



**VENTURA COUNTY TRANSPORTATION COMMISSION  
Transit Operators Advisory Committee  
(TRANSCOM)**

**AGENDA**

**The meeting will be via ZOOM Webinar**

<https://us02web.zoom.us/j/87292550150?pwd=elR6WWR1V0xIWWRKYkITVUEwMVhkUT09>

**THURSDAY, MAY 14, 2020  
1:30 PM**

*In light of Governor Newsom's State of Emergency declaration regarding the COVID-19 outbreak and in accordance with Executive Order N-29-20 and the Guidance for Gatherings issued by the California Department of Public Health committee panelists will participate in the meeting from individual remote locations, which is in accordance with the Governor's Executive Order. Members of the public are encouraged to attend the meeting remotely. Persons who wish to address the TRANSCOM committee on an item to be considered at this meeting are asked to submit comments in writing to the committee at [vvega@goventura.org](mailto:vvega@goventura.org) by 4:30PM, Wednesday May 13, 2020. Due to the current circumstances if you would like to participate in a verbal public comment on any item on the agenda during the meeting, please email your public comment to [vvega@goventura.org](mailto:vvega@goventura.org). Any public comment received will be read into the record during the public comment portion of this meeting. In compliance with the Americans with Disabilities Act and Government Code Section 54954.2, if special assistance is needed to participate in the TRANSCOM meeting, please contact VCTC staff (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 to the meeting.*

- ITEM 1      CALL TO ORDER**
- ITEM 2      INTRODUCTIONS & ANNOUNCEMENTS**
- ITEM 3      PUBLIC COMMENT**
- ITEM 4      AGENDA ADJUSTMENTS**
- ITEM 5      APPROVAL OF MINUTES – For Action**  
*Waive the reading and approve the minutes of the March 12, 2020 meeting.*
- ITEM 6      ADA CERTIFICATION SERVICES AND MILEAGE REIMBURSEMENT PROGRAM – Update**
- ITEM 7      APPROVAL OF TRANSPORTATION DEVELOPMENT ACT (TDA) UNMET TRANSIT NEEDS FINDINGS – For Action**

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- ITEM 8      APPROVAL OF STATE REQUIRED TRANSPORTATION DEVELOPMENT ACT (TDA) TRIENNIAL PERFORMANCE AUDITS FOR VENTURA COUNTY TDA RECIPIENTS – For Action**
- ITEM 9      TRANSIT AGENCIES RESPONSE TO COVID-19 IMPACTS ON TRANSIT – Verbal Update**
- ITEM 10     FUTURE AGENDA ITEMS**

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

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

## Meeting Minutes

**MEMBERS**

**PRESENT:**

Sergio Albarran, City of Ventura (Chair)  
Matt Miller, Gold Coast Transit District (Vice Chair)  
Tyler Nestved, City of Camarillo  
Shaun Kroes, City of Moorpark  
Ben Gonzales, City of Simi Valley  
Mike Houser, City of Thousand Oaks  
Treena Gonzalez, County of Ventura  
Martin Erickson, VCTC InterCity Bus

Maggie Domingo, CSU Channel Islands (ex-officio)

**MEMBERS**

**ABSENT:**

City of Fillmore  
City of Ojai  
City of Oxnard  
City of Port Hueneme  
City of Santa Paula

Caltrans District 7 (ex-officio)  
VCAPCD (ex-officio)

**VCTC STAFF**

**PRESENT:**

Aaron Bonfilio, Program Manager – Transit Services  
Claire Grasty, Program Manager – Regional Planning  
Judith Johnduff, (via teleconference) – Program Manager  
Heather Miller, Transit Planner

**ITEM 1 CALL TO ORDER**

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

**ITEM 2 INTRODUCTIONS & ANNOUNCEMENT**

*Mr. Martin Erickson, VCTC, made a brief announcement thanked everyone in attendance and he thanked the City of Camarillo for accommodating the meeting to be held in the council chambers.*

*Mr. Matt Miller, Gold Coast Transit District (GCTD), made a brief announcement, they are actively seeking a new Director of Finance.*

*Ms. Claire Grasty, VCTC, made a brief announcement on Public Transportation Agency Safety Plan (PTASP), recently distributed information on upcoming webinars and information received from the state. If you have any questions, please do contact her.*

**ITEM 3 PUBLIC COMMENT**

*None.*

**ITEM 4 AGENDA ADJUSTMENTS**

*None.*

**ITEM 5 APPROVAL OF FEBRUARY MINUTES**

**ACTION**

**Miller moved Gonzalez seconded, that the Committee approve the February 13, 2020 meeting minutes. The motion passed with no objections.**

**Mike Houser abstained.**

**ITEM 6 ADA CERTIFICATION SERVICES AND MILEAGE REIMBURSEMENT PROGRAM**

*Mr. Aaron Bonfilio, VCTC, provided an update on the ADA certification and Mileage Reimbursement Program (MRP) for the month of February (see reports provided). He mentioned at the last Commission meeting Mobility Management Partners (MMP) has been awarded the ADA Paratransit Contract.*

**ITEM 7 LOW CARBON TRANSIT OPERATION PROGRAM (LCTOP)**

*Ms. Judith Johnduff, VCTC, reviewed with the Committee the recommendation from staff to approve the following three program projects:*

**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*

**“College Ride Pilot Program” Transit Fare Promotion Project (\$737,844 which this amount includes a total of \$21,049 of LCTOP funds anticipated to be contributed by the cities listed)** – *this 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).*

**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.*

**ACTION**

**Miller moved, seconded by Chair Albarran, that the Committee approve – 1) \$550,000 for the Cross County Limited, 2) \$737,844 for the College Ride Transit Fare Promotion Project (includes a total of \$21,049 of LCTOP funds anticipated to be contributed by cities of Thousand Oaks, Moorpark, Camarillo and Simi Valley), and 3) \$300,000 for seasonal Metrolink Saturday Service. The motion passed with no objections.**

**ITEM 8 PARATRANSIT DISCUSSION**

*Mr. Martin Erickson, VCTC, provided a follow-up on the concerns of the significant costs that are being incurred by each agency and the growing demand in ridership for paratransit services.*

**ITEM 9 TRANSPORTATION DEVELOPMENT ACT (TDA) TRIENNIAL AUDIT REPORT**

*Ms. Kathy Chambers, Moore & Associates, provided an update on the TDA Triennial Audit (a hard copy of the draft report was provided to each respective agencies). She asked that each agency please review and submit any edits and or comments to her as soon as possible.*

**ITEM 10    TRANSIT AGENCIES RESPONSE TO THE CORONAVIRUS**

*Mr. Erickson, VCTC, provided an update to the committee – beginning tomorrow, each week VCTC will be hosting a daily call in meeting with local Public Transit Agencies for the next few weeks. These meetings will be brief yet focused with updates as to the daily changes, updates and response to COVID-19. VCTC is working closely with the Office of Emergency Services (EOC) and the Ventura County Public Health Department.*

**ITEM 11    FUTURE AGENDA ITEMS – For Information**

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

**ITEM 12    ADJOURNMENT**

*Chair Albarran adjourned the meeting at 2:33 p.m.*



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**Item 6**

**May 14, 2020**

**MEMO TO:     TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)**  
**FROM:         AARON BONFILIO, PROGRAM MANAGER**  
**SUBJECT:      ADA CERTIFICATION SERVICES PROGRAM UPDATE**

**RECOMMENDATION:**

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

**DISCUSSION:**

MMP is VCTC's service provider for ADA Paratransit Eligibility Certification services. MMP also previously 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.

Attached are the March and April 2020 ADA Certification Services Reports, and March 2020 Mileage Reimbursement Report from Mobility Management Partners (MMP) for review at the TRANSCOM meeting. There is not any Mileage Reimbursement Report for April 2020.



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Mar-20							
		March	Feb.	Jan.	Dec.	Nov.	Oct.
Call Center	Inbound ADA Calls	360	406	429	384	425	557
	Outbound ADA calls	35	84	70	45	85	97
	Average hold time (in seconds)	4.05	5.99	9.24	5.5	3.95	4.9
	Outbound Area Transmittals	7	6	3	4	2	11
	Inbound Area Transmittals	2	1	3	3	3	9
Applications Received	Recertification	54	59	74	42	30	56
	New Applications	35	50	50	53	70	80
Applications Received by Service Area	Camarillo Area	3	16	6	8	5	17
	Gold Coast Area	35	31	54	45	43	55
	Valley Express Area	0	1	8	0	3	3
	Moorpark Area	2	10	4	5	3	9
	Simi Valley Area	26	31	28	21	24	25
	Thousand Oaks	22	18	23	16	21	26
	Out of County	1	2	1	0	1	1
Completed Determinations by Evaluation Type	Complete, with Functional Evaluation	12	21	23	16	17	24
	Complete, Interview w/o Functional Evaluation	1	1	0	1	1	1
	Complete, Special Circumstance (no Interview)	16	28	14	29	38	44
	Complete, Over 85+	7	9	5	6	4	10
	Complete, Phone Interview	16	1	0	2	4	5
	Complete, Short-term Certification (60 days)	0	0	0	0	0	0
	Complete, Recertifications	54	50	62	41	24	49
Delays in Processing (Cumulative)	<b>Completed Determinations</b>	<b>106</b>	<b>110</b>	<b>104</b>	<b>95</b>	<b>88</b>	<b>133</b>
	Due to incomplete application by client	3	12	3	6	9	10
	Pending Professional Evaluation (PE)	5	7	17	7	26	12
	Applications that failed to meet 21 day rule	0	0	0	0	0	0
Assessments	Applicants awaiting in-person interviews	0	11	9	10	8	8
	<b>Assessment Categories</b>	<b>Total</b>	<b>CAM</b>	<b>VCTC</b>	<b>SIMI</b>	<b>T.O.</b>	<b>MPK</b>
	With Physical Assessment	5	0	5	0	0	0
	With Cognitive Assessment	7	2	4	0	1	0
	Interview only (at assessment sites)	1	0	1	0	0	0
	No Shows	0	0	0	0	0	0
	Total in-person interviews scheduled	13	2	10	0	1	0
Determinations by Eligibility	Total Number of appointment days	4	1	2	0	1	0
	<b>Determinations by Eligibility</b>	<b>Total</b>	<b>%</b>				
	Unconditional (including S.C., Over 85+ , Phone interviews,short-term)	<b>88</b>	<b>83%</b>				
	Conditional	<b>7</b>	<b>7%</b>				
	Temporary	<b>11</b>	<b>10%</b>				
	Denials	<b>0</b>	<b>0%</b>				
	Short Term	<b>0</b>	<b>0%</b>				

As of March 17th MMP closed their Camarillo office and began working remotely due to COVID-19 restrictions. Access to phone reports are not available at this time. MMP will provide updated reports including all phone data, once Camarillo office reopens

Riders requesting service outside of Ventura County

Riders requesting service into Ventura County

Total applications received: 89

Online Applications Received: 0 (0%)

### Applications by Language

Language	Percentage
ENGLISH	91%
SPANISH	9%

### Evaluations by Age and Determination Type

Age Group	Conditional	Not Eligible	Temporary	Unconditional
15-24	1	0	0	0
25-34	2	0	0	0
35-44	8	0	0	0
45-54	2	0	0	0
55-64	12	0	0	0
65-74	19	0	0	0
75-84	14	0	0	0
85-94	16	0	0	0
95+	8	0	0	0

### In-person Interviews by Eligibility and Assessment Type

Eligibility	Physical	Cognitive	Interview only
Unconditional	4	1	1
Conditional	0	4	0
Temporary	1	2	0

Mar-20				
Applications Received - GCT Area Cities	March	February	January	December
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	2	0	2	2
Oak View	0	0	0	0
Oxnard	20	16	35	25
Port Hueneme	3	4	8	3
Ventura	10	11	9	15
Applications Received-Valley Express Area Cities				
Fillmore	0	0	1	0
Piru	0	0	1	0
Santa Paula	0	1	6	0
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 Activity				

Mileage Reimbursement Program Monthly Report - Mar 2020							
Category	Item Measured	Mar	Feb	Jan	Dec	Nov	Oct
Application Process	Total Interest Applications	0	0	0	0	2	0
	Total Complete Applications	0	0	0	0	0	0
	Applications approved by EDC	0	0	0	0	0	0
	Total claims processed	79	75	85	94	94	91
Mileage Claims	Total miles reimbursed	10785	10206	11281	11980	12116	12544
	Total one-way trips claimed	1993	1921	2066	2223	2278	2154
Statistics by Service Area							
Camarillo	Claims Received	13	13	18	19	17	19
	Miles Reimbursed	1998	1936	2490	2622	2436	2564
	One-way trips claimed	349	320	470	479	453	457
Gold Coast	Claims Received	26	24	26	29	30	29
	Miles Reimbursed	3982	3627	3846	3908	3906	4163
	One-way trips claimed	770	751	742	783	825	825
Moorpark	Claims Received	2	4	3	3	4	4
	Miles Reimbursed	290	404	228	244	508	438
	One-way trips claimed	50	57	44	46	60	74
Simi Valley	Claims Received	4	4	3	4	3	4
	Miles Reimbursed	558	442	438	566	438	567
	One-way trips claimed	134	122	94	120	116	68
Thousand Oaks	Claims Received	26	26	30	32	35	31
	Miles Reimbursed	3350	3199	3509	3887	4058	4182
	One-way trips claimed	597	615	625	725	757	673
Valley Express	Claims Received	8	4	5	7	5	4
	Miles Reimbursed	607	598	770	753	770	630
	One-way trips claimed	93	56	91	70	67	57
Other Statistics							
	Average Trip Length (Miles)	5.4	5.3	5.5	5.4	5.3	5.8
	Average Cost per Trip	\$ 1.89	\$ 1.86	\$ 1.91	\$ 1.89	\$ 1.86	\$ 2.04



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Apr-20							
		April	March	Feb.	Jan.	Dec.	Nov.
Call Center	Inbound ADA Calls	203	360	406	429	384	425
	Outbound ADA calls	341	35	84	70	45	85
	Average hold time (in seconds)	0.11	4.05	5.99	9.24	5.5	3.95
	Outbound Area Transmittals	1	7	6	3	4	2
	Inbound Area Transmittals	2	2	1	3	3	3
Applications Received	Recertification	116	54	59	74	42	30
	New Applications	24	35	50	50	53	70
Applications Received by Service Area	Camarillo Area	11	3	16	6	8	5
	Gold Coast Area	50	35	31	54	45	43
	Valley Express Area	4	0	1	8	0	3
	Moorpark Area	2	2	10	4	5	3
	Simi Valley Area	39	26	31	28	21	24
	Thousand Oaks	32	22	18	23	16	21
	Out of County	2	1	2	1	0	1
Completed Determinations by Evaluation Type	Complete, with Functional Evaluation	0	12	21	23	16	17
	Complete, Interview w/o Functional Evaluation	0	1	1	0	1	1
	Complete, Special Circumstance (no Interview)	20	16	28	14	29	38
	Complete, Over 85+	6	7	9	5	6	4
	Complete, Phone Interview	13	16	1	0	2	4
	Complete, Short-term Certification (60 days)	0	0	0	0	0	0
	Complete, Recertifications	113	54	50	62	41	24
Completed Determinations		152	106	110	104	95	88
Delays in Processing (Cumulative)	Due to incomplete application by client	0	3	12	3	6	9
	Pending Professional Evaluation (PE)	1	5	7	17	7	26
	Applications that failed to meet 21 day rule	0	0	0	0	0	0
	Applicants awaiting in-person interviews	0	0	11	9	10	8
Assessments	Assessment Categories	Total	CAM	VCTC	SIMI	T.O.	MPK
	With Physical Assessment	0	0	0	0	0	0
	With Cognitive Assessment	0	0	0	0	0	0
	Interview only (at assessment sites)	0	0	0	0	0	0
	No Shows	0	0	0	0	0	0
	Total in-person interviews scheduled	0	0	0	0	0	0
Total Number of appointment days		0	0	0	0	0	0
Determinations by Eligibility				Total	%		
Unconditional (including S.C., Over 85+ , Phone interviews,short-term)				138	91%		
Conditional				3	2%		
Temporary				11	7%		
Denials				0	0%		
Short Term				0	0%		

As of March 17th MMP closed their Camarillo office and began working remotely due to COVID-19 restrictions. Access to phone reports are not available at this time. MMP will provide updated reports including all phone data, once Camarillo office reopens

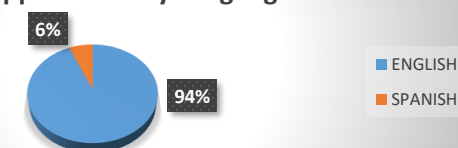
Riders requesting service outside of Ventura County

Riders requesting service into Ventura County

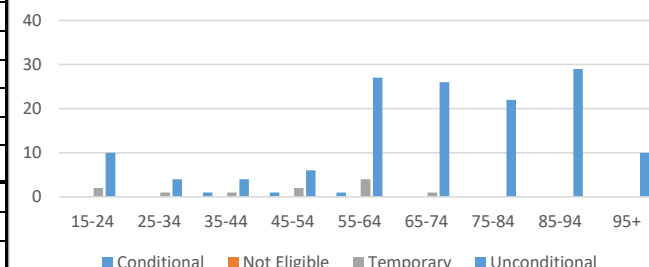
Total applications received: 140

Online Applications Received: 2 (2%)

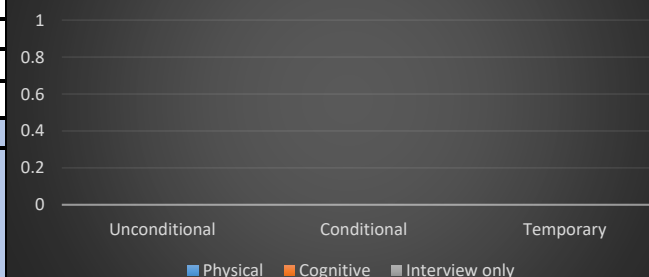
Applications by Language



Evaluations by Age and Determination Type



In-person Interviews by Eligibility and Assessment Type



Apr-20				
Applications Received - GCT Area Cities	April	March	February	January
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	1	2	0	2
Oak View	1	0	0	0
Oxnard	29	20	16	35
Port Hueneme	3	3	4	8
Ventura	16	10	11	9
Applications Received-Valley Express Area Cities				
Fillmore	2	0	0	1
Piru	0	0	0	1
Santa Paula	2	0	1	6



Item 7

May 14, 2020

**MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)**

**FROM: MARTIN ERICKSON, PUBLIC TRANSIT DIRECTOR  
CLAIRE GRASTY, PROGRAM MANAGER**

**SUBJECT: FISCAL YEAR 2020/2021 TRANSPORTATION DEVELOPMENT ACT (TDA) UNMET  
TRANSIT NEEDS FINDINGS**

**RECOMMENDATION:**

- Review the Fiscal Year (FY) 2020/2021 Unmet Transit Needs Findings and staff recommendation

**DISCUSSION:**

As part of the annual Unmet Transit Needs process, VCTC presents the Findings to Transcom. The Findings have also been submitted to the Citizen's Transportation Advisory Committee/Social Service Transportation Advisory Committee (CTAC/SSTAC), as they are required to review and comment on the recommendations. They will subsequently be presented to the Commission.

Pursuant to Senate Bill 203, the cities of Santa Paula, Fillmore, Moorpark, and Camarillo are subject to the Unmet Needs process. 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**

VCTC held a noticed Unmet Transit Needs public hearing at its Commission meeting on February 7, 2020 and held five community meetings. VCTC collected public input online, over the phone and in person, with the majority of the comments received through the online survey and community meetings. About 500 comments were received this year, significantly more than in previous years. About 140 of those comments were for a particular bus stop.

## **Analysis**

Staff screened each comment received based on the criteria; two requests met the 15-comment threshold:

- Service to Santa Clarita
- Service between Fillmore and Moorpark.

### ***Service to Santa Clarita***

Service to Santa Clarita was requested 36 times, most of the comments requesting service from Fillmore to Santa Clarita, and some requesting the service start in Santa Paula, Ventura or Piru. This service also met the 15-comment threshold last year but was not considered reasonable to meet because the service could not be provided with the existing fleet, due to the long distance of the route. Also, since the service request occurs outside of Ventura County, it is technically not an "Unmet Need" within the jurisdiction of VCTC as the Regional Transportation Planning Agency (RTPA) for Ventura County. However, VCTC staff has endeavored to plan for a scenario to bring the service forward as a potential partnership with the Santa Clarita. Since the conclusion of the Unmet Transit Needs process last year, VCTC has:

- Reviewed fleet capacity and conducted capital needs assessment
- Planned and costed out a potential route that would extend the VCTC Intercity *Highway 126* service into Santa Clarita
- Met with Santa Clarita Transit to discuss proposed route configuration(s) and partnership opportunities
- Submitted Capital and Operating Budget assumptions to SCAG through FTIP process which projected potential use of grants for service operation.

Additionally, VCTC plans to hold follow up meetings with Santa Clarita Transit, as well as the cities of Fillmore and Santa Paula, the County of Ventura and Gold Coast Transit District. The goals of the meetings include:(1) build consensus on the route path, (which will determine demonstration costs) and (2) develop the long-term funding plan. Historically, VCTC demonstrations that connect multiple cities, and which require additional fleet vehicles, utilize outside grant funding (initially) to purchase necessary buses and support operations during the demonstration period. As this service is a regional need that will serve more than Fillmore and Santa Paula and will cost more their LTF funds not being spent on transit, planning for this route has highlighted a structural issue with TDA law and the Unmet Needs process. The Unmet Needs process is intended to make sure necessary transit service is operated before municipalities spend LTF dollars on spent on streets and roads. However, this request, like the majority of requests received through the Unmet Needs process, is for regional connecting service, rather than municipal services. Because of this, planning includes multiple jurisdictions, and multiple potential funding entities in the short-term and long-term. VCTC is exploring State and Federal grant opportunities for the initial timeframe but will work with local LTF recipients to establish ongoing funding.

### ***Service Between Fillmore and Moorpark***

This year, service between the Heritage Valley and the East County was requested 32 times, 25 of which were for service between Fillmore and Moorpark. This comment has been common request over the last couple years and now reaches the threshold for consideration. As the service between Fillmore and Moorpark is a regional service within Ventura County, involving multiple jurisdictions, it will require planning with the cities of Fillmore and Moorpark, as well as the County of Ventura. Additional vehicles will also be needed to implement this service (and the vehicles will likely need to be smaller, cutaway style, transit vehicles due to the terrain of the route). At the conclusion of the Unmet Needs process, VCTC will begin the planning process in coordination with local agencies, Fillmore, Santa Paula, Moorpark and the County, with the goal of future implementation of this service. Areas for



consideration/determination include the designated operator for the service, route orientation, vehicle type and identification of available funding sources.

### ***CARES Act and COVID-19 Effect***

Due to the significant projected loss of LTF revenue and fare revenue as a result of COVID-19, the Coronavirus Aid, Relief, and Economic Security (CARES) Act made funds available to transit operators to help fund continue operation of transit service. The CARES Act funds will likely provide relief for one to two years for county transit operators but LTF revenues will likely be needed to continue to fund existing service and forestall reducing service levels further once the funding has been expended. Increases in service such as the requested route between Fillmore and Moorpark would lead to the loss of other services, and therefore would not be equitable. It is for this reason that implementing service at this time is not found to be “reasonable to meet.” Nevertheless, VCTC will begin planning for the feasibility and potential implementation with the goal to implementing service once revenues have stabilized and are available.

### ***Other Requests***

Additionally, VCTC received over 140 requests for a bus stop at Central and Del Norte in Camarillo from employees of SAGE Services. SAGE Services employees or supports over 600 people and hosts activities 4-5 times a week. Their current office is located near the Pacific View Mall and is well served by transit and they will be moving to Del Norte Road in Camarillo in the Summer of 2020. However, as this location is currently served by Camarillo Area Transit (CAT)'s general purpose dial-a-ride and adding bus stops to a route is not considered an Unmet Need under the definitions, this request is not considered an Unmet Need. However, because this was so highly requested, VCTC and CAT staff will monitor the need for this stop after SAGE Services relocates. VCTC will also facilitate a meeting between the three entities to better understand the need.

VCTC and the local 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, frequently requested comments received were in the following areas:

- Direct service between Fillmore and Oxnard
- Weekend and increased Metrolink service
- Increased Highway 101 and Conejo Connection service
- Additional service on the East/West Connector (i.e. *Cross County Limited*)
- Increased service in the Heritage Valley overall

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 evening service
- Improved service to LA county
- Bus stop additions or improvements

### **RECOMMENDATION**

At this time, staff is recommending that there are no Unmet Transit Needs that are reasonable to meet. As noted above, staff will continue to examine the feasibility of the highly requested routes while ridership demand and revenues rematerialize. Staff will present the recommendation to the Commission in June for approval and determination that Transportation Development Act funds can be allocated for streets and roads purposes in cities fewer than 100,000 persons and Thousand Oaks.



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Item 8

May 14, 2020

**MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE**

**FROM: MARTIN R. ERICKSON, PUBLIC TRANSIT DIRECTOR  
CLAIRE GRASTY, PROGRAM MANAGER**

**SUBJECT: APPROVAL OF STATE REQUIRED TRANSPORTATION DEVELOPMENT ACT (TDA)  
TRIENNIAL PERFORMANCE AUDITS FOR VENTURA COUNTY TDA RECIPIENTS**

**RECOMMENDATION:**

- Receive and file the State required Transportation Development Act (TDA) triennial performance audits of TDA recipients in Ventura County.
- Approve submittal of triennial performance audits to Caltrans.

**DISCUSSION:**

Every three years, the State requires that VCTC, in its role as the County Transportation Commission and Transportation Planning Agency (RPTA) for Ventura County, undergo a performance audit to certify that agencies claiming Local Transportation Funds (LTF) are fully complying with the TDA legislative intent and regulations. Operators that receive funding under Article 4 of the TDA are required to have a performance audit. Between fiscal years (FY) 2017 and 2019, this includes the County of Ventura, Gold Coast Transit District (GCTD), Ojai Trolley, Simi Valley Transit, Thousand Oaks Transit, and Valley Express (in the cities of Fillmore, and Santa Paula).

While claimants that receive funding only under Article 4.5 and/or Article 8 are not statutorily required to have a performance audit, this cycle VCTC chose to continue conducting performance audits of all operators that are allocated funding under the TDA<sup>1</sup> to enable a comprehensive and objective review that serves the benefit of both the RPTA and the transit providers. This includes Camarillo Area Transit, Moorpark City Transit, and VCTC Intercity services. Doing so also contributes to and facilitates VCTC's preparation of its required annual SB 203 Report of transit operator's performance countywide.

In October 2019, VCTC released a Request for Proposal (RFP) for a consultant to perform the TDA audits for VCTC claimants (including non-Article 4 claimants). In December 2019 VCTC awarded the contract to Moore & Associates to complete the Triennial Performance audits.

Public Utilities Code (PUC) Section 99246(d) states that the performance audit of an operator providing public transportation services shall include, but is not limited to, a verification of the performance indicators defined in PUC Section 99247. These performance indicators include:

- Operating cost per passenger

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<sup>1</sup> Performance Audit Guidebook for Transit Operators and Regional Transportation Planning Entities (Caltrans, 2008)

- Operating cost per vehicle service hour
- Passengers per vehicle service hour
- Passengers per vehicle service mile
- Vehicle service hours per employee

At the March 12, 2020 TRANSCOM meeting, operators reviewed the draft findings and recommendations and was provided with the opportunity to ask questions of the auditor. The audits were subsequently finalized, and the final audits are reflective of operator and VCTC comments and revisions.

This item is to receive and file the TDA performance audits and approve the submission of the audits to Caltrans. The attached Summary of Findings and Recommendations from Moore & Associates provides an overview of the TDA performance audits completed, and recommendations going forward. Each individual performance audit is also posted on the VCTC website, [www.goventura.org](http://www.goventura.org)

**Attachment: Summary of Findings and Recommendations from Moore & Associates**

## Summary of Triennial Performance Audit Findings and Recommendations, FY 2017 – FY 2019

This document provides a summary of the findings and recommendations arising from the Triennial Performance Audit of the RTPA and the transit operators covered by the project scope.

### Background

In 2017, the Ventura County Transportation Commission (VCTC) selected Moore & Associates, Inc. to prepare Triennial Performance Audits of itself as the RTPA and the nine transit operators to which it allocates funding. As one of the six statutorily designated County Transportation Commissions in the SCAG region, VCTC also functions as the respective county RTPA.

The California Public Utilities Code requires all recipients of Transit Development Act (TDA) Article 4 funding to undergo an independent performance audit on a three-year cycle in order to maintain funding eligibility. Operators that do not receive TDA funding under Article 4 are not statutorily required to undergo a Triennial Performance Audit, nor have they traditionally been held to the requirements of TDA Article 4. However, VCTC requested all Ventura County operators be audited to enable a comprehensive and objective review to provide beneficial insights into program performance and to establish a baseline for future audits. This represents the second Triennial Performance Audit of all entities except for VCTC as the RTPA and Gold Coast Transit District.

The Triennial Performance Audit is designed to be an independent and objective evaluation of public transit operators, providing operator management with information on the economy, efficiency, and effectiveness of its programs across the prior three fiscal years. In addition to assuring legislative and governing bodies (as well as the public) that resources are being economically and efficiently utilized, the Triennial Performance Audit fulfills the requirement of PUC Section 99246(a) that the RTPA designate an entity other than itself to conduct a performance audit of the activities of each operator to whom it allocates funds.

In completing this Triennial Performance Audit, the audit team identified findings and recommendations based on compliance and functional elements of the review. Findings and recommendations were divided into two categories: TDA Program compliance findings and recommendations and functional findings and recommendations. TDA program compliance findings and recommendations identify compliance issues and are intended to assist in bringing the operator into compliance with the requirements and standards of the TDA. Functional findings and recommendations are intended to address issues identified during the TPA that are not specific to TDA compliance.

Each operator and the RTPA was provided with a draft audit report and the opportunity to ask questions, provide additional information regarding findings and recommendations, and offer a management response to findings. This input was incorporated into the final audit reports.

### Trends Regarding Findings

Of the ten entities (RTPA and nine operators), four had “no findings” reported. Three operators had only functional findings (and were deemed to be fully in compliance with TDA). The remaining three

# Ventura County Transportation Commission

## Summary of Performance Trends and Final Audit Findings

### TDA Triennial Performance Audits

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operators had both compliance and functional findings. Two operators that receive TDA Article 4 funds were deemed to be in out of compliance with respect to farebox recovery.

The most common compliance findings pertained to on-time submission of annual State Controller Reports (two of nine operators) and farebox recovery ratio (two of nine operators). Functional findings were specific to individual operators and the RTPA and covered topics such as verification of full-time equivalent (FTE), sustainability, inconsistent data reporting, failure to exclude leased vehicle costs, and tracking progress regarding audit findings. All findings and recommendations are discussed in detail within each audit report.

### Changes Regarding TDA Funding

It should be noted that three changes specific to the TDA and TDA funding went into effect beginning July 1, 2016 and were in effect during the entire audit period. The first was a policy approved by VCTC which mandated funding originally received through the TDA would be classified as TDA funding even after being passed through to another entity. This disallowed the use of TDA funds passed from one claimant to another agency to be used as local support in the calculation of the farebox recovery ratio.

The second change, which is discussed in its entirety within each of the operator audit reports, was an amendment to the Public Utilities Code specific to the definition of operating cost and what costs can be excluded. It should be noted that many of the exclusions pertain only to changes in certain costs, either over the prior year or beyond the change in the Consumer Price Index. They do not apply to all costs related to specified exclusion categories. Reporting forms for the State Controller for FY 2016/17 were not updated to reflect these exclusions. Reporting forms were updated and in place for FY 2017/18 and FY 2018/19. However, it is important for agencies to ensure any exclusions from operating cost are clearly itemized within TDA audits or other farebox revenue ratio calculations so that compliance can be clearly assessed.

The third change related to the type of funds that can be used to supplement farebox revenue. Prior to this bill, “local funds” was defined as “revenues derived from taxed imposed by the operator or by a county transportation commission.” This expanded definition opens up new revenue sources that can be used to offset farebox shortfalls. Applicable revenues include funds received through advertising, interest income, sale of surplus vehicles, and other such sources. While these funds are no longer limited to those generated by local taxes, they cannot be state or federal funds.

### The Future of the Transportation Development Act<sup>1</sup>

In the nearly 50 years since the introduction of the Transportation Development Act, there have been many changes to public transportation in California. Many operators face significant challenges in meeting the farebox recovery ratio requirement, and it calls into question whether that remains the best measure for TDA compliance. In 2018, the chairs of California’s state legislative transportation

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<sup>1</sup> Letter from Rick Ramacier, State Legislative Committee Chair, California Transit Association, and Joshua W. Shaw, Executive Director, California Transit Association to California Transit Association members, RTPAs, and other public transit systems. Subject: Transportation Development Act Reform – A Draft Framework (inclusive of Attachment 1, Draft Framework). Dated January 8, 2020.

## Ventura County Transportation Commission

### Summary of Performance Trends and Final Audit Findings

#### TDA Triennial Performance Audits

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committees requested the California Transit Association spearhead a policy task force to examine the TDA.

Numerous meetings were conducted with the TDA task force across a full year. Other efforts included input from state-level stakeholders as well as transit agencies. It also reviewed the results of two research projects requested by legislative leaders and conducted by the UCLA Institute of Transportation Studies. Two particularly important conclusions were:

1. The state's goals for transit have changed and broadened considerably since 1971 when the TDA became law and 1978 when the farebox recovery requirement was added; and
2. A survey of California transit and regional agency professionals reveals the current TDA requirements appear to influence agency management decisions in ways that do not align with the state's current goals for transit.

The task force then set forth a draft framework for TDA reform that maintained the farebox recovery requirement but significantly changed how it would be applied. The draft framework:

- Retains TDA's current farebox recovery requirements as an important data set for policymakers at all levels. The ratios would be targets that all transit agencies should try to meet.
- Removes financial penalties associated with missing farebox recovery requirements for all agencies.
- Requires agencies that miss their required farebox recovery for three years in a row be given the option in year four to either 1) develop and submit an action plan to the RTPA that details the steps it will take to meet its farebox recovery requirement; or 2) develop new targets, in collaboration with the RTPA, that monitor the transit agency's contribution to local, community, regional, or statewide goals.
- Adjusts some aspects of the farebox recovery ratio definitions for the numerator and denominator, and lower the basic targets, to better reflect current goals and objectives for public transit, and to more realistically accommodate today's most pressing transit challenges and unfunded mandates.

While these proposed changes to the TDA legislation have yet to be finalized and enacted, it is very likely the TDA will undergo significant revisions during the next audit period. As a result, the test of compliance may look quite different in subsequent triennial performance audits.

# Ventura County Transportation Commission

## Summary of Performance Trends and Final Audit Findings

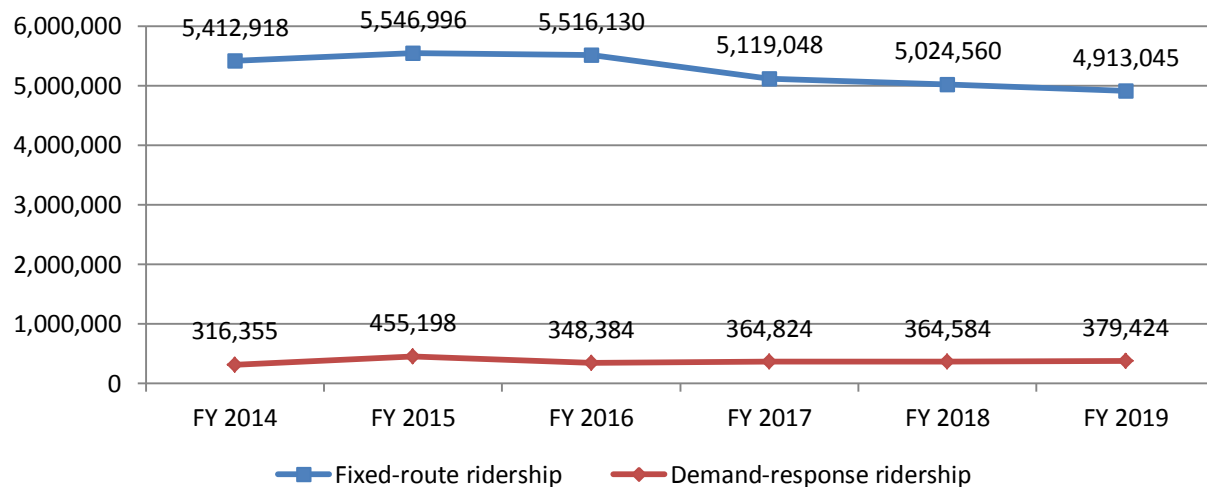
### TDA Triennial Performance Audits

#### Industry and Regional Trends

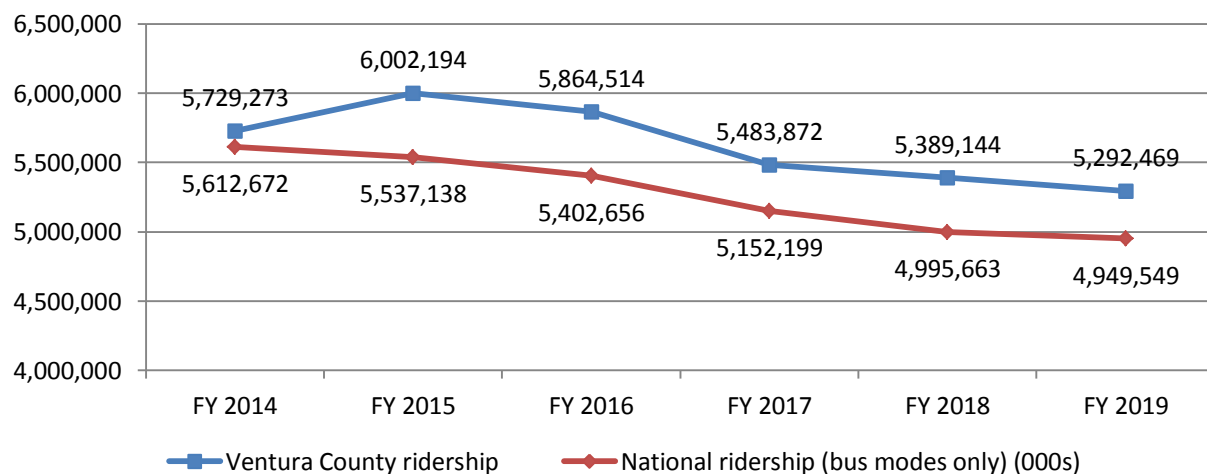
During the audit process, we looked at six-year trends for key performance measures for all operators. While the analysis for each operator is provided within that operator's audit report, we wanted to look at the county as a whole with respect to specific metrics.

#### 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<sup>2</sup> 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.



<sup>2</sup> Source: National Ridership: APTA Ridership Report Archive, [www.apta.com](http://www.apta.com).



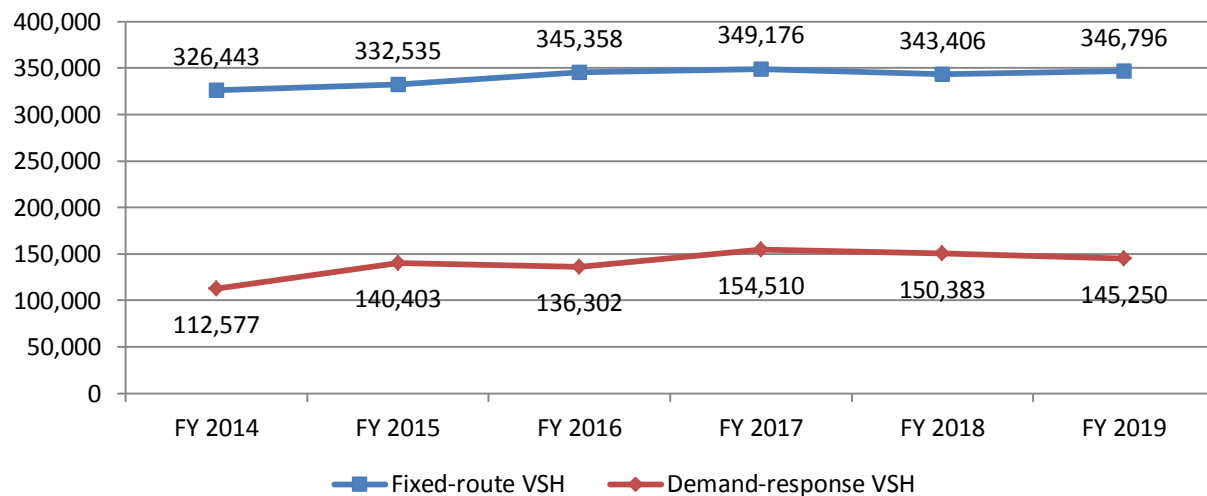
# Ventura County Transportation Commission

## Summary of Performance Trends and Final Audit Findings

### TDA Triennial Performance Audits

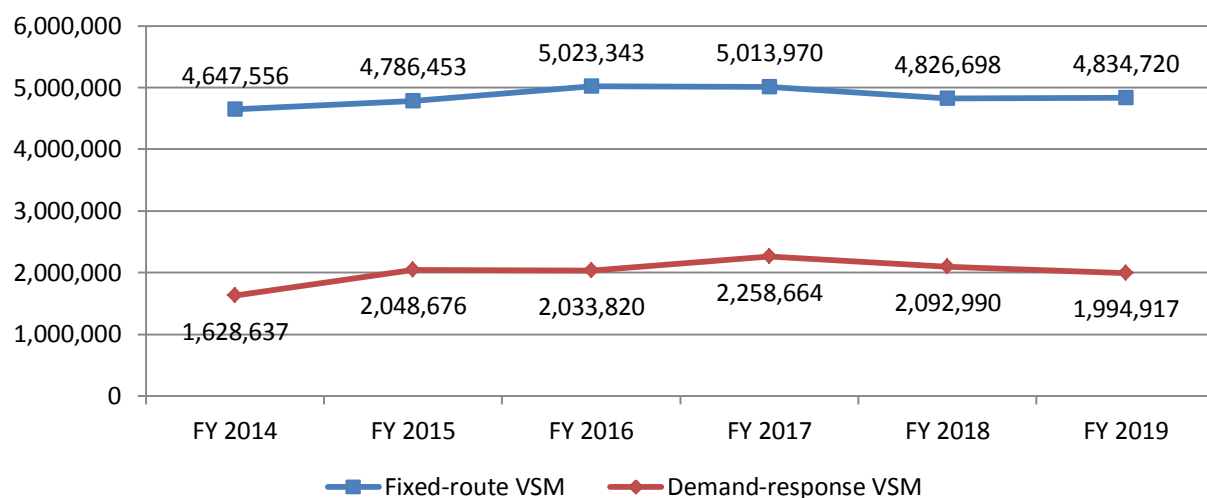
#### Vehicle Service Hours

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.



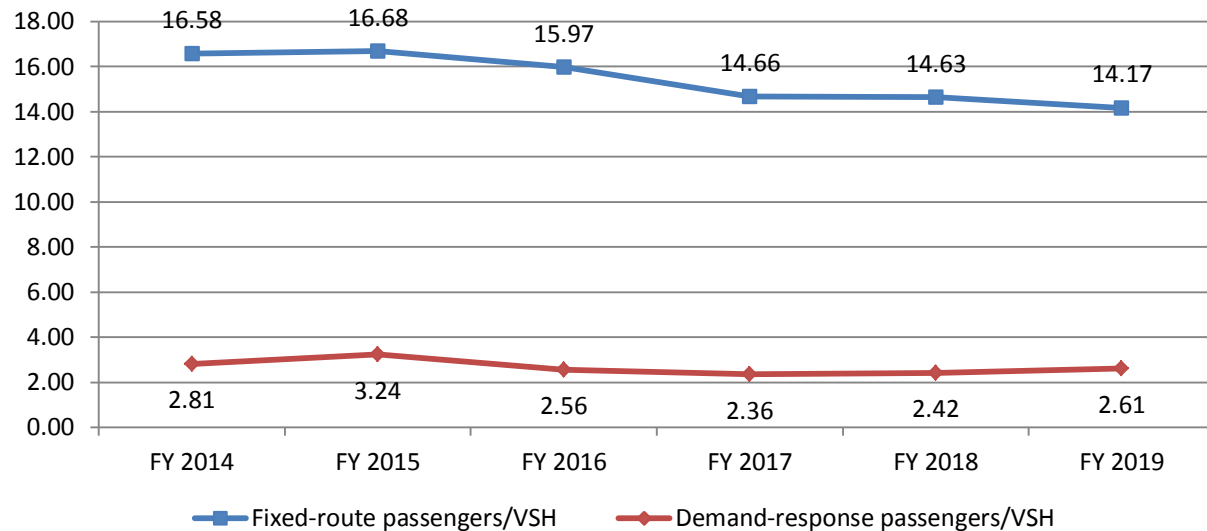
# Ventura County Transportation Commission

## Summary of Performance Trends and Final Audit Findings

### TDA Triennial Performance Audits

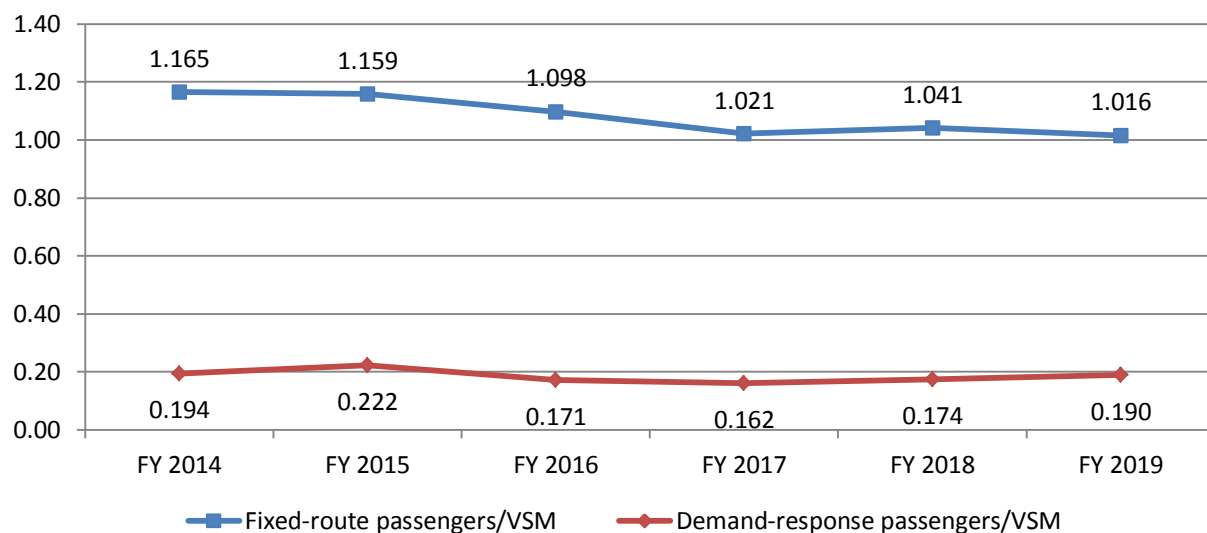
#### Passengers per Vehicle Service Hour

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 Final Audit Findings

#### TDA Triennial Performance Audits

#### Triennial Performance Audit Findings and Recommendations

A summary of compliance and functional findings and recommendations for the RTPA and all nine transit operators is presented below. Two operators had compliance findings related to the farebox recovery ratio. An additional operator met the test of compliance with respect to farebox recovery ratio, but had a functional finding regarding future program sustainability.

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	The City did not meet the minimum 20 percent farebox recovery ratio threshold for urbanized services in FY 2016/17 or FY 2018/19.	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.	
	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 Final Audit Findings

### TDA Triennial Performance Audits

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	The County does not exclude vehicle lease costs from operating cost as allowed by the TDA.	The County should exclude vehicle lease costs from its operating cost when calculating the farebox recovery ratio.	Functional
Gold Coast Transit District	None	None	
Valley Express	None	None	
VCTC Intercity Bus	None	None	
VCTC (RTPA)	VCTC does not formally track the progress of recommendations arising from triennial performance audits or other key documents.	Implement a process for operators to submit the implementation status of performance audit recommendations to VCTC's Transit Operations and Planning department on an annual basis.	Functional