



AGENDA

TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)

Thursday, April 10th, 2013, 1:30 P.M.

Camarillo City Hall, Administrative Conference Room

601 Carmen Drive, Camarillo, CA

- | | |
|----------------|---|
| Item #1 | CALL TO ORDER |
| Item #2 | INTRODUCTIONS AND ANNOUNCEMENTS |
| Item #3 | PUBLIC COMMENTS |
| Item #4 | APPROVAL OF MARCH 13, 2014 MEETING MINUTES – PG. 3
That TRANSCOM approve the March 13, 2014 meeting minutes. |
| Item #5 | FY 2014/15 PROGRAM OF PROJECTS (ORAL REPORT)
That TRANSCOM receive an oral report from Staff on FY 2014/15 Program of Projects. |
| Item #6 | FISCAL YEAR 2014/15 TRANSPORTATION DEVELOPMENT ACT
UNMET TRANSIT NEEDS DRAFT FINDINGS – PG. 6
That TRANSCOM approve the Fiscal Year 2014/15 Transportation Development Act Unmet Transit Needs Draft Findings |
| Item #7 | STATUS UPDATE ON DRAFT MUTUAL ASSISTANCE AGREEMENT –
PG. 37
That TRANSCOM receive status report on the draft Ventura County Mutual Assistance Compact (VCMAC). |
| Item #8 | ADA CERTIFICATION UPDATE – PG. 38
That TRANSCOM receive the monthly report on ADA Certification, as well as guidelines for Emergency ADA Certification. |
| Item #9 | ADJOURN |

NOTICE: VCTC, on behalf of its Marketing Consultant Team, Moore & Associates, would appreciate Operators providing customer information and/or marketing collateral in anticipation of the upcoming Ventura County Fair (Jul. 30 – Aug. 10, 2014). VCTC requests Operators ship fifty (50) of each of their items either to Moore & Associates directly or VCTC by July 1, 2014. Please contact Kara Elam at VCTC (email: kelam@goventura.org / phone: 642-1591, ext. 111) to coordinate your items being received. We appreciate your participation!

**MINUTES OF THE
VENTURA COUNTY TRANSPORTATION COMMISSION
TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
March 13, 2014**

Item # 1 Call to Order

Chairperson Kathy Connell called the meeting to order at 1:31p.m.

Item # 2 Introductions and Announcements

Ben Cacatian of VCAPCD mentioned they are expanding charging station program. Shaun Kroes of Moorpark mentioned the RFP for their summer Beach Bus Program and Bus Excursions is published and due in April. Jason Lott of Port Hueneme mentioned that Chris Tyson, the City of Port Hueneme's new Director, could possibly fill in for him at future meetings. Adina Ringler and James Gamez of Nelson Nygaard introduced themselves as the Consultant team for VCTC Short Range Transit Plan (SRTP).

Vic Kamhi of VCTC discussed the GFI fare box Consultant Presentation previously held and advised that the Commission approved (at the March Board Meeting) the rejection of proposals for VISTA Service RFP, thus VCTC will be going out to bid with a new RFP. Kathy Connell of Ventura County noted that the East County Transit Alliance Chair Jay Spurgin gave a presentation to the Citizen Technical Advisory Committee (CTAC) on Tuesday (March 11) regarding the implementation plan. Mike Houser of Thousand Oaks added that Thousand Oaks will bring the implementation plan to their elected Boards prior to the May VCTC Meeting, at which time they will present it to the full Commission.

Item # 3 Public Comments

None

Item # 4 Election of Temporary Vice-Chair

The current Vice Chairperson is on leave, and the Committee elected a temporary Vice Chairperson, in the interim. Mike Houser of Thousand Oaks nominated Vanessa Rauschenberger of Gold Coast Transit. Roc Pulido of Camarillo seconded the motion and it passed unanimously.

Item # 5 Approval of February 13, 2014 Minutes

Roc Pulido of Camarillo moved to approve the February 13, 2014 minutes, with corrections noted by Ben Cacatian of VCAPCD clarifying his announcement that, if reduced emissions are necessary to meet EPA Ozone Standards, diesel exhaust retrofitting would reduce emissions and credits can be taken using 2014 diesel retrofit guidance for State Implementation Plan (SIP) or Transportation/General Conformity, not Transportation Control Measures (TCM). Jason Samonte of Oxnard seconded the motion and it passed unanimously.

Item # 6 Short Range Transit Plan (SRTP) Consultants

Amy Ahdi of VCTC presented this item; no action is recommended or required of TRANSCOM, however, Jamez Gamez of Nelson Nygaard discussed the nine month project and requested to meet with each Operator to learn and discuss each system in an effort to identify issues or potential improvements that might lead to increased connectivity in Ventura County. VCTC will provide data to Nelson Nygaard regarding service metrics however, a solid understanding of each Operators system and how each system inter-relates would be best acquired by Nelson Nygaard through an informal meeting with each

Operator. James Gamez of Nelson Nygaard mentioned they have begun driving each system and if in-person discussions are not possible, then over the phone discussions are.

Item # 7 Draft Mutual Assistance Agreement

Amy Ahdi of VCTC presented this item; no action is recommended or required of TRANSCOM however Amy Ahdi asked for feedback from all Agencies/Operators on the Draft. Vic Kamhi of VCTC mentioned that the FTA provided commentary after the recent Triennial Review, in that a formal Mutual Assistance Agreement is ideal. Mike Houser of Thousand Oaks noted that the document would involve all levels of his Agency and could take months to be routed through the proper channels. Amy Ahdi of VCTC mentioned the Draft is based on California Office of Emergency Services (CalOES) guidance and is specific to each potential emergency. Vic Kami of VCTC further mentioned that this item should appear for continued discussion at future TRANSCOM meetings prior to circulating to each city's management or council and that comments, suggestions, and feedback should be directed to Amy Ahdi at VCTC.

Item # 8 VISTA Status Report

Aaron Bonfilio of VCTC presented this item; no action was requested or recommended of TRANSCOM. A hand out showing ridership-by-route data was provided. Aaron Bonfilio of VCTC discussed possible reasons for ridership fluctuations and asked for informal feedback from Operators.

Item # 9 Revision to VCTC Proposition 1B Transit Capital Funds

Stephanie Young of VCTC presented this item. Ben Cacatian of VCAPCD mentioned that, if the future purchase for Thousand Oaks is CNG buses, thus eligible for CMAQ funds, then should this commitment be formally documented as taken off the top of future CMAQ funds? Mike Houser of Thousand Oaks clarified that VCTC suggested CMAQ funds as a potential source, however it could come from another source and his Agency is satisfied with VCTC's stated commitment of future funds. Mike Houser of Thousand Oaks moved to approve the staff recommendation, with corrections noted that the recommendation is that \$1,010,000 (not \$1,090,000) be shifted from the Thousand Oaks bus purchase to VISTA Intercity Bus Purchase, to be committed back once Thousand Oaks is ready to purchase buses. Roc Pulido of Camarillo seconded the motion and it passed unanimously.

Item # 10 CMAQ Project Obligation Status

Stephanie Young of VCTC presented this item; no action is recommended or required of TRANSCOM. Mike Houser of Thousand Oaks provided oral updates on his projects. Stephanie Young of VCTC asked that participating Agencies email her revisions regarding the CMAQ Project Status list. All updates will be included in future TRANSCOM updates.

Item # 10 Chair Kathy Connell adjourned the meeting at 2:44 p.m.

DATE: Thursday, March 13, 2014

PLEASE SIGN IN:

Aaron Bonfilio
Amy Ahdi
Andrew Mikkelsen
Ann Springer
Ben Cacatian
Bill Golubics
Brian Yanez
Cameron Yee
Charles Sandin
Chris Latham
Chuck McQuary
Claire Johnson-Winegar
Danny Haws
Darren Kettle
David Fleisch
Debra Solomon
Drew Lurie
Ellen Talbo
Elizabeth Amador
Fabian Gallardo
Fernando Castro
Gina Summey
Gloria Sotelo
Grahame Watts
Greg Grant
Helene Buchman
Jaime Fontes
Jan Richards
Jason Lott
Jeff Hereford
Jesus Galvan
Joanna Capelle
John Quinn
John Webster
Jim Moore

Jim White
 Kara Elam
 Kathy Connell
 Leticia Leon
 Linda Wright
 Luly Lopez
 Margaret Heath
 Maria Tello
 Martin Erickson
 Mary Travis
 Matt Gleason
 Mike Culver
 Mike Houser
 Mike Powers
 Paula Johnson
 Peter De Haan
 Ray Evans
 Ray Porras
 Rigo Landeros
 Jacqui Cervantez-Roberts
 Roc Pulido
 Ron Calkins
 Syed Shdab
 Shaun Kroes
 Stephanie Young
 Steve Brown
 Steve Rosenberg
 Susan White
 Sue Tatangelo
 Tom Fox
 Tom Mericle
 Treena Gonzalez
 Vanessa Rauschenberger
 Vic Kamhi

Allie Jackson - Allison John
James Grace Jan
Adina Ringler 2002



Item #6

April 10, 2014

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE
FROM: VIC KAMHI, BUS TRANSIT DIRECTOR
**SUBJECT: FISCAL YEAR 2014/15 TRANSPORTATION DEVELOPMENT ACT UNMET
TRANSIT NEEDS DRAFT FINDINGS**

RECOMMENDATION:

- Approve the Unmet Transit Needs Findings for submittal to the Hearing Board.

BACKGROUND:

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

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

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

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

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

The action taken by the Commission in December to update the definitions and improve the public participation process was the result of information gathered during the development and refinement of the Regional Transit Study for the past three years. After review of the initial plan in March 2012 and adoption of the report in March 2013, it was apparent that Ventura County’s annual review of transit needs and subsequent development of findings mandated through the State TDA did not reflect the current standards for this critical annual event.

The Commission directed staff to seek consultant assistance to review and revise the existing public participation program and development of findings and definitions, including outreach to a variety of stakeholders such as Commissioners, local legislators, social service agencies and the public. The major goal of the consultant review was to make VCTC’s annual “Unmet Transit Needs” activity a more positive and responsive activity for the public using, and the agencies providing, public transit services.

The consultant’s report was reviewed by the CTAC/SSTAC and the transit operator’s committee, TRANSCOM, before being approved by the Commission in December 2013; a copy of the complete report is available for review on VCTC’s website” www.goventura.org”. Included in the report were recommendations as summarized:

“Unmet Transit Need”:

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

“Reasonable to Meet”:

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

Public Participation Enhancements:

Consultant interviews with a wide-range of individuals and agencies who have been involved with the annual public hearing process revealed the same sentiment – despite some frustration with the annual findings, everyone would like the process to work in a more positive and rewarding manner. This shared response creates the perfect opportunity for the Commission to positively partner with social service agencies and citizen advocacy groups to solicit more focused testimony each year and improve the responsiveness of the annual public hearing. The main change to the public process is the acknowledgement that the collection of transit needs goes on all year and not necessarily just at the annual, “official public hearing”. More public sessions to collect info will be scheduled with the operational concerns separated and responded to immediately by the involved transit operator, while the identified transit unmet needs are analyzed by VCTC staff working with the local cities/County. Public participation in the future will continue the partnership with stakeholders and transit patrons to make short-term improvements and accomplish better long-range transit planning.

DISCUSSION

While the requirement for the County Unmet Transit Needs (UTN) process remains in California State law, as a result of other state laws, the ramifications of the UTN process have changed. The creation of the Gold Coast Transit District (including the cities of Oxnard, Ventura, Port Hueneme and Ojai, and the entire County unincorporated area), and also, the cities of Simi Valley and Thousand Oaks are now required to use all their TDA funds for public transit purposes. Therefore, the determination of no unmet needs prior to expenditure of TDA funds for street and road purposes is no longer relevant to those agencies. In effect, this means the unmet needs findings are advisory for those agencies. The other incorporated cities in the County (Camarillo, Fillmore, Moorpark and Santa Paula) are still able to use TDA funds for street and road purposes and therefore require a VCTC UTN finding before the use of their TDA funds.

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

To facilitate input to the new process, and the new state laws, VCTC held training workshops in January to partner with interested parties to “teach” people what type/detail of information about transit needs is most helpful. New, user-friendly materials for public distribution was prepared and circulated through a variety of channels and outlets. It was also be disseminated that the collection of transit need input will be a continuing effort throughout the year from now on culminating with the annual Public Hearing.

Two training workshops were held:

1. Training Workshop # 1 held January 14, 2014, 1:30 – 2:30 PM, County Government Center Hall of Justice Pacific Meeting Room in Ventura in conjunction with the VCTC Citizen's Advisory Transportation Committee/Social Services Transportation Advisory Council (CTAC/SSTAC).
2. Training Workshop # 2 held February 5, 2014, 1:30 – 3:30 PM, Thousand Oaks City Hall, Meeting Room, in conjunction with the Thousand Oaks Council on Aging meeting. Note this Training Workshop will be videotaped by the City and made available for broadcast to other areas and agencies.

Following the Training Workshops, a number of community outreach “listening sessions” were held in various parts of the County. These sessions were participant-friendly and intended to encourage public discussion.

1. Public Session # 1 held on February 5, 2014, 10 AM, Gold Coast Transit (GCT) Administrative Headquarters in Oxnard in conjunction with the Gold Coast Board meeting.
2. Public Session # 2 held on February 12, 2014, 6:30 – 7:30 PM, at the meeting room at the Central Station Apartment Community Room in Fillmore.
3. Public Session # 3 held on February 18, 2014, 6:30 - 7:30 PM, at Moorpark City Hall Community Meeting Room.

The required Commission Public Hearing was held on Monday, February 24, 2014, 1:30 – 3 PM at Camarillo City Hall Council Chambers. At the hearing, the Hearing Board consisting of Commissioners Bryan MacDonald, Jan McDonald, Brian Humphrey, and Jim White received a summary of the process; comments received to date, and then received public comments from seven speakers along with eight written comments. A total of 19 citizens attended the meeting.

The Unmet Transit Needs public comment period was open through March 3, 2014. By the time the hearing was closed, 116 individuals and groups (including petitions with multiple signers) had submitted material to VCTC, including letters, e-mails, phone calls, and comments at the public hearing, or attended Unmet Transit Needs meetings. A total of 210 comments were received.

The Hearing Board will review the draft findings on Monday, April 21, 2014, at 1:30 PM at Camarillo City Hall Council Chambers. The recommendations will be transmitted to the Commission for action at their May 9, 2014 meeting.

Testimony Received:

While some testimony was very specific about a particular problem in one area, only 57 comments could be considered other than “operational”. Of those, several were requests for intercounty service into Los Angeles County. While the Commission can consider those requests, the TDA law clearly states that it is the intent of the Act to provide for transit services within the County, and the Commission can only start intercounty service with the participation of the partnering county. There also were a number of comments requesting services which already existed. While a number of the comments were general in nature, and did not specify times, routes, or even locations, there were several notable patterns. First, a number of the comments did ask for more direct service, rather than taking transfers. Also notable was the request for more transit marketing – and while usually not specific to a service, we did have a number of requests for additional marketing and transit information.

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

It is expected that most of the comments received will concern operational changes. These comments will be referred directly to the appropriate transit provider to address as part of their continuing planning efforts. Also, it is expected that while many the comments received did not meet the approved thresholds for an Unmet Transit Need, the individual agencies will consider the comments as they proceed with their service planning.

Many of the comments received were addressing Gold Coast Transit services, and have been shared with GCT as input into their on-going planning process. These comments included providing transit services to the area of Saviers Road and Huemene Road (19 individual comments) and a number of requests for modifications of existing routes and extension of weekday service to Oxnard College past 10 pm (to allow students who’s class ends at 10 pm to catch the last bus). Sixty-six of the comments received were specific to Gold Coast Transit, in addition to a number addressing bus stop amenities in their service area.

The other significant comments VCTC received were requests for service between Fillmore and Santa Clarita (9 individuals plus a petition with 59 signatures); overcrowding on the VISTA CSCUI service and parking at the Camarillo Metrolink Station (5 comments each); and, direct service from Oxnard to various locations in Camarillo (7 requests).

There were also a number of requests regarding local transit services in the Heritage Valley, including recommendations for stop locations on the planned fixed route local transit service, and requests for service at locations which are already served by the Heritage Valley Dial-a-Ride and in some cases the VISTA 126. The requests were virtually all general in nature, not stating times or destinations for the requested trips.

In general, the verbal and written testimony given through the public hearing process supported the continuation of existing and programmed transit services and programs. For the most part the people testifying considered all existing transit services as a “baseline” saying that the services needed to be kept. It is therefore recommended that all general public bus transit systems and services be found to be unmet transit needs as part of the FY 2014/2015 findings.

DRAFT

FY 2014/15 UNMET TRANSIT NEEDS FINDINGS



MAY 9, 2014

VENTURA COUNTY TRANSPORTATION COMMISSION

FY 2014/2015 UNMET TRANSIT NEEDS FINDINGS

BACKGROUND

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

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

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

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

VCTC DEFINITION OF UNMET TRANSIT NEEDS (adopted December 6, 2013)

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

INCLUDING:

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

EXCLUDING:

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

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

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

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

Evaluation Criteria for “Reasonable to Meet”

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

ATTACHMENT A

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

END OF TWELVE MONTHS

Performance Level

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

END OF TWENTY-FOUR MONTHS

Performance Level

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

END OF THIRTY-SIX MONTHS (2)

Performance Level

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

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

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

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

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

- TDA rules and regulations

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

- Short Range Transit Plans and budget information for transit operators (1999)
- FTA Section 15 (National Transit Data Base) reports
- Ventura County Congestion Management Plan (2006)
- Ventura County Congestion Management Plan (2009)
- Ventura County Comprehensive Rail Plan (1995)
- SCAG Regional Transportation Plan
- SCRRA’s (Metrolink) 1402 Plan
- SCRRA’s Draft Strategic Plan
- SCRRA’s FY 2012/13 Budget
- SCRRA’s FY 2013/14 Budget
- Caltrans State Rail Plan for the Pacific Surfliners
- Coast Rail Corridor Plan
- Ventura/Santa Barbara Rail Study Final Report – SCAG (March 2008)
- VCTC AB 120 Plan (last amended 2001)
- Simi Valley Transit Five Year Service and Funding Plan 2005-2010 (2005)
- VCTC Countywide Human Services Transportation and Transit Services Coordination Study (2007)
- VCTC Countywide Human Services Transportation and Transit Services Coordination Study update (2012)
- Proposal Paper for Coordinated Paratransit Service Plan for Western Ventura County
- SCAT’s Coordinated Paratransit Service Plan for Western Ventura County
- SCAT Public Transit Service Delivery Plan (April 2000)
- City of Thousand Oaks March 2, 2002 Memorandum regarding expansion of the Thousand Oaks Transportation (TOT) System
- Ojai Valley Transit Needs Assessment (June 2004) Final Report
- SCAT Origin/Destination and Transfer Study final report (July 2004)
- SCAT System wide Fare Policy Study (April 2003)
- VCTC Title VI Civil Rights Program (April 2009)
- Santa Paula Branch Line Rail Study – SCAG/VCTC (March 2007)
- SCAG 2008 Regional Transportation Plan
- SCAG 2012-2035 Regional Transportation Plan
- VCTC Title VI Program (February 6, 2009)
- VCTC Title VI VISTA Proposed Fare Increase Evaluation (2009)
- VCTC Title VI VISTA Proposed Coastal Transfer Fee Evaluation (September 2012)
- VCTC Limited English Proficiency Plan (2011)
- Ventura County Transit Investment Study (December 4, 2009)

- VISTA 2012 Onboard Rider Survey
- City of Moorpark Transit Evaluation (December 2010)
- County of Ventura/City of Thousand Oaks document Consolidation of Dial-a-Ride Services in Unincorporated Areas. (2010)
- City of Thousand Oaks Transit Action Plan (April 2010)
- Gold Coast Transit Vineyard Avenue and Wells Road Community Based Transit Plan (December 30, 2010)
- City of Ojai Report of Recommendations from the Ad Hoc Transit Committee (Dec 2011)
- Gold Coast Transit 2010 TDA Triennial Performance Audit
- VCTC 2010 TDA Triennial Performance Audit
- California Lutheran University Public Transportation Needs Assessment Survey Analysis (2012) and Employee home locations and trip times spreadsheet
- VCTC Heritage Valley Transit Study Final Report March 2013
- Gold Coast Transit Fixed-Route Service Planning guidelines & Evaluation Policy (February 5, 2014)

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

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

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

The VCTC held its public hearing on transit needs for FY (Fiscal Year) 2014/15 on February 24, 2014 at the Camarillo City Council Chambers. At the hearing, the Hearing Board consisting of Commissioners Bryan MacDonald, Jan McDonald, Brian Humphrey, and Jim White received a summary of the process, comments received to date, and then received public comments from seven speakers along with eight written comments. A total of 19 citizens attended the meeting.

Preceding the Unmet Transit Needs hearing, two training workshops were held:

1. Training Workshop # 1 held January 14, 2014, 1:30 – 2:30 PM, County Government Center Hall of Justice Pacific Meeting Room in Ventura in conjunction with the VCTC Citizen’s Advisory Transportation Committee/Social Services Transportation Advisory Council (CTAC/SSTAC).
2. Training Workshop # 2 held February 5, 2014, 1:30 – 3:30 PM, Thousand Oaks City Hall, Meeting Room, in conjunction with the Thousand Oaks Council on Aging meeting. Note this Training Workshop was videotaped by the City and made available for broadcast to other areas and agencies.

Following the Training Workshops, a number of community outreach “listening sessions” were held in various parts of the County. These sessions will be participant-friendly and encourage public discussion.

1. Public Session # 1 held on February 5, 2014, 10 AM, Gold Coast Transit (GCT) Administrative Headquarters in Oxnard in conjunction with the Gold Coast Board meeting.
2. Public Session # 2 held on February 12, 2014, 6:30 – 7:30 PM, at the meeting room at the Central Station Apartment Community Room in Fillmore.

3. Public Session # 3 held on February 18, 2014, 6:30 - 7:30 PM, at Moorpark City Hall Community Meeting Room.

The Unmet Transit Needs public comment period was open through March 3, 2014. By the time the hearing was closed, 116 individuals and groups (including petitions with multiple signers) had submitted material to VCTC, including letters, e-mails, phone calls, and comments at the public hearing, or attended Unmet Transit Needs meetings. A total of 210 comments were received.

The determination of "Unmet Transit Needs" is not mode specific. It addresses the trip, not the type of service. Determination of an Unmet Transit Need is based on whether the trip can be made, not the type of service or vehicle (train, bus, paratransit). The service provider determines the most efficient and effective manner and mode to provide the service. Also, as expected, many the comments received did not meet the approved thresholds for an Unmet Transit Need. However, these operational and process comments were immediately referred to the appropriate transit provider. In this way, the individual agencies can consider the comments as they proceed with their annual service planning.

Testimony Received:

While some testimony was very specific about a particular problem in one area, only 57 comments could be considered other than "operational". Of those, several were requests for intercounty service into Los Angeles County. While the Commission can consider those requests, the TDA law clearly states that it is the intent of the Act to provide for transit services within the county, and the Commission has only started intercounty service with the participation of the partnering county. There also were a number of comments requesting services which already existed. While a number of the comments were general in nature, and did not specify times, routes, or even locations, there were several notable patterns. First, a number of the comments did ask for more direct service, rather than taking transfers. Also notable was the request for more transit marketing – and while usually not specific to a service, we did have a number of requests for additional marketing and transit information.

Many of the comments received were addressing Gold Coast Transit services, and will be shared with GCT as input into their on-going planning process. These comment included providing transit services to the area of Saviers Road and Huemene Road (19 individual comments) and a number of requests for modifications of existing routes and extension of weekday service to Oxnard College past 10 pm (to allow students who's class ends at 10 pm to catch the last bus). Sixty-six of the comments received were specific to Gold Coast Transit, in addition to a number addressing bus stop amenities in the service area.

The other significant comments VCTC received were requests for service between Fillmore and Santa Clarita (9 individuals plus a petition with 59 signatures); overcrowding on the VISTA CSCUI service and parking at the Camarillo Metrolink Station (5 comments each); and, direct service from Oxnard to various locations in Camarillo (7 requests).

There were also a number of requests regarding local transit services in the Heritage Valley, including recommendations for stop locations on the planned fixed route local transit service, and requests for service at locations which are already served by the Heritage Valley Dial-a-Ride, and in some cases the VISTA 126. The requests were virtually all general in nature, not stating times or destinations for the requested trips.

In general, the verbal and written testimony given through the public hearing process supported the continuation of existing and programmed transit services and programs. For the most part the people testifying considered all existing transit services as a "baseline" saying that the services needed to be kept. It is therefore recommended that all general public bus transit systems and services be found to be unmet transit needs as part of the FY 2014/2015 findings.

In 2013 the VCTC adopted new definitions of both Unmet Transit Needs and Reasonable to Meet. Based on the new definitions, and modified process, the findings are being presented in a different format than in prior years. The comments are summarized in five categories; (1) requests for services which are not currently being met; (2) possible stops for the planned Heritage Valley transit service; (3) operational improvements which are being referred to the responsible agency (including minor adjustments in routing or hours of operation, or services which require multiple transfers); (4) comments regarding the VCTC Unmet Transit Needs Process, and (5) comments which are so general as to be unable to be evaluated; or services beyond Ventura County.

The Citizens Transportation Advisory Committee/Social Service Transportation Advisory Committee (CTAC/SSTAC) met on April 8, 2014 to review the recommendations, draft findings, and summary of comments were reviewed for technical accuracy draft findings. Also, the VCTC Transit Operators Advisory Committee (TRANSCOM) reviewed the draft report on April 10, 2014.

The complete findings are attached.

RECOMMENDED FINDINGS:

1. Continue all existing bus services substantially as they exist.
2. Continue all public senior and disabled services in all jurisdictions in the County substantially as they exist. Work to implement the recommendations of the VCTC Countywide Human Services Transportation and Transit Services Coordination Study.
3. Monitor the service demonstrations on the VISTA 126 (expanded hours and extension to Piru), the Gold Coast Transit Channel Islands Blvd./Victoria Ave. (Route 21), service expansions to northeast Oxnard/El Rio (Route 17) and service to East Oxnard (Routes 19/20) to determine if a transit need which is reasonable to meet exists.
4. Continue the Ventura County interagency bus transfer program.
5. Monitor implementation of the planned modifications to the Heritage Valley transit service.
6. Monitor the Saturday and expanded hours of service (including the Metrolink shuttle) in Thousand Oaks.
7. Monitor the Saturday and expanded hours of service in Moorpark.
8. Monitor the Sunday and expanded hours of service in Camarillo.

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

9. Find by VCTC Resolution #2014-XX that there are no Unmet Transit Needs that are reasonable to meet.

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

- A. Continue to pursue and identify funding to allow local agencies to install more bus benches and shelters, and transit information signs, where warranted and feasible.
- B. Continue to improve schedule coordination and transfer connections between different bus systems where operationally feasible.
- C. Continue to adjust fixed route transit services, stops and schedules throughout Ventura County as needed and operationally feasible.
- D. Continue community outreach and marketing efforts to increase awareness of the availability of transit services for the general public, seniors, and disabled, to be coordinated by VCTC.
- E. Continue operation of NEXTBUS countywide and provide additional NEXTBUS signs at appropriate locations.
- F. Continue to ensure that bus stops and bus signage, vehicles, and operations are all in compliance with the Americans with Disabilities Act (ADA) requirements.
- G. Continue to assist social service agencies in obtaining grant funding for equipment and rolling stock, utilizing Federal Section 5310 and any other funds available for those purposes.

- H. Encourage cities, transit providers, and social service agencies to implement elements of the VCTC Countywide Human Services Transportation and Transit Services Coordination Study.
- I. Continue discussions and possible studies cooperatively with the City of Santa Clarita to determine the potential demand and feasibility for transit services connecting Fillmore with Santa Clarita.
- J. Initiate a countywide transit study to identify short range and long range transit needs.
- K. Continue to encourage AMTRAK, LOSSAN, and Caltrans Division of Rail to adjust the schedule times of the Surfliner to better serve commuters traveling between Ventura and Santa Barbara Counties.
- L. Formally comment during the CEQA process regarding the potential difficulties and costs of providing transit services to low income housing and other public facilities with high transit dependent use which are not sited at locations served or easily served by public transit.
- M. Support cost-effective actions to increase bike capacity on the transit system.
- N. Encourage transit trips over auto usage during this time of heightened public awareness of the cost of fuel.
- O. Seek financial support from the cities/County to provide subsidized fares for low income passengers who are transferring between local transit systems and VISTA.
- P. Work with LOSSAN, Caltrans, Amtrak, and Metrolink to improve rail safety and maintain or increase speeds on the rail services.
- Q. Encourage VCTC and the ADA providers in the county continue to improve transfers and transfer locations for inter-agency ADA trips.
- R. Continue to integrate evening meetings in different parts of the county as part of future Unmet Transit Needs process.

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

Find by VCTC Resolution #201X-XX that there are no Unmet Transit Needs, including needs that are reasonable to meet.

Analysis of Testimony Received:

The 2013 VCTC amended Unmet Needs Process simplifies and makes more clearly understood the process. All comments are reviewed to determine if they meet the definition of an Unmet Transit Need. Those comments that are determined to be either new services which did not meet the minimum criteria as an Unmet Transit Need or are operational will be forwarded to the appropriate transit agency for consideration as part of their future planning and scheduling activities, and following the hearing board action, contact will be made to the commenter regarding the recommended action. Those comments which meet the criteria as an Unmet Transit Need will be evaluated against the seven adopted "Reasonable to Meet" criteria. Those projects which meet all the criteria will be recommend as Unmet Transit Needs which are Reasonable to Meet. In the case of the cities of Moorpark, Camarillo, Fillmore, and Santa Paula, if a comment is found to be an Unmet Transit Needs which is Reasonable to Meet, the VCTC will withhold any TDA street and road funds until the agency demonstrates it will meet the transit service need. In all other parts of the county, the finding will be conveyed to the appropriate agency for their consideration. Finally, for those comments which are found to be not reasonable to meet due to one or more of the "Reasonable to Meet" criteria will also be conveyed to the appropriate agency for their consideration.

Following is a discussion of those comments which met the VCTC definition of an Unmet Transit Need, and provides the evaluation of the Reasonable to Meet criteria for each project.

1. Simi Valley Sunday service

A petition with 15 signers was received identifying a need for Sunday service on the Simi Valley Transit service. Based on ridership on the Simi Valley Transit services on Saturdays, as well as ridership on Gold Coast Transit on Sundays compared to other days of the week, and the challenges Simi Valley is

having meeting the TDA required farebox ratio, this does not appear to be reasonable to meet based on the following criteria:

- a) Cost Effectiveness: The proposed service will not unduly affect the operator's ability to maintain the required passenger fare ratio for its system as a whole.
- b) Cost Effectiveness: The proposed service will meet the scheduled passenger fare ratio standards described in Attachment A
- c) Service Effectiveness: Estimated passengers per hour for the proposed service will not be less than the system-wide average after three years.

Simi Valley will no longer be eligible to use TDA funds for streets and roads, and does not have to implement this service even if it were an Unmet Transit Need which is Reasonable to Meet, however, the finding will be conveyed to the City for their consideration in transit planning activities.

2. Thousand Oaks Sunday service

A petition with 15 signers was received identifying a need for Sunday service on the Thousand Oaks Transit service. Thousand Oaks provides dial-a-ride service to elderly and disabled on Sundays. Based on ridership on the Thousand Oaks Transit services on Saturdays, as well as ridership on Gold Coast Transit on Sundays compared to other days of the week, and the challenges Thousand Oaks is having meeting the TDA required farebox ratio, this does not appear to be reasonable to meet based on the following criteria:

- a) Cost Effectiveness: The proposed service will not unduly affect the operator's ability to maintain the required passenger fare ratio for its system as a whole.
- b) Cost Effectiveness: The proposed service will meet the scheduled passenger fare ratio standards described in Attachment A
- c) Service Effectiveness: Estimated passengers per hour for the proposed service will not be less than the system-wide average after three years.

Thousand Oaks will no longer be eligible to use TDA funds for streets and roads, and does not have to implement this service even if it were an Unmet Transit Need which is Reasonable to Meet, however, the finding will be conveyed to the City for their consideration in transit planning activities.

3. Simi Valley service to run from 6:30am to 10pm

A petition with 15 signers was received identifying a need for transit service to run from 6:30am to 10pm on the Simi Valley Transit service. Based on ridership on the Simi Valley Transit services on in the late afternoon, as well as ridership on Gold Coast Transit in the evenings compared to other days of the week, and the challenges Simi Valley is having meeting the TDA required farebox ratio, this does not appear to be reasonable to meet based on the following criteria:

- a) Cost Effectiveness: The proposed service will not unduly affect the operator's ability to maintain the required passenger fare ratio for its system as a whole.
- b) Cost Effectiveness: The proposed service will meet the scheduled passenger fare ratio standards described in Attachment A
- c) Service Effectiveness: Estimated passengers per hour for the proposed service will not be less than the system-wide average after three years.

Simi Valley will no longer be eligible to use TDA funds for streets and roads, and does not have to implement this service even if it were an Unmet Transit Need which is Reasonable to Meet, however, the finding will be conveyed to the City for their consideration in transit planning activities.

4. Thousand Oaks service to run from 6:30am to 10pm

A petition with 15 signers was received identifying a need for transit service to run from 6:30am to 10pm on the Thousand Oaks Transit service. In fall of 2013, Thousand Oaks extended its transit services with routes operating until 7:30 or 8 pm (depending on the route). The VCTC will monitor this demonstration as part of the Thousand Oaks Transit expansion implemented in 2013. Based on ridership on the Thousand Oaks Transit services on in the late afternoon, as well as ridership on Gold Coast Transit in the evenings compared to other days of the week, and the challenges Thousand Oaks is having meeting the TDA required farebox ratio, this does not appear to be reasonable to meet based on the following criteria:

- a) Cost Effectiveness: The proposed service will not unduly affect the operator's ability to maintain the required passenger fare ratio for its system as a whole.
- b) Cost Effectiveness: The proposed service will meet the scheduled passenger fare ratio standards described in Attachment A
- c) Service Effectiveness: Estimated passengers per hour for the proposed service will not be less than the system-wide average after three years.

Thousand Oaks will no longer be eligible to use TDA funds for streets and roads, and does not have to implement this service even if it were an Unmet Transit Need which is Reasonable to Meet, however, the finding will be conveyed to the City for their consideration in transit planning activities.

5. Simi Valley service to run Route D to run on Sat. & Sun. to Reagan Library and the Hospitals

A petition with 15 signers was received identifying a need for Simi Valley transit service on Route D to run on Sat. & Sun. to Reagan Library and the Hospitals. Simi Valley Transit operated this service services and discontinued it based on ridership averaging less than one rider per bus trip. Since discontinuing the service, there have been no significant changes in the community which would indicate a change in the services performance. Because of this, the service does not appear to be reasonable to meet based on the following criteria:

- a) Cost Effectiveness: The proposed service will not unduly affect the operator's ability to maintain the required passenger fare ratio for its system as a whole.
- b) Cost Effectiveness: The proposed service will meet the scheduled passenger fare ratio standards described in Attachment A
- c) Service Effectiveness: Estimated passengers per hour for the proposed service will not be less than the system-wide average after three years.

Simi Valley is no longer eligible to use TDA funds for streets and roads, and does not have to implement these services even if it were an Unmet Transit Need which is Reasonable to Meet, however, the finding will be conveyed to the City for their consideration in transit planning activities.

6. Transit service from Fillmore to Santa Clarita

VCTC received 6 individual comments and a petition signed by 59 people requesting VISTA transit service between Fillmore and Santa Clarita (Los Angeles County). Based on the analysis of the work trip demand between Fillmore/Piru and Santa Clarita, there is insufficient demand to sustain a transit service. In addition, the costs of such a service, if funded by Fillmore, would require the funds currently used to operate the Heritage Valley transit services in Fillmore and Piru.

The service does not appear to be reasonable to meet based on the following criteria:

- a) Cost Effectiveness: The proposed service will not unduly affect the operator's ability to maintain the required passenger fare ratio for its system as a whole.

- b) Cost Effectiveness: The proposed service will meet the scheduled passenger fare ratio standards described in Attachment A
- c) Service Effectiveness: Estimated passengers per hour for the proposed service will not be less than the system-wide average after three years.
- d) Equity: The proposed service will not cause reductions in existing transit services that have an equal or higher priority.

The Commission has previously directed staff to work with the City of Santa Clarita to encourage that city to financially participate in the provision of a connecting transit service demonstration; however, to date they have not found the service to be a priority for them.

7. Gold Coast Transit service to the vicinity of Saviers Road and Hueneme Road

VCTC received 20 individual comments from people requesting Gold Coast Transit service to the vicinity of Saviers Road and Hueneme Road. This location is approximately a half a mile from both the Gold Coast Transit Route 1 and Route 7 – too far to serve with a minor route adjustment. At the same time, service to this area would not sustain a new route. In order to provide this service, service would either have to be significantly impacted on Routes 1 or 7. The service does not appear to be reasonable to meet based on the following criteria:

- a) Cost Effectiveness: The proposed service will not unduly affect the operator's ability to maintain the required passenger fare ratio for its system as a whole.
- b) Cost Effectiveness: The proposed service will meet the scheduled passenger fare ratio standards described in Attachment A
- c) Service Effectiveness: Estimated passengers per hour for the proposed service will not be less than the system-wide average after three years.
- d) Equity: The proposed service will not cause reductions in existing transit services that have an equal or higher priority.

The Gold Coast Transit District does not have to implement this service, however, the finding will be conveyed to GCT for its consideration in transit planning activities. The District is encouraged to consider ways to revise transit services in South Oxnard/Port Hueneme to increase coverage to unserved areas as part of the agency's Short Range Plan.

SUMMARY OF COMMENTS RECEIVED

The following comments were received that were for services which do not exist at this time.

NAME/DATE/ PHONE	COMMENT(S)	POSSIBLE UNMET NEED	REASONABLE TO MEET	AREA / AGENCY
Simi Valley ARC 06/05/13 mail <i>*petition signed by 15+ people*</i>	want Simi Valley to operate on Sunday	Yes (15 persons requested)	The service does not appear to be reasonable to meet based on the following criteria: a) Cost Effectiveness: The proposed service will not unduly affect the operator's ability to maintain the required passenger fare ratio for its system as a whole. b) Cost Effectiveness: The proposed service will meet the scheduled passenger fare ratio standards described in Attachment A c) Service Effectiveness: Estimated passengers per hour for the proposed service will not be less than the system-wide average after three years.	Simi Valley
Simi Valley ARC 06/05/13 mail <i>*petition signed by 15+ people*</i>	want Thousand Oaks to operate on Sunday	Yes (15 persons requested)	The service does not appear to be reasonable to meet based on the following criteria: a) Cost Effectiveness: The proposed service will not unduly affect the operator's ability to maintain the required passenger fare ratio for its system as a whole. b) Cost Effectiveness: The proposed service will meet the scheduled passenger fare ratio standards described in Attachment A c) Service Effectiveness: Estimated passengers per hour for the proposed service will not be less than the system-wide average after three years...	Thousand Oaks

Simi Valley ARC 06/05/13 mail <i>*petition signed by 15+ people*</i>	wants Simi Valley service to run from 6:30am to 10pm	Yes (15 persons requested)	The service does not appear to be reasonable to meet based on the following criteria: a) Cost Effectiveness: The proposed service will not unduly affect the operator's ability to maintain the required passenger fare ratio for its system as a whole. b) Cost Effectiveness: The proposed service will meet the scheduled passenger fare ratio standards described in Attachment A c) Service Effectiveness: Estimated passengers per hour for the proposed service will not be less than the system-wide average after three years.	Simi Valley
Simi Valley ARC 06/05/13 mail <i>*petition signed by 15+ people*</i>	wants Thousand Oaks service to run from 6:30am to 10pm	Yes (15 persons requested)	The service does not appear to be reasonable to meet based on the following criteria: a) Cost Effectiveness: The proposed service will not unduly affect the operator's ability to maintain the required passenger fare ratio for its system as a whole. b) Cost Effectiveness: The proposed service will meet the scheduled passenger fare ratio standards described in Attachment A c) Service Effectiveness: Estimated passengers per hour for the proposed service will not be less than the system-wide average after three years.	Thousand Oaks
Simi Valley ARC 06/05/13 mail <i>*petition signed by 15+ people*</i>	wants Route D to run on Sat. & Sun. to Reagan Library and the Hospitals	Yes (15 persons requested)	The service does not appear to be reasonable to meet based on the following criteria: a) Cost Effectiveness: The proposed service will not unduly affect	Simi Valley

			the operator's ability to maintain the required passenger fare ratio for its system as a whole. b) Cost Effectiveness: The proposed service will meet the scheduled passenger fare ratio standards described in Attachment A c) Service Effectiveness: Estimated passengers per hour for the proposed service will not be less than the system-wide average after three years.	
REQUEST FOR SERVICE FROM FILLMORE TO SANTA CLARITA				
unknown, Fillmore 2/12/2014 comment made at Fillmore Listening Session	wants fixed route from Fillmore/Santa Clarita	Yes (15 persons requested)	The service does not appear to be reasonable to meet based on the following criteria: e) Cost Effectiveness: The proposed service will not unduly affect the operator's ability to maintain the required passenger fare ratio for its system as a whole. f) Cost Effectiveness: The proposed service will meet the scheduled passenger fare ratio standards described in Attachment A g) Service Effectiveness: Estimated passengers per hour for the proposed service will not be less than the system-wide average after three years. h) Equity: The proposed service will not cause reductions in existing transit services that have an equal or higher priority.	City of Fillmore/ County of Ventura/ City of Santa Clarita

<i>03/03/14</i> <i>comments made</i> <i>via</i> <i>COAST/ASERT</i> <i>postcard</i>	wants a fixed route in Fillmore, with service to Santa Clarita	Yes (15 persons requested)	See above	City of Fillmore/ County of Ventura/ City of Santa Clarita
<i>3/3/2014</i> <i>comments made</i> <i>via emailed</i> <i>CEDC</i> <i>letter/petition</i> <i>*petition signed</i> <i>by 59 people</i>	wants fixed route service connecting Fillmore and Piru with Santa Clarita	Yes (15 persons requested)	See above	City of Fillmore/ County of Ventura/ City of Santa Clarita
Josefina Zuig, Santa Paula ASERT postcard	wants a "route for Santa Clarita and Santa Paula and for Oxnard, direct"	Yes (15 persons requested)	See above	City of Fillmore/ County of Ventura/ City of Santa Clarita
Lety Estrada, Santa Paula ASERT postcard	wants transportation to Santa Clarita	Yes (15 persons requested)	See above	City of Fillmore/ County of Ventura/ City of Santa Clarita
Maricruz Peruelas, Santa Paula ASERT Postcard	wants a bus to go to Valencia or to Santa Clarita, Camarillo	Yes (15 persons requested)	See above	City of Fillmore/ County of Ventura/ City of Santa Clarita
GOLD COAST TRANIST SERVICE TO THE VICINITY OF SAVIERS AND HUENEME ROADS				
unknown ASERT postcard	wants bus service from downtown Oxnard to Saviers Road and Oxnard Blvd.	Yes (15 persons requested)		
Socorro Ambriz, Oxnard ASERT postcard	wants a bus stop at Saviers Rd. and Hueneme Rd.	Yes (15 persons requested)	No	Gold Coast Transit
Jose Moreno, Oxnard ASERT postcard	resident of Villa Cesar Chavez, wants the bus to come to Saviers and Hueneme.	Yes (15 persons requested)	No	Gold Coast Transit
Jesus Herrera, Oxnard ASERT postcard	resident of Villa Cesar Chavez, wants a bus stop at the corner of Saviers Rd. and Hueneme.	Yes (15 persons requested)	No	Gold Coast Transit
Maria Montejano, Oxnard ASERT postcard	wants a bus stop between Hueneme Rd. and Saviers Rd.	Yes (15 persons requested)	No	Gold Coast Transit
Josefina, Oxnard ASERT postcard	wants a stop at Saviers and Hueneme Rd. for doctors' appointments	Yes (15 persons requested)	No	Gold Coast Transit
Veronica Palencia, Oxnard ASERT postcard	wants a bus stop between Saviers and Hueneme, to go to Saticoy	Yes (15 persons requested)	No	Gold Coast Transit
Raquel Jacinto, Oxnard ASERT postcard	wants a bus stop close to home at Saviers and Hueneme	Yes (15 persons requested)	No	Gold Coast Transit
Luz Elena Flores, Oxnard ASERT postcard	wants bus stop close to Villa Cesar Chavez, because there isn't one close by.	Yes (15 persons requested)	No	Gold Coast Transit

Sandra T. Ortiz, Oxnard ASERT postcard	wants a bus stop at Hueneme Rd. and Saviers Rd.	Yes (15 persons requested)	No	Gold Coast Transit
Eudocio Gomez, Oxnard ASERT postcard	wants a bus stop at Villa Cesar Chavez in Oxnard	Yes (15 persons requested)	No	Gold Coast Transit
Dora Orozco, Oxnard ASERT postcard	wants a bus stop close to the Villa Cesar Chavez Apartments.	Yes (15 persons requested)	No	Gold Coast Transit
Sandra Betancourt, Oxnard ASERT postcard	wants a bus stop in Saviers and Hueneme Rd. "our need hasn't been met"	Yes (15 persons requested)	No	Gold Coast Transit
Patrica Garza, Oxnard ASERT postcard	wants a bus stop in Saviers and Hueneme Rd.	Yes (15 persons requested)	No	Gold Coast Transit
Olivia Salazar, Oxnard ASERT postcard	wants a bus stop in Saviers and Hueneme Rd.	Yes (15 persons requested)	No	Gold Coast Transit
Yolanda Ramos, Oxnard ASERT postcard	wants a bus to "pass in Hueneme Rd, serving Villa Cesar Chavez"	Yes (15 persons requested)	No	Gold Coast Transit
Patricia Marron, Oxnard ASERT postcard	wants a bus "by here at the corner of Saviers Rd. and Hueneme", resident of Villa Cesar Chavez.	Yes (15 persons requested)	No	Gold Coast Transit
Micaela Salazar, Oxnard ASERT postcard	wants a bus at Hueneme and Cypress.	Yes (15 persons requested)	No	Gold Coast Transit
Maria J. Arreola, Oxnard ASERT postcard	wants a bus route to Villa Cesar Chavez in Oxnard at the corner of Saviers and Hueneme Rd.	Yes (15 persons requested)	No	Gold Coast Transit
Dolores Rodiles, Oxnard ASERT postcard	wants a bus stop in Saviers and Hueneme close to Villa Cesar Chavez.	Yes (15 persons requested)	No	Gold Coast Transit
DID NOT MEET UNMET NEEDS CRITERIA				
Mike Munoz, Fillmore 2/6/2014 voicemail	wants service from Fillmore to Moorpark at 7:20am, to return to Fillmore at 3:30pm, for students	No	No	VISTA/ City of Moorpark/ City of Fillmore
Melanie Fiers, Fillmore 2/12/2014 email	wants service from Fillmore to Moorpark at 7:00am, to return to Fillmore at 3:30pm, for students	No	No	VISTA/ City of Moorpark/ City of Fillmore
Melanie Fiers, Fillmore 2/12/2014 email	wants service from Fillmore to Moorpark train stations, to take train to Burbank Airport	No	No	VISTA/ City of Moorpark/ City of Fillmore
Keith York 2/5/2014 UTN Oxnard comment	wants an added loop route in Ventura Foothill/Ondulando areas, to interface with regular bus routes	No	No	Gold Coast Transit

03/03/14 comments submitted on COAST/ASERT postcard	wants to re-route or create a route to provide service to Santa Clara Cemetery and Vineyard (surrounding area)	No	No	Gold Coast Transit
Karen Lee Hudspeth, Ventura 02/27/14 (805)	wants a late morning route from Pacific View Mall to Pierpont beach	No	No	Gold Coast Transit
unknown ASERT postcard	wants bus service down Ventura Road in Oxnard	No	No	Gold Coast Transit
Mony Tournch, Oxnard ASERT postcard	wants bus service to Harbor Blvd. and Fifth Street and Wooley Road.	No	No	Gold Coast Transit
Camille Harris 2/6/2014 email	wants a route from Ventura Avenue area and Oxnard Transit Center to the VC Youth Correctional Facility in Camarillo on 3100 Wright Road on weekends from 9am - 3:30pm (visitor hours) for senior visitors	No	No	GCT/Ventura County
Janet Rizzoli, Camarillo 10/14/2013 email	wants bus service from Camarillo Metrolink to CSUCI on Sundays	No	No	
Nick Otaway 12/20/2013 email	wants bus service in East Ojai (Valley)	No	No	County of Ventura

In addition to these requests, there were several requests for Thousand Oaks Transit to operate on Saturdays, several requests for the bus to stop in Piru and/or Rancho Sespe, and a request for a VISTA route from Oxnard to Camarillo Hearing Conservation Center on 5100 Adolfo Road. All of these services are in existence.

A petition was received that identified possible future stops for the planned Heritage Valley fixed route service. These comments are not Unmet Transit Needs since all of the locations are currently being served by the Heritage Valley Dial-a-Ride, and as such, are operational improvements. The VCTC is working with the Cities of Fillmore, Santa Paula, and the County to refine the routes for the planned local service modifications, and will be referred to the Heritage Valley Transit technical and policy committees for consideration.

<i>3/3/2014 comments made via emailed CEDC letter/petition *petition signed by 59 people*</i>	wants fixed route stop at Fillmore High School
	wants fixed route stop at Vons/Starbucks shopping center on Hwy 126/A Street
	wants fixed route stop at Fillmore Mountain Vista Elementary School or Delores Park
	wants fixed route stop at Rancho Sespe Apartments
	wants fixed route stop at Piru's Downtown Center Train Depot
	wants fixed route stop at Piru's Valle Naranjal Apartments

The following table provides the comments which are operational in nature, including minor adjustments in existing service times and routes, increased frequency of buses, changes in modes, reductions in

transfers, marketing, bus stop amenities, and fares. These are not Unmet Transit Needs. The Commission is providing the individual comments to the appropriate agencies (when a specific agency can be identified) for future consideration.

While not Unmet Transit Needs, there are several “operational” issues which should be given high consideration in agency service planning. These include route adjustments to Gold Coast Transit Route 9, extending transit service serving Oxnard College to end after 10 pm instead of at 10 pm (allowing students whose classes end at 10 pm to use the bus), increasing capacity on the VISTA CSUCI buses, and addressing the park-and-ride capacity problem at the Camarillo Metrolink Station. Also of note, but not easily addressed, is the desire through the county for more direct buses without transfers.

NAME/DATE/PHONE	COMMENT(S)	AREA / AGENCY
Bob Dawson, Camarillo 1/7/2014 email	wants service from Camarillo to The Collection in Oxnard before 8am, to return to Camarillo at 5pm, for those who work at Collection	VISTA/ City of Camarillo/ City of Oxnard
Lois Lipeles 2/7/2014 email	wants a direct route from Simi to Ventura or VCMC, for medical appointments	VISTA/ City of Simi Valley/Gold Coast Transit District
Lucas Hardeman 2/13/2014 voicemail	wants service from Camarillo to Westlake around 8am, with return service to Camarillo around 5pm	VISTA 101
	wants integration of bus routes into Google Maps, like LA Metro	All Transit operators
Dave Kropp, Moorpark 2/15/2014 email	wants benches at each bus stop in Moorpark, for ADA riders who can't stand for long periods	Moorpark
Ryan Uyematsu 2/19/14 email	wants a VISTA bus dedicated to only rail stops in VC, feeding into both Metrolink rail departures in Moorpark and Coastal Express	VISTA
Ted Malos 2/19/14 email	wants to have more buses that are smaller than SCAT sized buses run a more frequent schedule	N/A
	wants better advertisement of public transit/bus routes at the Ventura Amtrak/Metro station	N/A
Angela Madsen 10/22/2013 email	wants to extend the 126 route into Ventura later in the evening (10pm)	VISTA 126/ Santa Paula/ Fillmore/ County
Don Hall, Camarillo 02/04/14	wants later routes (CAT or otherwise) in Camarillo for night shift employees	Camarillo
Jeffery Felburg, Moorpark 2/10/2014 social media	wants a direct route to/from Simi Valley to Moorpark	VISTA East
Meagan Carrasco, Camarillo 4/27/13 email	wants summer service on CSUCI route extended past 5pm, specifically to/from 1732 S. Lewis Road to downtown Camarillo	VISTA CSUCI/ Camarillo
Catherine Tran 2/6/14 email	wants a shelter erected over the stop(s) on CSUCI route	CSUCI
Narda Fargotstein, Santa Barbara 10/11/13 mail	wants Metrolink routes from Ventura into Santa Barbara to align with 8am-5pm "working persons schedule"	N/A

Dave Kern / Simi Valley Neighborhood Council comments made on 02/14/14 and 02/16/14 relayed to CTAC	wants service from Simi Valley to VC Government Center for anyone required to appear in Court	VISTA/ Simi Valley/ Gold Coast Transit
	wants service from Simi Valley to VC Government Center and returning to Simi Valley, for Jury Duty jurors	VISTA/ Simi Valley/ Gold Coast Transit
Keith York 2/5/2014 UTN Oxnard comment	wants schedules on VISTA buses	VISTA
Keith York 2/5/2014 UTN Oxnard comment	wants to allow SCAT [Gold Coast ACCESS] drivers to call seniors with an approx. pick up times so they don't have to wait or potentially miss a pick up	Gold Coast Transit
Keith York 2/5/2014 UTN Oxnard comment	wants added training for drivers on connections so the drivers can inform the riders	N/A
Robert Rodriguez, VCBRU 2/5/2014 comment made at Oxnard Listening Session	wants Nextbus or electronic signs to better inform public if bus is out of service	N/A
	wants extended hours of Route 8 in Oxnard in evening for students	Gold Coast Transit
	wants better lighting at bus stops in Port Hueneme and Oxnard because some stops have inadequate lighting and drivers drive by at night because they don't see people/bus stop	Oxnard/ Port Hueneme
	wants to let bus drivers translate routes to riders via a worksheet or other method	N/A
<i>2/24/2014 comments made at Camarillo Public hearing</i>	wants later routes for stops near colleges, specifically Oxnard College to/from Port Hueneme	Gold Coast Transit
	wants bicycle racks (on rear of the buses or racks that can hold more than three bikes)	N/A
	wants to be able to track the resolution of operational need/comments	VCTC
	wants bus stops to be cleaner	N/A
03/03/14 comments submitted on COAST/ASERT postcard	wants route 9 to either be extended or re-configured so it continues down Ash St. to Five Points, then turn right on Oxnard Blvd, to include CVS Pharmacy (new stop)	Gold Coast Transit
	wants bike racks to be expanded or added to accommodate more bikes	N/A
	wants schedules to be adjusted so route 8 can accommodate evening class schedules at Oxnard College	Gold Coast Transit
unknown, Oxnard 2/5/2014 comment made at Oxnard Listening Session	wants schedules / information translated in Mixtec, in addition to Spanish and English	
unknown, Fillmore 2/12/2014 comment made at Fillmore Listening Session	wants lighting at bus stops in Rancho Sespe	County of Ventura
Juliana Gallardo, CEDC 2/12/14 comments made at Fillmore Listening Session	wants buses and DAR to arrive on time, notify riders of delays and pick-ups that will take over an hour	HVDAR?
<i>03/03/14 comments made via COAST/ASERT postcard</i>	wants the buses to arrive on time	N/A
<i>03/03/14 comments made via COAST/ASERT postcard</i>	wants more bike racks on the bus	VISTA 126?
<i>03/03/14 comments made via COAST/ASERT postcard</i>	wants Wi-Fi on buses that works	VISTA 126?
<i>3/3/2014 comments made via CEDC letter/petition, emailed *petition signed by 59 people*</i>	wants fixed route stop at Fillmore High School	New Heritage Valley Service

	wants fixed route stop at Vons/Starbucks shopping center on Hwy 126/A Street	New Heritage Valley Service
	wants fixed route stop at Fillmore Mountain Vista Elementary School or Delores Park	New Heritage Valley Service
	wants fixed route stop at Rancho Sespe Apartments	New Heritage Valley Service
	wants fixed route stop at Piru's Downtown Center Train Depot	New Heritage Valley Service
	wants fixed route stop at Piru's Valle Naranjo Apartments	New Heritage Valley Service
	wants to fix Dial-A-Ride service delays and overcrowding issues	Heritage Valley DAR?
Maleke Malayeri, Moorpark 2/18/2014 comment made at Moorpark Listening Session	wants immediate rescheduling of DAR service for seniors who have to reschedule medical appointments asap, they can't wait a day to be scheduled	N/A
John B. , Moorpark 2/18/2014 comment made at Moorpark Listening Session	wants a bus stop at Villa Del Arroyo Mobile Home Park in Moorpark	City of Moorpark
Flo Doctrow, Camarillo 2/23/2014 email	wants a non-transfer route to/from from Leisure Village in Camarillo to both Ventura and Thousand Oaks	VISTA/ City of Camarillo/ City of Thousand Oaks
Charlotte Sheldon, Newbury Park 2/24/14 email	wants a direct route to/from Newbury Park to Camarillo Metro station	
Felix Eisenhower, Oxnard 2/24/2014 email	wants buses to run at intervals of less than ten minutes during normal hours, fifteen minutes during outside hours and run around the clock.	
Felix Eisenhower, Oxnard 2/24/2014 email	wants an app to access bus schedules	
Felix Eisenhower, Oxnard 2/24/2014 email	wants GPS on buses to provide location to app, so riders can see their bus in real time	
Felix Eisenhower, Oxnard 2/24/2014 email	wants WiFi on buses	
Felix Eisenhower, Oxnard 2/24/2014 email	wants buses to be "wired" to sync with traffic lights, so buses always get green lights	
Felix Eisenhower, Oxnard 2/24/2014 email	wants smaller buses	
Phyllis Phillips, Camarillo 2/24/14 comment made at Camarillo Public Hearing	wants a solution to the issue of "standing room only" on CSUCI buses at certain times of the day	VISTA/ City of Camarillo/ County of Ventura
	wants safety straps (seat belts) for the first row seats on the bus	VISTA CSUCI
	wants more parking at the Camarillo Metro Station	City of Camarillo
	wants a solution to drivers rushing though yellow/yield traffic lights	VISTA CSUCI
	wants a different fare method, the box with slots for dollars/coins is tedious and holds up the line for people wanting to get on the bus	VISTA CSUCI
	wants better external identification of buses, what line, what destination.	VISTA CSUCI

Gary Collins, Camarillo 02/24/14 comment made at Camarillo Public Hearing	wants a solution to the issue of "standing room only" on CSUCI buses at certain times of the day	VISTA/ City of Camarillo/ County of Ventura
	wants more parking at the Camarillo Metro Station, some seniors can't walk the stairs to the other parking lot	City of Camarillo
John Phillips, Camarillo 2/24/14 comment made at Camarillo Public Hearing	wants a solution to the issue of "standing room only" on CSUCI buses at certain times of the day	VISTA/ City of Camarillo/ County of Ventura
	wants more parking at the Camarillo Metro Station, some seniors can't walk the stairs to the other parking lot	City of Camarillo
Sunzi Trzvedz, Moorpark 2/24/14 comment made at Camarillo Public Hearing	wants non-transfer route to/from Simi Valley to Ventura College	City of Simi Valley/ Gold Coast Transit
	wants a stop added at Camarillo Airport	City of Camarillo
	wants a monthly pass for ADA riders	N/A
Dawn E. Noorda Boldrin, ITT Tech. Inst. 02/24/14 comment made at Camarillo Public Hearing	wants later (PM) stops for routes in Oxnard & Port Hueneme areas for working students	Gold Coast Transit
	wants student discounts to extend to College students	N/A
	wants real-time alerts for delayed service as well as alternative routes while delay occurs	N/A
Patricia Meredith, Camarillo 02/24/14 comment made at Camarillo Public Hearing	wants more parking at the Camarillo Metro Station	City of Camarillo
Ezequiel A. Sanchez, Oxnard ASERT postcard	wants bus benches in El Rio, near Vallarta and Wendy's for bus routes 14, 15, and 17	Gold Coast Transit
	wants drivers to wait longer to pick up passengers on routes 8 and 17	Gold Coast Transit
	wants a public restroom at the Esplanade Transfer Center	City of Oxnard [NOTE: No Transfer Center at Esplanade]
Jenifer Garcia, Fillmore ASERT postcard	wants Wi-Fi on buses that works	N/A
	wants the buses to arrive on time	N/A
	wants to "low the pay of bus"	N/A
	wants "affordable sits"	N/A
	wants "nice persons who drive the buses"	N/A
Monica Campos, Fillmore ASERT postcard	wants more stops within the city	N/A
	wants more bike racks on the bus	N/A
	wants WiFi on buses that works	N/A
	wants the buses to arrive on time	N/A
	wants a route in Piru	Heritage Valley DAR

Vanessa Palomar ASERT postcard	wants buses to be on time	N/A
	wants more bike racks on the bus	N/A
	wants Wi-Fi on buses that works	N/A
	wants extended bus service to Piru	Heritage Valley DAR
Michael Parisian, Pt. Hueneme ASERT postcard	wants a "direct bus to Mobile Ave. in Camarillo"	N/A
L. Mendoza, Oxnard ASERT postcard	wants route 21 to run more frequently on the weekends	Gold Coast Transit
Geri Gretan	advised there is "standing room only" on CSUCI buses at certain times of the day	VISTA/ City of Camarillo/ County of Ventura
	advised there is not enough parking in Camarillo Metro parking lot	City of Camarillo
Michael, Oxnard ASERT postcard	wants service after 10pm from Oxnard College	Gold Coast Transit
Sharon Roberts, Pt. Hueneme ASERT postcard	wants service after 10pm from Oxnard College	Gold Coast Transit
Alma Alvarez, Pt. Hueneme ASERT postcard	wants bus service after 10pm for students at Oxnard College	Gold Coast Transit
Patty Smith, Port Hueneme ASERT postcard	wants later (pm) week day bus service from Oxnard College	Gold Coast Transit
Cheryl Roberson, Oxnard ASERT postcard	wants later evening service from Oxnard College (last class lets out at 9:50pm and last bus leaves at 9:05pm)	Gold Coast Transit
Linda Brown, Oxnard ASERT postcard	wants a bus from Oxnard College to North Oxnard that runs until 10pm	Gold Coast Transit
Wanda Johnson (disabled), Oxnard ASERT postcard	more bus benches	City of Oxnard
Carlos Morlay, Oxnard ASERT postcard	wants more lights at benches	City of Oxnard (?)
	wants more trash cans at stops	City of Oxnard (?)
Paul Abbey, Oxnard ASERT Postcard	wants route 8 college bus to run later at night	Gold Coast Transit
David Johnson, Pt. Hueneme ASERT postcard	wants buses to run later on the weekends (until 10pm)	
Ferenado, Pt. Hueneme ASERT postcard	wants route 8 to extend hours at Oxnard College	Gold Coast Transit
Timothy Herron, Pt. Hueneme ASERT postcard	wants route 8 to have a bus stop by Oxnard Park and Rose Ave.	Gold Coast Transit
Marianne Slaughter	lack of parking at the Camarillo Metro Station, and seniors are not able to park across the tracks and walk over the stairs	City of Camarillo
	concerned about the over-crowded CSUCI buses	VISTA/ City of Camarillo/ County of Ventura
Ruth Johnson, Oxnard ASERT Postcard	wants to see easier bus schedules at stops	
Bruce Harper, Oxnard ASERT postcard	"it gets crowded on [GCT] #1-A-B."	Gold Coast Transit

Eddie Bernard Prince, Oxnard ASERT postcard	wants Route 8 to extend longer into the evening	Gold Coast Transit
Joaquin Osuna, Oxnard ASERT postcard	wants a bus route that goes from Oxnard to the Camarillo Outlets	VISTA/ City of Camarillo/ City of Oxnard
Jessica Apancio, Oxnard ASERT postcard	wants a bus route that goes from Oxnard to the Camarillo Outlets	VISTA/ City of Camarillo/ City of Oxnard
	wants the bus route from Oxnard to the Camarillo Outlets to be faster	VISTA/ City of Camarillo/ City of Oxnard
Jessica Lopez, Oxnard ASERT postcard	wants a direct bus route from Oxnard to the Camarillo Outlets for work	VISTA/ City of Camarillo/ City of Oxnard
Christopher Palma, Oxnard ASERT postcard	wants a direct route from Oxnard to the Camarillo Outlet Mall	VISTA/ City of Camarillo/ City of Oxnard
Steven Martinez, Oxnard ASERT postcard	wants bus stops to have shelter and benches	City of Oxnard
Celia Chiquito, Oxnard ASERT postcard	wants Dial-A-Ride to be on time, said that DAR "bus company leaves the people that ride waiting for a very long time"	N/A
Patricia Suarez, Fillmore ASERT postcard	wants Wi-Fi that works	N/A
	wants buses to Piru	Heritage Valley DAR/County
Luis Salinas, Santa Paula ASERT postcard	wants "better transportation system to travel within the city and more frequent service"	Heritage Valley DAR (?)
Maria Gomez, Oxnard ASERT postcard	"some drivers are very rude or they brake abruptly and someone is going to get hurt someday"	N/A
Rosalia Romero ASERT postcard	wants a bus that stops at the corner of Saviers and Pleasant Valley.	Gold Coast Transit
Carmen Montejo, Oxnard ASERT postcard	wants the benches at the bus stops to be cleaner	
Lorena Cisneros, Oxnard ASERT postcard	wants buses that "pass by on Saviers Road and stop in between Bard and Pleasant Valley"	Gold Coast Transit
Blanca Martinez, Oxnard ASERT postcard	wants bus # 5 to "pass by every twenty to twenty five minutes"	Gold Coast Transit
Pedro Zanches, Oxnard ASERT postcard	wants bus # 3 to have the same schedule, seven days a week.	Gold Coast Transit
Maria Soto, Oxnard ASERT postcard	wants bus # 8 to "pass every twenty minutes"	Gold Coast Transit
Patricia Maldonado, Oxnard ASERT postcard	wants bus # 7 to have the same schedule, seven days a week.	Gold Coast Transit
Teresa Cabrera, Oxnard ASERT postcard	wants bus #7 to pass by every twenty minutes	Gold Coast Transit
Angela Ayala, Oxnard ASERT postcard	"says that the drivers are very polite and, for her, the bus routes are very good because she lives in an area where like three buses pass by where she catches the bus"	N/A

Maria Reyes, Oxnard ASERT postcard	wants bus [GCT] #3 to pass by every twenty to twenty five minutes.	Gold Coast Transit
Ana Rodriguez, Oxnard ASERT postcard	wants the drivers to be more polite to the riders.	N/A
Maria Elena Mendoza, Oxnard ASERT postcard	wants bus [GCT] #9 to run later	Gold Coast Transit
Lucila Guilen, Oxnard ASERT postcard	wants Bus [GCT] #4A to run later	Gold Coast Transit
Lourdes Gomez, Oxnard ASERT postcard	wants benches for people to sit on at the bus stops	City of Oxnard
Irene Ayala, Oxnard ASERT postcard	wants shelter at bus stops "some bus stops there is no shelter from the sun or from the water when it rains"	City of Oxnard
Rosa Magana, Oxnard ASERT postcard	wants [GCT] bus #4B to have an extended schedule	Gold Coast Transit
Jessica Conway, Ventura 03/04/14 email	wants extended pm hours for Vista, leaving Cottage Hospital area at 7:50pm or 8:00pm	VISTA Coastal Express

The following table provides the comments received during the Unmet Transit Needs process which address process issues and are not Unmet Transit Needs nor are they operational needs.

NAME/DATE/PHONE	COMMENT(S)
Aracely Preciado, ASERT 2/24/14 comment made at Camarillo Public Hearing	wants clearer definitions of unmet needs regarding expansions of routes.
	wants to be able to track the resolution of operational need/comments
	wants more information on what are the criteria for operational needs, for those requests to be taken into consideration?
<i>2/24/2014 comments made at Camarillo Public hearing</i>	wants to be able to track the resolution of operational need/comments
Dave Kern / Simi Valley Neighborhood Council comments made on 02/14/14 and 02/16/14 relayed to CTAC	wants unmet transit needs comments to be put online in public forum

The following table provides comments received as part of the unmet needs process which are so general as to be unable to be evaluated; or services beyond Ventura County.

NAME/DATE/PHONE	COMMENT(S)
Tara Eisenhower, Oxnard 2/9/14 email	wants to use all existing rail lines for public transit, to run from 5am until midnight, from Simi to/from Ventura
	wants to purchase old rail cars from larger cities like Los Angeles
Ted Malos 2/19/14 email	wants improvement of tourist train service in Santa Clara River Valley, including the station in Saticoy

Felix Eisenhower, Oxnard 2/24/2014 email	wants rail lines to be used for public transit
	wants to re-design existing transit network, looking at rail routes first, then bus routes to fill in where rail can not cover
	wants buses to run at intervals of less than ten minutes during normal hours, fifteen minutes during outside hours and run around the clock.
Tad Ludes 2/23/2014 email	wants a "link to Woodland Hills Metro stop" so passengers can connect to LA Subway to Staples Center, etc.
	wants a late am Metrolink train for connections to Bob Hope Airport
	wants to be able to "go to an Angels game once in a while by using Metrolink, but there are no trains coming back after the game ends."



Item #7

April 10, 2014

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE
FROM: AMY AHDI, TRANSIT PLANNER
SUBJECT: STATUS UPDATE ON DRAFT MUTUAL ASSISTANCE AGREEMENT

RECOMMENDATION:

- Receive status report on the draft Ventura County Mutual Assistance Compact (VCMAC).

BACKGROUND:

The Ventura County Mutual Assistance Compact (VCMAC) provides a clear avenue to receive and/or provide fully reimbursable, voluntary assistance during an emergency. It creates a framework for activation, withdrawal, responsibilities, reimbursement, documentation, legal and liability issues, yet provides the flexibility to negotiate terms appropriate to the situation at hand.

A draft of the VCMAC was presented at both the March TRANSCOM and Emergency Coordinators Council meetings. Respective members were asked to review and comment on the draft. The following is a summarization of the comments received:

- The title of the Compact and the preamble should contain identification that this mutual assistance is for **Transit Services**.
- Contact the School Districts in regards to district-owned buses.
- Reduce the length and/or simplify the document.
- Look at the State Mutual Aid Transit Compact.

Currently, staff is looking into applying these comments to the document. No action is requested or recommended at this time.



Item #8

April 10, 2014

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE
FROM: PETER DE HAAN, PROGRAMMING DIRECTOR
SUBJECT: ADA CERTIFICATION UPDATE

RECOMMENDATION:

- Receive report.

BACKGROUND:

Attached are two items for the Committee's review:

- Monthly report on ADA certifications
- Guidelines for emergency certifications, based on recent TRANSCOM direction.

Monthly ADA Certification Services Report													
February-14													
Category	Item Measured	Feb	Jan	Dec	Nov	Oct	Sept	Aug	Summary				
Call Center	Inbound ADA Calls	1080	1298	762	892	1086	1115	864					
	Outbound ADA calls	327	370	250	279	342	284	367					
	Average hold time for ADA calls	5.86	4.91	10.12	6.69	10.55	9.01	6.42					
	Out of Area Transmittals	1	2	3	2	2	1	1					
Applications Received	Recertification Applications	29	36	7	17	19	20	26	Total applications received this month = 117				
	New Applications	88	64	55	58	91	79	67	New Applications = 75%; Recertifications = 25%				
Interviews	Complete, with functional evaluation	35	42	19	25	38	42	32	A total of 71 interviews were scheduled.				
	Complete, without functional evaluation	22	18	12	16	22	17	16	There were 14 No Shows/Cancellations (~20%)				
Recertifications	Number of renewals deemed complete	5	18	9	11	6	12	14					
	Due to incomplete application by client	5	1	4	0	1	8	0					
Delays in Processing (Cumulative)	Pending physician's evaluation (PE)	45	25	3	31	28	30	30	50 total (5 + 45) Delays in Processing due to incomplete applications or pending receipt of physician's evaluations, 28 applicants awaiting in person interviews.				
	Applicants awaiting in-person interviews	28	36	28	36	31	39	25					
	Applications that failed to meet "21 day rule"	0	0	0	0	0	0	0					
February 2014 Assessments													
In-person Assessments	Appointment date	Totals	2/3/2014	2/4/2014	2/6/2014	2/11/14	2/13/14	2/20/14	2/24/14	2/25/14	2/25/14	2/26/14	2/27/2014
	Appointment location		T.O.	OAC	OAC	SIMI	OAC	OAC	T.O.	SIMI	MPK	CAM	OAC
	With Physical Assessment	27	0	3	3	5	2	4	4	2	0	0	4
	With Cognitive Assessment	8	4	0	0	0	0	0	2	2	0	0	0
	Field Assessment	22	3	3	4	1	2	1	2	1	2	1	2
	Recert/Photo/Field Assessment	0	0	0	0	0	0	0	0	0	0	0	0
	Recert/Phone/Field Assessment	0	0	0	0	0	0	0	0	0	0	0	0
	No Shows	14	1	2	1	2	1	3	1	2	0	0	1
	Total number of interviews scheduled	71	7	8	8	8	5	8	9	7	2	1	8
Determination Types:		Total	%										
Unconditional		43	69%										
Conditional		16	26%										
Temporary		3	5%										
Denials		0	0%										



Procedure for Issuance of Emergency ADA Eligibility

The Americans with Disabilities Act (ADA) eligibility process is intended to determine whether or not an individual's disability prevents them from using generic public transit services. In order to properly determine the eligibility status of Ventura County residents for use of paratransit systems within the county, the Ventura County Transportation Commission (VCTC) and Mobility Management Partners (MMP) have developed a comprehensive process for receiving applications, gathering necessary medical confirmations of stated disabilities, and when needed conducting in-person interviews and limited functional assessments of applicants. This process can take as little as a few weeks to as much as several months to complete depending on various factors including: the responsiveness of applicants' physicians in providing medical information, the availability of space and time at the various interview locations throughout the county, and the number of total applications in process at any given time.

VCTC staff, along with the Transit Operators Advisory Committee (TRANSCOM), have agreed that there are certain cases where eligibility must be determined in a very short time frame, such as following an unanticipated medical procedure or the sudden onset of a disabling condition. In these cases it can be detrimental to the applicant to have to wait the normal amount of time for completion of the eligibility process. These so-called "emergency eligibility" cases must therefore be handled in a more expedient manner. To that end, in cooperation with VCTC staff and TRANSCOM, MMP has developed the following procedure for providing emergency eligibility certifications which can be issued expediently upon receipt of all required documentation. This procedure will allow the applicant to receive ADA services on a short-term basis until such time as the formal process can be completed.

This process is predicated on the following assumptions:

- 1) The applicant has experienced an unexpected event or had a sudden onset condition that has rendered them temporarily or permanently disabled to the extent that their disability prevents them from using generic public transit resources.
- 2) Application through the normal channels, normally requiring between 30 and 60 days, will have a detrimental effect on the applicant's ability to carry out normal life functions due to the resultant transportation limitations.
- 3) The applicant has written verification from a licensed physician stating the nature and expected duration of the disability.

When the above conditions have been met, an applicant may submit an application for an emergency eligibility certification. The application must be accompanied by all required documentation including:

- 1) A completed application, signed by the applicant or their conservator.

- 2) Written verification from a licensed physician including:
 - a. Name, address and phone number of physician
 - b. Physician's office stamp or written on office letterhead
 - c. Date of surgery or onset of condition
 - d. Type of surgery or condition
 - e. Why the surgery or condition prevents the individual from using transit
 - f. Projected recovery date
 - g. Physician's signature

Upon receipt of the above completed documentation, MMP will issue an emergency ADA eligibility by transmitting the applicant's profile information to all Ventura County transit providers, and by mailing (by postal or electronic mail) a letter of emergency determination to the applicant. The profile and determination letter will be sent out no later than 2:00 p.m. on the next business day following receipt of the completed documentation. The length of time for the emergency eligibility will be for the time specified in the physician's letter, or for 60 days from issuance of the emergency determination, whichever is less. The applicant will not receive a photo ID card as verification of the emergency eligibility, but should inform the paratransit provider of their emergency eligibility at the time that reservations are scheduled. Applicants with emergency eligibility should expect to show proof of ID when boarding the bus while under an emergency eligibility status.

In the event that an emergency condition is expected to last longer than 60 days, the applicant will need to follow the normal application process for a temporary or permanent ADA eligibility determination, which includes the issuance of an ADA eligibility photo ID. If needed, the applicant will be expected to come for an in-person interview in order to verify the continuing disability and to obtain a photo for the ID card. No additional application will be required in these cases, however MMP reserves the right to contact the applicant's physician for further verification of the disability if needed.