



**HERITAGE VALLEY TRANSIT SERVICE
POLICY ADVISORY COMMITTEE (HVPAC)**
Santa Paula City Hall, Council Chambers
970 Ventura Street, Santa Paula, CA 93060

Wednesday, May 8, 2019
10:00 a.m.

AGENDA

- | | |
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| ITEM 1 | CALL TO ORDER |
| ITEM 2 | INTRODUCTIONS & ANNOUNCEMENTS |
| ITEM 3 | PUBLIC COMMENTS: Any member of the public may address the Committee for up to two minutes on any subject within the jurisdiction of the Committee that is not scheduled for a public discussion before the Committee. |
| ITEM 4 | AGENDA ADJUSTMENTS |
| ITEM 5 | APPROVAL OF MINUTES – For Action
Recommendation: That the Committee waive the reading and approve the minutes for the regular meeting of February 28, 2019. |
| ITEM 6 | KPI/RIDERSHIP REPORT
Recommendation: Receive and file. |
| ITEM 7 | UNMET TRANSIT NEEDS FINDINGS
Recommendation: Receive and file. |
| ITEM 8 | ORIGIN/DESTINATION, TRANSFER AND CUSTOMER SATISFACTION SURVEYS
Recommendation: Receive and file. |
| ITEM 9 | EXTENSION OF TRANSIT SERVICES AGREEMENT
Recommendation: Consider the Heritage Valley technical Advisory Committee recommendation to proceed with the negotiated rates and terms as presented, and, to approve the Amendment to the Transit Service’s Agreement with MV proposed rates and terms for extension |
| ITEM 10 | DETERMINE NEXT COMMITTEE MEETING DATE: Recommendation: That the Committee consider the proposed date set forth below for the next Committee meeting.
<i>Wednesday, October 9th at 10:00 a.m. Santa Paula Council Chambers</i> |
| ITEM 11 | ADJOURNMENT |

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**HERITAGE VALLEY TRANSIT SERVICE
POLICY ADVISORY COMMITTEE (HVPAC)**
Santa Paula City Hall, Council Chambers
970 Ventura Street, Santa Paula, CA 93060

Thursday, February 28, 2019
3:30 p.m.

MEETING MINUTES

MEMBERS PRESENT:

Manuel Minjares, City of Fillmore
Jenny Crosswhite, City of Santa Paula
Kelly Long, County of Ventura
Darren Kettle, VCTC

VCTC STAFF PRESENT:

Martin Erickson, Public Transit Director
Aaron Bonfilio, Program Manager – Transit Services
Heather Miller, Transit Planner

ITEM 1 CALL TO ORDER

Chair Long called the meeting to order at 3:33 p.m.

ITEM 2 INTRODUCTIONS & ANNOUNCEMENTS

None.

ITEM 3 PUBLIC COMMENT

Ms. Crosswhite reviewed with the Committee the following public comment which was received via email from the Santa Paula Youth Advisory Committee:

Hello Ms. Crosswhite,

On behalf of the Youth Advisory Committee, I would like to address the matter of transportation, in specific the availability and frequency of stops at the new Santa Paula Teen Center. As you may know the Teen Center is open from Monday, Tuesday, Thursday and Friday from 2:30-6:00 PM and Wednesdays from 1:30-6:00 PM. The ideal transportation situation would take into consideration these timings. We would also like to address where the bus stops are located. Ideally, we would like a pickup location near the high school and middle school if they are not already there. In closing a route in which youth could go from their schools to the teen center during operating hours would be very beneficial for our constituents and would allow for youth engagement in the new Teen Center.

Thank you, Youth Advisory Committee

Michael A. Schouten
Youth Advisory Committee Chair

ITEM 4 AGENDA ADJUSTMENTS

None.

ITEM 5 APPROVAL OF MEETING MINUTES

ACTION

Minjares moved, seconded by Long, that the Committee approve the July 25, 2018 meeting minutes. The motion passed with Crosswhite abstaining.

ITEM 6 KPI/RIDERSHIP REPORT

Ms. Miller updated and reviewed with the Committee the Quarter 2 (Oct-Nov-Dec) and year-end (FY 2018/2019) Key Performance Indicators (KPI) for the Valley Express Service, including Fixed and Dial-A-Ride (DAR) services. She mentioned there was a 17% wide increase in ridership, and overall the recent system ridership data has shown sustained improvements on the Valley Express service and suggests that the schedule adjustments adopted in mid-August 2017 are a fitting solution to serving the community's transit needs.

ITEM 7 MARKETING AND OUTREACH UPDATE

Ms. Eddington provided a brief overview to the committee on the current marketing and outreach activities. She mentioned the recent work efforts were focused on youth social media, senior print advertisements, and brochure design updates. She noted the youth social media campaign was on Snapchat and when compared to Facebook and Instagram this was the most successful social media campaign to date.

ITEM 8 TRANSIT SERVICES AGREEMENT | VALLEY EXPRESS BUS SERVICE

*Mr. Bonfilio reviewed with the Committee the proposed recommendation made by the Heritage Valley Technical Advisory Committee (HVTAC) to extend the Transit Services Agreement for the Valley Express Bus Service. There were three options presented to HVTAC (options listed below and see attachment(s) provided in staff report). HVTAC is asking that the committee consider **Option 2) Contract Extension for a single three-year period, for which rates for the entire term would be negotiated.***

OPTION 1: Contract Extension for a one-year period, which could be extended for a total of years. Rates would be subject to renegotiation at each interval.

OPTION 2: Contract Extension for a single three-year period, for which rates for the entire term would be negotiated.

OPTION 3: To Re-procure services, i.e. "go back out to bid" and solicit a new service.

Discussion

The Committee had extensive discussion on extending the agreement, specifically to option 2 which is for a single three-year period extension term. The committee also discussed the other options listed above as it is defined by the contract, including the associated timelines, benefits and risks for each. In addition, the general performance by the provider, MV Transportation was discussed.

ACTION

Minjares moved, seconded by Crosswhite that the Committee approve the recommendation to authorize the VCTC Executive Director to issue written notice to MV Transportation to extend the Heritage Valley Transit Services Agreement, and, authorize

the Executive Director to negotiate rates for the Agreement Extension. The motion passed with no objections.

ITEM 9 DRAFT FISCAL YEAR 2019/2020 BUDGET

Mr. Bonfilio asked the Committee to consider the recommendation by HVTAC to approve the Draft Fiscal Year 2019/2020 Valley Express Budget, which if approved will be incorporated into the draft VCTC agency-wide budget scheduled for review April 2019. The committee was provided with two attachments, Attachment A – Draft FY2019/2020 Valley Express Budget and Attachment B – Valley Express Budget Model (Fiscal Year 2019/2020).

Discussion

The committee reviewed the staff report presented and discussed the draft budget which was developed based on the following factors and assumptions: 1) Continuation of the current level of service with moderate growth projected for the “on-demand” Dial-a-ride mode; 2) Anticipated - projected revenues including Federal Transit Administration (FTA 5307), Farebox and Route Guarantee, 3) Extension of the Transit Services Agreement with MV Transportation and limited rate escalation, 4) No increase to VCTC staffing (i.e. contract administration costs) and, 5) Limited increases for items associated with service management, such as marketing, legal services and technology.

Modification: There was a typo error in the first table listed on page 4 of 5 (Attachment A: Draft FY2019/2020 Valley Express Budget) in line item titled “Local Contribution – Route Guarantee” under column three “Year-over-year Change” shows dollar amount \$0 – the amount should be \$10,000.

ACTION

Minjares moved, seconded by Crosswhite that the Committee approve the recommendation to approve of the Draft Fiscal Year 2019/2020 Valley Express Budget as modified above. The motion passed with no objections.

ITEM 10 DETERMINE NEXT COMMITTEE MEETING DATE

Wednesday, May 8th at 10:00 a.m. | Santa Paula Council Chambers

ITEM 11 ADJOURNMENT

The meeting was adjourned at 4:34 p.m.

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DATE: MAY 8, 2019

MEMO TO: HERITAGE VALLEY POLICY ADVISORY COMMITTEE (HVPAC)

FROM: HEATHER MILLER, TRANSIT PLANNER

SUBJECT: KEY PERFORMANCE INDICATORS (KPI) REPORT

RECOMMENDATION

- Receive and file report.

BACKGROUND

This report provides year-to-date route ridership and Quarter 3 (JAN-FEB-MAR) FY 2018/2019 Key Performance Indicators (KPI) comparison to the previous year's quarter for the Valley Express Service including fixed route and dial-a-ride (DAR) services.

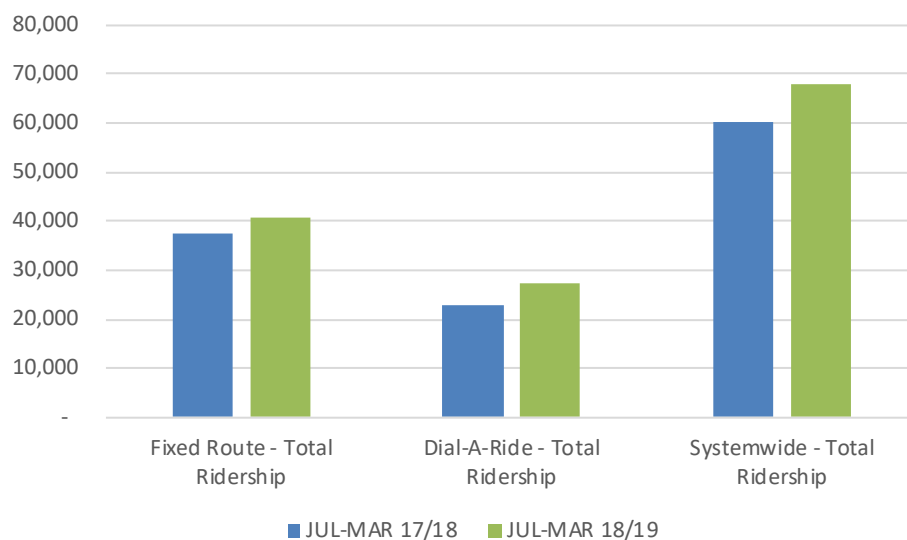
Key Performance Highlights

- Ridership trends continue to climb for Valley Express in the third quarter. Overall, year-to-date comparisons (July 2018 – March 2019) saw a 13% system-wide increase in Valley Express ridership compared to last year. Fixed route ridership increased by 9% while dial-a-ride (DAR) ridership increased 19%. This quarter's comparison saw a 3% increase in ridership system-wide, with fixed route ridership relatively flat and DAR ridership increasing by 8%.
- The third quarter (JAN-FEB-MAR) of the current fiscal year showed mixed gains in efficiency of service with an increase in passengers per mile, but a decrease in passengers per hour, likely due to the increase in DAR ridership. Operating costs increased 7% this quarter, again due to an increase in DAR demand/service hours. With ridership also climbing, cost per passenger and cost per hour were limited to 1% and 4% increases respectively.
- This quarter reaffirms the trends seen last quarter; DAR ridership continues to grow at a strong pace in Santa Paula, while fixed route ridership continues to see demand on the Fillmore and Piru routes.
- This quarter saw riders using the "Free College Ride" program at approximately 2% of total ridership, primarily on the Piru route (78%) and DAR (21%). The December installation of new GFI Electronic Fareboxes on all vehicles is expected to improve ridership data collection moving forward.

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Valley Express Year-to-Date Ridership



Year-to-Date Ridership by Route

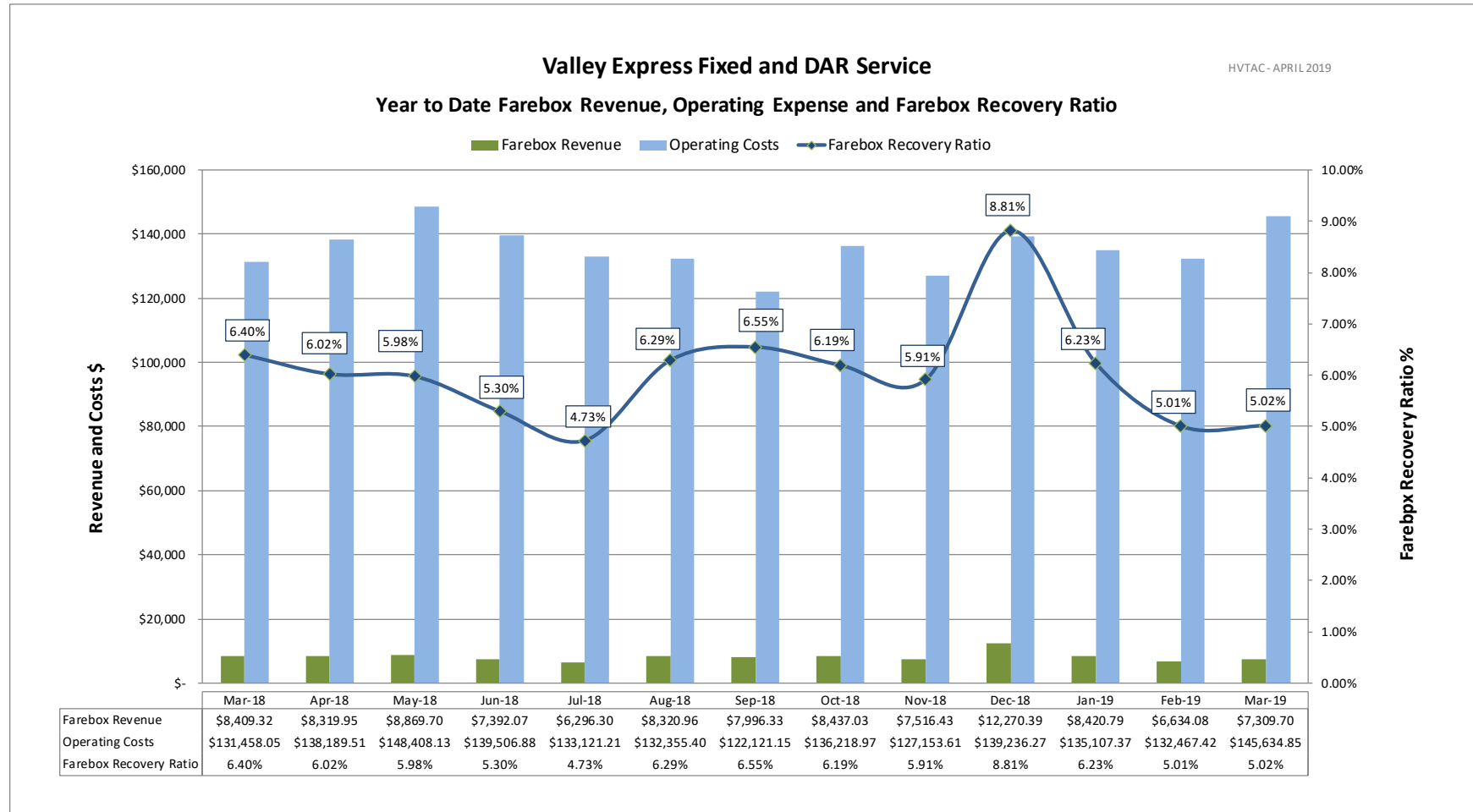
- **Santa Paula** fixed route ridership has declined significantly since service hours were reduced in August 2017, while Santa Paula DAR ridership continues to grow since expanding the curb-to-curb service to the general public. Fixed route ridership declined an average 29% compared to last year, while DAR ridership grew by 32%.
- **Fillmore** Loop ridership increased 60% while the Fillmore Tripper increased 25% in year-to-date tracking compared to last year. Fillmore DAR ridership fell by 7%.
- **Piru** fixed route service has experienced 10% gains in ridership year-to-date compared to last year.

Fixed Routes	JUL-MAR 17/18	JUL-MAR 18/19	Change
Santa Paula A	2,663	1,945	-27%
Santa Paula B	2,820	2,002	-29%
Santa Paula - Tripper A.M.	1,325	914	-31%
Fillmore - Loop	3,278	5,255	60%
Fillmore - Tripper (Rio Vista)	4,392	5,502	25%
Fillmore - River Central *	183	-	-100%
Piru	22,818	25,021	10%
Fixed Route - Total Ridership	37,296	40,639	9%
Dial-A-Ride Service Area			
Santa Paula	15,184	20,058	32%
Fillmore	7,779	7,269	-7%
Dial-A-Ride - Total Ridership	22,963	27,327	19%
Systemwide - Total Ridership	60,259	67,966	13%

* River Central route eliminated in mid-August 2017 due to underperformance.

March 2018 to March 2019 trend in Operating Costs, Revenue and Farebox Recovery Ratio

The farebox recovery ratio (FRR) average of 6% is tracking above average for the last year compared to the previous year as illustrated below. The surge in the FRR in December was due to a considerable increase in sales of "Super" passes (monthly passes that are good for unlimited trips on Valley Express fixed route and dial-a-ride services). January through March farebox revenue collection resumed more characteristic patterns.



Quarterly Comparison for Valley Express

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

- System-wide, ridership increased by 3%. Fixed route ridership remained flat while DAR ridership continues to increase, 8% this quarter.
- Efficiencies of service improved with passengers per mile increasing by 7% this quarter. Passengers per hour, however, decreased by 3%, likely due to the increased use of DAR service. DAR service averaged 2.4 PAX/HR this quarter, while fixed route service averaged 7.5 PAX/HR.
- Operating costs increased by 7% due to the increase in DAR service demand/revenue hours. Farebox revenue declined overall by 4%, contributing to a decrease in the farebox recovery ratio, from 6.05% last quarter to 5.41% this quarter. Santa Paula's local contribution continues to provide funding that makes up the shortfall in order to achieve the TDA mandated 10% FRR for rural transit systems.

Table 1 System-wide 3rd Quarter Comparison

SYSTEM-WIDE SERVICE - Valley Express KPI		JAN-FEB-MAR QTR 3 2017/18	JAN-FEB-MAR QTR 3 2018/19	Yr over Yr % Change
Ridership	System-wide	21,091	21,760	3%
Passengers per Mile	System-wide	0.28	0.30	7%
Passengers per Hr	System-wide	4.08	3.96	-3%
Revenue Hours	System-wide	\$ 5,170	\$ 5,500	6%
Revenue Miles	System-wide	\$ 74,891	\$ 72,449	-3%
Operating Cost	System-wide	\$ 385,480	\$ 413,210	7%
Cost per Hr	System-wide	\$ 74.57	\$ 75.13	1%
Cost per Passenger	System-wide	\$ 18.28	\$ 18.99	4%
Farebox Revenue	System-wide	\$ 23,307	\$ 22,365	-4%
10% Farebox Recovery Goal \$	System-wide	\$ 38,548	\$ 41,321	7%
Farebox Recovery Shortfall \$	System-wide	\$ (15,241)	\$ (18,956)	24%
Farebox Recovery Ratio Actual	System-wide	6.05%	5.41%	-10%
Fare Revenue per Passenger	System-wide	\$ 1.11	\$ 1.03	-7%
Farebox Recovery 10 % Goal per Passenger	System-wide	\$ 1.83	\$ 1.90	4%
Shortfall per Passenger	System-wide	\$ (0.72)	\$ (0.87)	21%

Table 2 Fixed Route 3rd Quarter Comparison

FIXED ROUTE - Valley Express KPI		JAN-FEB-MAR QTR 3 2017/18	JAN-FEB-MAR QTR 3 2018/19	Yr over Yr % Change
Ridership	Fixed Route	12,411	12,422	0%
Passengers per Mile	Fixed Route	0.54	0.57	6%
Passengers per Hr	Fixed Route	7.59	7.58	0%
Revenue Hours	Fixed Route	1,636	1,640	0%
Revenue Miles	Fixed Route	23,002	21,621	-6%
Operating Cost	Fixed Route	\$ 131,634	\$ 133,750	2%
Cost per Hr	Fixed Route	\$ 80.47	\$ 81.58	1%
Cost per Passenger	Fixed Route	\$ 10.61	\$ 10.77	2%
Farebox Revenue	Fixed Route	\$ 10,492	\$ 8,823	-16%
10% Farebox Recovery Goal \$	Fixed Route	\$ 13,163	\$ 13,375	2%
Farebox Recovery Shortfall \$	Fixed Route	\$ (2,671)	\$ (4,552)	70%
Farebox Recovery Ratio Actual	Fixed Route	7.97%	6.60%	-17%
Fare Revenue per Passenger	Fixed Route	\$ 0.85	\$ 0.71	-16%
Farebox Recovery 10 % Goal per Passenger	Fixed Route	\$ 1.06	\$ 1.08	2%
Shortfall per Passenger	Fixed Route	\$ (0.22)	\$ (0.37)	70%

Table 3 DAR 3rd Quarter Comparison

DIAL-A-RIDE (DAR) - Valley Express KPI		JAN-FEB-MAR QTR 3 2017/18	JAN-FEB-MAR QTR 3 2018/19	Yr over Yr % Change
Ridership	Dial-A-Ride (DAR)	8,680	9,338	8%
Passengers per Mile	Dial-A-Ride (DAR)	0.17	0.18	10%
Passengers per Hr	Dial-A-Ride (DAR)	2.46	2.42	-2%
Revenue Hours	Dial-A-Ride (DAR)	3,534	3,860	9%
Revenue Miles	Dial-A-Ride (DAR)	51,889	50,828	-2%
Operating Cost	Dial-A-Ride (DAR)	\$ 253,845	\$ 279,459	10%
Cost per Hr	Dial-A-Ride (DAR)	\$ 71.84	\$ 72.39	1%
Cost per Passenger	Dial-A-Ride (DAR)	\$ 29.24	\$ 29.93	2%
Farebox Revenue	Dial-A-Ride (DAR)	\$ 12,814	\$ 13,542	6%
10% Farebox Recovery Goal \$	Dial-A-Ride (DAR)	\$ 25,385	\$ 27,946	10%
Farebox Recovery Shortfall \$	Dial-A-Ride (DAR)	\$ (12,570)	\$ (14,404)	15%
Farebox Recovery Ratio Actual	Dial-A-Ride (DAR)	5.05%	4.85%	-4%
Fare Revenue per Passenger	Dial-A-Ride (DAR)	\$ 1.48	\$ 1.45	-2%
Farebox Recovery 10 % Goal per Passenger	Dial-A-Ride (DAR)	\$ 2.92	\$ 2.99	2%
Shortfall per Passenger	Dial-A-Ride (DAR)	\$ (1.45)	\$ (1.54)	7%

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DATE: May 8, 2019

MEMO TO: HERITAGE VALLEY POLICY ADVISORY COMMITTEE (HVPAC)

FROM: CLAIRE GRASTY, PROGRAM MANAGER – REGIONAL TRANSIT PLANNING

SUBJECT: UNMET TRANSIT NEEDS – UPDATE

RECOMMENDATION

- Receive and file a status report on the Unmet Transit Needs for FY 2018-19.

BACKGROUND

The Unmet Transit Needs process is conducted each year to collect requests for new or expanded transit service. Before allocating funds for non-transit purposes the Commission must make a finding that there are no unmet transit needs that are “reasonable to meet” as discussed in the attached FY 19-20 Transit Needs Assessment report.

Pursuant to Senate Bill 203, Ventura County cities with a population under 100,000 and not part of a transit district are subject to the Unmet Needs process. These cities are Camarillo, Fillmore, Moorpark and Santa Paula. Additionally, on June 11, 2018, legislation allowed Thousand Oaks to spend TDA fund on streets and roads and they therefore now participate in the process as well. VCTC Intercity service does not utilize Article 8 funds for non-transit purposes; however, service requests for the regional service it provides are included in the process. The Gold Coast Transit District (GCTD), City of Ojai and the City of Simi Valley do not utilize or claim TDA Article 8 funds for non-transit purposes and their service is not subject to the Unmet Transit Needs process.

Adopted Criteria

In order for a request to be considered an Unmet Transit Need, it must meet either of the two following definitions and must receive at least 15 requests for general public service or 10 requests for disabled service:

- 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 education 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

If they fulfill the above criteria, the need must also be determined to be reasonable to meet.

Public Input Process

For FY 19-20, the public comment period for the annual process was held from December 17, 2018 – February 11, 2019, though any comments received throughout the year (before the public comment period) were included also.

VCTC collected public input online, over the phone and in person. VCTC hosted an online survey where over 100 surveys were collected. A social media campaign was conducted that reached nearly 25,000 people. A significant number of comments were received through Facebook, email/website, Instagram and over the phone. VCTC also conducted five community meetings (in Moorpark, Camarillo, Santa Paula, Thousand Oaks and Fillmore) and held a public hearing. Articles and/or public notices were printed in the VC Star, Acorn and Vida.

Analysis

Staff screened each comment received based on the criteria; one request met the 15-comment threshold: service to Santa Clarita. Most comments requested service from Fillmore to Santa Clarita, while some requested the service start in Ventura. However, since this is a regional service traveling a significant distance, this request is not reasonable to meet as the service cannot be provided with the existing fleet and would require additional buses. This service is a regional need and while Santa Paula and Fillmore may have LTF funds not being spent on transit, this route would serve more than those two cities and would require funding above what is allocated to them, potentially highlighting a structural issue with TDA law and the Unmet Needs process. VCTC will begin the process to plan for the future implementation of this route by working with partners such as Fillmore, Santa Paula, Santa Clarita and the Gold Coast Transit District to plan for the implementation of this route, including applying for grant funding for the additional buses required and for operations of the route.

VCTC and the operators value all comments and public input as they are essential to improving public transit in Ventura County. The transit providers receive comments about their service through this process and take all feedback received into consideration for future planning purposes.

Comments received spanned a range of service requests from increased frequency to better information. While not at a level to be defined as an Unmet Transit Need, the most frequent comments received were in the following areas:

- Connectivity between Fillmore – Moorpark
- Additional service on the East West Connector
- Weekend or additional Metrolink service
- Later or extended service on the Highway 126 route

Demand expressed for some of these service expansions has been limited and in this case staff is recommending continued monitoring of the ridership demand before pursuing extensive analysis of cost-effectiveness.

The most frequent comments that are not applicable to the Unmet Transit Needs process but are nonetheless valuable for the operators are the following:

- More frequency and extended service on the Coastal Express

- More frequency on numerous routes and services
- Later service
- Improved service to LA county
- Bus stop improvements

Attachment A lists all comments received that pertain to Camarillo, Fillmore, Moorpark, Santa Paula or Thousand Oaks.

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Appendix A – Public Comments Received for FY 19-20 – Unmet Transit Needs

Comment	Name	Specific Type	City/Area	Service Area
Service from Fillmore to Santa Clarita		service expansion	Fillmore	VCTC
Service from Fillmore to Santa Clarita	Renay Pavich	service expansion	Fillmore	VCTC
Service from Fillmore to Santa Clarita	Mago Zamora	service expansion	Fillmore	VCTC
Service from Ventura to Santa Clarita	Rose Gemini	service expansion	Heritage Valley	VCTC
Service from Fillmore to Santa Clarita	Floyd Fernandez	service expansion	Fillmore	VCTC
Service from Fillmore to Santa Clarita		service expansion	Fillmore	VCTC
Service from Fillmore to Santa Clarita		service expansion	Fillmore	VCTC
Service from Fillmore to Santa Clarita		service expansion	Fillmore	VCTC
Service from Fillmore to Santa Clarita		service expansion	Fillmore	VCTC
Service from Fillmore to Santa Clarita		service expansion	Fillmore	VCTC
Service from Fillmore to Santa Clarita		service expansion	Fillmore	VCTC
Service from Fillmore to Santa Clarita	Manuel Minjares	service expansion	Fillmore	VCTC
Fillmore to Valencia at 8AM	Priscilla	service expansion	Fillmore	VCTC
Ventura to Santa Clarita (Piru to Val Verde Park)	Yifan Lei	service expansion	Heritage Valley	VCTC
Ventura to Six Flags	Juan De Haro		Heritage Valley	VCTC
Santa Clarita to Rancho Camulos 10-3	Maria Christopher	service expansion	Fillmore	VCTC
Fillmore to LA	Paul Benavidez	service expansion	Fillmore	VCTC
Would like direct service to LA from Fillmore - bus and rail		service expansion	Fillmore	VCTC
Would like commuter service to LA from Fillmore		service expansion	Fillmore	VCTC
Service from Fillmore to Moorpark	Irma Martinez	service expansion	Moorpark/Fill more	Valley Express
Fillmore to Moorpark College at 8AM	Priscilla	service expansion	Moorpark/Fill more	Valley Express

Service from Fillmore to Moorpark	Stela Lopez	service expansion	Moorpark/Fill more	Valley Express
Service from Fillmore to Moorpark	Manuel Minjares	service expansion	Moorpark/Fill more	Valley Express
Service from Fillmore to Moorpark		service expansion	Moorpark/Fill more	Valley Express
Service from Fillmore to Moorpark		service expansion	Moorpark/Fill more	Valley Express
Service from Fillmore to Moorpark		service expansion	Moorpark/Fill more	Valley Express
Service from Fillmore to Moorpark		service expansion	Moorpark/Fill more	Valley Express
Faster service from Fillmore to Moorpark		service expansion	Moorpark/Fill more	VCTC
Earlier service going east on East West Connector - Ventura to meet job start times in Moorpark	Hollee King	service hours	Camarillo/Moorpark	VCTC
Earlier service going east on East West Connector - Camarillo to Moorpark College for 8 am classes	Debbie Speth	service hours	Camarillo/Moorpark	VCTC
Earlier service going east on East West Connector - Camarillo to Moorpark College for 8 am classes	Mariah	service hours	Camarillo/Moorpark	VCTC
Earlier service going east on East West Connector and more frequency - Camarillo to Moorpark College for 8:30 am classes	Rulla Hernandez	service hours	Camarillo/Moorpark	VCTC
Camarillo Midtown to Moorpark College at 7:30 AM and back at 1:30 PM; additional time choices on East West Connector.	Rulla Hernandez	service hours/frequency	Camarillo/Moorpark	VCTC
Seven day service on East West Connector	Samuel Phillip Class	service hours		VCTC
East County cities to West County cities at 7 PM and return trip	Robbie Hidalgo	service hours		VCTC
More service to Piru and for extend last 126 trip to Piru		service hours	Piru	VCTC
Would like later westbound 126 service		service hours		VCTC
Would like later westbound 126 service		service hours		VCTC

Fillmore to Ventura at 8-9PM and direct service to Downtown Ventura	Joey	service hours		VCTC
Would like more morning service to Ventura from Fillmore		service hours	Fillmore	VCTC
Fillmore to Ventura for medical appts		service expansion	Fillmore	VCTC
Fillmore to downtown Ventura	Stela Lopez	service hours	Fillmore	VCTC
Ventura to Rancho Camulos 10-3; access to Highway 126/Heritage Valley tourism corridor.	Maria Christopher	service expansion	Fillmore	VCTC
More routes that go to places like Ojai, Camarillo from Fillmore	Priscilla	service expansion	Fillmore	VCTC
Piru to Govt Center		service expansion	Piru	VCTC
Piru to Fillmore		frequency	Piru	VCTC
All-Day Fixed Route Service in Fillmore (incl. later hours and more frequency)	Juan De Haro	service hours	Fillmore	Valley Express
Casner/Mountain View to Rio Vista Elementary	Jazmin McDowell	service expansion	Fillmore	Valley Express
Wish more buses came in Piru, every half hour at least, wait is too long.		frequency	Piru	Valley Express
All-Day Fixed Route Service in Santa Paula (incl. later hours and more frequency)	Juan De Haro	service hours		Valley Express
Mel Vincent Park (Cam) to Carpinteria	Gopal Chakravarthy	service expansion	Camarillo	VCTC
Service from Camarillo to Goleta that are earlier to match commute times	Julio Tellez	service hours	Camarillo	VCTC
Cottage Hospital to Paseo Camarillo 5 to 6 PM; return trip at 8 AM.	Jesy Johnson	service hours	Camarillo	VCTC
All-Day Fixed Route Service in Camarillo (incl. later hours and more frequency)	Juan De Haro	service hours	Camarillo	CAT
Service from Somis to Vista Real (near Cam airport)		service expansion	Camarillo	CAT, VCTC
Camarillo Metrolink to Carmen Plaza-Camarillo City Hall at 6 PM	Bryan	service hours	Camarillo	VCTC
Camarillo Metrolink to the Collection	Bryan	frequency	Camarillo	VCTC

Mission Oaks (Camarillo) to Ventura Pier on Friday and other destinations outside Camarillo	Spencer Richey	service expansion	Camarillo	VCTC
Ventura to Camarillo	Pat DeBattista	service hours	Camarillo	VCTC
St Johns Hospital in Oxnard to Camarillo Airport at 7AM		service expansion	Camarillo	VCTC
Camarillo to Ventura Fairgrounds on weekends		service expansion	Camarillo	VCTC
Downtown Ventura or Mall to CSUCI in AM	Kate Faulkner	service expansion	Camarillo	VCTC
Request last bus from CSUCI to C St. Transfer Ctr also serve OTC and potentially north Oxnard and Ventura		service expansion	Camarillo	VCTC
Would like Oxnard/Camarillo/CSUCI to run later		service hours	Camarillo	VCTC
More service from CSUCI to Ventura, TO and to old town Camarillo		service expansion	Camarillo	VCTC
Service from CSUCI to Thousand Oaks Community Center to meet commute times	Sandra Martínez	service expansion	Camarillo/Thousand Oaks	VCTC
Earlier service from Camarillo to Woodland Hills and more afternoon times (7 am & 3:30 pm)	Joe Mendoza	service hours	Camarillo	VCTC
Would like an additional afternoon Conejo Connection trips west/northbound that leaves earlier (a little after 3:30) and a stop at the Oaks and at Topanga & Ventura Blvd going northbound in the morning.	Andrew Schranze	service hours	Thousand Oaks	VCTC
Would like an earlier afternoon Conejo Connection northbound trip from Warner Center		service hours	Thousand Oaks	VCTC
Grid bus service in TO and better service on Hillcrest and in the hills	Sandra Weston	operations	Thousand Oaks	TOT
Service from Cal-Gisler neighborhood to Oaks Mall (300 E Birch St)	Silvia	service expansion	Thousand Oaks	VCTC
Thousand Oaks to Oxnard/Port Hueneme (VA appt)	Jazzy	service expansion	Thousand Oaks	VCTC

CLU to Camarillo Metrolink Station at 5:40 to catch train to Goleta.	Will Gaffga	service expansion	Thousand Oaks	VCTC
Oxnard to Simi or Thousand Oaks at 12PM and on the weekends	Vicente	service expansion	Thousand Oaks	VCTC
More afternoon/evening service from/to Thousand Oaks and Ventura College.	CS	frequency	Thousand Oaks	VCTC
Thousand Oaks to Oxnard & Ventura Beach	Jazzy	service expansion	Thousand Oaks	VCTC
Service from Cal Lutheran to Moorpark Train Station and improve bus/train connection times for routes that serve Moorpark Metrolink	Grant Bagne	service expansion	Thousand Oaks/Moorpark	VCTC/Metro link
Oaks Mall or Janss Mall to Westlake Village		service expansion	Thousand Oaks	VCTC/Thousand Oaks
Better transit service between TO and Reagan Library and Simi bus to Reagan Library should run on weekends.	Jayne Messier	service expansion	Thousand Oaks/Simi	TOT
MCT route that goes to Simi (Tierra Rejada & LA Ave)	Justin Tsang	service expansion	Moorpark/Simi	MCT/VCTC
Extend Simi Route C to Moorpark	Andrew Schranze	service expansion	Moorpark/Simi	MCT/VCTC
East County and Central County cities to Beach cities in day/evening/night	Robbie Hidalgo	service expansion		VCTC
Ventura to Pt Mugu Naval Base; Ventura to Ojai	Tyson	service expansion	Ventura	VCTC/GCTD
Service from Evergreen & J St to Point Mugu	Raph Mongelli	service expansion	Port Hueneme	VCTC/GCTD
Want more buses and less wait (more frequency)		service hours	All	
More frequent and later service	Cloud Hamilton	service hours/frequency	All	
More service on weekends and generally in Thousand Oaks and from Thousand Oaks, Westlake Village, Newbury Park, to LA.		service expansion	Thousand Oaks	VCTC/Thousand Oaks
Improved transit frequencies and span of service	Robbie Hidalgo	service hours	All	
Desire for late buses after 7-8PM		service hours	Thousand Oaks	VCTC/Thousand Oaks

Later service on all major routes leaving at 11 PM (all VCTC routes), better connections for late night buses	Darren Yang	service hours	VCTC	VCTC
More bus service at night for students, example 101/Conejo NB at night	Bryan	service hours	Camarillo	VCTC
Would like transit on Sundays and after 7 or 8 PM on weekdays. Decreased travel time. Better coordination between VCTC and TOT	Jessica Dorsey	service hours	Thousand Oaks	VCTC/TOT
Would like evening and Sunday service		service hours		
Bus service on holidays		service hours	All	
Expanded hours on fixed route and especially DAR	Jayne Messier	service hours	Thousand Oaks	TOT
Want ECTA service on the weekends	Justin Tsang	service hours	East County	ECTA
ADA weekend service from Moorpark to Thousand Oaks		service expansion	East County	ECTA
Weekend Metrolink service	Flora K	service hours		Metrolink
Weekend Metrolink service		service hours		Metrolink
Weekend Metrolink service	Helen Sugar	service hours		Metrolink
Weekend Metrolink service	Robin Faith Aguiar	service hours		Metrolink
Weekend Metrolink service	Anna Duer	service hours		Metrolink
Montalvo to LA on weekends		service hours		Metrolink
Burbank to Camarillo at 5 or 2:10. Extend Metrolink trips from Moorpark	Jennifer Craven	service hours	Camarillo	Metrolink
Simi Valley Metrolink to LA on weekends.	Nancy Rojas	service hours		Metrolink
Oxnard/Camarillo Stations at 6:30 to Burbank/Glendale at 7:45; more transit options in and out of the San Fernando and San Gabriel Valley early morning and evening.	Erica Martin	service hours		Metrolink
Northridge to Camarillo before 5PM; Simi to Camarillo at 4.	Patrice Wheeler	service hours	Camarillo	Metrolink
More frequent and cheaper Metrolink service to decrease 101 congestion	James Martin	service expansion		Metrolink

Moorpark to Burbank Airport		service hours/frequency	Moorpark	Metrolink
East Ventura Station to LA Union Station	Jessica Kelley	service hours/frequency		Metrolink
Oxnard Metrolink to LA/Burbank Airport		service hours/frequency		Metrolink
Train from San Diego area to Simi Valley area is not affordable for commutes and times are not adequate		service hours		Amtrak
Cheaper and more convenient travel to LAX an SB (bus or train)		service expansion	All	VCTC/Metro Ink
Camarillo to LAX or Burbank Airport.	Joi Hiraishi	service expansion	Camarillo	Metrolink
Would like service to LAX		service expansion	Thousand Oaks	VCTC
Public transit to LAX/western LA.	Kate Faulkner	service expansion		VCTC
More express routes, especially to LA County	Juan De Haro	service expansion		VCTC
Thousand Oaks to West LA.	Jazzy	service expansion	Thousand Oaks	VCTC
LA area (West Hollywood) to Oaks Mall or Janss Mall between 9 PM and 1 AM		service expansion	Thousand Oaks	VCTC
Thousand Oaks to Los Olivos/Solvang and Santa Barbara to SB	Elizabeth Berry	service expansion	Thousand Oaks	VCTC
Santa Paula to Ojai or Santa Barbara	Randall Mendoza	service expansion	Santa Paula	VCTC
Santa Paula to Ventura/LA/SB/Ojai	Jamie Hartford	service expansion	Santa Paula	VCTC

Appendix B – Public Comments Received for FY 19-20 – All Other Comments

Comment	Name	Specific Type	City/Area	Service Area
Later SB to Ventura service on weekends	Kerby Zozula	service hours		VCTC
Wants 101 service on Sunday and more connecting times to Coastal	Leticia Esqueda	service hours	VCTC	VCTC
Service from OTC to Santa Barbara, especially on weekends	Jason Colbert	service hours	Oxnard	VCTC
More frequency on Coastal Express weekends (like before)	Jessica Beebe	frequency	Ventura	VCTC
More buses to Santa Barbara		frequency	Ventura	VCTC
More buses to Santa Barbara	Jennifer Dobbie	frequency	Ventura	VCTC
Want more Coastal Express buses from Santa Barbara to Ventura that stop at the Ventura Transit Center between 5 - 7 PM	Joseph Price	frequency	Ventura	VCTC
Oxnard to UCSB at 9 AM.		service hours	Oxnard	VCTC
Oxnard to SB County Complex at 6AM; County Complex to Oxnard at 8 PM.	Tracey Martinez	service hours	Oxnard	VCTC
Oak St, Ventura to Bath St, Santa Barbra at 6:37; Cottage Hospital to Ventura Transit Center at 6 PM.		service hours	Ventura	VCTC
Govt Center to SB at noon; SB to Govt at 4:30	Brian Morris	service hours	Ventura	VCTC
UCSB to Ventura Govt Center at 2 PM	Cristina Sparks	service hours	Ventura	VCTC
Add run during midday service gap on Coastal Express	Yifan Lei	service hours		VCTC
Conejo Connection modified to better connect w Orange Line	Isreal Martin	operations	VCTC	VCTC
Better connections between East West Connector and Metrolink and also Simi Valley Transit at Simi Civic Center.	Yifan Lei	operations		VCTC
Better coordination between GCT & VCTC w/CSUCI later night routes		operations		VCTC
Consider moving last trip to CSUCI to C St. earlier		operations		VCTC

More stops in Thousand Oaks/Westlake	Elizabeth Berry	operations	Thousand Oaks	VCTC/TOT
Oxnard to Simi or TO at 12PM; Collection to C ST Trans Center at 11PM	Vicente		Oxnard	VCTC/GCTD
Request service from Oxnard to PCH parks/beaches	Leticia Esqueda	service expansion	Oxnard	VCTC
Request travel from Ventura to Carpinteria and Harbor Blvd/Seaward to Ventura Train station		service expansion	Ventura	VCTC
Oxnard to Santa Monica	Juan De Haro	service expansion	Oxnard	VCTC
Simi Valley to Agoura at 8 AM	Maqueda Linn-Hooks	service expansion	Simi Valley	VCTC
Oxnard to UCLA at 9 AM		service expansion	Oxnard	VCTC
Oxnard to Solvang route	Nikki Valenzuela	service expansion	Oxnard	VCTC
Better VCTC on-time performance		operations		VCTC
Some VCTC drivers do not correctly drive the route		operations		VCTC
Sometimes VCTC drivers don't know the stops		operations	VCTC	VCTC
Would like free bus service for UCSB students	Precious Garcia	fares	VCTC	VCTC
No bus fare increases	Andrew Elias Shamoo	fares	VCTC	VCTC
Opposed to VCTC fare increases, especially Zone 2 (hard to break even), recommends more zones		fares		VCTC
Would like trash cans on VCTC buses		other		VCTC
Would like wifi to work more consistently		other		VCTC
Access to power outlets on long trips.	Kelvin Hau	operations	VCTC	VCTC
Request a manned/security booth at the Ventura Train Station		operations	Ventura	VCTC
Would like restrooms open on VCTC buses		operations		VCTC
Open bathrooms on VCTC buses	Robert Kale	other	VCTC	VCTC
Want Unmet Needs meetings in Oxnard		information	Oxnard	VCTC

Want Unmet Needs meetings in west county		information		VCTC
Better on time performance of Fillmore Route	Luisana Hernandez	operations	Fillmore	Valley Express
Want Valley Express schedule to better accommodate Fillmore High School start time		operations		Valley Express
Wants Valley Express DAR to be more coordinated		operations		Valley Express
Would like better on-time performance on Piru route		operations		Valley Express
Sometimes the school time Piru route gets overcrowded and then makes people late		operations		Valley Express
Want bus stop at Tierra Rejada & Mountain Trail St	Justin Tsang	bus stops	Moorpark	MCT
Would like flag or regular stop at LA Ave & Moorpark Ave (near El Pollo Corona Grill)		bus stops		MCT
Would like Moorpark City Transit to get people places faster		operations		MCT
Sometimes ADA passengers get passed up		DAR		TOT
Would like TOT to change bus routes to either be colors or numbers only	Andrew Schranze	operations	Thousand Oaks	TOT
Would like TOT bus stops to be closer together/better spaced and have more of them	Andrew Schranze	operations	Thousand Oaks	TOT
TO routes do not go where people are trying to go		operations		TOT
Decreased travel time. Better coordination between VCTC and TOT.	Jessica Dorsey	operations		VCTC/TOT
Bristol/Hill to VCMC.	Jessica Kelley	frequency	Ventura	GCTD
St Johns Hospital and the Collection to the Courthouse at 8 AM.		service expansion	Oxnard	GCTD
Collection to downtown Oxnard after 9PM	Christopher Tull	service expansion	Oxnard	GCTD
Riverpark to Ventura Harbor; Riverpark to Oxnard State Beach	Paul Schnebelen	service expansion	Oxnard	GCTD
Foothill and Victoria to downtown Ventura or the collection/Oxnard.	Anon 21	service expansion	Ventura	GCTD

C St & Ninth St to Ventura Ave at noon	Richard Gump	service expansion	Oxnard	GCTD
Service from Evergreen & J St to Oxnard	Raph Mongelli	service expansion	Port Hueneme	GCTD
Service on Eastman St in Ventura	Dan Shapiro	service expansion	Ventura	GCTD
Ventura High to Ventura Adult and Continuing Ed at 3PM	Lorelle Dawes	service expansion	Ventura	GCTD
Home to new Kaiser facility on Market & Ventura Metrolink Station	Barrie	service expansion	Ventura	GCTD
Telegraph Rd to Ventura Fairgrounds in the AM; Telegraph Rd to Oxnard.	Marie	service expansion	Ventura	GCTD
Pacific View Mall to Ventura Marina and Pierpont neighborhood	mark Velasquez	service expansion	Ventura	GCTD
Victoria/Telephone to Ventura Harbor at noon; downtown Ventura to east end Ventura late at night.	Craig Deane	service expansion	Ventura	GCTD
Victoria Ave to Ventura Harbor Village	Rory L. Aronsky	service expansion	Ventura	GCTD
Channel Islands HS to Ventura Botanical Gardens	Flora K	service expansion	Ventura	GCTD
Victoria Ave to Rose Avenue in Oxnard	Rory L. Aronsky	service hours	Ventura	GCTD
Montalvo to Ventura on weekend evenings.		service hours	Ventura	GCTD
Ojai park n ride to Ventura Thompson St; more weekend and later service.	Breeanna	service hours	Ojai	GCTD
I would appreciate late evening buses from Ventura to Ojai.	Kristofer Young	service hours	Ojai	GCTD
Ojai to Lake Casitas at 9AM; Live Oaks Acres to Ventura (train station) at 6AM.	Sophie Loire	service expansion		Ojai Trolley/GCTD
Service in East Ojai	Nicholas Oatway	service expansion	Ojai	Ojai Trolley/GCTD
Want to be able to make reservations on ACCESS more than a day before	Bunny Avila	operations	GCTD	GCTD
Better routes in Oxnard	Liz White	operations	Oxnard	GCTD
Request for GCTD add stop in Oxnard nearer Kaiser offices	Spencer Richey	bus stops	Oxnard	GCTD
Using ACCESS is difficult, especially for due to the wait times		DAR		GCTD

Hard to get transportation to some of the Ventura counties, including VA appointments	Jazzy	operations		VCTC/GCTD
Better connections from Simi B route to Metrolink, shorter travel time on C route, later service on routes, especially from Metrolink station into town	Colleen Koeppel	operations	Simi	Simi
Better bus stop lighting		bus stops	All	All
Better accessibility of bus stops for visually impaired		bus stops	All	All
Would like ADA service to be door-thru-door		DAR	All	All
Better promotion of bus services		information	All	All
Improve public transit image	Jayne Messier		All	All
Promote bus service to special events	Jayne Messier	information	All	All
Better promotion of Travel Training and of bus services		information	All	All
Real time bus information	Brian Morris	information		
Real time bus arrival app	James Carey	information	All	All
More understandable bus schedules		information	All	All
Would like to book a ride directly on an App/Online		information	All	All
Better coordination between schedules	Jayne Messier	operations	All	All
Want easier transfers at stations		operations	All	All
Want better coordination among services		operations	All	All
More coordination among operators		operations		All
Santa Barbara college students should also be able to ride for free.	Gabrielle Paredes	fares	All	All
Free bus service (paid w taxes)		fares	All	All
Free bus passes for low income	Karen Borg	fares	All	All
Reduced fare for Medical recipients	Jim Goodwin	fares	All	All

Would like service to better accommodate travelling		operations	Fillmore	
Buses are too infrequent	Kristofer Young	frequency		
Takes too long to get from Cal Lutheran to Westlake Village. 1.5 hr.	Greg Monterrosa	operations	Thousand Oaks	
Transportation takes too long, add more shuttles or drivers.	Anon 8	operations		
Getting to LA and back in timely manner.	Randall Mendoza	operations		
Bus trips take too long, driving is faster.		operations		
Oxnard to San Diego at 10AM; Oxnard to San Fran.	Enrique Lucero	rail		Amtrak
Light rail from Newbury Park to Woodland Hills		service expansion	Thousand Oaks	
Light rail along 101 corridor	James Martin	service expansion		
Intercity light rail would be awesome	Tyson	service expansion		
Want light rail	Steven Phares	service expansion		
Ziplines and monorails on freeway medians		service expansion		
Free for Moorpark College students	Roselyn Winward	fares		All
Want dial-a-ride in Fillmore	Beatriz Hernandez	DAR	Fillmore	Valley Express
Want dial-a-ride in Fillmore	Linda Graves Anderson	DAR	Fillmore	Valley Express
Simi to Ventura Courthouse at 8AM for jury duty		operations		VCTC
Amgen to Simi Valley at 5PM	Maqueda Linn-Hooks	service hours	Thousand Oaks	VCTC
Moorpark to Ventura at 8AM	Michael Stewart	service hours		VCTC
More bike routes SP to Ojai & Ventura.	Jamie Hartford	bike		
"All Trail Heads"; not enough bike lanes.	Daniel Twedt	bike		
I would like increased safety for bicycle commuting.	Heidi Christensen	bike		

Bicyclists to be able to use stop signs as yields		bike	All	All
Dividers/reflectors at Old Telegraph & 126 by Fillmore		streets/cars	Fillmore	
Through lane on Moorpark Rd	Mindy Johnson Prowler	streets/cars	Thousand Oaks	
118 fwy needs to be expanded, more lanes		streets/cars		
Instead of spending money on public transit, spend it on relieving traffic on freeways.		streets/cars		
Want more roundabouts		streets/cars		
Want charging stations everywhere		streets/cars		

Appendix C – Passenger Fare Ratio Standards for New Transit Services in Ventura County

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.

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DATE: May 8, 2019

MEMO TO: HERITAGE VALLEY POLICY ADVISORY COMMITTEE (HVPAC)

FROM: CLAIRE GRASTY, PROGRAM MANAGER – REGIONAL TRANSIT PLANNING

SUBJECT: ORIGIN/DESTINATION, TRANSFER AND CUSTOMER SATISFACTION SURVEYS

RECOMMENDATION

- Receive and file information on the Origin/Destination, Transfer and Customer Satisfaction Surveys

BACKGROUND

VCTC aims to conduct periodic surveys on its routes as this is a best practice in transit. As such, VCTC has hired a consultant to conduct a number of surveys for the VCTC Intercity, Valley Express and nearly all the county operators' service. The surveys conducted as part of this effort are an origin/destination survey, a transfer survey and a customer satisfaction survey. Both the origin/destination and transfer surveys are now complete and the customer satisfaction surveys will begin in late May.

The origin/destination survey surveys where passengers get on the bus to start their journey and where they depart. This information provides more robust information about where passengers are travelling than stop ridership can give. It helps transit staff to better understand passenger travel patterns. For the Valley Express, the Santa Paula A and B routes were surveyed. The origin/destination survey is currently underway.

The transfer survey surveyed 12 different transfer locations throughout Ventura County and Santa Barbara County. This survey quantifies the passengers who are transferring between routes and will inform VCTC and the member agencies of the routes that that passengers travel between to complete their journey. This will also help show how many riders use different operators to make their trip. Santa Paula City Hall and Fillmore Terminal in the Heritage Valley have been included.

The customer satisfaction survey component will include distributing surveys throughout the VCTC Intercity and Valley Express systems.

The surveys will:

- Compile statistically accurate information about transit passengers in Ventura County and how they use the transit system.
- Show where transit passengers are traveling to and from through reliable origin/destination data.
- Demonstrate which buses passengers are transferring to and from through reliable transfer data.

- Understand how often passengers use multiple transit systems to make their journey.
- Ascertain passengers' satisfaction of the VCTC Intercity transit services.

The project is expected to be completed no later than the end of August 2019.



DATE: MAY 8, 2019

MEMO TO: HERITAGE VALLEY POLICY ADVISORY COMMITTEE (HVPAC)

FROM: AARON BONFILIO, PROGRAM MANAGER – TRANSIT SERVICES

SUBJECT: EXTENSION OF TRANSIT SERVICES AGREEMENT

RECOMMENDATION

- Consider the Heritage Valley Technical Advisory Committee recommendation to proceed with the negotiated rates and terms as presented, and, to approve the Amendment to the Transit Services Agreement with MV Transportation Inc.

BACKGROUND

At the last Heritage Valley Policy Advisory Committee (HVPAC) meeting, the Committee recommended to exercise the extension provision contained in the current Transit Services Agreement for operation of the Valley Express bus service with the current provider, MV Transportation (MV), for three more years. The recommendation was subsequently approved by the full Commission at the March Commission meeting.

Since that time, staff engaged in negotiations with MV regarding extension rates and terms. Pursuant to the current Agreement, VCTC and the provider had a thirty-day negotiation period to determine hourly rates for service. Following the close of negotiations, the negotiated rates and terms were presented at the April 17, 2019 meeting to the Heritage Valley Technical Advisory Committee (HVTAC) for its review. The HVTAC approved recommendation of the negotiated rates and terms and that the matter proceed to the HVPAC. This item presents the HVTAC's recommendation, as well as the associated draft contract amendment to the Transit Services Agreement with MV Transportation Inc. If approved by the HVPAC, the item will be presented for final consideration at the full Commission in June.

The draft rates and terms are summarized below.

- Exercise 3-Year Term Extension, effective March 2, 2020 to March 1, 2023
- Service Rates:

<u>Per Revenue Hour</u>	<u>Year One (1)</u>	<u>Year Two (2)</u>	<u>Year Three (3)</u>
Base Scenario: 20,000 - 25,000 Annual Revenue Hours	\$ 69.79 / hr	\$ 72.03 /hr	\$ 73.87 / hr

(The current rate is \$66.44 per hour.)

3. Rates for Service Increase/Decrease Scenarios

<i>Decrease Scenario: 15,000 - 19,999 Annual Revenue Hours</i>	<i>\$73.74 / hr</i>	<i>\$76.11 / hr</i>	<i>\$78.05 / hr</i>
<i>Increase Scenario: 25,001 - 30,000 Annual Revenue Hours</i>	<i>\$67.43 / hr</i>	<i>\$69.79 / hr</i>	<i>71.59 / hr</i>

4. That due to low utilization, and to provide savings to the member-agencies (and the contractor), the MV-operated “pass sales office” located at 810 Railroad Ave. in Santa Paula be closed/discontinued effective March 1, 2020.
 - a. Passes will continue to be sold at Santa Paula City Hall, Fillmore City Hall and VCTC office.
 - b. In addition, in advance of the closure, **online pass sales** will be launched effective January 1, 2020.
5. Performance Bond Requirements will remain in place and be equal to value required for the final 5th year stipulated in the current agreement.
6. All other terms and conditions will remain in place and unchanged; which include, but are not limited to staffing requirements, maintenance standards and schedules for service.

DISCUSSION OF RATE NEGOTIATIONS AND SALES OUTLET PERFORMANCE

Leading among the points of negotiation with MV was the provision of increased dial-a-ride service, which requires additional dispatch, customer service and clerical resources to operate (versus a bus service that is primarily fixed-route). Over the past three years, this shift has continued and dial-a-ride usage continues to grow monthly. Dial-a-ride service, generally, requires more vehicles to be in service per day than the fixed route service. Similarly, dial-a-ride requires more dispatch and administrative resources to operate. In particular, the resources for proper accounting and manifest “reconciliation” are more detailed as well as time spent engaged in customer service activities managing passenger reservations. In addition, concerns over driver recruitment were raised—as the minimum wage in neighboring Los Angeles County has driven up the price of labor, staff retention has been difficult with the existing rate structure.

While the existing contract contains a provision for service expansion should there be a shift to operate more dial-a-ride, it only applies if the total amount of service hours increases. In this case service has not actually expanded. Rather the shift in service delivery was net-neutral in terms of billable hours, i.e. instead of operating fixed route hours, the Valley Express operates more dial-a-ride hours and the economies of scale did not increase / rates paid to the contractor did not change.

To accommodate what has become an increasing level of administrative functions, the provider proposed two options:

1. A rate package with higher rates that would reinforce resources required to run the dial-a-ride dominant Valley Express service, and at the same time maintain MV sales outlet operations.
2. An *alternative* rate package that contemplated closure of the MV-operated sales outlet and instead transition those sales staff resources into the dispatch office to assist with dispatch and other clerical duties (i.e. to assist with the increased dial-a-ride workload), and use cost savings to reinforce driver recruitment.

Staff weighed these two rate options, which are noted below.

“Option One” – to maintain the MV sales office and continue with the current level of service—results in rate escalation from the existing contract by approximately 7% in year one, and then increases approximately 3% in year two and 3% again in year three.

“Option Two”—to discontinue MV sales operations and transition staff resources to dispatch operations and the cost savings for driver recruitment—would see rates increase 5% in year one, and 3% thereafter.

Hourly Rate Options	Year 1¹	Year 2	Year 3
Option One	\$ 71.16	\$ 73.44	\$ 75.32
Option Two (alternative)	\$ 69.79	\$ 72.03	\$ 73.87

Option Two rates are within the draft budget previously approved and requires no modification to the existing service plan for Fiscal Year 2019/2020. Whereas, Option One rates requires either a reduction in the level of service or that the Fiscal Year 2019/2020 budget be revised, and thus additional revenues from member-agencies. In Fiscal Year 2019/2020, the additional cost of Option One versus Option Two equates to an additional \$11,000, and in Fiscal Year 2020/2021, this equates to an additional \$33,500.

Regarding performance of the outlet the below table reflects sales for the current Fiscal Year to-date (July 2018 – March 2019), by location. Historically the MV sales outlet is the lowest “performer” relative to the other sites. In addition, the majority of pass sales occur during a 5-10 day-period surrounding the end and start of the month. Unlike the other locations, which operate public customer service locations for numerous reasons with foot traffic throughout a given month, the MV outlet’s *only* purpose is as a Valley Express pass sales location and sits idle the majority of the month.

	Units Sold	Sales Revenue
VCTC Office	560	\$ 14,445
Santa Paula City Hall	118	\$ 2,880
Fillmore City Hall	369	\$ 5,165
MV Transportation	87	\$ 2,050

As mentioned above, the HVTAC reviewed this item at its April 2019 meeting. They discussed the changes, including to the number of pass sales outlets. Following that discussion, they approved for recommendation to proceed with Option Two as proposed. If approved, VCTC and MV staff will conduct outreach education with the regular customers of the MV location to ensure alternative arrangements for pass sales are available. In addition as noted above, VCTC currently sells its regional fare media online. Effective mid budget-year and prior to the contract extension period, VCTC will introduce demonstration of online sales of the Valley Express fare media.

Timeline of Next Steps

- May 2019 – HVPAC review of proposed rates (Option Two) and draft contract amendment
- June 2019 – VCTC Commission review of proposed rates and draft contract amendment
- January 2020 – VCTC / Valley Express Online Sales Begin
- March 2020 – Amendment Effective / Extension Period begins

¹ The draft FY 2019/2020 budget assumed a rate of \$69.77/hr.

CONTRACT AMENDMENT NO. 2
TRANSIT SERVICES AGREEMENT BETWEEN
THE VENTURA COUNTY TRANSPORTATION COMMISSION (“VCTC”) AND
MV TRANSPORTATION

This Amendment No. 2 (“Amendment”) by and between the Ventura County Transportation Commission (“VCTC”) and MV Transportation, Inc., herein referred to as “Contractor,” is entered into as of this ____ day of _____ 2019. VCTC and Contractor shall be referred to collectively herein as “parties.”

WHEREAS, VCTC is party to the Heritage Valley Transit Service Cooperative Agreement, entered into between the City of Santa Paula, City of Fillmore, the County of Ventura (“Member- agencies”), and the VCTC, and VCTC is responsible for administration of the transit service; and,

WHEREAS, VCTC desired to contract out daily management, operation and maintenance functions of the Heritage Valley Transit Service, which includes, Fixed-Route, Dial-a-ride and ADA Paratransit Services for the Heritage Valley; and,

WHEREAS, on December 5, 2014, VCTC entered into a transit services agreement (“Agreement”) with Contractor in an amount not to exceed \$12,000,000; and,

WHEREAS, on November 10, 2017, VCTC and Contractor entered into Contract Amendment No. 1 to implement rate adjustments for the Contractor’s fixed hourly rates for compensation; and

WHEREAS, VCTC desires to exercise its option pursuant to Section 5 of the Agreement to extend the term of the Agreement by a single three (3) year extension; and

WHEREAS, VCTC and Contractor now desires to amend the Agreement to (1) revise the term of the Agreement to reflect VCTC’s exercise of its option to extend, (2) increase the not-to-exceed amount for the Agreement to reflect the extended term, (3) adjust the rate schedule ranges to account for fluctuations in revenue hours, (4) revise the Performance Bond requirements for the extended term of the Agreement, and (5) revise the Scope of Work to remove the requirement that Contractor operate a bus pass and bus ticket sales office.

NOW, THEREFORE, VCTC and Contractor agrees as follows:

1. Section 5 of the Agreement “**Term**” is hereby amended to reflect that VCTC has exercised its option to extend the Agreement by a single three (3) year extension. For purposes of the Agreement and this Amendment No. 2, the “Extension Term” is defined as the additional three year term of the Agreement beginning on March 2, 2020

and continuing until March 1, 2023. Pursuant to VCTC's exercise of this option the new end date for the term of the Agreement is **March 1, 2023**.

2. Section 7 of the Agreement "**Maximum Compensation**" is hereby amended to reflect that in light of VCTC's exercise of its option to extend the Agreement by a single three (3) year extension, the total "not to exceed" amount for the Agreement is increased to \$18,264,000, which reflects the \$12,000,000 not-to-exceed amount for the Initial Term of the Agreement and a \$6,264,000, not-to-exceed amount for the Extension Term. Said amount is expressly intended to compensate Contractor for the additional costs of providing transit services during the Extension Term.
3. Section 8 of the Agreement "**Price Formula**", as amended by Contract Amendment No. 1, is hereby further amended to include the rate schedule for the Extension Term contained in Exhibit A to this Amendment No. 2, attached hereto and incorporated herein.
4. Section 21(a)(i) of the Agreement "**Performance Bond**" is hereby amended to include the following performance bond requirements for the Extension Term:

Extension Term

Contract Year	Bond Amount
<i>Extension Year 1:</i> 2020-2021	\$735,000
<i>Extension Year 2:</i> 2021-2022	\$735,000
<i>Extension Year 3:</i> 2022-2023	\$735,000

5. Section 7.4(E) "**Pass Sales and Lost and Found**" of Exhibit A "**Scope of Work**" to the Agreement is hereby amended to remove the requirement that Contractor provide a public service counter for the sale of bus passes and bus tickets.

Except to the extent amended hereby, the Agreement remains in full force and effect.

IN WITNESS THEREOF, the parties have executed this Agreement No. 2 on the ____ day of _____ 2019.

VENTURA COUNTY TRANSPORTATION COMMISSION

by: _____
Darren M. Kettle, Executive Director

Approved as to form

by: _____
Steven T. Mattas, General Counsel

CONTRACTOR: MV TRANSPORTATION

by: _____

Exhibit A

Rate Schedule for Extension Term March 2020 to March 2023

Valley Express Extension Period (March 2, 2020 to March 1, 2023)

Hourly Rate Schedule, per Revenue Hour	Year One (1)	Year Two (2)	Year Three (3)
Base Scenario: 20,000 – 25,000 Annual Revenue Hours	\$ 69.79 / hr	\$ 72.03 /hr	\$ 73.87 / hr
<i>Decrease Scenario: 15,000 – 19,999 Annual Revenue Hours</i>	\$73.74 / hr	\$76.11 / hr	\$78.05 / hr
<i>Increase Scenario: 25,001 – 30,000 Annual Revenue Hours</i>	\$67.43 / hr	\$69.79 / hr	71.59 / hr

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