

# Planning

2023 MOTORIST AID PROGRAM FACTS AND FIGURES

## Comprehensive Transportation Plan approved

Planning for the future of transportation in Ventura County moved forward when the Commission approved the updated Comprehensive Transportation Plan (CTP), a document that incorporates stakeholder and community engagement to envision transportation solutions for Ventura County over the next 20-30 years. Work to refine the CTP is ongoing.

## VCTC awarded \$3.7 million REAP grant

The SCAG Regional Council approved VCTC's application and awarded \$3.7 million through the Regional Early Action Planning (REAP) County Transportation Commissions Partnership Program. The funds will support a needs assessment of transit stops and station needs countywide; an update to the Santa Paula Branch Line Trail master plan and environmental impact report; an analysis of countywide paratransit integration; and a community traffic calming and pedestrian and bicycle safety program. (Due to state budget uncertainty, the REAP program has been paused.)

## Biking guide for beginners, families

VCTC celebrated Bike Month in May with the release of Biking Ventura County, a new guide for beginner cyclists and families. The guide includes maps of bike trails and routes across the county, plus tips on safety, riding e-bikes and taking bikes on public transit.



Total motorist assists recorded



Direct assists to motorists



Flat tires repaired



Percent of motorists assisted in under 10 minutes.



1,225 calls for aid in 2023  
Emergency Roadside Callbox

# What motorists say about Freeway Service Patrol

My driver was very helpful and kind. He made sure I was safe in a very stressful situation.

> The Freeway Service Patrol roaming tow trucks assist disabled vehicles on portions of Ventura County highways during peak travel periods at no cost to the motorist.

“I am so thankful this service is available.”

“I couldn't be happier with the service I received.”

“FSP was a lifesaver!”

March 2024

# Annual Community Impact Report



Ventura County Transportation Commission

goventura.org

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## Message from the Executive Director

As we look back on 2023, we see how VCTC will move forward

The year 2023 was, by any measure, a remarkable one at VCTC. Thanks to the leadership of our commissioners and the work of our dedicated staff and regional partners, VCTC was able to secure millions of dollars in grant funding that will improve multimodal travel options in and through Ventura County, whether by car, bus, bike, foot or rail. We launched a new program, Access for All, which provides more flexible transportation options for people who use wheelchairs.

Two of our most popular programs, College Ride and Youth Ride Free, provided more than 1 million fare-free bus rides to youths and college students across the county.

And for the first time, VCTC was named public transit agency of the year by the California Transit Association's Small Operators Committee.



Yet as we reflect on the past year, it's important to note that the impact of these and other accomplishments will extend far beyond 2023. In the spring, VCTC's 17-member governing board adopted both the Comprehensive Transportation Plan (CTP), a document that establishes the vision for mobility in Ventura County over the next 20 to 30 years, and the Strategic Plan, which sets the path for VCTC for the next five years. In December, the Commission adopted the Transit Integration and Efficiency Study (TIES), a multiyear study that identifies strategies to improve public transit throughout the county.

These three significant milestones, combined with VCTC's other notable achievements, have laid the groundwork for what are sure to be exciting and transformative years ahead. There is much work to be done, but we are eager to continue what we started. I am grateful to the VCTC Commission, staff and to our partners for their commitment to improving transportation options for all in Ventura County. We look forward to keeping Ventura County moving far into the future.



## Programming

### \$74.8 million for rail, EV charging stations, multi-use trail

VCTC was awarded \$74.8 million from the SB 1 program Solutions for Congested Corridors for four rail and active transportation projects. The funding will support construction of a second main track between Camarillo and Oxnard; improvements at the Camarillo train station; six electric vehicle charging stations at train stations; and a bike and pedestrian trail in East Ventura.

### Access for All launches

Ventura County residents who use wheelchairs now have another

transportation option: Access for All. In September, VCTC introduced the pilot program, which provides on-demand wheelchair-accessible transportation countywide 24 hours a day, 7 days a week at a cost similar to Uber and Lyft

### DBE Vendor Fair outreach event

VCTC joined Gold Coast Transit District, Simi Valley Transit and Thousand Oaks Transit to host a Disadvantaged Business Enterprise outreach event in November to promote DBE certification and participation throughout Ventura County. Participants learned how to become certified and upcoming contracting opportunities.

## Intercity/Rail/Rideshare

### VCTC named Transit Agency of the Year

For the first time, VCTC received the Transit Agency of the Year Award in the California Transit Association's Small Operators Awards. In announcing the award, the CTA Small Operators Committee recognized VCTC's free-fare programs Youth Ride Free and College Ride, and *iBuenas con VCTC!*, a new Spanish-language outreach campaign. The award was presented Nov. 16 in Pasadena.

### More weekend train service added

VCTC and Metrolink expanded weekend train service between Ventura and Union Station in July. The Ventura County Line service now includes two round trips per day on Saturdays and Sundays. Metrolink also expanded its codeshare program with Amtrak's

Pacific Surfliner, giving riders greater schedule flexibility and more travel options on the Ventura County Line.

### Smooth ride to the X Games

X Games California drew thousands of spectators to the Ventura County Fairgrounds in July. VCTC helped keep traffic flowing smoothly by increasing Intercity bus service, partnering with Metrolink and LOSSAN to encourage visitors to take the train, providing additional Freeway Service Patrol hours, and promoting options to get to the X Games other than driving a car.

### Free Fares programs expanded

The successful College Ride and Youth Ride Free programs continued. And this year, VCTC launched another free-fares program, which allows anyone to ride any bus in Ventura County for free on six designated days. Happy riding!

## Finance

### Award-winning financial reporting

VCTC has received 14 consecutive Certificates of Achievement for Excellence in Financial Reporting for the Annual Comprehensive Financial Report (ACFR) from the Government Finance Officers Association (GFOA). These Certificates are the highest form of recognition in governmental accounting and financial reporting. VCTC has also received for three consecutive years the GFOA's Distinguished Budget Presentation Award for its annual budget.

### Safeguards the Commission's assets while maintaining strong and prudent fiscal controls

VCTC staff safeguards the Commission's assets while maintaining strong and prudent fiscal controls and produces timely and accurate reports to provide the Commission and the public with financial information about the Commission's operations including the agency's budget. Staff oversees multiple annual state and federal audits demonstrating financial compliance from independent auditors.

## Outreach

### *iBuenas con VCTC!* wins two outreach awards

VCTC's new Spanish-language outreach campaign, *iBuenas con VCTC!*, won two awards in the APTA AdWheel competition in 2023, including a first-place Grand Award. The campaign, which aims to connect with residents through language and culture, is based on the game "Lotería". In the APTA competition, *iBuenas con VCTC!* earned honors as best educational outreach initiative.

### VCTC in the Community

Participating in community events is one of VCTC's favorite things to do. This year, staff could be found at several Earth Day events, the Ventura County Housing Conference, the Ventura County Leadership Academy, the Port of Hueneme Banana Festival, Ventura County Public Works Day, Take 5 and Read to Kids Day and more.

