



TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)

Camarillo City Hall, Administrative Conference Room
601 Carmen Drive, Camarillo, CA
Thursday, March 12, 2020
1:30 p.m.

AGENDA

- ITEM 1 CALL TO ORDER**
- ITEM 2 INTRODUCTIONS & ANNOUNCEMENTS**
- ITEM 3 PUBLIC COMMENT**
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**
Waive the reading and approve the minutes of the February 13, 2020 meeting.
- ITEM 6 ADA CERTIFICATION SERVICES AND MILEAGE REIMBURSEMENT PROGRAM – Update**
- ITEM 7 LOW CARBON TRANSIT OPERATION PROGRAM (LCTOP) – For Action**
Approve the Ventura County Transportation Commission (VCTC) FY2019/20 Low Carbon Transit Operations Program (LCTOP) Allocation.
- ITEM 8 PARATRANSIT DISCUSSION – Verbal Update**
Continue discussion on regional paratransit issues (such as agency fares) and consider possible next steps.
- ITEM 9 TRANSPORTATION DEVELOPMENT ACT (TDA) TRIENNIAL AUDIT REPORT – Update**
Receive an update from Moore & Associates, on the draft TDA Performance reviews for each transit agency.
- ITEM 10 TRANSIT AGENCIES RESPONSE TO THE CORONAVIRUS – Verbal Update**
Discussion on action taken by transit agencies (bus and rail) concerning the coronavirus.
- ITEM 11 FUTURE AGENDA ITEMS**
- ITEM 12 ADJOURNMENT**
In consideration of City of Camarillo staff, please use the exit door directly to the parking lot.

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 Clerk of the Committee at (805) 642-1591 ext. 118. Notification of at least 48 hours prior to meeting time will assist staff in assuring that reasonable arrangements can be made to provide accessibility at the meeting.



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**VENTURA COUNTY TRANSPORTATION COMMISSION (VCTC)
TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)**

Camarillo City Hall, Administrative Conference Room
601 Carmen Drive, Camarillo, CA
Thursday, February 13, 2020
1:30 p.m.

Meeting Minutes

**MEMBERS
PRESENT:**

Sergio Albarran, City of Ventura (Chair)
Ellen Debord, City of Ojai
Debbie O'Leary, City of Oxnard
Shaun Kroes, City of Moorpark
Christopher Latham, City of Simi Valley
Priscilla Freduah-Agyemang, City of Thousand Oaks
Treena Gonzalez, County of Ventura
Matt Miller, Gold Coast Transit District (Vice Chair)

Chris Jetton, CSU Channel Islands (ex-officio)
Ben Cacatian, VCAPCD (ex-officio)

**MEMBERS
ABSENT:**

City of Camarillo
City of Fillmore
City of Port Hueneme
City of Santa Paula
Caltrans District 7 (ex-officio)

**VCTC STAFF
PRESENT:**

Peter De Haan, Programming Director
Claire Grasty, Program Manager – Regional Planning
Aaron Bonfilio, Program Manager – Transit Services

ITEM 1 CALL TO ORDER

Chair Albarran called the meeting to order at 1:30 p.m.

ITEM 2 INTRODUCTIONS & ANNOUNCEMENT

Mr. Matt Miller, Gold Coast Transit District, made a brief announcement – he thanked the City of Oxnard and Debbie O'Leary for programming the funds for the Route 23 bus stops and is near completion.

Ms. Priscilla Freduah-Agyemang, City of Thousand Oaks, made two brief announcements, 1) they are holding a Senior travel training on Friday, Feb. 28th; and 2) They have made changes to their subscription policy that will become effective March 1st, and they are introducing a new 31-Day student bus pass (unlimited usage).

Mr. Peter De Haan, VCTC, made a brief announcement. The Federal Transportation Agency (FTA) has stated any federally funded transit system is not permitted to advertise for medical marijuana.

Ms. Claire Grasty, VCTC, made two brief announcements: 1) She thanked the committee for

their assistance with the Triennial Development Act (TDA) Performance Audit; 2) The next Transportation Emergency Preparedness Plan (TEPP) meeting is scheduled for Monday, March 2nd at Gold Coast Transit District.

ITEM 3 PUBLIC COMMENT

None.

ITEM 4 AGENDA ADJUSTMENTS

None.

ITEM 5 APPROVAL OF JANUARY MINUTES

ACTION

Gonzalez moved, O'Leary seconded, that the Committee approve the January 9, 2020 meeting minutes as amended. The motion passed with no objections.

ITEM 6 ADA CERTIFICATION SERVICES AND MILEAGE REIMBURSEMENT PROGRAM

Mr. De Haan, VCTC, provided an update on the ADA certification and Mileage Reimbursement Program (MRP) for the month of January. He mentioned there was an error in the data in the reporting month for January that has since been corrected (the updated report was distributed during the meeting).

Ellen Debord arrived at 2:00 p.m.

ITEM 7 ORGANIZATIONAL FARES – GOLD COAST TRANSIT DISTRICT

Ms. Margaret Heath-Schoep, GCTD, stated with the growing population for those who rely on the paratransit system services and the different social service agencies reaching out to transit operators to provide more transportation assistance, that transit agencies consider taking proactive measures. After extensive discussion, including the possibility of creating a subcommittee of TRANSCOM, it was agreed that instead of establishing a subcommittee, it would be possible to discuss this issue at the next East County Transit Alliance (ECTA) meeting.

ITEM 8 PROPOSED STATE LEGISLATION MANDATE FREE FARES

Mr. De Haan, VCTC, provided an update on the proposed state legislation mandating free fares and the various assembly bills being presented (an analysis of AB 1350 was provided in the staff report).

ITEM 9 TRANSPORTATION DEVELOPMENT ACT (TDA) LEGISLATIVE UPDATE

Ms. Grasty, VCTC, provided an update on the Transportation Development Act (TDA) with the new requirements being proposed. There was extensive discussion on farebox recovery, performance measures and the challenges smaller transit agencies may face.

ITEM 10 FUTURE AGENDA ITEMS – For Information

- *Gold Coast Fleet Management Plan*
- *Organizational Fares for Paratransit Seniors (beyond requirements)*
- *Proposed State Legislation Mandate Free Fares*

ITEM 11 ADJOURNMENT

Chair Albarran adjourned the meeting at 2:46 p.m.



Item 6

March 12, 2020

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
FROM: PETER DE HAAN, PROGRAMMING DIRECTOR
SUBJECT: ADA CERTIFICATION SERVICES AND MILEAGE REIMBURSEMENT PROGRAM UPDATE

RECOMMENDATION:

- Receive and file the monthly ADA Certification services report and Mileage Reimbursement Program update.


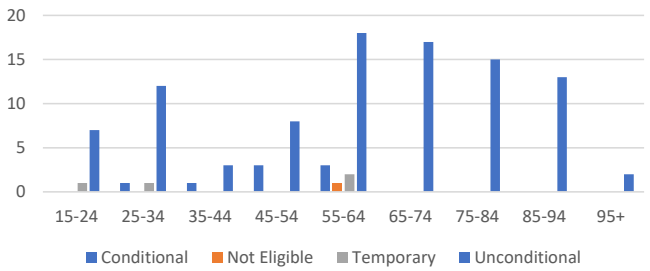
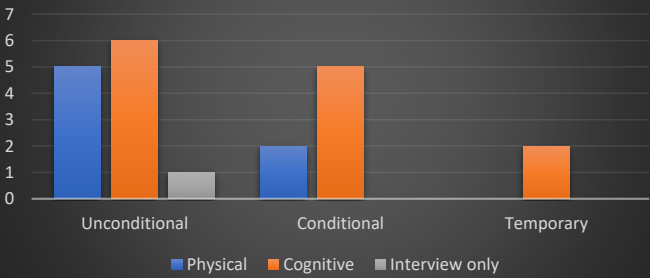
DISCUSSION:

Attached is the January 2020 ADA Certification Services Reports from Mobility Management Partners (MMP) for review at the TRANSCOM meeting.

MMP received Section 5310 funding to expand its services to include the development and implementation of a pilot volunteer driver mileage reimbursement program in cooperation with the Area Agency on Aging and other agencies serving the needs of the county's senior population. The February 2020 update on the Mileage Reimbursement Program (MRP) is attached. Since this grant is now running out, MMP discontinued the Travel Training program as of August, and phased out the MRP effective February 29, 2019. As a result, this will be the final report for the MRP.



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Feb-20									
		Feb.	Jan.	Dec.	Nov.	Oct.	Sept.		
Call Center	Inbound ADA Calls	406	429	384	425	557	471	Total phone calls inbound/outbound: 490	
	Outbound ADA calls	84	70	45	85	97	165		
	Average hold time (in seconds)	5.99	9.24	5.5	3.95	4.9	6		
	Outbound Area Transmittals	6	3	4	2	11	7		Riders requesting service outside of Ventura County
	Inbound Area Transmittals	1	3	3	3	9	10		Riders requesting service into Ventura County
Applications Received	Recertification	59	74	42	30	56	74	Total applications received: 109 Online Applications Received: 4 (4%)	
	New Applications	50	50	53	70	80	38		
Applications Received by Service Area	Camarillo Area	16	6	8	5	17	11	Applications by Language 	
	Gold Coast Area	31	54	45	43	55	33		
	Valley Express Area	1	8	0	3	3	4		
	Moorpark Area	10	4	5	3	9	7		
	Simi Valley Area	31	28	21	24	25	29		
	Thousand Oaks	18	23	16	21	26	27		
	Out of County	2	1	0	1	1	1		
Completed Determinations by Evaluation Type	Complete, with Functional Evaluation	21	23	16	17	24	22	Evaluations by Age and Determination Type 	
	Complete, Interview w/o Functional Evaluation	1	0	1	1	1	2		
	Complete, Special Circumstance (no Interview)	28	14	29	38	44	38		
	Complete, Over 85+	9	5	6	4	10	8		
	Complete, Phone Interview	1	0	2	4	5	3		
	Complete, Short-term Certification (60 days)	0	0	0	0	0	0		
	Complete, Recertifications	50	62	41	24	49	35		
	Completed Determinations	110	104	95	88	133	108		
Delays in Processing (Cumulative)	Due to incomplete application by client	12	3	6	9	10	5	In-person Interviews by Eligibility and Assessment Type 	
	Pending Professional Evaluation (PE)	7	17	7	26	12	21		
	Applications that failed to meet 21 day rule	0	0	0	0	0	0		
	Applicants awaiting in-person interviews	11	9	10	8	8	3		
Assessments	Assessment Categories	Total	CAM	VCTC	SIMI	T.O.	MPK		
	With Physical Assessment	8	0	5	0	3	0		
	With Cognitive Assessment	13	1	7	3	2	0		
	Interview only (at assessment sites)	1	0	0	1	0	0		
	No Shows	2	0	2	0	0	0		
	Total in-person interviews scheduled	24	1	14	4	5	0		
	Total Number of appointment days	8	1	3	2	2	0		
Determinations by Eligibility				Total	%				
Unconditional (including S.C., Over 85+ , Phone interviews,short-term)				97	88%				
Conditional				8	7%				
Temporary				4	4%				
Denials				1	1%				
Short Term				0	0%				

Feb-20				
Applications Received - GCT Area Cities	February	January	December	November
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	0	2	2	4
Oak View	0	0	0	0
Oxnard	16	35	25	19
Port Hueneme	4	8	3	3
Ventura	11	9	15	17
Applications Received-Valley Express Area Cities				
Fillmore	0	1	0	0
Piru	0	1	0	1
Santa Paula	1	6	0	2
Travel Training				
Training Statistics	February	January	December	November
Referrals received	0	0	0	1
Assessments	0	0	0	0
Trainings	0	0	0	0
Referral Source				
ADA-Camarillo Area	0	0	0	1
ADA-Gold Coast Area	0	0	0	0
ADA-Valley Express Area	0	0	0	0
ADA-Moorpark Area	0	0	0	0
ADA-Simi Valley Area	0	0	0	0
ADA-Thousand Oaks Area	0	0	0	0
Workshops	0	0	0	0
Other	0	0	0	0
Transit 101 Workshops				
Hosting Agency	Date	Attendees	Riders	Referrals
No Acitivity				

Mileage Reimbursement Program Monthly Report - Feb 2020

Category	Item Measured	Feb	Jan	Dec	Nov	Oct	Sep
Application Process	Total Interest Applications	0	0	0	2	0	0
	Total Complete Applications	0	0	0	0	0	0
	Applications approved by EDC	0	0	0	0	0	0
	Total claims processed	75	85	94	94	91	100
Mileage Claims	Total miles reimbursed	10206	11281	11980	12116	12544	13233
	Total one-way trips claimed	1921	2066	2223	2278	2154	2425
Statistics by Service Area							
Camarillo	Claims Received	13	18	19	17	19	21
	Miles Reimbursed	1936	2490	2622	2436	2564	2991
	One-way trips claimed	320	470	479	453	457	566
Gold Coast	Claims Received	24	26	29	30	29	32
	Miles Reimbursed	3627	3846	3908	3906	4163	4292
	One-way trips claimed	751	742	783	825	825	814
Moorpark	Claims Received	4	3	3	4	4	4
	Miles Reimbursed	404	228	244	508	438	496
	One-way trips claimed	57	44	46	60	74	100
Simi Valley	Claims Received	4	3	4	3	4	6
	Miles Reimbursed	442	438	566	438	567	810
	One-way trips claimed	122	94	120	116	68	161
Thousand Oaks	Claims Received	26	30	32	35	31	32
	Miles Reimbursed	3199	3509	3887	4058	4182	4048
	One-way trips claimed	615	625	725	757	673	704
Valley Express	Claims Received	4	5	7	5	4	5
	Miles Reimbursed	598	770	753	770	630	596
	One-way trips claimed	56	91	70	67	57	80
Other Statistics							
	Average Trip Length (Miles)	5.3	5.5	5.4	5.3	5.8	5.5
	Average Cost per Trip	\$ 1.86	\$ 1.91	\$ 1.89	\$ 1.86	\$ 2.04	\$ 1.91



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Item 7

March 12, 2020

MEMO TO: TRANSIT OPERATORS COMMITTEE

**FROM: JUDITH JOHNDUFF, PROGRAM MANAGER
AARON BONFILIO, PROGRAM MANAGER
CLAIRE GRASTY, PLANNING MANAGER**

**SUBJECT: FY 2019/20 LOW CARBON TRANSIT OPERATIONS PROGRAM (LCTOP)
ALLOCATION**

RECOMMENDATION:

- Approve the Ventura County Transportation Commission (VCTC) FY2019/20 Low Carbon Transit Operations Program (LCTOP) Allocation Request of \$1,587,844 for the following projects:
 - \$550,000 for the Cross-County Limited,
 - \$737,844 for the College Ride Transit Fare Promotion Project (*includes a total of \$21,049 of LCTOP funds anticipated to be contributed by the cities of Thousand Oaks, Moorpark, Camarillo and Simi Valley*), and
 - \$300,000 for Seasonal Metrolink Saturday Service.

BACKGROUND:

The Low Carbon Transit Operations Program (LCTOP) is one of several programs that are part of the Transit, Affordable Housing, and Sustainable Communities Program established by the California Legislature in 2014 by Senate Bill 862.

The amount of FY 19/20 LCTOP funds to be programmed at VCTC's discretion, not including Metrolink's revenue formula amount, is \$1,566, 795. The City of Camarillo's LCTOP allocation for FY 19/20 is \$2,850, Gold Coast Transit's is \$76,290, the City of Moorpark's is \$3,767, the City of Simi Valley's is \$6,780, the City of Thousand Oaks' is \$7,652, and the Southern California Regional Rail Authority direct allocation for the portion of the service within Ventura County is \$164,435.

DISCUSSION:

Staff recommends the following three projects for VCTC's FY2019/20 LCTOP Allocation:

Cross-County Limited (\$550,000):

This project would fund a continuation of direct bus service, formally called the East-West County Connector, from the Cities of Simi Valley and Moorpark in the east county to the Cities of Ventura and Oxnard in the west county. The service began operation in the fall of 2017 and currently has a

total daily ridership of 155 boardings with an average trip length of 12 miles.¹ The service operates 5 days a week and has 8 westbound trips and 6 eastbound trips daily.

The route has 12 stops located within Simi Valley, Moorpark, Somis, Camarillo, Oxnard and Ventura. The route provides service to low-income communities and two of the major stops connect with transit service serving disadvantaged and low-income communities. In addition, this route provides the only fixed route public transit option to/from Somis.

The anticipated demonstration period for this project is July 1, 2020 through June 30, 2021. At prior VCTC Commission meetings, the Commission approved programming a total of \$1,027,262, of VCTC's LCTOP apportionment in addition to Congestion Mitigation Air Quality (CMAQ) funds for the purchase of the buses needed to operate the route, and approximately 12 months of operating funds. Staff recommends programming \$550,000 of FY 19/20 funds to continue operation of the East-West County Connector Service until June 30, 2021. Approximately \$10,000 will be set aside for outreach and promotion of the service.

“College Ride Pilot Program” Transit Fare Promotion (\$737,844):

Over the past two years VCTC along with the City of Camarillo, City of Simi Valley, City of Moorpark, and the City Thousand Oaks approved programming \$1,355,997 in FY17/18 and FY18/19 LCTOP allocations for the College Ride program. The program provides free or reduced fares for eligible (enrolled) college/university students attending Ventura College, Oxnard College, Moorpark College, California State University at Channel Islands or California Lutheran University. The project goal is to increase the transit mode share of this growing, but financially impacted, demographic.

The College Ride Pilot Program has had great success since it began. The program has had significant usage, providing over 427,000 free rides to college students in the first year of the program. The program was expanded to include summer school 2019 and has continued to grow, providing over 262,000 in the first semester of the second year.

This year, staff recommends continuing the program by programming \$737,844 of VCTC's FY 19/20 LCTOP Funds, consistent with the draft budget. It is anticipated that the cities of Camarillo, Moorpark, Simi Valley and Thousand Oaks will continue to co-sponsor the project by contributing their LCTOP funds for FY19/20. The funds will be used to support the fare buy-down or reimbursement of fares on fixed route transit fleets, and the two general-public dial-a-ride services.²

Additionally, staff anticipates that the marketing, promotion and outreach will be leveraged by the participating colleges, universities and operators. VCTC will again dedicate \$25,000 for outreach and promotion. The proposed term of the program would begin in July 2020 and end August 2021.

Seasonal Metrolink Saturday Service (\$300,000):

VCTC is proposing to continue the Seasonal Metrolink Saturday service in April 2021. This will fund the service year round, rather than providing service April through October only. Providing seasonal Metrolink Saturday service will allow Ventura County residents who do not use Metrolink weekday commuter trips to give the train a try.

VCTC is working out final cost estimates with Metrolink and LA Metro. Twenty-five thousand dollars (\$25,000) will be dedicated to marketing the new service. Though the service in 2020 will likely only run between Moorpark to L.A. Union, due to an issue with Union Pacific, when the service resumes in 2021, it is anticipated that it will run between East Ventura and Union Station.

¹ 4th Quarter 2019

² Fixed route operators include*: VCTC, Gold Coast Transit, Thousand Oaks Transit, Moorpark City Transit, Simi Valley Transit, Camarillo Area Transit, Ojai Trolley, and Valley Express; General-public DAR operators include: Camarillo Area Transit and Valley Express. *Kanan Shuttle is not included as it is currently free.

The Unmet Needs Process identified Metrolink weekend service and increased frequency on the line as two of the most requested system improvements in the County. This grant funding would provide County residents an affordable option to get to Los Angeles on Saturdays. Passengers will be able to purchase a \$10 weekend pass to ride the train.

All of the recommended projects are eligible for funding under the LCTOP guidelines and meet the goals and requirements of the LCTOP program.



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Item 9

March 12, 2020

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
FROM: CLAIRE GRASTY, PROGRAM MANAGER
SUBJECT: TRANSPORTATION DEVELOPMENT ACT (TDA) TRIENNIAL AUDIT REPORT

RECOMMENDATION:

- Receive and file the TDA Audit report overview and update

DISCUSSION:

Attached is the summary of performance trends and draft audit findings developed by the auditor, Moore and Associates. The report shows countywide trends for the last two audit periods for fixed-route bus and dial-a-ride service for all for the operators. Overall, ridership and performance is down.

The report also shows the findings and recommendations by operator. The Cities of Camarillo, Moorpark, Ojai and Simi Valley as well as the Valley Express service had at least one finding.

The individual reports have been sent to the respective agencies.



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Ventura County Transportation Commission

Summary of Performance Trends and Draft Audit Findings

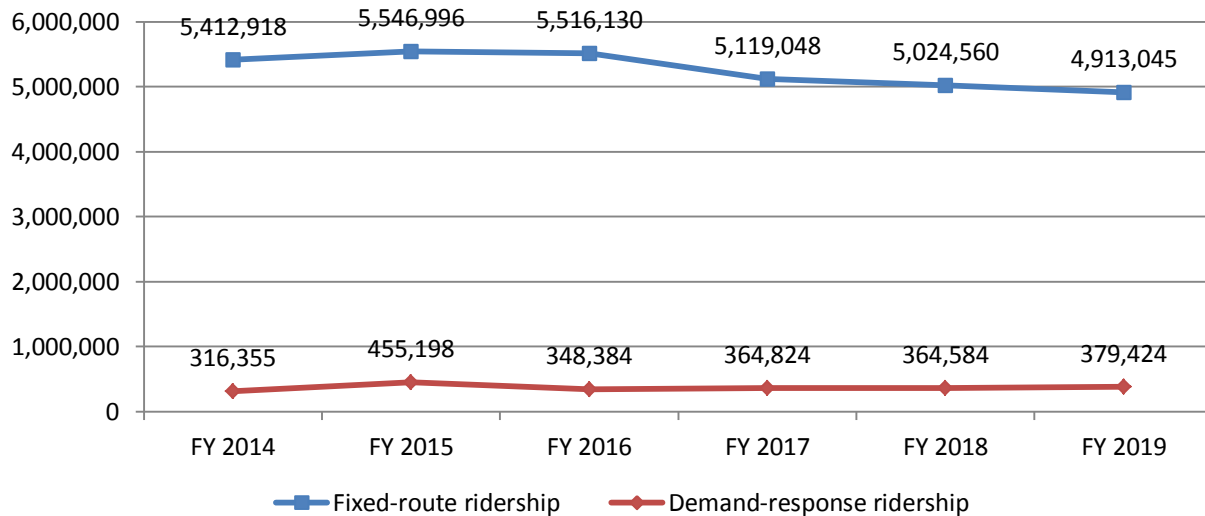
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Countywide Performance Trends

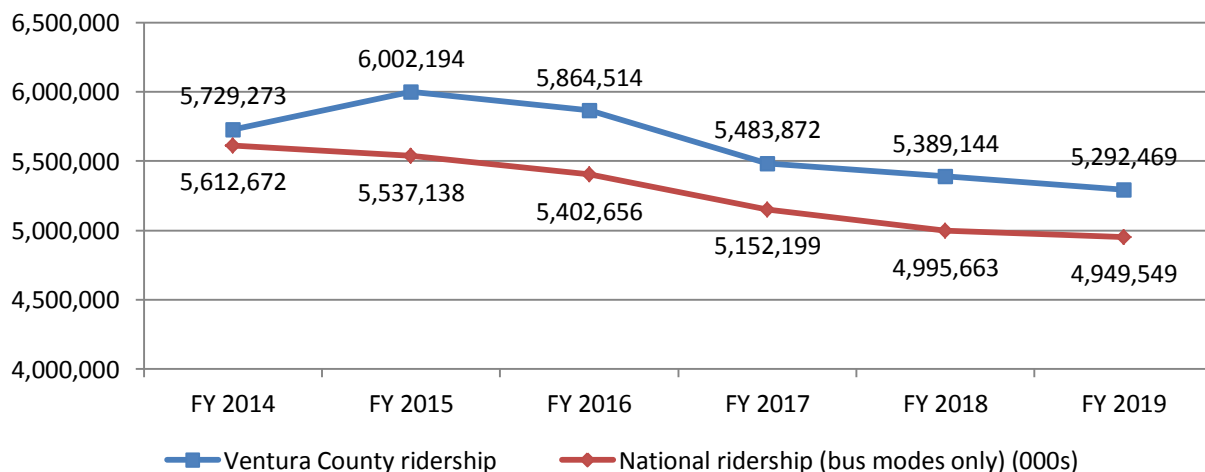
During the audit process, we looked at six-year trends for key performance measures for all operators. While the analysis for each operator is provided within that operator's audit report, we wanted to look at the county as a whole with respect to specific metrics.

Ridership

County-wide, fixed-route ridership has decreased by 9.2 percent between FY 2013/14 and FY 2018/19. Demand-response ridership, however, has increased by 19.9 percent.



Overall ridership (both modes combined) experienced a net 7.6 percent decrease over the six-year period. However, when we look at the nationwide trend for ridership on all bus modes, it has decreased 11.8 percent. Therefore, Ventura County overall is performing better than the nation as a whole with respect to ridership change.



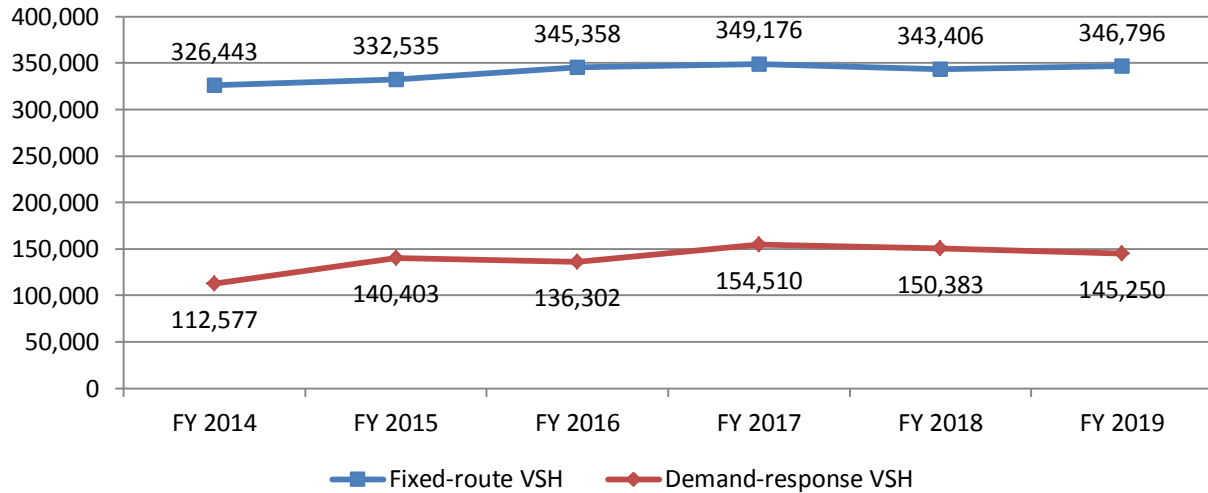
Ventura County Transportation Commission

Summary of Performance Trends and Draft Audit Findings

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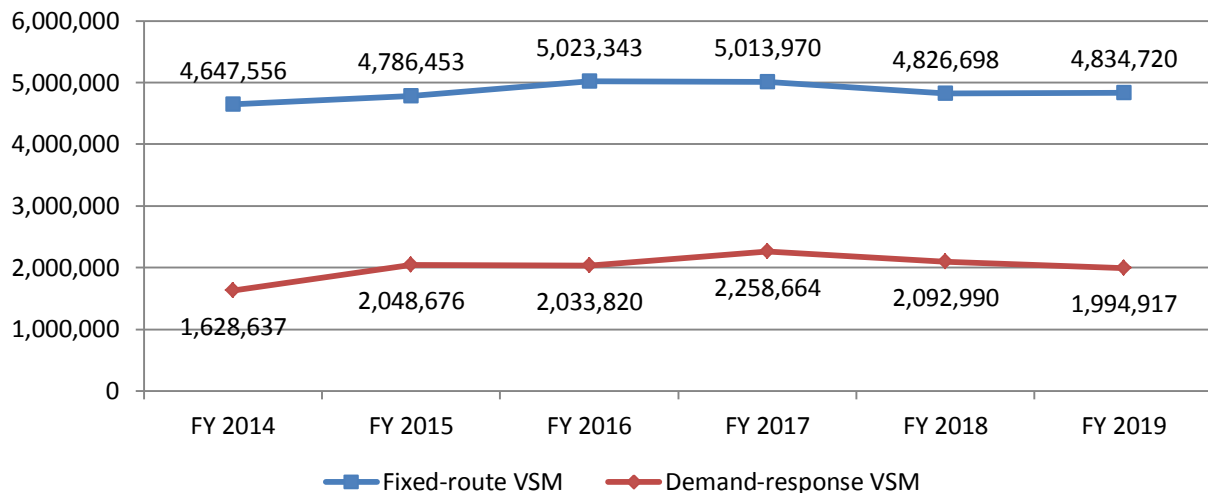
Vehicle Service Hours

Fixed-route vehicle service hours experienced a net increase of 6.2 percent across the six-year period. Demand-response vehicle service hours saw a net increase of 29 percent during the same period. This is consistent with the net increase in demand-response ridership shown above.



Vehicle Service Miles

Vehicle service miles exhibited the same basic trends as vehicle service hours. Fixed-route vehicle service miles experienced a net increase of 4.0 percent across the six-year period. Demand-response vehicle service hours saw a net increase of 22.5 percent during the same period. This is consistent with the net increase in demand-response ridership shown above.



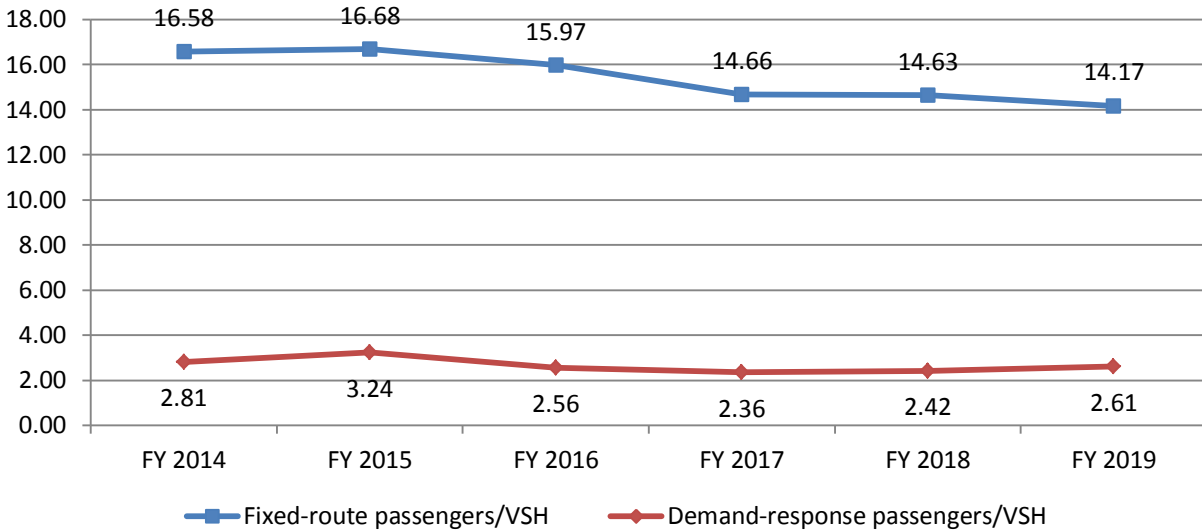
Ventura County Transportation Commission

Summary of Performance Trends and Draft Audit Findings

Transcom

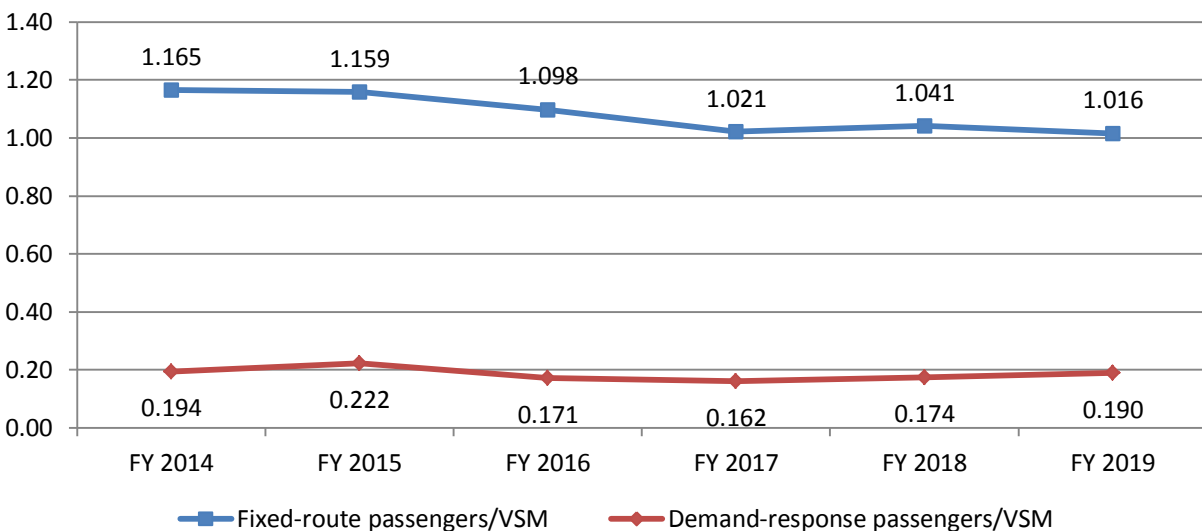
Passengers per Vehicle Service Hour

Passengers per vehicle service hour is a standard performance indicator for assessing productivity. While this indicator declined for both fixed-route and demand-response services county-wide, the greatest decline in productivity was noted with respect to the fixed-route service (a 14.6 percent decrease as compared to the 7.0 percent decrease for demand-response).



Passengers per Vehicle Service Mile

Passengers per vehicle service mile is also a standard performance indicator for assessing productivity. As with passengers per vehicle service hour, this indicator declined for both fixed-route and demand-response services county-wide. The greatest decline in productivity was noted with respect to the fixed-route service (a 12.8 percent decrease as compared to the 2.1 percent decrease for demand-response).



Ventura County Transportation Commission

Summary of Performance Trends and Draft Audit Findings

Transcom

Summary of Draft Audit Findings and Recommendations

Operator	Finding	Recommendation	Finding Type
City of Camarillo	The use of the TDA definition of full-time equivalent (FTE) for reporting to the State Controller could not be verified.	Demonstrate use of the TDA definition of full-time equivalent (FTE) for the Triennial Performance Audit and use that methodology when reporting Employees on the State Controller Report.	Functional
City of Moorpark	The City did not submit its FY 2017/18 State Controller Report prior to the January 31, 2019 deadline.	Continue to ensure State Controller Reports are submitted in a timely manner.	Compliance
	While the City has identified local revenues to bring it into compliance with the TDA's farebox recovery ratio requirement, there are still challenges with the sustainability of the City's public transit program.	The City should explore opportunities to reduce its operating cost (through service reductions, resource reallocations, and/or new service offerings) prior to exhausting its TSM funds.	Functional
City of Ojai	In FY 2016/17, the City did not meet the minimum 20 percent farebox recovery ratio threshold for urbanized services.	Expand marketing efforts to attract new riders and reverse the significant ridership loss.	Compliance
		Continue to utilize local supplementation to ensure compliance with the farebox recovery ratio.	
	The City's performance data was reported inconsistently and, in some cases, inaccurately both internally and to outside entities.	Develop and utilize a process to ensure data is compiled and reported consistently.	Functional
	Transit staff should thoroughly review any reports prepared by Finance prior to their submittal.		

Ventura County Transportation Commission

Summary of Performance Trends and Draft Audit Findings

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Operator	Finding	Recommendation	Finding Type
City of Simi Valley	In FY 2017/18, the City's State Controller Reports were submitted several days late. The General Services report was submitted on February 2, 2019, while the Specialized Services report was submitted on February 4, 2019.	Continue to ensure State Controller Reports are submitted in a timely manner.	Compliance
	In FY 2016/17 and FY 2017/18, the City did not meet the minimum 20 percent farebox recovery ratio threshold for urbanized services.	Expand marketing efforts to attract new riders and reverse the significant ridership loss.	Compliance
		Continue to utilize local supplementation to ensure compliance with the farebox recovery ratio while implementing service changes in an effort to reduce operating cost and increase ridership/fare revenue for the City's fixed-route service.	
	In FY 2016/17 and FY 2017/18, the City did not meet the minimum 10 percent farebox recovery ratio threshold for specialized services.	Continue to utilize local supplementation to ensure compliance with the farebox recovery ratio while determining what operational changes can be implemented to reduce demand-response operating cost.	Compliance
In 2016 and 2019, the City's terminal received an Unsatisfactory CHP rating. While subsequent reinspections resulted in a Satisfactory rating, multiple Unsatisfactory ratings in a relatively short period is concerning.	The City should ensure it continues to enroll all drivers in the DMV's Employer Pull Notice Program as soon as they are employed for the operation of an eligible vehicle, as required by the program.	Functional	
City of Thousand Oaks	None	None	
County of Ventura	None	None	
Gold Coast Transit District	None	None	
Valley Express	Valley Express does not appear to use the correct definition of full-time equivalent (FTE) employee, and over-reports FTE to the State Controller.	Demonstrate use of the TDA definition of full-time equivalent (FTE) and use that methodology when reporting Employees on the State Controller Report.	Compliance
VCTC Intercity Bus	None	None	