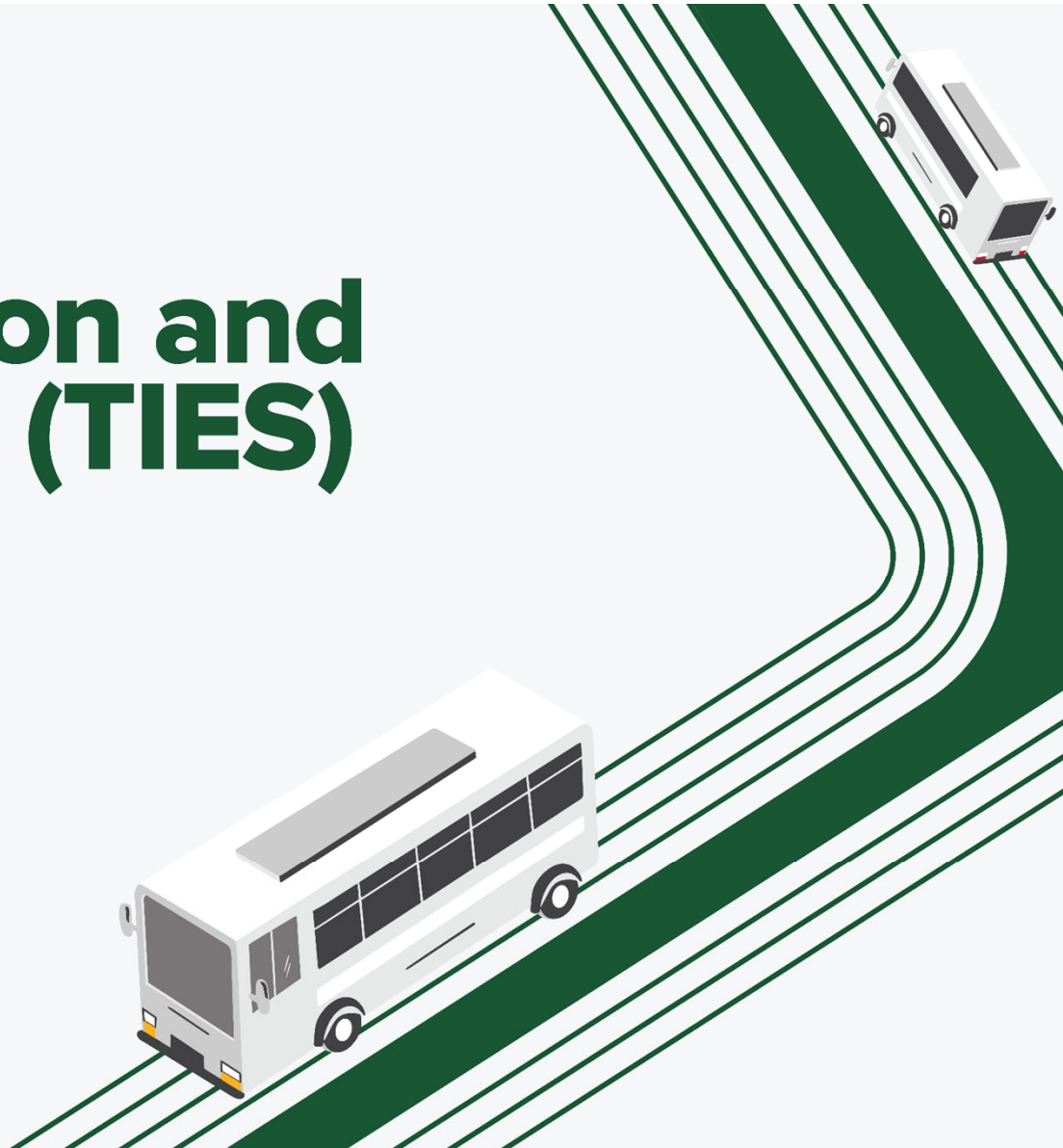


VENTURA COUNTY

Transit Integration and Efficiency Study (TIES)

VCTC Commission Update #1
May 2021

FEHR  PEERS



Background/Reasons for Study

The TIES study was initiated by the Commission and the purpose of this update is to gain input from the Commission

- Impacts of COVID-19 pandemic on transit ridership/finances
- Pandemic underscored systemic race and equity issues nationwide and historic role of public transit serving under-represented communities and communities of color.
- Transit ridership was facing challenges before the pandemic
 - SCAG UCLA Transit Study on falling ridership
- Commission discussion June & July 2020
 - Prior study 2010-2012
 - Some transit system changes in 2013

Project Team



Jeremiah LaRose
Project Manager



Natalie Chyba



Cristina Barone



James Gamez



Paul Jewel



Tim Payne

Agenda

1. Introduction and Context
2. Integration Study Approach
3. Goals and Priorities
4. Discussion
5. Next Steps

Transit in Ventura County



Ojai, Oxnard,
Port Hueneme,
Ventura



Thousand Oaks



Simi Valley, Moorpark,
Thousand Oaks



Heritage Valley



Ventura County

Fixed route service

- Relatively distinct service areas
- Some shared segments between agencies



Transit in Ventura County

Paratransit service

- 7 of 9 operators have unique complementary paratransit service
- Eligibility varies across operators

Transit Operator	Paratransit Eligibility
East County Transit Alliance (CONNECT)	Americans with Disabilities Act (ADA) card, Seniors (65+)
Ventura County Transportation Commission Intercity	<i>No unique paratransit service</i>
Gold Coast Transit District (GO ACCESS)	ADA card, Seniors (65+), participants in Senior Nutrition Lunch Site Program
Valley Express Bus	All residents and visitors; ADA and Seniors (65+) are given priority reservations
Simi Valley Transit	ADA card, Seniors (65+)
Camarillo Area Transit	Camarillo residents, expanded service for ADA and seniors (55+)
Thousand Oaks Transit	ADA card, Seniors (65+)
Moorpark City Transit	ADA card, Seniors (65+)
Ojai Trolley	<i>No unique paratransit service</i>

Rider Experience

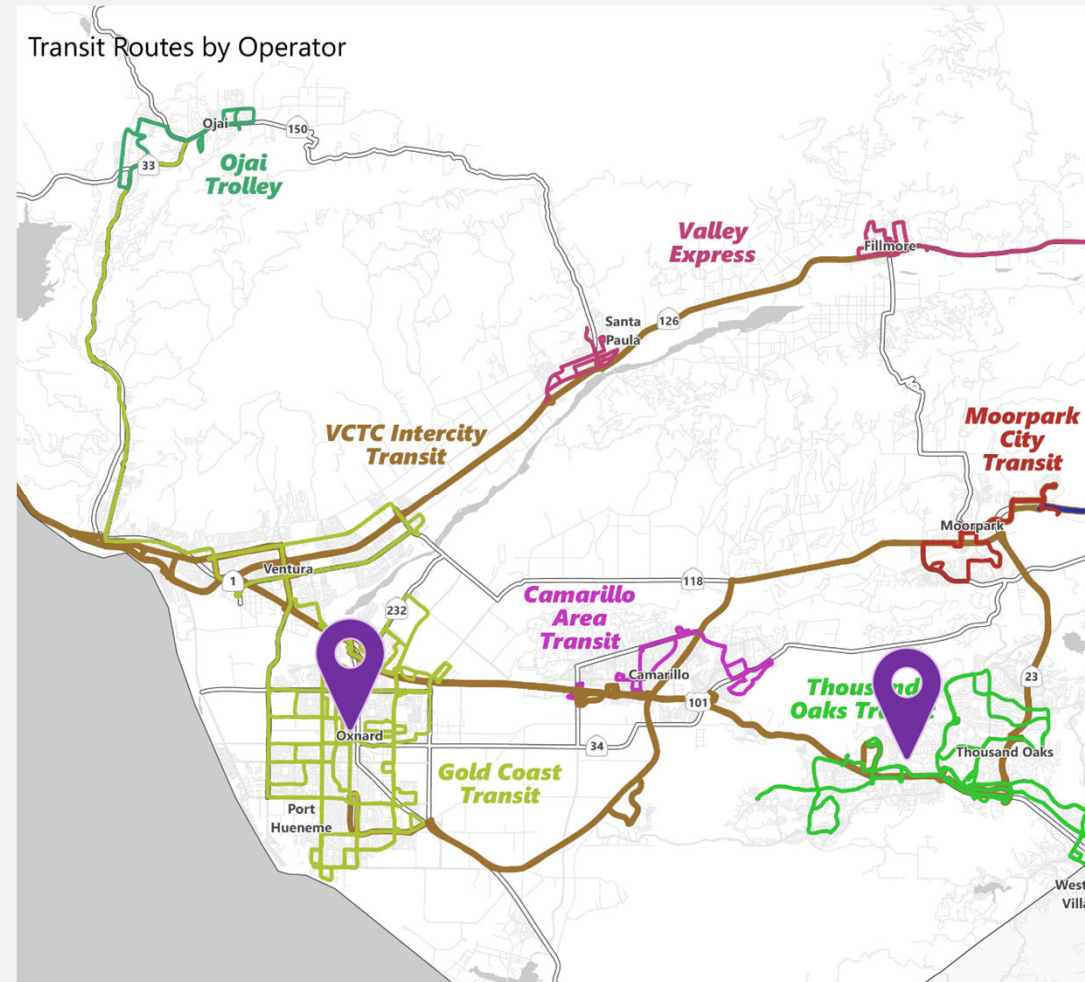
An Oxnard resident going to a medical appointment at Los Robles Regional Medical Center

Fixed-Route

- VCTC to Thousand Oaks Transit
- All-day service
- \$1.75 one-way

Paratransit

- Access to Connect
- 1-day to 2-week lead time
- \$12 one-way





Data Foundation

Data Collection

- Financial
- Physical Assets
- Technology Systems
- Labor Force
- Fixed-Route Service
- Paratransit
- Customer Service & Marketing
- Governance & Coordination

Ongoing Planning Efforts

- Any other ongoing planning efforts related to transit service delivery

Agency Interviews

- Short surveys and brief staff interviews to gather additional insights to transit service and operations

National and Statewide Trends

Finance

- COVID-19-driven uncertainty of funding
- Stimulus/infrastructure package funding
- Changes in CA transit funding

Physical & Technology Assets

- CA Integrated Travel Project
- CA Innovative Clean Transit

Labor

- National operator staffing shortages
- Remote work

Service Delivery

- All-day vs peak-period frequency
- Ridership vs coverage service
- TNC partnerships/on-demand replacement

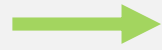
Rider Experience

- Equity analysis beyond Title VI
- Transportation Coordination Plans
- Health & Human Services partnerships

Strategy Screening

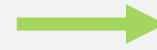
Strategy Development

Preliminary list of strategies that address the gaps identified through the review of service and operations



Tier 1 Screening

Fatal-flaw qualitative assessment of list of strategies, based on goals setting exercise and conversations with staff

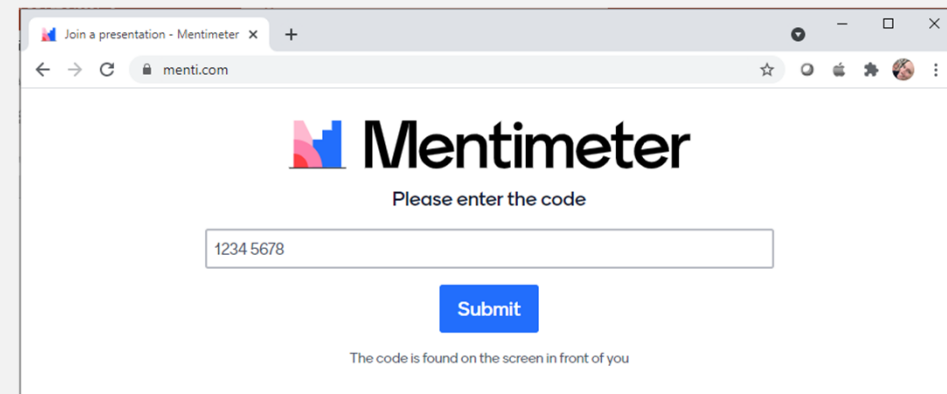


Tier 2 Screening

More detailed evaluation of preferred alternatives utilizing established screening criteria

Goals & Priorities Exercise

- Individual survey conducted through www.menti.com
- Uses any web browser
- Responses submitted to consultant
- Help consultant team understand:
 - High priority objectives
 - Consensus or disparity on priorities
 - Importance of key subtopics
 - Open response for additional priorities



Goals & Priorities Exercise

Example from Operator Working Group

How would you rank the following as goals and priorities of the Transit Integration and Efficiency Study?

- 1st Improved governance & labor efficiency
- 2nd Enhanced financial efficiency
- 3rd Enhanced regional service coverage
- 4th More community-responsive and equitable transit service
- 5th Improved rider experience

What do you feel should be the goals and priorities of this effort?

Mentimeter

- 1st More community-responsive and equitable transit service
- 2nd Enhanced financial efficiency
- 3rd Improved governance & labor efficiency
- 4th Improved rider experience
- 5th Enhanced regional service coverage

Goals & Priorities Exercise

Sample Questions

- Perspective on current transit quality
- What is the most needed improvement (open response)
- Rank five pre-defined goals
- Suggest other goals (open response)
- Within the five goal categories, prioritize 3-5 subtopics
- Challenges facing integration

Next Steps

Project Team

1. Gaps & Opportunities Report
2. Commissioner interviews
3. Agency and local jurisdiction interviews

Commissioners

- Survey will be emailed to you Monday 5/10
- **Please respond by the end of the week (Friday, 5/14)**

Questions?
Thank You

FEHR & PEERS

