	X	X
Costs of dial-a-ride too high	X	X	
Need curb-to-curb assistance, door-to-door assistance to and from residence		X	
Long waits for dial-a-ride services	X	X	
Lift-equipped vehicles needed by agencies	X		
Assistance in loading wheelchairs onto vehicles		X	
More seats at bus stops, more shelters, more lighting	X	X	X
More lighting at stops and shelters; attention to safety	X		X

V. Updating Coordination Priorities

About Responses to Needs and Service Gaps

Ventura County’s public transit providers have, like every other service sector in the American economy, seen significant reductions to their operating base beginning in 2008. This is in large part because California’s sales tax-generated Transportation Development Act (TDA) is transit’s primary revenue source. Sales tax revenues plummeted as the overall economy struggled and transit properties had to reduce services and cut lines in order to stay afloat.

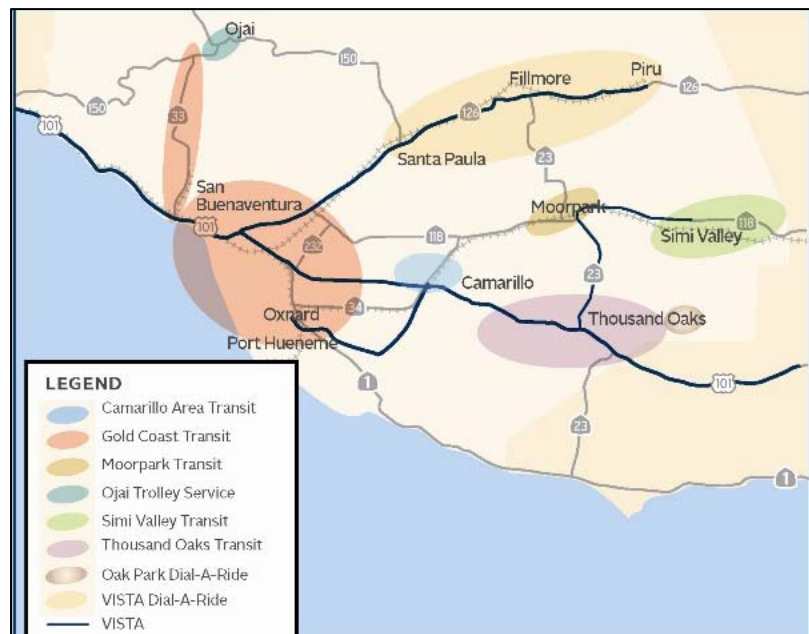
The situation in Ventura County has been particularly challenging because this county has no local transit-sales tax, unlike most other counties within Southern California. While Ventura County officials have been considering options that might change this, the timing on introduction to voters of an additional tax levy has been uncertain.

Partly in response to such realities but also in recognition of the changing mobility needs of Ventura County residents, the Ventura County Transportation Commission has undertaken **Go Ventura 2035**. This planning process has goals that include improving transportation generally, in order to:

- **Make travel more affordable**, saving money on fuel and repairs
- **Reduce travel time** and keep people connected
- Improve **health** and **air quality**
- **Support the local economy** and jobs
- Create more **livable communities**

The challenges of the public transportation dimension of this planning process are well-represented in Exhibit 16’s map depicting the county’s public transit service areas. Although these city-based service areas are generally linked with VISTA’s intra-county service, it is still complicated and not easy to travel between jurisdictions and between Ventura and its neighboring counties on the days and at the hours needed by this Plan’s target groups of older persons, persons with disabilities or of low-income.

Exhibit 16, Ventura County Transit Service Areas





Priorities Moving Forward for Ventura County Target Populations

Themes in Need and Service Gaps

The themes raised by this plan are many and varied. There is considerable overlap among needs and gaps identified but important differences as well. The themes raised can be characterized in four areas following and begin to suggest a framework for prioritizing service solutions.

1. **Regional and inter-city travel.** Individuals in the Plan's target groups all need to see improved regional travel and inter-city travel because so many destinations and trip purposes require traveling beyond the city limits of one's home town. Whether these are work trips, for education or for medical purposes, such regional travel is needed by all three groups.
 - Coordination that promotes smooth connections between cities and seeks to increase and speed public transportation between jurisdictions will provide significant benefit to the three target populations.
2. **Transit capacity building.** Increasing days of service, operating hours and the operations footprint of public transportation is critical. Members of the target groups and their agency representatives made numerous comments about adding weekend service days, starting buses earlier, running them later and more frequently and reaching into unserved neighborhood pockets.
 - Protecting existing public transportation and growing its capacity wherever possible will provide significant benefit to the three target populations.
3. **Individualized transit information and assistance.** These target groups report high levels of individualized need. For the frailest older adults, this means door-to-door assistance and support in boarding public transit vehicles. For younger seniors new to public transportation, this suggests value in a travel buddy to build confidence. For low-income, non-English speaking and non-literate adults, such individualized needs have information implications. For persons with disabilities learning to use public transit, it may mean travel training and an accompanying travel buddy.
 - Defining appropriate ways to provide individualized information and rider assistance will continue to be important in enabling older adults, persons with disabilities and persons of low-income to access existing public transportation services and to utilize available specialized transportation.
4. **Coordination leadership and administration.** VCTC and its many stakeholders, including public transit agencies and human service organizations, are involved in coordination efforts that expand the mobility of these target populations. Such coordinated responses include the previous JARC and New Freedom awards, the countywide Trapeze dispatching installation and



through on-going dialogue with the Transit Operators Committee (TRANSCOM) and with human services organizations through Ventura County Together, among other groups.

- Coordination outcomes that are well-reported within the county and to various constituents' agency representatives will help to expand the mobility of the three target populations.

These four themes establish the four prioritized goals identified through this plan update process. Exhibit 17, following, suggests the objectives by which these goals may be realized with the table's right column suggesting potential strategies by which to implement prioritized goals.

Exhibit 17

PRIORITIZED TRANSPORTATION GOALS AND OBJECTIVES	POTENTIAL STRATEGIES
Goal 1: Regional and inter-city travel:	
1.1 Improved fixed-route connections	Promote fixed-route improvements, with attention to inter-city travel and transfer connections between jurisdictions.
1.2 Purpose-specific regional services	- Develop non-emergency medical transportation (NEMT). - Expand van pool operations. - Develop volunteer driver and mileage reimbursement programs.
1.3 Improved inter-county connectivity	Increase transit frequencies with attention to tighter connections with Metrolink, Greyhound and Amtrak.
Goal 2: Transit capacity building:	
2.1 Expanded fixed-route service	- Address unserved pockets, neighborhoods with high levels of transit dependence - Increase operating hours and days to address 2nd and 3rd shift travel and Sunday employment transportation needs - Increase service frequencies on routes with high employment densities, medical or educational facilities.
2.2 Enhanced demand responsive services	- Strengthen service provision capabilities of small operators by promoting technology solutions that include training and technical assistance - Support brokered transportation initiatives that help reduce duplication and improve dial-a-ride regional connections. - Support tools, centralized functions and pooled resources that seek to increase the quantity of trips available. - Identify and encourage private sector responses to addressed specialized transportation needs, including taxi, jitney and commercial operator options. - Increase use of technology to improve on-time performance and reduce rider trip waits/ uncertainty.
2.3 Capital outlays for accessible vehicles, new and replacement	Support accessible vehicle projects, with highest priority to entities without lift-equipped capacity.



Prioritized Transportation Goals and Objectives, continued	Potential Strategies
2.4 Transit path-of-travel access and bus stop safety	- Promote projects to improve access between bus stops and facilities at high-use destinations, particularly those frequented by persons with disabilities. - Support projects promoting bus stop safety – lighting and shelters
Goal 3: Individualized transit information and assistance:	
3.1 Promote information portals	- Create and promote information tools oriented to direct human service agency staff to aid them in accessing transportation. - Improve methods of information distribution by working through existing coordination groups.
3.2 Travel training projects	Travel training targeted to particular markets: non-English/non-literate residents; older persons decreasing driving; low-income youth; persons using ADA but potentially able to use FR for some trips.
3.3 Mobility Manager project	Develop Mobility Management tools that continue to introduce target population subgroups to available public transit and help to resolve issues in the use of these services by individuals.
3.4 Individualized assistance projects	- Support mileage reimbursement projects, such as the TRIP program which provide for rider to find their own volunteer who can provide chained trips or door assistance trips. - Develop and promote language-based support (in print, on-line, in travel training) to new riders/ prospective riders. - Promote use of volunteers and opportunities that extend innovative solutions to specialized transportation connectivity needs.
Goal 4: Coordination leadership and administration:	
4.1 Continue to promote coordination between public transit and human services organizations	- Encourage participation by transit representatives in countywide or coordinating committees such as Ventura County Together and Area Agency on Aging's Housing and Transportation Committee. - Encourage participation by human services agencies in regional planning efforts, such as GoVentura 2035, ensuring that representatives of these target populations are present.
4.2 Maintain key stakeholder contacts	Develop a transportation network database in which to track key contacts of the three target groups to receive critical transit updates.
4.3 Call for projects inviting responses to Coordinated Plan priority areas	Undertake a restructured Call for Projects for JARC and New Freedom funds that invites projects more tightly tied to priority needs.
4.4 Reporting on outcomes and success	Defining project goals and project outcomes and establishing clear reporting mechanisms in relation to those will help VCTC and its partner agencies in promoting mobility for the target population residents of Ventura County.



Administrative Direction and Recommendations

Recommendations are offered here to two audiences: to VCTC and to the many stakeholder organizations involved with the three target groups of older persons, persons with disabilities and low-income individuals.

Direction for VCTC in Pursuing Coordinated Plan Update Goals

Ventura County Transportation Commission is the public sector transportation planning body for Ventura County. As such, it has administrative responsibility for the oversight of transit and transportation funding that is dispersed at the County level, funding that usually comes by apportionment from state and federal funding sources. The JARC program and New Freedom program funds come to VCTC for the **urbanized** and **small urban** areas of Ventura County. For **rural** areas, Caltrans administers the rural grant program for JARC and New Freedom funds available to rural communities.. Since 2006, both VCTC and Caltrans have conducted several Calls for Projects for eligible projects seeking JARC and New Freedom funding.

In relation to VCTC's local administration of the JARC and New Freedom program, including selection of projects to whom to award funding, certain changes can serve purposes of:

- Promoting coordination between public transit operators and human service organizations;
- Simplifying grant processes for both applicant organizations and for VCTC;
- Tightening the connection between target populations' identified needs and funded projects;
- Enabling VCTC to report on project outcomes, documenting project successes and impacts.

Four recommendations are offered to VCTC in order to establish a foundation for moving forward with the coordination priorities set forth previously in Exhibit 17:

1. Develop future VCTC JARC and New Freedom grant application proposal and forms using the Caltrans state application as a platform, utilizing a similar proposal construct and project costing formats.

This will help to ensure that proposed projects are formed within the overall guidelines of JARC and New Freedom program regulations, ensure more parallelism between state-requested information and county-requested information and ensure that needs documented in the coordinated plan are directly addressed by the proposing projects.

2. Develop and require standardized monthly and/or quarterly reporting to be submitted by grantees to VCTC as part of the agreement for funded JARC and New Freedom projects.

VCTC needs to establish a process to collect quantitative performance data elements such as trips, persons served, mobility/training contacts, vouchers distributed, and miles reimbursed, segregated by target population group. Agencies can be asked to establish goals in the grant-making process, and then report performance in relation to these goals. This will aid in assessing the effectiveness of each funding program, enable



reporting on overall project successes and provide VCTC with mechanisms to track its outcomes and impact.

3. **Award grant funds with priority to provision of trips**, particularly trips linking the transit service areas, while reserving some funding for infrastructure and information-related projects; fund vehicle capital grants only for JARC projects and encourage other eligible applicants to pursue the statewide 5310 capital grant program funding on behalf of seniors and persons with disabilities.
4. **Establish evaluation criteria that reflect the priorities of the Plan and VCTC.** Converting the direction of the plan to a point system or evaluation construct will aide prospective applicants in developing viable projects and evaluators in making award decisions with limited funding.

Tying VCTC's grant process more closely to that of Caltrans will enable VCTC to more tightly connect needs with the projects proposed, given the current structure of Caltrans' JARC and New Freedom applications. The grant selection process must require that "projects are derived from the locally developed coordinated plan", as required by JARC/ New Freedom regulation.

Establishing a more-formalized reporting system serves several purposes. It will give VCTC more concrete data as to what has been secured for the public investment provided. It provides for the ability to contrast an agency's anticipated goals in service delivery with its actual performance. This can be useful when VCTC is considering continued funding to existing programs – did it meet its anticipated targets, and if not, were there clear extenuating circumstances? Where there are scarce funds available and always greater need than resources, the ability to define success in this area is important.

Funding projects with some attention to the proportions of funds allocated to selected categories makes sense, given that funds will always be limited and that needs present in a variety of categories. Exhibit 18 presents historical experience and proposes a range for future allocation proportions.

Exhibit 18, Historical and Proposed JARC and New Freedom Grant Awards by Project Category

Ventura County	Historical JARC/ New Freedom Proportions of Grant Funds Awarded (Total Costs – Award + Local Match)	Proposed JARC/ New Freedom Proportions of Grant Fund Awards
Trip-provision projects	54%	70% to 85%
Information and travel training projects	20%	10% to 20%
Capital/ vehicle projects	26%	10% to 15% - Recommended for JARC projects only

Note: Appendix G presents the back-up analysis of historical awards by category.



Funding vehicles for projects serving persons with disabilities and older persons is not recommended given that such projects are also eligible for the Section 5310 program, a statewide procurement, which usually has a significantly lower local match requirement than the 80/20, Federal/ Local match required for capital projects in the JARC and New Freedom programs.

Formalized evaluation criteria should be developed and published by VCTC, made a part of the grant application process. Clearly such evaluation criteria should reflect the adopted priorities, to guide prospective applicants in conceiving of and proposing projects. Other important evaluation criteria to be encouraged include the following:

- **Coordinated projects**, showing partnerships in addressing an identified mobility need.
- **Cost-effective projects**, where unit costs are reasonable and the volume of units of service to be provided is reasonable.
- **Effectiveness of program outcomes**, to be measured against past experience when this is known or to be assessed as practical and of value to the region moving forward.

VCTC with its major stakeholders may wish to discuss the pros and cons of continuation funding. Clearly there is value in continuity and continued connections that long-standing services provide. By the same token, such continuing projects should still be required to address the other evaluation criteria set forth in the Call for Projects process and so receive that continued funding on the merits of their project, not simply because it has been in place for a long time.

Direction to Ventura County Stakeholders Working With These Target Groups

This Coordinated Plan Update can offer value to VCTC's many stakeholder organizations who work with older persons, persons with disabilities and persons of limited means. Several areas of value to the human service agencies and organizations are indicated:

1. **Documentation of need.** This Coordinated Plan Update can provide additional documentation and support to grant funding that these agencies may pursue.
2. **Promoting coordination and information.** This Coordinated Plan Update suggests opportunities for tighter coordination between human service organizations and their local public transportation providers --- the service matrices presented in Section III of this report are intended to be used by case managers and direct line staff who may be interacting with consumers. At a minimum, they may represent a resource available to the 2-1-1 organization call takers to assist with caller inquiries.
3. **Encouraging human service transportation projects.** These have been very successful in Ventura County and are expected to continue to add to the fabric of available resources.
4. **Strategic planning tool.** This Coordinated Plan Update offers some direction to human service agencies as they consider their own strategic planning. Are planned services near public existing transit services and can consumers get to the program or service by available public transportation? If new human service sites are anticipated, is the human service organization in dialogue early in its own process with the local public transportation provider?



Appendices

Appendix A: Coordinated Plan Flyer/ Initial Announcement

Appendix B: Summary of Unmet Transit Needs Comments –
2010, 2011, 2012

Appendix C: Project Steering Committee Participants

Appendix D: Agency E-Survey Summary

Appendix E: Summary of *Ventura County Together* Discussion

Appendix F: Selected Agency Interview Summaries

Appendix G: Historical JARC and New Freedom Grant Awards
by Project Category



Appendix A: Coordinated Plan Flyer/ Initial Announcement



Update to the Public Transit - Human Services Transportation Coordination Plan *To improve mobility in Ventura County Through coordinated partnerships and projects.*



PROJECT OVERVIEW & PURPOSE

Federal legislation under SAFETEA-LU (Safe, Accountable, Flexible, Efficient Transportation Act – A Legacy for Users) requires a **locally developed plan** that establishes a “**unified comprehensive strategy for public transportation service delivery**” through a coordinated planning process to address the unmet transportation needs of:

- persons with disabilities
- older adults, and
- individuals of low income.

This coordinated plan is necessary for funding eligibility in the following federal programs:

- **Job Access & Reverse Commute – JARC (Section 5316)**
County competitive offering
Funding to improve transportation services to employment and employment-related activities for welfare recipients and eligible low-income individuals.
- **New Freedom Program (Section 5317)--**
County competitive offering
Funding to support new alternatives to public transportation that extend beyond the ADA for persons with disabilities.
- **Seniors and Persons with Disabilities Capital Funds (Section 5310) –**
Statewide competitive offering
Capital funding to public and private non-profit organizations serving the transportation needs of older adults and persons with disabilities.

PROJECT GOALS

- To identify **new needs or continuing unmet transit needs** of the target groups.
- To **identify & promote partnerships**, among public or private, for-profit and non-profit agencies or organizations working to address specialized transportation needs.

PROJECT PROCESS

Public Outreach

- January Unmet Transit Needs Hearings
- Agency stakeholders' e-survey [see below]
- Special agency meetings/ groups
 - Ventura County Together
 - Others
- March (2) public workshops on findings
Monitor www.GoVentura.org
Check “Upcoming Events” – dates/times

Plan Development

- Compile survey & outreach findings.
- Summarize demographic findings
- Identify & address:
 - populations to be served
 - types/categories of unmet needs
 - gaps, needs and duplication of services

Plan Implementation

- Plan **prioritizes** coordination opportunities.
- Identify possible **coordinated responses**.
- **VCTC Call for Projects** for county-wide competitive offerings.
- VCTC provides limited **technical assistance** to agencies for state-level competitive offerings.

Please assist in identifying unmet transportation needs of Ventura County residents who are disabled, are older persons or of low-income. By 5 p.m. on February 22nd, take the short survey at:

VenturaUpdate.tk

For additional information:
Peter De Haan, VCTC: pdehaan@GoVentura.org OR Heather Menninger, AMMA: heather@AmmaTransitPlanning.com



Appendix B: Summary of Unmet Transit Needs Comments – 2010, 2011, 2012

UNMET TRANSIT NEEDS: 2010 AND 2011

VCTC annually conducts an unmet transit needs process, to receive public comments on transit needs and to determine which meet the criteria of unmet transit needs which are reasonable to meet. VCTC holds at least one public hearing each year; in addition to comments made at the public hearings, VCTC also receives public input through mail, email, and telephone.

In recent years, large numbers of individuals have expressed comments about transportation needs and issues. While VCTC has recognized the issues raised as potential transportation needs, most have been determined not to meet the definition of an unmet transit need which is reasonable to meet.

During 2010 and 2011, more than 150 comments and recommendations were made by more than 75 individuals. These covered a wide range of issues and concerns, ranging from the very specific (specific bus stop locations and times) to the very general (such as increased public transportation information). The following discussion also includes comments received at two unmet transit needs hearings in January 2012; it does not include comments received separately during 2012.

Most comments received are considered not to be unmet transit needs reasonable to meet. Generally there is not sufficient demonstrated demand for a specific service, or it would require a subsidy disproportionate to similar services, or it would affect the transit system's ability to maintain the required passenger fare ratio. In some cases, requested service exists though it might not be direct service on one vehicle or it might not be the transportation mode preferred or it might run close to but not directly to a requested destination. Some requests have been referred to transit systems for review and possible operational modifications.

The most frequently raised issues during the unmet needs process in recent years have focused on days and hours of transit service and both intra-county and inter-county connections and service. The types of comments in these three areas are summarized below.

Days and Hours of Service: Comments focused on early morning service, evening service, and weekend service. Individuals requested evening and night service in order to attend night classes at colleges, attend meetings and community activities, go to shopping malls in the evening, go to dinner and a movie in the evening, and generally be able to do something at night and get home afterwards. Requests for early morning service (arriving as early as 5 am) were generally work- or school-related trips, including trips to Moorpark, Simi Valley, Santa Clarita, Santa Barbara, and Camarillo. Several persons identified a need for service on Saturdays and Sundays. Many of the concerns about hours of service included service between different cities and neighboring counties.

Intra-County Connections Among Cities and Transit Systems: There were many concerns about transit service between different cities and communities within Ventura County, and connections between different transit systems. Examples of the concerns included bus service between Oxnard and Camarillo, between Santa Paula and Camarillo, connections to Ojai, connections between Fillmore and Piru, service between Somis and Camarillo, and



transit to Rancho Sespe. One person urged a unified transit service within the county. And there were concerns about transfers and connections between different transit lines and transit systems, including between buses and Metrolink trains.

Inter-County Connections: Needs were expressed by many people for service, especially direct service, between different parts of Ventura County and locations in both Santa Barbara and Los Angeles Counties. Some people expressed interest in train service through Santa Barbara, Ventura, and Los Angeles Counties and train service connecting specific cities (Ventura, Fillmore, Piru) with Santa Clarita and downtown Los Angeles. Most comments about inter-county service focused on bus service from cities in Ventura County with Santa Clarita, Santa Barbara, Agoura Hills, LAX, Burbank, and Woodland Hills. Some commenters mentioned concerns about transportation from Ventura County to hospitals in Los Angeles County including UCLA and Kaiser Woodland Hills.

Other comments focused on specific routes and areas served by transit, fares, customer service and general comments about transit systems, reliability, capacity, and safety concerns. There have also been a few statements preferring one mode (fixed route rather than dial-a-ride or trolley or train service). Paratransit concerns focused on connections between systems, hours, customer service, reliability, and very specific recommendations related to medical transportation and transportation for older adults. A few comments have been received about more general concerns including scheduling unmet transit needs hearings, bike path expansion and maintenance, etc. The following paragraphs identify some of the typical issues addressed in these areas.

Transportation Modes: Several people expressed an interest in extending Metrolink and in more frequent train service generally. And some Camarillo residents expressed a preference for fixed route in that city rather than just paratransit.

Routes and Stops: Several people expressed the need for service to specific locations including colleges, social service agencies, and employment centers. Many people had concerns about specific routes and possible new or changed stop-locations. Some of these concerns related to long walks required to access bus stops. Several persons expressed a desire to see previously-cut service reinstated.

Service Frequency: Many people want to see more frequent bus service on specific lines. A few expressed this need in terms of reducing overcrowding.

Fares: Concerns about fares included a general request for lower fares as well as seeing a need to be able to use transfers multiple times and a request for a standard definition of seniors.

Reliability: A few people expressed concern about service reliability, including the need for on-time performance to ensure bus connections, and a need for a back-up system to ensure that persons with disabilities are not stranded in the event of a bus break-down.

Capacity: A few people noted bus lines experiencing overcrowding and saw a need for back-up or additional buses on these lines.

Customer Service and Information: A range of concerns were expressed about driver attitudes and training, better transit marketing, and additional public information about transit.



Safety: A few speakers noted a need for better lighting at specific bus stops with no lighting and a possible need for police patrols at Metrolink stations.

Paratransit Connections: Several persons commented on a need for improved connections between different paratransit systems. There was one recommendation for a countywide paratransit system and a few for direct paratransit between/among cities both within the county and to nearby cities in Los Angeles and Santa Barbara counties.

Paratransit Hours: A few people suggested specific additional days and hours of dial-a-ride service, including service hours enabling a person to travel to and from a job. One person suggested uniform dial-a-ride service throughout the county.

Paratransit Customer Service and Information: A few people expressed a need for additional information about general paratransit and ADA paratransit. One person expressed a need for door-through-door ADA paratransit.

Paratransit Reliability: Some concerns were expressed about a need for more reliable paratransit service and a need for more timely pick-ups of riders.

General Paratransit and Specialized Transportation: There some requests for very specific transportation for seniors, such as exclusive transit systems, systems not requiring seniors to wait for pick-ups, and door-through-door service. There were also interests in gurney-type transportation and individualized non-emergency medical transportation.

Other: A few people wanted to see city dial-a-ride systems open to the general public.

The following pages identify the categories of comments and the comments made within each category during the unmet needs hearings and public input process in 2010 and 2011, and at two unmet transit needs hearings in 2012.

Transportation Modes

Fixed Route Preferences

- Trolley service in Ventura (2011)
- Fixed route bus system in Camarillo (2010)
- Fixed route transit service in Camarillo for people with disabilities (2010)
- Want fixed route service in Camarillo (2010)

Rail

- Frequent train service through Santa Barbara, Ventura, and LA Counties (2011)
- Train service from Ventura to Valencia (2011)
- Extend Metrolink service to Ventura station (2011)
- Train service between Fillmore, Ventura, Piru, Santa Clarita, and downtown LA (2010)
- Alternative services in place for when Metrolink is shut down for more than one trip (2010)
- Metrolink service to Santa Barbara (2010)



Fixed Route

Days and Hours of Service

- Night service between Oxnard and Ventura (2011)
- Bus from Santa Paula to Camarillo arriving in Camarillo before 8 am (2011)
- Early morning transportation from Fillmore to Moorpark and Simi Valley, arriving by 5 am (2011)
- Transit from Ventura, Santa Paula, and Fillmore to Valencia and Santa Clarita arriving by 5 am (2011)
- Weekend service in Thousand Oaks (2010)
- Thousand Oaks weekend service (2010)
- Weekend transportation from Santa Paula and Fillmore to Ventura and Oxnard (2011)
- Late evening weeknight service until 9:30 pm on VISTA route 126 from Ventura College (2011)
- Late night weeknight service, after 10 pm, on VISTA route 126 from Ventura College to Santa Paula (2011)
- Late night weekend service on VISTA bus, until 9 pm (2010)
- Trips to Conejo Valley during off-peak hours (2010)
- Weekend service between Thousand Oaks and Camarillo (2010)
- More frequent VISTA 101 service on Saturdays and service on Sundays (2010)
- VISTA service until 10 pm (2010)
- Thousand Oaks Transit service until 10 pm (2010)
- VISTA pick up at Wendy and Hillcrest 5- 6 pm
- Late night service between Ventura and Santa Barbara (2010)
- Weekend service between Camarillo and Oaks Mall (2010)
- Evening service until 10 pm between Ventura and Santa Barbara (2010)
- Evening service until 10 pm in Camarillo (2010)
- Evening service until 10 pm in Thousand Oaks (2010)
- Weekend bus service in Thousand Oaks (2010)
- VISTA East stop at Thousand Oaks transit center on weekends (2010)
- Later evening bus service, until 9 or 10 pm, in Simi Valley (2010)
- Weekend evening service in Thousand Oaks (2010)
- Evening service between cities especially Friday and Saturday evenings (2010)
- Buses are needed at night for people to attend classes and meetings and community events (2010)
- Bus service on holidays (2010)
- Carpool or bus from Oak View to Ventura County Government Center at 6:30 am (2010)
- Evening transit service from Fillmore to Piru and Rancho Sespe for Big Brothers/Big Sisters movie night (2010)
- VISTA 101 bus connecting with Coastal Express bus to get to Santa Barbara by 8 am (2010)
- Weekend service on Moorpark Transit fixed route (2010)
- Coastal Express should provide late evening service six days a week (2010)
- Later bus service to Camarillo (2010)
- Weekend service in east part of county (2010)
- Gold Coast Transit Route 5 should run past 8 pm (2010)
- Later weekend hours from Fillmore to Piru (2010)
- Later Saturday service and service on Sunday on Camarillo dial-a-ride (2010)
- VISTA route 126 should operate later to allow students to attend Ventura College evening classes and return to Santa Paula, Fillmore, and Piru (2010)
- College students and administrators request later evening service (2012)



Transit Connections: Intra-County

- Transit from Oxnard to CCC/Americorps office in Camarillo (2011)
- Connection between Camarillo fixed route and VISTA (2011)
- Transport from Somis to Camarillo or Moorpark locations for low income families (2011)
- Bus from Santa Paula to Camarillo in early morning (2011)
- Expand free transfer system to cover multiple transfers (2011)
- Better connections between VISTA and Gold Coast Transit (2011)
- Bus service from Santa Paula to Moorpark (2011)
- Fixed route service between Piru and Fillmore (2011)
- Early morning transportation from Fillmore to Moorpark and Simi Valley (2011)
- Weekend transportation from Santa Paul and Fillmore to Ventura and Oxnard (2011)
- Better transfers between VISTA EAST and VISTA 101 (2011)
- Coordinate transfers between VISTA 101 and Coastal (2011)
- Weekend service between Thousand Oaks and Camarillo (2010)
- Bus service between Somis and Camarillo (2010)
- Better timed connections between VISTA and GCT buses (2010)
- Additional service from Ventura/Oxnard to Camarillo and points east (2010)
- Reinstate Gold Coast Transit route 16 to downtown Ojai (2010)
- Unified transit service in Ventura County (2010)
- Direct transit service from OTC to Camarillo Metrolink and local employment centers (2010)
- Extend Gold Coast Transit back into Ojai (2010)
- Fixed route bus service to Rancho Sespe (2010)
- Later weekday and weekend hours from Fillmore to Piru (2010)
- Seamless transfers for seniors between communities (2010)
- Moorpark seniors have difficulty getting to medical appointments outside the city, including in Simi Valley, because of difficulties with transfers (2012)
- Oxnard rider connecting to Metrolink believes buses should communicate/coordinate with trains, especially the last Metrolink train going to Los Angeles (2012)
- Difficult to get from Oxnard to Big Lots in Ventura unless leave very early in the morning (2012)
- Need improved connections to key medical and shopping destinations from Oxnard to Ventura because of poor connection and long wait at transfer point for a morning medical appointment (2012)

Transit Connections: Inter-County

- Frequent train service through Santa Barbara, Ventura, and Los Angeles Counties (2011)
- Bus from Moorpark to Agoura Hills (2011)
- Transportation from Oxnard/Ventura to Monterey Park (2011)
- Direct service from Ventura to Santa Barbara (2011)
- Transit from Fillmore and Piru to Santa Clarita (2011)
- Early morning transit from Ventura, Santa Paula, and Fillmore to Valencia and Santa Clarita (2011)
- Train service from Ventura to Valencia (2011)
- Weekend transportation to Santa Clarita (2011)
- VISTA bus providing service between Thousand Oaks and Santa Barbara (2011)
- Train service connecting Fillmore, Ventura, Piru, Santa Clarita, downtown LA (2010)
- Late night service between Ventura and Santa Barbara (2010)



- Evening service until 10 pm between Ventura and Santa Barbara (2010)
- Communication between Simi Valley Route C and L A Metro 245 buses (2010)
- Metrolink service to Santa Barbara (2010)
- Increase bus service from Ventura/Oxnard to Los Angeles (2010)
- Increase bus service to Santa Barbara from Ventura/Oxnard (2010)
- VISTA 101 bus connecting with Coastal Express bus to get to Santa Barbara by 8 am (2010)
- Hourly service from Thousand Oaks to LAX or Fly-Away bus in Van Nuys (2010)
- Transit service from Thousand Oaks to Bob Hope Airport in Burbank (2010)
- Bus service from Simi Valley to Kaiser Woodland Hills (2010)
- Moorpark seniors have difficulty getting to medical appointments at UCLA Medical Center (2012)

Routes and Stops

- Bus from Thousand Oaks HS to Library/Teen Center (2011)
- Bus service to Del Norte industrial area in East Oxnard (2011)
- Review transit service to colleges (2011)
- Include stop at Saviers and Hueneme Road to Oxnard College (2011)
- Restore recent service cuts (2011)
- More stops close to schools (2010)
- Close routes between Esplanade Drive and Paseo Camarillo (2010)
- Route on Moorpark instead of through neighborhoods (2010)
- VISTA pick up at Wendy and Hillcrest 5- 6 pm (2010)
- Fewer stops on VISTA 101 between Thousand Oaks and Ventura (2010)
- Transit connections directly to East Ventura Metrolink station (2010)
- Transit connections directly to Amtrak Ventura station (2010)
- VISTA East stop at Thousand Oaks transit center on weekends (2010)
- Bus service between Montalvo Metrolink station and Ventura Amtrak station (2010)
- Fixed route bus service in Piru (2010)
- Bus system in Santa Paula (2010)
- Want VISTA bus serving CSU Channel Islands to stop at Oxnard College (2010)
- Bus service from Pierpont should connect to other transit services (2010)
- Bus service serving Ventura Homeless encampment near Marina and Harbor (2010)
- Reinstate Gold Coast Transit route 30x (2010)
- Reinstate Gold Coast Transit route 12 (2010)
- Additional stops on Telegraph Road and Johnson Drive (2010)
- Additional Gold Coast Transit Route 16 stops on Thomson (2010)
- VISTA 126 stop at or near Vons (2010)
- Reinstate Gold Coast Transit route 16 to downtown Ojai (2010)
- Additional bus service to social service destinations for transit dependent (2010)
- VISTA route 101 eastbound should stop at Ventura college at 1 pm and 3:30 pm (2010)
- Transit service to Big Sky neighborhood in Simi Valley (2010)
- Bus service to Goodwill facility on Lombard in East Oxnard (2010)
- Residents of senior housing complex in Moorpark have difficulty crossing the street to get to the bus stop going in the direction of the grocery store (2012)
- Oxnard resident cannot easily get to Rite Aid by bus (2012)



- No service along Victoria to Channel Islands; closest bus stop is a long walk from Ventura Road (2012)
- Port Hueneme couple living at Glacier and J have long walk to bus stop, especially difficult for woman using walker (2012)
- Port Hueneme residents want to attend activities at Harbor during the day and do not know how to do this (2012)

Service Frequency

- Want more frequent service on Gold Coast Transit routes 1 and 6 to reduce overcrowding (2011)
- Weekday VISTA route 126 every half hour (2011)
- More frequent bus service (general comment) (2011)
- More VISTA buses mid-day serving Ventura College (2010)
- VISTA service every 30 minutes (2010)
- More frequent VISTA 101 service in Saturdays (2010)
- Half-hour service on VISTA East to Moorpark College (2010)
- Service on Thousand Oaks Transit Routes 1 and 3 every 30 minutes (2010)
- Additional VISTA route 126 service to fill in gaps mid-day (2010)
- Additional VISTA 126 service later in the evening both weekdays and weekends (2010)
- Better headways near Telephone Road Plaza (2010)
- Increase hours of service on Moorpark Transit in the summer (2010)
- Improve headways on all transit systems (2010)

Fares

- Expand free transfer system to cover multiple transfers (2011)
- Gold Coast is too expensive to ride frequently (2011)
- VISTA provide free transfers to all connecting buses (2010)
- Allow use of Gold Coast Transit transfers for round trips (2010)
- Lower definition of seniors on Gold Coast Transit to 62+ (2010)
- Daily passes on VISTA, especially Coastal Express (2010)
- Lower fares on Gold Coast Transit (2010)
- Recommend adoption of uniform senior age for transit of 65+ (2010)
- College student concerned about no bus discount for students (2012)

Service Reliability

- Back-up system to ensure that if buses break down persons with disabilities are not stranded (2011)
- On time service on Thousand Oaks Transit Route 2, to connect with VISTA bus (2010)
- Simi Valley bus should provide on-time service, to allow connection to Metrolink (2010)

Service Capacity

- Additional capacity on VISTA transit (2011)
- VISTA route 126 has passenger overloads between Santa Paula and Ventura College (2011)
- More service on Gold Coast Transit routes 1 and 6 to reduce overcrowding (2011)
- Back-up buses on peak hours on major Gold Coast Transit routes to address overcrowding (2010)

Customer Service and Information

- Concern about Gold Coast Transit driver comments regarding individual's use of walker (2011)



- Want ramp deployed at all Gold Coast Transit stops (2011)
- Thank VCTC for finding and supporting travel training (2011)
- More public information about transit services including transfer demonstration (2011)
- Improve driver training (2011)
- Delay alerts for Metrolink at Oxnard Station (2010)
- Countywide transit marketing (2010)
- Better customer service, such as passenger greetings, on Gold Coast Transit (2010)
- Improve transit accessibility in Camarillo, Fillmore, and Thousand Oaks areas (2010)
- VISTA tie-down policy should be on website (2010)
- Increase transit marketing (2010)
- Need for improved information, especially for Moorpark seniors, on existing services including intercity transfers and travel training (2012)
- Bus driver did not accept college student's monthly pass so she had to pay again (2012)
- Customer service is not open on weekends even though buses run then, so riders cannot call to get information about late buses (2012)
- Need for improved information about services, including in Oxnard Harbor area and all dial-a-ride services (2012)

Safety

- Some bus stops (e.g. Port Hueneme and stop at J and Bard) are very dark with no lights, creating safety concerns and driver difficulty seeing people waiting at stop (2012)
- Request police patrols at Simi Valley Metrolink station (2010)

General Comments

- VISTA and Camarillo systems do not meet people's needs (2010)
- Parking close to Oxnard station to be reserved for commuters rather than service vehicles and employees (2010)
- Hold additional meetings as part of unmet needs process (2010)
- Continue to have evening sessions for unmet needs hearings (2010)

Paratransit

Connections

- Improve coordination between Thousand Oaks Dial-A-Ride and Gold Coast ACCESS (2011)
- ADA service between Thousand Oaks and Santa Barbara (2011)
- ADA service between Ventura and Santa Barbara (2011)
- Direct ADA paratransit service between Newbury Park and CSU Channel Islands (2010)
- Countywide paratransit system (2010)
- Moorpark ADA system should make stops in Simi Valley not just at the transfer point (2010)
- Moorpark seniors have difficulty with medical appointments outside the city because of difficulties with transfers (2012)

Hours

- Service between Camarillo and Moorpark for job starting at 9:00 am and ending after 6:00 pm (2011)
- Weekend service on Moorpark dial-a-ride (2010)



- Uniform hours of service for dial-a-ride services throughout the county (2010)
- Request Saturday dial-a-ride service in Moorpark (2012)

Customer Service and Information

- Distribute additional information about ADA dial-a-ride transfers (2010)
- Request Thousand Oaks dial-a-ride dispatch to take calls after 4 pm (2010)
- Complaint about challenge of client getting ADA card (2010)
- Door-through-door ADA services (2010)
- Moorpark residents, especially seniors, need improved information on using paratransit and fixed route, including inter-city transfers (2012)

Reliability

- More reliable service on Camarillo Dial-A-Ride (2011)
- Want Gold Coast ACCESS to be more reliable (2011)
- Moorpark Access be on time for pick-ups (2010)
- Additional Santa Paula dial-a-ride service during peak hours (2010)
- Moorpark ADA vehicles should be inspected by a third party not the service contractor (2010)
- Complaint about timely pick-up of client by Moorpark ADA Dial-A-Ride (2010)

Specific Transportation for Seniors and People with Disabilities

- Exclusive transit system to take seniors shopping and allowing shopping carts on vehicle (2011)
- Continued/additional support for third tier transit for seniors, providing door to door transportation with no transfers and no waiting for return service (2011)
- Transit for seniors which does not require waiting for a pick-up (2011)
- Gurney-type transportation (2011)
- Individualized non-emergency medical transport (2010)

General

- Want Gold Coast Access to find a way to bring vehicles into small parking lot at nursing home (2011)
- Concerns about “city car” program for frail elderly operated by VC Agency for Older Adults (2011)
- Open Thousand Oaks Dial-A-ride to general public
- Increase taxi service in Oxnard (2011)
- Open Moorpark Dial-A-Ride to all (2010)
- Reduced cost dial-a-ride or taxi service for low income families in Moorpark, for a limited number of times per year (2010)
- All Moorpark dial-a-ride vehicles should be wheelchair accessible (2010)
- Difficulties scheduling return trips from medical appointments because of uncertainty about time appointment will end, resulting in potentially long wait for return trip (2012)

Other

Bicycles

- Bike path connecting Fillmore and Ventura, and Fillmore and Santa Clarita (2010)
- Improve bike trail maintenance, and provide more Class 1 bike trails (2010)



Appendix C: Project Steering Committee Participants



VCTC Coordinated Plan Update
Steering Committee Kick-Off Meeting
January 12th, 2012, 3:30 PM



Name:	Agency	Email:	Address:	Phone:
Peter De Haan	VCTC	pdehaan@ventura.org	450 County Square #207 Ventura 93003	805-715-91
Susan White Wood	VCAA	susan.white@ventura.org	646 County Sq. Dr. #140 Ventura, CA 93003	805-477-7311
Mike Houser	City of T.O.	MHOUSER@TOAKS.ORG	1993 Rancho Conejo Blvd. Thousand Oaks, CA 91320	805-376-523
Sheva Kross	City of Mariposa	skross@ci.mariposa.ca.us	799 Mariposa Ave. Mariposa, CA 93021	805-517-6257
Dennis Brinker	AMMA	dbrinker@amma-transit-planning.com		(951) 784-1333
Chuck Perkins	City of Simi Valley	cperkins@simivalley.org		805/583-6483
MARGARET HEATH	GOLD COAST TRANSIT	mheath@goldcoasttransit.org	301 E Third St., #1 Oxnard 93033	805-355-1120
YVONNE DUTIVERES	CAH HEALTH CARE DIST	yvonne@cahealth.com	5001 Harbor Dr. #117 Ventura, CA 93003	805-452-1113
Josue Galvan	Camarillo Health Care District	jgalvan@camhealth.com		805-252-29
Mary Allport	VCTC HEALTH	mallport@ventura.org	1911 Williams Dr. Oxnard Oxnard 93036	805-543-1
Jim White	The Arc of Ventura County	jwhite@arccvc.org	5103 Walker St. Ventura Ventura 93004	805-661-107
Myra Montejano	VCTC	mmontejano@ventura.org	450 County Square #207 Ventura, CA 93003	805/583-6483
Kathryn Connell	COUNTY OF VTA	KATHY.CONNELL@VENTURA.ORG	500 S VICTORIA AVE VENTURA 93003	805/765-2
Fabian Galardo	VCTC	fgalardo@ventura.org	603 Del Playa #7 Goleta, CA 93117	805-340-9780
Glenda King	HELP of Ojai	glendak@helpofojai.org	P.O. Box 641 Ojai, CA 93024	805-646-5122 x17
Mike Culver	Mobility Mount Partners	MICHAELC@MOBILITYMP.ORG	4036 Adolfo Rd Camarillo 93012	(805) 529-7511 x510
Vic Kmitli	VCTC	vikmitli@GOVENTURA.ORG		



Appendix D: Agency E-Survey Summary

Coordinated Plan Update Agency Survey Findings

Responses were received from 16 unduplicated agencies and organizations. A list of responding agencies and their location by city is provided as Exhibit D-1. As multiple individuals responded from some agencies, one most complete response was used in the following analysis to minimize duplication. An overview of responders and their consumers' characteristics follows.

Exhibit D-1

Unduplicated List of Responding Agencies	
1. Among Friends ADHC , Oxnard	10. Simi Valley Senior Center , Simi Valley
2. Casa Pacifica , Camarillo	11. The Arc of Ventura County , Ventura
3. City of Moorpark , Moorpark	12. Ventura County Area Agency on Aging , Ventura [4 staff member responses]
4. City of Ventura Senior Services , Ventura	13. Ventura County Behavioral Health , Oxnard
5. Department of Rehabilitation , Oxnard	14. Ventura County Library , Simi Valley
6. HELP of Ojai , Ojai	15. Ventura County Library , Oak Park
7. Mobility Management Partners , Camarillo	16. VCTC/VISTA , Ventura
8. Ojai Trolley Service , Ojai	
9. Senior Concerns , Thousand Oaks [4 staff member responses]	

Thirteen agencies provided information about the quantity and characteristic of the clients they serve. These agencies represent nearly 25,000 clients as demonstrated by Exhibit D-2 below. (Note: the libraries' client counts were not included in this tabulation to avoid duplication, as those individuals are likely to be served by another agency.)

Notably, 9% of these 25,000 individuals are reported as traveling daily, representing almost 2,300 persons traveling to these 13 agency locations. Of those moving about daily, a reported two-thirds require transportation assistance with their daily travel.

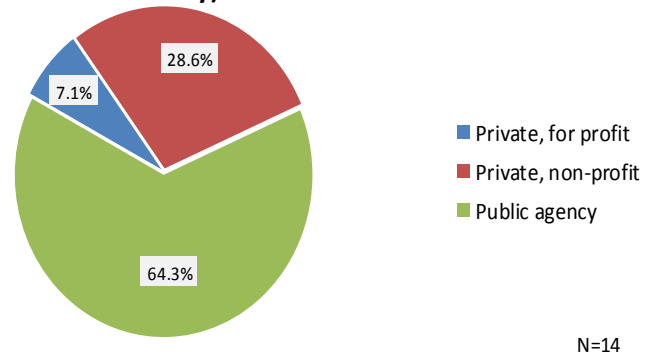
Exhibit D-2

3. Number of ACTIVE CLIENTS or CONSUMERS on your agency's roster living within Ventura County during this past year?				N= 13
# Total clients/consumers enrolled or on caseload list:	24,852			
# Average daily attendance:	2,289	9.2%	% of Total Caseload	
# Est. daily requiring transportation assistance:	1513	66.1%	% of Daily Attendance	
# Est. daily in wheelchairs:	161	7.0%	% of Daily Attendance	

Exhibit D-3

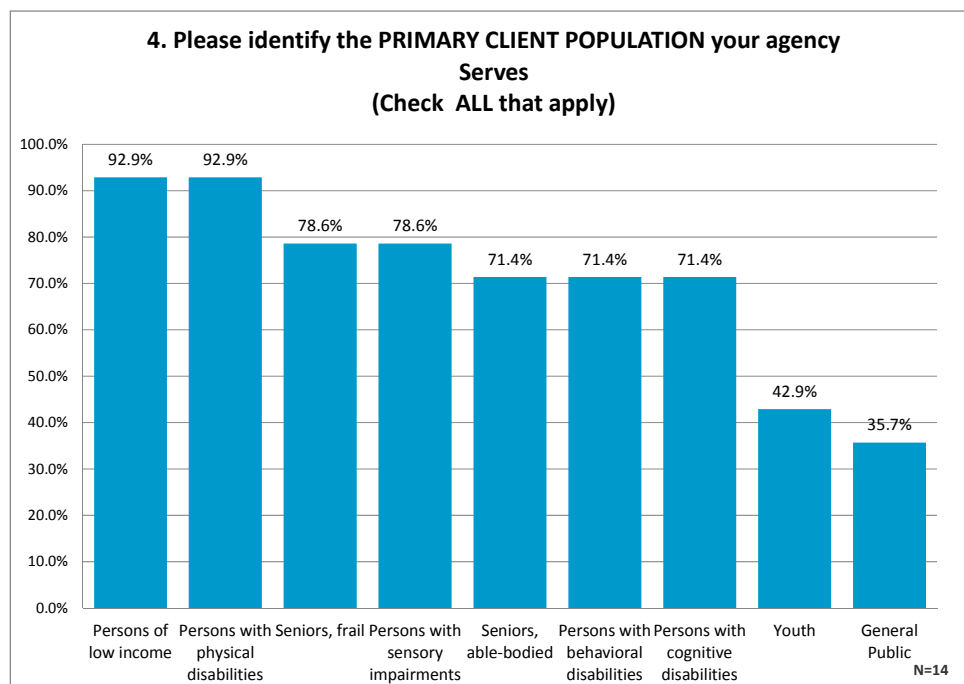
Exhibit D-3 reflects the legal type of the responding agencies, the majority (9 of 14) of whom are public agencies. Responders were also asked to identify their primary client populations.

2. Your Agency Type (check one best answer only):



Interestingly, the groups reported as most likely to be served by responding agencies are low-income individuals and persons with physical disabilities, each over 90%, as presented in Exhibit D-4. The next most likely client populations are frail seniors and persons with sensory impairments, served by nearly 79% of the responding agencies. Youth and the general public were least likely to be served.

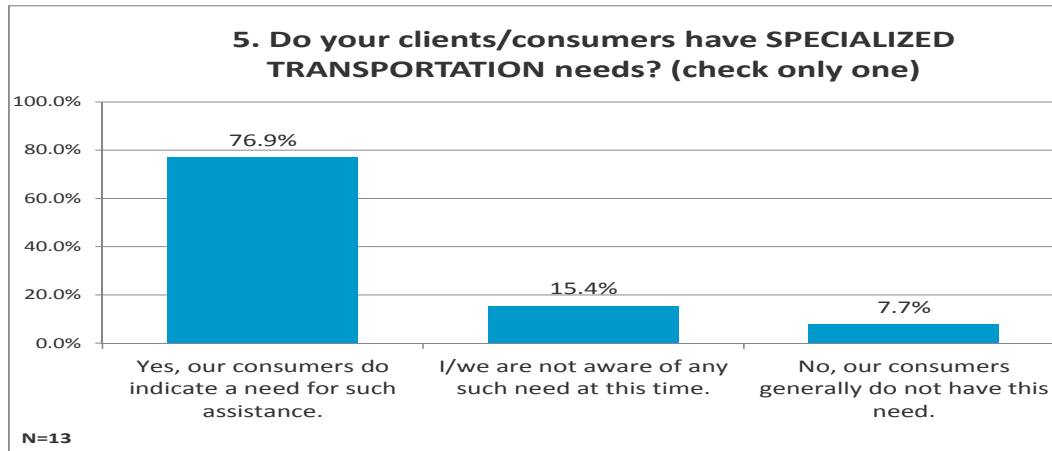
Exhibit D-4





Agencies were asked about their clients' specialized transportation needs and as Exhibit D-5 shows, of the 13 individuals who answered this question, 10 (77%) reported that their clients do indicate a need for specialized transportation. Only one responder reported that clients do not have such needs. The survey provided space for additional comments about clients' transportation needs. The detail of these responses has been reflected in Section IV of this Plan.

Exhibit D-5



Responders reported on the transportation services their agency provides. Those who provide or contract for transportation reported in more detail about their agency's transportation program. Exhibit D-6 demonstrates that 7 of 13 responding agencies are operating transportation services for their clients and 4 agencies are contracting for transportation services. Nearly 40% of responders are subsidizing client transportation through passes or vouchers and/or arranging for transportation for clients by providing information. Only 2 responders are not providing any sort of transportation function.

Exhibit D-6

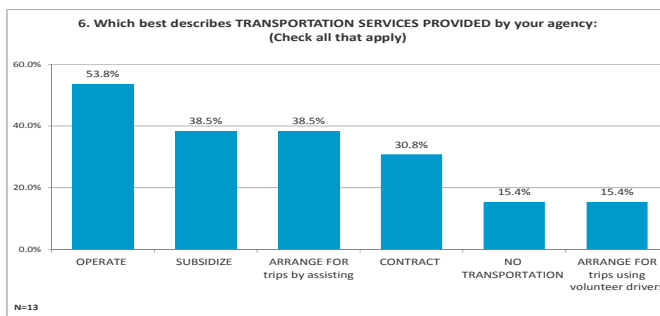




Exhibit D-7 following provides vehicle fleet and driver information for the seven agencies who are operating transportation systems.

Exhibit D-7

8. & 9. Transportation Program: Agency-owned Vehicles and Paid Drivers						
Agency	Total # of Vehicles	# Lift-Equipped Vehicles	# of Drivers (exclusively driving)	# Program Staff who Drive	# Volunteer Drivers	# Contractor Drivers
The ARC of Ventura County	49	20		160		
Ventura Co. Behavioral Health	30			60		5
City of Moorpark	8	8	4			
Among Friends ADHC	8	8	8			
Help of Ojai	5	3			30	
Ventura Senior Services	1	1	2			
Senior Concerns	1	1		2		



Appendix E: Summary of *Ventura County Together* Discussion

Ventura County Together- Transportation Discussion **Meeting of February 6, 2012**

Inter-Community Transportation Needs: Rural to Urban and East to West

- 1) Transportation is needed by many low-income individuals to access work opportunities from rural areas to urban areas, such as Fillmore, Piru to Moorpark and from Santa Paula to Oxnard. There is no direct transportation from the Santa Clara River Valley to industry in Oxnard.
- 2) Transportation is needed from rural areas to the County Medical Center in Ventura.
- 3) Need transportation from the East County (Simi Valley area) to West County.
- 4) There is no Dial-A-Ride type service for low-income persons to access health care and social services. This is needed both within communities and between towns.

Service Hours and Frequency

- 6) In Thousand Oaks, Simi Valley, and Moorpark transportation is limited by the frequency of service. Routes need to run more times per hour and operating hours need to be extended: last bus at 3 p.m.
- 7) Camarillo Dial A Ride operating hours need to be extended:
 - If you live in Camarillo and have to work in Thousand Oaks or Oxnard, you can't get there by or before 8 am because service begins at 8 am.
 - Residents can't get home after 5 pm when service ends
 - Many human/social service clients have retail jobs with varying schedules
 - Lack of transportation can limit career interests, because clients have to take a job near to their home where transportation is available.
- 8) Existing transportation service hours do not serve agricultural workers' schedules.
- 9) Need evening hours until 8 pm
- 10) Department of Rehabilitation clients need evening hours past 10 pm. Many take night classes that end at 10 pm. The Department is currently paying for taxi trips.

Connections to Los Angeles County

- 11) There aren't any direct routes connecting to LA County. Access riders have to travel inland to get to Los Angeles, so it is a very long trip from Oxnard to Long Beach; there is no route along PCH.

Victoria Avenue, Oxnard

- 12) There are many housing developments along Victoria Avenue in Oxnard without transportation.

El Rio Community, Ventura

- 13) Residents of low-income community El Rio in Ventura can't get across Well Road to services, such as Clinicas (200 South Wells Rd. Ventura, CA 93004) because there is no transportation.



Travel Times Due to Indirect Routes

14) In Thousand Oaks, Simi Valley, Newbury Park, and Moorpark: Food Share clients often have to choose between being late to or missing work and buying food because the bus takes so long to get to a nearby pantry.

- Many of these clients travel with children.
- The pantry is too far to walk to and the bus trip takes very long because of an indirect route.

Transferring Between Systems

15) There aren't timed transfers or connected transfer pointed between cities' transit systems.

Need for Coordination or Regional System

16) The many transit systems need to be better integrated, synchronized and simplified. With better coordination, there could be fewer transfers.

17) A regional system will connect workers to their jobs and people to housing

18) Ventura County Health Care agency can't easily buy vouchers for its clients, because there isn't a universal card and the rules for each system differ. As an agency person, it is confusing to understand how to buy vouchers for a client traveling across systems. This needs to be simplified with the operators using a common platform.

Ojai

19) It is difficult for Ojai residents to travel to Ventura because they need more flexibility and more frequency of service.

20) The bus service no longer stops at the Park N Ride

Information

21) Trip planners on operators' websites don't always give accurate information.

22) Drivers need sensitivity training about how to communicate with riders with disabilities

Students

1) 23) It is very difficult for students to get to CSU Channel Islands from the Santa Clara River Valley

24) Students living in Thousand Oaks or Newbury Park have difficulty traveling to Moorpark College on public transit; more frequent service is needed.

25) Students at Moorpark College, Ventura Community College, Oxnard College, and CSU need to be able to use public transportation: many students don't have cars; students need a system that works effectively, including traveling between communities where they live and communities with schools.

Department of Rehabilitation, Oxnard

26) A bus stop is needed near the Department location (1701 Pacific Avenue, # 120, Oxnard, CA 93033).

27) Clients need mobility training so they can use Dial a Ride.

28) The Department of Rehabilitation would like to use its certified, trained rehabilitation specialists for verification that individuals are unable to use fixed-route and therefore eligible for ADA, and not force the doctor requirement needed for ADA certification.



Appendix F: Selected Agency Interview Summaries

Agency: California Vanpool Authority (CalVans)
Contact: Susan Haverland

1) Can you provide details about any transportation services you provide or fund (hours of operation, service area, number of vehicles, etc.)?

CalVans is a statewide transit agency, began in Kings County. Ventura County office serves Ventura and Santa Barbara offices.

The office has two vanpool programs:

- Farmworkers vanpools. Provides 15-passenger vans to farmworkers to use traveling to and from work. Farmworkers pay a per-mile rate weekly while using the vans. Vans are turned back to the agency when not in use (agriculture is seasonal). The per-mile rate covers gas (drivers get gas cards while using vans) and insurance.
- Regular commuters. These may be 7-8 passenger vans or 15-passenger vans.

Vans had mobile data terminals so they can report mileage and passenger data, for example, and the office can locate any van at any time through the GPS. The program can provide marketing materials to employers and emissions-savings data.

At any one time currently, there are 20 vans on the road in Ventura and Santa Barbara Counties; currently, 1 of these is a regular commuter van between Santa Maria and Santa Barbara and the others are farmworker vans.

The program needs to check a driver's driving record (cannot have more than 2 points or have any DUIs or reckless driving). Drivers of the 15-passenger vans need to have a DMV Class B physical; they can then drive the 15-passenger vans with a Class C driver's license.

Sometimes, during months when there is little agricultural work in Ventura County, farmworkers use the vans to drive to locations outside the county for work.

Van can be used to transport riders' kids to and from school on the way to and from work if all the passengers agree to this; they can also be used to stop at a grocery store on the way home from work, if the passengers agree.

The program is currently self-sustaining. It has received grants in the past, including JARC, and plans to apply for additional JARC funding.

2) Are you aware of any areas of unmet transportation needs for older adults, people with disabilities, or persons of low-income?

(Susan Haverland formerly worked for a community organization working with people from Oaxaca Mexico; she noted that her comments relate to this group as well as farmworkers, all persons of low income with transportation needs.)



There is a huge unmet transportation need for immigrants without a driver's license issued by one of the 50 states; this is a problem for the farmworkers and for immigrants from Mexico. CalVans is trying to work with insurance companies to accept international driver's licenses, so they can drive.

Buses are not always convenient for low income persons, and they often don't serve areas where agricultural workers need to go. Also, low income persons often live in outlying areas where bus service is infrequent and therefore not useful for commuting to work or other locations.

Many immigrants have difficulty with the act of navigating the transit system. This is especially a problem for the Mixteco population from Oaxaca, Mexico; has both language and literacy barriers making the transit system especially difficult to navigate.

3) Can you identify any strategies or responses that would help your clients with these transportation needs?

Because of the difficulties low-income immigrants have navigating the transit system, especially those with literacy and language barriers, it would be helpful if transit provided outreach to teach people how to ride the bus. It would also be helpful to have bilingual information at bus stops.

It would be nice to see transportation providers reach out to the Mixteco community (there are 20-25,000 in Ventura County, primarily picking berry crops). Unmet transit needs hearings have not included outreach to these specific groups. Outreach could be done through community organizations working with immigrant populations. Need more outreach to these communities who have transportation needs. The communities in which Mixteco and other immigrants live tend to be poorly served by transit. One example is the El Rio neighborhood in east Oxnard, which is poorly served by transit and by others; there are no nearby grocery stores and no convenient public transit to get to grocery stores farther away.

Security is also a need because many low-income neighborhoods are also dangerous neighborhoods; people do not feel safe walking to bus stops or other locations.

Agency: ARC Ventura County
Contact: Jim White, Director of Transportation

1) Can you provide details about any transportation services you provide or fund (hours of operation, service area, number of vehicles, etc.)?

Agency provides transportation between 7 am and 4 pm, using 49 agency vehicles. The service area is Ventura County.

Clients needing evening transportation usually use public transportation or borrow an agency van.

VCTC helped ARC get grants for vans.

2) Are you aware of any areas of unmet transportation needs for older adults, people with disabilities, or persons of low-income?



Cannot think of any areas of unmet transportation needs.

There has been a continuing collaboration with public transportation people.

As time goes on, and as the population ages, there will be increasing transportation needs for older adults. We need to start planning for this now. We should be starting to plan now for the transportation needs of older adults.

VCTC does a great job getting information out to agencies.

3) Can you identify any strategies or responses that would help your clients with these transportation needs?

VCTC and agencies should continue working together in terms of grants (Sections 5310, 5316, 5317).

If money is available, would like to see more frequent service; however public transportation does not have Cadillac budgets at the moment.

ARC works with Tri-County Regional Center; we might offer transportation of their clients to ARC

Agency: HELP of Ojai
Contact: Glenda King, Transportation Director

1) Can you provide details about any transportation services you provide or fund (hours of operation, service area, number of vehicles, etc.)?

Provide transportation Monday-Friday 8 am – 4:30 pm, with volunteer drivers driving agency vehicles. Service is provided in the Ojai Valley

2) Are you aware of any areas of unmet transportation needs for older adults, people with disabilities, or persons of low-income?

The biggest unmet need is the need for transportation between Ojai and the cities of Ventura and Oxnard, for example for medical appointments. Gold Coast Access provides some door-to-door transportation; more is needed. The greatest challenge is transportation for ongoing frequent medical needs such as dialysis. Some riders are concerned about wait times and lateness for Gold Coast Access, especially for the ride home from Oxnard or Ventura.

Another need is the need for transportation outside business hours, for example for late afternoon medical appointments. Evening and weekend transportation is a need.

Alternatives don't work for clients. Taxis are expensive. The trolley does not work for many, who are not physically able to get to a trolley stop.



3) Can you identify any strategies or responses that would help your clients with these transportation needs?

The major challenge is finding transportation evenings and weekends between Ojai and the cities of Oxnard and Ventura.

Agency: Department of Rehabilitation
Contact: Sharon Espinosa

(note: in addition to being a staff person with the Department of Rehabilitation, Ms Espinosa mentioned that she is a person using a wheelchair)

1) Can you provide details about any transportation services you provide or fund (hours of operation, service area, number of vehicles, etc.)?

Agency provides subsidies for client transportation, using bus passes and mileage reimbursement. Difficulties may arise if clients need to travel out of the area

2) Are you aware of any areas of unmet transportation needs for older adults, people with disabilities, or persons of low-income?

There are huge unmet transportation needs.

A major need involves travel between cities in Ventura County and to other counties. Various cities in Ventura County have transportation within their areas, and more limited inter-area transportation. For example, VISTA makes one trip a day from Ventura to Thousand Oaks; if a person has an appointment earlier or later they can't use that transit system. Someone traveling from Camarillo to another area can get to the city boundary but then needs to get another bus from there. The Camarillo bus runs from 8 am to 5 pm; it does not work for people who work and need to get to work before 8 or leave after 5.

A person cannot get to L.A. County except by going to the east county area and then getting a bus to Woodland Hills. It is impossible to use transit to get from Oxnard to Malibu, an easy trip by car. People need the ability to travel across the County and to other counties, something which can be done in other counties; for example, a person living in Long Beach can easily travel into Orange County, unlike traveling from Ventura County to Los Angeles County.

Part of the problem in trying to travel between areas and/or counties is the time issue, and the fact that people with disabilities often cannot be on transit for a long period of time for medical reasons.

A major problem is the time required on transit to travel to and from a job.

Another need is the need to focus on the public transportation component of transportation needs rather than the agency component, because not every person with a disability has access to an agency.

Transit is especially important now, in the current economy with the high costs of gas and car maintenance.



3) Can you identify any strategies or responses that would help your clients with these transportation needs?

Like to see extended hours for transit systems currently operating between 8 and 5.

Need more and better connections between transit systems.

There is also a need for better placement of bus stops and amenities (such as benches and shelters) at bus stops. For some people with disabilities, using public transit is not possible because they live too far from a bus stop.

In small communities without public transit, people give rides to each other. Something like that would be helpful.

Some people need mobility training just to use public transit. Gold Coast Transit does some of that for potential riders who request it.

Public transit is needed to Point Mugu; some clients can't get jobs there because they cannot get there.

A problem with trying to develop any strategies is that agencies are all strapped for funds.

There is a perspective that if people don't ride dial-a-ride there's not a need. This does not take into account what's required to ride dial a ride: calling ahead to schedule a trip, explaining where one needs to go, etc.; these steps are not needed when people drive their own cars. If people who plan these systems had to rely on them exclusively for a full week they would realize the problems. One concern is that schedulers rely on MapQuest which does not take into account traffic, stoplights, etc,



Appendix G: Historical JARC and New Freedom Grant Awards by Project Category

JARC and New Freedom - Operating Projects for Provision of Trips								
Project	Agency	Service Description	Call-for-Projects Cycle	Project Start Date	Funding Source	Grant Award	Local Match	Funded Yes/No/Cancel
Capacity Building	Ventura County Behavioral Health	Responds to the individual transportation needs of recipients to support medical appointments, and work related needs. Will include guaranteed ride home support, and taxi vouchers.	FY 2008	Not Started	New Freedom	\$158,930	\$39,732	Yes
Medi-Ride	Ventura County Area Agency on Aging	County-wide door-through-door NEMT service for home bound, disabled adults that are unable to navigate the existing public paratransit system. Includes transportation to Kaiser and V/A facilities in Los Angeles County.	FY 2009/10/11	10-Jan	New Freedom	\$142,000	\$132,000	Yes
Employment Transportation Service	Arc Ventura County	Provides transit services to and from employment sites, as well as volunteer sites that provide job skills training. Included purchase of vehicles.	FY 2008/09/10/11	8-Jul	JARC/NF	\$207,466	\$207,466	Yes
Employer Vanpool	City of Thousand Oaks	Employee shared ride program for staff of the city of Thousand Oaks.	FY 2009/11	11-Sep	JARC	\$257,282	\$97,907	Yes
Gonzales/Lombard/OT C Service	Gold Coast Transit	One-way loop beginning and ending at the intersection of Gonzales Road/Victoria Bl. Serves Villa Victoria, Prototypes for Women, the Rose Crossing Shopping Center, St. Johns Hospital, Goodwill Industries, Seagate Industrial Park and the OTC.	FY 2011	10-Jun	JARC	\$150,000	\$150,000	Yes
Work Reliability Transport	Ventura County Human Services	Provides safe, reliable, sufficient and convenient transportation service to help RAIN TLC residents move from homelessness to sustainable permanent housing and maintenance or increase income and benefits.	FY 2011	11-Oct	JARC	\$58,000	\$58,000	Yes
Route C Service	City of Simi Valley	Fixed route bus service between the City of Simi Valley and the western San Fernando Valley community of Chatsworth.	FY 2010	9-Jul	JARC	\$91,000	\$91,000	Yes



JARC and New Freedom - Travel Training Projects								
Project	Agency	Service Description	Call-for-Projects Cycle	Project Start Date	Funding Source	Grant Award	Local Match	Funded Yes/No/Cancel
Travel Training	Mobility Management Partners	Two hour training assessment where a trainer meets with a candidate to determine the person's ability to use public transit systems. If feasible, the candidate then receives on-board training.	FY 2008/10	8-Oct	New Freedom	\$429,001	\$224,266	Yes
Travel Training Course	Gold Coast Transit	Develop material including video for travel training course.	FY 2009	10-Jun	New Freedom	\$30,700	\$7,675	Yes

JARC and New Freedom - Capital Projects								
Project	Agency	Service Description	Call-for-Projects Cycle	Project Start Date	Funding Source	Grant Award	Local Match	Funded Yes/No/Cancel
Employment Transportation Service	Arc Ventura County	Provides transit services to and from employment sites, as well as volunteer sites that provide job skills training. Included purchase of vehicles.	FY 2008/09/10/11	8-Jul	JARC/NF	\$127,157	\$25,431	Yes
Accessible Cabs	Ventura Transit System	Purchase of (7) wheelchair accessible taxicab vehicles for service to disabled persons.	FY 2010	11-Oct	New Freedom	\$390,500	\$97,626	Yes
Jobs Access Service Capital Lease	VISTA	An early capital project using JARC funds.	FY 2008	8-Jul	JARC	\$178,934	\$53,109	Yes

	Grant Award	Local Match	Total Cost
Trip-provision	\$1,064,678	\$776,105	\$1,840,783
	47.9%	65.5%	54.1%
Information and travel training	\$459,701	\$231,941	\$691,642
	20.7%	19.6%	20.3%
Capital/ vehicles	\$696,591	\$176,166	\$872,757
	31.4%	14.9%	25.6%
Total	\$2,220,970	\$1,184,212	\$3,405,182