



VENTURA COUNTY TRANSPORTATION COMMISSION
Heritage Valley Technical Advisory Committee (HVTAC)
www.goventura.org | www.valleyexpressbus.org
Santa Paula City Council Chambers
970 E Ventura Street, Santa Paula
Monday, March 3, 2025
1:00 p.m.

AGENDA

Action may be taken on any item listed on the agenda.

In compliance with the Americans with Disabilities Act and Government Code Section 54954.2, if special assistance is needed to participate in a committee meeting, please contact the Administrative Assistant at (805) 642-1591 ext. 111. Notification of at least 48 hours (about 2 days) prior to meeting time will assist staff in assuring reasonable arrangements can be made to provide accessibility at the meeting.

ITEM 1 CALL TO ORDER

ITEM 2 INTRODUCTIONS & ANNOUNCEMENTS

ITEM 3 PUBLIC COMMENTS

Under the Brown Act, the committee should not act on or discuss matters raised during the Public Comment portion of the agenda which are not listed on the agenda. Committee members may refer such matters to staff for factual information or to be placed on the subsequent agenda for consideration.

ITEM 4 AGENDA ADJUSTMENTS

ITEM 5 ACCEPTANCE OF MINUTES

Recommended Action:

- Receive and file.

Responsible Staff: Jeni Eddington

ITEM 6 HONOR 10-YEAR ANNIVERSARY

Recommended Action:

- For discussion.

Responsible Staff: Claire Grasty

ITEM 7 FISCAL YEAR 2025-2026 VALLEY EXPRESS BUDGET

Recommended Action:

- Approve the Fiscal Year 2025-2026 Valley Express Budget.

Responsible Staff: Matt Miller

- ITEM 8 RIDERSHIP AND OUTREACH REPORT**
Recommended Action:
• Receive and file.
Responsible Staff: Erin Kenneally
- ITEM 9 UPDATE ON THE COUNTYWIDE SHORT RANGE TRANSIT PLAN**
Recommended Action:
• Verbal update.
Responsible Staff: Matt Miller
- ITEM 10 UPDATE ON REPLACEMENT VEHICLES**
Recommended Action:
• Receive and file.
Responsible Staff: Erin Kenneally
- ITEM 11 UPDATE ON DIAL-A-RIDE SCHEDULING SOFTWARE (RIDEKO)**
Recommended Action:
• Receive and file.
Responsible Staff: Erin Kenneally
- ITEM 12 ADJOURNMENT**



VENTURA COUNTY TRANSPORTATION COMMISSION
Heritage Valley Technical Advisory Committee (HVTAC)
www.goventura.org | www.valleyexpressbus.org
Fillmore City Council Chambers
250 Central Street, Fillmore
Monday, October 21, 2024
1:30 p.m.

Item 5

MEETING MINUTES

MEMBERS PRESENT: Susanna Arroyo, County of Ventura (Chair)
Clete Saunier, City of Santa Paula

VCTC STAFF PRESENT: Claire Grasty, Public Transit Director
Matt Miller, Transit Operations Manager
Erin Kenneally, Transit Planner

- ITEM 1 CALL TO ORDER**
Chair Arroyo called the meeting to order at 1:35 p.m.
- ITEM 2 INTRODUCTIONS & ANNOUNCEMENTS – None**
- ITEM 3 PUBLIC COMMENTS – None**
- ITEM 4 AGENDA ADJUSTMENTS – None**
- ITEM 5 ACCEPTANCE OF MINUTES**
The committee accepted the meeting minutes from the previous meeting.
- ITEM 6 DIAL-A-RIDE SCHEDULING SOFTWARE IMPLEMENTATION (UPDATE)**
Matt Miller provided the committee with an update on the Dial-A-Ride scheduling software implementation including the background, a launch update, successes, and challenges.
- ITEM 7 COUNTYWIDE SHORT RANGE TRANSIT PLAN (UPDATE)**
Matt Miller updated the committee on the Countywide Short Range Transit Plan including the 1) background, 2) recommended service changes to the Santa Paula A & B fixed-route service, 3) recommended adjustments to public Dial-A-Ride policies and rebranding to Microtransit, and 4) upcoming fare study.
- ITEM 8 POTENTIAL FUELING LOCATIONS**
Matt Miller stated that CalTP will be in Ventura County to help determine how to move forward with potential alternative fueling locations and requested that committee members work the airport, school districts, FATCO, etc. for a location. Clete Saunier recommended land south on Peck Road.
- ITEM 9 RIDERSHIP AND OUTREACH REPORT**

Erin Kenneally updated the committee on the Valley Express Transit Service ridership and community outreach including preliminary vehicles artwork, promotion of the Fillmore/Moorpark route, and outreach events.

ITEM 10 UPDATE ON REPLACEMENT VEHICLES

Erin Kenneally shared the first five replacement vehicles should arrive in mid-November and the other ten replacement vehicles should arrive Summer 2025. She said that the Diamond vehicles were replaced with Glavels, which will be funded with STA funds.

ITEM 11 DRIVER SHORTAGE

Erin stated that the Valley Express service is experiencing a driver shortage and that there are currently ten drivers when the preference would be to have between 16 and 18 drivers.

ITEM 12 ADJOURNMENT

Chair Arroyo adjourned the meeting at 2:24 p.m.



Valley Express Bus & Dial-A-Ride

DATE: MARCH 3, 2025
MEMO TO: HERITAGE VALLEY TECHNICAL ADVISORY COMMITTEE (HVTAC)
FROM: MATT MILLER, PROGRAM MANAGER
SUBJECT: FISCAL YEAR 2025-2026 VALLEY EXPRESS BUDGET

RECOMMENDATION

- Approve the Fiscal Year 2025-2026 Valley Express Budget.

BACKGROUND

Pursuant to the Cooperative Agreement for the Heritage Valley Transit Service, the HVTAC will make recommendations to the Heritage Valley Policy Advisory Committee (HVPAC) regarding, among other things, the annual level of service and budget. Following the HVTAC review, the item will then be reviewed by the HVPAC. Once final, the budget will be incorporated into the overall agency budget of VCTC. The budget process for VCTC includes a review by a budget and finance sub-committee, subsequent review by the full Commission with final budget adoption by June. This item is to consider recommendation of the budget to the Heritage Valley Policy Committee for the upcoming fiscal year.

DISCUSSION

Over the past year the Valley Express bus service has been funded with a mix of Federal Transit Administration (FTA) recurring formula funds, FTA Congestion Mitigation and Air Quality (CMAQ) Program funds, State of Good Repair (SGR) funds, farebox and local funding from the member agencies. In FY25-26 service will be, once again, funded with the same mix of funds including SB125 funds.

The budget was developed based on the following factors and assumptions:

1. Contract provider rate increase in FY25-26.
2. Sustained demand on dial-a-ride service hours.
3. Purchase of four (4) replacement service vehicles using FTA, SGR, and SB125 funds.
4. Continuation of CMAQ funded Fillmore to Moorpark Fixed Route for FY25-26.

This year's total budget will be lower than the FY24-25 budget by about 32% and the local contribution portion of the budget is set to decrease by 6%. The lower budget is due to less vehicle replacements being planned since a majority of them occurred in FY24-25, lower estimated fuel cost, and a lower number of hours planned on the Fillmore to Moorpark Route. Dial-a-Ride (DAR) service hours will remain the same as last year's budget.

So far, DAR service hours have trended lower than expected but to insulate the jurisdictions from unexpected requests for additional funding in the middle of next fiscal year as we have seen in prior years,

staff recommends that the number of DAR service hours planned matches the same number from the current budget. DAR demand and use is very difficult to predict and can fluctuate from year to year and therefore best practice to budget conservatively.

RECOMMENDED LEVEL OF SERVICE

	<i>FY 2025-2026</i>	<i>FY 2024-2025</i>
<u>Fixed Route</u>	<u>Projected Hours</u>	<u>Current (Budgeted)</u>
Fillmore	1,749	1,782
Fillmore – Moorpark*	3,300	5,940
Santa Paula	1,783	1,792
County	3,015	3,015
Subtotal Fixed Route	9,847	12,529
<u>Dial-a-Ride</u>	<u>Projected Hours</u>	<u>Current (Budgeted)</u>
Fillmore	7,111	7,111
Santa Paula	10,180	10,180
County	1,921	1,921
Subtotal Dial-a-Ride	19,211	19,211
Total All Services	29,059	31,740

*Hours for the planned Fillmore-Moorpark funded by a CMAQ grant.

Replacement Vehicles

The FY25-26 budget also includes a total \$1,704,096 in FTA 5339 Capital, SGR, SB125 grant funds and local match to purchase four (4) replacement revenue service vehicles. This purchase will complete the replacement of the entire Valley Express bus fleet.

Anticipated Revenues

The Valley Express has historically utilized revenues from the Federal Transit Administration (FTA) funding, Passenger Fares, and the City of Santa Paula’s sales tax Measure “T” in addition to the State Local Transportation Fund (LTF) revenues each member agency receives and budgets for transit programs.

Similar to last year, this budget uses a blend of Federal formula funds, CMAQ grant funds, SGR grant funds, SB125 funds, fare revenue, and local contributions by member agencies. The following is a table of the prior three years’ budgets for reference.

	FY22-23	FY23-24	FY24-25	FY25-26
FTA - Cares Act/CMAQ	\$ -	\$ 206,077	\$ 566,711	\$ 524,275
FTA	\$ 1,288,926	\$ 1,081,654	\$ 2,175,076	\$ 1,482,405
State of Good Repair	\$ -	\$ -	\$ 1,300,000	\$ 80,409
SB125	\$ -	\$ -	\$ -	\$ 198,774
Local Contribution - Bus Operations	\$ 676,034	\$ 1,016,319	\$ 1,148,814	\$ 1,563,985
Local Contribution - TDA Funds	\$ -	\$ -	\$ -	\$ -
Local Contribution - Route Guarantee	\$ 190,740	\$ 228,150	\$ 524,600	\$ -
Local Fee - Contract Administration	\$ 100,000	\$ 129,100	\$ 133,800	\$ 137,900
Local Fee - Farebox	\$ 38,700	\$ 39,000	\$ 67,000	\$ 53,000
Totals	\$ 2,294,400	\$ 2,700,300	\$ 5,916,000	\$ 4,040,748

The FY25-26 Valley Express Budget is attached to this item as "Attachment A". A breakdown of each member agency's local contribution is attached to this item as "Attachment A: Valley Express Budget Model (FY2025-26)".

If approved at this stage, the next step is to present the budget to the HVPAC, and if approved there it will then be incorporated into the VCTC Budget package presented to the Commission at its June 2025 meeting.

Attachment A: FY2025-2026 VALLEY EXPRESS BUS SERVICE

FISCAL YEAR 2025-2026 BUDGET (DRAFT)

FUNDING:

Funding Source	Funding Dollars
FTA, CMAQ	\$2,006,680
SGR Fund Transfer	80,409
SB125	198,774
Local Contribution – Bus Operations*	1,563,985
Local Fee – Contract Administration*	137,900
Local Fee – Farebox	53,000
Total Funding	\$4,040,748

*Local LTF contributions, route guarantee, and fee provided by cities of Santa Paula, Fillmore and County of Ventura.

EXPENDITURE COMPARISON:

	Fiscal Year 2023/2024 Actual	Fiscal Year 2024/2025 Budget*	Fiscal Year 2025/2026 Budget
Salaries	\$ 49,317	\$ 52,600	\$ 54,700
Fringe and Tax	21,987	22,400	24,500
Indirect Cost Allocation	61,257	58,800	58,700
Mileage	973	1,000	1,500
Office Support	19	1,000	1,000
Printing	3,268	10,000	10,000
Bank Fees	0	1,000	1,000
Legal Services	41	8,000	8,000
Communications Wi-Fi	6,842	7,000	7,000
Contract Services	2,433,627	3,193,400	2,887,300
Equipment	589	10,000	10,000
Outreach	69,996	70,000	70,000
Professional Services	49,155	55,000	55,000
Vehicle Replacements	0	2,933,300	852,048
Total Expenditures	\$2,697,071	\$6,423,500	\$4,040,748

* This budget task was amended after the Commission approved the budget in June 2024.



Attachment B: VALLEY EXPRESS BUDGET MODEL (FY2025-2026)

TAC/PAC Draft Budget Cost of Service 2025/26 (29,109 hours)		
Overhead: Staff	\$	137,900
Overhead: Other	\$	163,500
Vehicle Replacements	\$	852,048
Contractor	\$	2,887,300
Total Costs	\$	4,040,748
External Revenues		
FTA & CMAQ	\$	1,741,591
State of Good Repair	\$	80,409
Projected Farebox	\$	53,000
Total External Revenues	\$	1,875,000
(1) Total Net Due (Less External Revenues)	\$	2,165,748
(2) Member Agency Share Overhead		
		<i>% Share Overhead</i>
Fillmore	\$	100,467
Santa Paula	\$	100,467
County	\$	100,467
Subtotal Overhead Costs	\$	301,400
(3) Member agency share of Contractor Costs (rounded)		
		<i>% Share of total hours (22/23)</i>
Fillmore	\$	596,592
Santa Paula	\$	988,105
County	\$	279,652
Subtotal Contract Costs	\$	1,864,349
Total Costs: Member Agency		
Fillmore	\$	697,058
Santa Paula	\$	1,088,571
County	\$	380,119
Total Costs: Member Agency	\$	2,165,748
Member Agency Available FY23/24 Carryover		
Fillmore	\$	-
Santa Paula	\$	-
County	\$	-
<i>Projected Amount Due to VCTC</i>		
Fillmore	\$	697,058
Santa Paula	\$	1,088,571
County	\$	380,119



DATE: MARCH 3, 2025
MEMO TO: HERITAGE VALLEY TECHNICAL ADVISORY COMMITTEE (HVTAC)
FROM: ERIN KENNEALLY, TRANSIT PLANNER – TRANSIT SERVICES
SUBJECT: RIDERSHIP AND OUTREACH REPORT

RECOMMENDATION

- Receive and file.

BACKGROUND

Valley Express service includes four fixed routes serving the cities of Santa Paula, Fillmore, and the unincorporated area of Piru, Dial-A-Ride services for the general public, and complementary ADA paratransit. In August 2024 a fifth fixed route was added to the service connecting the cities of Fillmore and Moorpark.

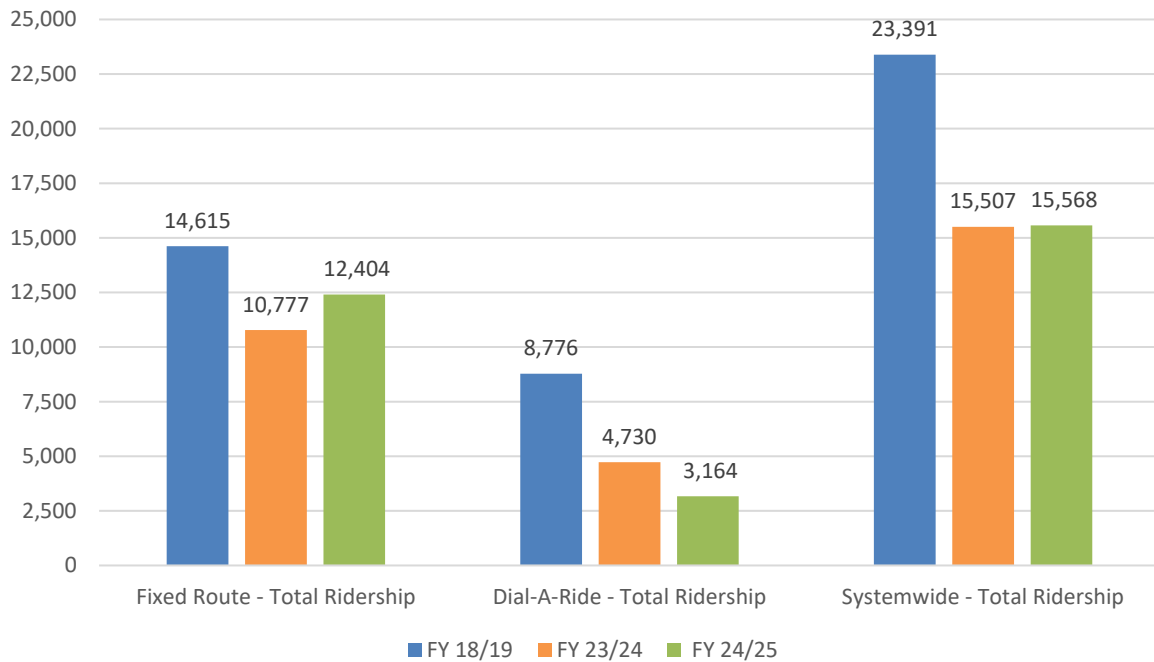
This report provides a Quarter 2 (October-November-December) comparison between key performance indicators (KPI) in FY 24/25 and previous years. In addition, this report provides an update regarding the recent marketing and outreach activities for Valley Express. Though overall ridership in Q2 increased over the same quarter last year, that was primarily due to an increase in fixed route ridership as Dial-A-Ride saw a significant decrease this quarter.

Key Performance Highlights:

- The Fillmore-Moorpark Route began on August 1, 2024. In the first six months of service, it already has higher ridership than all other routes except the Piru route.
- This quarter, Valley Express ridership increased by 0.4% percent to 15,568 passenger trips compared to 15,507 in the same quarter of last year. Fixed route ridership increased by just over 15% while Dial-A-Ride ridership decreased by 33%.
- The Piru route currently accounts for 57% of fixed route ridership as well as 45% of systemwide ridership. It is currently at 81% of pre-COVID ridership and has seen the most ridership recovery.
- DAR ridership is currently at 36% of our pre-COVID numbers and is lower than it has ever been. Fixed route ridership is currently at 85%.
- Although fixed route ridership has increased overall, that is primarily due to the new Fillmore-Moorpark route. When that route was removed there was actually a slight decrease in ridership. There is no definitive answer to explain the decrease, rather we believe several factors contributed. In October, road closures caused several trips on the Fillmore route to be missed. In November the Mountain Fire caused local schools to be closed and the Moorpark College campus was closed for nearly a week. Given students make up a large percentage of our trip, we believe this impacted ridership. Lastly, in December several trips were missed on

the Piru route due to road closures and bus breakdowns. We are still investigating possible reasons for the DAR ridership decrease although the above factors may have contributed.

Valley Express Ridership SECOND QUARTER COMPARISON



Quarterly Ridership Comparison by Route

SECOND QUARTER COMPARISON (Oct-Nov-Dec)

Valley Express Bus & Dial-A-Ride	FY 18/19	FY 23/24	FY 24/25	% Change from FY 18/19	% Change from FY 23/24
Santa Paula Fixed Route	982	497	626	-36.3%	26.0%
Santa Paula Tripper	317	126	84	-73.5%	-33.3%
Fillmore Fixed Route	2598	605	1,023	-60.6%	69.1%
Fillmore Tripper	2013	1,704	1,562	-22.4%	-8.3%
Fillmore-Moorpark*	n/a	n/a	2,033	n/a	n/a
Piru Fixed Route	8705	7,845	7,076	-18.7%	-9.8%
Fixed Route Total	14,615	10,777	12,404	-15.1%	15.1%
Santa Paula DAR	6376	3752	2,643	-58.5%	-29.6%
Fillmore DAR	2400	978	521	-78.3%	-46.7%
Dial-A-Ride Total	8,776	4,730	3,164	-63.9%	-33.1%
Valley Express Bus & Dial-A-Ride Total	23,391	15,507	15,568	-33.4%	0.4%

*Fillmore-Moorpark route launched August 1, 2024

Valley Express

2nd Quarter (Oct-Nov-Dec)

	FY 18/19	FY 23/24	FY 24/25	Change over 23/24
Fixed Route - Total Ridership	14,615	10,777	12,404	15%
Dial-A-Ride - Total Ridership	8,776	4,730	3,164	-33%
Systemwide - Total Ridership	23,391	15,507	15,568	0.4%

Detailed Quarterly comparisons system-wide and for fixed route service and DAR service are shown in the following Tables 1, 2 and 3.

Table 1 System-wide Quarterly Comparison

SYSTEM-WIDE SERVICE - Valley Express KPI		Qtr 2 FY 2023/24	Qtr 2 FY 2023/24	Yr over Yr % Change
Ridership	System-wide	15,507	15,568	0.4%
Passengers per Mile	System-wide	0.28	0.22	-22.0%
Passengers per Hr	System-wide	2.78	2.87	3.4%
Revenue Hours	System-wide	5,578	5,417	-2.9%
Revenue Miles	System-wide	56,211	72,352	28.7%
Operating Cost	System-wide	\$ 593,692	\$ 591,836	-0.3%
Cost per Hr	System-wide	\$ 106.43	\$ 109.26	2.7%
Cost per Passenger	System-wide	\$ 38.29	\$ 38.02	-0.7%

Table 2 Fixed Route Quarterly Comparison

FIXED ROUTE - Valley Express KPI		Qtr 2 FY 2023/24	Qtr 2 FY 2024/25	Yr over Yr % Change
Ridership	Fixed Route	10,777	12,404	15.1%
Passengers per Mile	Fixed Route	0.36	0.24	-33.2%
Passengers per Hr	Fixed Route	6.62	4.34	-34.5%
Revenue Hours	Fixed Route	1,627	2,858	75.7%
Revenue Miles	Fixed Route	29,534	50,879	72.3%
Operating Cost	Fixed Route	\$ 173,584	\$ 313,026	80.3%
Cost per Hr	Fixed Route	\$ 106.71	\$ 109.53	2.6%
Cost per Passenger	Fixed Route	\$ 16.11	\$ 25.24	56.7%

The large increase in Revenue Hours and Miles is due to the addition of the Fillmore-Moorpark route.

Table 3 Dial-A-Ride Quarterly Comparison

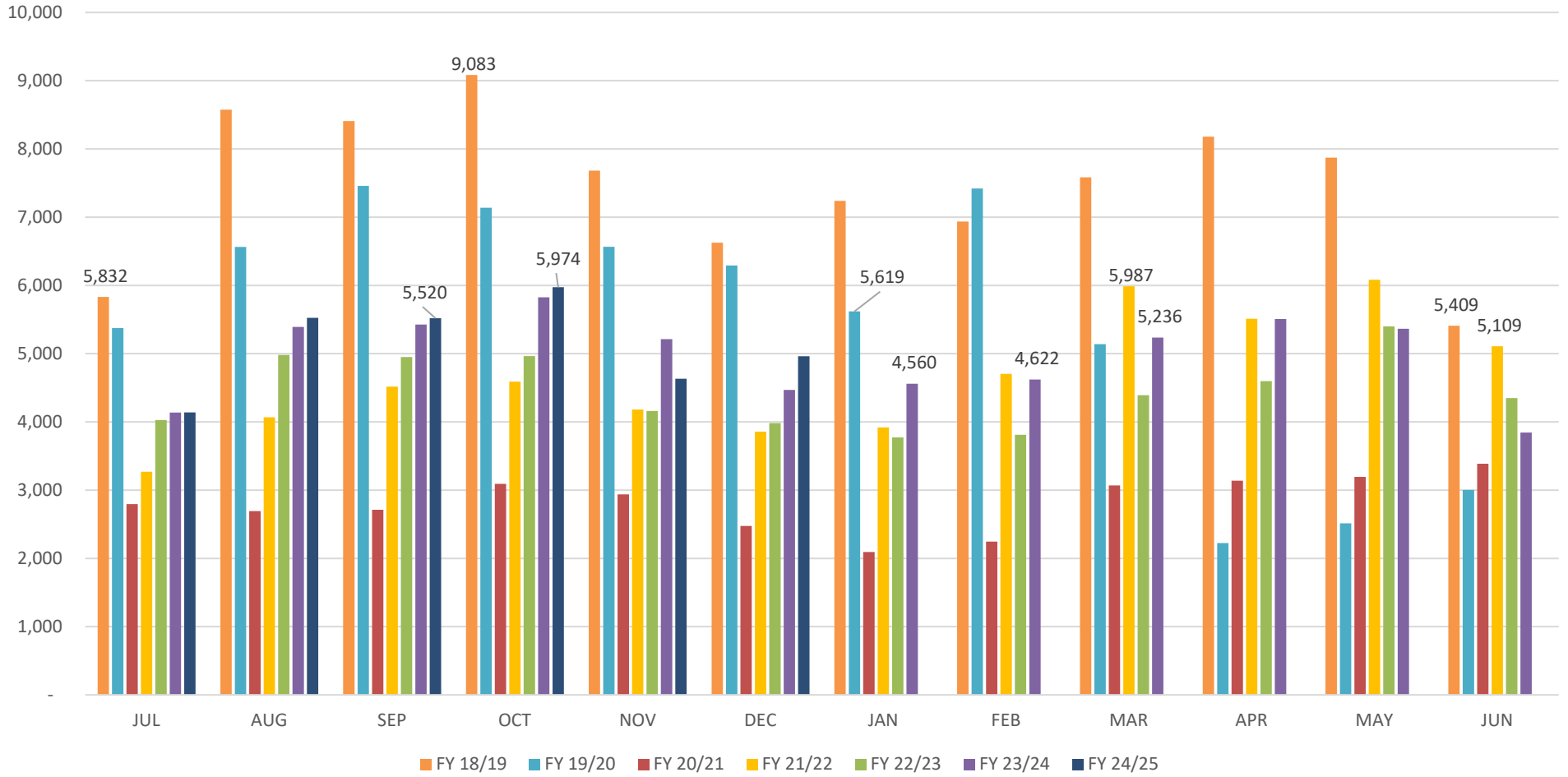
DIAL-A-RIDE (DAR) - Valley Express KPI		Qtr 2 FY 2023/24	Qtr 2 FY 2023/24	Yr over Yr % Change
Ridership	Dial-A-Ride (DAR)	4,730	3,164	-33.1%
Passengers per Mile	Dial-A-Ride (DAR)	0.18	0.15	-16.9%
Passengers per Hr	Dial-A-Ride (DAR)	1.20	1.24	3.3%
Revenue Hours	Dial-A-Ride (DAR)	3,952	2,559	-35.2%
Revenue Miles	Dial-A-Ride (DAR)	26,677	21,473	-19.5%
Operating Cost	Dial-A-Ride (DAR)	\$ 420,108	\$ 278,811	-33.6%
Cost per Hr	Dial-A-Ride (DAR)	\$ 106.32	\$ 108.95	2.5%
Cost per Passenger	Dial-A-Ride (DAR)	\$ 88.82	\$ 88.12	-0.8%

Fillmore-Moorpark Route

The Fillmore-Moorpark route just completed six months in service. It currently accounts for about 15% of fixed route ridership. On average, 63% of total rides have been made by college students and another 12% by youth riders. Over 3,700 rides have been made since the route began on August 1, 2024.

Valley Express Total Monthly Ridership FY 18/19 to present.

Valley Express Total Monthly Ridership



MARKETING AND COMMUNITY OUTREACH

Celtis Ventures, Inc., continues to assist us in promoting the Valley Express service within the Heritage Valley. Celtis is currently working on general service promotion. We have been invited to attend the Fillmore Earth Day event on March 26.

The new Promaster Vans have been delivered, three have been wrapped and will be going into service shortly. The other two will follow shortly.





Valley Express Bus & Dial-A-Ride

Item 10

DATE: MARCH 3, 2025
MEMO TO: HERITAGE VALLEY TECHNICAL ADVISORY COMMITTEE (HVTAC)
FROM: ERIN KENNEALLY, TRANSIT PLANNER – TRANSIT SERVICES
SUBJECT: UPDATE ON CMAQ FUNDED REPLACEMENT VEHICLES

RECOMMENDATION

- Receive and file update on progress of Valley Express vehicles replacement.

BACKGROUND

VCTC, on behalf of Valley Express, received CMAQ funding for fleet replacement.

The Valley Express fleet vehicles have met the end of their useful life benchmark and will be replaced in the fiscal year 2024-25. The current fleet vehicles were purchased in 2015 and consists of five 12 passenger cutaway buses, five 16 passenger cutaways buses, and five 26 passenger low-floor cutaway buses.

DISCUSSION

The FY2024/2025 Valley Express budget includes a total of \$2,683,320 in FTA 5339 capital grant funds, State of Good Repair grant funds and local match to purchase 15 replacements service vehicles. As stated above the current fleet is made up of a variety of cutaway buses that are used for dial-a-ride (DAR) and fixed route service with the smallest vehicles used for DAR service.

As staff planned for the replacement of these vehicles, we were focused on passenger accessibility, ease of boarding for all passengers, and operational efficiency.

As such, five Promaster Braunability (8 passenger + 2 wheelchair position) vans will be introduced into the fleet that are equipped with ramps. These vans will be used to replace the 12 passenger cutaway buses. Four of these have been delivered. Three of those have been wrapped and will be entering service shortly. The fourth is scheduled to be wrapped this week and the fifth will be delivered this week and wrapped next week.

Regarding the other 10 cutaway buses, these will be replaced with six Glavel 22 passenger cutaways with wheelchair lifts that are due to be delivered by the end of this month and four ARBOC cutaways that seat 24 passengers and have ramps. Those are scheduled to be delivered in October 2025.





Valley Express Bus & Dial-A-Ride

Item 11

DATE: MARCH 3, 2025

MEMO TO: HERITAGE VALLEY TECHNICAL ADVISORY COMMITTEE (HVTAC)

FROM: MATT MILLER, PROGRAM MANAGER

SUBJECT: UPDATE ON DIAL-A-RIDE SCHEDULING SOFTWARE IMPLEMENTATION

RECOMMENDATION

- Receive and file update on progress of Dial-A-Ride (DAR) scheduling software implementation.

BACKGROUND

In 2008, VCTC purchased Trapeze paratransit scheduling and dispatch software on behalf of Ventura County operators. Due to the age of the current and outdated version of the Trapeze scheduling software being used at some agencies, VCTC released an RFP to collect proposals and purchase a modern replacement system on behalf of those agencies. After evaluation, that included county operators, VCTC awarded RideCo, inc. a five-year contract for on-demand scheduling software. Following the launch of the software in Camarillo, Valley Express launched the RideCo program in October 2024.

DISCUSSION

Since implementing RideCo, staff has been able to get a much better understanding of how service is being operated and how it can be improved. When planning to launch RideCo the passengers per hour goal was set at 2 and on-time performance (OTP) goal was 95%. Since launching the program, passengers per hour is 1.62. and the OTP stands at 98%. Prior to the launch passengers per hour was .85 and OTP was 96%. Since the on-time performance goal is being met, moving forward staff will be working with MV to increase the passenger per vehicle hour by using RideCo's productivity boosters to improve driver scheduling.

Besides the internal changes to how DAR service is being scheduled and delivered, RideCo also came with a public facing passenger app called Valley Express Dial-A-Ride which is available for download in both the Apple and Google Play stores.

The app allows passengers to self-book and manage all their demand response rides including ADA, Senior and General Purpose trips. It also provides live vehicle monitoring, automatic updates regarding their trips and offers the ability for passengers to rate their rides. As of February 27, 2024, the average trip rating is 4.9 stars, illustrating the outstanding service being offered and delivered by our operators.



After a short adjustment period, the regular riders of Valley Express DAR services have begun to adopt the self booking features of the app and the service is averaging 3 new users each day.