



## User Agreement Scope of Work

### 1. Incorporate MSA by Reference

MSA 5-21-70-28-02 and its amendments is hereby incorporated by reference as if attached hereto.

### 2. Description

The Ventura County Transportation Commission (VCTC) is Ventura County's regional transportation planning agency and transit operator. VCTC's objective is to include contactless open loop payment options to improve the customer experience, modernize its fleet, and offer new pathways toward regional interoperability.

This solicitation is focused solely on VCTC Intercity service at this time. VCTC Intercity operates 7 routes, as outlined below. Fiscal Year 2022-2023, VCTC Intercity collected \$753,893 in fares ([S](#)). Please refer to VCTC's system map in Appendix A. In the future, VCTC is also interested in incorporating open-loop onto its Valley Express service (16 total vehicles).

VCTC is one of 8 transit operators in the Ventura County area that seek to leverage California's MSAs; other agencies may include Camarillo Area Transit, Gold Coast Transit District, Moorpark Transit, Ojai Trolley, Simi Valley Transit, and Thousand Oaks Transit. The additional transit agencies may seek to deploy a similar technology stack to offer regional interoperability when funding becomes available for open loop deployment on their systems.

### 3. Fare Structure and Business Rules

VCTC Intercity will implement the following fare policies (see Appendix B):

- VCTC Intercity operates seven (7) routes that differ as follows:
  - Route 50 Highway 101\*, Route 60-62 Highway 126, Route 70-73 East County, Route 77 Cross County Limited, Route 90-99 Channel Islands: flat fare of \$1.75
  - \*Route 55 Conejo Connection: flat fare of \$1.75 if the rider boards within Ventura County and \$4 boarding outside
  - \*Route 55x Conejo Connection: flat fare of \$4
  - Route 80-89 Coastal Express: flat fare of \$4
  - Vendors must accommodate all three models with a single tap.
- Transfers across VCTC Intercity services include:
  - Transfers between general routes are free
  - Transfers from a general route to the Coastal Express route are \$1.50



- Transfers to the Conejo Connection (Route 55x) will be \$1.50
- All transfers are valid for 120 minutes after issue
- VCTC requires transfers between VCTC and Santa Barbara MTD (SBMTD). Vendors must provide this capability with SBMTD (which currently holds contracts with Kuba and LittlePay). Transfers shall be priced as follows:
  - SBMTD to VCTC service: \$1.50
  - VCTC to SBMTD service: \$1.00
- Fare capping will be as follows:
  - Route 50 Hwy 101, Route 60-62 Highway 126, Route 70-73 East County, Route 77 Cross County Limited, Route 90-99 Channel Islands: weekly cap of \$12.50
  - Route 55 and 55x Conejo Connection and Route 80-89 Coastal Express: weekly cap of \$32.50
  - Fare cap pricing is subject to change

VCTC Intercity fares shall include Seniors (age 65 and older) and Medicare/ADA as discount groups for base fare and weekly cap products.

#### **4. On-board Technologies**

VCTC Intercity's fleet consists of 20 MCI D4500 and 11 MCI D4505 buses. VCTC has 5 BYD C10m's ordered and slated to be delivered by end of 2024 and will have 5 MCI D45 CRT LE's ordered and slated to be delivered by February 2025. VCTC currently uses Genfare fareboxes for cash/coin and magnetic stripe passes and Umo for contactless stored value and regional passes (mobile QR code & physical card). Syncromatics is VCTC's CAD-AVL and GTFS-RT provider (they also service the other seven operators in the county). In addition, Trillium produces a VCTC Intercity only Static GTFS Feed. Each bus has a Cradlepoint Router with SIM and uses Verizon for public wi-fi. Vendor shall provide connectivity to PADs through the cradlepoint. Vendor confirms that the vendor is able and certified to operate on this network immediately. If the vendor is unable to connect through VCTC's current system, an alternative connectivity plan shall be provided to VCTC (VCTC may consider FirstNet plans with Cal-ITP if needed).

#### **5. Scope of Work for Category A (PADs)**

Vendor shall provide 45 total PADs (as outlined in the table below). Validators shall be installed on the entire fleet at the front boarding door near the farebox. Specific placement is to be determined and approved by VCTC once the vendor inspects the vehicles. Vendor shall provide a preliminary implementation plan. Vendor shall ensure that VCTC is able to download and print equipment reports for audits (i.e., asset location, inventory list, etc.).



<b>PAD Unit Type</b>	<b>PAD Units Needed</b>
Front door units	41
Spare units	4

### **Value-add Requests**

Vendor shall provide the following optional value-add items as outlined in the proposal: installation of payment acceptance devices, extended hardware warranties, premium customer support, extensive training, vendor-provided project manager, custom solution work, barcode reader hardware, integration with barcode processor and purchase and installation of power delay units in each bus.

Vendor shall provide a respectful, responsive project manager to assist with ongoing troubleshooting and general support. The level of involvement and availability of the project manager beyond implementation shall be consistent with Vendor's proposal.

### **5.1 Determining whether any changes are needed to default service level agreements (SLAs) in the User Agreement**

VCTC accepts the default SLAs in the Master Service Agreement.

### **5.2 Determining internal responsibilities for the project Category A**

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### **6. Items Specific to Category B (Transit Processor Services)**

Vendor shall provide customer support channels and services for VCTC's riders. VCTC accepts the reporting standards as described in Exhibit A. All reports shall be provided in Excel format. Vendor shall ensure that all reports include a retrieval reference number for all transactions, route, transaction date, and transaction amount.

Vendors shall comply with the preliminary implementation plan submitted with Vendor's proposal and shall ensure that the plan complies with VCTC's business rules described in Section 3 above.



## **6.1 Determining whether any changes are needed to default service level agreements (SLAs) in the User Agreement**

VCTC and partners accept the default SLAs in the Master Service Agreement.

## **6.2 Determining internal responsibilities for the project Category B**

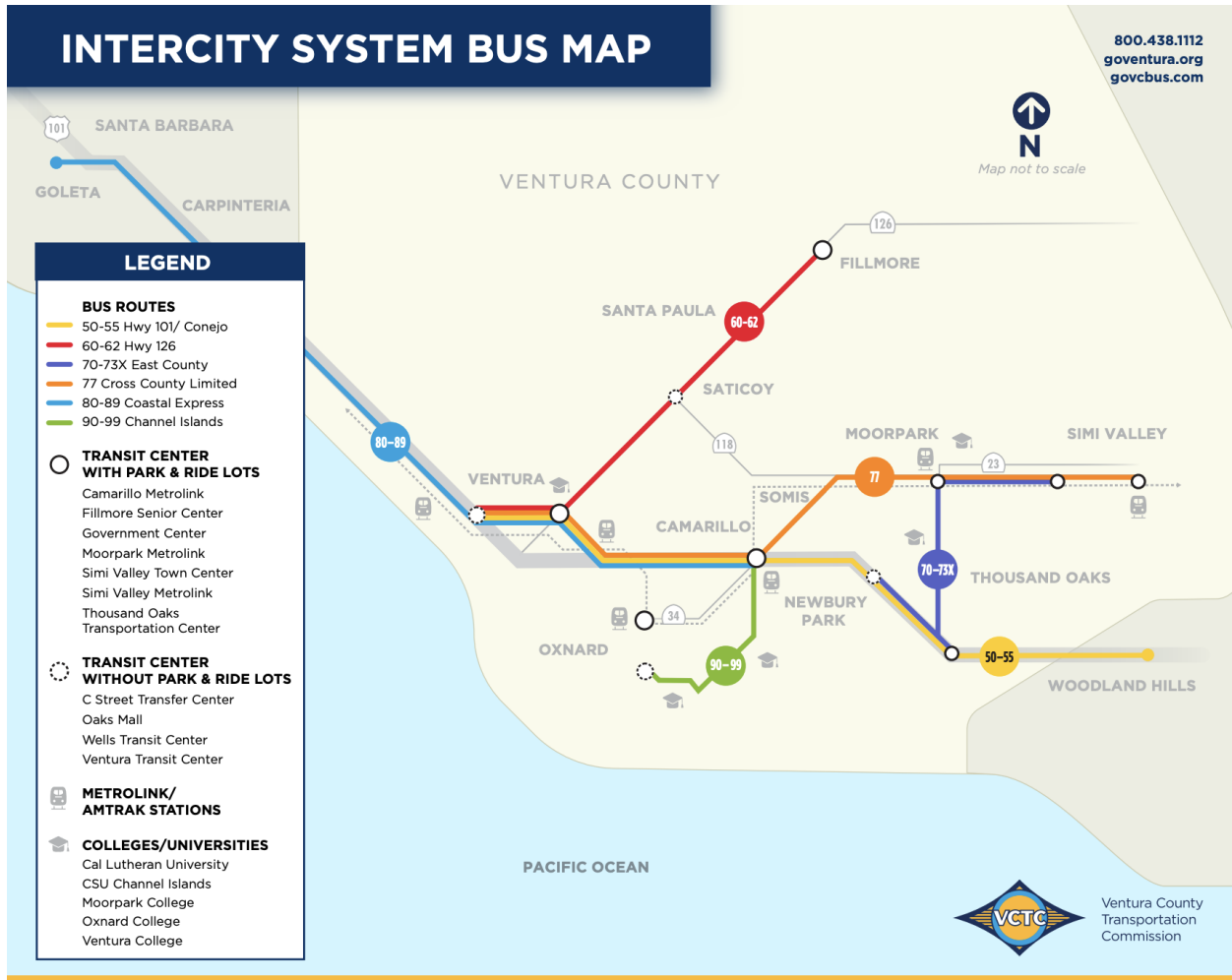
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# Appendix A. - System Map





## Appendix B. VCTC Intercity Fares

### VCTC INTERCITY TRANSIT FARES

	Cash Fare		10% off VCbuspass - Stored Value		Both Child Under 5
	Full Fare	Reduced Fare	Full Fare	Reduced Fare	
<b>ZONE 1 - Routes within Ventura County</b> Good on VCTC regular routes only: Highway 101, Highway 126, East County, Channel Islands, Cross Country Limited	\$1.75	\$0.80*	\$1.57	\$0.72*	Free**
<b>ZONE 2 - Coastal Express and Conejo Connection (55/55X) Routes</b> Good on all VCTC Intercountry routes: Coastal Express & Conejo Connection (Zone 2 pass also accepted on Zone 1 buses)	\$4.00	\$2.00*	\$3.60	\$1.80*	Free**

Please have your exact fare when boarding the bus. No change or fare credits are given.  
 \*Seniors 65 years of age and over; Medicare or ADA cardholder.

#### VCTC Intercity

##### VCTC has six routes:

- Highway 101\*/Conejo Connection\*\* (Routes 50-55X)
- Highway 126\* (Routes 60-62)
- East County\* (Routes 70-73X)
- Cross County Limited\* (Route 77)
- Coastal Express\*\* (Routes 80-89)
- Channel Islands\* (Routes 90-99)

\*Zone 1, \*\*Zone 2